

**THE WORLD BANK**  
**China - Enterprise Survey**  
*Services Module (2012)*

GPS Coordinates <b>[TO BE COMPLETED USING GOOGLE MAPS]</b>	
Degrees North (Latitude)	<b>lat</b>
Degrees East (Longitude)	<b>lon</b>

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

A.0 Questionnaire <b>a0</b>	Module
Retail	2
Other Services	3

**A.1 Country**

**a1**

**A.1a Language**

**a1a**

**A.2**

	Sampling Region <b>a2</b>
Hefei City	1
Beijing (municipalities)	2
Guangzhou City	3
Shenzhen City	4
Foshan City	5
Dongguan City	6
Shijiazhuang City	7
Tangshan City	8
Zhengzhou City	9
Luoyang City	10
Wuhan City	11
Nanjing City	12
Wuxi City	13
Suzhou City	14
Nantong City	15
Shenyang City	16
Dalian City	17
Jinan City	18
Qingdao City	19
Yantai City	20
Shanghai (municipalities)	21
Chengdu City	22
Hangzhou City	23
Ningbo City	24
Wenzhou City	25

**A.3a**

	Screener Region (coded ex post) <b>a3a</b>
Hefei City	1
Beijing (municipalities)	2
Guangzhou City	3
Shenzhen City	4
Foshan City	5
Dongguan City	6
Shijiazhuang City	7
Tangshan City	8
Zhengzhou City	9
Luoyang City	10
Wuhan City	11
Nanjing City	12
Wuxi City	13
Suzhou City	14
Nantong City	15
Shenyang City	16
Dalian City	17
Jinan City	18
Qingdao City	19
Yantai City	20
Shanghai (municipalities)	21
Chengdu City	22
Hangzhou City	23
Ningbo City	24
Wenzhou City	25

**A.3x Name of city/town/village**

**a3x**

**A.3b Is this city the official capital city? **a3b****

Yes	1
No	2

**A.3c Is this city the main business city? **a3c****

Yes	1
No	2

**A.3 Size of locality a3**

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**

		Samplin g sector <b>a4a</b>	Screener sector <b>a4b</b>
<b>Manufacturing :Section D</b>	Food	15	15
	Tobacco	16	16
	Textiles	17	17
	Garments	18	18
	Leather	19	19
	Wood	20	20
	Paper	21	21
	Recorded media	22	22
	Refined petroleum product	23	23
	Chemicals	24	24
	Plastics & rubber	25	25
	Non metallic mineral products	26	26
	Basic metals	27	27
	Fabricated metal products	28	28
	Machinery and equipment	29	29
	Electronics (31 & 32)	31	31
	Precision instruments	33	33
	Transport machines (34&35)	34	34
	Furniture	36	36
Recycling	37	37	
<b>Government owned</b>	100% state owned enterprise	100	100
<b>Retail</b>	Retail	52	52
<b>Other Services</b>	Wholesale	51	51
	IT	72	72
	Hotel and restaurants: section H	55	55
	Services of motor vehicles	50	50
	Construction Section F:	45	45
	Transport Section I: (60-64)	60	60

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

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

	Sampling size <b>a6a</b>	Screener Size <b>a6b</b>
<b>A.6 Size</b>		
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	<b>a7a</b>
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**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
<b>Does not apply</b>	<b>-7</b>

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

Yes	1
No	2
<b>Does not apply</b>	<b>-7</b>

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

Yes	1
No	2
<b>Does not apply</b>	<b>-7</b>

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

Yes	1
No	2
<b>Does not apply</b>	<b>-7</b>

**A.12 Interviewer code a12**

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**A.13 Supervisor code a13**

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

<b>Day (dd)</b>	<b>Month (mm)</b>	<b>Year (yyyy)</b>	<b>Hour (00 to 23)</b>	<b>Minutes (00 to 59)</b>
<b>a14d</b>	<b>a14m</b>	<b>a14y</b>	<b>a14h</b>	<b>a14min</b>

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

The goal of this survey is to gather information and opinions about the business environment in China. 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
<b>Other (spontaneous - specify) __b1x__</b>	6
<b>Don't know (spontaneous)</b>	<b>-9</b>

**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	<b>b3</b> %
<b>Don't know (spontaneous)</b>	<b>-9</b>

**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	<b>b2a</b> %	-9
Private foreign individuals, companies or organizations	<b>b2b</b> %	-9
Government or State	<b>b2c</b> %	-9
Other	<b>b2d</b> %	-9
	<b>100%</b>	

*If 100% terminate interview UNLESS a4a is 100 (state owned)*

**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
<b>Don't know (spontaneous)</b>	<b>-9</b>

**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	<b>b5</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

**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	<b>b6</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

**B.6a** Was this establishment formally registered when it began operations?

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

**b6a**

**B.6b** | In what year was this establishment formally registered?

	Year
Year establishment formally registered	<b>b6b</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>
<b>Never registered (spontaneous)</b>	<b>-7</b>

**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	<b>b7</b>
<b>Less than one year</b>	<b>1</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

**B.7a** | Is the Top Manager female?

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

**b7a**

**B.8** | Does this establishment have an internationally-recognized quality certification?  
**(INTERVIEWER: if there is need for clarification, some examples are: ISO 9000, 9002 or 14000, or HACCP)**

Yes	1
No	2
<b>Still in process</b>	<b>-6</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

**b8**

**C. INFRASTRUCTURE AND SERVICES**

**READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING.**  
 Now, we turn to the establishment's operations in fiscal year **2011**.

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

Yes	1	<i>GO TO QUESTION C.6</i> <i>GO TO QUESTION C.6</i>
No	2	
<b>Don't know (spontaneous)</b>	<b>-9</b>	

<b>c3</b>
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**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	<b>c4</b>
<b>Less than one day</b>	<b>1</b>
<b>Still in process</b>	<b>-6</b>
<b>Application denied</b>	<b>-5</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

**C.5** In reference to that application for an electrical connection, was an informal gift or payment expected or requested?

Yes	1	
No	2	
<b>Don't know (spontaneous)</b>	<b>-9</b>	
<b>REFUSE (spontaneous)</b>	<b>-8</b>	

<b>c5</b>
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**C.6** Over fiscal year **2011**, did this establishment experience power outages?

Yes	1	<i>GO TO QUESTION C.10</i> <i>GO TO QUESTION C.10</i>
No	2	
<b>Don't know (spontaneous)</b>	<b>-9</b>	

<b>c6</b>
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**C.7** In a typical month, over fiscal year **2011**, how many power outages did this establishment experience?

	Number	
Average number of power outages per month	<b>c7</b>	<i>IF 0, GO TO QUESTION C.10</i>
<b>Don't know (spontaneous)</b>	<b>-9</b>	

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

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

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

	<b>Percent</b>
Loss as percentage of total annual sales due to power outages	<b>c9a</b> %
<b>None</b>	<b>0</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

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

	<b>Yuan</b>
Annual losses due to power outages	<b>c9b</b>
<b>None</b>	<b>0</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

**C.10** Over the course of fiscal year **2011**, did this establishment own or share a generator?

Yes	1	<b>GO TO QUESTION C.12</b> <b>GO TO QUESTION C.12</b>
No	2	
<b>Don't know (spontaneous)</b>	<b>-9</b>	

**c10**

**C.11** In fiscal year **2011**, what percentage of this establishment's electricity came from a generator or generators that the establishment owned or shared?

	<b>Percent</b>
Percentage electricity from generators	<b>c11</b> %
<b>Don't know (spontaneous)</b>	<b>-9</b>

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

Yes	1	<b>GO TO QUESTION C.19</b> <b>GO TO QUESTION C.19</b>
No	2	
<b>Don't know</b>	<b>-9</b>	

**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	<b>c13</b>
<b>Less than one day</b>	<b>1</b>
<b>Still in process</b>	<b>-6</b>
<b>Application denied</b>	<b>-5</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

**C.14** In reference to that application for a water connection, was an informal gift or payment expected or requested?

Yes	1
No	2
<b>Don't know (spontaneous)</b>	<b>-9</b>
<b>REFUSE (spontaneous)</b>	<b>-8</b>

**c14**

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

Yes	1	
No	2	<i>GO TO QUESTION C.22</i>
<b>Don't know (spontaneous)</b>	<b>-9</b>	<i>GO TO QUESTION C.22</i>

**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	<b>c20</b>
<b>Less than one day</b>	<b>1</b>
<b>Still in process</b>	<b>-6</b>
<b>Application denied</b>	<b>-5</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

**C.21** In reference to that application for a telephone connection, was an informal gift or payment expected or requested?

Yes	1
No	2
<b>Don't know (spontaneous)</b>	<b>-9</b>
<b>REFUSE (spontaneous)</b>	<b>-8</b>

**c21**

**C.22a** | At the present time, does this establishment use e-mail to communicate with clients or suppliers?

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

**c22a**

**C.22b** | At the present time, does this establishment use its own website?

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

**c22b**

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

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

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

**c23**

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

**INTERVIEWER: READ EACH OPTION ALOUD**

		Yes	No	<b>Don't Know (spontaneous)</b>	<b>NA (spontaneous)</b>
Make purchases for this establishment	<b>c24b</b>	1	2	<b>-9</b>	<b>-7</b>
Sell and market products	<b>c24f</b>	1	2	<b>-9</b>	<b>-7</b>
Do research and develop ideas on new products and services	<b>c24d</b>	1	2	<b>-9</b>	<b>-7</b>

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

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

**c28**

**C.30** Using the response options on the card; To what degree is **Electricity** an obstacle to the current operations of this establishment?

Using the response options on the card; To what degree is **Telecommunications** an obstacle to the current operations of this establishment?

[SHOW CARD 3](#)

	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	Don't Know (spontaneous)	Does Not Apply (spontaneous)
Electricity <b>c30a</b>	0	1	2	3	4	-9	-7
Telecommunications <b>c30b</b>	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 **2011**, what was this establishment’s main product or service, that is, the product that represented the largest proportion of annual sales

**Description**  
**d1a1x**

**D.1a2** **TO BE CODED AFTER THE INTERVIEW** please choose the 4-digit code that best applies to the main product of this establishment

	Code
Code of main product	<b>d1a2</b>
<b>Don’t know (spontaneous)</b>	<b>-9</b>

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

	Percent
Percentage of sales represented by main product	<b>d1a3 %</b>
<b>Don’t know (spontaneous)</b>	<b>-9</b>

**D.2** In fiscal year **2011**, what were this establishment’s total annual sales for ALL products and services?

	Yuan
Last complete fiscal year’s total sales	<b>d2</b>
<b>Don’t know (spontaneous)</b>	<b>-9</b>
<b>Please also write out the number (i.e. 50,000 as Fifty Thousand)</b>	
<b>d2x</b>	

**N.3** In fiscal year **2009**, three fiscal years ago, what were total annual sales for this establishment?

	Yuan
Total annual sales three years ago	<b>n3</b>
<b>If establishment was not in business three years ago</b>	<b>-7</b>
<b>Don’t know (spontaneous)</b>	<b>-9</b>

**D.3** In fiscal year **2011**, what percentage of this establishment's sales were:  
**(INTERVIEWER: these must be asked in the order they appear on the table. The skip patterns must be followed in the order they appear.)**  
**SHOW CARD 5**

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

*IF 100, GO TO QUESTION D.10*

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

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

	Year
Began exporting directly or indirectly	<b>d8</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

**D.10** In fiscal year **2011**, what percentage of the value of products this establishment shipped to supply domestic markets was lost while in transit because of theft?

	Percent
Losses due to theft as percentage of the value of the products	<b>d10</b> %
<b>No losses</b>	<b>0</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>
<b>No internal shipments made</b>	<b>-7</b>

**D.11** In fiscal year **2011**, what percentage of value of products this establishment shipped to supply domestic markets was lost while in transit because of breakage or spoilage?

	Percent
Losses due to breakage or spoilage as percentage of the value of the products	<b>d11</b> %
<b>No losses</b>	<b>0</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>
<b>No internal shipments made</b>	<b>-7</b>

**INTERVIEWER: IF FIRM IS NOT A RETAILER, SKIP TO D.30**

**D.17** At the present time, when this establishment receives its **main sales item**, on average, how many days of inventory measured in days of sales, does this establishment keep?  
**(INTERVIEWER: if respondent requires clarification, define days of inventory as stock on hand)**

	<b>Days</b>
Days of inventory of <b>main sales item</b>	<b>d17</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

**D.30** Using the response options on the card; To what degree is **Transport** an obstacle to the current operations of this establishment? **SHOW CARD 6**

Using the response options on the card; To what degree is **Customs and Trade Regulation** an obstacle to the current operations of this establishment? **SHOW CARD 6**

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

**E. DEGREE OF COMPETITION**

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

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

**e11**

**E.30** Using the response options on the card; To what degree are **Practices of Competitors in the Informal Sector** an obstacle to the current operations of this establishment? **SHOW CARD 6**

	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 <b>e30</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>

**G. LAND AND PERMITS**

**G.1** Of the land occupied by this establishment, what percent is: **SHOW CARD 7**

	Percent	Don't know (spontaneous)	N/A
Owned by this establishment	<b>g1a</b> %	-9	-7
Rented or leased by this establishment	<b>g1b</b> %	-9	-7
Other	<b>g1c</b> %	-9	-7
	<b>100%</b>		

**INTERVIEWER: CHECK THAT TOTAL SUMS TO 100%  
UNLESS RESPONDENT DOES NOT KNOW, 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	<b>GO TO QUESTION G.5 GO TO QUESTION G.5</b>
No	2	
<b>Don't know (spontaneous)</b>	<b>-9</b>	

**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	<b>g3</b>
<b>Less than one day</b>	<b>1</b>
<b>Still in process</b>	<b>-6</b>
<b>Application denied</b>	<b>-5</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

**G.4** In reference to that application for a construction-related permit, was an informal gift or payment expected or requested?

Yes	1	<b>g4</b>
No	2	
<b>Don't know (spontaneous)</b>	<b>-9</b>	
<b>REFUSE (spontaneous)</b>	<b>-8</b>	

**INTERVIEWER: IF FIRM IS NOT A RETAILER, SKIP TO G.30**

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

Area	
<b>Don't know (spontaneous)</b>	<b>-9</b>

**g5a**

**SPECIFY UNITS**

Square Feet	1
Square Yards	2
Square Meters	3
<b>Other (SPECIFY) <u>g5bx</u></b>	<b>4</b>

**g5b**

**G.6** Of the buildings occupied by this establishment, what percentage is owned and what percentage is rented or leased? **SHOW CARD 7**

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

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

**G.30** Using the response options on the card; To what degree is **Access to Land** an obstacle to the current operations of this establishment? **SHOW CARD 8**

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

**O. INNOVATION AND TECHNOLOGY**

**READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:**  
**We now turn to another topic.**

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

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

**GO TO QUESTION CNO.8**  
**GO TO QUESTION CNO.8**  
**CNo1**

**CNO.2** In fiscal year **2011**, what percent of this establishment's total annual sales was accounted for by products or services that were introduced in the last three years?

	Percent
Percentage of annual sales accounted for by new products or services	<b>CNo2 %</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>
<b>Not applicable (spontaneous)</b>	<b>-7</b>

**CNO.8** **Currently**, what percent of this establishment's workforce regularly **use** computers in their jobs?

	Percent
Percentage of workforce that uses computers	<b>CNo8 %</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>
<b>Not applicable (spontaneous)</b>	<b>-7</b>

**CNO.9** **Three years ago**, what percent of this establishment's workforce regularly **used** computers in their jobs?

	Percent
Percentage of workforce that used computers three years ago	<b>CNo9 %</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>
<b>Not applicable (spontaneous)</b>	<b>-7</b>

**CNO.10** In fiscal year **2011**, what is the percentage of sales revenue generated through Internet?

	Percent
Percentage of sales revenue generated through Internet	<b>CNo10 %</b>
No sales generated through Internet	<b>0</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>
<b>Not applicable (spontaneous)</b>	<b>-7</b>

**CNO.11** To what extent are information and communication technologies (computers, internet, and software) used to support key business activities in each of the following business processes? **SHOW CARD 9**

	<i>Never</i> 1	<i>Rarely (once in a while)</i> 2	<i>Sometime (few times a month)</i> 3	<i>Frequently (few times a week)</i> 4	<i>All the time (Daily)</i> 5	<b>Don't Know (spontaneous)</b>	<b>Does Not Apply (spontaneous)</b>
Partner relations (suppliers, contractors, etc.) <b>CNo11a</b>	1	2	3	4	5	-9	-7
Product and service enhancement <b>CNo11b</b>	1	2	3	4	5	-9	-7
Production and operations <b>CNo11c</b>	1	2	3	4	5	-9	-7
Marketing and sales <b>CNo11d</b>	1	2	3	4	5	-9	-7
Customer relations <b>CNo11e</b>	1	2	3	4	5	-9	-7

**CNO.18** Does this establishment have more than one operating units (e.g., departments, branches, business units, or product groups)?

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

**GO TO QUESTION I.1**  
**GO TO QUESTION I.1**

**CNo18**

**CNO.19** For regular business activities/operations, how many operating units (e.g., departments, branches, business units, or product groups) of this establishment use data and software supplied centrally by the establishment?

None	1
Some	2
All	3
<b>Don't know (spontaneous)</b>	<b>-9</b>
<b>Not applicable (spontaneous)</b>	<b>-7</b>

**CNo19**

**CNO.20** For regular business activities and operations, how many operating units (e.g., departments, branches, business units, or product groups) of this establishment follow a set of standardized processes or procedures developed centrally by the establishment?

None	1
Some	2
All	3
<b>Don't know (spontaneous)</b>	<b>-9</b>
<b>Not applicable (spontaneous)</b>	<b>-7</b>

**CNo20**

**I. CRIME**

**READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:**  
**We now turn to another topic.**

**I.1** In fiscal year **2011**, did this establishment pay for security, for example equipment, personnel, or professional security services?

Yes	1	<b>GO TO QUESTION I.3</b> <b>GO TO QUESTION I.3</b> <span style="border: 1px solid black; padding: 2px;"><b>i1</b></span>
No	2	
<b>Don't know (spontaneous)</b>	<b>-9</b>	

**I.2** In fiscal year **2011**, 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	<b>i2a</b> %
<b>Don't know (spontaneous)</b>	<b>-9</b>

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

	Yuan
Total annual cost of security	<b>i2b</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

**I.3** In fiscal year **2011**, did this establishment experience losses as a result of theft, robbery, vandalism or arson on this establishment's premises?

Yes	1	<b>GO TO QUESTION I.30</b> <b>GO TO QUESTION I.30</b> <span style="border: 1px solid black; padding: 2px;"><b>i3</b></span>
No	2	
<b>Don't know (spontaneous)</b>	<b>-9</b>	

**I.4** In fiscal year **2011**, 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?

	<b>Percent</b>
Losses as percentage of total annual sales	<b>i4a</b> %
<b>Don't know (spontaneous)</b>	<b>-9</b>

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

	<b>Yuan</b>
Total annual value of losses	<b>i4b</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

**I.30** Using the response options on the card; To what degree is **Crime, Theft and Disorder** an obstacle to the current operations of this establishment? **SHOW CARD 10**

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

**K. FINANCE**

**READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:**  
**I would like to ask you a few questions about how you finance the operations of this establishment.**

**K.1** In fiscal year **2011**, what percentage, as a proportion of the value of total annual purchases of material inputs or services, were paid for after delivery

	Percent	Don't know (spontaneous)
Purchased on credit?	<b>k1c</b> %	<b>-9</b>

**K.2** In fiscal year **2011**, what percentage of this establishment's total annual sales of its goods or services were paid for after delivery

	Percent	Don't know (spontaneous)
Purchased on credit?	<b>k2c</b> %	<b>-9</b>

**K.3** Over fiscal year **2011**, please estimate the proportion of this establishment's working capital that was financed from each of the following sources? Working capital is used to pay for day to day operations.

**INTERVIEWER: SHOW CARD 11**

	Percent	Don't know (spontaneous)
Internal funds or retained earnings	<b>k3a</b> %	<b>-9</b>
Borrowed from banks: private and state-owned	<b>k3bc</b> %	<b>-9</b>
Borrowed from non-bank financial institutions which include microfinance institutions, credit cooperatives, credit unions, or finance companies	<b>k3e</b> %	<b>-9</b>
Purchases on credit from suppliers and advances from customers	<b>k3f</b> %	<b>-9</b>
Other, moneylenders, friends, relatives, etc.	<b>k3hd</b> %	<b>-9</b>
	<b>100%</b>	

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

**K.4** In fiscal year **2011**, did this establishment purchase any fixed assets, such as machinery, vehicles, equipment, land or buildings?

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

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

**k4**

**N.5** In fiscal year **2011**, how much did this establishment spend on purchases of:

	<b>Yuan</b>	<b>Don't know (spontaneous)</b>
Machinery, vehicles, and equipment (new or used)	<b>n5a</b>	<b>-9</b>
Land and buildings	<b>n5b</b>	<b>-9</b>

**K.5** Over fiscal year **2011**, please estimate the proportion of this establishment's total purchase of fixed assets that was financed from each of the following sources:  
**SHOW CARD 12**

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

**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	
<b>Don't know (spontaneous)</b>	<b>-9</b>	

**k6**

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

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

**k7**

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

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

**GO TO QUESTION K.15d  
GO TO QUESTION K.15d**

**k8**

**K.9** Referring to the most recent line of credit or loan, what type of financial institution granted this loan? **SHOW CARD 13**

Private commercial banks	1
State-owned banks or government agency	2
Non-bank financial institutions	3
Other	4
<b>Don't know (spontaneous)</b>	<b>-9</b>

**k9**

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

	<b>Year</b>
Year most recent loan/line of credit approved	<b>k10</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

**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?

	<b>Yuan</b>
Size of most recent loan/line of credit approved	<b>k11</b>
<b>REFUSE (spontaneous)</b>	<b>-8</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

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

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

**GO TO QUESTION K.15b**  
**GO TO QUESTION K.15b**

**k13**

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

<b>Collateral</b>		<b>Yes</b>	<b>No</b>	<b>Don't know (spontaneous)</b>
Land, buildings under ownership of the establishment	<b>k14a</b>	1	2	<b>-9</b>
Machinery and equipment including movables	<b>k14b</b>	1	2	<b>-9</b>
Accounts receivable and inventories	<b>k14c</b>	1	2	<b>-9</b>
Personal assets of owner (house, etc.)	<b>k14d</b>	1	2	<b>-9</b>
Other forms of collateral not included in the categories above	<b>k14e</b>	1	2	<b>-9</b>

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

	LCU
Value of collateral	<b>k15 a</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

**K.15b** What is the total number of outstanding loans or lines of credit held by this establishment?

	Number
Total number of loans outstanding	<b>k15b</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

**K.15c** What is the total value of outstanding loans or open lines of credit held by this establishment?

	LCU
Total value of loans outstanding	<b>k15c</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

**K.15d** At this time, do you have any outstanding personal loans that are used to finance this establishment's business activities?

Yes	1	
No	2	
<b>Don't know (spontaneous)</b>	<b>-9</b>	
		<b>k15d</b>

**K.16** Referring again to the last fiscal year **2011**, did this establishment apply for any loans or lines of credit?

Yes	1	<b>GO TO QUESTION K.20</b>
No	2	
<b>Don't know (spontaneous)</b>	<b>-9</b>	<b>GO TO QUESTION K.20</b>
		<b>k16</b>

**K.17** What was the **main** reason why this establishment did not apply for any line of credit or loan?  
**SHOW CARD 14**

No need for a loan - establishment had sufficient capital	1	<b>GO TO QUESTION K.21</b>
Application procedures were complex	2	<b>GO TO QUESTION K.21</b>
Interest rates were not favorable	3	<b>GO TO QUESTION K.21</b>
Collateral requirements were too high	4	<b>GO TO QUESTION K.21</b>
Size of loan and maturity were insufficient	5	<b>GO TO QUESTION K.21</b>
Did not think it would be approved	6	<b>GO TO QUESTION K.21</b>
Other	7	<b>GO TO QUESTION K.21</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>	<b>GO TO QUESTION K.21</b>
		<b>k17</b>

**K.20** Referring only to this most recent application for a line of credit or loan, what was the outcome of that application?

Application was approved	1
Application was rejected	2
<b>Still in process</b>	<b>-6</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

**k20a**

**K.21** In fiscal year **2011**, did this establishment have its annual financial statements checked and certified by an external auditor?

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

**k21**

**K.30** Using the response options on the card; To what degree is **Access to Finance** an obstacle to the current operations of this establishment? **SHOW CARD 15**

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

**J. BUSINESS-GOVERNMENT RELATIONS**

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

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

**J.1** I am going to read some statements that describe the courts system and how it could affect business. For each statement, please tell me if you Strongly disagree, Tend to disagree, Tend to agree, or Strongly agree. **SHOW CARD 16**

	Strongly disagree	Tend to disagree	Tend to agree	Strongly agree	Don't know (spontaneous)	Does not apply (spontaneous)
"The court system is fair, impartial and uncorrupted." <b>h7a</b>	1	2	3	4	-9	-7

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

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

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

Yes	1	<b>GO TO QUESTION J.6a</b> <b>GO TO QUESTION J.6a</b>
No	2	
<b>Don't know (spontaneous)</b>	<b>-9</b>	

**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	<b>j4</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

**J.5** In any of these inspections or meetings was a gift or informal payment expected or requested?

Yes	1	<b>j5</b>
No	2	
<b>Don't know (spontaneous)</b>	<b>-9</b>	
<b>REFUSE (spontaneous)</b>	<b>-8</b>	

**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	<b>j6</b> %
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	<b>j7a</b> %
No payments/gifts are paid	0
Don't know (spontaneous)	-9
Refusal (spontaneous)	-8

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

	Yuan
Total annual informal payment	<b>j7b</b>
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	<b>j11</b>
<b>Less than one day</b>	<b>1</b>
<b>Still in process</b>	<b>-6</b>
<b>Application denied</b>	<b>-5</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

**J.12** | 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 (spontaneous)</b>	<b>-9</b>
<b>REFUSE (spontaneous)</b>	<b>-8</b>

**j12**

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

Yes	1	<i>GO TO QUESTION J.30</i> <i>GO TO QUESTION J.30</i>
No	2	
<b>Don't know (spontaneous)</b>	<b>-9</b>	

**j13**

**J.14** | Approximately how many days did it take to obtain this operating license from the day of the application to the day it was granted?

	Days
Wait for operating license	<b>j14</b>
<b>Less than one day</b>	<b>1</b>
<b>Still in process</b>	<b>-6</b>
<b>Application denied</b>	<b>-5</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

**J.15** | 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 (spontaneous)</b>	<b>-9</b>
<b>Refusal (spontaneous)</b>	<b>-8</b>

**j15**

**J.30**    **Using the response options on the card; To what degree is/are [INSERT OPTION] an obstacle to the current operations of this establishment?**  
**SHOW CARD 17**

**ROTATE OPTIONS**

		No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	Do Not Know (spontaneous)	Does Not Apply (spontaneous)
Tax rates	<b>j30a</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>
Tax administration	<b>j30b</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>
Business licensing and permits	<b>j30c</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>
Political instability	<b>j30e</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>
Corruption	<b>j30f</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>
Courts	<b>h30</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>

**L. LABOR**

**READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:**  
**Now I would like to ask you a few questions about this establishment's labor force.**

**L.1** At the end of fiscal year **2011**, how many permanent, full-time individual worked in this establishment? Please include all employees and managers (Permanent, full-time employees are defined as all paid employees that are contracted for a term of one or more fiscal years and/or have a guaranteed renewal of their employment contract and that work a full shift)  
**(INTERVIEWER: include interviewee if applicable).**

	Number
Permanent, full-time workers end of last fiscal year	<b>11</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

**L.2** Three fiscal years ago, at the end of fiscal year **2009**, how many permanent, full-time individuals worked in this establishment? Please include all employees and managers **(INTERVIEWER: include interviewee if applicable).**

	Number
Permanent, full-time workers three fiscal years ago	<b>12</b>
<b>If establishment was not in business three years ago</b>	<b>-7</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

**L.5** At the end of fiscal year **2011**, how many permanent full-time individuals that worked in this establishment were female?

	Number	Don't know (spontaneous)
Female permanent full-time workers	<b>15</b>	<b>-9</b>

**L.6** How many full-time temporary employees did this establishment employ throughout fiscal year **2011**?  
**(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 full days)**

	Number
Full-time seasonal or temporary workers employed last fiscal year	<b>16</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

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

**L.6a** How many female full-time temporary employees did this establishment employ throughout fiscal year **2011**?

	Number
Female full-time seasonal or temporary workers employed last fiscal year	<b>16a</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

**L.8** What was the average length of employment of all full-time temporary employees in fiscal year **2011**?

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

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

	<b>Percent</b>
Percentage of full time permanent workers who completed secondary school	<b>19b</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

**L.10** Over fiscal year **2011**, did this establishment have formal training programs for its permanent, full-time employees?

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

<b>110</b>
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**L.30** Using the response options on the card; To what degree are **Labor Regulations** an obstacle to the current operations of this establishment?  
  
Using the response options on the card; To what degree is **an Inadequately Educated Workforce** an obstacle to the current operations of this establishment? **INTERVIEWER: SHOW CARD 17**

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

**M. BUSINESS ENVIRONMENT**

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

**M.1** By looking at the card can you tell me which of elements of the business environment included in the list, if any, currently represents the biggest obstacle faced by this establishment **SHOW CARD 18 Do NOT read out**

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

Biggest obstacle	<b>m1a</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>
<b>Does not apply (spontaneous)</b>	<b>-7</b>

Rotation (option 1, 2 or 3)	<b>m1d</b>
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**N. PERFORMANCE**

**READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:**  
Please provide the following information from the financial statements of this establishment.

**N.2** For fiscal year **2011**, please provide the following information about this establishment by referring directly to your income statement: **SHOW CARD 19**

**READ OUT**

	Yuan	Don't know (spontaneous)
Total annual cost of labor including wages, salaries, bonuses, social payments	n2a	-9
Total annual costs of electricity	n2b	-9
<b>INTERVIEWER: IF FIRM IS NOT A RETAILER, SKIP TO A.15a</b>		
Total annual cost of finished goods and materials purchased to resell	n2i	-9

**CNN.8** In fiscal year **2011**, what were the firm's yearly average inventories?

	Yuan	Don't know (spontaneous)	Not applicable (spontaneous)
Finished goods inventory	CNn8a	-9	-7

**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	a15b3
Third respondent	a15a1cx	a15a2c	a15c3

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

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

Day (dd)	Month (mm)	Year (yyyy)	Hour (00 to 23)	Minutes (00 to 59)
a15d	a15m	a15y	a15h	a15min

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

**A.16** It is my perception that the responses to the questions regarding opinions and perceptions:

Truthful	1
Somewhat truthful	2
Not truthful	3

**a16**

**A.17** The responses to the questions regarding figures (productivity and employment numbers):

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

**a17**

**INTERVIEWER COMMENTS:**

**a17x**

(Problems occurred/extraordinary circumstances which could influence results)

**SUPERVISORS PLEASE ANSWER:**

**A.18** This questionnaire was completed in:

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

**STOP HERE**

**a18**

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

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

**a19h**

**a19m**