

THE WORLD BANK
Enterprise Survey
Core Module (2009)

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 |
| Core | 3 |

A.1 Country a1

A.1a Language a1a

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

| | |
|--|---|
| Capital city | 1 |
| 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 :Section D | Food | 15 | 15 |
| | Textiles | 17 | 17 |
| | Garments | 18 | 18 |
| | Chemicals | 24 | 24 |
| | Plastics & rubber | 25 | 25 |
| | Non metallic mineral products | 26 | 26 |
| | Basic metals | 27 | 27 |
| | Fabricated metal products | 28 | 28 |
| | Machinery and equipment | 29 | 29 |
| | Electronics (31 & 32) | 31 | 31 |
| Other manufacturing | 2 | 2 | |
| Service | Retail | 52 | 52 |
| Other | | | |
| | Wholesale | 51 | 51 |
| | IT | 72 | 72 |
| | Hotel and restaurants: section H | 55 | 55 |
| | Services of motor vehicles | 50 | 50 |
| | Construction Section F: | 45 | 45 |
| Transport Section I: (60-64) | 60 | 60 | |

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 still does activities that match the sample frame | 2 |
| No, does not match | 3 |

| A.6 Size | Sampling size a6a | Screening Size a6b |
|--------------------------------|-----------------------------|------------------------------|
| Small ≥ 5 and ≤ 19 | 1 | 1 |
| Medium ≥ 20 and ≤ 99 | 2 | 2 |
| Large ≥ 100 | 3 | 3 |

A.12 Interviewer code **a12**

A.13 Supervisor code **a13**

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

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.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 [insert country name]. 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

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 (including limited liability companies) | 4 |
| Limited partnership | 5 |
| OTHER (SPONTANEOUS - SPECIFY) ___ b1x ___ | 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%

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 |

*GO TO QUESTION B5
GO TO QUESTION B5*

JRb1

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?
JRb3

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

JRB4 Was your prior establishment formally registered? **JRb4**

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

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? **JRb7**

| | Number |
|--------------------------------------|-----------|
| Family members employees at start-up | |
| 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 OR 14000)

| | |
|---------------------------------|-----------|
| 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 [insert last complete fiscal year].

C.3 Over the last two years, did this establishment submit an application to obtain an electrical connection?

| | | |
|-------------------------------------|-----------|--|
| Yes | 1 | <i style="color: red;">GO TO QUESTION C.6</i> <i style="color: red;">GO TO QUESTION C.6</i> |
| No | 2 | |
| DON'T KNOW (SPONTANEOUS) | -9 | |
| <b style="color: red;">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 | |
| REFUSED (SPONTANEOUS) | -8 | |
| <b style="color: red;">c5 | | |

C.6 Over fiscal year [insert last complete fiscal year], did this establishment experience power outages?

| | | |
|-------------------------------------|-----------|--|
| Yes | 1 | <i style="color: red;">GO TO QUESTION C.10</i> <i style="color: red;">GO TO QUESTION C.10</i> |
| No | 2 | |
| DON'T KNOW (SPONTANEOUS) | -9 | |
| <b style="color: red;">c6 | | |

C.7 In a typical month, over fiscal year **[insert last complete fiscal year]**, 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

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

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

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

GO TO QUESTION C.12
GO TO QUESTION C.12

c10

C.11 In fiscal year **[insert last complete fiscal year]**, 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.15</i> <i>GO TO QUESTION C.15</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 | c14 |
| No | 2 | |
| DON'T KNOW (SPONTANEOUS) | -9 | |
| REFUSED (SPONTANEOUS) | -8 | |

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.23 Does this establishment have a high-speed Internet connection on its premises?

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

**GO TO QUESTION C.28
GO TO QUESTION C.28**

c23

C.24 Is this establishment's Internet connection used to:

| | | | | (SPONTANEOUS) | |
|--|-------------|------------|-----------|----------------------|-----------|
| | | Yes | No | DON'T KNOW | NA |
| INTERVIEWER: READ EACH OPTION ALOUD | | | | | |
| Make purchases for this establishment | c24b | 1 | 2 | -9 | -7 |
| Deliver services to this establishment's clients | c24c | 1 | 2 | -9 | -7 |
| Do research and develop ideas on new products and services | c24d | 1 | 2 | -9 | -7 |

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

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

*GO TO QUESTION C.30
GO TO QUESTION C.30*

c28

C.29 The majority of cell phones used for the operations of the establishment are?
SHOW CARD 6

| | |
|--|-----------|
| Purchased and air use paid by the establishment | 1 |
| Purchased by the establishment but air time is paid by the staff | 2 |
| Purchased by the staff but air time is paid by the establishment | 3 |
| Purchased and air time paid by the staff | 4 |
| DON'T KNOW (SPONTANEOUS) | -9 |

c29

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?

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 CARD 7

| | No obstacle | Minor obstacle | Moderate obstacle | Major obstacle | Very Severe Obstacle | (SPONTANEOUS) | |
|---|-------------|----------------|-------------------|----------------|----------------------|----------------------|-----------------------|
| | | | | | | DON'T KNOW | DOES NOT APPLY |
| Electricity c30a | 0 | 1 | 2 | 3 | 4 | -9 | -7 |
| 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 **[insert last complete fiscal year]**, what was this establishment's main product or service, 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?

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

D.2 In fiscal year **[insert last complete fiscal year]**, 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

| | |
|---|-------------|
| | LCUs |
| Last complete fiscal year'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 **[insert last complete fiscal year]**, 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 [insert last complete fiscal year], what percentage of this establishment's sales were:
INTERVIEWER: THESE MUST BE ASKED IN THE ORDER THEY APPEAR ON THE TABLE
SHOW CARD 8

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

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

D.4 In fiscal year [insert last complete fiscal year], 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 |

D.6 In fiscal year [insert last complete fiscal year], 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 product value | d6 % |
| NO LOSSES | 0 |
| DON'T KNOW (SPONTANEOUS) | -9 |

D.7 In fiscal year [insert last complete fiscal year], 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 the product value | d7 % |
| NO LOSSES | 0 |
| DON'T KNOW (SPONTANEOUS) | -9 |

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

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

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?
 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 9**

| | (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 |

e11

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 9

| | 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.1 Of the land occupied by this establishment, what percent is:
SHOW CARD 10

| | Percent |
|------------------------------------|--------------|
| Owned by this establishment | g1a % |
| Leased by this establishment | g1b % |
| Other | g1c % |
| IT IS A FLOOR IN A BUILDING | -7 |
| DON'T KNOW (SPONTANEOUS) | -9 |
| | 100% |

INTERVIEWER: CHECK THAT TOTAL SUMS TO 100%

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

| | | |
|---------------------------------|-----------|--|
| Yes | 1 | GO TO QUESTION G.30 GO TO QUESTION G.30 |
| No | 2 | |
| DON'T KNOW (SPONTANEOUS) | -9 | |
| | | 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 | g4 |
| No | 2 | |
| DON'T KNOW (SPONTANEOUS) | -9 | |
| REFUSED (SPONTANEOUS) | -8 | |

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 11](#)

| | (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?

| | | |
|---------------------------------|-----------|--|
| 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 **[insert last complete fiscal year]**, 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

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

I.3 In fiscal year **[insert last complete fiscal year]**, 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 **[insert last complete fiscal year]**, 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

| | LCUs |
|---------------------------------|------------|
| 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 11

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

K.1 In fiscal year **[insert last complete fiscal year]**, what percentage, as a proportion of the value of total annual purchases of material inputs or services, were: **SHOW CARD 12**

| | Percent | DON'T KNOW (SPONTANEOUS) |
|-------------------------------|--------------|-----------------------------|
| Paid for before the delivery? | k1a % | -9 |
| Paid for on delivery? | k1b % | -9 |
| Paid for after delivery? | k1c % | -9 |
| | 100 % | |

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

K.2 In fiscal year **[insert last complete fiscal year]**, what percentage of this establishment's total annual sales of its goods or services were: **SHOW CARD 13**

| | Percent | DON'T KNOW (SPONTANEOUS) |
|-------------------------------|--------------|-----------------------------|
| Paid for before the delivery? | k2a % | -9 |
| Paid for on delivery? | k2b % | -9 |
| Paid for after delivery? | k2c % | -9 |
| | 100 % | |

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

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

INTERVIEWER: SHOW CARD 14

| | 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 | 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 fixed assets, such as machinery, vehicles, equipment, land or buildings?

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

GO TO QUESTION K.6
GO TO QUESTION K.6

k4

N.5 In fiscal year **[insert last complete fiscal year]**, how much did this establishment spend on purchases of:

| | LCUs | DON'T KNOW (SPONTANEOUS) |
|--|------------|--------------------------|
| Land and buildings | n5b | -9 |
| Machinery, vehicles, and equipment (new or used) | n5a | -9 |

K.5 Over fiscal year **[insert last complete fiscal year]**, please estimate the proportion of this establishment's total purchase of fixed assets that was financed from each of the following sources:
SHOW CARD 15

| | 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 |

k6

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

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

k7

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

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

GO TO QUESTION K.16
GO TO QUESTION K.16

k8

K.9 Referring to the most recent line of credit or loan, what type of financial institution granted this loan? **SHOW CARD 16**

| | |
|---|-----------|
| Private commercial banks | 1 |
| State-owned banks or government agency | 2 |
| Non-bank financial institutions which include microfinance institutions, credit cooperatives, credit unions, or finance companies | 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?

| | |
|--|-------------|
| | LCUs |
| Size of most recent loan/line of credit approved | k11 |
| REF USED (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 | <i>GO TO QUESTION K.16</i> <i>GO TO QUESTION K.16</i> |
| 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 required?

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

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

| | | |
|---------------------------------|-----------|----------------------------|
| Yes | 1 | <i>GO TO QUESTION K.21</i> |
| No | 2 | |
| DON'T KNOW (SPONTANEOUS) | -9 | <i>GO TO QUESTION K.21</i> |

k16

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

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

k17

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

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

k21

K.30 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 18**

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

k30

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

*GO TO QUESTION LAC.P3
GO TO QUESTION LAC.P3*

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, this establishment envisages to use 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 |
| No | 2 |
| DON'T KNOW (SPONTANEOUS) | -9 |

*GO TO QUESTION LAC.P6
GO TO QUESTION LAC.P6*

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, this establishment envisages to use 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, this establishment envisages to use 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 |

LACp9

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 | <i>GO TO QUESTION LAC.P15</i> |
| DON'T KNOW (SPONTANEOUS) | -9 | <i>GO TO QUESTION LAC.P15</i> |

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? |
|----------------|--|

| | 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 19**

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

**GO TO QUESTION J.7
GO TO QUESTION 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 % |
| 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 OR GIFTS ARE PAID | 0 |
| DON'T KNOW (SPONTANEOUS) | -9 |
| REFUSAL (SPONTANEOUS) | -8 |

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

| | LCUs |
|--------------------------------------|-------------|
| Total annual informal payment | j7b |
| NO PAYMENTS OR 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 20

| 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 **[insert last complete fiscal year]**, 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 last fiscal year | 11 |
| DON'T KNOW (SPONTANEOUS) | -9 |

L.2 Three fiscal years ago, at the end of fiscal year **[insert three complete fiscal years ago]**, 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 three fiscal years ago | 12 |
| IF ESTABLISHMENT WAS NOT IN BUSINESS THREE YEARS AGO | -7 |
| DON'T KNOW (SPONTANEOUS) | -9 |

L.5 At the end of fiscal year **[insert last complete fiscal year]**, how many permanent full-time individuals were female?

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

L.6 How many full-time temporary employees did this establishment employ in fiscal year **[insert last complete fiscal year]**?

(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 or temporary workers employed last fiscal year | 16 |
| DON'T KNOW (SPONTANEOUS) | -9 |

IF 0, GO TO QUESTION L.9b

L.8 What was the average length of employment of all full-time temporary employees in fiscal year [insert last complete fiscal year]?

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

L.9b What is the percentage of full time permanent workers who completed secondary school?

| | Percent |
|--|------------|
| Percentage of full time permanent workers who completed secondary school | 19b |
| 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 LAC19c | |
| 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 |
| No | 2 |
| DON'T KNOW (SPONTANEOUS) | -9 |

GO TO QUESTION LACL.10d
GO TO QUESTION LACL.10d

LAC110a

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

| | Number | DON'T KNOW (SPONTANEOUS) |
|---|--------|---------------------------------|
| Establishment current unfilled vacancies LAC110b | | -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? **LACI10e**

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

L.10 Over fiscal year **[insert last complete fiscal year]**, 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**

I10

LAC.L12 Referring to the training programs run over fiscal year **[insert last complete fiscal year]**, did this establishment offered 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 **[insert last complete fiscal year]**? **LACI13**

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

LAC.L14 Referring to the training programs run over fiscal year **[insert last complete fiscal year]**, did this establishment offered 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 **[insert last complete fiscal year]**? **LACI15**

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

LAC.L16 Referring to the training programs run over fiscal year **[insert last complete fiscal year]**, did this establishment offered 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 **[insert last complete fiscal year]**? **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 **[insert last complete fiscal year]**?
SHOW CARD 21

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

LAC18

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

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

LAC19

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 |

LAC120

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?
 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 22

| | (SPONTANEOUS) | | | | | | |
|--|---------------|----------------|-------------------|----------------|----------------------|------------|----------------|
| | No obstacle | Minor obstacle | Moderate obstacle | Major obstacle | Very Severe Obstacle | DON'T KNOW | DOES NOT APPLY |
| Labor regulations 130a | 0 | 1 | 2 | 3 | 4 | -9 | -7 |
| Inadequately educated workforce 130b | 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 23 |
|------------|---|

| |
|---|
| 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 1, 2 or 3) | m1d |
|-----------------------------|------------|

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. The 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 **[insert last complete fiscal year]**, what was the total annual cost of labor including wages, salaries, bonuses and social payments

| | LCUs | DON'T KNOW (SPONTANEOUS) |
|--|------------|-------------------------------------|
| Total annual cost of labor including wages, salaries, bonuses, social payments | n2a | -9 |

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

| | LCUs |
|---|-----------|
| Total annual sales three years ago | 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) | HOURL (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 perceptions:

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