

## THE WORLD BANK ENTERPRISE SURVEY

*Saudi Arabia Manufacturing Module (2022)*

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

### **INFORMATION ACQUIRED PRIOR TO SCREENING:**

| <b>Sampling Information [CODES FROM WBG PROGRESS REPORT]</b> |            |
|--|------------|
| Sampling sector  | <b>a4a</b> |
| Sampling size  | <b>a6a</b> |
| Sampling location  | <b>a2</b>  |
| Frame level  | <b>a1c</b> |

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

| <b>Screener Information</b>    |               |
|--------------------------------|---------------|
| Screener sector                | <b>a4b_v4</b> |
| Module                         | <b>a0</b>     |
| Screener region                | <b>a3a</b>    |
| Name of City/town/village      | <b>a3x</b>    |
| Screener size                  | <b>a6c</b>    |
| Multi-establishment firm       | <b>a7</b>     |
| Panel                          | <b>panel</b>  |
| Location in an industrial city | <b>SAa1</b>   |
| Name of Industrial City        | <b>SAa1a</b>  |
| Language                       | <b>a1a</b>    |

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

|                        |                          |            |
|------------------------|--------------------------|------------|
| <b>GPS COORDINATES</b> | Degrees North (Latitude) | <b>lat</b> |
|                        | Degrees East (Longitude) | <b>lon</b> |

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

|                 |                   |                    |                        |                           |
|-----------------|-------------------|--------------------|------------------------|---------------------------|
| <b>Day (dd)</b> | <b>Month (mm)</b> | <b>Year (yyyy)</b> | <b>Hour (00 to 23)</b> | <b>Minutes (00 to 59)</b> |
| <b>a14d</b>     | <b>a14m</b>       | <b>a14y</b>        | <b>a14h</b>            | <b>a14min</b>             |

**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 the Kingdom of Saudi Arabia. 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.

|             |   |
|-------------|---|
| <b>IC.1</b> | 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? |
|-------------|---|

|     |   |                  |
|-----|---|------------------|
| Yes | 1 | <b>TERMINATE</b> |
| No  | 2 |                  |
|     |   | <b>ic1</b>       |

**A. CONTROL INFORMATION**

|              |   |
|--------------|---|
| <b>SAA.2</b> | Does this establishment keep written business records of its costs and sales? |
|--------------|---|

|                                 |           |             |
|---------------------------------|-----------|-------------|
| Yes                             | 1         | <b>SAA2</b> |
| No                              | 2         |             |
| <b>DON'T KNOW (SPONTANEOUS)</b> | <b>-9</b> |             |

|             |  |
|-------------|--|
| <b>A.20</b> | For this establishment, on which calendar date did the last completed fiscal year end? |
|-------------|--|

|             |              |             |
|-------------|--------------|-------------|
| <b>Year</b> | <b>Month</b> | <b>Day</b>  |
| <b>a20y</b> | <b>a20m</b>  | <b>a20d</b> |
| 2021        | 12           | 31          |

**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**

|  |           |  |           |                   |
|--|-----------|--|-----------|-------------------|
| Joint-stock company listed on the Saudi Exchange | 1         | Shareholding company with shares traded in the stock market            | 1         | <b>GO TO B.3a</b> |
| Limited Liability Company                        | 2         | Shareholding company with non-traded shares or shares traded privately | 2         |                   |
| Joint-stock company with privately traded shares | 8         |  |           |                   |
| Sole proprietorship                              | 3         | Sole proprietorship  | 3         |                   |
| Partnership                                      | 4         | Partnership  | 4         |                   |
| Joint Venture Company                            | 7         |  |           |                   |
| Limited Partnership                              | 5         | Limited partnership  | 5         |                   |
| <b>OTHER (SPONTANEOUS-SPECIFY)</b><br><b>b1x</b> | 6         | <b>OTHER (SPONTANEOUS-SPECIFY)</b> <b>b1x</b>                          | 6         |                   |
| <b>DON'T KNOW (SPONTANEOUS)</b>                  | <b>-9</b> | <b>DON'T KNOW (SPONTANEOUS)</b>  | <b>-9</b> |                   |
| <b>b1_SA</b>                                     |           |  |           | <b>b1</b>         |

**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?

|  | <b>Percent</b> |
|--|----------------|
| Percentage held by largest owner or owners | <b>b3</b> %    |
| <b>DON'T KNOW (SPONTANEOUS)</b>            | <b>-9</b>      |

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

|                                 |           |
|---------------------------------|-----------|
| Yes                             | 1         |
| No                              | 2         |
| <b>DON'T KNOW (SPONTANEOUS)</b> | <b>-9</b> |
| <b>b3a</b>                      |           |

|            |   |
|------------|---|
| <b>B.2</b> | What percentage of this firm is owned by each of the following?<br><b>SHOW CARD 2</b> |
|------------|---|

|  | Percent      | DON'T KNOW (SPONTANEOUS) |
|--|--------------|--------------------------|
| Private domestic individuals, companies or organizations | <b>b2a</b> % | -9                       |
| Private foreign individuals, companies or organizations  | <b>b2b</b> % | -9                       |
| Government or State                                      | <b>b2c</b> % | -9                       |
| Other  | <b>b2d</b> % | -9                       |
|  | <b>100%</b>  |                          |

**IF 100% END INTERVIEW**

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

|              |   |
|--------------|---|
| <b>SAB.1</b> | What percentage of the key management positions of this firm are appointed by the government? |
|--------------|---|

|   | Percent      |
|---|--------------|
| Percentage of government appointees in key management positions | <b>SAb1%</b> |
| <b>DON'T KNOW (SPONTANEOUS)</b>                                 | -9           |

|            |  |
|------------|--|
| <b>B.4</b> | Amongst the owners of the firm, are there any females? |
|------------|--|

|                                 |    |                    |
|---------------------------------|----|--------------------|
| Yes                             | 1  | <b>GO TO SAB.2</b> |
| No                              | 2  |                    |
| <b>DON'T KNOW (SPONTANEOUS)</b> | -9 |                    |

**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>B.4a</b> | What percentage is owned by females? |
|-------------|--------------------------------------|

|                                 | Percent     |
|---------------------------------|-------------|
| Percentage of female ownership  | <b>b4a%</b> |
| <b>DON'T KNOW (SPONTANEOUS)</b> | -9          |

|              |   |
|--------------|---|
| <b>SAB.2</b> | What percentage of the firm is owned by the same family? (If more than one family, refer to the one with largest ownership) |
|--------------|---|

|                                 | Percent      |
|---------------------------------|--------------|
| Percentage of family ownership  | <b>SAb2%</b> |
| <b>NO FAMILY OWNERSHIP</b>      | 0            |
| <b>DON'T KNOW (SPONTANEOUS)</b> | -9           |

**GO TO SAB.4**  
**GO TO SAB.4**

|              |  |
|--------------|--|
| <b>SAB.3</b> | What percentage of the key management positions of this firm are occupied by members of this family? |
|--------------|--|

|  | <b>Percent</b> |
|--|----------------|
| Percentage of family members in key management positions | <b>SAb3%</b>   |
| <b>DON'T KNOW (SPONTANEOUS)</b>                          | <b>-9</b>      |

|              |  |
|--------------|--|
| <b>SAB.4</b> | Has the owner, CEO, top manager, or any of the board members of this firm ever been appointed as a deputy minister or higher position in the government? |
|--------------|--|

|                                 |           |
|---------------------------------|-----------|
| Yes                             | 1         |
| No                              | 2         |
| <b>DON'T KNOW (SPONTANEOUS)</b> | <b>-9</b> |

**SAb4****READ ONLY IF A7=1 (yes)****I want to proceed by asking you about this establishment only.**

|            |   |
|------------|---|
| <b>B.5</b> | In what year did this establishment begin operations? |
|------------|---|

|                                     | <b>Year</b> |
|-------------------------------------|-------------|
| Year establishment began operations | <b>b5</b>   |
| <b>DON'T KNOW (SPONTANEOUS)</b>     | <b>-9</b>   |

**INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR**

|            |   |
|------------|---|
| <b>B.6</b> | How many full-time workers did this establishment have when it started operations? Please include all workers and managers.<br><b>INTERVIEWER: INCLUDE RESPONDENT WHEN APPLICABLE</b> |
|------------|---|

|                                 | <b>Number</b> |
|---------------------------------|---------------|
| Full-time workers at start-up   | <b>b6</b>     |
| <b>DON'T KNOW (SPONTANEOUS)</b> | <b>-9</b>     |

|             |  |
|-------------|--|
| <b>B.6b</b> | In what year was this establishment formally registered? |
|-------------|--|

|  | <b>Year</b> |
|--|-------------|
| Year establishment formally registered | <b>b6b</b>  |
| <b>DON'T KNOW (SPONTANEOUS)</b>        | <b>-9</b>   |
| <b>NEVER REGISTERED (SPONTANEOUS)</b>  | <b>-7</b>   |

**TERMINATE****INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR**

|            |  |
|------------|--|
| <b>B.7</b> | How many years of experience working in this sector does the Top Manager have? |
|------------|--|

|                                 | <b>Years</b> |
|---------------------------------|--------------|
| Manager's experience in sector  | <b>b7</b>    |
| <b>LESS THAN ONE YEAR</b>       | <b>1</b>     |
| <b>DON'T KNOW (SPONTANEOUS)</b> | <b>-9</b>    |

|   |  |  |  |  |  |  |  |  |  |
|---|--|--|--|--|--|--|--|--|--|
| 0 |  |  |  |  |  |  |  |  |  |
|---|--|--|--|--|--|--|--|--|--|

|             |                            |
|-------------|----------------------------|
| <b>B.7a</b> | Is the Top Manager female? |
|-------------|----------------------------|

|                                 |           |
|---------------------------------|-----------|
| Yes                             | 1         |
| No                              | 2         |
| <b>DON'T KNOW (SPONTANEOUS)</b> | <b>-9</b> |

|            |
|------------|
| <b>b7a</b> |
|------------|

|            |  |
|------------|--|
| <b>B.8</b> | Does this establishment have an internationally recognized quality certification?<br><b>INTERVIEWER: SOME EXAMPLES ARE ISO 9000 or 14000, or HACCP</b> |
|------------|--|

|                                 |           |
|---------------------------------|-----------|
| Yes                             | 1         |
| No                              | 2         |
| <b>STILL IN PROCESS</b>         | <b>-6</b> |
| <b>DON'T KNOW (SPONTANEOUS)</b> | <b>-9</b> |

**GO TO C.3**

**GO TO C.3**

|           |
|-----------|
| <b>b8</b> |
|-----------|

|             |   |
|-------------|---|
| <b>B.8x</b> | Please specify the internationally recognized quality certifications. |
|-------------|---|

|                        |            |
|------------------------|------------|
| Specify certifications | <b>b8x</b> |
|------------------------|------------|

**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         | <b>GO TO C.6</b> |
| <b>DON'T KNOW (SPONTANEOUS)</b> | <b>-9</b> | <b>GO TO C.6</b> |
|                                 |           | <b>c3</b>        |

**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  | <b>c4</b> |
| <b>LESS THAN ONE DAY</b>        | <b>1</b>  |
| <b>STILL IN PROCESS</b>         | <b>-6</b> |
| <b>APPLICATION DENIED</b>       | <b>-5</b> |
| <b>DON'T KNOW (SPONTANEOUS)</b> | <b>-9</b> |

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

|                                 |           |           |
|---------------------------------|-----------|-----------|
| Yes                             | 1         |           |
| No                              | 2         |           |
| <b>DON'T KNOW (SPONTANEOUS)</b> | <b>-9</b> |           |
| <b>REFUSAL (SPONTANEOUS)</b>    | <b>-8</b> | <b>c5</b> |

**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         | <b>GO TO C.10</b> |
| <b>DON'T KNOW (SPONTANEOUS)</b> | <b>-9</b> | <b>GO TO C.10</b> |
|                                 |           | <b>c6</b>         |

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

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

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

|                                   | Hours      | Minutes    |
|-----------------------------------|------------|------------|
| Average duration of power outages | <b>c8a</b> | <b>c8b</b> |
| <b>LESS THAN ONE MINUTE</b>       |            | <b>1</b>   |
| <b>DON'T KNOW (SPONTANEOUS)</b>   | <b>-9</b>  | <b>-9</b>  |

**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 | Saudi Riyal | DON'T KNOW (SPONTANEOUS) |
|------------------------------------|--------------|----|-------------|--------------------------|
| Annual losses due to power outages | <b>c9a %</b> |    | <b>c9b</b>  | <b>-9</b>                |

**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         | <b>GO TO C.12</b> |
| <b>DON'T KNOW (SPONTANEOUS)</b> | <b>-9</b> | <b>GO TO C.12</b> |
|                                 |           | <b>c10</b>        |

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

|  | Percent      |
|--|--------------|
| Percentage electricity from generators | <b>c11 %</b> |
| <b>DON'T KNOW (SPONTANEOUS)</b>        | <b>-9</b>    |

**C.12** Over the last two years, did this establishment apply to obtain a water connection?

|                                 |           |                   |
|---------------------------------|-----------|-------------------|
| Yes                             | 1         |                   |
| No                              | 2         | <b>GO TO C.15</b> |
| <b>DON'T KNOW (SPONTANEOUS)</b> | <b>-9</b> | <b>GO TO C.15</b> |
|                                 |           | <b>c12</b>        |

**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?

|                                 | Days       |
|---------------------------------|------------|
| Wait for water connection       | <b>c13</b> |
| <b>LESS THAN ONE DAY</b>        | <b>1</b>   |
| <b>STILL IN PROCESS</b>         | <b>-6</b>  |
| <b>APPLICATION DENIED</b>       | <b>-5</b>  |
| <b>DON'T KNOW (SPONTANEOUS)</b> | <b>-9</b>  |



**C.14**

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

|                                 |           |
|---------------------------------|-----------|
| Yes                             | 1         |
| No                              | 2         |
| <b>DON'T KNOW (SPONTANEOUS)</b> | <b>-9</b> |
| <b>REFUSAL (SPONTANENOUS)</b>   | <b>-8</b> |

**c14****C.15**Over fiscal year **[Insert last complete fiscal year]**, did this establishment experience insufficient water supply for production?

|   |           |                    |
|---|-----------|--------------------|
| Yes   | 1         |                    |
| No  | 2         | <b>GO TO C.22b</b> |
| The establishment does not use water for production | <b>-7</b> | <b>GO TO C.22b</b> |
| <b>DON'T KNOW (SPONTANEOUS)</b>                     | <b>-9</b> | <b>GO TO C.22b</b> |

**c15****C.16**

In a typical month, how many incidents of insufficient water supply did this establishment experience?

|   | Number     |                    |
|---|------------|--------------------|
| Number of incidents of water insufficiency in a typical month | <b>c16</b> |                    |
| <b>DON'T KNOW (SPONTANEOUS)</b>                               | <b>-9</b>  | <b>GO TO C.22b</b> |

**C.17**

How long did these incidents of insufficient water supply last on average?

|   | Hours      |
|---|------------|
| Average duration of insufficient water supply | <b>c17</b> |
| <b>LESS THAN ONE HOUR</b>                     | <b>1</b>   |
| <b>DON'T KNOW (SPONTANEOUS)</b>               | <b>-9</b>  |

**C.22b**

At the present time, does this establishment have its own website or social media page?

|                                 |           |
|---------------------------------|-----------|
| Yes                             | 1         |
| No                              | 2         |
| <b>DON'T KNOW (SPONTANEOUS)</b> | <b>-9</b> |

**c22b**

|             |   |
|-------------|---|
| <b>C.30</b> | Using the response options on the card; To what degree is <b>Electricity</b> an obstacle to the current operations of this establishment?<br><b>SHOW CARD 3</b> |
|-------------|---|

|             |      |             |                |                   |                | (SPONTANEOUS)        |            |                |
|-------------|------|-------------|----------------|-------------------|----------------|----------------------|------------|----------------|
|             |      | No obstacle | Minor obstacle | Moderate obstacle | Major obstacle | Very Severe Obstacle | 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.**

|              |  |
|--------------|--|
| <b>D.1a1</b> | In fiscal year <b>[Insert last complete fiscal year]</b> , what was this establishment's main activity and product, that is, the activity and product that represented the largest proportion of annual sales?<br><b>INTERVIEWER: PLEASE RECORD THE DESCRIPTION OF THE ACTIVITY AND PRODUCT IN DETAIL, FOR EXAMPLE, "LEATHER SHOE MANUFACTURING" NOT JUST SHOE MANUFACTURING".</b> |
|--------------|--|

|                     | <b>d1a1a</b> | <b>DETAILED DESCRIPTION OF MAIN ACTIVITY AND PRODUCT</b> |
|---------------------|--------------|--|
| Manufacturing of    | 1            | <b>d1a1x</b>   |
| 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**

|              |  |
|--------------|--|
| <b>D.1a3</b> | What percentage of total sales does this main activity or product represent? |
|--------------|--|

|   | <b>Percent</b> |
|---|----------------|
| Percentage of sales represented by main activity or product | <b>d1a3</b>    |
| <b>DON'T KNOW (SPONTANEOUS)</b>                             | <b>-9</b>      |

|              |   |
|--------------|---|
| <b>SAD.1</b> | In <b>[Insert last completed month]</b> , what were the <b>total</b> sales of this establishment? |
|--------------|---|

|                                 | <b>Saudi Riyal</b> |
|---------------------------------|--------------------|
| Last month's total sales        | <b>SAd1</b>        |
| <b>DON'T KNOW (SPONTANEOUS)</b> | <b>-9</b>          |

**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?

|  | Saudi Riyal |
|--|-------------|
| "Total annual sales in fiscal year <b>[insert last complete fiscal year]</b> " | <b>d2</b>   |
| <b>DON'T KNOW (SPONTANEOUS)</b>  | <b>-9</b>   |

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

|  |            |
|--|------------|
|  | <b>d2x</b> |
|--|------------|

**D.2a1** Looking back to fiscal year **[Insert last complete fiscal year minus one]**, what were this establishment's total annual sales for **all** products and services?

|   | Saudi Riyal |
|---|-------------|
| Total annual sales in fiscal year <b>[Insert last complete fiscal year minus one]</b> | <b>d2a1</b> |
| <b>DON'T KNOW (SPONTANEOUS)</b>   | <b>-9</b>   |

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

|  |              |
|--|--------------|
|  | <b>d2a1x</b> |
|--|--------------|

**N.3** Looking back to fiscal year **[Insert last complete fiscal year minus two]**, what were total annual sales for this establishment?

|  | Saudi Riyal |
|--|-------------|
| Total annual sales in fiscal year <b>[Insert last complete fiscal year minus two]</b>                | <b>n3</b>   |
| <b>ESTABLISHMENT WAS NOT IN BUSINESS IN FISCAL YEAR [Insert last complete fiscal year minus two]</b> | <b>-7</b>   |
| <b>DON'T KNOW (SPONTANEOUS)</b>  | <b>-9</b>   |

**SAD.2** Coming back to fiscal year **[Insert last complete fiscal year]**, what percentage of this establishment's sales was sold by using each of the following methods:  
**SHOW CARD 4**

|  | Percent        | <b>DON'T KNOW (SPONTANEOUS)</b> |
|--|----------------|---------------------------------|
| Direct sales at the establishment's premises   | <b>SAd2a</b> % | <b>-9</b>                       |
| Direct sales by phone and email orders   | <b>SAd2b</b> % | <b>-9</b>                       |
| Online channels (Web-based platforms, social media platforms, establishment's website, smartphone app) | <b>SAd2c</b> % | <b>-9</b>                       |
| Other  | <b>SAd2d</b> % | <b>-9</b>                       |
|  | <b>100%</b>    |                                 |

|              |  |
|--------------|--|
| <b>SAD.3</b> | What percentage of total sales in fiscal year <b>[Insert last complete fiscal year]</b> were from government contracts or state-owned enterprises? |
|--------------|--|

|   | Percent     |
|---|-------------|
| Percentage of sales attributed to government contracts or state-owned enterprises | <b>SAd3</b> |
| <b>DON'T KNOW (SPONTANEOUS)</b>   | <b>-9</b>   |

|            |  |
|------------|--|
| <b>D.3</b> | In fiscal year <b>[Insert last complete fiscal year]</b> , what percentage of this establishment's sales were:<br><b>INTERVIEWER: SKIP PATTERNS MUST BE FOLLOWED IN THE ORDER THEY APPEAR IN THE TABLE</b><br><b>SHOW CARD 5</b> |
|------------|--|

|   | Percent      | DON'T KNOW (SPONTANEOUS) |                           |
|---|--------------|--------------------------|---------------------------|
| National sales  | <b>d3a</b> % | <b>-9</b>                | <b>IF 100, GO TO D.10</b> |
| Indirect exports (sold domestically to third party that exports products) | <b>d3b</b> % | <b>-9</b>                | <b>IF 100, GO TO D.8</b>  |
| Direct exports  | <b>d3c</b> % | <b>-9</b>                | <b>IF 0, GO TO D.8</b>    |
|   | <b>100%</b>  |                          |                           |

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

|            |   |
|------------|---|
| <b>D.4</b> | In fiscal year <b>[Insert last complete fiscal year]</b> , when this establishment exported goods directly, how many days did it take on average from the time this establishment's goods arrived at their main point of exit (e.g., port, airport) until the time these goods cleared customs? |
|------------|---|

|   | Days      |
|---|-----------|
| Average number of days to clear customs | <b>d4</b> |
| <b>LESS THAN ONE DAY</b>                | <b>1</b>  |
| <b>DON'T KNOW (SPONTANEOUS)</b>         | <b>-9</b> |
| <b>DOES NOT APPLY (SPONTANEOUS)</b>     | <b>-7</b> |

**GO TO D.8**

|             |   |
|-------------|---|
| <b>D.5a</b> | In reference to when this establishment exported goods directly, in clearing these goods through customs was an informal gift or payment expected or requested? |
|-------------|---|

|                                     |           |
|-------------------------------------|-----------|
| Yes                                 | 1         |
| No                                  | 2         |
| <b>DON'T KNOW (SPONTANEOUS)</b>     | <b>-9</b> |
| <b>REFUSAL (SPONTANEOUS)</b>        | <b>-8</b> |
| <b>DOES NOT APPLY (SPONTANEOUS)</b> | <b>-7</b> |

**d5a**

**D.8** In which year did this establishment first export directly or indirectly?

|  | Year      |
|--|-----------|
| Began exporting directly or indirectly | <b>d8</b> |
| <b>DON'T KNOW (SPONTANEOUS)</b>        | <b>-9</b> |

**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**

|                       | Percent      | NO LOSSES | DON'T KNOW (SPONTANEOUS) | NO INTERNAL SHIPMENTS MADE (DOES NOT APPLY) |
|-----------------------|--------------|-----------|--------------------------|---|
| Theft?                | <b>d10</b> % | <b>0</b>  | <b>-9</b>                | <b>-7</b>                                   |
| Breakage or spoilage? | <b>d11</b> % | <b>0</b>  | <b>-9</b>                | <b>-7</b>                                   |

**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**

|                    | Percent       | DON'T KNOW (SPONTANEOUS) |
|--------------------|---------------|--------------------------|
| Of domestic origin | <b>d12a</b> % | <b>-9</b>                |
| Of foreign origin  | <b>d12b</b> % | <b>-9</b>                |
|                    | <b>100%</b>   |                          |

**IF 0, GO TO D.30**

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

**D.13** Were any of those material inputs or supplies imported directly?

|                                 |            |
|---------------------------------|------------|
| Yes                             | 1          |
| No                              | 2          |
| <b>DON'T KNOW (SPONTANEOUS)</b> | <b>-9</b>  |
|                                 | <b>d13</b> |

**GO TO SAD.4**

**GO TO SAD.4**

**D.14** When this establishment imported these material inputs or supplies, how many days did it take on average from the time these goods arrived at their point of entry (e.g. port, airport) until the time these goods could be claimed from customs?

|   | Days       |
|---|------------|
| Average number of days to clear customs | <b>d14</b> |
| <b>LESS THAN ONE DAY</b>                | <b>1</b>   |
| <b>DON'T KNOW (SPONTANEOUS)</b>         | <b>-9</b>  |

DOES NOT APPLY  
(SPONTANEOUS)

-7

GO TO  
SAD.4

D.15a

In claiming these goods from customs was an informal gift or payment expected or requested?

|                              |    |
|------------------------------|----|
| Yes                          | 1  |
| No                           | 2  |
| DON'T KNOW (SPONTANEOUS)     | -9 |
| REFUSAL (SPONTANEOUS)        | -8 |
| DOES NOT APPLY (SPONTANEOUS) | -7 |

d15a

**SAD.4** Currently, what is this establishment's main technology to manage procurement and suppliers chain?  
**SHOW CARD 7**

|  |    |
|--|----|
| Manual search of suppliers without storing supplier's information in centralized database      | 1  |
| Database of suppliers manually updated using computers with general purpose software           | 2  |
| Supplier Relation Management software (SRM)  | 3  |
| E-procurement with electronic orders integrated to specialized supply chain management systems | 4  |
| Other  | 5  |
| NOT APPLICABLE   | -7 |
| DON'T KNOW (SPONTANEOUS)   | -9 |

SAd4

**SAD.5** Does this establishment engage in formal planning of production?

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

GO TO SAD.7

GO TO SAD.7

SAd5

**SAD.6** What is the main method used by this establishment for production planning?  
**SHOW CARD 8**

|   |   |
|---|---|
| Handwritten processes   | 1 |
| Computers with standard software such as Excel or equivalent  | 2 |
| Specialized software for demand forecasting or demand planning  | 3 |
| Enterprise Resource Planning (ERP) or equivalent software integrated with other back office functions | 4 |
| Other   | 5 |

|                                     |           |             |
|-------------------------------------|-----------|-------------|
| <b>DOES NOT APPLY (SPONTANEOUS)</b> | <b>-7</b> |             |
| <b>DON'T KNOW (SPONTANEOUS)</b>     | <b>-9</b> |             |
|                                     |           | <b>SAd6</b> |

|              |  |
|--------------|--|
| <b>SAD.7</b> | What is this establishment's main technology to produce goods?<br><b>SHOW CARD 9</b> |
|--------------|--|

|   |           |
|---|-----------|
| Manual processes  | 1         |
| Semi-Automated, Machines controlled by operators without computers  | 2         |
| Automated with computerized control including CNC machines and Robots                                       | 3         |
| Integrated processes using Robots, conveyers, pipe works, etc.  | 4         |
| 3D printing- Additive manufacturing ( Including rapid prototyping)  | 5         |
| Other manufacturing processes ( e.g. laser, plasma sputtering, high speed machine, E-beam , micromachining) | 6         |
| Other   | 7         |
| <b>DON'T KNOW (SPONTANEOUS)</b>   | <b>-9</b> |

**SAd7**

|             |  |
|-------------|--|
| <b>D.30</b> | Using the response options on the card; To what degree are each of the following an obstacle to the current operations of this establishment?<br><b>INTERVIEWER: READ OUT OPTIONS</b><br><b>SHOW CARD 10</b> |
|-------------|--|

|   |             |                |                   |                |                      | <b>(SPONTANEOUS)</b> |                       |
|---|-------------|----------------|-------------------|----------------|----------------------|----------------------|-----------------------|
|   |             |                |                   |                |                      | <b>DON'T KNOW</b>    | <b>DOES NOT APPLY</b> |
|   | No obstacle | Minor obstacle | Moderate obstacle | Major obstacle | Very Severe Obstacle |                      |                       |
| Transport <b>d30a</b>                     | 0           | 1              | 2                 | 3              | 4                    | <b>-9</b>            | <b>-7</b>             |
| Customs and trade regulations <b>d30b</b> | 0           | 1              | 2                 | 3              | 4                    | <b>-9</b>            | <b>-7</b>             |



**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 over fiscal year **[Insert last complete fiscal year]**

**R.1** Over fiscal year **[Insert last complete fiscal year]**, What best describes what happened at this establishment when a problem in the production process arose?  
**SHOW CARD 11**

**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         |
| <b>DON'T KNOW (SPONTANEOUS)</b>  | <b>-9</b> |
| <b>DOES NOT APPLY (SPONTANEOUS)</b>  | <b>-7</b> |

**r1**

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

|                                 |           |                  |
|---------------------------------|-----------|------------------|
| Yes                             | 1         |                  |
| No                              | 2         | <b>GO TO R.4</b> |
| <b>DON'T KNOW (SPONTANEOUS)</b> | <b>-9</b> | <b>GO TO R.4</b> |

**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         |
| <b>DON'T KNOW (SPONTANEOUS)</b> | <b>-9</b> |

**r3**

|            |   |
|------------|---|
| <b>R.4</b> | Over fiscal year <b>[Insert last complete fiscal year]</b> , did this establishment have production targets? Examples of production targets are production volume, quality, efficiency, waste, or on-time delivery. |
|------------|---|

|                                 |           |                                      |
|---------------------------------|-----------|--------------------------------------|
| Yes                             | 1         | <b>GO TO R.8</b><br><b>GO TO R.8</b> |
| No                              | 2         |                                      |
| <b>DON'T KNOW (SPONTANEOUS)</b> | <b>-9</b> |                                      |

|           |
|-----------|
| <b>r4</b> |
|-----------|

|            |   |
|------------|---|
| <b>R.5</b> | Over fiscal year <b>[Insert last complete fiscal year]</b> , What best describes the time frame of those production targets?<br><b>SHOW CARD 12</b> |
|------------|---|

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

|           |
|-----------|
| <b>r5</b> |
|-----------|

|            |   |
|------------|---|
| <b>R.6</b> | How easy or difficult was it for this establishment to achieve those production targets overall?<br><b>SHOW CARD 13</b> |
|------------|---|

|   |           |
|---|-----------|
| Achieved without much effort            | 1         |
| 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         |
| <b>DON'T KNOW (SPONTANEOUS)</b>         | <b>-9</b> |

|           |
|-----------|
| <b>r6</b> |
|-----------|

|            |   |
|------------|---|
| <b>R.7</b> | Who was aware of the production targets at this establishment?<br><b>SHOW CARD 14</b> |
|------------|---|

|   |           |
|---|-----------|
| Only senior managers                      | 1         |
| Most managers and some production workers | 2         |
| Most managers and most production workers | 3         |
| All managers and most production workers  | 4         |
| <b>DON'T KNOW (SPONTANEOUS)</b>           | <b>-9</b> |

|           |
|-----------|
| <b>r7</b> |
|-----------|

|            |  |
|------------|--|
| <b>R.8</b> | Over fiscal year <b>[Insert last complete fiscal year]</b> , did this establishment have performance bonuses for managers? |
|------------|--|

|                                 |           |                   |
|---------------------------------|-----------|-------------------|
| Yes                             | 1         |                   |
| No                              | 2         | <b>GO TO R.10</b> |
| <b>DON'T KNOW (SPONTANEOUS)</b> | <b>-9</b> | <b>GO TO R.10</b> |
|                                 |           | <b>r8</b>         |

|            |  |
|------------|--|
| <b>R.9</b> | What were those managers' performance bonuses mostly based on?<br><b>INTERVIEWER: READ OUT</b> |
|------------|--|

**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         |           |
| <b>DON'T KNOW (SPONTANEOUS)</b> | <b>-9</b> |           |
|                                 |           | <b>r9</b> |

|             |  |
|-------------|--|
| <b>R.10</b> | Over fiscal year <b>[Insert last complete fiscal year]</b> , what was the primary way non-managers were promoted at this establishment?<br><b>SHOW CARD 15</b> |
|-------------|--|

**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         |            |
| <b>DON'T KNOW (SPONTANEOUS)</b>  | <b>-9</b> |            |
| <b>DOES NOT APPLY (SPONTANEOUS)</b>  | <b>-7</b> |            |
|  |           | <b>r10</b> |

|             |   |
|-------------|---|
| <b>R.11</b> | Over fiscal year <b>[Insert last complete fiscal year]</b> , when was an under-performing non-manager reassigned or dismissed?<br><b>SHOW CARD 16</b> |
|-------------|---|

**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         |            |
| <b>DON'T KNOW (SPONTANEOUS)</b>                  | <b>-9</b> |            |
| <b>DOES NOT APPLY (SPONTANEOUS)</b>              | <b>-7</b> |            |
|  |           | <b>r11</b> |

**E. DEGREE OF COMPETITION**

**E.1** In fiscal year **[Insert last complete fiscal year]**, which of the following was the main market in which this establishment sold its main product?  
**SHOW CARD 17**

|   |           |
|---|-----------|
| Local – main product sold mostly in same municipality where establishment is located  | 1         |
| National – main product sold mostly across the country where establishment is located | 2         |
| International   | 3         |
| <b>DON'T KNOW (SPONTANEOUS)</b>   | <b>-9</b> |

**GO TO E.6**  
**e1**

**E.2** How many competitors did this establishment's main product face in this main market?

|                                 |            |
|---------------------------------|------------|
| Number of competitors           | <b>e2b</b> |
| <b>TOO MANY TO COUNT</b>        | <b>-4</b>  |
| <b>DON'T KNOW (SPONTANEOUS)</b> | <b>-9</b>  |

**SAE.1** Does this establishment's main product compete against State owned Enterprises (SOEs)?

|                                 |           |
|---------------------------------|-----------|
| Yes                             | 1         |
| No                              | 2         |
| <b>DON'T KNOW (SPONTANEOUS)</b> | <b>-9</b> |

**SAe1**

**SAE.2** Please tell me if you Strongly disagree, tend to disagree, tend to agree, or Strongly agree with the statement: "State owned Enterprises compete on fair market conditions in my industry."  
**SHOW CARD 18**

|   | Strongly disagree | Tend to disagree | Tend to agree | Strongly agree | (SPONTANEOUS)<br><b>DON'T KNOW</b> | <b>DOES NOT APPLY</b> |
|---|-------------------|------------------|---------------|----------------|------------------------------------|-----------------------|
| "State owned Enterprises compete on fair market conditions in my industry." <b>SAe2</b> | 1                 | 2                | 3             | 4              | <b>-9</b>                          | <b>-7</b>             |

**SAE.3** Does this establishment's main product compete against products imported from other countries?

|                                 |           |
|---------------------------------|-----------|
| Yes                             | 1         |
| No                              | 2         |
| <b>DON'T KNOW (SPONTANEOUS)</b> | <b>-9</b> |

**SAe3**

|            |   |
|------------|---|
| <b>E.6</b> | Does this establishment at present use technology licensed from a foreign-owned company, excluding office software? |
|------------|---|

|                                 |           |
|---------------------------------|-----------|
| Yes                             | 1         |
| No                              | 2         |
| <b>DON'T KNOW (SPONTANEOUS)</b> | <b>-9</b> |

|           |
|-----------|
| <b>e6</b> |
|-----------|

|             |  |
|-------------|--|
| <b>E.11</b> | Does this establishment compete against unregistered or informal establishments? |
|-------------|--|

|                                 |           |
|---------------------------------|-----------|
| Yes                             | 1         |
| No                              | 2         |
| <b>DON'T KNOW (SPONTANEOUS)</b> | <b>-9</b> |

|            |
|------------|
| <b>e11</b> |
|------------|

|             |   |
|-------------|---|
| <b>E.30</b> | Using the response options on the card; To what degree are <b>Practices of Competitors in the Informal Sector</b> an obstacle to the current operations of this establishment?<br><b>SHOW CARD 19</b> |
|-------------|---|

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

**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         | <b>GO TO H.5</b> |
| No                              | 2         |                  |
| <b>DON'T KNOW (SPONTANEOUS)</b> | <b>-9</b> |                  |

**GO TO H.5**

**h1**

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

|                                 |           |           |
|---------------------------------|-----------|-----------|
| Yes                             | 1         | <b>h2</b> |
| No                              | 2         |           |
| <b>DON'T KNOW (SPONTANEOUS)</b> | <b>-9</b> |           |

**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**

|            |   |
|------------|---|
| <b>H.5</b> | During the last three years, has this establishment introduced any new or improved process? These include:<br><br>methods of manufacturing products or offering services;<br>logistics, delivery, or distribution methods for inputs, products, or services;<br>or supporting activities for processes? |
|------------|---|

|                                 |           |                  |
|---------------------------------|-----------|------------------|
| Yes                             | 1         |                  |
| No                              | 2         | <b>GO TO H.8</b> |
| <b>DON'T KNOW (SPONTANEOUS)</b> | <b>-9</b> | <b>GO TO H.8</b> |
|                                 |           | <b>h5</b>        |

|            |   |
|------------|---|
| <b>H.6</b> | 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. |
|------------|---|

**Description****DESCRIPTION SHOULD BE AS DETAILED AS POSSIBLE****h6x**

|            |   |
|------------|---|
| <b>H.7</b> | 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. |
|------------|---|

**IF THERE IS NOTHING SIMILAR ENTER "COMPLETELY NEW"****Description****DESCRIPTION SHOULD BE AS DETAILED AS POSSIBLE****h7x**

|            |   |
|------------|---|
| <b>H.8</b> | During fiscal year [ <b>Insert last complete fiscal year</b> ], did this establishment spend on research and development activities, either in-house or contracted with other companies, excluding market research surveys? |
|------------|---|

|                                 |           |                  |
|---------------------------------|-----------|------------------|
| Yes                             | 1         |                  |
| No                              | 2         | <b>GO TO F.1</b> |
| <b>DON'T KNOW (SPONTANEOUS)</b> | <b>-9</b> | <b>GO TO F.1</b> |
|                                 |           | <b>h8</b>        |

|            |   |
|------------|---|
| <b>H.9</b> | How much did this establishment spend on research and development activities that year, either in-house or contracted with other companies? |
|------------|---|

|   |                    |
|---|--------------------|
|   | <b>Saudi Riyal</b> |
| Cost of research and development activities | <b>h9</b>          |
| <b>DON'T KNOW (SPONTANEOUS)</b>             | <b>-9</b>          |

|   |  |  |  |  |  |  |  |  |  |
|---|--|--|--|--|--|--|--|--|--|
| 0 |  |  |  |  |  |  |  |  |  |
|---|--|--|--|--|--|--|--|--|--|

|              |  |
|--------------|--|
| <b>SAH.1</b> | How is the <b>main</b> research and development activity undertaken during fiscal year [ <b>Insert last complete fiscal year</b> ] being implemented ?<br><b>INTERVIEWER: READ OUT</b> |
|--------------|--|

|                                 |           |
|---------------------------------|-----------|
| In-house                        | 1         |
| With other private firms        | 2         |
| With government                 | 3         |
| Through non-profit entities     | 4         |
| Through academic institutions   | 5         |
| Other                           | 6         |
| <b>DON'T KNOW (SPONTANEOUS)</b> | <b>-9</b> |

|             |
|-------------|
| <b>SAh1</b> |
|-------------|



**F. CAPACITY**

|            |   |
|------------|---|
| <b>F.1</b> | In fiscal year <b>[Insert last complete fiscal year]</b> , what was this establishment's output produced as a percentage of the maximum output possible if using all the physical capital available (capacity utilization)? |
|------------|---|

|                                 | Percent     |
|---------------------------------|-------------|
| Capacity utilization            | <b>f1</b> % |
| <b>DON'T KNOW (SPONTANEOUS)</b> | <b>-9</b>   |

|            |  |
|------------|--|
| <b>F.2</b> | And, how many hours per week did this establishment normally operate?<br><b>INTERVIEWER: RESPONSE CANNOT BE GREATER THAN 168 HOURS</b> |
|------------|--|

|                                      | Hours     |
|--------------------------------------|-----------|
| Typical hours of operation in a week | <b>f2</b> |
| <b>DON'T KNOW (SPONTANEOUS)</b>      | <b>-9</b> |

## G. LAND AND PERMITS

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

|                             | Percent      | DON'T KNOW<br>(SPONTANEOUS) |
|-----------------------------|--------------|-----------------------------|
| Owned by this establishment | <b>g6a</b> % | <b>-9</b>                   |

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

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

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

|                          |           |                   |
|--------------------------|-----------|-------------------|
| Yes                      | 1         |                   |
| No                       | 2         | <b>GO TO G.30</b> |
| DON'T KNOW (SPONTANEOUS) | <b>-9</b> | <b>GO TO G.30</b> |
|                          | <b>g2</b> |                   |

**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  | <b>g3</b> |
| <b>LESS THAN ONE DAY</b>                | <b>1</b>  |
| <b>STILL IN PROCESS (SPONTANEOUS)</b>   | <b>-6</b> |
| <b>APPLICATION DENIED (SPONTANEOUS)</b> | <b>-5</b> |
| <b>DON'T KNOW (SPONTANEOUS)</b>         | <b>-9</b> |

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

|                                 |           |  |
|---------------------------------|-----------|--|
| Yes                             | 1         |  |
| No                              | 2         |  |
| <b>DON'T KNOW (SPONTANEOUS)</b> | <b>-9</b> |  |
| <b>REFUSAL (SPONTANEOUS)</b>    | <b>-8</b> |  |
|                                 | <b>g4</b> |  |

|             |   |
|-------------|---|
| <b>G.30</b> | Using the response options on the card; To what degree is <b>Access to Land</b> an obstacle to the current operations of this establishment?<br><b>SHOW CARD 19</b> |
|-------------|---|

|                |             |                |                   |                      |                   | (SPONTANEOUS)              |               |                      |
|----------------|-------------|----------------|-------------------|----------------------|-------------------|----------------------------|---------------|----------------------|
|                |             | No<br>obstacle | Minor<br>obstacle | Moderate<br>obstacle | Major<br>obstacle | Very<br>Severe<br>Obstacle | DON'T<br>KNOW | DOES<br>NOT<br>APPLY |
| Access to land | <b>g30a</b> | 0              | 1                 | 2                    | 3                 | 4                          | -9            | -7                   |

**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         | <b>GO TO I.3</b> |
| <b>DON'T KNOW (SPONTANEOUS)</b> | <b>-9</b> | <b>GO TO I.3</b> |
|                                 |           | <b>i1</b>        |

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

|                         |   |           |                    |  |
|-------------------------|---|-----------|--------------------|--|
|                         | <b>As a<br/>percentage<br/>of sales</b> | <b>OR</b> | <b>Saudi Riyal</b> | <b>DON'T<br/>KNOW<br/>(SPONTA<br/>NEOUS)</b> |
| Annual cost of security | <b>i2a</b> %                            |           | <b>i2b</b>         | <b>-9</b>                                    |

**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         | <b>GO TO I.30</b> |
| <b>DON'T KNOW (SPONTANEOUS)</b> | <b>-9</b> | <b>GO TO I.30</b> |
|                                 |           | <b>i3</b>         |

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

|               |   |           |                        |  |
|---------------|---|-----------|------------------------|--|
|               | <b>As a<br/>percentage<br/>of sales</b> | <b>OR</b> | <b>Saudi<br/>Riyal</b> | <b>DON'T<br/>KNOW<br/>(SPONTAN<br/>EOUS)</b> |
| Annual losses | <b>i4a</b> %                            |           | <b>i4b</b>             | <b>-9</b>                                    |

|   |  |  |  |  |  |  |  |  |  |
|---|--|--|--|--|--|--|--|--|--|
| 0 |  |  |  |  |  |  |  |  |  |
|---|--|--|--|--|--|--|--|--|--|

## SHOW CARD 19

|                                      |   |   |   |   |   |           |           |
|--------------------------------------|---|---|---|---|---|-----------|-----------|
| Crime, theft and disorder <b>i30</b> | 0 | 1 | 2 | 3 | 4 | <b>-9</b> | <b>-7</b> |
|--------------------------------------|---|---|---|---|---|-----------|-----------|

**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 were financed from each of the following sources?  
**SHOW CARD 20**

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

**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         | <b>GO TO K.4b</b> |
| <b>DON'T KNOW (SPONTANEOUS)</b> | <b>-9</b> | <b>GO TO K.4b</b> |
|                                 |           | <b>k4</b>         |

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

|  | Saudi Riyal | DON'T KNOW<br>(SPONTANEOUS) |
|--|-------------|-----------------------------|
| New or used machinery, vehicles, and equipment?                                | <b>n5a</b>  | <b>-9</b>                   |
| Land and buildings including expansion and renovations of existing structures? | <b>n5b</b>  | <b>-9</b>                   |

|            |  |
|------------|--|
| <b>K.5</b> | Over fiscal year <b>[Insert last complete fiscal year]</b> , please estimate the proportion or <b>Saudi Riyal</b> amount of this establishment's total purchases of fixed assets that were financed from the following sources:<br><b>SHOW CARD 21</b> |
|------------|--|

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

**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 I would like to ask you about the fiscal year before last.**

|             |   |
|-------------|---|
| <b>K.4b</b> | In fiscal year <b>[Insert last complete fiscal year minus one]</b> , 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         | <b>GO TO K.6</b> |
| <b>DON'T KNOW (SPONTANEOUS)</b> | <b>-9</b> | <b>GO TO K.6</b> |
|                                 |           | <b>k4b</b>       |

|                      |   |
|----------------------|---|
| <b>N.5c<br/>N.5d</b> | In fiscal year <b>[Insert last complete fiscal year minus one]</b> , how much did this establishment spend on those purchases of:<br><b>INTERVIEWER: READ OUT</b> |
|----------------------|---|

|  | Saudi Riyal | DON'T KNOW<br>(SPONTANEOUS) |
|--|-------------|-----------------------------|
| New or used machinery, vehicles, and equipment | <b>n5c</b>  | <b>-9</b>                   |
| Land and buildings                             | <b>n5d</b>  | <b>-9</b>                   |

**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         |
| <b>DON'T KNOW (SPONTANEOUS)</b> | <b>-9</b> |

**k6**

**K.7** Does this establishment have an overdraft facility?

|                                 |           |
|---------------------------------|-----------|
| Yes                             | 1         |
| No                              | 2         |
| <b>DON'T KNOW (SPONTANEOUS)</b> | <b>-9</b> |

**k7**

**K.8** Does this establishment have a line of credit or a loan from a financial institution?

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

**k8**

**K.9** Referring to the most recent line of credit or loan, what type of financial institution granted this loan?  
**SHOW CARD 22**

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

**k9**

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

|  | Year       |
|--|------------|
| Year most recent line of credit or loan approved | <b>k10</b> |
| <b>DON'T KNOW (SPONTANEOUS)</b>                  | <b>-9</b>  |

**INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR**



|             |   |
|-------------|---|
| <b>K.11</b> | What was its value at the time of approval? |
|-------------|---|

|   |                    |
|---|--------------------|
|   | <b>Saudi Riyal</b> |
| Size of most recent line of credit or loan approved | <b>k11</b>         |
| <b>REFUSAL (SPONTANEOUS)</b>                        | <b>-8</b>          |
| <b>DON'T KNOW (SPONTANEOUS)</b>                     | <b>-9</b>          |

|             |  |
|-------------|--|
| <b>K.13</b> | Did this financing require collateral? |
|-------------|--|

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

|             |   |
|-------------|---|
| <b>K.14</b> | What type of collateral was required?<br><b>INTERVIEWER: READ OUT</b> |
|-------------|---|

| Collateral   | Yes | No | <b>DON'T KNOW (SPONTANEOUS)</b> |
|--|-----|----|---------------------------------|
| Land, buildings under ownership of the establishment <b>k14a</b>             | 1   | 2  | <b>-9</b>                       |
| Machinery and equipment including movables <b>k14b</b>                       | 1   | 2  | <b>-9</b>                       |
| Accounts receivable and inventories <b>k14c</b>                              | 1   | 2  | <b>-9</b>                       |
| Personal assets of owner (house, etc.) <b>k14d</b>                           | 1   | 2  | <b>-9</b>                       |
| Government Guarantees <b>SA14a</b>   | 1   | 2  | <b>-9</b>                       |
| Other forms of collateral not included in the categories above <b>SAk14b</b> | 1   | 2  | <b>-9</b>                       |

|              |  |
|--------------|--|
| <b>K.15a</b> | What was the approximate value of the collateral required? |
|--------------|--|

|                                 |                    |
|---------------------------------|--------------------|
|                                 | <b>Saudi Riyal</b> |
| Value of collateral             | <b>k15a</b>        |
| <b>DON'T KNOW (SPONTANEOUS)</b> | <b>-9</b>          |

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

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

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

|   | Saudi Riyal |
|---|-------------|
| Total outstanding balance of all open lines of credit and loans | <b>k15c</b> |
| <b>REFUSAL (SPONTANEOUS)</b>                                    | <b>-8</b>   |
| <b>DON'T KNOW (SPONTANEOUS)</b>                                 | <b>-9</b>   |

**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         |
| <b>DON'T KNOW (SPONTANEOUS)</b> | <b>-9</b> |

**k15d**

**SAK.1** In the past three years, has this establishment had a loan that is part of a development fund or government related program?

|                                 |           |                   |
|---------------------------------|-----------|-------------------|
| Yes                             | 1         |                   |
| No                              | 2         | <b>GO TO K.16</b> |
| <b>DON'T KNOW (SPONTANEOUS)</b> | <b>-9</b> | <b>GO TO K.16</b> |

**SAK1**

**SAK.1a** What was the **main** reason why this establishment took a loan as part a development fund or government related program? **SHOW CARD 23**

|   |           |
|---|-----------|
| Interest rates were more favorable              | 1         |
| Collateral requirements were lower              | 2         |
| Unable to get a loan without the Kafala program | 3         |
| Offers a favorable grace period                 | 4         |
| Provides longer-term repayment period           | 5         |
| Other   | 6         |
| <b>DON'T KNOW (SPONTANEOUS)</b>                 | <b>-9</b> |

**SAK1a**

**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         | <b>GO TO K.20</b> |
| No                              | 2         |                   |
| <b>DON'T KNOW (SPONTANEOUS)</b> | <b>-9</b> | <b>GO TO K.21</b> |

**k16**

|             |   |
|-------------|---|
| <b>K.17</b> | What was the <b>main</b> reason why this establishment did not apply for any line of credit or loan?<br><b>SHOW CARD 24</b> |
|-------------|---|

|   |           |                   |
|---|-----------|-------------------|
| No need for a loan - establishment had enough capital | 1         | <b>GO TO K.21</b> |
| Application procedures were complex                   | 2         | <b>GO TO K.21</b> |
| Interest rates were not favorable                     | 3         | <b>GO TO K.21</b> |
| Collateral requirements were too high                 | 4         | <b>GO TO K.21</b> |
| Size of loan and maturity were insufficient           | 5         | <b>GO TO K.21</b> |
| Did not think it would be approved                    | 6         | <b>GO TO K.21</b> |
| Other   | 7         | <b>GO TO K.21</b> |
| <b>DON'T KNOW (SPONTANEOUS)</b>                       | <b>-9</b> | <b>GO TO K.21</b> |

**k17**

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

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

**k20a1**

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

|                                 |           |
|---------------------------------|-----------|
| Yes                             | 1         |
| No                              | 2         |
| <b>DON'T KNOW (SPONTANEOUS)</b> | <b>-9</b> |

**k21**

|             |  |
|-------------|--|
| <b>K.30</b> | Using the response options on the card; To what degree is <b>Access to Finance</b> an obstacle to the current operations of this establishment?<br><b>SHOW CARD 25</b> |
|-------------|--|

|                   |            | No obstacle | Minor obstacle | Moderate obstacle | Major obstacle | Very Severe Obstacle | <b>(SPONTANEOUS)</b> |                       |
|-------------------|------------|-------------|----------------|-------------------|----------------|----------------------|----------------------|-----------------------|
|                   |            |             |                |                   |                |                      | <b>DON'T KNOW</b>    | <b>DOES NOT APPLY</b> |
| Access to finance | <b>k30</b> | 0           | 1              | 2                 | 3              | 4                    | <b>-9</b>            | <b>-7</b>             |

## 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 26**

|   |                  |               |                |   | (SPONTANEOUS) |                |
|---|------------------|---------------|----------------|---|---------------|----------------|
|   |                  |               |                |   | DON'T KNOW    | DOES NOT APPLY |
| Strongly disagree   | Tend to disagree | Tend to agree | Strongly agree |   |               |                |
| "The court system is fair, impartial and uncorrupted." <b>h7a</b> | 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 | <b>j2</b> % |
| <b>NO TIME WAS SPENT</b>                                   | 0           |
| <b>DON'T KNOW (SPONTANEOUS)</b>                            | -9          |

**J.3** Over the last year, was this establishment visited or inspected by tax officials or required to meet with them?

|                                 |    |  |
|---------------------------------|----|--|
| Yes                             | 1  | <b>GO TO J.6a</b><br><b>GO TO J.6a</b> |
| No                              | 2  |  |
| <b>DON'T KNOW (SPONTANEOUS)</b> | -9 |  |
|                                 |    | <b>j3</b>                              |

**J.4** How many times over the last year?

|   | Number    |
|---|-----------|
| Times inspected or met with tax officials | <b>j4</b> |
| <b>DON'T KNOW (SPONTANEOUS)</b>           | -9        |

**J.5**

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

|                                 |           |
|---------------------------------|-----------|
| Yes                             | 1         |
| No                              | 2         |
| <b>DON'T KNOW (SPONTANEOUS)</b> | <b>-9</b> |
| <b>REFUSAL (SPONTANEOUS)</b>    | <b>-8</b> |

**j5****SAJ.1**

In reference to this establishment's experience with the process of paying taxes, please tell me if you Strongly disagree, Tend to disagree, Tend to agree, or Strongly agree with the following statements:  
**SHOW CARD 26**

| <b>INTERVIEWER: READ OUT EACH OPTION</b>   | Strongly disagree | Tend to disagree | Tend to agree | Strongly agree | <b>(SPONTANEOUS)</b> |                       |
|--|-------------------|------------------|---------------|----------------|----------------------|-----------------------|
|  |                   |                  |               |                | <b>DON'T KNOW</b>    | <b>DOES NOT APPLY</b> |
| Tax officials were professional and impartial <b>SAj1a</b>                                     | 1                 | 2                | 3             | 4              | <b>-9</b>            | <b>-7</b>             |
| Tax officials were transparent when making decisions regarding this establishment <b>SAj1b</b> | 1                 | 2                | 3             | 4              | <b>-9</b>            | <b>-7</b>             |
| This establishment was able to voice complaints <b>SAj1c</b>                                   | 1                 | 2                | 3             | 4              | <b>-9</b>            | <b>-7</b>             |
| The expected deadlines for paying taxes were clear <b>SAj1d</b>                                | 1                 | 2                | 3             | 4              | <b>-9</b>            | <b>-7</b>             |

**SAJ.2**

Using the card, please indicate the level of the establishment's understanding of the requirements for compliance with each of the following form of taxation:  
**SHOW CARD 27**

| <b>INTERVIEWER: READ OUT EACH OPTION</b> |  | Good understanding | Average understanding | Poor Understanding | <b>(SPONTANEOUS)</b> |                       |
|--|--|--------------------|-----------------------|--------------------|----------------------|-----------------------|
|  |  |                    |                       |                    | <b>DON'T KNOW</b>    | <b>DOES NOT APPLY</b> |
| ZAKAT <b>SAj2a</b>                       |  | 1                  | 2                     | 3                  | <b>-9</b>            | <b>-7</b>             |
| CIT <b>SAj2b</b>                         |  | 1                  | 2                     | 3                  | <b>-9</b>            | <b>-7</b>             |
| VAT <b>SAj2c</b>                         |  | 1                  | 2                     | 3                  | <b>-9</b>            | <b>-7</b>             |
| Excise Tax <b>SAj2d</b>                  |  | 1                  | 2                     | 3                  | <b>-9</b>            | <b>-7</b>             |
| Withholding Tax <b>SAj2e</b>             |  | 1                  | 2                     | 3                  | <b>-9</b>            | <b>-7</b>             |

**SAJ.3** Is this establishment aware of the penalties for non-compliance with the tax authorities?

|                                 |           |
|---------------------------------|-----------|
| Yes                             | 1         |
| No                              | 2         |
| <b>DON'T KNOW (SPONTANEOUS)</b> | <b>-9</b> |

**SAj3**

**SAJ.4** Has this establishment been subject to penalties for non-compliance by any of the following entities?  
**READ EACH OPTION ALOUD**

|  |              |     |    | (SPONTANEOUS)  |            |
|--|--------------|-----|----|----------------|------------|
|  |              | Yes | No | DOES NOT APPLY | DON'T KNOW |
| ZATCA (Zakat, Tax, and Customs Authority)                | <b>SAj4a</b> | 1   | 2  | <b>-7</b>      | <b>-9</b>  |
| MoMRAH (Ministry of Municipal & Rural Affairs & Housing) | <b>SAj4b</b> | 1   | 2  | <b>-7</b>      | <b>-9</b>  |
| HRSD (Ministry of Human Resources & Social Development)  | <b>SAj4c</b> | 1   | 2  | <b>-7</b>      | <b>-9</b>  |
| Ministry of Commerce                                     | <b>SAj4d</b> | 1   | 2  | <b>-7</b>      | <b>-9</b>  |
| GDCD: General Directorate of Civil Defense               | <b>SAj4e</b> | 1   | 2  | <b>-7</b>      | <b>-9</b>  |
| Other  | <b>SAj4f</b> | 1   | 2  | <b>-7</b>      | <b>-9</b>  |

**SAJ.5** During the last completed fiscal year **[Insert last complete fiscal year]**, was this establishment a subject to an audit by ZATCA?

|                                 |           |
|---------------------------------|-----------|
| Yes                             | 1         |
| No                              | 2         |
| <b>DON'T KNOW (SPONTANEOUS)</b> | <b>-9</b> |

**SAj5**

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

|                                 |           |
|---------------------------------|-----------|
| Yes                             | 1         |
| No                              | 2         |
| <b>DON'T KNOW (SPONTANEOUS)</b> | <b>-9</b> |

**GO TO J.7**

**GO TO J.7**

**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 | <b>j6</b> % |
| <b>NO PAYMENTS</b>   | <b>0</b>    |
| <b>DON'T KNOW (SPONTANEOUS)</b>                                  | <b>-9</b>   |
| <b>REFUSAL (SPONTANEOUS)</b>                                     | <b>-8</b>   |

**J.7** It is said that establishments are sometimes required to make gifts or informal payments to public officials to “get things done” regarding 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 | Saudi Riyal | NO PAYMENTS OR GIFTS ARE PAID | DON'T KNOW (SPONTANEOUS) | REFUSAL (SPONTANEOUS) |
|----------------------------|--------------------------|----|-------------|-------------------------------|--------------------------|-----------------------|
| Informal payments or gifts | <b>j7a</b> %             |    | <b>j7b</b>  | 0                             | -9                       | -8                    |

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

|                                 |            |                   |
|---------------------------------|------------|-------------------|
| Yes                             | 1          |                   |
| No                              | 2          | <b>GO TO J.13</b> |
| <b>DON'T KNOW (SPONTANEOUS)</b> | <b>-9</b>  | <b>GO TO J.13</b> |
|                                 | <b>j10</b> |                   |

**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         | <b>j11</b> |
| <b>LESS THAN ONE DAY</b>        | 1          |
| <b>STILL IN PROCESS</b>         | -6         |
| <b>APPLICATION DENIED</b>       | -5         |
| <b>DON'T KNOW (SPONTANEOUS)</b> | -9         |

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

|                                 |            |  |
|---------------------------------|------------|--|
| Yes                             | 1          |  |
| No                              | 2          |  |
| <b>DON'T KNOW (SPONTANEOUS)</b> | <b>-9</b>  |  |
| <b>REFUSAL (SPONTANEOUS)</b>    | <b>-8</b>  |  |
|                                 | <b>j12</b> |  |

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

|                                 |            |                   |
|---------------------------------|------------|-------------------|
| Yes                             | 1          |                   |
| No                              | 2          | <b>GO TO J.30</b> |
| <b>DON'T KNOW (SPONTANEOUS)</b> | <b>-9</b>  | <b>GO TO J.30</b> |
|                                 | <b>j13</b> |                   |

|             |   |
|-------------|---|
| <b>J.14</b> | 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      | <b>j14</b> |
| <b>LESS THAN ONE DAY</b>        | <b>1</b>   |
| <b>STILL IN PROCESS</b>         | <b>-6</b>  |
| <b>APPLICATION DENIED</b>       | <b>-5</b>  |
| <b>DON'T KNOW (SPONTANEOUS)</b> | <b>-9</b>  |

|             |  |
|-------------|--|
| <b>J.15</b> | In reference to that application, was an informal gift or payment expected or requested? |
|-------------|--|

|                                 |           |
|---------------------------------|-----------|
| Yes                             | 1         |
| No                              | 2         |
| <b>DON'T KNOW (SPONTANEOUS)</b> | <b>-9</b> |
| <b>REFUSAL (SPONTANEOUS)</b>    | <b>-8</b> |

**j15**

|              |  |
|--------------|--|
| <b>SAJ.6</b> | In reference to this establishment's experience of the whole process of obtaining an operating license, please tell me if you Strongly disagree, Tend to disagree, Tend to agree, or Strongly agree with the following statements: <b>SHOW CARD 28</b> |
|--------------|--|

**(SPONTANEOUS)****INTERVIEWER: READ OUT EACH OPTION**

|   | Strongly disagree | Tend to disagree | Tend to agree | Strongly agree | <b>DON'T KNOW</b> | <b>DOES NOT APPLY</b> |
|---|-------------------|------------------|---------------|----------------|-------------------|-----------------------|
| Public officials were professional and impartial<br><b>SAj6a</b>                                | 1                 | 2                | 3             | 4              | <b>-9</b>         | <b>-7</b>             |
| Public officials were transparent in making decisions regarding this establishment <b>SAj6b</b> | 1                 | 2                | 3             | 4              | <b>-9</b>         | <b>-7</b>             |
| This establishment was able to voice complaints <b>SAj6c</b>                                    | 1                 | 2                | 3             | 4              | <b>-9</b>         | <b>-7</b>             |



**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 29**

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

|            |  |
|------------|--|
| <b>L.1</b> | <p>At the end of fiscal year <b>[Insert last complete fiscal year]</b>, 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><b>INTERVIEWER: INCLUDE INTERVIEWEE IF APPLICABLE</b></p> |
|------------|--|

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

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

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

|            |   |
|------------|---|
| <b>L.3</b> | <p>Coming back to fiscal year <b>[Insert last complete fiscal year]</b>, at the end of the fiscal year, how many permanent, full-time individuals in this establishment were:</p> <p><b>INTERVIEWER: READ EACH CATEGORY</b></p> |
|------------|---|

|  | Number     | <b>DON'T KNOW (SPONTANEOUS)</b> |
|--|------------|---------------------------------|
| Production workers                             | <b>13a</b> | <b>-9</b>                       |
| Non-production workers (administration, sales) | <b>13b</b> | <b>-9</b>                       |

|            |   |
|------------|---|
| <b>L.4</b> | At the end of fiscal year <b>[Insert last complete fiscal year]</b> , how many permanent, full-time production workers in this establishment were:<br><b>SHOW CARD 30</b> |
|------------|---|

|   | Number      | DON'T KNOW<br>(SPONTANEOUS) |
|---|-------------|-----------------------------|
| In highly skilled jobs, that is <b>professionals</b> or technicians whose tasks require extensive theoretical and technical knowledge | <b>I4a1</b> | <b>-9</b>                   |
| In <b>semi-skilled</b> jobs, that is workers whose tasks require some level of mechanical or technical knowledge                      | <b>I4a2</b> | <b>-9</b>                   |
| In <b>low-skilled</b> jobs, those whose tasks involve <b>no</b> specialized knowledge   | <b>I4b</b>  | <b>-9</b>                   |

|            |  |
|------------|--|
| <b>L.5</b> | At the end of fiscal year <b>[Insert last complete fiscal year]</b> , in this establishment how many permanent, full-time workers in each of the following categories were <b>female</b> ?<br><b>INTERVIEWER: READ OUT OPTIONS</b> |
|------------|--|

|                        | Number     | DON'T KNOW<br>(SPONTANEOUS) |
|------------------------|------------|-----------------------------|
| Production workers     | <b>I5a</b> | <b>-9</b>                   |
| Non-production workers | <b>I5b</b> | <b>-9</b>                   |

|              |  |
|--------------|--|
| <b>SAL.1</b> | At the end of fiscal year <b>[Insert last complete fiscal year]</b> , what percentage, or how many, of the full-time permanent workers of the establishment were foreign citizens?<br><br>Please provide the percentage or number, not both. |
|--------------|--|

|  | Percent        | OR | Number       |
|--|----------------|----|--------------|
| Full-time permanent workers that were foreign citizens | <b>SAL1a</b> % |    | <b>SAL1b</b> |
| <b>NONE</b>  | <b>0</b>       |    | <b>0</b>     |
| <b>DON'T KNOW (SPONTANEOUS)</b>                        | <b>-9</b>      |    | <b>-9</b>    |

**IF 0 or 100, GO  
TO SAL2**

**RANDOM ORDER 1**

|               |   |
|---------------|---|
| <b>SAL.2a</b> | How would you rate the performance of your average Saudi workers relative to your average foreign workers? <b>INTERVIEWER: READ OUT OPTIONS</b> |
|---------------|---|

|   |           |
|---|-----------|
| Saudi workers perform better than foreign workers       | 1         |
| Saudi workers perform about the same as foreign workers | 2         |
| Saudi workers perform worse than foreign workers        | 3         |
| <b>DOES NOT APPLY (SPONTANEOUS)</b>                     | <b>-7</b> |
| <b>DON'T KNOW (SPONTANEOUS)</b>                         | <b>-9</b> |

**SAL2a1**

|               |   |
|---------------|---|
| <b>SAL.2b</b> | Over the last three years, how has the performance of average Saudi workers changed relative to average foreign workers? <b>INTERVIEWER: READ OUT OPTIONS</b> |
|---------------|---|

|  |           |
|--|-----------|
| Saudi workers improved their performance more than foreign workers         | 1         |
| Saudi workers improved their performance about the same as foreign workers | 2         |
| Saudi workers improved their performance less than foreign workers         | 3         |
| <b>DOES NOT APPLY (SPONTANEOUS)</b>  | <b>-7</b> |
| <b>DON'T KNOW (SPONTANEOUS)</b>  | <b>-9</b> |

**SAI2b1**

**RANDOM ORDER 2**

|               |   |
|---------------|---|
| <b>SAL.2a</b> | How would you rate the performance of your average foreign workers relative to your average Saudi workers? <b>INTERVIEWER: READ OUT OPTIONS</b> |
|---------------|---|

|   |           |
|---|-----------|
| Foreign workers perform better than Saudi workers       | 1         |
| Foreign workers perform about the same as Saudi workers | 2         |
| Foreign workers perform worse than Saudi workers        | 3         |
| <b>DOES NOT APPLY (SPONTANEOUS)</b>                     | <b>-7</b> |
| <b>DON'T KNOW (SPONTANEOUS)</b>                         | <b>-9</b> |

**SAI2a2**

|               |   |
|---------------|---|
| <b>SAL.2b</b> | Over the last three years, how has the performance of average foreign workers changed relative to average Saudi workers? <b>INTERVIEWER: READ OUT OPTIONS</b> |
|---------------|---|

|  |           |
|--|-----------|
| Foreign workers improved their performance more than Saudi workers         | 1         |
| Foreign workers improved their performance about the same as Saudi workers | 2         |
| Foreign workers improved their performance less than Saudi workers         | 3         |
| <b>DOES NOT APPLY (SPONTANEOUS)</b>  | <b>-7</b> |
| <b>DON'T KNOW (SPONTANEOUS)</b>  | <b>-9</b> |

**SAI2b2**

|              |  |
|--------------|--|
| <b>SAL.3</b> | Which types of entities are the main competitor to hiring highly skilled Saudi workers? <b>INTERVIEWER: READ OUT OPTIONS</b> |
|--------------|--|

|                                 |           |
|---------------------------------|-----------|
| Government Agencies             | 1         |
| State-owned Enterprises         | 2         |
| Private Sector companies        | 3         |
| Other                           | 4         |
| <b>DON'T KNOW (SPONTANEOUS)</b> | <b>-9</b> |

**SAI3**

|              |   |
|--------------|---|
| <b>SAL.4</b> | For the following types of skills, how do you rate the level of skills of this establishment's current full-time permanent workers compared to the needs of the establishment?<br><b>SHOW CARD 31</b> |
|--------------|---|

| Randomize options  |              | (SPONTANEOUS)  |             |                |           |
|--|--------------|----------------|-------------|----------------|-----------|
|  |              | Below required | As required | Above required |           |
| Foreign languages  | <b>SAI4a</b> | 0              | 1           | 2              | <b>-9</b> |
| Interpersonal and communication skills                               | <b>SAI4b</b> | 0              | 1           | 2              | <b>-9</b> |
| Problem solving or critical thinking                                 | <b>SAI4c</b> | 0              | 1           | 2              | <b>-9</b> |
| Managerial and leadership skills                                     | <b>SAI4d</b> | 0              | 1           | 2              | <b>-9</b> |
| Computer or general IT skills  | <b>SAI4e</b> | 0              | 1           | 2              | <b>-9</b> |
| Natural sciences, mathematics or engineering skills                  | <b>SAI4f</b> | 0              | 1           | 2              | <b>-9</b> |
| Technical skills (other than IT), vocational, or job-specific skills | <b>SAI4g</b> | 0              | 1           | 2              | <b>-9</b> |

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

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

|             |                       |
|-------------|-----------------------|
| <b>L.6a</b> | How many were female? |
|-------------|-----------------------|

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

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

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

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

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

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

|                                 |           |                    |
|---------------------------------|-----------|--------------------|
| Yes                             | 1         | <b>GO TO L.11</b>  |
| No                              | 2         |                    |
| <b>DON'T KNOW (SPONTANEOUS)</b> | <b>-9</b> | <b>GO TO SAL.7</b> |

|            |
|------------|
| <b>110</b> |
|------------|

|             |   |
|-------------|---|
| <b>L.11</b> | Referring to those training programs, what percentage of permanent, full-time workers of the following categories received formal training? If easier please provide the total numbers (provide one or the other but not both).<br><b>INTERVIEWER: READ EACH CATEGORY</b> |
|-------------|---|

|  | Percent       | OR | Number       | IF NO WORKERS IN A CATEGORY WERE TRAINED | DON'T KNOW (SPONTANEOUS) |
|--|---------------|----|--------------|--|--------------------------|
| Production full-time permanent workers trained     | <b>111a</b> % |    | <b>111a1</b> | <b>0</b>                                 | <b>-9</b>                |
| Non-production full-time permanent workers trained | <b>111b</b> % |    | <b>111b1</b> | <b>0</b>                                 | <b>-9</b>                |

|             |   |
|-------------|---|
| <b>L.12</b> | Referring to those 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 | <b>112a</b> % |    | <b>112a1</b> | <b>0</b>                          | <b>-9</b>                |

|              |  |
|--------------|--|
| <b>SAL.6</b> | What was the primary focus of the formal training programs?<br><b>SHOW CARD 33</b> |
|--------------|--|

|  |           |
|--|-----------|
| Foreign languages  | 1         |
| Interpersonal and communication skills                               | 2         |
| Problem solving or critical thinking                                 | 3         |
| Managerial and leadership skills                                     | 4         |
| Computer or general IT skills  | 5         |
| Technical skills (other than IT), vocational, or job-specific skills | 6         |
| Other  | 7         |
| <b>DON'T KNOW (SPONTANEOUS)</b>                                      | <b>-9</b> |

**SAI6**

|              |  |
|--------------|--|
| <b>SAL.7</b> | Over the last two completed fiscal years, did this establishment have any job vacancies? |
|--------------|--|

|                                 |           |
|---------------------------------|-----------|
| Yes                             | 1         |
| No                              | 2         |
| <b>DON'T KNOW (SPONTANEOUS)</b> | <b>-9</b> |

**GO TO L.30**

**GO TO L.30**

**SAI7**

|              |   |
|--------------|---|
| <b>SAL.8</b> | Did the establishment encounter any of the following problems when trying to fill these vacancies?<br><b>READ EACH OPTION ALOUD</b> |
|--------------|---|

| Problem                           |              | Yes | No | <b>DON'T KNOW (SPONTANEOUS)</b> |
|-----------------------------------|--------------|-----|----|---------------------------------|
| There were no or few applicants   | <b>SAI8a</b> | 1   | 2  | <b>-9</b>                       |
| Applicants lacked required skills | <b>SAI8b</b> | 1   | 2  | <b>-9</b>                       |
| Applicants rejected the offer     | <b>SAI8c</b> | 1   | 2  | <b>-9</b>                       |

|              |  |
|--------------|--|
| <b>SAL.9</b> | Over the last two years, using this card, please indicate the degree of difficulty in finding employees that have the following skills:<br><b>SHOW CARD 33</b> |
|--------------|--|

| Randomize options  |              | Very easy | Easy | Difficult | Very difficult | <b>DON'T KNOW (SPONTANEOUS)</b> | <b>DOESN'T APPLY (SPONTANEOUS)</b> |
|--|--------------|-----------|------|-----------|----------------|---------------------------------|------------------------------------|
| Foreign languages  | <b>SAI9a</b> | 0         | 1    | 2         | 3              | <b>-9</b>                       | <b>-7</b>                          |
| Interpersonal and communication skills                               | <b>SAI9b</b> | 0         | 1    | 2         | 3              | <b>-9</b>                       | <b>-7</b>                          |
| Problem solving or critical thinking                                 | <b>SAI9c</b> | 0         | 1    | 2         | 3              | <b>-9</b>                       | <b>-7</b>                          |
| Managerial and leadership skills                                     | <b>SAI9d</b> | 0         | 1    | 2         | 3              | <b>-9</b>                       | <b>-7</b>                          |
| Computer or general IT skills  | <b>SAI9e</b> | 0         | 1    | 2         | 3              | <b>-9</b>                       | <b>-7</b>                          |
| Natural sciences, mathematics or engineering skills                  | <b>SAI9f</b> | 0         | 1    | 2         | 3              | <b>-9</b>                       | <b>-7</b>                          |
| Technical skills (other than IT), vocational, or job-specific skills | <b>SAI9g</b> | 0         | 1    | 2         | 3              | <b>-9</b>                       | <b>-7</b>                          |

|             |  |
|-------------|--|
| <b>L.30</b> | Using the response options on the card; To what degree are each of the following an obstacle to the current operations of this establishment?<br><b>INTERVIEWER: READ OUT OPTIONS</b><br><b>SHOW CARD 34</b> |
|-------------|--|

|   |             |                |                   |                |                      | (SPONTANEOUS) |                |
|---|-------------|----------------|-------------------|----------------|----------------------|---------------|----------------|
|   |             |                |                   |                |                      | DON'T KNOW    | DOES NOT APPLY |
|   | No obstacle | Minor obstacle | Moderate obstacle | Major obstacle | Very Severe Obstacle |               |                |
| Labor regulations <b>I30a</b>               | 0           | 1              | 2                 | 3              | 4                    | -9            | -7             |
| Inadequately educated workforce <b>I30b</b> | 0           | 1              | 2                 | 3              | 4                    | -9            | -7             |
| Compliance with the Nitaqat <b>SAI30</b>    | 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.**

|  | <b>POSITION</b>            |
|--|----------------------------|
| 1-Access to finance                                | <b>m1a_finance_pos</b>     |
| 2-Access to land                                   | <b>m1a_land_pos</b>        |
| 3-Business licensing and permits                   | <b>m1a_permit_pos</b>      |
| 4-Corruption                                       | <b>m1a_corruption_pos</b>  |
| 5-Courts   | <b>m1a_courts_pos</b>      |
| 6-Crime, theft and disorder                        | <b>m1a_crime_pos</b>       |
| 7-Customs and trade regulations                    | <b>m1a_trade_pos</b>       |
| 8-Electricity                                      | <b>m1a_electricity_pos</b> |
| 9-Inadequately educated workforce                  | <b>m1a_workforce_pos</b>   |
| 10-Labor regulations                               | <b>m1a_labor_pos</b>       |
| 11-Political instability                           | <b>m1a_instability_pos</b> |
| 12-Practices of competitors in the informal sector | <b>m1a_informal_pos</b>    |
| 13-Tax administration                              | <b>m1a_taxadmin_pos</b>    |
| 14-Tax rates                                       | <b>m1a_taxrate_pos</b>     |
| 15-Transport                                       | <b>m1a_transport_pos</b>   |

|                                     |            |
|-------------------------------------|------------|
| Biggest obstacle                    | <b>m1a</b> |
| <b>DON'T KNOW (SPONTANEOUS)</b>     | <b>-9</b>  |
| <b>DOES NOT APPLY (SPONTANEOUS)</b> | <b>-7</b>  |

**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 (INCLUDING 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.

**SAN.1** For the month of **[Insert last completed month]**, please provide the following information:  
**SHOW CARD 35**

**INTERVIEWER: READ OUT**

|  | Saudi Riyal  | DON'T KNOW<br>(SPONTANEOUS) |
|--|--------------|-----------------------------|
| Cost of labor including wages, salaries, bonuses, social security payments in last month | <b>SAn1a</b> | <b>-9</b>                   |
| Cost of raw materials and intermediate goods used in production in last month            | <b>SAn1e</b> | <b>-9</b>                   |
| Cost of electricity in last month  | <b>SAn1b</b> | <b>-9</b>                   |

**SKIP N.2, SAN.2, and N.21 if SAA2 = 2**

**N.2** From this establishment's Income Statement for fiscal year **[Insert last complete fiscal year]**, please provide the following information:  
**SHOW CARD 35**

**INTERVIEWER: READ OUT**

|   | Saudi Riyal | DON'T KNOW<br>(SPONTANEOUS) |
|---|-------------|-----------------------------|
| Total annual cost of labor including wages, salaries, bonuses, social security payments | <b>n2a</b>  | <b>-9</b>                   |
| Total annual cost of raw materials and intermediate goods used in production            | <b>n2e</b>  | <b>-9</b>                   |
| Total annual cost of electricity  | <b>n2b</b>  | <b>-9</b>                   |

**SAN.2** What is the total labor costs for fiscal year **[Insert last complete fiscal year]** is paid to Saudi workers?

|  | Saudi Riyal | DON'T KNOW<br>(SPONTANEOUS) |
|--|-------------|-----------------------------|
| Total annual cost of labor including wages, salaries, bonuses, social security payments to Saudi Workers | <b>SAn2</b> | <b>-9</b>                   |

|             |  |
|-------------|--|
| <b>N.21</b> | Looking back to this establishment's Income Statement for fiscal year <b>[Insert last complete fiscal year minus one]</b> , please provide the following information:<br><b>SHOW CARD 35</b> |
|-------------|--|

|   | <b>Saudi Riyal</b> | <b>DON'T KNOW<br/>(SPONTANEOUS)</b> | <b>DOES NOT<br/>APPLY</b> |
|---|--------------------|-------------------------------------|---------------------------|
| Total annual cost of labor including wages, salaries, bonuses, social security payments | <b>n2a1</b>        | <b>-9</b>                           | <b>-7</b>                 |
| Total cost of raw materials and intermediate goods used in production                   | <b>n2e1</b>        | <b>-9</b>                           | <b>-7</b>                 |

|              |   |
|--------------|---|
| <b>SAN.3</b> | What is share of the profits from last fiscal year were re-invested in the establishment?<br><b>INTERVIEWER: READ OUT</b> |
|--------------|---|

|   | <b>Percent</b> | <b>DON'T KNOW<br/>(SPONTANEOUS)</b> |
|---|----------------|-------------------------------------|
| Share of profits re-invested in the establishment | <b>SAn3</b>    | <b>-9</b>                           |

|            |   |
|------------|---|
| <b>N.7</b> | Hypothetically, if this establishment were to purchase all the machinery, vehicles, and equipment it <b>uses now</b> , in their current condition and regardless of whether the establishment owns them or not, how much would they cost? |
|------------|---|

|                                    | <b>Saudi Riyal</b> | <b>DON'T KNOW<br/>(SPONTANEOUS)</b> |
|------------------------------------|--------------------|-------------------------------------|
| Machinery, vehicles, and equipment | <b>n7a</b>         | <b>-9</b>                           |

**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. 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) |
|-------------|-------------|-------------|-----------------|--------------------|
| <b>a15d</b> | <b>a15m</b> | <b>a15y</b> | <b>a15h</b>     | <b>a15min</b>      |

**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**

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

| Hour        | Minutes     |
|-------------|-------------|
| <b>a19h</b> | <b>a19m</b> |

**SUPERVISOR SECTION**

A.13 Supervisor code

**a13**

|  |
|--|
|  |
|--|

**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\_v4**

|              |  |
|--------------|--|
| <b>D.1a2</b> | <b>PLEASE CHOOSE THE 4-DIGIT ISIC REV. 4.0 SECTOR CODE THAT BEST APPLIES TO THE ESTABLISHMENT'S MAIN ACTIVITY AND PRODUCT.</b> |
|--------------|--|

|  |                |
|--|----------------|
|  | <b>Code</b>    |
| <b>CODE OF THE MAIN PRODUCT AND ACTIVITY</b> | <b>d1a2_v4</b> |