

QUESTIONNAIRE NUMBER **id**

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THE WORLD BANK ENTERPRISE SURVEY
Saudi Arabia Services Module (2022)

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

INFORMATION ACQUIRED PRIOR TO SCREENING:

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

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

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

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CAPI QUESTIONS BEGIN HERE

A. CONTROL INFORMATION [TO BE COMPLETED AT THE TIME OF THE INTERVIEW]

INFORMATION AUTOMATICALLY GENERATED

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

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

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

INTERVIEW BEGINS HERE

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING.

The goal of this survey is to gather information and opinions about the business environment in 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.

IC.1	Respondent understands the purpose of the Enterprise Survey, the COVID-19 protocols, and the protocols regarding personal data as described in the Informed Consent document AND the respondent provides consent?
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Yes	1	TERMINATE
No	2	
		ic1

A. CONTROL INFORMATION

SAA.2	Does this establishment keep written business records of its costs and sales?
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Yes	1	SAA2
No	2	
DON'T KNOW (SPONTANEOUS)	-9	

A.20	For this establishment, on which calendar date did the last completed fiscal year end?
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Year	Month	Day
a20y	a20m	a20d
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	GO TO B.3a
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	
OTHER (SPONTANEOUS-SPECIFY) <u>b1x</u>	6	OTHER (SPONTANEOUS-SPECIFY) <u>b1x</u>	6	
DON'T KNOW (SPONTANEOUS)	-9	DON'T KNOW (SPONTANEOUS)	-9	
b1_SA				b1

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

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

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

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

Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9
b3a	

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

IF 100% END INTERVIEW

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

SAB.1	What percentage of the key management positions of this firm are appointed by the government?
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	Percent
Percentage of government appointees in key management positions	SAb1%
DON'T KNOW (SPONTANEOUS)	-9

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

GO TO SAB.2

GO TO SAB.2

b4

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

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

SAB.2	What percentage of the firm is owned by the same family? (If more than one family, refer to the one with largest ownership)
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	Percent
Percentage of family ownership	SAb2%
NO FAMILY OWNERSHIP	0
DON'T KNOW (SPONTANEOUS)	-9

GO TO SAB.4

GO TO SAB.4

SAB.3	What percentage of the key management positions of this firm are occupied by members of this family?
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	Percent
Percentage of family members in key management positions	SAb3%
DON'T KNOW (SPONTANEOUS)	-9

SAB.4	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?
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Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

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

B.5	In what year did this establishment begin operations?
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	Year
Year establishment began operations	b5
DON'T KNOW (SPONTANEOUS)	-9

INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR

B.6	How many full-time workers did this establishment have when it started operations? Please include all workers and managers. INTERVIEWER: INCLUDE RESPONDENT WHEN APPLICABLE
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	Number
Full-time workers at start-up	b6
DON'T KNOW (SPONTANEOUS)	-9

B.6b	In what year was this establishment formally registered?
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	Year
Year establishment formally registered	b6b
DON'T KNOW (SPONTANEOUS)	-9
NEVER REGISTERED (SPONTANEOUS)	-7

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

B.7	How many years of experience working in this sector does the Top Manager have?
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	Years
Manager's experience in sector	b7
LESS THAN ONE YEAR	1

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DON'T KNOW (SPONTANEOUS)

-9

B.7a Is the Top Manager female?

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

b7a

B.8 Does this establishment have an internationally recognized quality certification?
INTERVIEWER: SOME EXAMPLES ARE ISO 9000 or 14000, or HACCP

Yes	1
No	2
STILL IN PROCESS	-6
DON'T KNOW (SPONTANEOUS)	-9

GO TO C.3

GO TO C.3

b8

B.8x Please specify the internationally recognized quality certifications.

Specify certifications

b8x

C. INFRASTRUCTURE AND SERVICES**READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING.****Now, we turn to the establishment's operations****C.3** Over the last two years, did this establishment apply to obtain an electrical connection?

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

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

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

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

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

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

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

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

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

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

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

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

	Percent	OR	Saudi Riyal	DON'T KNOW (SPONTANEOUS)
Annual losses due to power outages	c9a %		c9b	-9

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

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

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

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

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

Yes	1	GO TO C.22b GO TO C.22b c12
No	2	
DON'T KNOW (SPONTANEOUS)	-9	

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	c13
LESS THAN ONE DAY	1
STILL IN PROCESS	-6
APPLICATION DENIED	-5
DON'T KNOW (SPONTANEOUS)	-9

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

c14

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

c22b

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

						(SPONTANEOUS)	
						DON'T KNOW	DOES NOT APPLY
						-9	-7
Electricity	c30a	0	1	2	3	4	

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

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

D.1a1	<p>In fiscal year [Insert last complete fiscal year], what was this establishment's main activity, product or service, that is, the activity, product or service that represented the largest proportion of annual sales</p> <p>INTERVIEWER: PLEASE RECORD THE DESCRIPTION OF THE ACTIVITY AND PRODUCT IN DETAIL, FOR EXAMPLE, "RETAIL SALE OF WOMEN'S OUTDOOR CLOTHING" NOT JUST "CLOTHING". IF MANY GOODS ARE SOLD, SUCH AS IN A GROCERY STORE OR PHARMACY, INDICATE THE TYPE OF STORE.</p>
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	d1a1a	DETAILED DESCRIPTION OF MAIN ACTIVITY AND PRODUCT
Manufacturing of	1	d1a1x
Retail trade of	2	
Wholesale trade of	3	
Construction of	4	
Hotel or restaurant	5	
Provide services of	6	

INTERVIEWER: IF D1A1A IS MANUFACTURING SELECT (1), REVIEW TO ENSURE CORRECT MODULE IS BEING ASKED

ASK IF HOTEL

D.1a6a	What was the total number of rooms at the end of [Insert last complete fiscal year] ?
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	Quantity
Total number of rooms at the end of FY [insert last complete fiscal year]	d1a6a
DON'T KNOW (SPONTANEOUS)	-9

ASK D.1a6b ONLY IF HOTEL

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

Area	d1a6b
DON'T KNOW (SPONTANEOUS)	-9

SPECIFY UNITS

Square Feet	1	d1a6c
Square Yards	2	
Square Meters	3	

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

SAD.1	In [Insert last completed month] , what were the total sales of this establishment?
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	SAUDI RIYAL
Last month's total sales	SAd1
DON'T KNOW (SPONTANEOUS)	-9

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

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

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

	d2x
--	------------

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

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

SAD.2	What percentage of total sales in fiscal year [Insert last complete fiscal year] were from government contracts or state-owned enterprises?
--------------	--

	Percent
Percentage of sales attributed to government contracts or state-owned enterprises	SAd2
DON'T KNOW (SPONTANEOUS)	-9

D.3	In fiscal year [Insert last complete fiscal year] , what percentage of this establishment's sales were: SHOW CARD 5
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	Percent	DON'T KNOW (SPONTANEOUS)
National sales	d3a %	-9
Indirect exports (sold domestically to third party that exports products)	d3b %	-9
Direct exports	d3c %	-9
	100%	

IF 100% GO TO D.10

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

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

INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR

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

D.12	In fiscal year [Insert last complete fiscal year] , what percentage of this establishment's material inputs, supplies, or finished goods and materials purchased to resell were: SHOW CARD 6
-------------	---

	Percent	DON'T KNOW (SPONTANEOUS)
Of domestic origin	d12a %	-9
Of foreign origin	d12b %	-9
	100%	

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, supplies, or finished goods and materials purchased to resell imported directly?
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Yes	1	
No	2	GO TO SAD.4
DON'T KNOW (SPONTANEOUS)	-9	GO TO SAD.4
	d13	

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

	Days
Average number of days to clear customs	d14
LESS THAN ONE DAY	1
DON'T KNOW (SPONTANEOUS)	-9
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 service provision?

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 planning of provision of services?
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
DOES NOT APPLY (SPONTANEOUS)	-7
DON'T KNOW (SPONTANEOUS)	-9

**INTERVIEWER: READ OUT OPTIONS
SHOW CARD 9**

(SPONTANEOUS)

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 provision of services arose?
SHOW CARD 10

INTERVIEWER: SELECT “DOES NOT APPLY” (-7) IF THERE WERE NO PROBLEMS IN THE PROVISION OF SERVICES IN THE LAST COMPLETE FISCAL YEAR

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

r1

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

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

r2

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

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

r3

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

r4

R.5	What best describes the time frame of those service provision targets ? SHOW CARD 11
------------	---

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

R.6	How easy or difficult was it for this establishment to achieve those service provision targets overall? SHOW CARD 12
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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
DON'T KNOW (SPONTANEOUS)	-9

r6

R.7	Who was aware of the service provision targets at this establishment? SHOW CARD 13
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Only senior managers	1	r7
Most managers and some workers	2	
Most managers and most workers	3	
All managers and most workers	4	
DON'T KNOW (SPONTANEOUS)	-9	

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

R.9	What were those managers' performance bonuses mostly based on? INTERVIEWER: READ OUT
------------	--

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

R.10	Over fiscal year [Insert last complete fiscal year] , what was the primary way non-managers were promoted at this establishment? SHOW CARD 14
-------------	--

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

R.11	Over fiscal year [Insert last complete fiscal year] , when was an under-performing non-manager reassigned or dismissed? SHOW CARD 15
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INTERVIEWER: SELECT "DOES NOT APPLY" (-7) IF THERE WERE NO UNDER-PERFORMING NON-MANAGERS IN THE LAST COMPLETE FISCAL YEAR

Within 6 months of identifying under-performance	1	r11
After 6 months of identifying under-performance	2	
Rarely or never	3	
DON'T KNOW (SPONTANEOUS)	-9	
DOES NOT APPLY (SPONTANEOUS)	-7	

E. DEGREE OF COMPETITION

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

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

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 16

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

E.11 Does this establishment compete against unregistered or informal establishments?

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

e11

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

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

H. INNOVATION**READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING**

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

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

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

h1

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

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

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**

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

h5

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

DESCRIPTION SHOULD BE AS DETAILED AS POSSIBLE	h6x
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H.7	<p>Please describe in detail how the main new or improved process is different than the most similar process that is or was used by this establishment.</p>
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IF THERE IS NOTHING SIMILAR ENTER "COMPLETELY NEW"

Description

DESCRIPTION SHOULD BE AS DETAILED AS POSSIBLE	h7x
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H.8	<p>During fiscal year [Insert last complete fiscal year], did this establishment spend on research and development activities, either in-house or contracted with other companies, excluding market research surveys?</p>
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Yes	1	
No	2	GO TO F.1
DON'T KNOW (SPONTANEOUS)	-9	GO TO F.1

h8

H.9	<p>How much did this establishment spend on research and development activities that year, either in-house or contracted with other companies?</p>
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	Saudi Riyal
Cost of research and development activities	h9
DON'T KNOW (SPONTANEOUS)	-9

QUESTIONNAIRE NUMBER **id**

0									
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SAH.1	How is the <u>main</u> research and development activity undertaken during fiscal year [Insert last complete fiscal year] being implemented ? INTERVIEWER: READ OUT
--------------	--

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

SAh1

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

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

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

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

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

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

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

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

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

Yes	1	g4
No	2	
DON'T KNOW (SPONTANEOUS)	-9	
REFUSAL (SPONTANEOUS)	-8	

QUESTIONNAIRE NUMBER **id**

0									
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INTERVIEWER: ASK THE FOLLOWING QUESTION ONLY FOR RETAIL ESTABLISHMENTS. OTHERWISE GO TO G.30

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

Area		
DON'T KNOW (SPONTANEOUS)	-9	GO TO G30
		g5a

SPECIFY UNITS

Square Feet	1	
Square Yards	2	
Square Meters	3	
OTHER (SPECIFY) <u>g5bx</u>	4	
		g5b

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

						(SPONTANEOUS)	
	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	DON'T KNOW	DOES NOT APPLY
Access to land g30a	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	GO TO I.3
DON'T KNOW (SPONTANEOUS)	-9	GO TO I.3
		i1

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

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

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

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

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

	As a percentage of sales	OR	Saudi Riyal	DON'T KNOW (SPONT ANEOUS)
Annual losses	i4a %		i4b	-9

QUESTIONNAIRE NUMBER **id**

0									
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I.30	Using the response options on the card; To what degree is Crime, Theft and Disorder an obstacle to the current operations of this establishment? SHOW CARD 17
-------------	--

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

K. FINANCE

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

I would like to ask you a few questions about how you finance the operations of this establishment.

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

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

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

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

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

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

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

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

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

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

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:
Now let's talk about the establishment's present situation.

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

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

k6

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

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

k7

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

Yes	1	
No	2	GO TO K.15d
DON'T KNOW (SPONTANEOUS)	-9	GO TO K.15d

k8

QUESTIONNAIRE NUMBER **id**

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

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

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

k9

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

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

INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR

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

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

K.13	Did this financing require collateral?
-------------	--

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

GO TO K.15b

GO TO K.15b

k13

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

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

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

	Saudi Riyal
Value of collateral	k15a
DON'T KNOW (SPONTANEOUS)	-9

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

	Number
Total number of open lines of credit and outstanding loans	k15b
DON'T KNOW (SPONTANEOUS)	-9

GO TO K.15d

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	k15c
REFUSAL (SPONTANEOUS)	-8
DON'T KNOW (SPONTANEOUS)	-9

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

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

k15d

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
DON'T KNOW (SPONTANEOUS)	-9

GO TO K.16
GO TO K.16
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 21**

Interest rates were more favorable	1
Collateral requirements were lower	2
Unable to get a loan without the Kafala program	3
Other	5
DON'T KNOW (SPONTANEOUS)	-9

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	GO TO K.20
No	2	
DON'T KNOW (SPONTANEOUS)	-9	GO TO K.21
		k16

K.17	What was the main reason why this establishment did not apply for any line of credit or loan? SHOW CARD 22
-------------	---

No need for a loan - establishment had enough capital	1	GO TO K.21
Application procedures were complex	2	GO TO K.21
Interest rates were not favorable	3	GO TO K.21
Collateral requirements were too high	4	GO TO K.21
Size of loan and maturity were insufficient	5	GO TO K.21
Did not think it would be approved	6	GO TO K.21
Other	7	GO TO K.21
DON'T KNOW (SPONTANEOUS)	-9	GO TO K.21
		k17

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

Application was approved in full	1	
Application was approved in part	2	
Application was rejected	3	
Application was withdrawn	4	
APPLICATION STILL IN PROCESS	-6	
DON'T KNOW (SPONTANEOUS)	-9	
		k20a1

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

Yes	1	
No	2	
DON'T KNOW (SPONTANEOUS)	-9	
		k21

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

Using the response options on the card; To what degree is **Access to Finance** an obstacle to the current operations of this establishment?

(SPONTANEOUS)

Very
Severe
Obstacle

**DOES
NOT
APPLY**

-7

J. BUSINESS-GOVERNMENT RELATIONS

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

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

J.1 Please tell me if you Strongly disagree, tend to disagree, tend to agree, or Strongly agree with the statement: "The court system is fair, impartial and uncorrupted".
SHOW CARD 24

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

J.2 In a typical week over the last year, what percentage of total senior management's time was spent on dealing with requirements imposed by government regulations?
(By senior management I mean managers, directors, and officers above direct supervisors of sales workers.)

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

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

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

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

j3

J.4 How many times over the last year?

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

J.5

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

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

j5**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 25

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

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 26

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

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

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

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)	SAj4a	1	2	-7	-9
MoMRAH (Ministry of Municipal & Rural Affairs & Housing)	SAj4b	1	2	-7	-9
HRSD (Ministry of Human Resources & Social Development)	SAj4c	1	2	-7	-9
Ministry of Commerce	SAj4d	1	2	-7	-9
GDCD: General Directorate of Civil Defense	SAj4e	1	2	-7	-9
Other	SAj4f	1	2	-7	-9

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
DON'T KNOW (SPONTANEOUS)	-9

SAj5

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

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

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	j6 %
NO PAYMENTS	0
DON'T KNOW (SPONTANEOUS)	-9
REFUSAL (SPONTANEOUS)	-8

J.7	It is said that establishments are sometimes required to make gifts or informal payments to public officials to “get things done” 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 (SPONTA NEOUS)	REFUSAL (SPONTA NEOUS)
Informal payments or gifts	j7a %		j7b	0	-9	-8

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

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

j10

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

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

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

Yes	1	j12
No	2	
DON'T KNOW (SPONTANEOUS)	-9	
REFUSAL (SPONTANEOUS)	-8	

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

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

j13

QUESTIONNAIRE NUMBER **id**

0									
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J.14	Approximately how many days did it take to obtain it from the day of the application to the day it was granted?
-------------	---

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

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

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

j15

SAJ.6	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: SHOW CARD 27
--------------	--

(SPONTANEOUS)

INTERVIEWER: READ OUT EACH OPTION

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

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 28

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

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

INTERVIEWER READ OUT:

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

IF YES, CONTINUE WITH SECTION L WITH CURRENT RESPONDENT

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

L. LABOR

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

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

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

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

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

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

L.4	<p>At the end of fiscal year [Insert last complete fiscal year], how many permanent, full-time workers in this establishment were:</p> <p>SHOW CARD 29</p>
------------	--

	Number	DON'T KNOW (SPONTANEOUS)
In highly skilled jobs, that is professionals or technicians whose tasks require extensive theoretical and technical knowledge	14a1	-9
In semi-skilled jobs, that is workers whose tasks require some level of mechanical or technical knowledge	14a2	-9
In low-skilled jobs, those whose tasks involve no specialized knowledge	14b	-9

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

	Number	DON'T KNOW (SPONTANEOUS)
Female permanent full-time workers	15	-9

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

	Percent	OR	Number
Full-time permanent workers that were foreign citizens	SAI1a %		SAI1b
NONE	0		0
DON'T KNOW (SPONTANEOUS)	-9		-9

IF 0 or 100, GO TO SAL2

RANDOM ORDER 1

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

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

SAI2a1

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

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

SAI2b1

RANDOM ORDER 2

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

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

SAI2a2

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

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

SAI2b2

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

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

SAI3

SAL.4	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? SHOW CARD 30
--------------	---

				(SPONTANEOUS)		
Randomize options		Below required	As required	Above required	DON'T KNOW	DOES NOT APPLY
Foreign languages	SAI4a	0	1	2	-9	-7
Interpersonal and communication skills	SAI4b	0	1	2	-9	-7
Problem solving or critical thinking	SAI4c	0	1	2	-9	-7
Managerial and leadership skills	SAI4d	0	1	2	-9	-7
Computer or general IT skills	SAI4e	0	1	2	-9	-7
Natural sciences, mathematics or engineering skills	SAI4f	0	1	2	-9	-7
Technical skills (other than IT), vocational, or job-specific skills	SAI4g	0	1	2	-9	-7

L.6	<p>How many full-time seasonal or temporary workers did this establishment employ during [Insert last complete fiscal year]?</p> <p>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</p>
------------	---

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

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

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

L.8	What was the average length of employment of all full-time temporary workers in fiscal year [Insert last complete fiscal year] ?
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	Months
Average length full-time seasonal or temporary employment last fiscal year, in months	18
LESS THAN ONE MONTH	1
DON'T KNOW (SPONTANEOUS)	-9

L.9b	<p>What percentage or how many of the full-time permanent workers employed at the end of fiscal year [Insert last complete fiscal year] completed secondary school?</p> <p>Please provide the percentage or number, not both.</p>
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	Percent	OR	Number
Percentage or number of full-time permanent workers who completed secondary school	19b %		19b1
DON'T KNOW (SPONTANEOUS)	-9		-9

L.10	Over fiscal year [Insert last complete fiscal year] , did this establishment have formal training programs for its permanent, full-time workers?
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Yes	1	GO TO L.11
No	2	
DON'T KNOW (SPONTANEOUS)	-9	GO TO SAL.7
		110

L.12	Referring to the training programs run over fiscal year [Insert last complete fiscal year] , 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).
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	Percent	OR	Number	IF NO FEMALE WORKERS WERE TRAINED	DON'T KNOW (SPONTANEOUS)
Female full-time permanent workers trained	I12a %		I12a1	0	-9

SAL.6	What was the primary focus of the formal training programs? SHOW CARD 32
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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
DON'T KNOW (SPONTANEOUS)	-9

SAI6

SAL.7	Over the last two completed fiscal years, did this establishment have any job vacancies?
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Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

GO TO L.30

GO TO L.30

SAI7

SAL.8	Did the establishment encounter any of the following problems when trying to fill these vacancies? READ EACH OPTION ALOUD
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Problem		Yes	No	DON'T KNOW (SPONTANEOUS)
There were no or few applicants	SAI8a	1	2	-9
Applicants lacked required skills	SAI8b	1	2	-9
Applicants rejected the offer	SAI8c	1	2	-9

SAL.9	Over the last two years, using this card, please indicate the degree of difficulty in finding employees that have the following skills: SHOW CARD 32
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Randomize options	Very easy	Easy	Difficult	Very difficult	DON'T KNOW (SPONTANEOUS)	DOESN'T APPLY (SPONTANEOUS)
Foreign languages SAI9a	0	1	2	3	-9	-7
Interpersonal and communication skills SAI9b	0	1	2	3	-9	-7
Problem solving or critical thinking SAI9c	0	1	2	3	-9	-7
Managerial and leadership skills SAI9d	0	1	2	3	-9	-7
Computer or general IT skills SAI9e	0	1	2	3	-9	-7
Natural sciences, mathematics or engineering skills SAI9f	0	1	2	3	-9	-7
Technical skills (other than IT), vocational, or job-specific skills SAI9g	0	1	2	3	-9	-7

L.30	Using the response options on the card; To what degree are each of the following an obstacle to the current operations of this establishment? INTERVIEWER: READ OUT OPTIONS SHOW CARD 33
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	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	(SPONTANEOUS) DON'T KNOW	DOES NOT APPLY
Labor regulations I30a	0	1	2	3	4	-9	-7
Inadequately educated workforce I30b	0	1	2	3	4	-9	-7

M. BUSINESS ENVIRONMENT**READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:****M.1**

By looking at the list of elements of the business environment please tell me which one, if any, currently represents the biggest obstacle faced by this establishment.

INTERVIEWER: SHOW RANDOMIZED LIST TO THE RESPONDENT. DO NOT READ OPTIONS.

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

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

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

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

IF YES, CONTINUE WITH SECTION N WITH CURRENT RESPONDENT

IF NO, CONCLUDE WITH THE RESPONDENT AND ENSURE THAT ALL SECTIONS (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 34

INTERVIEWER: READ OUT

	Saudi Riyal	DON'T KNOW (SPONTANEOUS)
Cost of labor including wages, salaries, bonuses, social security payments in last month	SAn1a	-9
Cost of finished goods and materials purchased to resell in last month	SAn1i	-9
Cost of electricity in last month	SAn1b	-9

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 34

INTERVIEWER: READ OUT

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

INTERVIEWER: ONLY ASK THE FOLLOWING QUESTION TO RETAIL ESTABLISHMENTS:

Total annual cost of finished goods and materials purchased to resell	n2i	-9
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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 (SPONTANEOUS)
Total annual cost of labor including wages, salaries, bonuses, social security payments to Saudi Workers	SAn2	-9

QUESTIONNAIRE NUMBER **id**

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SAN.3	What is share of the profits from last fiscal year were re-invested in the firm? INTERVIEWER: READ OUT
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	Percent	DON'T KNOW (SPONTANEOUS)
Share of profits re-invested in the firm	SAn3	-9

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)
a15d	a15m	a15y	a15h	a15min

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

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

Truthful	1
Somewhat truthful	2
Not truthful	3

a16

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

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

a17

INTERVIEWER COMMENTS:

a17x

(Problems occurred/extraordinary circumstances which could influence results)

A.18 This questionnaire was completed in:

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

STOP HERE

a18

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

Hour	Minutes
a19h	a19m

QUESTIONNAIRE NUMBER **id**

0									
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SUPERVISOR SECTION

A.13 Supervisor code

a13

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

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

SUPERVISOR: THE DESCRIPTION OF THE ESTABLISHMENT'S MAIN PRODUCT AND ACTIVITY IS PROVIDED IN d1a1x. PLEASE REVIEW d1a1x IN ORDER TO IDENTIFY THE CORRESPONDING SECTOR CODE IN d1a2_v4

D.1a2	PLEASE CHOOSE THE 4-DIGIT ISIC REV. 4.0 SECTOR CODE THAT BEST APPLIES TO THE ESTABLISHMENT'S MAIN ACTIVITY AND PRODUCT.
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	Code
CODE OF THE MAIN PRODUCT AND ACTIVITY	d1a2_v4