

THE WORLD BANK
Indicator Survey
Manufacturing Questionnaire (2008)

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

| Indicator | Module |
|-----------|--------|
| | 6 |

A.1 Country

| |
|----|
| a1 |
|----|

A.2

| | Sampling Region a2 |
|----------|-----------------------|
| Region A | 1 |
| Region B | 2 |
| Region C | 3 |
| Region D | 4 |

A.3a

| | Screener Region (coded ex post) a3a |
|----------|---|
| Region A | 1 |
| Region B | 2 |
| Region C | 3 |
| Region D | 5 |

A.3x Name of city/town/village

| |
|-----|
| a3x |
|-----|

A.3 Size of locality a3

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

A.4 Industry

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

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

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

A.6 Size

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

A.7 Establishment is part of a larger firm a7

| | |
|-----------------------|---|
| Yes | 1 |
| No, a firm on its own | 2 |

A.7a

| | |
|---|-----|
| Number of establishments that form the firm | a7a |
|---|-----|

A.8 Type of establishment a8

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

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

| | |
|----------------|----|
| Yes | 1 |
| No | 2 |
| Does not apply | -7 |

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

| | |
|----------------|----|
| Yes | 1 |
| No | 2 |
| Does not apply | -7 |

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

a11

| | |
|-----------------------|-----------|
| Yes | 1 |
| No | 2 |
| Does not apply | -7 |

A.12 Interviewer code

a12

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

A.13 Supervisor code

a13

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

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

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

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

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING.

The goal of this survey is to gather information and opinions about the business environment in Lao. 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 with shares trade in the stock market | 1 |
| Shareholding company with non-traded shares or shares traded privately | 2 |
| Sole proprietorship | 3 |
| Partnership | 4 |
| Limited partnership | 5 |
| Other (spontaneous - specify) b1x | 6 |
| Don't know (spontaneous) | -9 |

SKIP TO B.2

b1

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

| | Percent |
|--|-------------|
| Percentage held by largest owner or owners | b3 % |
| Don't know (spontaneous) | -9 |

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

| | Percent | Don't know (spontaneous) |
|--|--------------|--------------------------|
| Private domestic individuals, companies or organizations | b2a % | -9 |
| Private foreign individuals, companies or organizations | b2b % | -9 |
| Government/State | b2c % | -9 |
| Other | b2d % | -9 |
| | 100% | |

IF 100% end interview

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

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

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

b4

READ ONLY IF A7=1 (yes)

I want to proceed by asking you about this establishment only.

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

| | Year |
|-------------------------------------|-----------|
| Year establishment began operations | b5 |
| Don't know (spontaneous) | -9 |

INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR

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

| | Number |
|---------------------------------|-----------|
| Full-time employees at start-up | b6 |
| Don't know (spontaneous) | -9 |

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 |

| | |
|--------------|---|
| EAB.7 | What is the Top Manager's highest completed level of education? |
|--------------|---|

| | |
|---|-------------|
| No Education | 1 |
| Primary School | 2 |
| Secondary School | 3 |
| Vocational Training | 4 |
| University degree (B.A., B.S., etc.) | 5 |
| Graduate degree (M.B.A., M.S., Ph.D., etc.) from a university in this country | 6 |
| Graduate degree (M.B.A., M.S., Ph.D., etc.) from a university abroad | 7 |
| Don't Know | -9 |
| | EAb7 |

| | |
|------------|---|
| 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 **2008**.

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 **2008**, did this establishment experience power outages?

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

GO TO QUESTION LA.C6

GO TO QUESTION LA.C6

c6

C.7 In a typical month, over fiscal year **2008**, how many power outages did this establishment experience?

| | Number |
|---|-----------|
| Average number of power outages per month | c7 |
| Don't know (spontaneous) | -9 |

IF 0, GO TO QUESTION LA.C6

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

| | Hours |
|-----------------------------------|-----------|
| Average duration of power outages | c8 |
| Less than one hour | 1 |
| Don't know (spontaneous) | -9 |

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

| | %1 |
|---|--------------|
| Loss as percentage of total annual sales due to power outages | c9a % |
| None | 0 |
| Don't know (spontaneous) | -9 |

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

| | Kip |
|------------------------------------|------------|
| Annual losses due to power outages | c9b |
| None | 0 |
| Don't know (spontaneous) | -9 |

LA_C.6 Over fiscal year **2008**, have any of the following characteristics of electrical supply been inadequate to your establishment's business purposes?

| | Yes | No | |
|---------------------|-----|----|--------------|
| Voltage | 1 | 2 | LAc6a |
| Frequency stability | 1 | 2 | LAc6b |
| Price | 1 | 2 | LAc6c |

C.10 Over the course of fiscal year **2008**, did this establishment own or share a generator?

| | | |
|---------------------------------|-----------|--|
| Yes | 1 | GO TO QUESTION C.12 GO TO QUESTION C.12 |
| No | 2 | |
| Don't know (spontaneous) | -9 | |
| | | c10 |

C.11 In fiscal year **2008**, what percentage of this establishment's electricity came from a generator or generators that the establishment owned or shared?

| | Percent |
|--|--------------|
| Percentage electricity from generators | c11 % |
| Don't know (spontaneous) | -9 |

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

| | |
|------------|----|
| Yes | 1 |
| No | 2 |
| Don't know | -9 |

GO TO QUESTION C.16
GO TO QUESTION C.16

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.16 In a typical month, over fiscal year **2008**, how many incidents of insufficient water supply did this establishment experience?

| | Number | |
|--|------------|----------------------------------|
| Average number of incidents of water insufficiency per month | c16 | IF 0, GO TO QUESTION C.19 |
| Don't know (spontaneous) | -9 | |

C.17 How long did these incidents of insufficient water supply last on average?

| | Hours |
|---|------------|
| Average duration of insufficient water supply | c17 |
| Less than one hour | 1 |
| Don't know (spontaneous) | -9 |

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

| | |
|-----|---|
| Yes | 1 |
| No | 2 |

GO TO QUESTION C.22

SERIAL NUMBER

Don't know (spontaneous)

-9

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?

| | 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.30

Is **electricity** No Obstacle, a Minor Obstacle, a Moderate Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment?

SHOW 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 |

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 **2008**, what was this establishment's main product or service, that is, the product that represented the largest proportion of annual sales (in KIP)?

Description

d1a1x

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

| | Code |
|---------------------------------|-------------|
| Code of main product | d1a2 |
| Don't know (spontaneous) | -9 |

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

| | % |
|---|-------------|
| Percentage of sales represented by main product | d1a3 |
| Don't know (spontaneous) | -9 |

D.2 In fiscal year **2008**, what were this establishment's total annual sales?

| | Kip |
|---|-----------|
| Last complete fiscal year's total sales | d2 |
| Don't know (spontaneous) | -9 |

D.3 In fiscal year **2008**, what percentage of this establishment's sales were:
(INTERVIEWER: these must be asked in the order they appear on the table)
SHOW CARD 6

| | Percent | Don't know (spontaneous) |
|---|--------------|--------------------------|
| National sales | d3a % | -9 |
| Indirect exports (sold domestically to third party that exports products) | d3b % | -9 |
| Direct exports | d3c % | -9 |
| | 100% | |

IF 100, GO TO QUESTION D.12

IF 100, GO TO QUESTION D.8

IF 0, GO TO QUESTION D.8

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

| | |
|------------|---|
| D.4 | In fiscal year 2008 , when this establishment exported goods directly, how many days did it take on average from the time this establishment's goods arrived at their main point of exit (e.g., port, airport) until the time these goods cleared customs? |
|------------|---|

| | Days |
|---|-----------|
| Average number of days to clear customs | d4 |
| Less than one day | 1 |
| Don't know (spontaneous) | -9 |

| | |
|------------|---|
| D.6 | In fiscal year 2008 , what percentage of the consignment value of the products exported directly was lost while in transit because of theft? |
|------------|---|

| | Percent |
|--|-------------|
| Losses due to theft as percentage of consignment value | d6 % |
| No losses | 0 |
| Don't know (spontaneous) | -9 |

| | |
|------------|--|
| D.7 | In fiscal year 2008 , what percentage of the consignment value of the products exported directly was lost while in transit because of breakage or spoilage? |
|------------|--|

| | Percent |
|---|-------------|
| Losses due to breakage or spoilage as percentage of consignment value | d7 % |
| No losses | 0 |
| Don't know (spontaneous) | -9 |

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

| | Year |
|--|-----------|
| Began exporting directly or indirectly | d8 |
| Don't know (spontaneous) | -9 |

| | |
|-------------|---|
| D.12 | In fiscal year 2008 , as a proportion of all material inputs or supplies purchased that year, what percentage of this establishment's material inputs or supplies were: SHOW CARD 7 |
|-------------|---|

| | Percent | Don't know (spontaneous) |
|--|---------------|--------------------------|
| Material inputs or supplies of domestic origin | d12a % | -9 |
| Material inputs or supplies of foreign origin | d12b % | -9 |
| | 100% | |

IF 0, GO TO QUESTION LA_D.19

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

D.13 Were any of the material inputs or supplies purchased in fiscal year **2008**, imported directly?

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

GO TO QUESTION LA_D.19

GO TO QUESTION LA_D.19

d13

D.14 In fiscal year **2008**, when this establishment imported material inputs or supplies, how many days did it take on average from the time these goods arrived to their point of entry (e.g. port, airport, customs warehouse at border checkpoint) until the time these goods could be claimed from customs?

| | Days |
|---|------------|
| Average number of days to clear customs | d14 |
| Less than one day | 1 |
| Don't know (spontaneous) | -9 |

LA_D.19 Is each of the following a constraint to the expansion of this establishment?

| | Yes | No | |
|-------------------------------------|-----|----|---------------|
| Quality of existing roads | 1 | 2 | LAd19a |
| Availability of all-season roads | 1 | 2 | LAd19b |
| Availability of vehicles | 1 | 2 | LAd19c |
| Cost of vehicles | 1 | 2 | LAd19d |
| Other <u>Specify</u> LAd19ex | 1 | 2 | LAd19e |

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 (spontaneous) | Does Not Apply (spontaneous) |
|---|-------------|----------------|-------------------|----------------|----------------------|--------------------------|------------------------------|
| Transport d30a | 0 | 1 | 2 | 3 | 4 | -9 | -7 |
| Customs and trade regulations d30b | 0 | 1 | 2 | 3 | 4 | -9 | -7 |

SERIAL NUMBER

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

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

G. LAND AND PERMITS

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

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

GO TO QUESTION G.30

GO TO QUESTION G.30

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.30 | Is access to land No Obstacle, a Minor Obstacle, a Moderate Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment? SHOW CARD 15 |
|-------------|--|

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

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

I. CRIME

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

We now turn to another topic.

| | |
|------------|--|
| I.1 | In fiscal year 2008 , 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 2008 , what percentage of this establishment's total annual sales was paid for security, or what was the total annual cost of security? |
|------------|---|

| | Percent |
|---|--------------|
| Percentage of total annual sales for security | i2a % |
| Don't know (spontaneous) | -9 |

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

| | Kip |
|-------------------------------|------------|
| Total annual cost of security | i2b |
| Don't know (spontaneous) | -9 |

| | |
|------------|--|
| I.3 | In fiscal year 2008 , 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 2008 , what were the estimated losses as a result of theft, robbery, vandalism or arson that occurred on this establishment's premises either as a percentage of total annual sales or as total annual losses? |
|------------|--|

| | Percent |
|--|----------------|
| Losses as percentage of total annual sales | i4a % |
| Don't know (spontaneous) | -9 |

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

| | Kip |
|---------------------------------|------------|
| 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:

We now turn to another topic.

K.1 In fiscal year **2008**, what percentage, as a proportion of the value of total annual purchases of material inputs or services, were: **SHOW CARD 16**

| | Percent | Don't know (spontaneous) |
|-------------------------------|--------------|-----------------------------|
| Paid for before the delivery? | k1a % | -9 |
| Paid for on delivery? | k1b % | -9 |
| Paid for after delivery? | k1c % | -9 |
| | 100 % | |

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

K.2 In fiscal year **2008**, what percentage 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%
(UNLESS RESPONDENT DOES NOT KNOW)**

K.3 Over fiscal year **2008**, please estimate the proportion of this establishment's working capital that was financed from each of the following sources?

INTERVIEWER: SHOW CARD 17

| | Percent | Don't know (spontaneous) |
|--|---------------|-----------------------------|
| Internal funds/Retained earnings | k3a % | -9 |
| Borrowed from banks (private and state-owned) | k3bc % | -9 |
| Borrowed from non-bank financial institutions | k3e % | -9 |
| Purchases on credit from suppliers and advances from customers | k3f % | -9 |
| Other (moneylenders, friends, relatives, etc.) | k3hd % | -9 |
| | 100% | |

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

| | |
|------------|---|
| K.4 | In fiscal year 2008 , 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 2008 , how much did this establishment spend on purchases of: |
|------------|---|

| | Kip | Don't know (spontaneous) |
|--|------------|---------------------------------|
| Machinery, vehicles, and equipment (new or used) | n5a | -9 |
| Land and buildings | n5b | -9 |

| | |
|------------|---|
| K.5 | Over fiscal year 2008 , please estimate the proportion of this establishment's total purchase of fixed assets that was financed from each of the following sources: SHOW CARD 18 |
|------------|---|

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

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

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

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

k6

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

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

k7

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

| | | |
|---------------------------------|-----------|--|
| Yes | 1 | GO TO QUESTION K.16 GO TO QUESTION K.16 |
| No | 2 | |
| Don't know (spontaneous) | -9 | |
| | | k8 |

K.9 Referring to the most recent line of credit or loan, what type of financial institution granted this loan? **SHOW CARD 19**

| | |
|---|----|
| Private commercial banks | 1 |
| State-owned banks or government agency | 2 |
| Non-bank financial institutions which include microfinance institutions, credit cooperatives, credit unions, or finance companies | 3 |
| Other | 4 |
| Don't know (spontaneous) | -9 |

K.10 Referring only to this most recent line of credit or loan, in what year was the most recent line of credit or loan approved?

| | Year |
|--|------------|
| Year most recent loan/line of credit approved | k10 |
| Don't know (spontaneous) | -9 |
| INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR | |

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

| | Kip |
|--|------------|
| Size of most recent loan/line of credit approved | k11 |
| REF (spontaneous) | -8 |
| Don't know (spontaneous) | -9 |

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

| | | |
|---------------------------------|-----------|--|
| Yes | 1 | GO TO QUESTION K.16 GO TO QUESTION K.16 |
| No | 2 | |
| Don't know (spontaneous) | -9 | |
| | | k13 |

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

| Collateral | Yes | No | Don't know (spontaneous) |
|--|-----|----|---------------------------------|
| Land, buildings under ownership of the establishment k14a | 1 | 2 | -9 |

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

| | |
|---------------------------------|----------------------|
| | Value KIP |
| Value of collateral | k15a |
| Don't know (spontaneous) | -9 |

| | |
|-------------|--|
| K.16 | Referring again to the last fiscal year 2008 , did this establishment apply for any loans or lines of credit? |
|-------------|--|

| | | |
|---------------------------------|-----------|----------------------------|
| Yes | 1 | GO TO QUESTION K.18 |
| No | 2 | GO TO QUESTION K.18 |
| Don't know (spontaneous) | -9 | GO TO QUESTION K.18 |

k16

| | |
|-------------|---|
| K.17 | What was the main reason why this establishment did not apply for any line of credit or loan in fiscal year 2008 ? SHOW CARD 20 |
|-------------|---|

| | | |
|---|-----------|----------------------------|
| 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 |
| Did not think it would be approved | 6 | GO TO QUESTION K.21 |
| Other | 7 | GO TO QUESTION K.21 |
| Don't know (spontaneous) | -9 | |

k17

| | |
|-------------|--|
| K.18 | In fiscal year 2008 , how many times did this establishment apply for loans or lines of credit? |
|-------------|--|

| | |
|-----------------------------|---------------|
| | Number |
| Loan applications submitted | k18 |

| | |
|-------------|--|
| K.19 | How many of those loan or line of credit applications were rejected? |
|-------------|--|

| | |
|----------------------------|---------------|
| | Number |
| Loan applications rejected | k19 |

| | |
|-------------|--|
| K.21 | In fiscal year 2008 , did this establishment have its annual financial statements checked and certified by an external auditor? |
|-------------|--|

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| | |
|---------------------------------|-----------|
| 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 21**

| | 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.

J.1 For the following statement describing the courts system and how it could affect business. Please tell me if you Strongly disagree, Tend to disagree, Tend to agree, or Strongly agree. **SHOW CARD 22**

| | Strongly disagree | Tend to disagree | Tend to agree | Strongly agree | Don't know (spontaneous) |
|---|-------------------|------------------|---------------|----------------|--------------------------|
| "The court system is fair, impartial and uncorrupted." h7a | 1 | 2 | 3 | 4 | -9 |

J.2 In a typical week over the last year, what percentage of total senior management's time was spent on dealing with requirements imposed by government regulations?
 [By senior management I mean managers, directors, and officers above direct supervisors of production or sales workers. Some examples of government regulations are taxes, customs, labor regulations, licensing and registration, including dealings with officials and completing forms]

| | Percent |
|--|-------------|
| Senior management's time spent on dealing with regulations | j2 % |
| No time was spent | 0 |
| Don't know (spontaneous) | -9 |

J.3 Over the last year, was this establishment visited or inspected by tax officials?

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

GO TO QUESTION LA_J.3
GO TO QUESTION LA_J.3
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 |

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j5

LA_J.3 Over the last year, was this establishment visited or inspected by non-tax government officials?

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

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

LAj3

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

| | Number |
|---|--------|
| Times inspected or met with tax officials | LAj4 |
| Don't know (spontaneous) | -9 |

LA_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 |

LAj5

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

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

GO TO QUESTION J.7
GO TO QUESTION J.7

j6a

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

| | Percent |
|--|---------|
| Percent of the contract value paid as informal payments or gifts | j6 % |
| Don't know (spontaneous) | -9 |
| Refusal (spontaneous) | -8 |
| No payments | 0 |

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

| | Percent |
|---|--------------|
| Percentage of total annual sales paid as informal payment | j7a % |
| No payments/gifts are paid | 0 |
| Don't know (spontaneous) | -9 |
| Refusal (spontaneous) | -8 |

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

| | Kip |
|-------------------------------|------------|
| 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

| | |
|-----------------|---|
| LA_J.13a | Over the last two years, did this establishment submit an application to obtain an operating license? |
|-----------------|---|

| | |
|-----|---|
| Yes | 1 |
|-----|---|

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| | | |
|---------------------------------|-----------|--|
| No | 2 | GO TO QUESTION LA_J.13b GO TO QUESTION LA_J.13b |
| Don't know (spontaneous) | -9 | |
| | | la_j13a |

| | |
|-----------------|---|
| LA_J.14a | 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 | la_j14a |
| Less than one day | 1 |
| Still in process | -6 |
| Application denied | -5 |
| Don't know (spontaneous) | -9 |

| | |
|-----------------|---|
| LA_J.15a | In reference to that application for an operating license, was an informal gift or payment expected or requested? |
|-----------------|---|

| | | |
|---------------------------------|-----------|----------------|
| Yes | 1 | la_j15a |
| No | 2 | |
| Don't know (spontaneous) | -9 | |
| Refusal (spontaneous) | -8 | |

| | |
|-----------------|--|
| LA_J.13b | Over the last two years, did this establishment submit an application for renewal of an operating license? |
|-----------------|--|

| | | |
|---------------------------------|-----------|--|
| Yes | 1 | GO TO QUESTION J.30 GO TO QUESTION J.30 |
| No | 2 | |
| Don't know (spontaneous) | -9 | |
| | | LAj13b |

| | |
|-----------------|--|
| LA_J.14b | Approximately how many days did it take to renew this operating license from the day of the application to the day it was granted? |
|-----------------|--|

| | Days |
|---------------------------------|---------------|
| Wait for operating license | LAj14b |
| Less than one day | 1 |
| Still in process | -6 |
| Application denied | -5 |
| Don't know (spontaneous) | -9 |

| | |
|-----------------|--|
| LA_J.15b | In reference to that application for renewal of an operating license, was an informal gift or payment expected or requested? |
|-----------------|--|

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

SERIAL NUMBER

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 23

| 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 |

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 **2008**, how many permanent, full-time employees did this establishment employ? Please include all employees and managers **(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)**
(INTERVIEWER: include interviewee if applicable).

| | 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 **2006**, 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 **2008**, 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 **2008**?
(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 |
| Don't know (spontaneous) | -9 |

IF 0, GO TO QUESTION L.30

L.8 What was the average length of employment of all full-time temporary employees in fiscal year **2008**?

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

| | |
|-------------|---|
| L.10 | Over fiscal year 2008 , did this establishment have formal training programs for its permanent, full-time employees? |
|-------------|---|

| | |
|---------------------------------|------------|
| Yes | 1 |
| No | 2 |
| Don't know (spontaneous) | -9 |
| | 110 |

| | |
|----------------|--|
| LA_L.10 | In fiscal year 2008 , what was the average number of days of training a worker participated in? |
|----------------|--|

| | Days |
|---|--------------|
| Average number of days of training per worker | LA110 |
| Don't know (spontaneous) | -9 |

| | |
|----------------|---|
| LA_L.11 | In your opinion has the training of staff increased the productivity of this establishment? |
|----------------|---|

| | |
|---------------------------------|--------------|
| Yes | 1 |
| No | 2 |
| Don't know (spontaneous) | -9 |
| | LA111 |

| | |
|-------------|---|
| L.30 | Are labor regulations No Obstacle, a Minor Obstacle, a Moderate Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment? |
| | Is an inadequately educated workforce No Obstacle, a Minor Obstacle, a Moderate Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment? |
| | INTERVIEWER: SHOW CARD 23 |

| | 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 question is designed to get a general picture of your opinion about the business environment that affects the operations of this establishment

| | |
|------------|---|
| M.1 | Which of the following elements of the business environment, if any, currently represents the biggest obstacle faced by this establishment. SHOW CARD 24 (Do not read options) |
|------------|---|

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

| | |
|-------------------------------------|------------|
| Biggest obstacle | m1a |
| Don't know (spontaneous) | -9 |
| Does not apply (spontaneous) | -7 |

| | |
|----------|------------|
| Rotation | 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 **2008**, please provide the following information about this establishment: **SHOW CARD 25**

READ OUT

| | Kip | Don't know (spontaneous) | REF (spontaneous) |
|---|------------|-----------------------------|----------------------|
| Total annual cost of labor (including wages, salaries, bonuses, social security payments) | n2a | -9 | -8 |
| Total annual cost of raw materials and intermediate goods used in production | n2e | -9 | -8 |
| Total annual costs of fuel | n2f | -9 | -8 |
| Total annual costs of electricity | n2b | -9 | -8 |
| Total annual costs of communications services | n2c | -9 | -8 |
| Total annual costs of water | n2h | -9 | -8 |

N.3 Three fiscal years ago, in fiscal year 2006, what were total annual sales for this establishment?

| | Kip |
|---|-----------|
| Total annual sales three years ago | n3 |
| If establishment was not in business three years ago | -7 |
| Don't know (spontaneous) | -9 |

N.4 In fiscal year **[insert last complete fiscal year]**, what was the approximate average monthly compensation, including benefits when applicable, for a full-time production employee?

| | Kip |
|--|------------|
| Average monthly compensation for full-time production employee | N4a |
| REF (spontaneous) | -8 |
| Don't know (spontaneous) | -9 |

N.6 At the end of fiscal year **[insert last complete fiscal year]**, what was the net book value, that is the value of assets after depreciation, of the following:

| | Kip | Don't know (spontaneous) | REF (spontaneous) |
|---------------------------------------|------------|-----------------------------|----------------------|
| Machinery, vehicles, and equipment | n6a | -9 | -8 |
| Land and buildings | n6b | -9 | -8 |

| | |
|------------|--|
| N.7 | Hypothetically, if this establishment were to purchase the assets it uses now, in their current condition, how much would they cost? |
|------------|--|

| | Kip | Don't know (spontaneous) |
|------------------------------------|------------|-----------------------------|
| Machinery, vehicles, and equipment | n7a | -9 |
| Land and buildings | n7b | -9 |

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

| | Position in the firm | Years with the firm | Gender |
|--------------------------|----------------------|------------------------|--------------|
| Main respondent | a15a1a | a15a2a | a15a3 |
| Second respondent | a15a1b | a15a2b | a15a3 |

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

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

| Date (mm/dd) | Hour | Minutes | AM/PM |
|-------------------|-------------|---------------|------------|
| a15m/ a15d | a15h | a15min | a15 |

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:

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a17x

(Problems occurred/extraordinary circumstances which could influence results)

SUPERVISORS PLEASE ANSWER:

| | |
|-------------|--------------------------------------|
| A.18 | This questionnaire was completed in: |
|-------------|--------------------------------------|

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

STOP HERE

a18

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

| Hour | Minutes |
|------|---------|
| | |

a19h

a19m

a19