



ETUDE ECONOMIQUE CONSEIL

TRUCKING INDUSTRY SURVEY

Main questionnaire

For own-account transporters

Country:	Country			
Questionnaire ID:	idquest			
Establishment ID Code:	estid			
ICS ID:	IdquestICS			
Supervisor Call Back	Yes		No	
	Callback			

TRUCKING INDUSTRY SURVEY

A - CONTROL INFORMATION

Establishment	est			
Address	addr	Phone	tel	
City (see table below)	city			
Respondant	resp	Interviewer		Code: intcode
		Number of full-time permanent employees		Number of trucks owned
Size (see table below)	Sizeemployees			Sizetruck
Supervisor				Code: super
		Yes		No
Is transport your principal activity?				Activity1
If no, do you fulfill the majority of your transport needs on your own?				Activity2

City	
City 1	1
City 2	2
City 3	3
City 4	4
City 5	5

Size - Number of Employees	
Small (4 or less employees)	1
Medium (5-20 employees)	2
Large (more than 20 employees)	3

Size - Number of trucks owned	
Small (2 or less trucks owned)	1
Medium (3-10 trucks owned)	2
Large (more than 10 trucks owned)	3



Does your establishment operate on the following routes or portion thereof?						Yes	No
origin / destination	destinations / origins						

COUNTRY SPECIFIC QUESTION



Month(MM)	Day(DD)	Hour	Minutes	AM/PM
startmonth	startday	starthour	startmin	startampm

Note: Questions 1 through 4 apply to your entire firm, including all its establishments

B1) What percentage of your firm is owned by:

Private domestic individuals, companies or organizations	B1a	%
Private foreign individuals, companies or organizations	B1b	%
Government/State	B1c	%
Other	B1d	%
Total		100%

B2)

What percentage of this firm does the largest shareholder(s) own?	B2	%
---	----	---

B3)

	Yes	No	
Are you a member of a Road Freight Association?	B3a		If No, Skip to B4
If yes,	Yes	No	
- Do you pay a membership fee?	B3b		
- Do you plan to continue your membership?	B3c		
- What is the name of the Road Freight Association?	B3d		
- For which of the following reasons did you join the Association?	Yes	No	
- For lobbying purposes	B3e1		
- Networking: finding opportunities for contracts and deals	B3e2		
- To get assistance with licensing	B3e3		
- Other (specify): b3e4x	B3e4		



B4)

	Yes	No	
Does this firm take the responsibility of transporting merchandise to delivery points outside of the country? (see definition below)	B4a		If No , skip to B5
If yes,			
- In what year did this firm begin such operations outside of the country	B4b		
- Please name up to 5 main bordering countries where this firm operates:			
B4c1			
B4c2			
B4c3			
B4c4			
B4c5			
- Please name up to 5 main other African countries where this firm operates:			
B4d1			
B4d2			
B4d3			
B4d4			
B4d5			
- How does this firm provide such transportation services outside of the country?	Yes	No	
- Via its own facilities	B4e1		
- Via other transport firms	B4e2		

Operate outside the country
The transportation company takes the responsibility of delivering the client's merchandise to a delivery point outside of the country.



Note: The following questions only apply to this establishment.

B5)

How many years of managerial experience working in this sector does the top manager have?	B5a years
What is the highest level of education of the top manager? (see table below)	B5b

Level of education	
No education	1
Started but did not complete primary school	2
Primary school	3
Started but did not complete secondary school	4
Secondary School	5
Vocational Training	6
Some university training	7
Graduate degree (BA, BSc etc.)	8
Masters of Business Administration (MBA) from university in this country	9
Masters of Business Administration (MBA) from university in another country	10
Other post graduate degree (Ph.D, Masters) from university in this country	11
Other post graduate degree (Ph.D, Masters) from university in another country	12



C1)

Please provide answers to the following questions for the vehicles that you own and are functional:	New vehicles	Second hand vehicles	
How many do you have?	C1a1	C1a2	
What is the average age of your vehicles?	C1b1 years	C1b2 years	
How many have been on the road in the last 6 months?	C1c1	C1c2	
How many years of use on the road do you typically get from each?	C1d1 years	C1d2 years	
What is the average age of second hand vehicles at time of purchase ?		C1e years	
	Yes	No	
Do you intend to add vehicles to your fleet within the next 2 years?	C1f		
Did you purchase at least 3 vehicles in the last 5 years?	C1g		If no, SKIP to C3



C2)

For the last three vehicles that you purchased, please indicate the following:	Vehicle 1		Vehicle 2		Vehicle 3	
	Yes	No	Yes	No	Yes	No
- Purchased second hand	C2a1		C2a2		C2a3	
- Make (brand name)	C2b1		C2b2		C2b3	
- Year purchased	C2c1		C2c2		C2c3	
- Year manufactured	C2d1		C2d2		C2d3	
- Purchase price	C2e1	LCU	C2e2	LCU	C2e3	LCU
- Gross Vehicle Weight (see definition below)	C2f1	Tons	C2f2	Tons	C2f3	Tons
- Tare (see definition below)	C2g1	Tons	C2g2	Tons	C2g3	Tons
What percentage of your purchases was financed by :	Vehicle 1		Vehicle 2		Vehicle 3	
- Bank loan	C2h1 %		C2h2 %		C2h3 %	
- Company cash flow	C2i1 %		C2i2 %		C2i3 %	
- Personal savings	C2j1 %		C2j2 %		C2j3 %	
- Informal financing	C2k1 %		C2k2 %		C2k3 %	
- Other (Specify): C2l1x C2l2x C2l3x	C2l1 %		C2l2 %		C2l3 %	
- Total	100%		100%		100%	
If financed by a bank loan, what was the interest rate?	C2m1 %		C2m2%		C2m3%	

Gross Vehicle Weight
Maximum allowable weight of the truck and its content.

Tare Weight
The weight of the vehicle; it excludes the weight of its content



C3)

How many of the vehicles in your fleet fall into each of the following categories? (show the pictures)	Light Weight (<5tons)	Medium Weight (>=5- 7 tons)	Heavy Weight (>7tons)
- Truck			
2 axles	C3a1a	C3a2a	C3a3a
3 axles	C3a1b	C3a2b	C3a3b
4 axles	C3a1c	C3a2c	C3a3c
- Trailer (5 axles)	C3b1a	C3b2a	C3b3a
- Semi trailer			
2 axles	C3c1a	C3c2a	C3c3a
3 axles	C3c1b	C3c2b	C3c3b
4 axles	C3c1c	C3c2c	C3c3c
	Number of vehicles		
- Tractor (3 axles)	C3d		
- Towing vehicle			
2 axles	C3e1		
3 axles	C3e2		

C4)

	Liters/month	LCU/month
In 2005 , what was your average monthly fuel consumption? (Liters/month and LCU/month)	C4a1	C4a2



C5

Please provide answers to the following questions for each type of vehicle in 2005 :	Light Weight (< 5 tons)	Medium Weight (>= 5-7 tons)	Heavy Weight (>7 tons)
- Average fuel consumption on long haul transport (see definition below)	C5a1 L/100km	C5a2 L/100km	C5a3 L/100km
- Total cost of maintenance	C5b1 LCU	C5b2 LCU	C5b3 LCU

Long haul
Refers to a shipment delivered to a destination that is a distance of 160KM or more from the trucker's home terminal

C6)

Please provide answers to the following for 2005 :	Purchased New	Purchased Used	Purchased Retread
What percentage of your tires were:	C6a1 %	C6a2 %	C6a3 %
What is the unit cost of the tire most frequently:	C6b1 LCU	C6b2 LCU	C6b3 LCU
What is the average life of the tires for domestic long haul:	C6c1 km	C6c2 km	C6c3 km
What is the average life of the tires for cross border:	C6d1 km	C6d2 km	C6d3 km



D1)

In 2005 , what was the percentage breakdown of the volume of your freight business according to its geographical movements?	
- Cross-border movements	D1a %
- Inter-city domestic movements	D1b %
- Rural to urban domestic movements	D1c %
- Intra-city domestic movements	D1d %
- Other (specify): D1ex	D1e %
Total	100%

D2) In **2005**, for each of the routes that your firm operated the most frequently, please answer the following questions. This question should capture five routes if possible. If there are fewer than five routes, ask about the routes that they operated sometimes.

	1 st		2 nd		3 rd		4 th		5 th						
Origin	D2a1		D2a2		D2a3		D2a4		D2a5						
Destination	D2b1		D2b2		D2b3		D2b4		D2b5						
Total one trip distance	D2c1	km	D2c2	km	D2c3	km	D2c4	km	D2c5	km					
Turnaround time	D2d1	hrs	D2d2	hrs	D2d3	hrs	D2d4	hrs	D2d5	hrs					
Number of turnarounds/year	D2e1		D2e2		D2e3		D2e4		D2e5						
Yearly mileage of a truck	D2f1	km	D2f2	km	D2f3	km	D2f4	km	D2f5	km					
Yearly mileage on empty-haul	D2g1	Km	D2g2	Km	D2g3	Km	D2g4	Km	D2g5	Km					
	Price	Unit													
Price charged (to go) per unit	D2h1a	LCU	D2h1b	D2h2a	LCU	D2h2b	D2h3a	LCU	D2h3b	D2h4a	LCU	D2h4b	D2h5a	LCU	D2h5b
Price charged(return)per unit	D2i1a	LCU	D2i1b	D2i2a	LCU	D2i2b	D2i3a	LCU	D2i3b	D2i4a	LCU	D2i4b	D2i5a	LCU	D2i5b

Unit	
Tons	1
Kilometers	2
Liters	3
Container	4
If container, specify	D2h1x / D2i1x ft
Other	5
If Other specify	D2h1x1 / D2i1x1



TRUCKING INDUSTRY SURVEY

D- TRUCKING OPERATIONS

Average load from origin to destination	D2j1 Tons		D2j2 Tons		D2j3 Tons		D2j4 Tons		D2j5 Tons	
Likelihood of being asked for a bribe increases on route (see table below)	D2k1		D2k2		D2k3		D2k4		D2k5	
Bribes per trip	D2i1	LCU	D2i2	LCU	D2i3	LCU	D2i4	LCU	D2i5	LCU
Mainly operate at night or day (see table below)	D2m1		D2m2		D2m3		D2m4		D2m5	
Number of days your trucks are idle per trip on each route	D2n1 days/trip		D2n2 days/trip		D2n3 days/trip		D2n4 days/trip		D2n5 days/trip	
What is the most common factor explaining the number of days your trucks remain idle per trip? (see table below)	D2o1		D2o2		D2o3		D2o4		D2o5	
Principal product(s) transported	D2p1		D2p2		D2p3		D2p4		D2p5	
	D2q1		D2q2		D2q3		D2q4		D2q5	
	D2r1		D2r2		D2r3		D2r4		D2r5	
	Yes	No								
Are any of these routes cross-border routes?	D2s1		D2s2		D2s3		D2s4		D2s5	
Number of control points for axle-load regulations	D2t1		D2t2		D2t3		D2t4		D2t5	
Percentage of trip with overload fines	D2t1a	%	D2t2a	%	D2t3a	%	D2t4a	%	D2t5a	%
Number of overload fines per trip	D2u1		D2u2		D2u3		D2u4		D2u5	
Average fine amount for overload	D2v1	LCU	D2v2	LCU	D2v3	LCU	D2v4	LCU	D2v4	LCU
Principal product(s) transported as backload	D2w1		D2w2		D2w3		D2w4		D2w5	
	D2x1		D2x2		D2x3		D2x4		D2x5	
	D2y1		D2y2		D2y3		D2y4		D2y5	

If no to all skip to d3

Increases likelihood of bribe	
Yes	1
No	2

Period of operation	
Day	1
Night	2

Common Factor	
Lack of load / oversupply of vehicles	1
Prices below breakeven point	2
Decisions made by institutions in charge of freight allocation	3
Frequent vehicle breakdown	4
Other (Specify): d2ox	5



D3)

	Yes	No
Does the payment of a bribe depend on the nature of your cargo?	D3a	
If yes, which cargo/type of cargo increases the probability of paying a bribe when stopped?	Yes	No
- Oil products	D3b1	
- Manufactured products	D3b2	
- Food products	D3b3	
- Container	D3b4	
- Other (Specify): d3b5x	D3b5	

If no, skip to D4

D4)

In 2005 , on average, how many days per year did you operate your trucks?	D4a days/yr
In 2005 , how many customers did you have?	D4b
In the last 5 years, how would you describe the change in the number of your major customers (see table below)	D4c
In 2005 , what percentage of this establishment's total sales came from its most important client? (see table below)	D4d

Change	
1	Increased
2	Remained the same
3	Decreased

Percentage	
Less than 5%	1
5% - 10%	2
11% - 25%	3
26% - 50%	4
51% - 99%	5
100%	6



D5)

In 2005 , what percentage of the volume of your freight business was :		
- Transport of goods produced by this firm (own account transportation)	D5a	%
- Transport of goods produced by other firms	D5b	%
- Subcontracted formally from another transport firm	D5c	%
- Subcontracted informally from another transport firm	D5d	%
- Other (Specify) : D5ex	D5e	%
Total		100%

D6)

	Yes	No	
In 2005 , did you subcontract truckers (truck and driver) in the informal sector?	D6a		Skip to E1
If yes,			
- How many times did you subcontract?	D6b1		
- What is the main reason? (see table below)	D6b2		

Main Reason	
to supplement fleet capacity during peak traffic season	1
to reduce costs	2
to circumvent regulation	3
Other (Specify) : d6b2x	4



E1)

In 2005,	Yes	No
Did your establishment perform any cross-border transportation of freight?	E1a	
On cross-border routes, how many drivers/assistant drivers went with a truck?	E1b	
What was the main point of exit that this establishment used? (name)	E1c	
What was the average amount of time it took to cross this border?	E1d	hrs
	Yes	No
Did you normally pay a facilitator at the border to speed up the clearing process?	E1e	
- If yes , how much did you pay for these services? (calculated as the total annual value or as a percentage of transport tariffs along the corridor)	E1f1 LCU	E1f2 %
	Yes	No
Did you normally pay an employee at the border to speed up the clearing process?	E1g	
- If yes , what is the total cost per month (salary, facilities, utilities, etc)	E1h	LCU/Month
How much was spent in en route bribes to public officials on cross-borders routes (calculated as total annual cost or as a percentage of annual sales)?	E1i1 LCU	E1i2 %
Please indicate the likelihood with which your truck driver was asked for a bribe:	Likelihood	
- Outside of the country	E1j1	
- At a weighbridge	E1j2	
- At a road Block	E1j3	
- At a border Post	E1j4	
- At a port	E1j5	
- What was the average amount of time you waited to pick up freight once inside the port?	E1k	hrs
- What was the average turnaround time between the time you entered the port to pick-up freight and the time you exited the port?	E1l hrs	

If no, skip to F1

Drivers	
1	1
2	2
More than 2	3

Likelihood	
Rarely	1
Frequently	2
Always	3
Never	4



E2)

When you operate on cross-border routes , for which shipper do you transport goods?		
- Multinationals	E2a	%
- Local manufacturing companies	E2b	%
- Other (Specify): e2cx	E2c	%
- Total	100%	If multinational > 0%, go to E3, otherwise skip to E4

E3)

	Yes	No
Do multinationals have special requirements in terms of transport?	E3a	
If yes , what did you have to do to comply with these requirements?		
- Invest in equipment (trucks)	E3b1	
- Undergo special training	E3b2	
- Change internal procedures	E3b3	
- Change/comply with insurance policy	E3b4	
- Other (specify): E3b5x	E3b5	

If no, skip to E4



E4) Answer this question only if none of the routes described in D2 are cross-border routes

Please answer the following questions according to the 5 cross-border routes where your establishment operated most frequently in 2005:

	Route 1	Route 2	Route 3	Route 4	Route 5
Origin	E4a1	E4a2	E4a3	E4a4	E4a5
Destination	E4b1	E4b2	E4b3	E4b4	E4b5
Number of control points for axle-load regulations	E4c1	E4c2	E4c3	E4c4	E4c5
Number of overload fines per trip	E4d1	E4d2	E4d3	E4d4	E4d5
Average fine amount for overload	E4e1 LCU	E4e2 LCU	E4e3 LCU	E4e4 LCU	E4e5 LCU
Principal product(s) transported as backload	E4f1	E4f2	E4f3	E4f4	E4f5
	E4g1	E4g2	E4g3	E4g4	E4g5
	E4h1	E4h2	E4h3	E4h4	E4h5



F1)

What is the most important regulatory restriction you face on the routes that you operate? (see table below)						F1a	
Please answer the following:							
Did you need to get any of these licenses before you began transport operations?			How many days did it take to get the license(s)?	Was a gift/informal payment expected or requested in order to obtain a license?		Are there any minimum fleet requirements to obtain licenses?	
	Yes	No		Yes	No	Yes	No
License to operate transportation services	F1b1		F1b2 days	F1b3		F1b4	
License to own vehicle	F1c1		F1c2 days	F1c3		F1c4	
License to have vehicle on the road	F1d1		F1d2 days	F1d3		F1d4	
License specific to cargo	F1e1		F1e2 days	F1e3		F1e4	
Other (specify): f1f1x	F1f1		F1f2 days	F1f3		F1f4	

Regulatory restriction	
Licenses and permits	1
Axle-load	2
Road safety	3
Insurance	4
Other (Specify):	5
F1ax	



F2)

How important are each of the following influences on reducing operating costs of existing transport services or expanding services (see table below):		
- Pressure from domestic transporters	F2a	
- Pressure from foreign transporters	F2b	
	Yes	No
Do you think you are currently facing unfair competition from foreign transporters?	F2c	
If yes , what is the main factor on which this unfair competition is mostly felt?	F2d	

Importance	
Not at all important	1
Slightly important	2
Fairly Important	3
Very important	4

Main Factor	
Fuel cost	1
Vehicle cost	2
Regulation, permits	3
Road condition	4
Overload control	5



F3)

		If > 0
What percentage of your freight business do you obtain in each of the following ways and which method do you use to determine your prices in each case	Ways to obtain contracts	Method to determine the price (see table below)
- Through independent freight agents	F3a1 %	F3a2
- Through public-private institutions in charge of freight allocation	F3b1 %	F3b2
- By telephone/fax from customers	F3c1 %	F3c2
- By trucks waiting at lorry parks	F3d1 %	F3d2
- By drivers finding their own loads	F3e1 %	F3e2
- Through contracts with clients	F3f1 %	F3f2
- Other (specify): F3g1x	F3g1 %	F3g2
- Total	100%	

Method	
1	Firm's list price
2	Negotiation with client
3	Fixed by unions or freight associations
4	Market price

F4) If your prices are fixed by unions or freight associations,

Do you, nonetheless, negotiate prices with the client? (see table below)	F4
---	----

Prices	
1	Never
2	Occasionally
3	Always



F5)

	Yes	No	
Do trucking services directly compete with rail services?	F5a		If no, skip to F6
If yes,			
- Does it have any impact on your pricing policy?	F5b		
- Do you increase your prices when rail prices increase?	F5c		
- What is the price you charge along the main routes:	Price/ton		
- With rail competition	F5d1	LCU	
- Without rail competition	F5e1	LCU	
- Please describe the price premium applied to road transport pricing over rail transport pricing? (see table below)	F5f		

F6) If your establishment conducted any cross-border transportation of freight in **2005**,

	Yes	No	
Were there any constraints on freight allocation on cross-border routes?	F6a		If no, SKIP to G1
If yes, please identify the relative responsibility of each of the following in introducing these constraints?			
- Freight allocation institutions	F6b		
- Bilateral transit treaties	F6c		
- The number of trucks waiting at lorry parks	F6d		
- Customer requirements	F6e		
- Other (specify) : f6fx	F6f		

Price Premium	
None	1
5%-20% higher	2
21%-40% higher	3
More than 40% higher	4

Responsibility	
No responsibility	1
Minor responsibility	2
Moderate responsibility	3
Major responsibility	4
Very high responsibility	5



G1) a) Do you think that the following present any obstacle to the current transport operations of your establishment?

Infrastructure problems		
1	Missing links in the road network	G1a
2	Poor road condition	G1b
Input costs		
3	Cost of vehicles	G1c
4	Cost of maintenance and spare parts	G1d
5	Fuel costs	G1e
6	Labor costs	G1f
7	Lack of backload	G1g
8	Road accidents	G1h
9	Corruption and Roadblocks	G1i
10	Crime and security	G1j
11	Rail competition	G1k
Regulation problems		
12	Regulation and licenses	G1l
13	Freight allocation	G1m
14	Border-crossings	G1n
15	Transit regime	G1o
16	Practices of competitors in the informal sector	G1p

Obstacle	
No Obstacle	1
Minor Obstacle	2
Moderate Obstacle	3
Major Obstacle	4
Very Severe Obstacle	5

G2)

Of the following 3 types of actions, which one would be your first priority? (see table below)	G2
--	----

Type of actions	
Invest in new road infrastructure	1
Reduce input costs	2
Ease regulations	3



H1)

	Yes	No
In 2005, did this establishment pay for security (equipment, personnel, or professional security services)?	H1a	
If yes , how much was spent? (calculated as total annual cost or as a percentage of annual sales)	H1b1 LCU	H1b2 %

H2)

	Yes	No
In 2005 , did this establishment experience losses as a result of road accidents or theft and robbery?	H2a	
If yes , what were the estimated losses? (calculated as the total annual value or as a percentage of annual sales)	H2b1 LCU	H2b2 %

H3)

Do you use the following communication systems:	Yes	No
- Mobile phone	H3a	
- Tracking system (transponder)	H3b	
- Satellite phone	H3c	
- Other (specify): h3dx	H3d	



Please refer to the following definitions for this section

Definitions	
Temporary workforce	All paid short-term (i.e. for less than a fiscal year) employees that work 8 or more hours per day with no guarantee of renewal of employment contract
Permanent workforce	All paid employees that work 8 or more hours per day and that are contracted for a term of one or more fiscal years and/or have a guaranteed renewal of their employment contract.

I1) FOR OTHER EMPLOYEES THAN YOU

	Manager of transport services	Truck driver	Mechanic (service/repair)	Other
In 2005, how many full-time employees did this establishment employ according to the following categories?	I1a1	I1a2	I1a3	I1a4
Approximately, in 2005, what was the average monthly compensation per employee, including benefits when applicable, for each type of permanent full-time worker?	I1b1 LCU	I1b2 LCU	I1b3 LCU	I1b4 LCU

I2)

Please describe the full-time seasonal/temporary drivers of your establishment in 2005	
Total number of seasonal/temporary drivers :	I2a
Average length of employment (months)	I2b Months

I3)

How are wages set in the trucking industry? (see table below)	I3a
What has been the trend for wages in the past 5 years in the trucking industry? (see table below)	I3b

Wages	
By the Road Freight Association	1
By each firm as long as minimum wage laws are observed	2
Other (specify) : I3ax	3

Trend	
1	Increased less than 10%
2	Increased 10-20%
3	Increased more than 20%
4	Remained the same
5	Decreased



J1)

	2005 (LCU)
What were the total sales of your establishment in:	J1a
What was the total cost of transport for your establishment in ::	J1b
What percentage of your transport needs was fulfilled by your own transportation?	J1c %

J2)

Please provide the following information on your establishment's costs:	2005 (LCU)	% incurred for your own transport
a. Cost of labor, including wages, salaries and bonuses and social payments	J2a	J2a2
b. Cost of communication	J2b	J2b2
c. Cost of licenses	J2c	J2c2
d. Informal costs (bribes en route, payment in kind and border-crossing)	J2d	J2d2
e. Taxes	J2e	J2e2
f. Insurance cost	J2f	J2f2
g. Overhead cost (including rental of land/buildings, equipment, and furniture and excluding all the above from b to f)	J2g	J2g2
h. Cost of fuel and lubricant	J2h	J2h2
i. Cost of tires	J2i	J2i2
j. Cost of vehicle maintenance (servicing, repairs, spare parts, excluding the above h and i)	J2j	J2j2

J3)

At the end of 2005, what was the net book value of the following assets?	Net book value (LCU)
- Vehicles	J3

J4)

In 2005, if you had needed to purchase the following in its condition at that time, how much would it have cost?	Value (LCU)
- All Vehicles that you use (whether you own them or not)	J4



COMPLETE THE FOLLOWING QUESTIONS AFTER THE INTERVIEW HAS BEEN COMPLETED

Month(MM)	Day(DD)	Hour	Minutes	AM/PM
endmonth	endday	endhour	endmin	endampm

I perceive the answers to questions regarding opinions and perceptions to be (see table below):	k1
The answers to questions regarding figures (eg: trucking operations, productivity and employment numbers) (see table below):	k2
This questionnaire was completed in (see table below):	k3a
- If 2 or 3, estimate the duration of the whole interview	k3b1 h k3b2 min

Opinions and Perceptions	
Truthful (reflect real opinions)	1
Somewhat truthful	2
Not truthful	3

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

Questionnaire	
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

Interviewer comments:

comments

