

THE WORLD BANK
Indicator Survey (2010)
 Non-Manufacturing Version

GPS Coordinates **[TO BE COMPLETED BY GOOGLE MAPS]**

Degrees North (Latitude)	
Degrees East (Longitude)	

A. CONTROL INFORMATION [TO BE COMPLETED BEFORE INTERVIEW]

A.0 Questionnaire a0	Module
Indicator, non-manufacturing	5

A.1 Country a1

328 (Guyana)

A.1a Language a1a

ENG

A.2

	Sampling Region a2
Region A	1
Region B	2

A.3a

	Screener Region (coded ex post) a3a
Region A	1
Region B	2

A.3x Name of city/town/village

a3x

A.3 Size of locality a3

City with population over 1 million – other than capital	2
Over 250.000 to 1 million	3
50.000 to 250.000	4
Less than 50.000	5

A.4 Industry

	Sampling sector a4a	Screener sector a4b
Manufacturing	1	1
Service	2	2

A.5 Sector match between screener information and sample frame a5

Yes, screener and sample frame info match	1
No, screener and sample frame do not match but establishment does activities which match both screener and sample frame	2
No, does not match	3

A.6 Size

	Sampling size a6a	Screener Size a6b
Small >=5 and <=19	1	1
Medium >=20 and <=99	2	2
Large >=100	3	3

A.7 Establishment is part of a larger firm a7

Yes	1
No, a firm on its own	2

A.7a

Number of establishments that form the firm	a7a
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A.8 Type of establishment a8

HQ without production and/or sales in this location	1
HQ with production and/or sales in this location	2
Establishment physically separated from HQ and other establishments of the same firm	3
Establishment physically separated from HQ but with other establishments of the same firm	4
DOES NOT APPLY	-7

A.9 Are establishment's financial statements prepared separately from HQ's statements? **a9**

Yes	1
No	2
DOES NOT APPLY	-7

A.10 Are establishment's financial statements prepared separately from other establishments of the same firm? **a10**

Yes	1
No	2
DOES NOT APPLY	-7

A.11 If HQ, are financial statements independent from the rest of establishments? **a11**

Yes	1
No	2
DOES NOT APPLY	-7

A.11a

Number of establishments, including the headquarters, included in the financial statements kept in the headquarters	a11a
DOES NOT APPLY	-7

A.12 Interviewer code

a12

A.13 Supervisor code

a13

A.14 TIME FACE-TO-FACE INTERVIEW BEGINS:

DAY (DD)	MONTH(MM)	YEAR(YYYY)	HOURL (00 TO 23)	MINUTES (00 TO 59)
a14d	a14m	a14y	a14h	a14min

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING.

The goal of this survey is to gather information and opinions about the business environment in Guyana. The information gathered here will help the World Bank and the Inter-American Development Bank to develop new policies and programs that enhance employment and economic growth.

The information obtained here will be held in the strictest confidentiality. Neither your name nor the name of your business will be used in any document based on this survey.

B. GENERAL INFORMATION

READ OUT THE FOLLOWING INTRODUCTORY SENTENCE ONLY IF A7 = 1 (yes):
The first few questions apply to the firm which your establishment is part of.

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

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

SKIP TO B.2

b1

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.2 What percentage of this firm is owned by each of the following: **SHOW CARD 2**

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

IF 100% END INTERVIEW

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

B.4 Amongst the owners of the firm, are there any females?

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

b4

JRB1 Are you the founder or one of the founders of this establishment?

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

JRb1

*GO TO QUESTION B5
GO TO QUESTION B5*

JRB2 Prior to starting this establishment's business, what was your previous occupation?
SHOW CARD 3

Employed in an establishment owned by your family in a managerial position	1
Employed in an establishment owned by your family in a non-managerial position	2
Employed in an establishment owned by someone else outside your family in a managerial position	3
Employed in an establishment owned by someone else outside your family in a non-managerial	4
Self-employed	5
Unemployed	6
DON'T KNOW (SPONTANEOUS)	-9

*GO TO QUESTION JRB5
GO TO QUESTION JRB5*

JRb2

JRB3 When you left the prior establishment, how many full-time employees did the establishment have?

	Number	DON'T KNOW (SPONTANEOUS)
Full-time employees in the previous occupation establishment	JRb3	-9

JRB4 Was your prior establishment formally registered?

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

JRb4

JRB5 Did you start this establishment's business due to lack of better employment opportunities?

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

JRb5

JRB6 Choosing from the following list, which best describes the idea that motivated this establishment's business? **SHOW CARD 4**

You replicated a product or idea encountered in your previous occupations	1
You modified a product or idea encountered in your previous occupations	2
You replicated a product or idea developed by other firms outside your previous occupations	3
You modified a product or idea developed by other firms outside your previous occupations	4
You developed a new product or idea	5
DON'T KNOW (SPONTANEOUS)	-9

JRb6

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

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

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

INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR

B.6 | How many full-time employees did this establishment employ when it started operations? Please include all employees and managers (**INTERVIEWER: INCLUDE RESPONDENT WHEN APPLICABLE**)

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

JRB7 | How many full-time employees at start-up were family members of the founder?

	Number
Family members employees at start-up	JRb7
DON'T KNOW (SPONTANEOUS)	-9

B.6a | Was this establishment formally registered when it began operations?

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

b6a

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

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

INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR.

JR.B8 By looking at the card, please indicate which of the following is the most important factor that motivated your decision to register **JRb8**
SHOW CARD 5

Less gifts or informal payments to officials	1
More access to government programs or services	2
Better access to financing	3
Better access to skilled workers	4
Customers or suppliers only deal with registered firms	5
Comply with the law	6
Other reasons not included above	7
DON'T KNOW (SPONTANEOUS)	-9

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

	Years
Manager's experience in sector	b7
LESS THAN ONE YEAR	1
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: IF THERE IS NEED FOR CLARIFICATION, SOME EXAMPLES ARE: ISO 9000, 9002, 14000, HAPCC)

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

b8

C. INFRASTRUCTURE AND SERVICES

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING.
 Now, we turn to the establishment's operations in fiscal year **2009**.

C.FY	What was your fiscal year-end in 2009?	DAY (DD)	MONTH(MM)
		cfyd	cfym

C.3	Over the last two years, did this establishment submit an application to obtain an electrical connection?
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Yes	1	<i>GO TO QUESTION C.6</i> <i>GO TO QUESTION C.6</i>
No	2	
DON'T KNOW (SPONTANEOUS)	-9	
c3		

C.4	In reference to that application for an electrical connection, 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 for an electrical connection, was an informal gift or payment expected or requested?
------------	---

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

C.6	Over fiscal year 2009 , did this establishment experience power outages?
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Yes	1	<i>GO TO QUESTION C.10</i> <i>GO TO QUESTION C.10</i>
No	2	
DON'T KNOW (SPONTANEOUS)	-9	
c6		

C.7 In a typical month, over fiscal year **2009**, how many power outages did this establishment experience?

	Number
Average number of power outages per month	c7
DON'T KNOW (SPONTANEOUS)	-9

IF 0, GO TO QUESTION C.10

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

	Hours
Average duration of power outages	c8
LESS THAN ONE HOUR	1
DON'T KNOW (SPONTANEOUS)	-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
Loss as percentage of total annual sales due to power outages	c9a %
NONE	0
DON'T KNOW (SPONTANEOUS)	-9

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

	GYDs
Annual losses due to power outages	c9b
NONE	0
DON'T KNOW (SPONTANEOUS)	-9

C.10 Over the course of fiscal year **2009**, did this establishment own or share a generator?

Yes	1	<i>GO TO QUESTION C.12</i> <i>GO TO QUESTION C.12</i>
No	2	
DON'T KNOW (SPONTANEOUS)	-9	

c10

C.11 In fiscal year **2009**, what percentage of this establishment's electricity came from a generator or generators that the establishment owned or shared?

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

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

Yes	1	<i>GO TO QUESTION C.19</i> <i>GO TO QUESTION C.19</i>
No	2	
DON'T KNOW	-9	

c12

C.13 In reference to that application for a water connection, 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 for a water connection, was an informal gift or payment expected or requested?

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

c14

C.19 Over the last two years, did this establishment submit an application to obtain a telephone connection?

Yes	1	<i>GO TO QUESTION C.22a</i> <i>GO TO QUESTION C.22a</i>
No	2	
DON'T KNOW (SPONTANEOUS)	-9	

c19

C.20 In reference to that application for a telephone connection, 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 telephone connection	c20
LESS THAN ONE DAY	1
STILL IN PROCESS	-6
APPLICATION DENIED	-5
DON'T KNOW (SPONTANEOUS)	-9

C.21 In reference to that application for a telephone connection, was an informal gift or payment expected or requested?

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

c21

C.22a At the present time, does this establishment use e-mail to communicate with clients or suppliers?

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

c22a

C.22b At the present time, does this establishment use its own website?

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

c22b

C.28 Does this establishment currently use cell phones for the operations of the establishment?

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

c28

C.30 Is **electricity** No Obstacle, a Minor Obstacle, a Moderate Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment?
SHOW CARD6
 Is **Telecommunications** No Obstacle, a Minor Obstacle, a Moderate Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment?
SHOW CARD6

						(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
Telecommunications c30b	0	1	2	3	4	-9	-7

D. SALES AND SUPPLIES

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:
 The next topic to be covered is how and where this establishment makes its sales.

D.1a1 In fiscal year **2009**, what was this establishment's main product, that is, the product that represented the largest proportion of annual sales?

Description
d1a1x

D.1a2 PLEASE CHOOSE THE 4-DIGIT CODE THAT BEST APPLIES TO THE MAIN PRODUCT OF THIS ESTABLISHMENT.

	CODE
CODE OF MAIN PRODUCT	d1a2
DON'T KNOW (SPONTANEOUS)	-9

D.1a3 What percentage of total sales does the main product or service represent?

	Percent
Percentage of sales represented by main product	d1a3
DON'T KNOW (SPONTANEOUS)	-9

D.2 In fiscal year **2009**, what were this establishment's total annual sales?

INTERVIEWER: PLEASE BE SURE THAT THE ANSWER IS FOR TOTAL SALES AND NOT JUST THOSE OF THE MAIN PRODUCT

	GYDs
Fiscal year 2009's total sales	d2
DON'T KNOW (SPONTANEOUS)	-9
PLEASE ALSO WRITE OUT THE NUMBER (I.E. 50,000 AS FIFTY THOUSAND)	
d2x	

JRD2 In fiscal year **2009**, what percentage of this establishment's total annual sales were paid in cash?

	%
Percentage of sales paid in cash	JRd2
DON'T KNOW (SPONTANEOUS)	-9

D.3 In fiscal year **2009**, what percentage of this establishment's sales were:
(INTERVIEWER: THESE MUST BE ASKED IN THE ORDER THEY APPEAR ON THE TABLE)
SHOW CARD 7

	Percent	DON'T KNOW (SPONTANEOUS)	
National sales	d3a %	-9	<i>IF 100, GO TO QUESTION D.30</i>
Indirect exports (sold domestically to third party that exports products)	d3b %	-9	<i>IF 100, GO TO QUESTION D.30</i>
Direct exports	d3c %	-9	<i>IF 0, GO TO QUESTION D.30</i>
	100%		

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

D.4 In fiscal year **2009**, 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	d4
LESS THAN ONE DAY	1
DON'T KNOW (SPONTANEOUS)	-9
DOES NOT APPLY (SPONTANEOUS)	-7

D.6 In fiscal year **2009**, what percentage of the value of the products exported directly was lost while in transit because of theft?

	Percent
Losses due to theft as percentage of value products	d6 %
NO LOSSES	0
DON'T KNOW (SPONTANEOUS)	-9
DOES NOT APPLY (SPONTANEOUS)	-7

D.7 In fiscal year **2009**, what percentage of the value of the products exported directly was lost while in transit because of breakage or spoilage?

	Percent
Losses due to breakage or spoilage as percentage of value of products	d7 %
NO LOSSES	0
DON'T KNOW (SPONTANEOUS)	-9
DOES NOT APPLY (SPONTANEOUS)	-7

D.30 Is **transport** No Obstacle, a Minor Obstacle, a Moderate Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment?
SHOW CARD 8
 Are **customs and trade regulations** No Obstacle, a Minor Obstacle, a Moderate obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment?
SHOW CARD 8

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

E. INNOVATION AND DEGREE OF COMPETITION

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

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

LACe1

JRE.12 Does this establishment compete against registered firms selling goods or services without records or receipt?

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

JRe12

JRE.13 Does this establishment compete against registered firms hiring workers without formal contracts?

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

JRe13

E.30 Are **practices of competitors in the informal sector** No Obstacle, a Minor Obstacle, a Moderate Obstacle, Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment?
SHOW CARD 8

	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

G. LAND AND PERMITS

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

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

g2

G.3 In reference to that application for a construction-related permit, 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	-6
APPLICATION DENIED	-5
DON'T KNOW (SPONTANEOUS)	-9

G.4 In reference to that application for a construction-related permit, was an informal gift or payment expected or requested?

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

g4

G.30 Is **access to land** No Obstacle, a Minor Obstacle, a Moderate Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment?
SHOW CARD 8

	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	(SPONTANEOUS)	
						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 **2009**, did this establishment pay for security, for example equipment, personnel, or professional security services?

Yes	1	<i>GO TO QUESTION I.3</i> <i>GO TO QUESTION I.3</i>
No	2	
DON'T KNOW (SPONTANEOUS)	-9	

i1

I.2 In fiscal year **2009**, what percentage of this establishment's total annual sales was paid for security, or what was the total annual cost of security?

	Percent
Percentage of total annual sales for security	i2a %
DON'T KNOW (SPONTANEOUS)	-9

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

	GYDs
Total annual cost of security	i2b
DON'T KNOW (SPONTANEOUS)	-9

I.3 In fiscal year **2009**, did this establishment experience losses as a result of theft, robbery, vandalism or arson?

Yes	1	<i>GO TO QUESTION I.30</i> <i>GO TO QUESTION I.30</i>
No	2	
DON'T KNOW (SPONTANEOUS)	-9	

i3

I.4 In fiscal year **2009**, what were the estimated losses as a result of theft, robbery, vandalism or arson that occurred on this establishment's premises either as a percentage of total annual sales or as total annual losses?

	Percent
Losses as percentage of total annual sales	i4a %
DON'T KNOW (SPONTANEOUS)	-9

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

	GYDs
Total annual value of losses	i4b
DON'T KNOW (SPONTANEOUS)	-9

I.30 Are **crime, theft and disorder** No Obstacle, a Minor Obstacle, a Moderate Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment?
SHOW CARD 8

	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	(SPONTANEOUS)	
						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:
We now turn to another topic.

K.1 In fiscal year **2009**, what percentage, as a proportion of the value of total annual purchases of material inputs or services, were: paid for after delivery?

	Percent	DON'T KNOW (SPONTANEOUS)
Paid for after delivery?	k1c %	-9

K.2 In fiscal year **2009**, what percentage of this establishment's total annual sales of its goods or services were: paid for after delivery?

	Percent	DON'T KNOW (SPONTANEOUS)
Paid for after delivery?	k2c %	-9

K.3 Over fiscal year **2009**, please estimate the proportion of this establishment's working capital that was financed from each of the following sources?

INTERVIEWER: SHOW CARD 9

	Percent	DON'T KNOW (SPONTANEOUS)
Internal funds/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 **2009**, did this establishment purchase any fixed assets, such as machinery, vehicles, equipment, land or buildings?

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

k4

K.5 Over fiscal year **2009**, please estimate the proportion of this establishment's total purchase of fixed assets that was financed from each of the following sources:
SHOW CARD 10

	Percent	DON'T KNOW (SPONTANEOUS)
Internal funds or retained earnings	k5a %	-9
Owners' contribution or issued new equity shares	k5i %	-9
Borrowed from banks (private and state-owned)	k5bc %	-9
Borrowed from non-bank financial institutions	k5e %	-9
Purchases on credit from suppliers and advances from customers	k5f %	-9
Other (moneylenders, friends, relatives, bonds, etc)	k5hdj %	-9
	100%	

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

K.6 Now let's talk about the establishment's current situation. At this time, does this establishment have a checking or savings account?

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

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

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

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

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

K.9 Referring to the most recent line of credit or loan, what type of financial institution granted this loan? **SHOW CARD 11**

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 Referring only to this most recent line of credit or loan, in what year was the most recent line of credit or loan approved?

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

INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR

K.11 Referring only to this most recent loan or line of credit, what was its value at the time of approval?

	GYDs
Size of most recent loan/line of credit approved	k11
REFUSED (SPONTANEOUS)	-8
DON'T KNOW (SPONTANEOUS)	-9

K.13 Referring only to this most recent loan or line of credit, did the financing require collateral?

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

k13

K.14 Referring only to this most recent loan or line of credit, what type of collateral was required?
INTERVIEWER: READ OUT

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

K.15 Referring only to this most recent line of credit or loan, what was the approximate value of the collateral?

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

K.16 Referring again to the last fiscal year **2009**, did this establishment apply for any loans or lines of credit?

Yes	1	GO TO QUESTION K.21
No	2	
DON'T KNOW (SPONTANEOUS)	-9	GO TO QUESTION 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 12

No need for a loan - establishment has sufficient capital	1	k17
Application procedures for loans or lines of credit are complex	2	
Interest rates are not favorable	3	
Collateral requirements are too high	4	
Size of loan and maturity are insufficient	5	
Did not think it would be approved	6	
Other	7	
DON'T KNOW (SPONTANEOUS)	-9	

K.21 In fiscal year **2009**, did this establishment have its annual financial statements checked and certified by an external auditor?

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

K.30 Is **access to finance**, which includes availability and cost, interest rates, fees and collateral requirements, No Obstacle, a Minor Obstacle, a Moderate Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment? **SHOW CARD 13**

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

P. BUSINESS DEVELOPMENT SERVICES

LAC.P1 Over the last three years, did this establishment use any services or programs to improve quality control or training to obtain quality certification?

Yes	1	<i>GO TO QUESTION LAC.P3 GO TO QUESTION LAC.P3</i>
No	2	
DON'T KNOW (SPONTANEOUS)	-9	

LACp1

LAC.P2 How were these services and programs financed? **READ OPTIONS**

Entirely financed by this establishment's internal resources or other private firm resources	1
Partially financed by public sector support resources	2
Entirely financed by public sector support resources	3
DON'T KNOW (SPONTANEOUS)	-9

LACp2

LAC.P3 In the next three years, does this establishment envisage using any services or programs to improve quality control or training to obtain quality certification?

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

LACp3

LAC.P4 Over the last three years, did this establishment use any services or programs to make business alliances with other suppliers or clients?

Yes	1	<i>GO TO QUESTION LAC.P6 GO TO QUESTION LAC.P6</i>
No	2	
DON'T KNOW (SPONTANEOUS)	-9	

LACp4

LAC.P5 How were these services and programs financed? **READ OPTIONS**

Entirely financed by this establishment's internal resources or other private firm resources	1
Partially financed by public sector support resources	2
Entirely financed by public sector support resources	3
DON'T KNOW (SPONTANEOUS)	-9

LACp5

LAC.P6 In the next three years, does this establishment envisage using any services or programs to make business alliances with other suppliers or clients?

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

LACp6

LAC.P7 Over the last three years, did this establishment use any services or programs to support innovation?

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

GO TO QUESTION LAC.P9
GO TO QUESTION LAC.P9

LACp7

LAC.P8 How were these services and programs financed? **READ OPTIONS**

Entirely financed by this establishment's internal resources or other private firm resources	1
Partially financed by public sector support resources	2
Entirely financed by public sector support resources	3
DON'T KNOW (SPONTANEOUS)	-9

LACp8

LAC.P9 In the next three years, does this establishment envisage using any services or programs to support innovation?

Yes	1
No	2
Don't know (spontaneous)	-9

LACp9

LAC.P10 Over the last three years, did this establishment use any services or programs to promote exports?

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

GO TO QUESTION LAC.P12
GO TO QUESTION LAC.P12

LACp10

LAC.P11 How were these services and programs financed? **READ OPTIONS**

Entirely financed by this establishment's internal resources or other private firm resources	1
Partially financed by public sector support resources	2
Entirely financed by public sector support resources	3
DON'T KNOW (SPONTANEOUS)	-9

LACp11

LAC.P12 In the next three years, this establishment envisages to use any services or programs to promote exports?

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

LACp12

LAC.P13 Over the last three years, did this establishment use any programs, technical assistance or training on information technology, management, accounting or other functions as marketing, logistics etc

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

*GO TO QUESTION LAC.P15
GO TO QUESTION LAC.P15*

LACp13

LAC.P14 How were these programs financed? **READ OPTIONS**

Entirely financed by this establishment's internal resources or other private firm resources	1
Partially financed by public sector support resources	2
Entirely financed by public sector support resources	3
DON'T KNOW (SPONTANEOUS)	-9

LACp14

LAC.P15 In the next three years, this establishment envisages to use any programs, technical assistance or training on information technology, management, accounting or other functions as marketing, logistics etc.?

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

LACp15

INTERVIEWER: ASK QUESTION LAC.P16 ONLY IF THE ESTABLISHMENT USES ANY OF THE SERVICES OR PROGRAMS LISTED ABOVE (AT LEAST ONE ANSWER “YES” TO THE FOLLOWING FIVE QUESTIONS):

- LAC.P1**
- LAC.P4**
- LAC.P7**
- LAC.P10**
- LAC.P13**

IF NOT (ANSWER IS “NO” TO QUESTIONS LAC.P1 , - LAC.P4 , - LAC.P7 , - LAC.P10 ,- LAC.P13),GO TO THE NEXT SECTION.

LAC.P16	Have any of the programs and services used in the last three years by this establishment had any of the following impacts?
----------------	--

READ OPTIONS

	Yes	No	DON'T KNOW (SPONTANEOUS)
Increased number of goods or services offered by this establishment LACp16a	1	2	-9
Opened new foreign markets LACp16b	1	2	-9
Increased sales in domestic market LACp16c	1	2	-9
Improved quality of goods or services LACp16d	1	2	-9
Reduced unit production costs LACp16e	1	2	-9
Reduced energy consumption (electricity, gas, etc) LACp16f	1	2	-9
Obtained quality certification or export certification LACp16g	1	2	-9

J. BUSINESS-GOVERNMENT RELATIONS

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

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

J.1 I am going to read some statements that describe the courts system and how it could affect business. For each statement, please tell me if you Strongly disagree, Tend to disagree, Tend to agree, or Strongly agree. **SHOW CARD 14**

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

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. Some examples of government regulations are taxes, customs, labor regulations, licensing and registration, including dealings with officials and completing forms)

	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?

Yes	1	GO TO QUESTION J.6a GO TO QUESTION J.6a
No	2	
DON'T KNOW (SPONTANEOUS)	-9	

j3

J.4 Over the last year, how many times was this establishment either inspected by tax officials or required to meet with them?

	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
REFUSED (SPONTANEOUS)	-8

j5

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

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

j6a

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

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

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

	Percent
Percentage of total annual sales paid as informal payment	j7a %
NO PAYMENTS/GIFTS ARE PAID	0
DON'T KNOW (SPONTANEOUS)	-9
REFUSAL (SPONTANEOUS)	-8

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

	GYDs
Total annual informal payment	j7b
NO PAYMENTS/GIFTS ARE PAID	0
DON'T KNOW (SPONTANEOUS)	-9
REFUSAL (SPONTANEOUS)	-8

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

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

*GO TO QUESTION J.13
GO TO QUESTION J.13*

j10

J.11 Approximately how many days did it take to obtain this import license 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 for an import license, was an informal gift or payment expected or requested?

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

j12

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

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

*GO TO QUESTION J.30
GO TO QUESTION J.30*

j13

J.14 Approximately how many days did it take to obtain this operating license 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 for an operating license, was an informal gift or payment expected or requested?

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

j15

J.30 As I list some factors that can affect the current operations of a business, please look at this card and tell me if you think that each factor is No Obstacle, a Minor Obstacle, a Moderate Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment.
SHOW CARD 15

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

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 At the end of fiscal year **2009**, how many permanent, full-time individuals worked in this establishment? Please include all employees and managers. **INTERVIEWER: INCLUDE INTERVIEWEE IF APPLICABLE.**

(Permanent, full-time employees are defined as all paid employees that are contracted for a term of one or more fiscal years and/or have a guaranteed renewal of their employment contract and that work a complete shift or more per day)

	Number
Permanent, full-time workers end of fiscal year 2009	11
DON'T KNOW (SPONTANEOUS)	-9

L.2 Three fiscal years ago, at the end of fiscal year **2007**, how many permanent, full-time employees did this establishment employ? Please include all employees and managers (**INTERVIEWER: INCLUDE INTERVIEWEE IF APPLICABLE**).

	Number
Permanent, full-time employees fiscal year 2007	12
IF ESTABLISHMENT WAS NOT IN BUSINESS THREE YEARS AGO	-7
DON'T KNOW (SPONTANEOUS)	-9

L.5 At the end of fiscal year **2009**, how many permanent full-time employees of this establishment were female?

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

L.6 How many full-time temporary employees did this establishment employ in fiscal year **2009**?

(INTERVIEWER: Full-time, temporary workers are all paid short-term (i.e. for less than a fiscal year) employees with no guarantee of renewal of contract employment and work a complete shift or more per day)

	Number
Full-time seasonal/temporary workers employed fiscal year 2009	16
DON'T KNOW (SPONTANEOUS)	-9

IF 0, GO TO QUESTION LAC9C

L.8 What was the average length of employment of all full-time temporary employees in fiscal year **2009**?

	Months
Average length full-time seasonal/temporary employment fiscal year 2009	18
LESS THAN ONE MONTH	1
DON'T KNOW (SPONTANEOUS)	-9

LAC.L9C What is the percentage of full time permanent workers who has at least a bachelor degree at the end of fiscal year **2009**?

	Percent
Labor force with a bachelor degree or more	LACI9c
NO ONE HAVE BACHELOR DEGREE OR MORE	0
DON'T KNOW (SPONTANEOUS)	-9

LACL.10a Does this establishment currently have any unfilled vacancies?

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

LACI10a

LACL.10b How many unfilled vacancies does this establishment currently have?

	Number	DON'T KNOW (SPONTANEOUS)
Establishment current unfilled vacancies	LACI10b	-9

LACL.10c Have any of these unfilled vacancies being vacant for more than four months?

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

LACI10c

LACL.10d Please estimate which of the two is the most difficult skill to find when filling vacancies?
LACI10d READ OPTIONS

Social skills such as communication skills, customer handling skills, or teamwork skills	1
Technical skills such as foreign language skills, problem solving skills, administrative skills, operational skills	2
DON'T KNOW (SPONTANEOUS)	-9

LACL.10e Throughout the next 12 months, how many unfilled vacancies does this establishment expect to have?

	Number	DON'T KNOW (SPONTANEOUS)
Unfilled vacancies within the next 12 months	LACI10e	-9

L.10 Over fiscal year **2009**, did this establishment have formal training programs for its permanent, full-time employees?

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

GO TO QUESTION LAC.L18
GO TO QUESTION LAC.L19

110

LAC.L12 Referring to the training programs run over fiscal year **2009**, did this establishment offer any **external training** partially or fully funded by the government? **LACI12**

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

GO TO QUESTION LAC.L14
GO TO QUESTION LAC.L14

LAC.L13 Referring to the external training programs partially or fully funded by the government, can you please estimate how many hours were spent on average during the last fiscal year **2009**?

	Hours	DON'T KNOW (SPONTANEOUS)
External training funded by the government	LACI13	-9

LAC.L14 Referring to the training programs run over fiscal year **2009**, did this establishment offer any **external training** partially or fully funded by this establishment? **LACI14**

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

GO TO QUESTION LAC.L16
GO TO QUESTION LAC.L16

LAC.L15 Referring to the external training programs partially or fully funded by this establishment, can you please estimate how many hours were spent on average during the last fiscal year **2009**?

	Hours	DON'T KNOW (SPONTANEOUS)
External training funded by this establishment	LACI15	-9

LAC.L16 Referring to the training programs run over fiscal year **2009**, did this establishment offer any **internal training** programs? **LACI16**

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

GO TO QUESTION LAC.L19
GO TO QUESTION LAC.L19

LAC.L17 Referring to the internal training program, can you please estimate how many hours were spent on average during the last fiscal year **2009**? **LACI17**

	Hours	DON'T KNOW (SPONTANEOUS)
Internal training program		-9

GO TO QUESTION LAC.L19

LAC.L18 What was the **main** reason why this establishment did not run any training programs during fiscal year **2009**?
SHOW CARD 16

The benefits of training are smaller than the costs	1
The firm cannot afford the optimal level of training	2
The firm is afraid of investing in workers that after the training may leave the firm	3
The firm does not have enough information about training programs	4
Other	5
DON'T KNOW (SPONTANEOUS)	-9

LACI18

LAC.L19 Please estimate which of the following categories requires the most to be trained? **READ OPTIONS**

Professional and managers	1
Technicians	2
Both categories require the same amount of training	3
DON'T KNOW (SPONTANEOUS)	-9

LACI19

LAC.L20 Over the last three years, did this establishment receive any public support (financial or other types of assistance) for training-related activities?

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

LACI20

L.30 Are **labor regulations** No Obstacle, a Minor Obstacle, a Moderate Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment?
INTERVIEWER: SHOW CARD 17
 Is an **inadequately educated workforce** No Obstacle, a Minor Obstacle, a Moderate Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment?
INTERVIEWER: SHOW CARD 17

	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 card [insert card number] can you tell me which of the elements of the business environment included in the list, if any, currently represents the biggest obstacle faced by this establishment SHOW CARD 18
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INTERVIEWER: DO NOT READ OPTIONS

1-Access to finance
2-Access to land
3-Business licensing and permits
4-Corruption
5-Courts
6-Crime, theft and disorder
7-Customs and trade regulations
8-Electricity
9-Inadequately educated workforce
10-Labor regulations
11-Political instability
12-Practices of competitors in the informal sector
13-Tax administration
14-Tax rates
15-Transport

Biggest obstacle	m1a
DON'T KNOW (SPONTANEOUS)	-9
DOES NOT APPLY (SPONTANEOUS)	-7

Rotation (option A, B or C)	m1d
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N. PERFORMANCE

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

The purpose of the following questions is to allow us to estimate the productivity of establishments like this one. Estimates are made at the aggregate level so the information you provide below will be compiled with the information from other establishments. It is important that this information be as accurate as possible. The individual data are treated as confidential – the identity of your establishment will not be revealed at any point. Please provide the following information from the financial statements of this establishment.

N.2 For fiscal year **2009**, please provide the following information about this establishment by referring directly to your income statement: **SHOW CARD 19**

READ OUT	GYDs	(SPONTANEOUS)	
		DON'T KNOW	DOES NOT APPLY
Total annual cost of labor including wages, salaries, bonuses, social payments	n2a	-9	
Total annual cost of finished goods and materials purchased to resell	n2i	-9	-7
Total annual costs of electricity	n2b	-9	

N.3 In fiscal year **2007**, three fiscal years ago, what were total annual sales for this establishment?

	GYDs
Total annual sales fiscal year 2007	n3
IF ESTABLISHMENT WAS NOT IN BUSINESS THREE YEARS AGO	-7
DON'T KNOW (SPONTANEOUS)	-9

A.15a PLEASE COMPLETE THE FOLLOWING INFORMATION ABOUT THE INTERVIEWEE(S)

	POSITION IN THE FIRM	YEARS WITH THE FIRM	GENDER
MAIN RESPONDENT	a15a1ax	a15a2a	a15a3
SECOND RESPONDENT	a15a1bx	a15a2b	a15b3
THIRD RESPONDENT	a15a1cx	a15a2c	a15c3

**THE SURVEY ENDS HERE
THANK YOU VERY MUCH FOR YOUR COOPERATION.**

A.15 TIME FACE-TO-FACE INTERVIEW ENDS:

DAY (DD)	MONTH(MM)	YEAR(YYYY)	HOUR (00 TO 23)	MINUTES (00 TO 59)
a14d	a14m	a14y	a14h	a14min

INTERVIEWERS PLEASE ANSWER AT END OF THE INTERVIEW:

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

Truthful	1
Somewhat truthful	2
Not truthful	3

a16

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

Are taken directly from establishment records	1
Are estimates computed with some precision	2
Are arbitrary and unreliable numbers	3

a17

INTERVIEWER COMMENTS:

a17x

(Problems occurred/extraordinary circumstances which could influence results)

SUPERVISORS PLEASE ANSWER:

A.18 This questionnaire was completed in:

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

a18

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

HOUR	MINUTES

a19h

a19m