

THE WORLD BANK ENTERPRISE SURVEY – B-READY FOLLOW-UP QUESTIONNAIRE
BANGLADESH 2023

FIELDWORK SUPERVISORS AND MANAGEMENT ARE RESPONSIBLE FOR THE ACCURACY OF THIS SECTION.

Additional randomization information	
Selection for market competition question	competition_select
Selection for tax compliance question	tax_select
VAT applicable	vat_applicable

A. COVER [TO BE COMPLETED FROM SCREENER AND BASELINE ES]

Screener Information	
Establishment id	wbid
Screener sector	a4b_v4
Module	a0
Screener region	a3a
Name of City/town/village	a3x
Screener size	a6c
Multi-establishment firm	a7
Panel	panel
Language	a1a
Last completed fiscal year	a20y
Application To Obtain An Electrical Connection Submitted Over The Last 2 Years	c3
Application To Obtain A Water Connection Submitted Over The Last 2 Years	c12
Establishment's Main Product/Service Last FY	d1a1a
Total annual sales last FY	d2
Total annual sales last FY-1	d2a1
% of Sales: National Sales	d3a
% of Sales: Indirect Exports	d3b
% of Sales: Direct Exports	d3c
In Last FY, Avg. Num. of Days For Exported Goods To Clear Customs?	d4
% of Material Inputs And Supplies of Foreign origin In Last Fiscal Year	d12b
Were Any of These Material Inputs And Supplies Imported Directly?	d13
Avg. Num. of Days For Imported Goods To Clear Customs In Last Fiscal Year	d14
In Last FY, Main Market For Establishment's Main Product	e1
Does the establishment have a line of credit or loan	k8
In Last FY, application to line of credit or loan	k16

QUESTIONNAIRE NUMBER **id**

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What Was The Outcome of That Most Recent Application For Loan/Line of Credit?	k20
Over The Last 12 Months, Was This Establishment Inspected By Tax officials?	j3
In last FY, number of permanent full time workers	l1
Government Contract Secured (or Attempted) In The Last 12 Months?	j6a
Total Labor Cost (Incl. Wages, Salaries, Bonuses, Etc) In Last Fiscal Year	n2a
Vat is applicable in the country	<i>vat_applicable</i>

CAPI QUESTIONS BEGIN HERE**A. CONTROL INFORMATION TO BE COMPLETED AT THE TIME OF THE INTERVIEW**

A.14 Time face-to-face interview begins:

Day (dd)	Month (mm)	Year (yyyy)	Hour (00 to 23)	Minutes (00 to 59)
a14d	a14m	a14y	a14h	a14min

INTERVIEW BEGINS HERE**READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING.**

Good [morning/afternoon/evening], I'm calling you from [Insert name of the contractor] to thank you for the participation in the survey for the World Bank that we undertook a few weeks ago. We would like to take this opportunity to ask you a few additional questions to develop new policies and programs that enhance employment and economic growth in [INSERT ECONOMY].

The information and opinions you provide will be anonymized. Neither your name nor the name of your business will be used in any document based on this survey.

A. INFRASTRUCTURE AND SERVICES**READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:**

First, we turn to the establishment's operations.

ASK IF C3 = 1

Previously, you responded that this establishment applied to obtain an electrical connection.

ASK IF C3 = 1

C.31	What was the total cost to obtain that electrical connection, including application, permitting, inspection fees, and all external connection works, excluding internal wiring and connections?
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	LCU
Cost of electrical connection	c31
DON'T KNOW (SPONTANEOUS)	-9

C.32	In a typical month, how many kilowatt hours (kWh) of electricity does this establishment consume? Please refer to a recent utility bill that represents a typical month of operations.
-------------	--

	kWh
kWh of electricity consumed	c32
DON'T KNOW (SPONTANEOUS)	-9

ASK IF C12 = 1

Previously, you responded that this establishment applied to obtain a water connection.

ASK IF C12 = 1

C.33	What was the total cost to obtain that water connection, including application, permitting, inspection fees, and all external connection works, excluding internal piping and connections?
-------------	--

	LCU
Cost of water connection	c33
DON'T KNOW (SPONTANEOUS)	-9

C.34	In a typical month, how much water does this establishment consume? Please refer to a recent utility bill that represents a typical month of operations.
-------------	--

	Number
Amount of water consumed	c34
DON'T KNOW (SPONTANEOUS)	-9

GO TO C.15.2

0									
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SPECIFY UNITS

Cubic meters	1
Gallons	2
Cubic feet	3
OTHER (SPECIFY) _____ c34bx_	4

c34b

ASK ONLY TO NON-MANUFACTURER

C.15.2	Over fiscal year [Insert last complete fiscal year], did this establishment experience insufficient water supply?
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Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

GO TO C.22b

GO TO C.22b

c152

ASK ONLY TO NON-MANUFACTURER

C.16.2	In a typical month, how many incidents of insufficient water supply did this establishment experience?
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	Number
Number of incidents of water insufficiency in a typical month	c162
DON'T KNOW (SPONTANEOUS)	-9

GO TO C.35

ASK ONLY TO NON-MANUFACTURER

C.17.2	How long did these incidents of insufficient water supply last on average?
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	Hours
Average duration of insufficient water supply	c172
LESS THAN ONE HOUR	1
DON'T KNOW (SPONTANEOUS)	-9

READ LINE ONLY IF MANUFACTURER AND C.15 = 1

Previously, you responded that this establishment experienced insufficient water supply.
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ASK IF C.15.2/C.15 = 1

C.35	Please estimate the losses that resulted from insufficient water supply either as a percentage of total annual sales or as total annual losses.
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	Percent	OR	[Insert LCUs]	DON'T KNOW (SPONTANEOUS)
Annual losses due to insufficient water supply	c35a %		c35b	-9

C.36	Over the last two years, did this establishment apply to obtain a fixed broadband internet connection?
-------------	--

Yes	1	
No	2	GO TO C.39
DON'T KNOW (SPONTANEOUS)	-9	GO TO C.39
		c36

C.37	In reference to that application, approximately how many days did it take to obtain the fixed broadband connection from the day of the application to the day the service was received?
-------------	---

	Days
Wait for internet connection	c37
LESS THAN ONE DAY	1
STILL IN PROCESS	-6
APPLICATION DENIED	-5
DON'T KNOW (SPONTANEOUS)	-9

C.38	What was the total cost to obtain that internet connection, including application and installation fees?
-------------	--

	[Insert LCUs]
Cost of internet connection	c38
DON'T KNOW (SPONTANEOUS)	-9

C.39	Over fiscal year [Insert last complete fiscal year] , did this establishment experience any disruptions to its internet connection, including complete downtime and connection slowdowns? Please exclude disruptions that are directly due to power outages.
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Yes	1	
No	2	GO TO C.42
THE ESTABLISHMENT DOES NOT HAVE AN INTERNET CONNECTION	-7	GO TO C.42
DON'T KNOW (SPONTANEOUS)	-9	GO TO C.42
		c39

C.40	In a typical month, how many hours of internet disruptions, including complete downtime and connection slowdowns, did this establishment experience that impacted business operations?
-------------	--

	Hours		Minutes
Duration of internet disruptions	c40a		
LESS THAN ONE HOUR	0	IF LESS THAN 1 HOUR	c40b
DON'T KNOW (SPONTANEOUS)	-9		-9

C.41	Please estimate the losses that resulted from the internet interruptions either as a percentage of total annual sales or as total annual losses in [Insert LCUs] .
-------------	---

	Percent	OR	[Insert LCUs]	DON'T KNOW (SPONTANEOUS)
Annual losses due to internet disruptions	c41a %		c41b	-9

C.42	Using the responses on the card, please indicate how difficult would it be for this establishment to switch between internet providers? SHOW CARD 3
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Unable to change the provider	1
With some difficulty	2
With little difficulty	3
With no difficulty at all	4
THERE IS ONLY ONE AVAILABLE INTERNET PROVIDER	-7
DON'T KNOW (SPONTANEOUS)	-9

c42

B. SALES AND SUPPLIES**READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:**

The next topic to be covered is how and where this establishment makes its sales.

ASK IF D3A IS NOT 100 AND D3B IS NOT 100 AND D3C IS NOT 0**ASK IF MANUFACTURING (d1a1a is 1) OR A WHOLESALE (d1a1a is 3).****Previously, you responded that a percentage of this establishment's sales were direct exports.**

D.31 In fiscal year **[Insert last complete fiscal year]**, what was the main country of destination for this establishment's direct exports?

Country	d31x
DON'T KNOW (SPONTANEOUS)	-9

ASK IF D3A IS NOT 100 AND D3B IS NOT 100 AND D3C IS NOT 0**ASK IF MANUFACTURING (d1a1a is 1) OR A WHOLESALE (d1a1a is 3)**

D.1a6b In fiscal year **[Insert last complete fiscal year]**, when this establishment exported goods directly, was the main point of exit an airport, a land border crossing, seaport, or waterway?

INTERVIEWER: IF MORE THAN ONE POINT OF EXIT, CHOOSE THE ONE THROUGH WHICH THE HIGHEST VALUE OF GOODS WAS EXPORTED.

Airport	1
Land border crossing	2
Seaport or waterway	3
DON'T KNOW (SPONTANEOUS)	-9
d32	

ASK IF D3A IS NOT 100 AND D3B IS NOT 100 AND D3C IS NOT 0**ASK IF (MANUFACTURING (d1a1a is 1) OR A WHOLESALE (d1a1a is 3) AND D.4 != -7 and non-missing**

D.4 In fiscal year **[Insert last complete fiscal year]**, how many days did it take on average for these directly exported goods to be released by **all** border control agencies, including clearance procedures prior to arrival at the point of exit until the release of all goods?

(Please include all clearance procedure times until the final release, including those times prior to arrival at the point of exit, not including transport time).

	Days		Hours
Average duration to clear border control agencies	d4a		
LESS THAN ONE DAY	0	IF LESS THAN 1 DAY	d4b
DON'T KNOW (SPONTANEOUS)	-9		-9

ASK IF D3A IS NOT 100 AND D3B IS NOT 100 AND D3C IS NOT 0

ASK IF MANUFACTURING (d1a1a is 1) OR A WHOLESALE (d1a1a is 3)

D.34	In fiscal year [Insert last complete fiscal year], as a percentage of the value of the products exported directly, what was the average cost of complying with all export requirements, including customs fees, other required payments, and payments made to customs brokers or freight forwarders, transportation freight, trade finance and insurance services? Please use the incoterm FCA.
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	Percent
FCA Costs to comply with export requirements	d34
DON'T KNOW (SPONTANEOUS)	-9

ASK IF D3A IS NOT 100 AND D3B IS NOT 100 AND D3C IS NOT 0

ASK IF MANUFACTURING (d1a1a is 1) OR A WHOLESALE (d1a1a is 3)

D.35	Were any of the goods directly exported ordered through electronic means and shipped by mail parcel or courier service? Please consider only consignments valued below the de minimis threshold of the destination country.
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Yes	1	
No	2	GO TO D.8
DON'T KNOW (SPONTANEOUS)	-9	GO TO D.8
		d35

ASK IF D3A IS NOT 100 AND D3B IS NOT 100 AND D3C IS NOT 0

ASK IF MANUFACTURING (d1a1a is 1) OR A WHOLESALE (d1a1a is 3)

D.36	What was the average amount of time from the moment when the goods were ready to be picked up by the postal or courier service until they were delivered?
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	Days		Hours
Average duration to ship digital exports	d36a		
LESS THAN ONE DAY	0	IF LESS THAN 1 DAY	d36b
DON'T KNOW (SPONTANEOUS)	-9		-9

ASK IF D3A IS NOT 100 AND D3B IS NOT 100 AND D3C IS NOT 0

ASK IF MANUFACTURING (d1a1a is 1) OR A WHOLESALE (d1a1a is 3)

D.37	As a share of the total value of the exported goods shipped by mail parcel or courier service , what was the average cost to comply with the requirements of border control agencies, logistics, and handling? Please exclude any domestic or international taxes. Please use the incoterm DAP.
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	Percent
Average cost of digital exports	d37
DON'T KNOW (SPONTANEOUS)	-9

ASK IF D12B != 0 AND D13 = 1

Previously, you responded that some of your material inputs or supplies [or finished goods and materials purchased to resell] were imported directly.

D.38	In fiscal year [Insert last complete fiscal year], what was the main country of origin for this establishment's direct imports of material inputs or supplies [or finished goods and materials purchased to resell]?
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Country	d8x
DON'T KNOW (SPONTANEOUS)	-9

ASK IF D12B != 0 AND D13 = 1

D.39	In fiscal year [Insert last complete fiscal year], when this establishment imported material inputs or supplies [or finished goods and materials purchased to resell], was the main point of entry an airport, a land border crossing, or a seaport or waterway? INTERVIEWER: IF MORE THAN ONE POINT OF ENTRY, CHOOSE THE ONE THROUGH WHICH THE HIGHEST VALUE OF GOODS WAS IMPORTED.
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Airport	1
Land border crossing	2
Seaport or waterway	3
DON'T KNOW (SPONTANEOUS)	-9
	d39

0								
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ASK IF D12B != 0 AND D13 = 1 AND D.14 != -7

D40	<p>In fiscal year [Insert last complete fiscal year], how long did it take on average for these directly imported material inputs and supplies [or finished goods and materials purchased to resell] to be released by all border control agencies, including clearance procedures prior to arrival at the point of entry until all material inputs and suppliers were released?</p> <p>(Please include all clearance procedure times until the release, including those times prior to arrival at the point of entry).</p>
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	Days		Hours
Average duration to clear border control agencies	d40a		
LESS THAN ONE DAY	0	IF LESS THAN 1 DAY	d40b
DON'T KNOW (SPONTANEOUS)	-9		-9

ASK IF D12B != 0 AND D13 = 1

d41	<p>In fiscal year [Insert last complete fiscal year], as a percentage of the value of the products directly imported, what was the average cost to comply with all import requirements, including customs fees, other required payments, and payments made to customs brokers or freight forwarders? Please use the incoterm DAP.</p>
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	Percent
DAP Costs to comply with import requirements	d41
DON'T KNOW (SPONTANEOUS)	-9

O. COMMERCIAL DISPUTES**READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:**

I would like to ask you a few questions about commercial disputes of this establishment.

O.1	In the last three years, has this establishment had any commercial dispute, that is a failure of any party to meet the terms or expectations of an agreement, including a contract, or a business relationship?
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Yes	1	
No	2	GO TO O.3
DON'T KNOW (SPONTANEOUS)	-9	GO TO O.3
		o1

O.2	Did this establishment use courts, arbitration, mediation, or conciliation to resolve or attempt to resolve its commercial disputes?
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Yes	1	
No	2	
DON'T KNOW (SPONTANEOUS)	-9	
		o2

O.3	Using the scale on the card, please indicate to what extent you agree with the following statements in relation to commercial disputes . INTERVIEWER: READ OUT OPTIONS SHOW CARD 8
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	Strongly disagree	Tend to disagree	Tend to agree	Strongly agree	(SPONTANEOUS)	
					DOES NOT APPLY	DON'T KNOW
Arbitration is a reliable alternative to courts for resolving commercial disputes o3a	1	2	3	4	-7	-9
Mediation or conciliation is a reliable alternative to courts for resolving commercial disputes o3b	1	2	3	4	-7	-9

C. DEGREE OF COMPETITION**ASK IF NON-MANUFACTURER**

E.31	In fiscal year [Insert last complete fiscal year], which of the following was the main market in which this establishment offered its main service? SHOW CARD 15
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Local – main service sold mostly in same municipality where establishment is located	1	
National – main service sold mostly across the country where establishment is located	2	
International	3	
DON'T KNOW (SPONTANEOUS)	-9	GO TO E.6
		e1

ASK IF NON-MANUFACTURER

E.2	How many competitors did this establishment's main service face in this main market?
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Number of competitors	e2b
TOO MANY TO COUNT	-4
DON'T KNOW (SPONTANEOUS)	-9

IF E.1 IS INTERNATIONAL (3), GO TO E.6

E.31	In fiscal year [Insert last complete fiscal year], what was the market share of your largest competitor, in terms of sales, in the market where this establishment sold its main product or offered its main service? INTERVIEWER: READ OUT
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IF competition_select == 1

Above 90%	1	
Between 50% and 90%	2	
Below 50%	3	
DON'T KNOW (SPONTANEOUS)	-9	
		e31a

IF competition_select == 0

	Market share
Market share of largest competitor	e31b
DON'T KNOW (SPONTANEOUS)	-9

ASK IF NON-MANUFACTURER

E.6	Does this establishment presently use technology licensed from a foreign-owned company, excluding office software?
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Yes	1	
No	2	
DON'T KNOW (SPONTANEOUS)	-9	
		e6

E.32	Over the last year, has the level of competition in the market where this establishment sold its main product or offered its main service changed? INTERVIEWER: READ OUT
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Yes, there is more competition	1
Yes, there is less competition	2
No change	3
DON'T KNOW (SPONTANEOUS)	-9

e32

E.33	Considering the main market for this establishment's main product or service, can this establishment increase its prices more so than its competitors can without losing customers?
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Yes	1
No	2
PRICES ARE REGULATED	-7
PRICES ARE SET BY HEADQUARTERS	-6
DON'T KNOW (SPONTANEOUS)	-9

e33

E.34	Are there any State Owned Enterprises (SOEs) operating in this establishment's main market?
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Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

GO TO E.31

GO TO E.31

e34

E.35	How does the presence of State Owned Enterprises in this establishment's main market, affect its ability to grow and expand? INTERVIEWER: READ OUT
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	Positively	Not at all	Negatively	NO STATE-OWNED ENTERPRISE	DON'T KNOW
SOE presence affects establishment's growth e35	1	2	3	-7	-9

G. LAND AND PERMITS

G.31	Over the last two years, did this establishment apply for an occupancy permit, certifying a building as compliant with applicable laws and code?
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Yes	1	
No	2	<i>GO TO GE.3</i>
DOES NOT APPLY (SPONTANEOUS)	-7	<i>GO TO GE.3</i>
DON'T KNOW (SPONTANEOUS)	-9	<i>GO TO GE.3</i>
		g31

G.32	In reference to the most recent application, approximately how many days did it take to obtain the occupancy permit from the day of the application to the day the permit was granted?
-------------	--

	Days
Wait for occupancy permit	g32
LESS THAN ONE DAY	1
STILL IN PROCESS	-6
APPLICATION DENIED	-5
DON'T KNOW (SPONTANEOUS)	-9

G.33	What was the total cost of obtaining that occupancy permit, including, application, inspection, and other required fees?
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	[LCU]
Cost of obtaining an occupancy permit	g33
DON'T KNOW (SPONTANEOUS)	-9

GE. GREEN ECONOMY**READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:**

And now I would like to ask you about climate practices in this establishment over fiscal year **[Insert last complete fiscal year]**

GE.3	In fiscal year [Insert last complete fiscal year] , did this establishment experience damage of physical assets due to extreme weather events such as storms, floods, droughts or landslides?
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Yes	1	
No	2	GO TO GE.7
DON'T KNOW (SPONTANEOUS)	-9	GO TO GE.7
		ge3

GE.3a	Please estimate the monetary damage of physical assets that resulted from extreme weather events.
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	[Insert LCUs]	DON'T KNOW (SPONTANEOUS)
Monetary damage of assets	ge3a	-9

GE.7	Over the last three years, did this establishment monitor its CO ₂ emissions?
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Yes	1	
No	2	
DON'T KNOW (SPONTANEOUS)	-9	
		ge7

GE.8	Over the last three years, did this establishment adopt any energy management measures to reduce emissions, waste, or pollution?
-------------	--

Yes	1	
No	2	
DON'T KNOW (SPONTANEOUS)	-9	
ESTABLISHMENT WAS NOT IN BUSINESS	-7	
		ge8d

K. FINANCE**READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:**

I would like to ask you a few questions about how you finance the operations of this establishment.
Let's talk about the establishment's present situation.

K.8.2 Does this establishment have a line of credit or a loan from a financial institution?
INTERVIEWER: READ OUT

Yes, a loan only	1
Yes, a line of credit only	2
Yes, both a line of credit and a loan	3
No	4
DON'T KNOW (SPONTANEOUS)	-9

k82

K.16.2 Referring again to fiscal year **[Insert last complete fiscal year]**, did this establishment apply for any lines of credit or loans?
INTERVIEWER: READ OUT

Yes, a loan only	1
Yes, a line of credit only	2
Yes, both a line of credit and a loan	3
No	4
DON'T KNOW (SPONTANEOUS)	-9

k162**ASK IF K.16.2 IS 1 OR 3 (AT LEAST ONE APPLICATION FOR A LOAN)**

K.31 What was the total cost of all fees paid to apply for the most recent loan, including origination, service, processing, and insurance fees?

	LCUs
Cost of applying for the loan	k31
DON'T KNOW (SPONTANEOUS)	-9

ASK IF K.16.2 IS 1 OR 3 (AT LEAST ONE APPLICATION FOR A LOAN) AND k20 IS NOT "STILL IN PROCESS"

K.32 How many days did it take from the moment the application was submitted until the decision was communicated?

	Days
Days to review loan application and receive a decision	k32
DON'T KNOW (SPONTANEOUS)	-9

0									
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K.33	What percentage of total sales for a typical month does this establishment receive from its customers through electronic payments, that is other than cash or check payments?
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	Percentage	
Percentage of sales through e-payments	k34	<i>IF 0, GO TO K.38</i>
DON'T KNOW (SPONTANEOUS)	-9	<i>GO TO K.38</i>

K.34	In a typical month, which of the following electronic payment methods accounts for the largest proportion of this establishment's sales in value? SHOW CARD 21
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Internet and mobile banking, including direct debit transfer	1
Debit cards	2
Credit cards	3
E-money and e-wallet, excluding mobile money	4
Mobile money	5
Other electronic payment methods	6
DON'T KNOW (SPONTANEOUS)	-9
	GO TO K.38
	k34

K.35	How many days does it take on average from when payment is made until the money is received using [insert the e-payment method to receive a payment identified in K.346] ?
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	Days
Days to receive money	K.35
PAYMENT RECEIVED IN LESS THAN A DAY	0
DON'T KNOW (SPONTANEOUS)	-9

K36	As a percentage of a typical transaction, how much does it cost to accept payments, using [insert the e-payment method to receive a payment identified in K34] ?
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	As a percentage of payments	DON'T KNOW (SPONTANEOUS)
Cost per transaction	k36 %	-9

K37	What is the cost per month to accept payments using [insert the e-payment method to receive a payment identified in K.34] ? Please include all monthly fees, subscription costs, point of sales terminal costs, maintenance and other costs.
INTERVIEWER: IF COSTS ARE ON AN ANNUAL BASIS, PLEASE DIVIDE BY 12	

	[Insert LCUs]	DON'T KNOW (SPONTANEOUS)
Monthly fees, subscription costs, POS terminal cost, maintenance, and other costs.	k37	-9

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:
Now let's talk about how this establishment makes payments, including to suppliers.

K.38	What percentage of the total payments that this establishment makes in a typical month is done through electronic payments, that is other than cash or check payments, excluding payments to government and payroll?
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	Percentage	
Percentage of purchases through e-payments	k38	IF 0, GO TO K.30
DON'T KNOW (SPONTANEOUS)	-9	GO TO K.30

K.39	In a typical month, which of the following electronic payment methods accounts for the largest proportion of this establishment's payments in value? SHOW CARD 21
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Internet and mobile banking, including direct debit transfer	1
Debit cards	2
Credit cards	3
E-money and e-wallet, excluding mobile money	4
Mobile-money	5
Other electronic payment methods	6
DON'T KNOW (SPONTANEOUS)	-9
GO TO K.30	
k39	

K.40	As a percentage of a typical transaction, how much does it cost to make payments, using [Insert most important e-payment method to make a payment (option identified in K.39)] ?
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	As a percentage of payments	DON'T KNOW (SPONTANEOUS)
Cost per transaction	k40 %	-9

J. BUSINESS-GOVERNMENT RELATIONS

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

The following questions assess how establishments, such as this one, deal with government officials and their agencies.

J.31 Please tell me if you strongly disagree, tend to disagree, tend to agree, or strongly agree with the statement: “In resolving commercial disputes, courts are independent and impartial”.
SHOW CARD 23

(SPONTANEOUS)

	Strongl y disagre e	Tend to disagre e	Tend to agree	Strong ly agree	DON'T KNOW	DOES NOT APPLY
“In resolving commercial disputes, courts are independent and impartial” j31	1	2	3	4	-9	-7

ASK IF J.3 IS 1

Previously, you expressed that over the last year this establishment was visited or inspected by tax officials or required to meet with them.

J.32 Did any of these visits or meetings consist of an external tax audit?

Yes	1	
No	2	GO TO J.34
DON'T KNOW (SPONTANEOUS)	-9	GO TO J.34
		j32

ASK IF J.3 IS 1

J.33 How many weeks did it take between the first interaction with the auditors and when the final audit report was received?

	Weeks
Duration of audit in weeks	j33
ONE WEEK OR LESS	1
AUDIT IS ONGOING	-5
DON'T KNOW (SPONTANEOUS)	-9

J.34	In fiscal year [Insert last complete fiscal year] , did this establishment outsource any tax-related activities, including the preparation, filing, or payment of profit taxes, labor taxes, VAT, GST, or sales taxes? INTERVIEWER: READ OUT OPTIONS
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Yes, fully	1
Yes, partially	2
No	3
DON'T KNOW (SPONTANEOUS)	-9

j34

If tax_select==1

J.35a	What was the total annual number of hours required for the preparation, filing, and payment of all taxes (profit taxes, labor taxes, VAT, GST, or sales taxes) for this establishment in fiscal year [Insert last complete fiscal year] ?
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	Hours
Total hours to prepare, file, and pay taxes	j35a
ONE HOUR OR LESS	1
DON'T KNOW (SPONTANEOUS)	-9

If tax_select==0

J.35b	What was the average number of hours per month required for the preparation, filing, and payment of all taxes (profit taxes, labor taxes, VAT, GST, or sales taxes) for this establishment in fiscal year [Insert last complete fiscal year] ?
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	Hours
Average number of hours to prepare, file, and pay taxes	j35b
ONE HOUR OR LESS	1
DON'T KNOW (SPONTANEOUS)	-9

J.36	In fiscal year [Insert last complete fiscal year] , did this establishment file its taxes electronically? INTERVIEWER: READ OUT OPTIONS
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Yes, fully	1
Yes, partially	2
No	3
DON'T KNOW (SPONTANEOUS)	-9

j36

J.37	In fiscal year [Insert last complete fiscal year] , did this establishment pay its taxes electronically? INTERVIEWER: READ OUT OPTIONS
-------------	--

Yes, fully	1
Yes, partially	2
No	3
DON'T KNOW (SPONTANEOUS)	-9

j37

If vat_applicable==1

J.38	In the last three years, has this establishment applied for a VAT refund?
-------------	---

Yes	1	
No	2	<i>GO TO J.40</i>
VAT REFUND NOT AVAILABLE	-6	<i>GO TO J.41</i>
NOT VAT ELIGIBLE	-7	<i>GO TO J41</i>
DON'T KNOW (SPONTANEOUS)	-9	<i>GO TO J41</i>

j38

If vat_applicable==1

J.39	In reference to the most recent VAT refund, how many weeks did it take from when the establishment submitted its application until the refund was received?
-------------	---

	Weeks	
Weeks to receive VAT refund	Bj39	<i>GO TO J.6a</i>
ONE WEEK OR LESS	1	<i>GO TO J.6a</i>
REFUND STILL OUTSTANDING	-5	<i>GO TO J.6a</i>
DON'T KNOW (SPONTANEOUS)	-9	<i>GO TO J.6a</i>

If vat_applicable==1

J.40	What was the main reason this establishment did not apply for a VAT refund? SHOW CARD 24
-------------	--

VAT refunds take too long to receive	1
The application for a VAT refund is too complicated	2
The establishment did not need to apply for a VAT refund	3
DON'T KNOW (SPONTANEOUS)	-9

j40

ASK IF J.6a = 1

Previously, you responded that this establishment secured or attempted to secure a government contract.

ASK IF J.6a = 1

J.41

How difficult does this establishment find the administrative requirements to participate in a public tender? Please consider the time and resources that the establishment used in order to prepare a bid.

SHOW CARD 25

Very difficult	1
Moderately difficult	2
Somewhat difficult	3
Not difficult at all	4
DON'T KNOW (SPONTANEOUS)	-9

j41**J.42**

Over the last three years, has this establishment held a government contract?

Yes	1	
No	2	GO TO J.32
DON'T KNOW (SPONTANEOUS)	-9	GO TO J.32
		j42

J.43

Approximately, how many days does it take for this establishment to receive payment under a government contract after it has delivered an invoice to the relevant authority? If this establishment has received multiple payments or contracts, please provide the time of the largest payment.

	Days
Wait for payment	j43
ONE DAY OR LESS	1
DON'T KNOW (SPONTANEOUS)	-9

L. LABOR**READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:**

Now I would like to ask you a few questions about this establishment's labor force.

L.31 During **[insert the last fiscal year]**, how many new permanent full-time workers did the establishment need to hire?

	Workers
Number of permanent full-time workers needed	131
NO NEED TO HIRE ANY NEW PERMANENT FULL-TIME WORKERS	0
DON'T KNOW (SPONTANEOUS)	-9

GO TO L.34**GO TO L.34**

L.32 During fiscal year **[insert the last fiscal year]**, how many permanent full-time workers were hired?

	Workers
Number of permanent full-time workers hired	132
NO HIRES	0
DON'T KNOW (SPONTANEOUS)	-9

**GO to L.33 if L.32 is
below L.31****GO TO L.34**

L.33 During fiscal year **[insert the last fiscal year]**, what was the main reason why this establishment did not hire more permanent full-time workers?
SHOW CARD 28

Non-wage labor costs were too high	1
Legally required minimum wage or cost of dismissal were too high	2
Lack of skilled labor	3
Competitive labor costs and benefits were too high	4
Not enough budget or headquarters did not authorize the hiring	5
Other	6
DON'T KNOW (SPONTANEOUS)	-9

133

L.34	In the last three years, has this establishment dismissed any permanent, full-time workers?
-------------	---

Yes	1	
No	2	<i>GO TO L.1a</i>
DON'T KNOW (SPONTANEOUS)	-9	<i>GO TO L.1a</i>
		I34

L.35	How many weeks did it typically take, from the time the notice of dismissal was provided to the worker until the worker was removed from the establishment's payroll? Please include all pre-notice requirements, notifications, and wait times.
-------------	--

	Weeks
Weeks to dismiss permanent, full-time worker	I35
ONE WEEK OR LESS	1
STILL IN PROCESS	-6
DON'T KNOW (SPONTANEOUS)	-9

L.36	How many weeks of salary was the typical severance payment for a dismissed permanent, full-time worker? Please include pay and benefits but exclude unpaid salaries for time already worked.
-------------	--

	Weeks
Weeks of salary paid for severance	I36
NO SEVERANCE WAS PAID	0
DON'T KNOW (SPONTANEOUS)	-9

L.1a	At the end of fiscal year [Insert last complete fiscal year] , how many permanent, part-time individuals worked in this establishment? Please include all workers and managers. Permanent, part-time workers are defined as all workers that work for a term of one or more fiscal years and/or have a guaranteed renewal of their employment and that work for less than a full shift.
-------------	---

	Number
Part-time workers employed last fiscal year	I1a
NO PART-TIME WORKERS	0
DON'T KNOW (SPONTANEOUS)	-9

L.37	Over the last three years, has this establishment been involved in any labor disputes? Labor disputes include any formal disagreements over salary, benefits, health and safety, dismissal, or other labor-related issue. Labor disputes could involve individual workers or a group of workers (collective dispute).
-------------	---

Yes	1	
No	2	GO TO L.40
DON'T KNOW (SPONTANEOUS)	-9	GO TO L.40
		137

L.38	How many months did it typically take from the moment the dispute arose until it got resolved, whether through an agreement, court decision, or other means?
-------------	--

	Months	
Time to resolve a labor dispute	138	
ONE MONTH OR LESS	1	
NO DISPUTE HAS BEEN RESOLVED	-7	GO TO L.40
DON'T KNOW (SPONTANEOUS)	-9	

L.39	How much did the resolution of the dispute typically cost this establishment, including all fines or dues to either party, if any?
-------------	--

	[Insert LCUs]
Cost to resolve a labor dispute	139
DON'T KNOW (SPONTANEOUS)	-9

L.40	During fiscal year [insert the last fiscal year] , in reference to workplace health and safety, was this establishment visited or inspected by a government labor inspector or has it been required to meet with one?
-------------	--

Yes	1	
No	2	GO TO N.2
DON'T KNOW (SPONTANEOUS)	-9	GO TO N.2
		140

QUESTIONNAIRE NUMBER **id**

0									
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L.41	As a result of these inspections, was a report issued to the establishment by the inspectorate? If there has been more than one inspection, please consider the latest completed inspection.
-------------	--

Yes	1
No	2
NO INSPECTION HAS BEEN CONCLUDED	-5
DON'T KNOW (SPONTANEOUS)	-9

I41

N. PERFORMANCE**READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:**

Now, we would like to ask you a few questions about the financial results of this establishment. It is important that this information be as accurate as possible. All information you provide will be anonymized, and neither your name nor the name of your establishment will be used in any document based on this survey.

N.2	From this establishment's Income Statement for fiscal year [Insert last complete fiscal year] , please provide the following in [LCUs] . SHOW CARD 30
------------	---

Previously, you responded that this establishment's total annual cost of labor including wages, salaries, bonuses, social security payments was **[Insert n2a value]**.

INTERVIEWER: READ OUT	[Insert LCUs]	(SPONTANEOUS)	
		DON'T KNOW	DOES NOT APPLY
Of which total annual costs of social security payments and employment-based taxes, excluding employee taxes that were withheld	n2a2	-9	
Total annual cost of water	n2k	-9	
Total annual cost of high-speed, fixed broadband internet	n21	-9	-7

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

Continuing in reference to fiscal year **[Insert last complete fiscal year]**.

N.11	For fiscal year [Insert last complete fiscal year] as a share of total annual gross profits, what was the cost of annual income-based taxes ? Please exclude any tax credits or deductions. (If taxes have not yet been paid, please include the expected tax payments.)
-------------	---

	Percent	DON'T KNOW (SPONTANEOUS)	REFUSAL (SPONTANEOUS)
Effective rate of income-based taxes	n11 %	-9	-8

N.12	<p>For fiscal year [Insert last complete fiscal year] as a share of total sales, what was the cost of all consumption taxes? Please exclude any amounts that were (or are expected to be) refunded or credited.</p> <p>(If taxes have not yet been paid, please include the expected tax payments.)</p>
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	Percent	DON'T KNOW (SPONTANEOUS)	REFUSAL (SPONTANEOUS)
Effective rate of consumption taxes	n12 %	-9	-8

POST-INTERVIEW INFORMATION**INTERVIEWER READ AT THE END OF THE INTERVIEW:**

The survey ends here. I would like to gather a few final details. Thank you for your time and cooperation.

A.12 Interviewer code **a12**

A.15 Time face-to-face interview ends:

Day (dd)	Month (mm)	Year (yyyy)	Hour (00 to 23)	Minutes (00 to 59)
a15d	a15m	a15y	a15h	a15min

**INTERVIEWER: THE SURVEY ENDS HERE.
PLEASE FILL OUT THE REMAINING INFORMATION ON YOUR OWN**

A.16 It is my perception that the responses to the questions regarding opinions and perceptions were:

Truthful	1
Somewhat truthful	2
Not truthful	3

a16

A.17 The responses to the questions regarding figures (productivity and employment numbers) were:

Taken directly from establishment records	1
Estimates computed with some precision	2
Arbitrary and unreliable numbers	3
In some case taken from books and in some case estimates	4

a17

INTERVIEWER COMMENTS:

a17x

(Problems occurred/extraordinary circumstances which could influence results)

A.18 This questionnaire was completed in:

One visit in face-to-face interview with one person	1
One visit in face-to-face interview with different managers/staff	2
Several visits	3

STOP HERE

a18

QUESTIONNAIRE NUMBER **id**

0									
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A.19	If option 2 or 3 in A.18 , estimate duration of the whole interview
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Hour	Minutes

a19h **a19m**