

**Your QUESTIONNAIRE NUMBER**  
**RECORD NUMBER**  
**PREFERENCE NUMBER**


**THE WORLD BANK**  
**Africa Enterprise Survey 2011 - RWANDA**  
**IS Manufacturing Module (2011)**  
**Module A (show cards for innovation)**

GPS Coordinates				SPLIT BALLOT		
Latitude	<b>poslat</b>	N	S	<b>lat</b>	A (with cards)	1
Longitude	<b>poslon</b>	E	W	<b>lon</b>	B (without cards)	<b>cards</b>

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

<b>A.0 Questionnaire</b>	<b>a0</b>	<b>Module</b>
Indicator		6

**A.1 Country**

<b>a1</b>
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**A.1a Language**

<b>a1a</b>
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**A.2**

	<b>Sampling Region a2</b>
Region A	1
Region B	2
Region C	3
Region D	4
Region E	5

**A.3a**

	<b>Screeners Region (coded ex post) a3a</b>
Region A	1
Region B	2
Region C	3
Region D	4
Region E	5

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

<b>a3x</b>
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**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	2
Over 250.000 to 1 million	3
50.000 to 250.000	4
Less than 50.000	5

**A.4 Industry**

	<b>Sampling sector a4a</b>	<b>Screeners sector a4b</b>
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 still does activities that match sample frame	2
No, does not match	3

**A.6 Size**

	<b>Sampling size a6a</b>	<b>Screeners Size a6b</b>
Micro <5	0	0
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:**

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 Rwanda. The information gathered here will help the World Bank 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) <u>b1x</u></b>	<b>6</b>
<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>B.2</b>	What percentage of this firm is owned by each of the following: <b>SHOW CARD 2</b>
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	<b>Percent</b>	<b>DON'T KNOW (SPONTANEOUS)</b>
Private domestic individuals, companies or organizations	<b>b2a</b> %	<b>-9</b>
Private foreign individuals, companies or organizations	<b>b2b</b> %	<b>-9</b>
Government or State	<b>b2c</b> %	<b>-9</b>
Other	<b>b2d</b> %	<b>-9</b>
	<b>100%</b>	

**IF 100% END  
INTERVIEW**

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

<b>AFB.3a</b>	Are the owners of the firm: <b>SHOW CARD 3</b>
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All men	1
Majority are men	2
Majority are women	3
All women	4
Equally divided between men and women	5
<b>Does not apply</b>	<b>-7</b>
<b>Don't know</b>	<b>-9</b>

**GO TO QUESTION AFB4a**

**GO TO QUESTION AFB4a**

**GO TO QUESTION AFB4a**

**GO TO QUESTION AFB4a**

**AFb3a**

<b>AFB.3b</b>	Is the largest owner female? <b>(INTERVIEWER: if there are multiple large owners with the same ownership share, please answer with respect to the person most active in the operation of the firm)</b>
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Yes	1
No	2
<b>Don't know (spontaneous)</b>	<b>-9</b>

**AFb3b**

<b>AFB.4a.</b>	What is the nationality of origin of the current largest owner?
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African (specify <b>AFb4a1 [table 1]</b> )	1
Indian	2
Lebanese/Middle Eastern	3
Other Asian (specify <b>AFb4a4 [table 4]</b> )	4
European/	5
Other	6
<b>Don't know (spontaneous)</b>	<b>-9</b>
	<b>AFb4a</b>

AFb4a1. Main African nationality	
XXXX	1
XXXX	2
XXXX	3
XXXX	4
XXXX	5

AFb4a4. Main "Other Asian" nationality	
XXXX	1
XXXX	2
XXXX	3
XXXX	4
XXXX	5

**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>B.7</b>	How many years of experience working in this sector does the Top Manager have?
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	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>AFB.7a</b>	What is the highest level of education of the current Top Manager? <b>SHOW CARD 4</b>
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No Education	1
Primary School (complete or not)	2
Secondary School (complete or not)	3
Vocational Training	4
Some university training	5
Graduate degree	6
<b>Don't Know (spontaneous)</b>	<b>-9</b>
<b>AFb7a</b>	

<b>B.7a</b>	Is the Top Manager female?
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Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>b7a</b>	

<b>B.8</b>	Does this establishment have an internationally-recognized quality certification? <b>(INTERVIEWER: SOME EXAMPLES ARE ISO 9000, 9002, OR 140000, OR HACCP)</b>
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Yes	1
No	2
<b>STILL IN PROCESS</b>	<b>-6</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>b8</b>	

<b>AFB.8a</b>	Is this establishment located in an export processing or other industrial zone? <b>SHOW CARD 5</b>
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Export Processing Zone	1
Other Industrial Zone	2
Neither of the above	3
<b>Don't know (spontaneous)</b>	<b>-9</b>
<b>AFb8a</b>	

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**C. INFRASTRUCTURE AND SERVICES**

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

Now, we turn to the establishment's operations in fiscal year 2010.

**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>

**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	<b>c5</b>
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	
<b>REFUSE (SPONTANEOUS)</b>	<b>-8</b>	

**C.6** Over fiscal year 2010, 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>

**C.7** In a typical month, over fiscal year 2010, how many power outages did this establishment experience?

	Number	<i>IF 0, GO TO QUESTION C.10</i>
Average number of power outages per month	<b>c7</b>	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	

<b>C.8</b>	How long did these power outages last on average?
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	Hours
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>

<b>C.9</b>	Please estimate the losses that resulted from power outages either as a percentage of total annual sales or as total annual losses.
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	Percent
Loss as 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**

	RWF
Annual losses due to power outages	<b>c9b</b>
<b>NONE</b>	<b>0</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

<b>C.10</b>	Over the course of fiscal year <b>2010</b> , did this establishment own or share a generator?
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Yes	1	
No	2	<b>GO TO QUESTION C.12</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>GO TO QUESTION C.12</b>
		<b>c10</b>

<b>C.11</b>	In fiscal year <b>2010</b> , what percentage of this establishment's electricity came from a generator or generators that the establishment owned or shared?
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	Percent
Percentage electricity from generators	<b>c11 %</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

<b>C.12</b>	Over the last two years, did this establishment submit an application to obtain a water connection?
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Yes	1	
No	2	<b>GO TO QUESTION C.15</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>GO TO QUESTION C.15</b>
		<b>c12</b>



<b>C.13</b>	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?
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	<b>Days</b>
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>

<b>C.14</b>	In reference to that application for a water connection, was an informal gift or payment expected or requested?
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Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>REFUSE (SPONTANENOUS)</b>	<b>-8</b>
<b>c14</b>	

<b>C.15</b>	Over fiscal year <b>2010</b> , did this establishment experience insufficient water supply for production?
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Yes	1	<b>GO TO QUESTION C.19</b> <b>GO TO QUESTION C.19</b>
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	
<b>c15</b>		

<b>C.16</b>	In a typical month, over fiscal year <b>2010</b> , how many incidents of insufficient water supply did this establishment experience?
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	<b>Number</b>	<b>IF 0, GO TO QUESTION C.19</b>
Average number of incidents of water insufficiency per month	<b>c16</b>	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	

<b>C.17</b>	How long did these incidents of insufficient water supply last on average?
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	<b>Hours</b>
Average duration of insufficient water supply	<b>c17</b>
<b>LESS THAN ONE HOUR</b>	<b>1</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

<b>C.19</b>	Over the last two years, did this establishment submit an application to obtain a telephone connection?
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Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**GO TO QUESTION C.22a**

**GO TO QUESTION C.22a**

**c19**

<b>C.20</b>	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?
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	<b>Days</b>
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>

<b>C.21</b>	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**

<b>C.22a</b>	At the present time, does this establishment use e-mail to communicate with clients or suppliers?
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Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**c22a**

<b>C.22b</b>	At the present time, does this establishment have its own website?
--------------	--

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**c22b**

<b>C.28</b>	Does this establishment currently use cell phones for the operations of the establishment?
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Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**c28**

<b>C.30</b>	<p>Using the response options on the card; To what degree is <b>Electricity</b> an obstacle to the current operations of this establishment? <b>SHOW CARD 6</b></p> <p>Using the response options on the card; To what degree is <b>Telecommunications</b> an obstacle to the current operations of this establishment? <b>SHOW CARD 6</b></p>
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						<b>(SPONTANEOUS)</b>	
						<b>DON'T KNOW</b>	<b>DOES NOT APPLY</b>
		No Obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	
Electricity	<b>c30a</b>	0	1	2	3	4	<b>-9</b>
Telecommunications	<b>c30b</b>	0	1	2	3	4	<b>-9</b>

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**D. SALES AND SUPPLIES**

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**READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:****The next topic to be covered is how and where this establishment makes its sales.**

<b>D.1a1</b>	In fiscal year <b>2010</b> , what was this establishment's main product, that is, the product that represented the largest proportion of annual sales?
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**Description**

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**d1a1x**

**INTERVIEWER: THE FOLLOWING QUESTION IS NOT PART OF THE INTERVIEW. IT WILL BE FILLED OUT IN THE OFFICE**

<b>D.1a2</b>	<b>CODE THE MAIN PRODUCT OF THIS ESTABLISHMENT FOLLOWING ISIC CODES REV. 3.1</b>
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	Code
Code of main product	<b>d1a2</b>

<b>D.1a3</b>	What percentage of total sales does the main product represent?
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	Percent
Percentage of sales represented by main product	<b>d1a3</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**INTERVIEWER: PLEASE NOTE THAT THE FOLLOWING QUESTION REFER TO TOTAL SALES OF ALL PRODUCTS AND SERVICES**

<b>D.2</b>	In fiscal year <b>2010</b> , what were this establishment's total annual sales for <b>ALL</b> products and services?
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	RWF
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>

<b>N.3</b>	In fiscal year <b>2008</b> , three fiscal years ago, what were total annual sales for this establishment?
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	RWF
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>

<b>D.3</b>	In fiscal year <b>2010</b> , what percentage of this establishment's sales were: <b>SHOW CARD 7</b> <b>(INTERVIEWER: SKIP PATTERNS MUST BE FOLLOWED IN THE ORDER THEY APPEAR ON THE TABLE)</b>
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	Percent	DON'T KNOW (SPONTANEOUS)	
National sales	<b>d3a</b> %	<b>-9</b>	<i>IF 100, GO TO QUESTION D.12</i>
Indirect exports (sold domestically to third party that exports products)	<b>d3b</b> %	<b>-9</b>	<i>IF 100, GO TO QUESTION D.12</i>
Direct exports	<b>d3c</b> %	<b>-9</b>	<i>IF 0, GO TO QUESTION D.12</i>
	<b>100%</b>		

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

<b>AFD.3f-h</b>	In fiscal year <b>2010</b> , what percentage of this establishment's annual export revenue were to: <b>SHOW CARD 8</b>
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Region	% of total export revenue
Neighboring Countries within Africa	<b>AFd3f</b> %
Developed Countries	<b>AFd3g</b> %
Other	<b>AFd3h</b> %
	<b>100%</b>

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

<b>D.4</b>	In fiscal year <b>2010</b> , 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 (for example port, airport) until the time these goods cleared customs?
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	Days
Average number of days to clear customs	<b>d4</b>
<b>LESS THAN ONE DAY</b>	<b>1</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>DOES NOT APPLY</b>	<b>-7</b>

<b>AFD.5a</b>	Thinking of the <b>main point of exit</b> , in fiscal year <b>2010</b> , what were the total clearing costs for an average consignment as a percentage of the consignment value? In calculating the total clearing costs, please include things such as payments to clearing agents, storage fees, container handling fees, and gifts or informal payments to customs officials.
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	as % of consignment value
Total clearing cost	<b>AFd5a</b> %
<b>Don't know (spontaneous)</b>	<b>-9</b>

<b>AFD.5b</b>	In fiscal year <b>2010</b> , what percentage of this establishment's export consignments were handled by an outside clearing agent to facilitate customs clearance?
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	Percent
Percent of consignments used clearing agent	<b>AFd5b</b> %
<b>Don't know (spontaneous)</b>	<b>-9</b>

<b>AFD.5c</b>	In fiscal year <b>2010</b> , what percentage of this establishment's export containers were physically inspected by custom officials?
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	Percent
Percentage physically inspected	<b>AFd5c</b> %
<b>Don't know (spontaneous)</b>	<b>-9</b>

<b>D.6</b>	In fiscal year <b>2010</b> , what percentage of the value of the products exported directly was lost while in transit because of theft?
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	Percent
Losses due to theft as percentage of the value of the products	<b>d6</b> %
<b>NO LOSSES</b>	<b>0</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>DOES NOT APPLY</b>	<b>-7</b>

<b>D.7</b>	In fiscal year <b>2010</b> , what percentage of the value of the products exported directly was lost while in transit because of breakage or spoilage?
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	Percent
Losses due to breakage or spoilage as percentage of the value of the products	<b>d7</b> %
<b>NO LOSSES</b>	<b>0</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>DOES NOT APPLY</b>	<b>-7</b>

<b>AFD.7a</b>	In fiscal year <b>2010</b> , did this establishment benefit from any of the following export or investment incentive schemes: <b>(INTERVIEWER: READ EACH OPTION ALOUD)</b>
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		Yes	No	DK	
Suspension or exemptions from duties on imported inputs	<b>AFd7a1</b>	1	2	<b>-9</b>	<b>IF YES TO ANY GO TO QUESTION D.12</b>
Profit tax exemption	<b>AFd7a2</b>	1	2	<b>-9</b>	
VAT reimbursement	<b>AFd7a3</b>	1	2	<b>-9</b>	
Export financing scheme, such as an export credit guarantee scheme	<b>AFd7a4</b>	1	2	<b>-9</b>	
Other	<b>AFd7a5</b>	1	2	<b>-9</b>	

<b>AFD.7b</b>	In fiscal year <b>2010</b> , what was the MAIN reason why this establishment did NOT take advantage of any of the schemes listed above? <b>SHOW CARD 9</b>
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Did not need financial support	1	
Did not know about these schemes	2	
Administrative process was too cumbersome	3	
No real benefits from schemes	4	
Lack contacts needed to qualify	5	
It takes too long to receive benefits	6	
Applied but not eligible	7	
Other	8	
<b>Don't know (spontaneous)</b>	<b>-9</b>	<b>AFd7b</b>

<b>D.12</b>	In fiscal year <b>2010</b> , as a proportion of all material inputs or supplies purchased that year, what percentage of this establishment's material inputs or supplies were: <b>SHOW CARD 10</b>
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	<b>Percent</b>	<b>DON'T KNOW (SPONT.)</b>	
Material inputs or supplies of domestic origin	<b>d12a %</b>	<b>-9</b>	
Material inputs or supplies of foreign origin	<b>d12b %</b>	<b>-9</b>	<b>IF 0, GO TO QUESTION AFD.11a</b>
	<b>100%</b>		

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

<b>D.13</b>	Were any of the material inputs or supplies purchased in fiscal year <b>2010</b> , imported directly?
-------------	---

Yes	1	
No	2	<b>GO TO QUESTION AFD.11a</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>GO TO QUESTION AFD.11a</b>
		<b>d13</b>

<b>D.14</b>	In fiscal year <b>2010</b> , 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) until the time these goods could be claimed from customs?
-------------	--

	<b>Days</b>
Average number of days to clear customs	<b>d14</b>
<b>LESS THAN ONE DAY</b>	<b>1</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

<b>AFD.11a</b>	In fiscal year <b>2010</b> , for how many years have you done business with the supplier of your main input (primary supplier)?
----------------	---

	<b>Years</b>
Years of relations with primary supplier	<b>AFd11a</b>
<b>Less than one year</b>	<b>1</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

<b>AFD.11d</b>	In fiscal year <b>2010</b> , did this establishment subcontract any part of its production to other firms?
----------------	--

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

**AFd11d**

<b>D.30</b>	Using the response options on the card; To what degree is <b>Transport</b> an obstacle to the current operations of this establishment? <b>SHOW CARD 11</b>
	Using the response options on the card; To what degree is <b>Customs and Trade Regulation</b> an obstacle to the current operations of this establishment? <b>SHOW CARD 11</b>

						<b>(SPONTANEOUS)</b>	
						<b>DON'T KNOW</b>	<b>DOES NOT APPLY</b>
		No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	
Transport	<b>d30a</b>	0	1	2	3	4	<b>-9</b>
Customs and trade regulations	<b>d30b</b>	0	1	2	3	4	<b>-9</b>



## E. DEGREE OF COMPETITION

<b>AFE.2a</b>	In fiscal year <b>2010</b> , how many NEW competitors entered the main market of this establishment's main product/product line?
---------------	--

None	1
One	2
2-5	3
More than 5	4
<b>Don't know (spontaneous)</b>	<b>-9</b>

**AFE2a**

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

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**e6**

<b>E.11</b>	Does this establishment compete against unregistered or informal firms?
-------------	---

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**e11**

<b>E.30</b>	Using the response options on the card; To what degree are <b>Practices of Competitors in the Informal Sector</b> an obstacle to the current operations of this establishment? <b>SHOW CARD 11</b>
-------------	--

						<b>(SPONTANEOUS)</b>	
	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	<b>DON'T KNOW</b>	<b>DOES NOT APPLY</b>
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**


---

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

Yes	1	
No	2	<i>GO TO QUESTION G.30</i>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<i>GO TO QUESTION G.30</i>
		<b>g2</b>

<b>G.3</b>	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>

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

Yes	1	
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	
<b>REFUSE (SPONTANEOUS)</b>	<b>-8</b>	
		<b>g4</b>

<b>G.30</b>	Using the response options on the card; To what degree is <b>Access to Land</b> an obstacle to the current operations of this establishment? <b>SHOW CARD 11</b>
-------------	--

						(SPONTANEOUS)		
		No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	DON'T KNOW	DOES NOT APPLY
Access to land	g30a	0	1	2	3	4	-9	-7

---

## H. INNOVATION

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

And now we switch to a new topic. In this section “new” means new to the firm but not necessarily new to the market or other firms, and it could have been originally developed by other firms

**H.1** In the last three years, has this establishment introduced new products or services? **SHOW CARD 12**

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

*GO TO QUESTION H.3*

*GO TO QUESTION H.3*

**h1**

**H.2** Was the new product or service also new for the establishment's main market?

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**h2**

**H.3** In the last three years, has this establishment introduced any new or significantly improved methods of manufacturing products or offering services? **SHOW CARD 13**

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**h3**

**H.4** During the last three years, has this establishment introduced any new or significantly improved logistical or business support processes? **SHOW CARD 14**

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**h4**

<b>H.5</b>	During the last three years, has this establishment introduced any new or significantly improved organizational structures or management practices? <b>SHOW CARD 15</b>
------------	---

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**h5**

<b>H.6</b>	During the last three years, has this establishment introduced new or significantly improved marketing methods? <b>SHOW CARD 16</b>
------------	---

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**h6**

<b>H.7</b>	During the last three years, did this establishment spend on formal research and development activities, either in-house or contracted with other companies? <b>SHOW CARD 17</b>
------------	---

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**h7**

<b>H.8</b>	During the last three years, did this establishment give employees some time to develop or try out a new approach or new idea about products or services, business process, firm management, or marketing?
------------	--

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**h8**

<b>H.9</b>	During the last 3 years, did this establishment engage in internal or external training of the personnel to familiarize them with new or significantly improved technologies, products or processes, including changing management or marketing practices?
------------	--

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**h9**

## I. CRIME

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

We now turn to another topic.

**I.1** In fiscal year **2010**, did this establishment pay for security, for example equipment, personnel, or professional security services?

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**GO TO QUESTION I.3**

**GO TO QUESTION I.3**

**i1**

**I.2** In fiscal year **2010**, 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

	RWF
Total annual cost of security	<b>i2b</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**I.3** In fiscal year **2010**, did this establishment experience losses as a result of theft, robbery, vandalism or arson on this establishment's premises?

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**GO TO QUESTION I.30**

**GO TO QUESTION I.30**

**i3**

**I.4** In fiscal year **2010**, 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	<b>i4a</b> %
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

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

	RWF
Total annual value of losses	<b>i4b</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

<b>I.30</b>	Using the response options on the card; To what degree is <b>Crime, Theft and Disorder</b> an obstacle to the current operations of this establishment? <b>SHOW CARD 18</b>
-------------	---

						(SPONTANEOUS)		
		No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	DON'T KNOW	DOES NOT APPLY
Crime, theft and disorder	i30	0	1	2	3	4	-9	-7

## K. FINANCE

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

I would like to ask you a few questions about how you finance the operations of this establishment.

**K.1** In fiscal year **2010**, what percentage of material inputs or services was paid for after delivery (purchased on credit)?

	Percent	DON'T KNOW (SPONTANEOUS)
Paid after delivery?	<b>k1c</b> %	<b>-9</b>

**K.2** In fiscal year **2010**, what percentage of this establishment's total annual sales of goods and services were paid for after delivery (sold on credit)?

	Percent	DON'T KNOW (SPONTANEOUS)
Paid after delivery?	<b>k2c</b> %	<b>-9</b>

**K.3** Over fiscal year **2010**, please estimate the proportion of this establishment's working capital that was financed from each of the following sources? **SHOW CARD 19**

	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 **2010**, did this establishment purchase any fixed assets, such as machinery, vehicles, equipment, land or buildings?

Yes	1	
No	2	<b>GO TO QUESTION K.6</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>GO TO QUESTION K.6</b>
	<b>k4</b>	



<b>K.5</b>	Over fiscal year <b>2010</b> , please estimate the proportion of this establishment's total purchase of fixed assets that was financed from each of the following sources: <b>SHOW CARD 20</b>
------------	---

	Percent	DON'T KNOW (SPONTANEOUS)
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)**

<b>K.6</b>	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>
	<b>k6</b>

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

Yes	1	
No	2	<b>GO TO QUESTION K.8</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>GO TO QUESTION K.8</b>
		<b>k7</b>

<b>AFK.7a</b>	For this establishment's overdraft facility, what is the average interest rate?
---------------	---

	Percent
Average rate of interest for overdraft	<b>AFk7a</b> %
<b>Don't know (spontaneous)</b>	<b>-9</b>

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

Yes	1	
No	2	<b>GO TO QUESTION K.15d</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>GO TO QUESTION K.15d</b>
		<b>k8</b>

<b>AFK.8a</b>	Was the most recent credit in the form of?
---------------	--

Line of credit	1
Loan	2
<b>Don't know (spontaneous)</b>	<b>-9</b>

**AFk8a**

<b>K.9</b>	Referring to the most recent line of credit or loan, what type of financial institution granted this loan? <b>SHOW CARD 21</b>
------------	--

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**

<b>K.10</b>	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 or line of credit approved	<b>k10</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR**

<b>AFK.10a</b>	What is the rate of interest of this most recent line of credit or loan?
----------------	--

	Percent
Average rate of interest for most recent loan/line of credit approved	<b>AFk10a %</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

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

	RWF
Size of most recent loan or line of credit approved	<b>k11</b>
<b>REFUSE (SPONTANEOUS)</b>	<b>-8</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

<b>K.13</b>	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**

<b>K.14</b>	Referring only to this most recent loan or line of credit, what type of collateral was required? <b>(INTERVIEWER: READ OUT)</b>
-------------	--

Collateral	Yes	No	<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>

<b>K.15</b>	Referring only to this most recent line of credit or loan, what was the approximate value of the collateral required?
-------------	---

	<b>RWF</b>
Value of collateral <b>k15a</b>	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

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

	<b>Number</b>
Total number of loans outstanding <b>k15b</b>	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

<b>K.15c</b>	What is the total value of outstanding loans or lines of credit held by this establishment?
--------------	---

	<b>RWF</b>
Total value of loans outstanding <b>k15c</b>	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

<b>K.15d</b>	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>

**k15d**

<b>K.16</b>	Referring again to fiscal year <b>2010</b> , did this establishment apply for any loans or lines of credit?
-------------	---

Yes	1	<i>GO TO QUESTION K.20</i>
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<i>GO TO QUESTION K.21</i>
		<b>k16</b>

<b>K.17</b>	What was the <b>main</b> reason why this establishment did not apply for any line of credit or loan? <b>SHOW CARD 22</b>
-------------	---

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

<b>K.20</b>	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>APPLICATION STILL IN PROCESS</b>	<b>-6</b>	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	
		<b>k20a</b>

<b>K.21</b>	In fiscal year <b>2010</b> , 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>	
		<b>k21</b>

<b>K.30</b>	Using the response options on the card; To what degree is <b>Access to Finance</b> an obstacle to the current operations of this establishment? <b>SHOW CARD 23</b>
-------------	---

							(SPONTANEOUS)	
		No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	DON'T KNOW	DOES NOT APPLY
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** I am going to read one statement that describes the court 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 24**

	Strongly disagree	Tend to disagree	Tend to agree	Strongly agree	Don't know (spontaneous)
"The court system is fair, impartial and uncorrupted." <b>h7a</b>	1	2	3	4	-9
"The court system is able to enforce its decisions" <b>AFh1</b>	1	2	3	4	-9
"I am confident that the legal system will uphold my contract and property rights in business disputes." <b>AFh2</b>	1	2	3	4	-9

**AFH.3a** In the last 2 years, did your establishment have a payment dispute over payments owed to it in which a third party (such as arbiters, collecting agency or judicial system) was involved?

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

**GO TO QUESTION J.2**  
**GO TO QUESTION J.2**  
**AFh3a**

**AFH.3b** Was the court system used to resolve this payment dispute?

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

**GO TO QUESTION J.2**  
**GO TO QUESTION J.2**  
**AFh3b**

**AFH.3c** Was a court judgment made for this payment dispute?

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

**GO TO QUESTION J.2**  
**GO TO QUESTION J.2**  
**GO TO QUESTION J.2**  
**AFh3c**

<b>AFH.3d</b>	How many weeks did it take the courts to come to judgment on this payment dispute, from the day the establishment first took court action until the moment a judgment was made?
---------------	---

	Weeks
Number of weeks to come to judgment	<b>AFh3d</b>
<b>Less than one week</b>	<b>1</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

<b>AFH.3e</b>	Was this decision of the court enforced?
---------------	--

Yes	1	
No	2	<b>GO TO QUESTION J.2</b>
<b>Still in process</b>	<b>-6</b>	<b>GO TO QUESTION J.2</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>	<b>GO TO QUESTION J.2</b>
		<b>AFh3e</b>

<b>AFH.3f</b>	How many weeks did it take to enforce this court judgment?
---------------	--

	Weeks
Number of weeks to enforcement	<b>AFh3f</b>
<b>Less than one week</b>	<b>1</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

<b>J.2</b>	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	<b>j2</b> %
<b>NO TIME WAS SPENT</b>	<b>0</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

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

Yes	1	
No	2	<b>GO TO QUESTION J.6a</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>GO TO QUESTION J.6a</b>
		<b>j3</b>

<b>J.4</b>	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>

<b>J.5</b>	In any of these inspections or meetings was a gift or informal 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>j5</b>

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

Yes	1	<b>GO TO QUESTION J.7</b> <b>GO TO QUESTION J.7</b>
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	
	<b>j6a</b>	

<b>J.6</b>	When establishments like this one do business with the government, what percentage 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>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>REFUSAL (SPONTANEOUS)</b>	<b>-8</b>
<b>NO PAYMENTS</b>	<b>0</b>

<b>J.7</b>	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?
------------	---

	<b>Percent</b>
Percentage of total annual sales paid as informal payment	<b>j7a %</b>
<b>NO PAYMENTS OR GIFTS ARE PAID</b>	<b>0</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>REFUSAL (SPONTANEOUS)</b>	<b>-8</b>

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

	<b>RWF</b>
Total annual informal payment	<b>j7b</b>
<b>NO PAYMENTS OR GIFTS ARE PAID</b>	<b>0</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>REFUSAL (SPONTANEOUS)</b>	<b>-8</b>

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

	<b>Percent</b>
Percent of total annual sales reported for tax purposes	<b>AFj8</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>
<b>Refusal (spontaneous)</b>	<b>-8</b>

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

Yes	1	
No	2	<b>GO TO QUESTION J.13</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>GO TO QUESTION J.13</b>
		<b>j10</b>

<b>J.11</b>	Approximately how many days did it take to obtain this import license from the day of the application to the day it was granted?
-------------	--

	<b>Days</b>
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>



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

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>REFUSE (SPONTANEOUS)</b>	<b>-8</b>

**j12**

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

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**GO TO QUESTION J.30**

**GO TO QUESTION J.30**

**j13**

<b>J.14</b>	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>

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

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>REFUSE (SPONTANEOUS)</b>	<b>-8</b>

**j15**

<b>J.30</b>	Using the response options on the card to what degree each of the following is an obstacle to the current operations of this establishment? <b>SHOW CARD 25</b>
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							(SPONTANEOUS)	
ROTATE OPTIONS		No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	DON'T KNOW	DOES NOT APPLY
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

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**L. LABOR**

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**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 **2010**, how many permanent, full-time individuals worked in this establishment? Please include all employees and managers **(INTERVIEWER: INCLUDE INTERVIEWEE IF APPLICABLE)**  
(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 full-time)

	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 **2008**, 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 **2010**, how many permanent full-time individuals working in this establishment in the following categories were female?

	Number	<b>DON'T KNOW (SPONTANEOUS)</b>
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 **2010**?  
(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-time)

	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  
AFL.8a**

- L.6a** How many full-time temporary employees employed throughout fiscal year **2010** were females?

	Number
Full-time female seasonal or temporary workers employed last fiscal year	<b>16a</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

<b>L.8</b>	What was the average length of employment of all full-time temporary employees in fiscal year <b>2010</b> ?
------------	---

	Months
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>

<b>AFL.8a</b>	At the end of fiscal year 2010, how many part-time workers—workers that work less than 8-hour shift per day—were employed by this establishment?
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	Number
Part-time Workers	<b>AF18a</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

<b>L.10</b>	Over fiscal year <b>2010</b> , 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>

**110**

<b>AFL.12</b>	What percentage of this establishment's workforce is currently unionized?
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	Percent Unionized
Percent workforce unionized	<b>AF112 %</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

<b>AFL.14</b>	Over fiscal year <b>2010</b> , how did this establishment usually find new employees? <b>SHOW CARD 26</b>
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Through family/friends	1
Public placement office	2
Private placement office	3
Public announcement/advertisement	4
School-related network	5
Other	6

**AF114**

<b>L.30</b>	<p>Using the response options on the card; To what degree are <b>Labor Regulations</b> an obstacle to the current operations of this establishment? <b>SHOW CARD 27</b></p> <p>Using the response options on the card; To what degree is <b>an Inadequately Educated Workforce</b> an obstacle to the current operations of this establishment? <b>SHOW CARD 27</b></p>
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						<b>(SPONTANEOUS)</b>	
						<b>DON'T KNOW</b>	<b>DOES NOT APPLY</b>
	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle		
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>

## S. AIDS AND SICKNESS

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

We now turn to another topic.

**AFS.1y** Does this establishment currently have a pre-employment health check for new employees?

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

**AFs1y**

**AFS.1** Have the following situations affected this establishment's workforce in the past 2 years:

	Yes	No	DK
High absenteeism due to sickness <b>AFs1a</b>	1	2	<b>-9</b>
High absenteeism as employees need to care of family members or friends due to sickness <b>AFs1b</b>	1	2	<b>-9</b>

**AFS.2** Has HIV/AIDS affected this establishment's workforce in any of the following ways in the past 2 years

	Yes	No	DK
High absenteeism due to HIV/AIDS <b>AFs2a</b>	1	2	<b>-9</b>
High absenteeism as employees need to care of family members or friends due to HIV/AIDS <b>AFs2b</b>	1	2	<b>-9</b>

**AFS.3** Did this establishment undertake any of the following activities, in fiscal year **2010**, to prevent HIV/AIDS among employees?

	Yes	No	DK
HIV prevention messages <b>AFs3a</b>	1	2	<b>-9</b>
Free condom distribution <b>AFs3b</b>	1	2	<b>-9</b>
Anonymous HIV testing <b>AFs3c</b>	1	2	<b>-9</b>

**AFS.4** In fiscal year **2010**, how much did this establishment spend on all AIDS/HIV programs and activities?

	RWF
Cost of all AIDS/HIV programs and activities <b>AFs4</b>	
<b>Don't know (spontaneous)</b>	<b>-9</b>

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## M. BUSINESS ENVIRONMENT

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<b>M.1</b>	By looking at card [insert card number] can you tell me which of the elements of the business environment included in the list, if any, currently represents the biggest obstacle faced by this establishment <b>SHOW CARD 28</b>
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**INTERVIEWER: DO NOT READ OPTIONS UNLESS RESPONDENT CANNOT READ**

<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>

<b>SHOW CARD ROTATIONS</b>	
Rotation 1	1
Rotation 2	2
Rotation 3	3

**m1d**

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## N. PERFORMANCE

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

Now, we would like to ask you a few questions about the financial results of this establishment. 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	From the Income Statement of fiscal year <b>2010</b> , please provide the following information: <b>SHOW CARD 29</b>
-----	--

READ OUT	RWF	SPONTANEOUS	
		DON'T KNOW	REFUSE
Total annual cost of labor (including wages, salaries, bonuses, social payments)	n2a	-9	-8
Total annual cost of electricity	n2b	-9	-8
Total annual cost of raw materials and intermediate goods used in production	n2e	-9	-8

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

	Position in the firm	Years with the firm	Gender
Main respondent	a15a1ax	a15a2a	a15a3
Second respondent	a15a1bx	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:**

<b>A.16</b>	It is my perception that the responses to the questions regarding opinions and perceptions:
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Truthful	1
Somewhat truthful	2
Not truthful	3

**a16**

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

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

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

Hour	Minutes

**a19h**

**a19m**

**CARD 1**

Shareholding company with shares trade in the stock market
Shareholding company with non-traded shares or shares traded privately
Sole proprietorship
Partnership
Limited partnership

**CARD 2**

Private domestic individuals, companies or organizations	%
Private foreign individuals, companies or organizations	%
Government/State	%
Other	%
	100%

**CARD 3**

All men
Majority are men
Majority are women
All women
Equally divided between men and women

**CARD 4**

No Education
Primary School (complete or not)
Secondary School (complete or not)
Vocational Training
Some university training
Graduate degree

**CARD 5**

Export Processing Zone
Other Industrial Zone
Neither of the above

**CARD 6**

No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstad
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**CARD 7**

	Percent
National sales	%
Indirect exports (sold domestically to third party that exports products)	%
Direct exports	%
	<b>100 %</b>



**CARD 8**

Neighboring Countries within Africa	%
Developed Countries	%
Other	%
	<b>100%</b>

**CARD 9**

Did not need financial support
Did not know about these schemes
Administrative process was too cumbersome
No real benefits from schemes
Lack contacts needed to qualify
It takes too long to receive benefits
Applied but not eligible
Other

**CARD 10**

Material inputs or supplies of domestic origin	%
Material inputs or supplies of foreign origin	%
	<b>100 %</b>

**CARD 11**

No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstad
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## **CARD 12**

### **EXAMPLES OF NEW OR SIGNIFICANTLY IMPROVED PRODUCTS**

New products are any products with significantly new characteristics or uses

New or increased functions and applications, including user friendliness

New or significantly improved technical specifications or capabilities

New or significantly improved components or materials

(Do not include minor changes, regular seasonal changes, routine upgrades and purely aesthetic or design changes that do not affect functionality.

Do not include the resale of a good purchased from other enterprises)

### **CARD 13**

#### **EXAMPLES OF NEW OR IMPROVED METHODS OF MANUFACTURING PRODUCTS**

Changes in production techniques or processes of production

Introduction of new technology for production

Introduction of automation of processes previously man-made

Introduction of new process of finishing, packaging, or quality control

Introduction of new or significantly improved production equipment not previously used

Introduction of new software for production

## **CARD 14**

### **EXAMPLES OF NEW OR SIGNIFICANTLY IMPROVED LOGISTICAL OR BUSINESS SUPPORT SERVICES**

Changes in how inputs are delivered to the establishment, for ex. outsourcing transport that previously was done in-house

Changes in how products are delivered to clients, ex. outsourcing

Introduction of scanning to register goods using bar codes

Introduction of new software to manage inventories

New or improved software or routines for purchasing, accounting or maintenance systems

**CARD 15****EXAMPLES OF NEW OR SIGNIFICANTLY IMPROVED ORGANIZATIONAL STRUCTURES OR MANAGEMENT PRACTICES**

Change in number of management levels

Changes in communication systems

Changes in production targeting and monitoring systems

Changes or introduction of incentives for performance such as changes in salary or bonus determination to reward performance

Changes in promotion practices

Changes in hiring and firing practices

Changes on how decisions and results are communicated across the establishment such as new reporting systems

Restructuring departments or units

Changes in external relations systems



**CARD 16****EXAMPLES OF NEW OR SIGNIFICANTLY IMPROVED MARKETING METHODS**

New design, branding, or packaging, including use of trademarks or brand symbols

New channels to promote or sell products such as direct selling internet sales, exclusive retailing

New pricing systems to attract or retain customers, such as discounts, deferred payment, loyalty rewards cards

**CARD 17****EXAMPLES OF RESEARCH AND DEVELOPMENT**

Organized work to create new knowledge

Investigation or research to create new products

Investigation or research to improve existing products

Investigation to determine new or more efficient methods of production

**CARD 18**

No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle
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**CARD 19**

	<b>Percent</b>
Internal funds or retained earnings	%
Borrowed from banks (private and state-owned)	%
Borrowed from non-bank financial institutions which include microfinance institutions, credit cooperatives, credit unions, or finance companies	%
Purchases on credit from suppliers and advances from customers	%
Other, moneylenders, friends, relatives, etc.	%
	<b>100%</b>

**CARD 20**

	<b>Percent</b>
Internal funds or retained earnings	%
Owners' contribution or issued new equity shares	%
Borrowed from banks: private and state-owned	%
Borrowed from non-bank financial institutions	%
Purchases on credit from suppliers and advances from customers	%
Other, moneylenders, friends, relatives, bonds, etc	%
	<b>100%</b>

**CARD 21**

Private commercial banks
State-owned banks or government agency
Non-bank financial institutions
Other

**CARD 22**

No need for a loan - establishment has sufficient capital
Application procedures were complex
Interest rates are not favorable
Collateral requirements were too high
Size of loan and maturity were insufficient
Did not think it would be approved
Other

**CARD 23**

No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle
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**CARD 24**

Strongly disagree	Tend to disagree	Tend to agree	Strongly agree
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**CARD 25**

No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle
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**CARD 26**

Through family/friends
Public placement office
Private placement office
Public announcement/advertisement
School-related network
Other

**CARD 27**

No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle
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**CARD 28 - ROTATION 1**

- Access to finance
- Crime, theft and disorder
- Practices of competitors in the informal sector
- Inadequately educated workforce
- Tax rates
- Electricity
- Transport
- Access to land
- Customs and trade regulations
- Labor regulations
- Corruption
- Political instability
- Business licensing and permits
- Tax administration
- Courts

**CARD 28 - ROTATION 2**

- Access to land
- Customs and trade regulations
- Practices of competitors in the informal sector
- Transport
- Corruption
- Political instability
- Crime, theft and disorder
- Electricity
- Inadequately educated workforce
- Access to finance
- Courts
- Tax rates
- Labor regulations
- Business licensing and permits
- Tax administration

**CARD 28 - ROTATION 3**

- Courts
- Political instability
- Customs and trade regulations
- Transport
- Access to finance
- Crime, theft and disorder
- Tax administration
- Access to land
- Inadequately educated workforce
- Business licensing and permits
- Corruption
- Practices of competitors in the informal sector
- Electricity
- Tax rates
- Labor regulations

**CARD 29**

Total annual cost of labor including wages, salaries, bonuses, social security payments
Total annual costs of electricity
Total annual cost of raw materials and intermediate goods used in production