

**THE WORLD BANK**  
**Jordan Enterprise Survey**  
*Manufacturing Module (2006)*

**A. CONTROL INFORMATION [TO BE COMPLETED BEFORE INTERVIEW]**
**A.0 Questionnaire a0**

Module	
Manufacturing	1
Services	2

**A.2 a2**

Sampling Region	
Amman	1
Al-Zarqa	2
Irbid	3
Al-Aqabeh	4

**A.6 Size**

Sampling size a6a	
Small >=6 and <=19	1
Medium >=20 and <=99	2
Large >=100	3

**A.3 City/town/village a3x**

**A.4 Industry**

Sample Industry a4a	
Food	1
Garments	2
Textiles	3
Machinery & equipment	4
Chemicals	5
Electronics	6
Non-metallic minerals	7
Other manufacturing	8
Hotels	9
Information Technology	10
Other services	11
Construction & transport	12

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

Yes	1
No, a firm on its own	2

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

Yes	1
No	2

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

Date (mm/dd)	Hour	Minutes	AM/PM

**a14**

**READ THE FOLLOWING TO 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 the World Bank advise governments to develop 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**

**INTERVIEWER: READ THE FOLLOWING IF ESTABLISHMENT IS PART OF A LARGER FIRM.**

We begin by asking four questions that apply to the firm, not the establishment. After these four questions, the rest of the questionnaire is directed solely to establishment-level issues.

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

**INTERVIEWER: SHOW CARD**

a. Publicly listed company	1	<b>b1</b>
b. Private held, limited company	2	
c. Sole proprietorship	3	
d. Partnership	4	
f. <b>Other (SPECIFY)</b> _____	5	<b>b1x</b>

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

**INTERVIEWER: SHOW CARD**

a. Private domestic individuals, companies or organizations	<b>b2a</b> %
b. Private foreign individuals, companies or organizations	<b>b2b</b> %
c. Government/State	<b>b2c</b> %
d. Other	<b>b2d</b> %
<b>100%</b>	

**INTERVIEWER: CHECK TOTAL ADDS UP TO 100%**

**B.4** Are any of the principal owners female?

Yes	1
No	2
<b>Don't know</b>	<b>-9</b>

**b4**

<b>B.4i</b>	Is she the largest shareholder?
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Yes	1	
No	2	
Don't know	-9	
		<b>b4i</b>

<b>B.4ii</b>	What percentage of the shares does she own?
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Percent:	_____ %	
		<b>b4ii</b>

**READ THE FOLLOWING TO RESPONDENT BEFORE PROCEEDING:**

I want to proceed by asking you about the establishment; when it started operations, management's experience in this sector, and quality certifications it may have obtained.

<b>B.5</b>	In what year did this establishment begin operations in this country?
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	<b>Year</b>
Year establishment began operations	<b>b5</b>

<b>B.6</b>	How many full-time employees did this establishment employ when it started operations?
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	<b>Number</b>
Full-time employees at start-up	<b>b6</b>

<b>B.7</b>	How many years of experience working in this sector does the top manager have?
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	<b>Years</b>
Manager's experience in sector	<b>b7</b>

**INTERVIEWER: IF RESPONDENT SAID LESS THAN ONE YEAR, WRITE 1**

<b>B.8</b>	Does this establishment have an internationally-recognized quality certification?
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**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	-9	
		<b>b8</b>

## C. INFRASTRUCTURE AND SERVICES

### READ THE FOLLOWING TO RESPONDENT BEFORE PROCEEDING:

Now, we turn to the establishment's operations in fiscal year [insert last complete fiscal year].

The questions that follow assess how infrastructure and infrastructure services affect this establishment.

**C.1** In fiscal year [insert last complete fiscal year], did this establishment use its own transport to make shipments to its customers?

Yes	1
No	2
Don't know	-9

GO TO QUESTION C.3

GO TO QUESTION C.3

c1

**C.2** In fiscal year [insert last complete fiscal year], what percent of shipments, in terms of all annual shipments to customers, were transported by this establishment's own transport?

	Percent
Percent shipped with own transport	c2

**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	-9

GO TO QUESTION C.6

GO TO QUESTION C.6

c3

**C.4** In reference to the application for an electrical connection, approximately what was the wait, in days, experienced to obtain that connection from the day this establishment applied for it to the day it received the service?

	Days
Wait for electrical connection	c4

INTERVIEWER: IF RESPONDENT SAID LESS THAN ONE DAY, WRITE 1  
IF STILL IN PROCESS, WRITE -6

**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	-9
REF	-8

c5

<b>C.6</b>	Over fiscal year <b>[insert last complete fiscal year]</b> , did this establishment experience power outages?
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Yes	1
No	2
<b>Don't know</b>	<b>-9</b>

**GO TO QUESTION C.10**

**GO TO QUESTION C.10**

**c6**

<b>C.7</b>	In a typical month, over fiscal year <b>[insert last complete fiscal year]</b> , how many power outages did this establishment experience?
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	<b>Incidents per month</b>
Average number of power outages	<b>c7</b>

**IF 0, GO TO QUESTION C.10**

<b>C.8</b>	How long did the average power outage last?
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	<b>Hours</b>
Average duration of power outage	<b>c8</b>

**INTERVIEWER: IF RESPONDENT SAID LESS THAN ONE HOUR, WRITE 1**

<b>C.9</b>	Please estimate the losses as percent of annual sales that resulted because of power outages or estimate total annual losses as a result of power outages?
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	<b>Percent</b>
Loss as percent of total annual sales due to power outages	<b>c9a</b>

**PROVIDE EITHER ONE OR THE OTHER, NOT BOTH**

	<b>JDs</b>
Total annual losses due to power outages	<b>c9b</b>

**INTERVIEWER: IF RESPONDENT SAID NONE, WRITE 0**

<b>C.10</b>	Over the course of fiscal year <b>[insert last complete fiscal year]</b> , did this establishment own or share a generator?
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Yes	1
No	2
<b>Don't know</b>	<b>-9</b>

**GO TO QUESTION C.12**

**GO TO QUESTION C.12**

**c10**

<b>C.11</b>	In fiscal year <b>[insert last complete fiscal year]</b> , what percent of this establishment's electricity came from a generator or generators that the establishment owned or shared?
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	<b>Percent</b>
Percent electricity from generators	<b>c11</b>

<b>C.12</b>	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.15**

**GO TO QUESTION C.15**

**c12**

<b>C.13</b>	In reference to the application for a water connection, approximately what was the wait, in days, experienced to obtain that connection from the day this establishment applied for it to the day it received the service?
-------------	--

	<b>Days</b>
Wait for water connection	<b>c13</b>

**INTERVIEWER: IF RESPONDENT SAID LESS THAN ONE DAY, WRITE 1**

**INTERVIEWER: IF STILL IN PROCESS, WRITE -6**

<b>C.14</b>	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	-9
REF	-8

**c14**

<b>C.15</b>	Over fiscal year <b>[insert last complete fiscal year]</b> , did this establishment experience insufficient water supply for production?
-------------	--

Yes	1
No	2
Don't know	-9

**GO TO QUESTION C.18**

**GO TO QUESTION C.18**

**c15**

<b>C.16</b>	In a typical month, over fiscal year <b>[insert last complete fiscal year]</b> , how many incidents of water shortages does this establishment experience?
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	<b>Incidents per month</b>
Average number of water shortages	<b>c16</b>

**IF 0, GO TO QUESTION C.18**

<b>C.17</b>	In a typical month, over fiscal year <b>[insert last complete fiscal year]</b> , if this establishment experienced insufficient water supply for production, how long did the average water shortage last?
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	<b>Hours</b>
Average duration of water outage	<b>c17</b>

**INTERVIEWER: IF RESPONDENT SAID LESS THAN ONE HOUR, WRITE 1**

<b>C.18</b>	In fiscal year <b>[insert last complete fiscal year]</b> , what percent of this establishment's water supply, used in the production process, was from public sources?
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	<b>Percent</b>
Water from public sources	<b>c18</b>

**INTERVIEWER: IF RESPONDENT SAID NONE, WRITE 0**

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

Yes	1
No	2
<b>Don't know</b>	<b>-9</b>

**GO TO QUESTION C.22**  
**GO TO QUESTION C.22**

**c19**

<b>C.20</b>	In reference to the application for a telephone connection, approximately what was the wait, in days, experienced to obtain that connection from the day this establishment applied for it to the day it received the service?
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	<b>Days</b>
Wait for telephone connection	<b>c20</b>

**INTERVIEWER: IF RESPONDENT SAID LESS THAN ONE DAY, WRITE 1**  
**IF STILL IN PROCESS WRITE -6**

<b>C.21</b>	In reference to that application for a telephone connection, was an informal gift or payment expected or requested?
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Yes	1
No	2
<b>Don't know</b>	<b>-9</b>
<b>REF</b>	<b>-8</b>

**c21**

<b>C.22</b>	Now turning to the current situation. Thinking about at the present time, does this establishment use any of the following in its communications with clients and suppliers?
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		Yes	No	<b>Don't know</b>
a. E-mail	<b>c22a</b>	1	2	<b>-9</b>
b. Its own website	<b>c22b</b>	1	2	<b>-9</b>

<b>C.23</b>	Does this establishment have a high-speed, broadband Internet connection on its premises?
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Yes	1
No	2
<b>Don't know</b>	<b>-9</b>

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

**c23**

<b>C.24</b>	Is this establishment's Internet connection used to:
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		Yes	No	Don't Know	NA
a. Communicate with clients and suppliers	<b>c24a</b>	1	2	-9	-7
b. Make purchases for this establishment	<b>c24b</b>	1	2	-9	-7
c. Deliver services to this establishment's clients	<b>c24c</b>	1	2	-9	-7
d. Do research and develop ideas on new products and services	<b>c24d</b>	1	2	-9	-7

<b>C.30</b>	<p>As I list some of factors that can affect the current operations of a business and opportunities for its growth, please tell me if you think that each factor is No Obstacle, a Minor Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations and opportunities for growth of this establishment.</p> <p>Is <b>electricity</b> No Obstacle, a Minor Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations and opportunities for growth of this establishment?</p> <p>Are <b>telecommunications</b> No Obstacle, a Minor Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations and opportunities for growth of this establishment?</p> <p><b>INTERVIEWER: SHOW CARD</b></p>
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		No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	Don't Know	Does Not Apply
a. Electricity	<b>c30a</b>	0	1	2	3	4	-9	-7
b. Telecommunications	<b>c30b</b>	0	1	2	3	4	-9	-7



## D. SALES AND SUPPLIES

### READ THE FOLLOWING TO RESPONDENT BEFORE PROCEEDING:

The next topic to be covered is how and where this establishment makes its sales and how and from where this establishment obtains inputs required for production.

**D.1** In fiscal year [insert last complete fiscal year], what were this establishment's two main products represented by the largest proportion of annual sales?

**INTERVIEWER: SHOW CARD**

**INTERVIEWER: For "code" show list of ISIC, 4-digit code of corresponding sector to which establishment belongs.**

	Description	Code	% of total revenue
a. First	<b>d1a1x</b>	<b>d1a2</b>	<b>d1a3</b>
b. Second	<b>d1b1x</b>	<b>d1b2</b>	<b>d1b3</b>

**INTERVIEWER: TOTAL DOES NOT NECESSARILY ADD UP TO 100%**

**D.2** In fiscal year [insert last complete fiscal year], what were this establishment's total annual sales?

	JDs
Last complete fiscal year's total sales	<b>d2</b>

**D.3** In fiscal year [insert last complete fiscal year], what percent of this establishment's sales were:

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

	Percent	
a. National sales	<b>d3a %</b>	<b>IF 100, GO TO QUESTION D.10</b>
b. Indirect exports [sold domestically to third party that exports products]	<b>d3b %</b>	<b>IF 100, GO TO QUESTION D.8</b>
c. Direct exports	<b>d3c %</b>	<b>IF 0, GO TO QUESTION D.8</b>
	<b>100%</b>	

**INTERVIEWER: CHECK TOTAL SUMS UP TO 100%**

**D.4** In fiscal year [insert last complete fiscal year], when this establishment exported goods directly, what was the average number of days that it took from the time this establishment's goods arrived to their main point of exit [e.g., port, airport] until the time these goods cleared customs?

**D.5** And what was the longest number of days?

	Days
Average number of days to clear customs	<b>d4</b>
Longest number of days to clear customs	<b>d5</b>

**INTERVIEWER: IF RESPONDENT SAID LESS THAN ONE DAY, WRITE 1**

<b>D.6</b>	In fiscal year <b>[insert last complete fiscal year]</b> , what percent of the consignment value of the products shipped for direct export was lost while in transit because of theft?
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	<b>as % of consignment value</b>
Direct export losses due to theft	<b>d6</b> %

**INTERVIEWER: IF RESPONDENT SAID NO LOSSES, WRITE 0**

<b>D.7</b>	In fiscal year <b>[insert last complete fiscal year]</b> , what percent of the consignment value of the products shipped for direct export was lost while in transit because of breakage or spoilage?
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	<b>as % of consignment value</b>
Direct export losses due to breakage or spoilage	<b>d7</b> %

**INTERVIEWER: IF RESPONDENT SAID NO LOSSES, WRITE 0**

<b>D.8</b>	In what year did this establishment first export directly or indirectly?
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	<b>Year</b>
When began exporting directly or indirectly	<b>d8</b>

**INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR**

<b>JD.8a</b>	In fiscal year <b>[insert last complete fiscal year]</b> , for direct exports and indirect exports, what three countries were the destinations for the largest share of exports? Estimate the percent of total sales made to each country.
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	<b>Name of Country</b>	<b>Percent</b>
a. Country 1	<b>jd8a1x</b>	<b>jd8a1</b>
b. Country 2	<b>jd8a2x</b>	<b>jd8a2</b>
c. Country 3	<b>jd8a3x</b>	<b>jd8a3</b>

<b>D.10</b>	In fiscal year <b>[insert last complete fiscal year]</b> , what percent of the consignment value of products this establishment shipped to supply domestic markets was lost while in transit because of theft?
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	<b>as % of consignment value</b>
Domestic shipment losses due to theft	<b>d10</b> %

**INTERVIEWER: IF RESPONDENT SAID NO LOSSES, WRITE 0**

<b>D.11</b>	In fiscal year <b>[insert last complete fiscal year]</b> , what percent of the consignment value of products this establishment shipped to supply domestic markets was lost while in transit because of breakage or spoilage?
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	<b>as % of consignment value</b>
Domestic shipment losses due to breakage or spoilage	<b>d11</b> %

**INTERVIEWER: IF RESPONDENT SAID NO LOSSES, WRITE 0**

<b>D.12</b>	In fiscal year <b>[insert last complete fiscal year]</b> , as a proportion of all of the material inputs and/or supplies purchased that year, what percent of this establishment's material inputs and/or supplies were:
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	Percent
a. Material inputs and/or supplies of domestic origin	<b>d12a</b>
b. Material inputs and/or supplies of foreign origin	<b>d12b</b>
	<b>100%</b>

**IF 0, GO TO QUESTION D.16**

**INTERVIEWER: CHECK THAT THE TOTAL IS 100%**

<b>D.13</b>	Of the material inputs and/or supplies purchased in fiscal year <b>[insert last complete fiscal year]</b> , were any of these imported directly?
-------------	--

Yes	1
No	2
<b>Don't know</b>	<b>-9</b>

**GO TO QUESTION D.16**

**GO TO QUESTION D.16**

**d13**

<b>D.14</b>	In fiscal year <b>[insert last complete fiscal year]</b> , when this establishment imported material inputs and/or supplies, what was the average number of days that it took from the time goods arrived to their point of entry (e.g. port, airport) until the time these goods could be claimed from customs?
<b>D.15</b>	And what was the longest time?

	Days
Average number of days to clear customs	<b>d14</b>
Longest number of days to clear customs	<b>d15</b>

**INTERVIEWER: IF RESPONDENT SAID LESS THAN ONE DAY, WRITE 1**

<b>D.16</b>	Now thinking about your current experience, at the time this establishment receives delivery of its most important input, how many days of stock, measured in days of production, is available?
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	Days
Days of inventory of most important input	<b>d16</b>

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

<b>D.30</b>	<p>a. Is the <b>transportation</b> of goods, supplies and inputs No Obstacle, a Minor Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment?</p> <p>b. Do you think that <b>customs and trade regulations</b> are No Obstacle, a Minor Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment?</p>
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**INTERVIEWER: SHOW CARD**

	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	<b>Don't Know</b>	<b>Does Not Apply</b>
a. Transportation <b>d30a</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>
b. Customs and trade regulations <b>d30b</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>

## E. DEGREE OF COMPETITION AND INNOVATION

### READ THE FOLLOWING TO RESPONDENT BEFORE PROCEEDING:

Now we turn to the topic of competition and innovation.

- E.1** From the beginning to the end of fiscal year **[insert last complete fiscal year]**, what was the main market in which this establishment sold its main product line or main line of services.

Type of market	Code
Local – [products sold mostly in same municipality where establishment is located]	1
National – [products sold mostly across nation where establishment is located]	2
International – [products sold mostly to nations outside country where establishment is located]	3
Don't know	-9

GO TO QUESTION E.5

GO TO QUESTION E.5

e1

- E.2** For fiscal year **[insert last complete fiscal year]**, for the main market in which this establishment sold its main product, how many competitors did this establishment's main product/product line face?

	Code
None	1
One	2
2-5	3
More than 5	4
Don't know	-9

e2

- E.3** Have sales of this establishment's main product increased, remained the same, or decreased in fiscal year **[insert last complete fiscal year]**?

	Code
Increased	1
Remained the same	2
Decreased	3
Don't know	-9

e3

<b>E.4</b>	Have prices of this establishment's main product increased, remained the same, or decreased in fiscal year <b>[insert last complete fiscal year]</b> ?
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	<b>Code</b>
Increased	1
Remained the same	2
Decreased	3
<b>Don't know</b>	<b>-9</b>

**e4**

<b>E.5</b>	How important or unimportant are the following factors on production costs of existing products?
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		Not at all important	Slightly important	Important	Very important	<b>Do Not Know</b>	<b>Does Not Apply</b>
a. Pressure from domestic competitors	<b>e5a</b>	1	2	3	4	<b>-9</b>	<b>-7</b>
b. Pressure from foreign competitors	<b>e5b</b>	1	2	3	4	<b>-9</b>	<b>-7</b>

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

Yes	1
No	2
<b>Don't know</b>	<b>-9</b>

**e6**

<b>E.7</b>	During the last three years, did this establishment introduce onto the market any new or significantly improved products (goods or services)?
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Yes	1
No	2
<b>Don't know</b>	<b>-9</b>

**e7**

<b>E.8</b>	During the last three fiscal years, has this establishment introduced any new or significantly improved production processes including methods of supplying services and ways of delivering products?
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Yes	1
No	2
<b>Don't know</b>	<b>-9</b>

**e8**

<b>E.30</b>	<p>Do you think that the <b>practices of competitors in the informal sector</b> are No Obstacle, a Minor Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment?</p> <p style="text-align: center;"><b>INTERVIEWER: SHOW CARD</b></p>
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<b>e30</b>	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	<b>Do Not Know</b>	<b>Does Not Apply</b>
Practices of competitors in the informal sector	0	1	2	3	4	<b>-9</b>	<b>-7</b>

## F. CAPACITY

### READ THE FOLLOWING TO RESPONDENT BEFORE PROCEEDING:

We now turn to the topic of this establishment's capacity utilization in fiscal year [insert last complete fiscal year].

**F.1** In fiscal year [insert last complete fiscal year], what was this establishment's current output in comparison with the maximum output possible using its facilities at the time?

	Percent utilized
Level of utilization of facilities	<b>f1</b> %

**F.2** In fiscal year [insert last complete fiscal year], how many hours per week did this establishment normally operate?

	Hours per week
Typical hours of operation in a week	<b>f2</b>

## G. LAND

### READ THE FOLLOWING TO RESPONDENT BEFORE PROCEEDING:

We change to questions about land issues.

**G.1** Of the land occupied by this establishment, what percent is:

	Percent
Owned by this establishment	<b>g1a</b> %
Leased by this establishment	<b>g1b</b> %
	<b>100</b> %

**INTERVIEWER: UNLESS RESPONDENT DOES NOT KNOW, CHECK TOTAL SUMS TO 100%  
IF IT IS A FLOOR IN A BUILDING, WRITE -7**

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

Yes	1	
No	2	<b>GO TO QUESTION G.30</b>
<b>Don't know</b>	<b>-9</b>	<b>GO TO QUESTION G.30</b>
		<b>g2</b>

**G.3** In reference to the application for a construction-related permit, approximately what was the wait, in days, experienced to obtain that permit from the day this establishment applied for it to the day it was granted?

	Days
Wait for a construction-related permit	<b>g3</b>

**INTERVIEWER: IF RESPONDENT SAID LESS THAN ONE DAY, WRITE 1  
IF STILL IN PROCESS, WRITE -6**

**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	
<b>Don't know</b>	<b>-9</b>	
<b>REF</b>	<b>-8</b>	
		<b>g4</b>

**G.30** Do you think that **access to land** is No Obstacle, a Minor Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment?

**INTERVIEWER: SHOW CARD**

<b>g30a</b>	No obstacle	Minor obstacle	Moderate obstacle	Major Obstacle	Very Severe Obstacle	<b>Do Not Know</b>	<b>Does Not Apply</b>
Access to land	0	1	2	3	4	<b>-9</b>	<b>-7</b>



## H. COURTS

### READ THE FOLLOWING TO RESPONDENT BEFORE PROCEEDING:

The next set of questions address payment disputes that this establishment may have had with clients. The questions are designed to get an idea of how establishments like this one resolve these disputes.

**H.1** In the last two years, did this establishment have a dispute with clients over payments owed to it in which the establishment had to engage a third party such as arbiters, collecting agency or judicial system?

Yes	1
No	2
Don't know	-9

GO TO QUESTION H.7

GO TO QUESTION H.7

h1

**H.2** In reference to such any of these payment disputes where a third party was engaged, was the court system used to resolve it?

Yes	1
No	2
Don't know	-9

GO TO QUESTION H.7

GO TO QUESTION H.7

h2

**H.3** Was a judgment rendered in any of the disputes where the court system was used?

Yes	1
No	2
Still in process	-6
Don't know	-9

GO TO QUESTION H.7

GO TO QUESTION H.7

GO TO QUESTION H.7

h3

**H.4** In reference to the most recent resolved dispute for which the court system was used and a court judgment was made, how many weeks did it take the courts to come to judgment on this dispute? Calculate time to reach a judgment from the day the establishment first took court action until the moment a judgment was made.

	Weeks
Weeks for courts to reach judgment	h4

INTERVIEWER: IF RESPONDENT GIVES ANSWER IN DAYS, MONTHS OR YEARS, WRITE ANSWER HERE \_\_\_\_\_ AND TRANSLATE INTO WEEKS LATER

<b>H.5</b>	In reference to the most recent resolved dispute for which a legal proceeding was initiated and a court judgment was made, was the decision of the court enforced?
------------	--

Yes	1	<b>GO TO QUESTION H.7</b> <b>GO TO QUESTION H.7</b> <b>GO TO QUESTION H.7</b>
No	2	
Still in process	-6	
<b>Don't know</b>	<b>-9</b>	
<b>h5</b>		

<b>H.6</b>	In reference to the most recent resolved dispute for which a legal proceeding was initiated, a court judgment was made, and judgment was enforced, how many weeks did the enforcement (execution) of the court judgment take [from the moment of the issuance of the court decision until the moment payment was resolved]?
------------	---

	<b>Weeks</b>
Weeks for court enforcement to take place	<b>h6</b>

**INTERVIEWER: IF NO ENFORCEMENT BECAUSE ESTABLISHMENT LOST CASE, WRITE -7**  
**INTERVIEWER: IF RESPONDENT GIVES ANSWER IN DAYS, MONTHS OR YEAR, WRITE**  
**ANSWER HERE \_\_\_\_\_ AND TRANSLATE INTO WEEKS LATER**

<b>H.7</b>	<p>I am going to read some descriptions of how the court system handles business disputes between private parties. Disputes might include matters of payment for goods or services, liability, and property right enforcement, but not labor disputes. For each description, please tell me if you Strongly disagree, Tend to disagree, Tend to agree, or Strongly agree.</p> <p>The court system is (<b>READ EACH DESCRIPTION</b>). Do you Strongly disagree, Tend to disagree, Tend to agree, or Strongly agree?</p> <p><b>INTERVIEWER: SHOW CARD</b></p>
------------	---

		Strongly disagree	Tend to disagree	Tend to agree	Strongly agree	<b>Don't know</b>
a. Fair, impartial and uncorrupted	<b>h7a</b>	1	2	3	4	<b>-9</b>
b. Quick	<b>h7b</b>	1	2	3	4	<b>-9</b>
c. Affordable	<b>h7c</b>	1	2	3	4	<b>-9</b>
d. Able to enforce its decisions	<b>h7d</b>	1	2	3	4	<b>-9</b>

<b>H.30</b>	Do you think that the <b>functioning of the courts</b> is No Obstacle, a Minor Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment?
-------------	---

<b>h30</b>	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	<b>Do Not Know</b>	<b>Does Not Apply</b>
Functioning of the courts	0	1	2	3	4	<b>-9</b>	<b>-7</b>

## I. CRIME

### READ THE FOLLOWING TO RESPONDENT BEFORE PROCEEDING:

We now turn to questions on crime and how crime affects the operations of this establishment.

- 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
No	2
Don't know	-9

GO TO QUESTION I.3

GO TO QUESTION I.3

i1

- I.2** In fiscal year [insert last complete fiscal year], what percent of its total annual sales is paid for security, or what is the total annual cost of security?

	Percent
Percent of total annual sales for security	i2a %

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

	JDs
Total annual cost of security	i2b

- I.3** In fiscal year [insert last complete fiscal year], has this establishment experienced losses as a result of theft, robbery, vandalism or arson?

Yes	1
No	2
Don't know	-9

GO TO QUESTION I.30

GO TO QUESTION I.30

i3

- I.4** For fiscal year [insert last complete fiscal year], what are the estimated losses as a result of theft, robbery, vandalism or arson that occurred on establishment's premises calculated as a percent of annual sales or the total annual value of the losses?

	Percent
Losses from theft as percent of total annual sales	i4a %

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

	JDs
Total annual value of losses from theft	i4b

<b>I.30</b>	Do you think that <b>crime, theft and disorder</b> are No Obstacle, a Minor Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment?
-------------	--

<b>i30</b>	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	<b>Do Not Know</b>	<b>Does Not Apply</b>
Crime, theft and disorder	0	1	2	3	4	<b>-9</b>	<b>-7</b>

## J. BUSINESS-GOVERNMENT RELATIONS

### READ THE FOLLOWING TO RESPONDENT BEFORE PROCEEDING:

The following questions assess how establishments, such as this one, deal with government officials, their agencies, and the rules and regulations these agencies are designed to implement and enforce.

<b>J.1</b>	<p>I am going to read some statements that describe business-government relations. For each statement, please tell me if you Strongly disagree, Tend to disagree, Tend to agree, or Strongly agree.</p> <p><b>READ EACH DESCRIPTION.</b> Do you Strongly disagree, Tend to disagree, Tend to agree, or Strongly agree?</p> <p style="text-align: center;"><b>INTERVIEWER: SHOW CARD</b></p>
------------	---

	Strongly disagree	Tend to disagree	Tend to agree	Strongly agree	Don't know	Refuses to Answer
a. "Government officials' interpretations of the laws and regulations affecting this establishment are consistent and predictable." <b>j1a</b>	1	2	3	4	-9	-8
b. "It is common for establishments in this line of business to have to pay informal payments/gifts to get things done with regard to customs, taxes, licenses, and regulations, etc." <b>j1b</b>	1	2	3	4	-9	-8

<b>J.2</b>	<p>In a typical week over the last 12 months, what percentage of total senior management's time was spent in dealing with requirements imposed by government regulations?</p> <p>[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]</p>
------------	--

	Percent
Senior management's time spent in dealing with regulations	<b>j2</b>

**INTERVIEWER: IF RESPONDENT SAID NO TIME WAS SPENT, WRITE 0**

<b>J.3</b>	Over the last 12 months, was this establishment visited and or inspected by tax officials?
------------	--

Yes	1
No	2
Don't know	-9
<b>j3</b>	

**GO TO QUESTION J.6**  
**GO TO QUESTION J.6**

<b>J.4</b>	Over the last 12 months, How many times was this establishment either inspected by tax officials or required to meet with them?
------------	---

	<b>Number</b>
Times inspected or met with tax officials	<b>j4</b>

<b>J.5</b>	In any of these inspections or meetings was a gift or informal payment expected or requested?
------------	---

Yes	1
No	2
Don't know	-9
REF	-8
	<b>j5</b>

<b>J.6</b>	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?
------------	---

	<b>Percent</b>
Percent of the contract value paid as informal payments or gifts	<b>j6</b> %

**INTERVIEWER: IF RESPONDENT SAID NO PAYMENTS/GIFTS ARE PAID, WRITE 0  
IF RESPONDENT REFUSES TO RESPOND, WRITE -8, IF DON'T KNOW WRITE -9, AND IF NO  
CONTRACTS WITH THE GOVERNMENT -7**

<b>JJ.6a</b>	Over the last 12 months, how many times was this establishment either inspected by government officials or required to meet with them?
--------------	--

	<b>Number</b>
Times inspected or met with government officials	<b>jj6a</b>

<b>J.7</b>	We've heard 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?
------------	---

	<b>Percent</b>
Percent of total annual sales paid as informal payment	<b>j7a</b> %

**PROVIDE EITHER ONE OR THE OTHER, NOT BOTH**

	<b>JDs</b>
Total annual informal payment	<b>j7b</b>

**INTERVIEWER: IF RESPONDENT SAID NO PAYMENTS/GIFTS ARE PAID, WRITE 0  
IF RESPONDENT REFUSES TO RESPOND, WRITE -8**

<b>J.8</b>	Recognizing the difficulties many establishments face in fully complying with taxes and regulations, what percent of total annual sales would you estimate the typical establishment in your line of business declares for tax purposes?
------------	--

	<b>Percent</b>
Percent of total annual sales reported for tax purposes	<b>j8</b> %

**IF RESPONDENT REFUSES TO RESPOND, WRITE -8**

<b>J.9</b>	Recognizing the difficulties that many establishments face in fully complying with labor regulations, what percent of total workforce would you estimate the typical establishment in your line of business declares for tax purposes?
------------	--

	<b>Percent</b>
Percent of total workforce reported for tax purposes	<b>j9</b> %

**IF RESPONDENT REFUSES TO RESPOND, WRITE -8**

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

Yes	1
No	2
<b>Don't know</b>	<b>-9</b>

**GO TO QUESTION J.13**

**GO TO QUESTION J.13**

**j10**

<b>J.11</b>	In reference to the application for an import license, approximately what was the wait, in days, experienced to obtain that license from the day this establishment applied for it to the day it was granted?
-------------	---

	<b>Days</b>
Wait for import license	<b>j11</b>

**INTERVIEWER: IF RESPONDENT SAID LESS THAN ONE DAY, WRITE 1  
IF STILL IN PROCESS, WRITE -6; IF REJECTED, WRITE -5**

<b>J.12</b>	In reference to that application for an import license, was an informal gift or payment expected or requested?
-------------	--

Yes	1
No	2
<b>Don't know</b>	<b>-9</b>
<b>REF</b>	<b>-8</b>

**j12**

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

Yes	1
No	2
<b>Don't know</b>	<b>-9</b>

**GO TO QUESTION J.30**

**GO TO QUESTION J.30**

**j13**

<b>J.14</b>	In reference to the application for an operating license, approximately what was the wait, in days, experienced to obtain that license from the day this establishment applied for it to the day it was granted?
-------------	--

	<b>Days</b>
Wait for operating license	<b>j14</b>

**INTERVIEWER: IF RESPONDENT SAID LESS THAN ONE DAY, WRITE 1  
IF STILL IN PROCESS, WRITE -6; IF REJECTED, WRITE -5**

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

Yes	1
No	2
<b>Don't know</b>	<b>-9</b>
<b>REF</b>	<b>-8</b>

**j15**

<b>J.30</b>	<p>As I list some of many 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 Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment.</p> <p><b>INTERVIEWER: SHOW CARD</b></p> <p>Is/Are <b>[READ EACH CATEGORY]</b> No Obstacle, a Minor Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment?</p>
-------------	--

		No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	<b>Do Not Know</b>	<b>Does Not Apply</b>
a. Tax rates	<b>j30a</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>
b. Tax administration	<b>j30b</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>
c. Business licensing and permits	<b>j30c</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>
d. Macroeconomic instability	<b>j30d</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>
e. Political instability	<b>j30e</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>
f. Corruption	<b>j30f</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>



## K. FINANCE

### READ THE FOLLOWING TO 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 percent, as a proportion of the value of total annual purchases of material inputs or services, were:

	Percent
a. Paid for before the delivery?	<b>k1a</b> %
b. Paid for on delivery?	<b>k1b</b> %
c. Paid for after delivery?	<b>k1c</b> %
	<b>100%</b>

**INTERVIEWER: CHECK THAT TOTALS ARE 100%**

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

	Percent
a. Paid for before the delivery?	<b>k2a</b> %
b. Paid for on delivery?	<b>k2b</b> %
c. Paid for after delivery?	<b>k2c</b> %
	<b>100 %</b>

**INTERVIEWER: CHECK THAT TOTALS ARE 100%**

**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**

	Percent Sources of Working Capital
a. Internal funds/Retained earnings	<b>k3a</b> %
b. Borrowed from private commercial banks	<b>k3b</b> %
c. Borrowed from state-owned banks and/or government agency	<b>k3c</b> %
d. Borrowed from family/friends	<b>k3d</b> %
e. Borrowed from non-bank financial institutions	<b>k3e</b> %
f. Purchases on credit from suppliers and advances from customers	<b>k3f</b> %
g. Borrowed from informal sources (e.g., moneylenders)	<b>k3g</b> %
h. Other	<b>k3h</b> %
	<b>100%</b>

**INTERVIEWER: CHECK THAT TOTALS ARE 100%**

<b>K.4</b>	In fiscal year <b>[insert last complete fiscal year]</b> , did this establishment purchase fixed assets, such as machinery, vehicles, equipment, land or buildings?
------------	---

Yes	1
No	2
<b>Don't know</b>	<b>-9</b>

**GO TO QUESTION K.6**

**GO TO QUESTION K.6**

**k4**

<b>K.5</b>	Over fiscal year <b>[insert last complete fiscal year]</b> , please estimate the proportion of this establishment's purchase of fixed assets that was financed from each of the following sources?
------------	--

**INTERVIEWER: SHOW CARD**

	<b>Percent Sources of Investment</b>	
a. Internal funds/Retained earnings	<b>k5a</b>	%
b. Borrowed from private commercial banks	<b>k5b</b>	%
c. Borrowed from state-owned banks and/or government agency	<b>k5c</b>	%
d. Borrowed from family/friends	<b>k5d</b>	%
e. Borrowed from non-bank financial institutions	<b>k5e</b>	%
f. Purchases on credit from suppliers and advances from customers	<b>k5f</b>	%
g. Borrowed from informal sources (e.g., moneylenders)	<b>k5g</b>	%
h. Other	<b>k5h</b>	%
i. Issued new equity shares	<b>k5i</b>	%
j. Issued new debt (including commercial paper and debentures)	<b>k5j</b>	%
	<b>100%</b>	

**INTERVIEWER: CHECK THAT TOTALS ARE 100%**

<b>K.6</b>	Now let's talk about the establishment's current position. At this time, does this establishment have a checking and/or saving account?
------------	---

Yes	1
No	2
<b>Don't know</b>	<b>-9</b>

**k6**

<b>K.7</b>	At this time, does this establishment have an overdraft facility?
------------	---

Yes	1
No	2
<b>Don't know</b>	<b>-9</b>

**k7**

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

Yes	1
No	2
<b>Don't know</b>	<b>-9</b>

**GO TO QUESTION K.16**

**GO TO QUESTION K.16**

**k8**

<b>K.9</b>	Referring to this a line of credit or loan what type of financial institution granted this loan?
<b>INTERVIEWER: SHOW CARD</b>	

Private commercial banks	1
State-owned banks and/or government agency	2
Non-bank financial institutions which include microfinance institutions, credit cooperatives, credit unions, or finance companies	3
Other	4

**k9**

<b>K.10</b>	Referring only to this most recent line of credit or loan, on what year was the most recent line of credit or loan approved?
-------------	--

	<b>Year</b>
Year most recent loan/line of credit approved	<b>k10</b>

**INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR**

<b>K.11</b>	Referring only to this most recent line of credit or loan, what was the value at the time of approval?
-------------	--

	<b>JDs</b>
Size of most recent loan/line of credit approved	<b>k11</b>

**INTERVIEWER: IF RESPONDENT REFUSES TO RESPOND, WRITE -8**

<b>K.12</b>	Referring only to this most recent line of credit or loan, how much time, in months, was this establishment granted to pay off the loan or line of credit when it was received?
-------------	---

	<b>Months</b>
Months to pay off most recent loan loan/line of credit	<b>k12</b>

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

Yes	1
No	2
<b>Don't know</b>	<b>-9</b>

**GO TO QUESTION K.16**

**GO TO QUESTION K.16**

**k13**

<b>K.14</b>	Referring only to this most recent line of credit or loan, what type of collateral was required?
<b>INTERVIEWER: SHOW CARD</b>	

<b>Collateral</b>	<b>Yes</b>	<b>No</b>
a. Land, buildings <b>k14a</b>	1	2
b. Machinery and equipment including movables <b>k14b</b>	1	2
c. Accounts receivable and inventories <b>k14c</b>	1	2
d. Personal assets of owner (house, etc.) <b>k14d</b>	1	2
e. Collateral not included in categories above <b>k14e</b>	1	2

<b>K.15</b>	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 loan value or the value of the line of credit?
-------------	--

	Percent
Value of collateral as percent of loan/line of credit value	<b>k15</b>

<b>K.16</b>	Going back to the past, in fiscal year <b>[insert last complete fiscal year]</b> , did this establishment apply for loans or lines of credit?
-------------	---

Yes	1
No	2
<b>Don't know</b>	<b>-9</b>

**GO TO QUESTION K.18**

**k16**

<b>K.17</b>	If in fiscal year <b>[insert last complete fiscal year]</b> , this establishment did not apply for line of credit or loan, what was the main reason?  <b>INTERVIEWER: SHOW CARD</b>
-------------	---

No need for a loan - establishment has sufficient capital	1
Application procedures for loans or line of credit are complex	2
Interest rates are not favorable	3
Collateral requirements for loans or line of credit are unattainable	4
Size of loan and maturity are insufficient	5
Did not think it would be approved	6
Other	7

**GO TO QUESTION K.21**  
**GO TO QUESTION K.21**  
**GO TO QUESTION K.21**  
**GO TO QUESTION K.21**  
**GO TO QUESTION K.21**  
**GO TO QUESTION K.21**  
**GO TO QUESTION K.21**

**k17**

<b>K.18</b>	In fiscal year <b>[insert last complete fiscal year]</b> , how many times did this establishment apply for loans or lines of credit?
-------------	--

	Number
Loan applications submitted	<b>k18</b>

**IF DOES NOT KNOW OR 0, GO TO QUESTION K.21**

<b>K.19</b>	How many of those loan or line of credit applications were rejected?
-------------	--

	Number
Loan applications rejected	<b>k19</b>

**IF DOES NOT KNOW OR 0, GO TO QUESTION K.21**

<b>K.20</b>	In fiscal year <b>[insert last complete fiscal year]</b> , if any of this establishment's application for a lines of credit or loans were rejected, what was the most common reason given for any of those rejections?
<b>INTERVIEWER: SHOW CARD</b>	

Lender cited collateral or cosigners as unacceptable	1
Lender cited profitability as insufficient	2
Lender cited problems with credit history/report	3
Lender cited incompleteness of loan application	4
Lender cited concerns about level of debt already incurred	5
Lender cited objections not listed above	6
<b>Don't know</b>	<b>-9</b>

**k20**

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

Yes	1
No	2
<b>Don't know</b>	<b>-9</b>

**k21**

<b>K.30</b>	Is <b>access to financing</b> , which includes availability and cost <b>[interest rates, fees and collateral requirements]</b> , No Obstacle, a Minor Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment?
<b>INTERVIEWER: SHOW CARD</b>	

**k30**

	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	<b>Do Not Know</b>	<b>Does Not Apply</b>
Access to financing	0	1	2	3	4	<b>-9</b>	<b>-7</b>

## L. LABOR

### READ THE FOLLOWING TO RESPONDENT BEFORE PROCEEDING:

Now I would like to ask you a few questions about this establishment's employees. I'm going to ask you for levels of employment at different points in time.

**L.1** At the end of fiscal year [insert last complete fiscal year], how many permanent, full-time employees did this establishment employ?

**INTERVIEWER: Permanent 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 complete fiscal year <b>11</b>

**L.2** Three fiscal years ago year, in the year [insert three fiscal complete years ago], how many permanent, full-time employees did this establishment employ?

Number
Permanent, full-time employees three complete fiscal years ago <b>12</b>

**INTERVIEWER: IF ESTABLISHMENT WAS NOT IN BUSINESS THREE YEARS AGO, WRITE -7**

**JL.2a** How many permanent, full-time employees did this establishment employ in fiscal year 2000?

Number
Permanent, full-time employees fiscal year 2000 <b>j12a</b>

**INTERVIEWER: IF ESTABLISHMENT WAS NOT IN BUSINESS IN FY2000, WRITE -7**

**L.3** At the end of fiscal year [insert last complete fiscal year], how many permanent, full-time employees were:

**INTERVIEWER: READ EACH CATEGORY**

Number
a. Production workers <b>13a</b>
b. Non-production workers [e.g., managers, administration, sales] <b>13b</b>

**L.4** At the end of fiscal year [insert last complete fiscal year], how many permanent, full-time employees were:

**INTERVIEWER: READ EACH CATEGORY**

Number
a. Skilled production workers <b>14a</b>
b. Unskilled production workers <b>14b</b>

<b>L.5</b>	At the end of fiscal year <b>[insert last complete fiscal year]</b> , how many permanent full-time production workers are female and how many non-production workers were female?
------------	---

	<b>Number</b>
a. Female production workers	<b>15a</b>
b. Female non-production workers	<b>15b</b>

**15a and 15b should sum to the total number of all full time female workers employed by the establishment**

<b>L.6</b>	How many full-time seasonal or temporary employees did this establishment employ in fiscal year <b>[insert last complete fiscal year]</b> ?
------------	---

**INTERVIEWER: Temporary/seasonal are defined as all paid short-term (i.e. for less than a fiscal year) employees with no guarantee of renewal of contract employment contract and that work 8 or more hours per day.**

	<b>Number</b>	
Full-time seasonal/temporary workers employed last fiscal year	<b>16</b>	<b>IF 0, GO TO QUESTION L.9</b>

<b>L.7</b>	In fiscal year <b>[insert last complete fiscal year]</b> , what percent of all full-time seasonal or temporary employees were female?
------------	---

	<b>Percent</b>
Full-time seasonal/temporary females employed last fiscal year	<b>17</b>

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

	<b>Months</b>
Average length of full-time seasonal/temporary employment	<b>18</b>

**INTERVIEWER: IF LESS THAN ONE MONTH, WRITE 1**

<b>L.9</b>	What is the average educational attainment of a typical production worker employed in this establishment?
<b>INTERVIEWER: SHOW CARD</b>	

0-3 years of education	1
4-6 years of education	2
7-12 years of education	3
13 years and above of education	4
<b>Don't know</b>	<b>-9</b>
<b>19</b>	

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

Yes	1
No	2
<b>Don't know</b>	<b>-9</b>

**GO TO QUESTION L.12**  
**GO TO QUESTION L.12**

**110**

<b>L.11</b>	Referring to the training programs run over fiscal year <b>[insert last complete fiscal year]</b> , what percent of permanent, full-time employees of the following category of workers received formal training?
-------------	---

	Percent
Production full-time permanent employees trained	<b>I11a</b> %
Non-production full-time permanent employees trained	<b>I11b</b> %

**INTERVIEWER: IF NO EMPLOYEES IN A CATEGORY WERE TRAINED, WRITE 0**

<b>L.12</b>	At present, what percent of this establishment's workforce is unionized?
-------------	--

	Percent
Workforce unionized	<b>I12</b> %

<b>L.13</b>	Over fiscal year <b>[insert last complete fiscal year]</b> , as decisions about hiring or firing permanent workers were being considered, did labor regulations affect those decisions in a significant way?
-------------	--

Yes, to hire	1
Yes, to fire	2
Both	3
No	4
<b>Don't know</b>	<b>-9</b>

**GO TO QUESTION L.30**

**GO TO QUESTION L.30**

**I13**

<b>L.14</b>	In fiscal year <b>[insert last complete fiscal year]</b> , how many permanent workers would this establishment have hired or fired had it not been for having to comply with labor regulations?
-------------	---

	Number
Hired	<b>I14a</b>
Fired	<b>I14b</b>

<b>L.15</b>	Within the last two years, how much time did it take to fill the most recent vacancy.
-------------	---

	Days
Professional	<b>jl15a</b>
Skilled technician	<b>jl15b</b>

**INTERVIEWER: IF NO EMPLOYEES IN A CATEGORY WERE HIRED IN THE LAST TWO YEARS WRITE -7.**

<b>JL.16</b>	Does this establishment currently have any non-Jordanian employees
--------------	--

Yes	1
No	2
<b>Don't know</b>	<b>-9</b>

**GO TO QUESTION JL.19**

**GO TO QUESTION JL.19**

**Jl16**



<b>JL.17</b>	What percentage of the current employees are:
--------------	---

	<b>Percent</b>
a. Jordanian?	<b>jl17a</b> %
b. From other Arab countries?	<b>jl17b</b> %
c. From Non-Arab countries?	<b>jl17c</b> %
	<b>100%</b>

**INTERVIEWER: CHECK THAT TOTAL SUMS TO 100%**

<b>JL.18</b>	What are the three most important reasons you hire non-Jordanian workers? Rank them in order of their importance.
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<b>Reasons to hire foreign workers</b>	
a. Foreign workers accept lower wages/salaries than Jordanian workers	
b. Not enough Jordanians will accept the types of jobs offered by this firm.	
c. Foreign workers are more productive/work harder than Jordanian workers.	
d. Foreign workers are more flexible than Jordanian workers (i.e. they are willing to work different hours and do different types of work)	
e. This establishment is unable to find Jordanians with the necessary skills.	
f. Foreign workers have lower rates of absenteeism.	
g. Other (specify) <b>jl18gx</b>	

<b>Rank</b>	
Most important reason	<b>jl18a</b>
Second most important reason	<b>jl18b</b>
Third most important reason	<b>jl18c</b>

<b>JL.19</b>	Does this establishment prefer to hire men or women as production workers? Or does your firm not care which?
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Men	1	<b>GO TO QUESTION JL.21</b> <b>GO TO QUESTION L.30</b> <b>GO TO QUESTION L.30</b>
Women	2	
No preference	3	
<b>Don't know</b>	<b>-9</b>	
		<b>jl19</b>

<b>JL.20</b>	What are the most important reasons this establishment prefers to hire men?
--------------	---

Reasons your establishment prefers to hire men	
a. Men are more productive than women	
b. Men are more flexible and willing to work overtime and longer hours.	
c. Men are less likely to quit	
d. Women should not work out of the house	
e. Men have lower rates of absenteeism.	
f. Men have to support families	
g. Men accept lower wages than women.	
h. other (specify) _____	<b>jl20hx</b>

Rank	
Most important reason	<b>jl20a</b>
Second most important reason	<b>jl20b</b>
Third most important reason	<b>jl20c</b>

<b>JL.21</b>	What are the most important reasons this establishment prefers to hire women?
--------------	---

Reasons your establishment prefers to hire men	
a. Women are more productive than men.	
b. Women are more flexible and willing to work overtime and longer hours.	
c. Women are less likely to quit	
d. Women have lower rates of absenteeism than men.	
e. Women accept lower wages than men.	
f. other (specify) _____	<b>jl21fx</b>

Rank	
Most important reason	<b>jl21a</b>
Second most important reason	<b>jl21b</b>
Third most important reason	<b>jl21c</b>

<b>JL.21i</b>	Does your firm offer any of the following to your employees?
---------------	--

Services offered by firms to employees		
a. Flexible hours arrangements (for women, childbearing in particular)	Yes 1 No 2	<b>jl21ia</b>
b. Child care services.	Yes 1 No 2	<b>jl21ib</b>
c. Transport services.	Yes 1 No 2	<b>jl21ic</b>

<b>L.30</b>	<p>Are <b>labor regulations</b> No Obstacle, a Minor Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment?</p> <p>Is an <b>inadequately educated workforce</b> No Obstacle, a Minor Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment?</p> <p style="text-align: center;"><b>INTERVIEWER: SHOW CARD</b></p>
-------------	--

	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	<b>Do Not Know</b>	<b>Does Not Apply</b>
Labor regulations <b>I30a</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>
Inadequately educated workforce <b>I30b</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>

## JM. EXPORT SERVICES

### READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

The next set of questions address needs for technical assistance and services.

**JM.1** During the last fiscal year did this establishment export or is the management considering entering the export market?

Yes,	1
No	2
Don't know	-9

**GO TO SECTION M**

**jm1**

**JM.2** If this establishment exported or the manager is considering entering the export market what three business services would most help increase exports or facilitate entering the export market. Here is a list of possible services **(HAND RESPONDENT CARD LISTING ALL FACTORS)**. Please tell me the three that you think are currently the biggest problem, beginning with the most important. If there is something that is not on the list please tell me.

Services
a. Worker training
b. Export promotion services
c. Information about foreign markets
d. Assistance with design for foreign markets
e. Assistance with packaging and labeling
f. Technical assistance in production and quality management
g. Government assistance in lowering barriers to your exports imposed by other countries
h. Export Finance
i. other (specify) <b>jm2ix</b>
j. other (specify) <b>jm2jx</b>

Rank	
Most needed service	<b>jm2a</b>
Second most needed service	<b>jm2b</b>
Third most needed service	<b>jm2c</b>

## M. INVESTMENT CLIMATE CONSTRAINTS TO THE ESTABLISHMENT AND REFORMS

### READ THE FOLLOWING TO RESPONDENT BEFORE PROCEEDING:

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

**M.1** You have indicated that several obstacles affect the operation of this establishment. Here is a card with the obstacles I mentioned throughout the interview **[HAND RESPONDENT CARD LISTING ALL FACTORS]**. Please tell me the three that you think are currently the biggest problem, beginning with the most difficult obstacle of all.

OBSTACLES
1-Access to finance (availability and cost)
2-Access to land
3-Business licensing and permits
4-Corruption
5-Crime, theft and disorder
6-Customs and trade regulations
7-Electricity
8-Functioning of the courts
9-Inadequately educated workforce
10-Labor regulations
11-Macroeconomic instability
12-Political instability
13-Practices of competitors in the informal sector
14-Tax administration
15-Tax rates
16-Transportation
17-Water
18-Telecommunication

	Rank
Most serious obstacle	<b>m1a</b>
Second most serious obstacle	<b>m1b</b>
Third most serious obstacle	<b>m1c</b>

## N. PRODUCTIVITY

### READ THE FOLLOWING TO 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.

Please provide the following information from the financial statements of this establishment.

<b>N.1</b>	In fiscal year <b>[insert last complete fiscal year]</b> , what percent of this establishment's total annual sales came from the following activities:
------------	--

a. Manufacturing	<b>n1a</b> %
b. Services	<b>n1b</b> %
c. Other	<b>n1c</b> %
	<b>100%</b>

<b>N.2</b>	For fiscal year <b>[insert last complete fiscal year]</b> , please provide the following information about this establishment:
------------	--

	<b>JDs</b>
a. Total annual cost of labor (including wages, salaries, bonuses, social payments)	<b>n2a</b>
b. Total annual costs of electricity	<b>n2b</b>
c. Total annual costs of communications services	<b>n2c</b>
d. Total annual cost of rental of land/buildings, equipment, furniture	<b>n2d</b>
e. Total annual cost of raw materials and intermediate goods used in production	<b>n2e</b>
f. Total annual costs of fuel	<b>n2f</b>
g. Total annual costs of transport for goods (not including fuel)	<b>n2g</b>
h. Total annual costs of water	<b>n2h</b>

<b>N.3</b>	In fiscal year <b>[insert three complete fiscal years ago]</b> , three fiscal year's ago, what was total annual sales for this establishment?
------------	---

	<b>JDs</b>
Total annual sales three years ago	<b>n3</b>

**INTERVIEWER: IF ESTABLISHMENT WAS NOT IN BUSINESS THREE YEARS AGO, WRITE -7**

<b>N.4</b>	Approximately, in fiscal year <b>[insert last complete fiscal year]</b> , what was the average monthly compensation, including benefits when applicable, for each type for production and non-production full-time worker?
------------	--

	a. Production worker	b. Non-production worker
Average monthly compensation	<b>n4a</b> JDs	<b>n4b</b> JDs

<b>N.5</b>	In fiscal year <b>[insert last complete fiscal year]</b> , what was the total annual expenditure for purchases of:
------------	--

	<b>JDs</b>
a. Machinery, vehicles and equipment (new and/or used)	<b>n5a</b>
b. Land and buildings	<b>n5b</b>

<b>N.6</b>	What was the net book value, the value of assets after depreciation, of the following at the end of fiscal year <b>[insert last complete fiscal year]</b> ?
------------	---

	<b>JDs</b>
a. Machinery vehicles, and equipment	<b>n6a</b>
b. Land and buildings	<b>n6b</b>

<b>N.7</b>	In fiscal year <b>[insert last complete fiscal year]</b> , if this establishment had to hypothetically purchase the land and buildings, and machinery and equipment in use now, as they are in their current condition, how much would it cost to purchase each of the following?
------------	---

	<b>JDs</b>
a. Machinery vehicles, and equipment	<b>n7a</b>
b. Land and buildings	<b>n7b</b>

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

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

<b>Date (mm/dd)</b>	<b>Hour</b>	<b>Minutes</b>	<b>AM/PM</b>

**a15**

**INTERVIEWERS PLEASE ANSWER AT END OF THE INTERVIEW:**

<b>A.16</b>	It is my perception that the questions regarding opinions and perceptions:
-------------	--

Truthful	1
Somewhat truthful	2
Not truthful	3

**a16**

<b>A.17</b>	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**

**A.17a INTERVIEWER COMMENTS:**

(Problems occurred/extraordinary circumstances which could influence results)

**SUPERVISORS PLEASE ANSWER:**

<b>A.18</b>	This questionnaire was completed in:
-------------	--------------------------------------

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

**a18**

<b>A.19</b>	If option 2 or 3 in A.18, estimate duration of the whole interview
-------------	--

<b>Hour</b>	<b>Minutes</b>

**a19**