

THE WORLD BANK ENTERPRISE SURVEY

Iraq Services Module (2022)

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

INFORMATION ACQUIRED PRIOR TO SCREENING:

Sampling Information [CODES FROM WBG PROGRESS REPORT]	
Sampling sector	a4a
Sampling size	a6a
Sampling location	a2
Frame level	a1c

A. COVER [TO BE COMPLETED FROM SCREENER BEFORE INTERVIEW]

Screener Information	
Screener sector	a4b
Module	a0
Screener region	a3a
Name of City/town/village	a3x
Screener size	a6b
Multi-establishment firm	a7
Panel	panel
Language	a1a

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

GPS COORDINATES	Degrees North (Latitude)	lat
	Degrees East (Longitude)	lon

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.**

The goal of this survey is to gather information and opinions about the business environment in Iraq. The information gathered here will help to develop new policies and programs that enhance employment and economic growth. 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.

IC.1	Respondent understands the purpose of the Enterprise Survey, the COVID-19 protocols, and the protocols regarding personal data as described in the Informed Consent document AND the respondent provides consent?
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Yes	1
No	2

ic1**A. CONTROL INFORMATION**

A.20	For this establishment, on which calendar date did the last completed fiscal year end?
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Year	Month	Day
a20y	a20m	a20d

B. GENERAL INFORMATION

READ OUT THE FOLLOWING INTRODUCTORY SENTENCE ONLY IF A7 = 1 (yes):

The first few questions apply to the firm which this establishment is part of.

B.1 What is this firm's current legal status?
SHOW CARD 1

Shareholding company with shares traded in the stock market	1
Shareholding company with non-traded shares or shares traded privately	2
Sole proprietorship	3
Partnership	4
Limited partnership	5
Branch or representative office of a foreign company	6
OTHER (SPONTANEOUS-SPECIFY) <u> b1x </u>	7
DON'T KNOW (SPONTANEOUS)	-9

GO TO B.3a

b1

INTERVIEWER: PLEASE NOTE WHEN b1 IS 3 (SOLE PROPRIETORSHIP), ENTER 100% FOR QUESTION b3.

B.3 What percentage of this firm does the largest owner or owners own?

	Percent
Percentage owned by largest owner or owners	b3 %
DON'T KNOW (SPONTANEOUS)	-9

B.3a Is the largest owner also the Top Manager?

Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

b3a

B.2	What percentage of this firm is owned by each of the following: SHOW CARD 2
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	Percent	DON'T KNOW (SPONTANEOUS)
Private domestic individuals, companies or organizations	b2a %	-9
Private foreign individuals, companies or organizations	b2b %	-9
Government or State	b2c %	-9
Other	b2d %	-9
	100%	

**IF 100% END
INTERVIEW**

**INTERVIEWER: CHECK THAT TOTAL SUMS TO 100%
UNLESS RESPONDENT DOES NOT KNOW**

IRQ.B.2a	Has the owner, CEO, top manager, or any of the board members of this firm ever been elected or appointed to a political position in this country?
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Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

IRQb2a

B.4	Amongst the owners of the firm, are there any females?
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Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

GO TO B.5

GO TO B.5

b4

INTERVIEWER: PLEASE NOTE WHEN b1 IS 3 (SOLE PROPRIETORSHIP) and b4 is 1 (FIRM HAS A FEMALE OWNER), ENTER 100% FOR QUESTION b4a.

B.4a	What percentage of the firm is owned by females?
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	Percent
Percentage of female ownership	b4a%
DON'T KNOW (SPONTANEOUS)	-9

READ ONLY IF A7=1 (yes)

I want to proceed by asking you about this establishment only.

B.5 In what year did this establishment begin operations?

	Year
Year establishment began operations	b5
DON'T KNOW (SPONTANEOUS)	-9

INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR

B.6 How many full-time workers did this establishment have when it started operations? Please include all workers and managers.

INTERVIEWER: INCLUDE RESPONDENT WHEN APPLICABLE

	Number
Full-time workers at start-up	b6
DON'T KNOW (SPONTANEOUS)	-9

B.6b In what year was this establishment formally registered?

	Year
Year establishment formally registered	b6b
DON'T KNOW (SPONTANEOUS)	-9
NEVER REGISTERED (SPONTANEOUS)	-7

TERMINATE

INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR

B.7 How many years of experience working in this sector does the Top Manager have?

	Years
Manager's experience in sector	b7
ONE YEAR OR LESS	1
DON'T KNOW (SPONTANEOUS)	-9

B.7a Is the Top Manager female?

Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

b7a

QUESTIONNAIRE NUMBER **id**

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B.8	Does this establishment have an internationally-recognized quality certification? INTERVIEWER: SOME EXAMPLES ARE ISO 9000 or 14000, or HACCP
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Yes	1
No	2
STILL IN PROCESS	-6
DON'T KNOW (SPONTANEOUS)	-9

GO TO C.3

GO TO C.3

b8

B.8x	Please specify the internationally recognized quality certifications.
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Specify certifications	b8x
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C. INFRASTRUCTURE AND SERVICES**READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:****Now, we turn to the establishment's operations****C.3** Over the last two years, did this establishment apply to obtain an electrical connection?

Yes	1	
No	2	<i>GO TO C.6</i>
DON'T KNOW (SPONTANEOUS)	-9	<i>GO TO C.6</i>
		c3

C.4 In reference to that application, approximately how many days did it take to obtain it from the day of the application to the day the service was received?

	Days
Wait for electrical connection	c4
ONE DAY OR LESS	1
STILL IN PROCESS	-6
APPLICATION DENIED	-5
DON'T KNOW (SPONTANEOUS)	-9

C.5 In reference to that application, was an informal gift or payment expected or requested?

Yes	1	
No	2	
DON'T KNOW (SPONTANEOUS)	-9	
REFUSAL (SPONTANEOUS)	-8	
		c5

C.6 Over fiscal year **[Insert last complete fiscal year]**, did this establishment experience power outages (outages that do not affect production are not included)?

Yes	1	
No	2	<i>GO TO C.10</i>
DON'T KNOW (SPONTANEOUS)	-9	<i>GO TO C.10</i>
		c6

0								
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C.7 In a typical month, how many power outages did this establishment experience?

	Number	
Number of power outages in a typical month	c7	IF 0, GO TO C.9
DON'T KNOW (SPONTANEOUS)	-9	GO TO C.9

C.8 How long did these power outages last on average?

	Hours	Minutes
Average duration of power outages	c8a	c8b
ONE MINUTE OR LESS		1
DON'T KNOW (SPONTANEOUS)	-9	-9

C.9 Please estimate the losses that resulted from power outages either as a percentage of total annual sales or as total annual losses.

	Percent	OR	[Insert LCUs]	DON'T KNOW (SPONTANEOUS)
Annual losses due to power outages	c9a %		c9b	-9

C.10 Over the course of fiscal year **[Insert last complete fiscal year]**, did this establishment own or share a generator?

Yes	1	
No	2	GO TO C.12
DON'T KNOW (SPONTANEOUS)	-9	GO TO C.12
	c10	

C.11 What percentage of this establishment's electricity came from those generators?

	Percent
Percentage electricity from generators	c11 %
DON'T KNOW (SPONTANEOUS)	-9

C.12	Over the last two years, did this establishment apply to obtain a water connection?
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Yes	1	<i>GO TO COV.C.18</i> <i>GO TO COV.C.18</i>
No	2	
DON'T KNOW (SPONTANEOUS)	-9	
		c12

C.13	In reference to that application, approximately how many days did it take to obtain it from the day of the application to the day the service was received?
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	Days
Wait for water connection	c13
ONE DAY OR LESS	1
STILL IN PROCESS	-6
APPLICATION DENIED	-5
DON'T KNOW (SPONTANEOUS)	-9

C.14	In reference to that application, was an informal gift or payment expected or requested?
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Yes	1	
No	2	
DON'T KNOW (SPONTANEOUS)	-9	
REFUSAL (SPONTANENOUS)	-8	
		c14

COV.C.18	Over fiscal year [Insert last complete fiscal year] , did this establishment experience insufficient internet connection for business purposes?
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Yes	1	<i>GO TO C.22b</i> <i>GO TO C.22b</i>
No	2	
The establishment does not use internet for business purposes	-7	
DON'T KNOW (SPONTANEOUS)	-9	<i>GO TO C.22b</i>
		COVc18

COV.C.19	In a typical month, how many incidents of insufficient internet connection did this establishment experience?
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	Number
Number of incidents of insufficient internet connection in a typical month	COVc19
DON'T KNOW (SPONTANEOUS)	-9

GO TO C.22b

COV.C.20	How long did these incidents of insufficient internet connection last on average?
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	Hours
Average duration of insufficient internet connection	COVc20
LESS THAN ONE HOUR	1
DON'T KNOW (SPONTANEOUS)	-9

C.22b	At the present time, does this establishment have its own website or social media page?
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Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

c22b

C.30	Using the response options on the card; To what degree is Electricity an obstacle to the current operations of this establishment? SHOW CARD 3
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		No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very severe obstacle	(SPONTANEOUS) DON'T KNOW	DOES NOT APPLY
Electricity	c30a	0	1	2	3	4	-9	-7

D. 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.**

D.1a1	In fiscal year [Insert last complete fiscal year] , what was this establishment's main activity and product, that is, the activity and product that represented the largest proportion of annual sales? INTERVIEWER: PLEASE RECORD THE DESCRIPTION OF THE ACTIVITY AND PRODUCT IN DETAIL, FOR EXAMPLE, "LEATHER SHOE MANUFACTURING' NOT JUST SHOE MANUFACTURING".
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	d1a1a	DETAILED DESCRIPTION OF MAIN ACTIVITY AND PRODUCT
Manufacturing of	1	d1a1x
Retail trade of	2	
Wholesale trade of	3	
Construction of	4	
Hotel or restaurant	5	
Provide services of	6	

INTERVIEWER: IF D1A1A IS SERVICES SELECT (2-6), REVIEW TO ENSURE CORRECT MODULE IS BEING ASKED

D.1a3	What percentage of total sales does the main activity or product represent?
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	Percent
Percentage of sales represented by main activity or product	d1a3
DON'T KNOW (SPONTANEOUS)	-9

INTERVIEWER: PLEASE NOTE THAT THE NEXT QUESTION REFERS TO THE TOTAL SALES OF ALL PRODUCTS AND SERVICES

D.2	In fiscal year [Insert last complete fiscal year] , what were this establishment's total annual sales for all products and services?
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	[Insert LCUs]
Total annual sales in fiscal year [insert last complete fiscal year]	d2
DON'T KNOW (SPONTANEOUS)	-9

PLEASE ALSO WRITE OUT THE NUMBER (i.e. 50,000 AS FIFTY THOUSAND)

d2x

COV.D.20	In fiscal year [Insert last complete fiscal year] , what percentage of total sales were from internet transactions (Web-based platforms, social media platforms, establishment's website, smartphone app)?
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	Percent
Percentage of sales from internet transactions	COVd20
None	0
DON'T KNOW (SPONTANEOUS)	-9

COV.C.4a	Did this establishment start or increase business activity online in response to the COVID-19 outbreak?
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Yes	1
No	2
ESTABLISHMENT WAS NOT IN BUSINESS	-7
DON'T KNOW (SPONTANEOUS)	-9

COVc4a

N.3	Looking back to fiscal year [Insert last complete fiscal year minus two] , what were total annual sales for this establishment?
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	[Insert LCUs]
Total annual sales in fiscal year [Insert last complete fiscal year minus two]	n3
ESTABLISHMENT WAS NOT IN BUSINESS IN FISCAL YEAR [Insert last complete fiscal year minus two]	-7
DON'T KNOW (SPONTANEOUS)	-9

D.3	Coming back to fiscal year [Insert last complete fiscal year] , what percentage of this establishment's sales were: INTERVIEWER: SKIP PATTERNS MUST BE FOLLOWED IN THE ORDER THEY APPEAR IN THE TABLE SHOW CARD 4
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	Percent	DON'T KNOW (SPONTANEOUS)	
National sales	d3a %	-9	<i>IF 100, GO TO D.10</i>
Indirect exports (sold domestically to third party that exports products)	d3b %	-9	<i>IF 100, GO TO D.8</i>
Direct exports	d3c %	-9	<i>IF 0, GO TO D.8</i>
	100%		

**INTERVIEWER: CHECK THAT TOTAL SUMS TO 100%
UNLESS RESPONDENT DOES NOT KNOW**

D.8	In which year did this establishment first export directly or indirectly?
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	Year
Began exporting directly or indirectly	d8
DON'T KNOW (SPONTANEOUS)	-9

INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR

D.10	In fiscal year [Insert last complete fiscal year] , what percentage of the value of products this establishment shipped to supply domestic markets was lost while in transit because of each of the following: INTERVIEWER: READ EACH CATEGORY
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	Percent	NO LOSSES	DON'T KNOW (SPONTANEOUS)	NO INTERNAL SHIPMENTS MADE (DOES NOT APPLY)
Theft?	d10 %	0	-9	-7
Breakage or spoilage?	d11 %	0	-9	-7

IRQ.D.11	Which of the following best describes this establishment's market for its main material inputs or supplies? SHOW CARD 5
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There is only one supplier	1
There are multiple suppliers, but it would be very costly to switch suppliers	2
There are multiple suppliers and it would not be very costly to switch suppliers	3
DON'T KNOW (SPONTANEOUS)	-9
DOES NOT APPLY (SPONTANEOUS)	-7

IRQd11

D.12	In fiscal year [Insert last complete fiscal year] , what percentage of this establishment's purchases of material inputs or supplies were: SHOW CARD 6
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	Percent	DON'T KNOW (SPONTANEOUS)
Of domestic origin	d12a %	-9
Of foreign origin	d12b %	-9
	100%	

IF 0, GO TO COV.C.2b

**INTERVIEWER: CHECK THAT TOTAL SUMS TO 100%
UNLESS RESPONDENT DOES NOT KNOW**

D.13	Were any of those material inputs, supplies, or finished goods and materials purchased to resell imported directly?
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Yes	1	
No	2	GO TO COV.C.2b
DON'T KNOW (SPONTANEOUS)	-9	GO TO COV.C.2b
		d13

D.14	When this establishment imported these material inputs, supplies, or finished goods and materials purchased to resell, how many days did it take on average from the time these goods arrived to their point of entry (e.g. port, airport) until the time these goods could be claimed from customs?
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	Days
Average number of days to clear customs	d14
ONE DAY OR LESS	1
DON'T KNOW (SPONTANEOUS)	-9
DOES NOT APPLY (SPONTANEOUS)	-7

**GO TO
COV.C.2b**

D.15a	In claiming these goods from customs was an informal gift or payment expected or requested?
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Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9
REFUSAL (SPONTANEOUS)	-8
DOES NOT APPLY (SPONTANEOUS)	-7

d15a

D.30	Using the response options on the card; To what degree are each of the following an obstacle to the current operations of this establishment? INTERVIEWER: READ OUT OPTIONS SHOW CARD 7
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		No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very severe obstacle	(SPONTANEOUS) DON'T KNOW	DOES NOT APPLY
Transport d30a		0	1	2	3	4	-9	-7
Customs and trade regulations d30b		0	1	2	3	4	-9	-7

R. MANAGEMENT PRACTICES**PLEASE READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:**

And now I would like to ask you about management practices in this establishment.

R.1 Over fiscal year **[Insert last complete fiscal year]**, what best describes what happened at this establishment when a problem in the provision of services arose?
SHOW CARD 8

INTERVIEWER: SELECT "DOES NOT APPLY" (-7) IF THERE WERE NO PROBLEMS IN THE PRODUCTION PROCESS IN THE LAST COMPLETE FISCAL YEAR

We fixed it but did not take further action	1
We fixed it and took action to make sure it did not happen again	2
We fixed it and took action to make sure that it did not happen again, and had a continuous improvement process to anticipate problems like these in advance	3
No action was taken	4
DON'T KNOW (SPONTANEOUS)	-9
DOES NOT APPLY (SPONTANEOUS)	-7

r1

R.2 Over fiscal year **[Insert last complete fiscal year]**, did this establishment monitor any performance indicators?

Yes	1	
No	2	GO TO R.4
DON'T KNOW (SPONTANEOUS)	-9	GO TO R.4

r2

R.3 How many performance indicators were monitored?
INTERVIEWER: READ OUT

1-2 indicators	1
3-9 indicators	2
10 or more indicators	3
DON'T KNOW (SPONTANEOUS)	-9

r3

R.4	Over fiscal year [Insert last complete fiscal year] , did this establishment have service provision targets? Examples of production targets are: production volume, quality, efficiency, waste, or on-time delivery.
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Yes	1	GO TO R.8 GO TO R.8
No	2	
DON'T KNOW (SPONTANEOUS)	-9	

r4

R.5	What best describes the time frame of those service provision targets? SHOW CARD 9
------------	--

Main focus was on short term, less than one year	1	r5
Main focus was on long term, one year or more	2	
Combination of short-term and long-term targets	3	
DON'T KNOW (SPONTANEOUS)	-9	

R.6	How easy or difficult was it for this establishment to achieve those service provision targets overall? SHOW CARD 10
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Achieved without much effort	1	r6
Achieved with some effort	2	
Achieved with normal amount of effort	3	
Achieved with more than normal effort	4	
Only achieved with extraordinary effort	5	
Targets were not achieved	6	
DON'T KNOW (SPONTANEOUS)	-9	

R.7	Who was aware of the service provision targets at this establishment? SHOW CARD 11
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Only senior managers	1	r7
Most managers and some production workers	2	
Most managers and most production workers	3	
All managers and most production workers	4	
DON'T KNOW (SPONTANEOUS)	-9	

R.8	Over fiscal year [Insert last complete fiscal year] , did this establishment have performance bonuses for managers?
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Yes	1	
No	2	GO TO R.10
DON'T KNOW (SPONTANEOUS)	-9	GO TO R.10
		r8

R.9	What were those managers' performance bonuses mostly based on? INTERVIEWER: READ OUT
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INTERVIEWER: IF THE ESTABLISHMENT IS NOT PART OF A MULTI-ESTABLISHMENT FIRM (A7 IS NO), THEN DO NOT USE OPTION 4

Their own performance	1	
Their team's performance	2	
The establishment's performance	3	
The firm's performance	4	
DON'T KNOW (SPONTANEOUS)	-9	
		r9

R.10	Over fiscal year [Insert last complete fiscal year] , what was the primary way non-managers were promoted at this establishment? SHOW CARD 12
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INTERVIEWER: SELECT "DOES NOT APPLY" (-7) IF THERE WERE NO PROMOTIONS OF NON-MANAGERS IN THE LAST COMPLETE FISCAL YEAR

Based solely on performance and ability	1	
Based partly on performance and ability, and partly on other factors (for example, tenure or family connections)	2	
Based mainly on factors other than performance and ability (for example, tenure or family connections)	3	
Non-managers are normally not promoted	4	
DON'T KNOW (SPONTANEOUS)	-9	
DOES NOT APPLY (SPONTANEOUS)	-7	
		r10

0									
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R.11	Over fiscal year [Insert last complete fiscal year] , when was an under-performing non-manager reassigned or dismissed? SHOW CARD 13
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INTERVIEWER: SELECT “DOES NOT APPLY” (-7) IF THERE WERE NO UNDER-PERFORMING NON-MANAGERS IN THE LAST COMPLETE FISCAL YEAR

Within 6 months of identifying under-performance	1
After 6 months of identifying under-performance	2
Rarely or never	3
DON'T KNOW (SPONTANEOUS)	-9
DOES NOT APPLY (SPONTANEOUS)	-7

r11

E. DEGREE OF COMPETITION

E.11	Does this establishment compete against unregistered or informal establishments?
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Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

e11

IRQ.E.12	<p>Please indicate which best describes the main competitor for this establishment.</p> <p>By “main” competitor, I mean the competitor(s) that most affect this establishment’s daily operations, in terms of pressures to compete on prices.</p> <p>SHOW CARD 15</p>
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Foreign firm operating in Iraq	1
National firm operating from another governorate	2
National firm operating in the same governorate	3
Import from another country	4
State-owned enterprise	5
Informal sector firm	6
DON'T KNOW (SPONTANEOUS)	-9

IRQe12

IRQ.E.13	Over the last two years, has this establishment received any land at a government-subsidized rate?
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Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

IRQe13

IRQ.E.14	Over the last two years, has this establishment received any access to subsidized input or energy prices?
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Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

IRQe14

IRQ.E.15 Over the last two years, has this establishment received direct subsidies, including wage subsidies, investment subsidies or others?

Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

IRQe15

IRQ.E.16 Please indicate which best describes the main practice of the establishment's competitors that represents the top obstacles to the current operations of this establishment?
SHOW CARD 16

They avoid taxes (corporate)	1
They do not observe trade regulations and duties	2
They avoid labor taxes and regulations	3
They have favored access to credit	4
They have favored access to government services	5
They conspire to limit my access to inputs/sales channels	6
DON'T KNOW (SPONTANEOUS)	-9
DOES NOT APPLY (SPONTANEOUS)	-7

IRQe16

E.30 Using the response options on the card; To what degree are **Practices of Competitors in the Informal Sector** an obstacle to the current operations of this establishment?
SHOW CARD 17

	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	(SPONTANEOUS)	
						DON'T KNOW	DOES NOT APPLY
Practices of competitors in the informal sector e30	0	1	2	3	4	-9	-7

H. INNOVATION

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING

And now we switch to a different topic. In this section “new” means new to the establishment but not necessarily new to the market.

H.1 During the last three years, has this establishment introduced new or improved products or services?

Yes	1	
No	2	<i>GO TO H.5</i>
DON'T KNOW (SPONTANEOUS)	-9	<i>GO TO H.5</i>
		h1

H.2 Were any of the new or improved products or services also new for the establishment's main market?

Yes	1	
No	2	
DON'T KNOW (SPONTANEOUS)	-9	
		h2

H.3 Please describe in detail the main new or improved product or service that this establishment introduced during the last three years.

The main new or improved product or service is the one that represented the largest proportion of this establishment's sales in value (not volume) during the last three years.

Description

DESCRIPTION SHOULD BE AS DETAILED AS POSSIBLE

h3x

H.4 Please describe in detail how the main new or improved product or service is different than the most similar product or service, if any, previously produced by this establishment.

INTERVIEWER: IF THERE IS NOTHING SIMILAR ENTER “COMPLETELY NEW”

Description

DESCRIPTION SHOULD BE AS DETAILED AS POSSIBLE

h4x

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H.5	<p>During the last three years, has this establishment introduced any new or improved process? These include:</p> <p>methods of manufacturing products or offering services; logistics, delivery, or distribution methods for inputs, products, or services; or supporting activities for processes?</p>
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Yes	1	
No	2	GO TO H.8
DON'T KNOW (SPONTANEOUS)	-9	GO TO H.8

h5

H.6	<p>Please describe in detail the <u>main</u> new or improved process that this establishment introduced during the last three years. The main innovative process is the innovative process that had the largest impact on the operations of the establishment during the last three years.</p>
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Description

<p>DESCRIPTION SHOULD BE AS DETAILED AS POSSIBLE</p> <p>h6x</p>

H.7	<p>Please describe in detail how the <u>main</u> new or improved process is different than the most similar process that is or was used by this establishment.</p>
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IF THERE IS NOTHING SIMILAR ENTER "COMPLETELY NEW"

Description

<p>DESCRIPTION SHOULD BE AS DETAILED AS POSSIBLE</p> <p>h7x</p>

H.8	<p>During fiscal year [Insert last complete fiscal year], did this establishment spend on research and development activities, either in-house or contracted with other companies, excluding market research surveys?</p>
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Yes	1	
No	2	GO TO SECTION F
DON'T KNOW (SPONTANEOUS)	-9	GO TO SECTION F

h8

H.9	How much did this establishment spend on research and development activities that year, either in-house or contracted with other companies?
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	[Insert LCUs]
Cost of research and development activities	h9
DON'T KNOW (SPONTANEOUS)	-9

F. CAPACITY

COV.B.1a	Did this establishment close temporarily (suspended services or production) due to the COVID-19 outbreak?
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Yes	1	
No	2	GO TO G.6
DON'T KNOW (SPONTANEOUS)	-9	GO TO G.6
		COVb1a

COV.B.1b	For how many weeks has this establishment been closed (or was closed) due to the COVID-19 outbreak?
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Weeks the establishment was closed	COVb1b
DON'T KNOW (SPONTANEOUS)	-9

G. LAND AND PERMITS

G.6 Of the **buildings** occupied by this establishment, what percentage is owned by this establishment?

	Percent	DON'T KNOW (SPONTANEOUS)
Owned by this establishment	g6a %	-9

G.1 Of the **land** occupied by this establishment, what percentage is owned by this establishment?

	Percent	DON'T KNOW (SPONTANEOUS)	DOES NOT APPLY IS A FLOOR IN A BUILDING(SPONT ANEOUS)
Owned by this establishment	g1a %	-9	-7

G.2 Over the last two years, did this establishment apply to obtain a construction-related permit?

Yes	1	
No	2	GO TO G.5
DON'T KNOW (SPONTANEOUS)	-9	GO TO G.5
	g2	

G.3 In reference to that application, approximately how many days did it take to obtain it from the day of the application to the day the permit was granted?

	Days
Wait for a construction-related permit	g3
ONE DAY OR LESS	1
STILL IN PROCESS (SPONTANEOUS)	-6
APPLICATION DENIED (SPONTANEOUS)	-5
DON'T KNOW (SPONTANEOUS)	-9

G.4	In reference to that application, was an informal gift or payment expected or requested?
------------	--

Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9
REFUSAL (SPONTANEOUS)	-8

g4

INTERVIEWER: ASK THE FOLLOWING QUESTION ONLY FOR RETAIL ESTABLISHMENTS

G.5	What is the total selling area of this establishment?
------------	---

Area	
DON'T KNOW (SPONTANEOUS)	-9

GO TO G.30

g5a

SPECIFY UNITS

Square Feet	1
Square Yards	2
Square Meters	3
OTHER (SPECIFY) g5bx	4

g5b

INTERVIEWER: ASK THE FOLLOWING QUESTION ONLY FOR HOTELS

D.1a6a	What was the total number of rooms at the end of [Insert last complete fiscal year]?
---------------	--

	Quantity
Total number of rooms at the end of FY [insert last complete fiscal year]	d1a6a
DON'T KNOW (SPONTANEOUS)	-9

0								
---	--	--	--	--	--	--	--	--

INTERVIEWER: ASK THE FOLLOWING QUESTION ONLY FOR HOTELS

D.1a6b What was the total area of all the rooms at the end of **[Insert last complete fiscal year]**?

Area	d1a6b
DON'T KNOW (SPONTANEOUS)	-9

SPECIFY UNITS

Square Feet	1
Square Yards	2
Square Meters	3
OTHER (SPECIFY) d1a6cx	4
d1a6c	

G.30 Using the response options on the card; To what degree is **Access to Land** an obstacle to the current operations of this establishment?
SHOW CARD 17

						(SPONTANEOUS)	
						DON'T KNOW	DOES NOT APPLY
						-9	-7
Access to land	g30a	0	1	2	3	4	

I. CRIME

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

We now turn to another topic.

I.1 In fiscal year **[Insert last complete fiscal year]**, did this establishment pay for security, for example equipment, personnel, or professional security services including internet security?

Yes	1	
No	2	GO TO I.3
DON'T KNOW (SPONTANEOUS)	-9	GO TO I.3
		i1

I.2 What percentage of this establishment's total annual sales was paid for security, or what was the total annual cost of security?

	As a percentage of sales	OR	[Insert LCUs]	DON'T KNOW (SPONTA NEOUS)
Annual cost of security	i2a %		i2b	-9

I.3 In fiscal year **[Insert last complete fiscal year]**, did this establishment experience losses as a result of theft, robbery, vandalism, arson on this establishment's premises or from internet hacking or fraudulent internet transactions?

Yes	1	
No	2	GO TO I.30
DON'T KNOW (SPONTANEOUS)	-9	GO TO I.30
		i3

I.4 Please estimate those losses, either as a percentage of total annual sales or as total annual losses?

	As a percentage of sales	OR	[Insert LCUs]	DON'T KNOW (SPONTAN EOUS)
Annual losses	i4a %		i4b	-9

[illegible]

I.30	Using the response options on the card; To what degree is Crime, Theft and Disorder an obstacle to the current operations of this establishment? SHOW CARD 17
-------------	--

							(SPONTANEOUS)	
		No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	DON'T KNOW	DOES NOT APPLY
Crime, theft and disorder	i30	0	1	2	3	4	-9	-7

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.

- K.3** Over fiscal year **[Insert last complete fiscal year]**, please estimate the proportion of this establishment's working capital, that is the funds available for day-to-day operations, that was financed from each of the following sources?
SHOW CARD 18

	Percent	DON'T KNOW (SPONTANEOUS)
Internal funds or retained earnings	k3a %	-9
Borrowed from banks: private and state-owned	k3bc %	-9
Borrowed from non-bank financial institutions, which include microfinance institutions, credit cooperatives, credit unions, or finance companies	k3e %	-9
Purchases on credit from suppliers and advances from customers	k3f %	-9
Other, moneylenders, friends, relatives, etc.	k3hd %	-9
	100%	

**INTERVIEWER: CHECK THAT TOTAL SUMS TO 100%
UNLESS RESPONDENT DOES NOT KNOW**

- K.4** In fiscal year **[Insert last complete fiscal year]**, did this establishment purchase any new or used fixed assets, such as machinery, vehicles, equipment, land or buildings, including expansion and renovations of existing structures?

Yes	1	
No	2	GO TO K.6
DON'T KNOW (SPONTANEOUS)	-9	GO TO K.6
		k4

- N.5** In fiscal year **[Insert last complete fiscal year]**, how much did this establishment spend on purchases of:
INTERVIEWER: READ OUT

	[Insert LCUs]	DON'T KNOW (SPONTANEOUS)
New or used machinery, vehicles, and equipment?	n5a	-9
Land and buildings including expansion and renovations of existing structures?	n5b	-9

K.5	Over fiscal year [Insert last complete fiscal year] , please estimate the proportion or the amount of this establishment's total purchases of fixed assets in [Insert LCU] that were financed from the following sources: SHOW CARD 19
------------	--

	Percent	OR	Amount [Insert LCU]	DON'T KNOW (SPONTANEOUS)
Internal funds or retained earnings	k5a %		k5a1	-9
Owners' contribution or issued new equity shares	k5i %		k5i1	-9
Borrowed from banks: private and state-owned	k5bc %		k5bc1	-9
Borrowed from non-bank financial institutions, which include microfinance institutions, credit cooperatives, credit unions, or finance companies	k5e %		k5e1	-9
Purchases on credit from suppliers and advances from customers	k5f %		k5f1	-9
Other, moneylenders, friends, relatives, bonds, etc	k5hdj %		k5hdj1	-9
	100%		n5a+n5b	

**INTERVIEWER: CHECK THAT TOTAL SUMS TO 100% OR THAT TOTAL SUM EQUALS TOTAL PURCHASES IN N5
UNLESS RESPONDENT DOES NOT KNOW**

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

Now let's talk about the establishment's present situation.

K.6	At this time, does this establishment have a checking (current) or savings account?
------------	---

Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9
	k6

K.7	At this time, does this establishment have an overdraft facility?
------------	---

Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9
	k7

K.8 At this time, does this establishment have a line of credit or a loan from a financial institution?

Yes	1	
No	2	<i>GO TO K.15d</i>
DON'T KNOW (SPONTANEOUS)	-9	<i>GO TO K.15d</i>
		k8

K.9 Referring to the most recent line of credit or loan, what type of financial institution granted this loan?
SHOW CARD 20

Private commercial banks	1	
State-owned banks or government agency	2	
Non-bank financial institutions	3	
Other	4	
DON'T KNOW (SPONTANEOUS)	-9	
		k9

K.10 In what year was the most recent line of credit or loan approved?

	Year
Year most recent line of credit or loan approved	k10
DON'T KNOW (SPONTANEOUS)	-9

INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR

K.11 What was its value at the time of approval?

	[Insert LCUs]
Size of most recent line of credit or loan approved	k11
REFUSAL (SPONTANEOUS)	-8
DON'T KNOW (SPONTANEOUS)	-9

K.13 Did this financing require collateral?

Yes	1	
No	2	<i>GO TO K.15b</i>
DON'T KNOW (SPONTANEOUS)	-9	<i>GO TO K.15b</i>
		k13

K.14	What type of collateral was required? INTERVIEWER: READ OUT
-------------	---

Collateral		Yes	No	DON'T KNOW (SPONTANEOUS)
Land, buildings under ownership of the establishment	k14a	1	2	-9
Machinery and equipment including movables	k14b	1	2	-9
Accounts receivable and inventories	k14c	1	2	-9
Personal assets of owner (house, etc.)	k14d	1	2	-9
Other forms of collateral not included in the categories above	k14e	1	2	-9

K.15a	What was the approximate value of the collateral required?
--------------	--

	[Insert LCUs]
Value of collateral	k15a
DON'T KNOW (SPONTANEOUS)	-9

K.15b	What is the total number of open lines of credit and outstanding loans held by this establishment?
--------------	--

	Number	
Total number of open lines of credit and outstanding loans	k15b	
DON'T KNOW (SPONTANEOUS)	-9	<i>GO TO K.15d</i>

K.15c	What is the total outstanding balance of all open lines of credit and loans held by this establishment?
--------------	---

	[Insert LCUs]
Total outstanding balance of all open lines of credit and loans	k15c
REFUSAL (SPONTANEOUS)	-8
DON'T KNOW (SPONTANEOUS)	-9

COVK.15	What was the total outstanding balance of all open lines of credit and loans held by this establishment on January 1 st 2020?
----------------	--

	[Insert LCUs]
Total outstanding balance of all open lines of credit and loans on January 1 st 2020	COVK15
ESTABLISHMENT WAS NOT IN BUSINESS	-7
REFUSAL (SPONTANEOUS)	-8
DON'T KNOW (SPONTANEOUS)	-9

K.15d	At this time, does the owner or owners of this establishment have any outstanding personal loans that are used to finance this establishment's business activities?
--------------	---

Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

k15d

K.16	Referring again to fiscal year [Insert last complete fiscal year] , did this establishment apply for any lines of credit or loans?
-------------	---

Yes	1	GO TO K.20
No	2	
DON'T KNOW (SPONTANEOUS)	-9	GO TO K.21

k16

K.17	What was the main reason why this establishment did not apply for any line of credit or loan? SHOW CARD 21
-------------	---

No need for a loan - establishment had sufficient capital	1	GO TO COV.E.2
Application procedures were complex	2	GO TO COV.E.2
Interest rates were not favorable	3	GO TO COV.E.2
Collateral requirements were too high	4	GO TO COV.E.2
Size of loan and maturity were insufficient	5	GO TO COV.E.2
Did not think it would be approved	6	GO TO COV.E.2
Other	7	GO TO COV.E.2
DON'T KNOW (SPONTANEOUS)	-9	GO TO COV.E.2

k17

K.20	Referring only to this most recent application for a line of credit or loan, what was the outcome of that application? INTERVIEWER: READ OUT
-------------	--

Application was approved in full	1
Application was approved in part	2
Application was rejected	3
Application was withdrawn	4
APPLICATION STILL IN PROCESS	-6
DON'T KNOW (SPONTANEOUS)	-9

k20a1

COV.E.2	Since the outbreak of COVID-19, has this establishment used any of the following to deal with cash flow shortages? INTERVIEWER: READ OUT
----------------	--

	Yes	No	ESTABLISHMENT WAS NOT IN BUSINESS	DON'T KNOW (SPONTANEOUS)
Loans COVe2a	1	2	-7	-9
Delaying payments to suppliers or workers COVe2b	1	2	-7	-9
Government Grants COVe2c	1	2	-7	-9

K.21	In fiscal year [Insert last complete fiscal year] , did this establishment have its annual financial statements checked and certified by an external auditor?
-------------	--

Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

k21

K.30	Using the response options on the card; To what degree is Access to Finance an obstacle to the current operations of this establishment? SHOW CARD 22
-------------	--

	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very severe obstacle	(SPONTANEOUS)	
						DON'T KNOW	DOES NOT APPLY
Access to finance k30	0	1	2	3	4	-9	-7

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.1

Please tell me if you Strongly disagree, Tend to disagree, Tend to agree, or Strongly agree with the statement: "The court system is fair, impartial and uncorrupted".

SHOW CARD 23

(SPONTANEOUS)

	Strongly disagree	Tend to disagree	Tend to agree	Strongly agree	DON'T KNOW	DOES NOT APPLY
"The court system is fair, impartial and uncorrupted." h7a	1	2	3	4	-9	-7

J.2

In a typical week over the last year, what percentage of total senior management's time was spent on dealing with requirements imposed by government regulations?

By senior management I mean managers, directors, and officers above direct supervisors of production or sales workers.

	Percent
Senior management's time spent on dealing with regulations	j2 %
NO TIME WAS SPENT	0
DON'T KNOW (SPONTANEOUS)	-9

J.3

Over the last year, was this establishment visited or inspected by tax officials or required to meet with them?

Yes	1	
No	2	GO TO COV.J.3
DON'T KNOW (SPONTANEOUS)	-9	GO TO COV.J.3
		j3

J.4 How many times over the last year?

	Number
Times inspected or met with tax officials	j4
DON'T KNOW (SPONTANEOUS)	-9

J.5 In any of these inspections or meetings was a gift or informal payment expected or requested?

Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9
REFUSAL (SPONTANEOUS)	-8

j5

COV.J.3 Over the last year, was this establishment visited or inspected for compliance with COVID-19 health rules and protocols?

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

GO TO J.6a
GO TO J.6a
GO TO J.6a
COVj3

COVJ.4 How many times over the last year?

	Number
Times inspected	COVj4
DON'T KNOW (SPONTANEOUS)	-9

COVJ.5 In any of these inspections was a gift or informal payment expected or requested?

Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9
REFUSAL (SPONTANEOUS)	-8

COVj5

J.6a Over the last year, has this establishment secured or attempted to secure a government contract?

Yes	1	<i>GO TO J.7</i> <i>GO TO J.7</i>
No	2	
DON'T KNOW (SPONTANEOUS)	-9	

j6a

J.6 When establishments like this one do business with the government, what percent of the contract value would be typically paid in informal payments or gifts to secure the contract?

	Percent
Percent of the contract value paid as informal payments or gifts	j6 %
NO PAYMENTS	0
DON'T KNOW (SPONTANEOUS)	-9
REFUSAL (SPONTANEOUS)	-8

J.7 It is said that establishments are sometimes required to make gifts or informal payments to public officials to “get things done” with regard to customs, taxes, licenses, regulations, services etc. On average, what percentage of total annual sales, or estimated total annual value, do establishments like this one pay in informal payments or gifts to public officials for this purpose?

	As a percentage of sales	OR	[Insert LCUs]	NO PAYMENTS OR GIFTS ARE PAID	DON'T KNOW (SPONTANEOUS)	REFUSAL (SPONTANEOUS)
Informal payments or gifts	j7a %		j7b	0	-9	-8

J.10 Over the last two years, did this establishment apply to obtain an import license?

Yes	1	<i>GO TO J.13</i> <i>GO TO J.13</i>
No	2	
DON'T KNOW (SPONTANEOUS)	-9	

j10

J.11	Approximately how many days did it take to obtain it from the day of the application to the day it was granted?
-------------	---

	Days
Wait for import license	j11
ONE DAY OR LESS	1
STILL IN PROCESS	-6
APPLICATION DENIED	-5
DON'T KNOW (SPONTANEOUS)	-9

J.12	In reference to that application, was an informal gift or payment expected or requested?
-------------	--

Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9
REFUSAL (SPONTANEOUS)	-8

j12

J.13	Over the last two years, did this establishment apply to obtain an operating license?
-------------	---

Yes	1	
No	2	GO TO COV.J.16
DON'T KNOW (SPONTANEOUS)	-9	GO TO COV.J.16

j13

J.14	Approximately how many days did it take to obtain it from the day of the application to the day it was granted?
-------------	---

	Days
Wait for operating license	j14
ONE DAY OR LESS	1
STILL IN PROCESS	-6
APPLICATION DENIED	-5
DON'T KNOW (SPONTANEOUS)	-9

J.15	In reference to that application, was an informal gift or payment expected or requested?
-------------	--

Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9
REFUSAL (SPONTANEOUS)	-8

j15

COV.J.16	Over fiscal year [last completed fiscal year] , has this establishment received any national or local government support?
-----------------	--

Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

COVj16

J.30

Using the response options on the card; To what degree are each of the following an obstacle to the current operations of this establishment?

INTERVIEWER: READ OUT OPTIONS

SHOW CARD 24

							(SPONTANEOUS)	
	POSITION	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very severe obstacle	DON'T KNOW	DOES NOT APPLY
Tax rates j30a	j30_taxrate_pos	0	1	2	3	4	-9	-7
Tax administration j30b	j30_taxadmin_pos	0	1	2	3	4	-9	-7
Business licensing and permits j30c	j30_permit_pos	0	1	2	3	4	-9	-7
Political instability j30e	j30_instability_pos	0	1	2	3	4	-9	-7
Corruption j30f	j30_corruption_pos	0	1	2	3	4	-9	-7
Courts h30	j30_courts_pos	0	1	2	3	4	-9	-7

NOTE: ROTATION POSITIONS VARY AS THE LIST OF OPTIONS IS RANDOMIZED

INTERVIEWER READ OUT:

I would like to ask you a few questions about this establishment's labor force. Should I continue with you or with the Human Resources department?

IF YES, CONTINUE WITH SECTION L WITH CURRENT RESPONDENT

**IF NO, CONTINUE WITH SECTION M WITH CURRENT RESPONDENT
AND ASK L SECTION TO A HUMAN RESOURCES REPRESENTATIVE**

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.1	<p>At the end of fiscal year [Insert last complete fiscal year], how many permanent, full-time individuals worked in this establishment? Please include all workers and managers.</p> <p>Permanent, full-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 a full shift.</p> <p>INTERVIEWER: INCLUDE INTERVIEWEE IF APPLICABLE</p>
------------	--

	Number
Permanent, full-time workers at the end of last fiscal year	11
DON'T KNOW (SPONTANEOUS)	-9

COV.L.2	<p>Looking back, at the end of fiscal year [Insert last complete fiscal year minus one], how many permanent, full-time individuals worked in this establishment? Please include all workers and managers.</p> <p>INTERVIEWER: INCLUDE INTERVIEWEE IF APPLICABLE</p>
----------------	---

	Number
Permanent, full-time workers in [Insert last complete fiscal year minus two]	COV12
IF ESTABLISHMENT WAS NOT IN BUSINESS IN [Insert last complete fiscal year minus one]	-7
DON'T KNOW (SPONTANEOUS)	-9

L.2	<p>Looking back, at the end of fiscal year [Insert last complete fiscal year minus two], how many permanent, full-time individuals worked in this establishment? Please include all workers and managers.</p> <p>INTERVIEWER: INCLUDE INTERVIEWEE IF APPLICABLE</p>
------------	---

	Number
Permanent, full-time workers in [Insert last complete fiscal year minus two]	12
IF ESTABLISHMENT WAS NOT IN BUSINESS IN [Insert last complete fiscal year minus two]	-7
DON'T KNOW (SPONTANEOUS)	-9

L.4	At the end of fiscal year [Insert last complete fiscal year] , how many permanent, full-time workers in this establishment were: SHOW CARD 25
------------	--

	Number	DON'T KNOW (SPONTANEOUS)
In highly-skilled jobs, that is professionals or technicians whose tasks require extensive theoretical and technical knowledge	l4a1	-9
In semi-skilled jobs, that is workers whose tasks require some level of mechanical or technical knowledge	l4a2	-9
In low-skilled jobs, those whose tasks involve no specialized knowledge	l4b	-9

L.5	At the end of fiscal year [Insert last complete fiscal year] , in this establishment how many permanent, full-time workers were female ?
------------	--

	Number	DON'T KNOW (SPONTANEOUS)
Female permanent full-time workers	l5	-9

IRQ.L.1	At the end of fiscal year [Insert last complete fiscal year] , how many permanent, full-time workers in this establishment are 30 years old or younger?
----------------	--

	Number	DON'T KNOW (SPONTANEOUS)
Full-time workers who are 30 years old or younger	IRQ11	-9

IRQ.L.2	At the end of fiscal year [Insert last complete fiscal year] , in this establishment how many permanent, full-time workers in each of the following broad categories were: INTERVIEWER: READ EACH CATEGORY
----------------	---

	Number (Male)	DON'T KNOW (SPONTANEOUS)
Managers	IRQ12a	-9
Sales persons, clerical and administrative staff	IRQ12e	-9

	Number (Female)	DON'T KNOW (SPONTANEOUS)
Managers	IRQ12b	-9
Sales persons, clerical and administrative staff	IRQ12f	-9

0								
---	--	--	--	--	--	--	--	--

L.6	<p>How many full-time seasonal or temporary workers did this establishment have during [Insert last complete fiscal year]?</p> <p>Full-time seasonal or temporary workers are all short-term workers, that is for less than a year, with no guarantee of renewal of employment and work full-time.</p>
------------	---

	Number	
Full-time seasonal or temporary workers employed last fiscal year	16	
NO FULL-TIME SEASONAL OR TEMPORARY WORKERS	0	GO TO L.9b
DON'T KNOW (SPONTANEOUS)	-9	GO TO L.9b

L.6a	How many were female?
-------------	-----------------------

	Number
Full-time female seasonal or temporary workers employed last fiscal year	16a
DON'T KNOW (SPONTANEOUS)	-9

L.8	<p>What was the average length of employment of all full-time temporary workers in fiscal year [Insert last complete fiscal year]?</p>
------------	---

	Months
Average length full-time seasonal or temporary employment last fiscal year, in months	18
ONE MONTH OR LESS	1
DON'T KNOW (SPONTANEOUS)	-9

IRQ.L.3	<p>How many full-time seasonal or temporary workers during fiscal year [Insert last complete fiscal year], were 30 years old or below?</p>
----------------	---

	Number	DON'T KNOW (SPONTANEOUS)
Full-time seasonal or temporary workers who are 30 years old or younger	IRQ13	-9

L.9b	What percentage or how many of the full-time permanent workers employed at the end of fiscal year [Insert last complete fiscal year] completed secondary school? Please provide the percentage or number, not both.
-------------	---

	Percent	OR	Number
Percentage or number of full-time permanent workers who completed secondary school	19b %		19b1
DON'T KNOW (SPONTANEOUS)	-9		-9

IRQ.L.4	Over fiscal year [Insert last complete fiscal year] , what was the average gross wage per month of a full-time permanent worker in the following job categories: SHOW CARD 26
----------------	--

	[Insert LCUs]	DON'T KNOW (SPONTANEOUS)	DOES NOT APPLY (SPONTANEOUS)
Non-managerial skilled workers, that is professionals or technicians whose tasks require extensive theoretical and technical knowledge	IRQ14a	-9	-7
Semi-skilled workers, that is workers whose tasks require some level of mechanical or technical knowledge	IRQ14b	-9	-7

L.10	Over fiscal year [Insert last complete fiscal year] , did this establishment have formal training programs for its permanent, full-time workers?
-------------	---

Yes	1	GO TO IRQ.L.7 GO TO IRQ.L.7
No	2	
DON'T KNOW (SPONTANEOUS)	-9	

110

L.12	Referring to the training programs, what percentage of female, permanent, full-time workers received formal training? If easier please provide the total numbers (provide one or the other but not both).
-------------	---

	Percent	OR	Number	IF NO FEMALE WORKERS WERE TRAINED	DON'T KNOW (SPONTANEOUS)
Female full-time permanent workers trained	112a %		112a1	0	-9

IRQ.L.5	What was the most common type of formal training that was provided to the workers? (The most common type of formal training refers to the type of training that the most workers received) SHOW CARD 27
----------------	---

Basic skills training including reading, writing and math)	1
English language	2
Computer or general IT skills including use of internet and software	3
Certification training for the business (not related to computer/IT)	4
Personal development training such as working in a team, time-use, leadership, handling stress	5
DON'T KNOW (SPONTANEOUS)	-9

IRQ15

IRQ.L.6	Who was the main training provider of the training for the workers? (The main training provider constitute to the to the largest percentage of the total cost of training) SHOW CARD 28
----------------	---

In-house training staff	1	GO TO IRQ.L.8
University trainers	2	GO TO IRQ.L.8
TVET training institutes	3	GO TO IRQ.L.8
Online training courses	4	GO TO IRQ.L.8
Business association	5	GO TO IRQ.L.8
An NGO	6	GO TO IRQ.L.8
DON'T KNOW (SPONTANEOUS)	-9	GO TO IRQ.L.8

IRQ16

IRQ.L.7	What was the main reason why this establishment did not conduct formal training programs for workers? SHOW CARD 29
----------------	---

Workforce is well qualified for the purposes of their tasks	1
Limited information about available training programs and trainers	2
Unavailable training programs/trainers	3
Training quality is not good	4
Training is too expensive	5
If training is provided workers will leave to other jobs	6
Cannot afford for my staff not to work while taking the training	7
Uncertain about the future of the firm	8
Other (Specify IRQ17x)	9
DON'T KNOW (SPONTANEOUS)	-9

IRQ17

IRQ.L.8	When was the last time this establishment have had a job vacancy for the following? SHOW CARD 30
----------------	--

	Year	(SPONTANEOUS)	
		NEVER HAD JOB VACANCY	DON'T KNOW
Skilled workers, that is professionals or technicians whose tasks require extensive theoretical and technical knowledge	IRQI8a	-7	-9
Semi-skilled workers, that is workers whose tasks require some level of mechanical or technical knowledge	IRQI8b	-7	-9

INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR

ASK ONLY IF IRQ.L.8a AND/OR IRQ.L.8b <= 2017 or -7

IRQ.L.9	What was the main reason why this establishment did not have any job vacancy? SHOW CARD 31
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Security concerns of the country or limited market demand for the product	1
High cost of workers (wages as well as social security contributions, etc)	2
Labor regulations about hiring and firing	3
Did not need any new workers	4
Other (Specify IRQI9x)	5
DON'T KNOW (SPONTANEOUS)	-9
	IRQI9

IRQ.L.10	Which is the most frequently used channel to hire a worker? SHOW CARD 32
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Public employment office or registry	1
Private employment office or recruiting firm	2
Direct contact through job fairs, educational institutions and others	3
Unsolicited candidature (e.g. online communication, physically handing a CV to the firm, etc.)	4
Recommendation from others and personal contacts	5
DON'T KNOW (SPONTANEOUS)	-9

IRQI10a

IRQ.L.11	<p>Using the response options on the card; For vacancies for skilled workers, to what extent do you agree or disagree with the following difficulties to fill the vacancy? (By skilled workers, we mean professionals or technicians whose tasks require extensive theoretical and technical knowledge)</p> <p>INTERVIEWER: READ OUT OPTIONS SHOW CARD 33</p>
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	Strongly disagree	Tend to disagree	Tend to agree	Strongly agree	(SPONTANEOUS)	
					DON'T KNOW	DOES NOT APPLY
Too few (or no) applicants IRQ11a	1	2	3	4	-9	-7
Applicants lack required skills IRQ11b	1	2	3	4	-9	-7
Applicants lack the required experience IRQ11c	1	2	3	4	-9	-7
Applicants do not take the offer IRQ11d	1	2	3	4	-9	-7

IRQ.L.12	<p>Using the response options on the card; For vacancies for semi-skilled workers, to what extent do you agree or disagree with the following difficulties to fill the vacancy? (By semi-skilled workers, we mean workers whose tasks require some level of mechanical or technical knowledge)</p> <p>INTERVIEWER: READ OUT OPTIONS SHOW CARD 33</p>
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	Strongly disagree	Tend to disagree	Tend to agree	Strongly agree	(SPONTANEOUS)	
					DON'T KNOW	DOES NOT APPLY
Too few (or no) applicants IRQ12a	1	2	3	4	-9	-7
Applicants lack required skills IRQ12b	1	2	3	4	-9	-7
Applicants lack the required experience IRQ12c	1	2	3	4	-9	-7
Applicants do not take the offer IRQ12d	1	2	3	4	-9	-7

IRQ.L.14	Which is the most important type of skill for deciding whether to hire a skilled worker? (By skilled workers, we mean professionals or technicians whose tasks require extensive theoretical and technical knowledge) SHOW CARD 34
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Interpersonal and communication skills	1
Arabic writing and language skills	2
English skills	3
Computer skills or general IT	4
Technical skills not computer/IT related	5
DOES NOT APPLY (SPONTANEOUS)	-7
DON'T KNOW (SPONTANEOUS)	-9

IRQ114

IRQ.L.15	Using the response options on the card; For your last vacancy for skilled workers, please indicate the degree of difficulty in finding workers that have the following skills: (By skilled workers, we mean professionals or technicians whose tasks require extensive theoretical and technical knowledge) INTERVIEWER: READ OUT OPTIONS SHOW CARD 35
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	Very easy	Easy	Difficult	Very difficult	DON'T KNOW (SPONTANEOUS)	DOES NOT APPLY (SPONTANEOUS)
Interpersonal and communication skills IRQ115a	1	2	3	4	-9	-7
Arabic writing and language skills IRQ115b	1	2	3	4	-9	-7
English skills IRQ115c	1	2	3	4	-9	-7
Computer skills or general IT IRQ115d	1	2	3	4	-9	-7
Technical skills (not computer/IT related) IRQ115e	1	2	3	4	-9	-7

IRQ.L.16	<p>Using the response options on the card; For your last vacancy for semi-skilled workers, please indicate the degree of difficulty in finding workers that have the following skills: (By semi-skilled workers, we mean workers whose tasks require some level of mechanical or technical knowledge)</p> <p>INTERVIEWER: READ OUT OPTIONS SHOW CARD 35</p>
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	Very easy	Easy	Difficult	Very difficult	DON'T KNOW (SPONTANEOUS)	DOES NOT APPLY (SPONTANEOUS)
Interpersonal and communication skills IRQI16a	1	2	3	4	-9	-7
Arabic writing and language skills IRQI16b	1	2	3	4	-9	-7
English skills IRQI16c	1	2	3	4	-9	-7
Computer skills or general IT IRQI16d	1	2	3	4	-9	-7
Technical skills not computer/IT related IRQI16e	1	2	3	4	-9	-7

IRQ.L.18	In which year was a woman last hired by this establishment?
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Year	IRQI18
NEVER HIRED A WOMAN (SPONTANEOUS)	-7
DON'T KNOW (SPONTANEOUS)	-9

INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR

IRQ.L.19	Using the response options on the card; To what extent you agree or disagree with the following items being a reason why this establishment does not hire more women? INTERVIEWER: READ OUT OPTIONS SHOW CARD 36
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	Strongly disagree	Tend to disagree	Tend to agree	Strongly agree	DON'T KNOW (SPONTANEOUS)	DOES NOT APPLY (SPONTANEOUS)
There are few female applicants IRQI19a	1	2	3	4	-9	-7
Women lack the required skills IRQI19b	1	2	3	4	-9	-7
Women lack the required experience IRQI19c	1	2	3	4	-9	-7
Legislations and regulations make women costlier or more difficult to hire IRQI19d	1	2	3	4	-9	-7
Women have competing time demands given family responsibilities (e.g. rendering them less flexible) IRQI19e	1	2	3	4	-9	-7

IRQ.L.20	Are the female workers in the establishment allowed to work on night shifts?
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Yes	1
No	2
DOES NOT APPLY (SPONTANEOUS)	-7
DON'T KNOW (SPONTANEOUS)	-9

IRQI20

IRQ.L.21	Over the last two years, has any female workers given birth while working in this establishment?
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Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

IRQI21

IRQ.L.21a Did the establishment offer fully paid maternity leave?

Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

GO TO IRQ.L.21c

IRQI21a

IRQ.L.21b On average, how long was the maternity leave given?

Number of days	IRQI21b
DON'T KNOW (SPONTANEOUS)	-9

IRQ.L.21c Did the establishment offer childcare services?

Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

IRQI21c

IRQ.L.22 Using the response options on the card; Please indicate the difficulty in finding the following skills among youth:

By youth, I mean individuals who are 30 years old or younger.

INTERVIEWER: READ OUT OPTIONS
SHOW CARD 37

	Very easy	Easy	Difficult	Very difficult	DON'T KNOW (SPONTANEOUS)	DOES NOT APPLY (SPONTANEOUS)
Interpersonal and communication skills IRQI22a	1	2	3	4	-9	-7
Arabic writing and language skills IRQI22b	1	2	3	4	-9	-7
English skills IRQI22c	1	2	3	4	-9	-7
Computer skills / general IT IRQI22d	1	2	3	4	-9	-7
Technical skills (not computer/IT related) IRQI22e	1	2	3	4	-9	-7

IRQ.L.23	Have this establishment ever offered internship programs to youth workers? By youth, I mean individuals who are 30 years old or younger.
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Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

IRQI23

L.30	Using the response options on the card; To what degree are each of the following an obstacle to the current operations of this establishment? INTERVIEWER: READ OUT OPTIONS SHOW CARD 38
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	No obstacl e	Minor obstacl e	Moderat e obstacle	Major obstacl e	Very Severe Obstacle	(SPONTANEOUS) DON'T KNOW	DOES NOT APPLY
Labor regulations I30a	0	1	2	3	4	-9	-7
Inadequately educated workforce I30b	0	1	2	3	4	-9	-7

M. BUSINESS ENVIRONMENT**READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:**

M.1 By looking at the list of elements of the business environment please tell me which one, if any, currently represents the biggest obstacle faced by this establishment.
INTERVIEWER: SHOW RANDOMIZED LIST TO THE RESPONDENT. DO NOT READ OPTIONS.

	POSITION
1-Access to finance	mla_finance_pos
2-Access to land	mla_land_pos
3-Business licensing and permits	mla_permit_pos
4-Corruption	mla_corruption_pos
5-Courts	mla_courts_pos
6-Crime, theft and disorder	mla_crime_pos
7-Customs and trade regulations	mla_trade_pos
8-Electricity	mla_electricity_pos
9-Inadequately educated workforce	mla_workforce_pos
10-Labor regulations	mla_labor_pos
11-Political instability	mla_instability_pos
12-Practices of competitors in the informal sector	mla_informal_pos
13-Tax administration	mla_taxadmin_pos
14-Tax rates	mla_taxrate_pos
15-Transport	mla_transport_pos

Biggest obstacle	mla
DON'T KNOW (SPONTANEOUS)	-9
DOES NOT APPLY (SPONTANEOUS)	-7

NOTE: ROTATION POSITIONS VARY AS THE LIST OF OPTIONS IS RANDOMIZED**INTERVIEWER READ OUT:**

I would like to ask you a few questions about this establishment's financial results. All these responses will be anonymized, and neither you nor the firm will be identified. Should I continue with you or with the financial department or accounting?

IF YES, CONTINUE WITH SECTION N WITH CURRENT RESPONDENT

IF NO, CONCLUDE WITH THE RESPONDENT AND ENSURE THAT ALL SECTIONS (INLCUDING L AND N) ARE COMPLETE.

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 information:
SHOW CARD 40

INTERVIEWER: READ OUT

	[Insert LCUs]	DON'T KNOW (SPONTANEOUS)
Total annual cost of labor including wages, salaries, bonuses, social security payments	n2a	-9
Total annual cost of electricity	n2b	-9

INTERVIEWER: ONLY ASK THE FOLLOWING QUESTION TO RETAIL ESTABLISHMENTS:

Total annual cost of finished goods and materials purchased to resell	n2i	-9
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IRQ.N.1 Referring to the annual cost sales for this establishment for **[Insert last complete fiscal year]**, relative to **[Insert last complete fiscal year minus one]**, did the total annual cost increase, decrease or stay the same?

Increase	1
Decrease	2
Stay the same	3
DON'T KNOW (SPONTANEOUS)	-9

IRQn1

INTERVIEWER: IF SECTION L OR N WILL BE COMPLETED WITH A DIFFERENT RESPONDENT, PLEASE ARRANGE FOR THOSE TO BE COMPLETED.

POST-INTERVIEW INFORMATION

INTERVIEWER READ AT THE END OF THE INTERVIEW:

The survey ends here. Thank you for your time and cooperation.

A.12 Interviewer code **a12**

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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)

QUESTIONNAIRE NUMBER **id**

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A.18	This questionnaire was completed in:
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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

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

a19h

a19m

SUPERVISOR SECTION

A.13 Supervisor code

a13

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INFORMATION BASED ON LOCATION OF INTERVIEW (**a3x**). ENSURE A3X IS THE NAME OF AN OFFICIAL LOCALITY AND NOT A NEIGHBORHOOD

Is this city the official capital city?	a3b	Is this city the main business city?	a3c	Size of locality	a3
Yes	1	Yes	1	City with population over 1 million	2
No	2	No	2	Over 250.000 to 1 million	3
				50.000 to 250.000	4
				Less than 50.000	5

SUPERVISOR: THE DESCRIPTION OF THE ESTABLISHMENT'S MAIN PRODUCT AND ACTIVITY IS PROVIDED IN d1a1x. PLEASE REVIEW d1a1x IN ORDER TO IDENTIFY THE CORRESPONDING SECTOR CODE IN d1a2

D.1a2	PLEASE CHOOSE THE 4-DIGIT ISIC REV. 3.1 SECTOR CODE THAT BEST APPLIES TO THE ESTABLISHMENT'S MAIN ACTIVITY AND PRODUCT.
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	Code
CODE OF THE MAIN PRODUCT AND ACTIVITY	d1a2