

SERIAL NUMBER

BUSINESS ENVIRONMENT AND ENTERPRISE PERFORMANCE SURVEY

The European Bank for Reconstruction and Development and the World Bank

Services Module (2008)

A. CONTROL INFORMATION [TO BE COMPLETED BEFORE INTERVIEW]

A.0 Questionnaire a0	Module
Services	2

A.1 Country

 a1

A.1a Language of the interview

 a1a

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.2

	Sampling Region a2
Prishtine	1
Prizren	2
Peje	3
Ferizaj	4
Mitrovice	5
Gjilan	6
Gjakove	7

A.3a

	Region of the establishment (coded ex post) a3a
Prishtine	1
Prizren	2
Peje	3
Ferizaj	4
Mitrovice	5
Gjilan	6
Gjakove	7

A.3x City/town/village

 a3x

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
	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 does activities which match both screener and sample frame	2
No, does not match	3

A.6a Size

	Sampling size a6a
Less than 5 (only panel)	0
Small ≥ 5 and ≤ 19	1
Medium ≥ 20 and ≤ 99	2
Large ≥ 100	3

A.6b Size

	Screener Size a6b
Less than 5 (only panel)	0
Small ≥ 5 and ≤ 19	1
Medium ≥ 20 and ≤ 99	2
Large ≥ 100	3

A.7 Establishment is part of a larger firm**a7**

Yes	1
No, a firm on its own	2

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 Establishment financial statements prepared separately from HQ statements**a9**

Yes	1
No	2
Does not apply	-7

A.10 Establishment financial statements prepared separately from other establishments of same firm**a10**

Yes	1
No	2
Does not apply	-7

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

Yes	1
No	2
Does not apply	-7

A.12 Interviewer code**a12**

A.13 Supervisor code**a13**

A.14a Date face-to-face interview begins:

Day (dd)	Month (mm)	Year (yyyy)
a14d	a14m	a14y

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

Hour (00 to 23)	Minutes (00 to 59)
a14h	a14min

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING.

The goal of this survey is to gather information and opinions about the investment climate in this country. Ultimately, the information gathered here will help 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 / shares traded in the stock market | 1 | |
| Shareholding company / shares traded privately if at all | 2 | |
| Sole proprietorship | 3 | SKIP TO B.2 |
| Partnership | 4 | |
| Limited partnership | 5 | |
| Other (spontaneous - specify) b1x | 6 | b1 |

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

	Percent
Percent held by largest owner or owners	b3 %

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

	Percent	
Private domestic individuals, companies or organizations	b2a %	
Private foreign individuals, companies or organizations	b2b %	
Government/State	b2c %	IF 100% TERMINATE
Other	b2d %	
	100%	

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

Q.5 How was this firm established? **SHOW CARD 3**

Privatization of a state-owned firm	1
Originally private, from time of start up	2
Private subsidiary of a formerly state-owned firm	3
Joint venture with foreign partner(s)	4
State-owned firm	5
Other (spontaneous - SPECIFY) ECAq5x	6

ECAq5

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

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 (**Include respondent when appropriate**)

	Number
Full-time employees at start-up	b6
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.

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

ECAb7a

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 **2007**.

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

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

GO TO QUESTION C.6

GO TO QUESTION C.6

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
REF (spontaneous)	-8

c5

C.6 Over fiscal year **2007**, did this establishment experience power outages?

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

GO TO QUESTION C.12

GO TO QUESTION C.12

c6

C.7	In a typical month, over fiscal year 2007 , how many power outages did this establishment experience?
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	Number
Average number of power outages per month	c7
Don't know (spontaneous)	-9

IF 0, GO TO QUESTION C.12

C.8	How long did these power outages last on average?
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	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.
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	Percent
Loss as percent of total annual sales due to power outages	c9a %

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

	LCUs
Annual losses due to power outages	c9b
None	0

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

Yes	1
No	2
Don't know	-9

GO TO QUESTION C.19

GO TO QUESTION C.19

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
REF (spontaneous)	-8

c14

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

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

GO TO QUESTION C.22

GO TO QUESTION C.22

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
REF (spontaneous)	-8

c21

C.22	At the present time, does this establishment use any of the following:..?
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	Yes	No	Don't know (spontaneous)
E-mail to communicate with clients or suppliers c22a	1	2	-9
Its own website c22b	1	2	-9

C.23	Does this establishment have a high-speed Internet connection on its premises?
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Yes	1
No	2
Don't know (spontaneous)	-9

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

c23

C.24	Is this establishment's Internet connection used to:
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INTERVIEWER: READ EACH OPTION ALOUD

	Yes	No	Don't Know (spontaneous)	NA (spontaneous)
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.25	Over fiscal year [insert last complete fiscal year], did this establishment experience unavailability of Internet connection?
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Yes	1
No	2
Don't know (spontaneous)	-9

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

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c25

C.26 In a typical month, over fiscal year [insert last complete fiscal year], how many times has this establishment experienced unavailability of Internet connection?

	Number
Number of times per month Internet connection unavailable	c26
Don't know (spontaneous)	-9

IF 0, GO TO QUESTION C.28

IF 0, GO TO QUESTION C.28

C.27 In a typical month, over fiscal year [insert last complete fiscal year], on average how long did the unavailability of an Internet connection last?

	Minutes
Average duration of unavailable Internet connection	c27
Don't know (spontaneous)	-9
Less than one minute	1

C.28 Do concerns about the security of Internet connections or authentication of parties in a transaction affect the volume or nature of purchases that this establishment makes over the Internet?

Yes	1
No	2
Don't know (spontaneous)	-9
Does not apply (spontaneous)	-7

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?
	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 4

	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	Don't Know (spontaneous)	Does Not Apply (spontaneous)
Electricity c30a	0	1	2	3	4	-9	-7
Telecommunications c30b	0	1	2	3	4	-9	-7

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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 **2007**, what was this establishment's main product, that is, the product that represented the largest proportion of annual sales (in LCU)?

Description

d1a1x

D.1a2 Using this card, please choose the 4-digit code that best applies to the main product of this establishment.
SHOW CARD 5

	Code
Code of main product	d1a2

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

	%
Percentage of sales represented by main product	d1a3

D.2 In fiscal year **2007**, what were this establishment's total annual sales?

	LCUs
Last complete fiscal year's total sales	d2

D.3 In fiscal year **2007**, what percent of this establishment's sales were:
SHOW CARD 6

INTERVIEWER: THESE MUST BE ASKED IN THE ORDER THEY APPEAR ON THE TABLE

	Percent	
National sales	d3a %	IF 100, GO TO QUESTION D.17
Indirect exports (sold domestically to third party that exports products)	d3b %	IF 100, GO TO QUESTION D.8
Direct exports	d3c %	IF 0, GO TO QUESTION D.8
	100%	

INTERVIEWER: CHECK THAT TOTAL SUMS TO 100%

D.4	In fiscal year 2007 , 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? (INTERVIEWER: for European Union countries ask for goods exported directly outside the EU)
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	Days
Average number of days to clear customs	d4
Less than one day	1
Does not apply (exports only within EU)	-7
Don't know (spontaneous)	-9

D.6a	In fiscal year 2007 , what percentage of the consignment value of the products exported directly was lost while in transit because of theft, breakage or spoilage?
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	Percent
Losses due to theft, breakage or spoilage as percent of consignment value	d6a %
No losses	0
Don't know (spontaneous)	-9

D.8	In which year did this establishment first export directly or indirectly?
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	Year
Began exporting directly or indirectly	d8
Don't know (spontaneous)	-9

D.8a	In fiscal year 2007 , what was the total value of exports of this establishment?
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	LCUs
Total exports last fiscal year	ECAd8a
Don't know (spontaneous)	-9

D.17	At the present time, when this establishment receives its main sales item , on average, how many days of inventory measured in days of sales, does this establishment keep?
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	Days
Days of inventory of main sales item	d17
Don't know (spontaneous)	-9

INTERVIEWER: IF RESPONDENT REQUIRES CLARIFICATION, DEFINE AS STOCK ON HAND

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 8

	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	Don't Know (spont aneous)	Does Not Apply (sponta neous)
Transport d30a	0	1	2	3	4	-9	-7
Customs and trade regulations d30b	0	1	2	3	4	-9	-7

E. DEGREE OF COMPETITION

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

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

e11

Q.63 How important are each of the following factors in affecting decisions to develop new products or services and markets: **SHOW CARD 9**

	Not at all important	Slightly important	Fairly important	Very important	Don't Know (spontaneous)	
Pressure from domestic competitors	1	2	3	4	-9	ECAq63a
Pressure from foreign competitors	1	2	3	4	-9	ECAq63b
Pressure from customers	1	2	3	4	-9	ECAq63c

Q.64 How important are each of the following factors in affecting decisions with respect to reducing the production costs of existing products or services: **SHOW CARD 9**

	Not at all important	Slightly important	Fairly important	Very important	Don't Know (spontaneous)	
Pressure from domestic competitors	1	2	3	4	-9	ECAq64a
Pressure from foreign competitors	1	2	3	4	-9	ECAq64b
Pressure from customers	1	2	3	4	-9	ECAq64c

Q.53 Over the last three years has this establishment received any subsidies from the national, regional or local governments or European Union sources?

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

ECAq53

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?

Are **practices of formal competitors** 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 10

	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	Do Not Know (spontaneous)	Does Not Apply (spontaneous)
Practices of competitors in the informal sector e30	0	1	2	3	4	-9	-7
Practices of formal competitors ECAe30	0	1	2	3	4	-9	-7

O. INNOVATION

O.1 In the last three years, has this establishment introduced new products or services?

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

GO TO QUESTION O.3
GO TO QUESTION O.3

ECAo1

O.2 In fiscal year **2007**, what percent of this establishment's annual sales was accounted for by products or services that were introduced in the last three years?

	Percent
Percent of annual sales accounted for by new products or services	ECAo2 %
Don't know (spontaneous)	-9

O.3 In fiscal year **2007**, did this establishment spend on research and development activities, either in-house or contracted with other companies (outsourced)?

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

ECAo3

O.12 In the last three years, has this establishment discontinued at least one product line or service?

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

ECAo12

O.13 In the last three years, has this establishment upgraded an existing product line or service?

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

ECAo13

W. INSPECTIONS

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

Now let's turn to inspections by public officials.

W.1 In fiscal year **2007**, how many inspections took place at this establishment?

	Number	
Total number of inspections	ECAw1	IF O GO TO W.30
Don't know (spontaneous)	-9	

W.2 In fiscal year **2007**, how much did all the inspections that took place at this establishment cost, including official fines and any unofficial payments?

	LCU
Total cost of inspections	ECAw2
Don't know (spontaneous)	-9
Refusal (spontaneous)	-8

W.3 In fiscal year **2007**, how many *working days* were spent by all staff members dealing with all the procedures related to these inspections?

	Days
Number of working days spent by all staff members in dealing with inspections	ECAw3
Don't know (spontaneous)	-9

W.30 Are business inspections 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**

	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	Do Not Know	Does Not Apply
Business inspections ECAw30	0	1	2	3	4	-9	-7

P. CERTIFICATES

P.1 In fiscal year 2007, was it compulsory for this establishment to have a certificate to produce or sell any of its products or services?

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

GO TO QUESTION P.30

GO TO QUESTION P.30

ECAp1

P.2 In fiscal year 2007, what percent of this establishment's sales were from products or services subject to compulsory certificates?

	Percent
Percent of sales subject to compulsory certificates	ECAp2 %
Don't know (spontaneous)	-9

IF 0, GO TO QUESTION P.30

P.3 In fiscal year 2007 how many compulsory certificates did this establishment obtain?

	Number	
Compulsory certificates obtained	ECAp3	IF 0, GO TO QUESTION P.30
Don't know (spontaneous)	-9	

P.4 In fiscal year 2007, how many working days were spent by all staff members when obtaining compulsory certificates?

	Days
Number of working days spent by all staff members when obtaining compulsory certificates	ECAp4
Don't know (spontaneous)	-9

P.5 Considering all compulsory certificates applied for in fiscal year 2007, how many days did it take on average to obtain them from the day of the application to the day the certificates were granted?

	Days
Wait to obtain compulsory certificates	ECAp5
Application denied	-7
Still in process	-6
Less than one day	1
Don't know (spontaneous)	-9

P.6	In fiscal year 2007 , approximately how much did this establishment spend on obtaining compulsory certificates, including all official and unofficial costs?
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	LCUs
Money spent on obtaining compulsory certificates	ECAp6
Don't know (spontaneous)	-9
Does not apply	-7

P.7	In order to obtain any of the compulsory certificates was a gift or informal payment expected or requested?
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Yes	1
No	2
Don't know (spontaneous)	-9
REF (spontaneous)	-8

ECAp7

P.30	Are compulsory certification procedures 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
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	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	Don't Know (spontaneous)	Does Not Apply (spontaneous)
Compulsory certification procedures ECAp30	0	1	2	3	4	-9	-7

G. LAND AND PERMITS

G.9 How many permits did this establishment obtain in the last two years?

	Number	
Number of permits obtained in last two years	ECAg9	IF 0 GO TO G.2
Don't know (spontaneous)	-9	

G.10 What was the average validity, in months, of the permits obtained in the last two years?

	Months
Average validity	ECAg10
Less than 1 month	1
Term less	-5
Don't know (spontaneous)	-9

G.11 How many working days were spent by all staff members on the procedures related to obtaining the permits applied for over the last two years?

	Days
Number of working days spent by all staff members in obtaining all permits	ECAg11
Don't know (spontaneous)	-9

G.12 How much was spent on average to obtain a permit applied for over the last two years, including formal and informal payments?

	LCU
Average cost of obtaining a permit	ECAg12
Don't know (spontaneous)	-9
Refusal (spontaneous)	-8

G.13 How many days did it take on average to obtain a permit applied for over the last two years, from the day of the application to the day it was granted?

	Days
Wait to obtain a permit	ECAg13
Less than one day	1
Don't know (spontaneous)	-9

G.14 In reference to any of those applications for permits, was an informal gift or payment expected or requested?

Yes	1
No	2
Don't know (spontaneous)	-9
Refusal (spontaneous)	-8

ECAg14

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

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

GO TO QUESTION G.5
GO TO QUESTION G.5

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
REF (spontaneous)	-8

g4

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

Area

Don't know (spontaneous)

g5a

-9

SPECIFY UNITS

Square Feet	1
Square Yards	2
Square Meters	3

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Other (SPECIFY) g5bx 4

g5b

G.6 Of the buildings occupied by this establishment, what percent is owned and what percent is rented or leased? **SHOW CARD 14**

	Percent	Don't know (spontaneous)
Owned by this establishment	g6a %	-9
Rented or leased by this establishment	g6b %	-9
Other	g6c %	-9
	100%	

INTERVIEWER: CHECK THAT TOTAL SUMS TO 100%

G.7 In the last three years, has this establishment acquired or attempted to acquire additional land or buildings to expand operations?

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

GO TO QUESTION G.30
GO TO QUESTION G.30

g7

G.8 In the last three years, has this establishment been successful in acquiring land or new premises?

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

g8a

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?

Is **Zoning restrictions** 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

		No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	Do Not Know (spontaneous)	Does Not Apply (spontaneous)
Access to land	g30a	0	1	2	3	4	-9	-7
Zoning restrictions	g30b	0	1	2	3	4	-9	-7

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I. CRIME

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

We now turn to another topic.

I.1 In fiscal year **2007**, did this establishment pay for security, for example equipment, personnel, or professional security services?

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

GO TO QUESTION I.3

GO TO QUESTION I.3

i1

I.2 In fiscal year **2007**, what percent of this establishment's total annual sales was paid for security, or what was the total annual cost of security?

	Percent
Percent 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 **2007**, did this establishment experience losses as a result of theft, robbery, vandalism or arson?

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

GO TO QUESTION I.30

GO TO QUESTION I.30

i3

I.4	In fiscal year 2007 , 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 percent 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 15
-------------	---

	No obstacle	Minor obstacle	Moderate obstacle	Major Obstacle	Very Severe Obstacle	Do Not Know (spontaneous)	Does Not Apply (spontaneous)
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.1d In fiscal year **2007**, did this establishment purchase any material inputs or services and pay for them after delivery (on credit)?

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

GO TO QUESTION K.2

GO TO QUESTION K.2

k1d

K.1e In fiscal year **2007**, what percent of this establishment's purchases of material inputs and services were paid after delivery (on credit)?

	%
Percent of purchases of material inputs and services	
Don't know (spontaneous)	-9
	k1e

K.2 In fiscal year **2007**, what percent of this establishment's total annual sales of its goods or services were: **SHOW CARD 16**

	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%

K.4 In fiscal year **2007**, 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 **2007**, how much did this establishment spend on purchases of:

	LCUs
Machinery, vehicles, and equipment (new or used)	n5a
Land and buildings	n5b

K.5 Over fiscal year **2007**, please estimate the proportion of this establishment's total purchase of fixed assets that was financed from each of the following sources?
SHOW CARD 17

	Percent
Internal funds or retained earnings	k5a %
Owners' contribution or issued new equity shares	k5i %
Borrowed from private banks	ECAk5b %
Borrowed from state-owned banks	ECAk5c %
Purchases on credit from suppliers and advances from customers	k5f %
Other (moneylenders, friends, relatives, non-banking financial institutions etc)	k5hdej %
	100%

INTERVIEWER: CHECK THAT TOTAL SUMS TO 100%

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 18
------------	--

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

k9

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
Refuses to respond	-8

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

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

GO TO QUESTION K.16

GO TO QUESTION K.16

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	Do Not 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 as a percentage of the value of the loan or line of credit?
-------------	--

	Percent
Value of collateral as percent of loan/line of credit value	k15 %

INTERVIEWER: THE ANSWER COULD BE GREATER THAN 100%

K.16	Referring again to the last fiscal year 2007 , did this establishment apply for any loans or lines of credit?
-------------	--

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

GO TO QUESTION K.18a

k16

K.17	What was the main reason why this establishment did not apply for any line of credit or loan in fiscal year 2007 ? SHOW CARD 18.1
-------------	--

- | | | |
|---|---|----------------------------|
| No need for a loan - establishment has sufficient capital | 1 | GO TO QUESTION K.21 |
| Application procedures for loans or lines of credit are complex | 2 | GO TO QUESTION K.21 |
| Interest rates are not favorable | 3 | GO TO QUESTION K.21 |
| Collateral requirements are too high | 4 | GO TO QUESTION K.21 |
| Size of loan and maturity are insufficient | 5 | GO TO QUESTION K.21 |
| It is necessary to make informal payments to get bank loans | 6 | GO TO QUESTION K.21 |
| Did not think it would be approved | 7 | GO TO QUESTION K.21 |
| Other | 8 | GO TO QUESTION K.21 |
| | | k17 |

K.18a	In fiscal year 2007 , did this establishment apply for any new loans or new lines of credit that were rejected?
--------------	--

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

k18a

K.21	In fiscal year 2007 , 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 19
-------------	--

	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	Do Not Know (spontaneous)	Does Not Apply (spontaneous)
Access to finance k30	0	1	2	3	4	-9	-7

J. BUSINESS-GOVERNMENT RELATIONS

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

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

Q.31e Has this establishment been to court as a **plaintiff** or as a **defendant** in the last three years?

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

ECAq31e

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 20**

		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
"The court system is quick."	ECAj1b	1	2	3	4	-9
"The court system is able to enforce its decisions."	ECAj1c	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/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
No	2
Don't know (spontaneous)	-9

GO TO QUESTION J.5a
GO TO QUESTION J.5a

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
REF (spontaneous)	-8

j5

J.5a	Over the last year, considering the overall process of filing and paying taxes, how many <i>working days</i> were spent by all staff members involved in the process?
-------------	---

	Days
Number of working days spent by all staff members on filing and paying taxes	ECAj5a
Don't know	-9

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 %
No payments/gifts are paid	0
Don't know (spontaneous)	-9
Refusal (spontaneous)	-8

J.7	It is said that establishments are sometimes required to make gifts or informal payments to public officials to “get things done” with regard to customs, taxes, licenses, regulations, services etc. On average, what percent 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
Percent 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

	LCUs
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
REF (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.14a Considering all operating licenses applied for in the last two years how much was spent, to obtain them, including formal and informal payments?

	LCU
Amount spent to obtain all operating licenses	ECAj14a
Don't know (spontaneous)	-9
Refusal (spontaneous)	-8

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 21

ROTATE OPTIONS

		No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	Do Not Know (spontaneous)	Does Not Apply (spontaneous)
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

X.

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

To conclude the topic on regulations

Q.39 Thinking about officials, would you say the following statement is always, usually, frequently, sometimes, seldom or never true?
SHOW CARD 21.1

	Never	Seldom	Sometimes	Frequently	Usually	Always	Don't know (spontaneous)
It is common for firms in my line of business to have to pay some irregular "additional payments or gifts" to get things done with regard to customs, taxes, licenses, regulations, services etc ECAq39	1	2	3	4	5	6	-9

Q.41 Thinking now of unofficial payments/gifts that establishments like this one would make in a given year, please tell me how often would they make payments/gifts for the following purposes:
SHOW CARD 21.2

	Never	Seldom	Sometimes	Frequently	Usually	Always	Don't know (spontaneous)
To deal with customs/imports ECAq41a	1	2	3	4	5	6	-9
To deal with courts ECAq41b	1	2	3	4	5	6	-9
To deal with taxes and tax collection ECAq41c	1	2	3	4	5	6	-9

--

L. LABOR

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

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

L.1 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**).

INTERVIEWER: 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 8 or more hours per day.

	Number
Permanent, full-time employees end of last fiscal year	11
Don't know (spontaneous)	-9

L.2 Three fiscal years ago, at the end of fiscal year **2004**, 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 2007, 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 **2007**?

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 8 or more hours per day.

	Number
Full-time seasonal/temporary workers employed last fiscal year	16

IF 0, GO TO QUESTION Q.69

Don't know (spontaneous)	-9
--------------------------	----

L.8	What was the average length of employment of all full-time temporary employees in fiscal year 2007?
-----	---

	Months
Average length full-time seasonal/temporary employment last fiscal year	18
Less than one month	1
Don't know (spontaneous)	-9

Q.69	What percent of this establishment's labor force employed at the end of fiscal year 2007 had a university degree?
-------------	--

	Percent
Labor force with a university degree	ECAq69 %
No one have university degree	0
Don't know (spontaneous)	-9

L.30	<p>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?</p> <p>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?</p> <p>INTERVIEWER: SHOW CARD 22</p>
-------------	---

	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	Do Not Know (spontaneous)	Does Not Apply (spontaneous)
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:

The next set of questions is designed to get a general picture of your opinion about the business environment that affects your operations.

M.1 Which of the following elements of the business environment, if any, currently represents the biggest obstacle faced by this establishment.
SHOW CARD 23 (DO NOT READ OUT)

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	m1d
----------	------------

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 **2007**, please provide the following information about this establishment: **SHOW CARD 24**

READ OUT	LCUs
Total annual cost of labor (including wages, salaries, bonuses, social payments)	n2a
Total annual cost of finished goods and materials purchased to resell	n2i
Total annual costs of electricity	n2b
Total annual costs of communications services	n2c

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

Q.52 Does this establishment currently have any payments overdue by more than 90 days with each of the following:

	Yes	No	Don't know (spontaneous)	
Utilities	1	2	-9	ECAq52a
Taxes	1	2	-9	ECAq52b

B.20 The World Bank might be interested in getting in touch with you to follow up on some aspects of this interview. Would you have any objection if we provide them with your contact information?

Yes	1
No	2

SERIAL NUMBER

A.15 Time face-to-face interview ends:

Date (mm/dd)	Hour	Minutes	AM/PM

a15

A.15a Please complete the following information about the interviewee(s)

	Position in the firm	Years with the firm	Gender
Main respondent	a15a1a	a15a2a	a15a3a
Second respondent	a15a1b	a15a2b	a15a3b

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

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:

(Problems occurred/extraordinary circumstances which could influence results)

SUPERVISORS PLEASE ANSWER:

SERIAL NUMBER

--

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

a19

SERIAL NUMBER

INTERVIEW PROTOCOL

P.3 | Number of minutes the interview lasted

Minutes

p3

P.4 | Number of persons present during the interview, including interviewer

Two (interviewer and respondent)	1
Three	2
Four	3
Five or more	4

p4

P.5 | Respondent cooperation

Excellent	1
Fair	2
Average	3
Bad	4

p5

P.6 | Size of locality

Local codes

p6

P.7 | Region

Local codes

p7

P.8 | Postal code

Postal code

p8

P.9 | Sample point number

SERIAL NUMBER

Sample point number

p9

P.10	Interviewer number
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Interviewer number

p10