

QUESTIONNAIRE NUMBER **id**
 RECORD NUMBER **recnumber**
 PREFERENCE NUMBER **preference**

| | | | | | | | | | |
|---|--|--|--|--|--|---|---|--|--|
| 0 | | | | | | | | | |
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| | | | | | | | | | |

ROTATION
rotation

THE WORLD BANK
 Enterprise Survey
 Services Module (DRC 2013)

| GPS Coordinates | |
|--------------------------|------------|
| Degrees North (Latitude) | lat |
| Degrees East (Longitude) | lon |

A. CONTROL INFORMATION [TO BE COMPLETED BEFORE INTERVIEW]

| A.0 Questionnaire a0 | Module |
|---|--------|
| If firm is Retail firm | 2 |
| If firm is a Services (non-Retail) firm | 3 |

| A.3c Is this city the main business city? a3c | |
|--|---|
| Yes | 1 |
| No | 2 |

A.1 Country

a1

| 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.1a Language

a1a

| A.2 | Sampling Region a2 |
|--|---------------------------|
| RDC de l'ouest: Boma, Kinshasa, Kikwit, Matadi | 1 |
| RDC de l'est: Kisangani, Butembo, Goma, Bukavu | 2 |
| RDC du centre: Kananga, Mbuji-Mayi | 3 |
| RDC du sud : Lubumbashi, Linkasi | 4 |

| A.4 Industry | Sampling sector a4a | Screener sector a4b |
|---------------------------------|--|----------------------------|
| Manufacturing :Section D | Food | 15 |
| | Tobacco | 16 |
| | Textiles | 17 |
| | Garments | 18 |
| | Leather | 19 |
| | Wood | 20 |
| | Paper | 21 |
| | Publishing, printing, and Recorded media | 22 |
| | Refined petroleum product | 23 |
| | Chemicals | 24 |
| | Plastics & rubber | 25 |
| | Non metallic mineral products | 26 |
| | Basic metals | 27 |
| | Fabricated metal products | 28 |
| | Machinery and equipment (29 & 30) | 29 |
| | Electronics (31 & 32) | 31 |
| | Precision instruments | 33 |
| Transport machines (34&35) | 34 | |
| Furniture | 36 | |
| Recycling | 37 | |
| Retail | Retail | 52 |
| Other Services | Wholesale | 51 |
| | IT | 72 |
| | Hotel and restaurants: section H | 55 |
| | Services of motor vehicles | 50 |
| | Construction Section F: | 45 |
| Transport Section I: (60-64) | 60 | |

| A.3a | Screener Region (coded ex post) a3a |
|--|--|
| RDC de l'ouest: Boma, Kinshasa, Kikwit, Matadi | 1 |
| RDC de l'est: Kisangani, Butembo, Goma, Bukavu | 2 |
| RDC du centre: Kananga, Mbuji-Mayi | 3 |
| RDC du sud : Lubumbashi, Linkasi | 4 |

A.3x Name of city/town/village

a3x

| A.3b Is this city the official capital city? a3b | |
|---|---|
| Yes | 1 |
| No | 2 |

QUESTIONNAIRE NUMBER

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

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 |

A.12 Interviewer code **a12**

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

A.13 Supervisor code **a13**

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

A.6 Size

| | Sampling size a6a | Screener Size a6b |
|----------------------|------------------------------|------------------------------|
| 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 | a7a |
|---|------------|

A.8 Type of establishment **a8**

| | |
|--|-----------|
| HQ without production and/or sales in this location | 1 |
| HQ with production and/or sales in this location | 2 |
| Establishment physically separated from both HQ and other establishments of the same firm | 3 |
| Establishment physically separated from HQ but it locates with other establishments of the same firm | 4 |
| DOES NOT APPLY | -7 |

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

| | |
|-----------------------|-----------|
| Yes | 1 |
| No | 2 |
| DOES NOT APPLY | -7 |

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

a10

| | |
|-----------------------|-----------|
| Yes | 1 |
| No | 2 |
| DOES NOT APPLY | -7 |

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

| | |
|-----------------------|-----------|
| Yes | 1 |
| No | 2 |
| DOES NOT APPLY | -7 |

QUESTIONNAIRE NUMBER

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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 **Democratic Republic of Congo**. The information gathered here will help to develop new policies and programs that enhance employment and economic growth.

The information obtained here will be held in the strictest confidentiality. Neither your name nor the name of your business will be used in any document based on this survey.

B. GENERAL INFORMATION

READ OUT THE FOLLOWING INTRODUCTORY SENTENCE ONLY IF A7 = 1 (yes):

The first few questions apply to the firm which your establishment is part of.

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

| | |
|--|-----------|
| Shareholding company with shares trade in the stock market | 1 |
| Shareholding company with non-traded shares or shares traded privately | 2 |
| Sole proprietorship | 3 |
| Partnership | 4 |
| Limited partnership | 5 |
| OTHER (SPONTANEOUS-SPECIFY) ___ b1x ___ | 6 |
| DON'T KNOW (SPONTANEOUS) | -9 |

SKIP TO B.2

b1

INTERVIEWER: PLEASE NOTE WHEN b1 IS 3 (SOLE PROPRIETORSHIP), WRITE 100% FOR QUESTION b3.

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

| | Percent |
|--|----------------|
| Percentage held by largest owner or owners | b3 % |
| DON'T KNOW (SPONTANEOUS) | -9 |

QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER

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| | | | | | | | | | | |
| | | | | | | | | | | |

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

| | Percent | DON'T KNOW (SPONTANEOUS) |
|--|--------------|--------------------------|
| Private domestic individuals, companies or organizations | b2a % | -9 |
| Private foreign individuals, companies or organizations | b2b % | -9 |
| Government or State | b2c % | -9 |
| Other | b2d % | -9 |
| | 100% | |

IF 100% END INTERVIEW

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

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

| | | |
|---------------------------------|----|--------------------|
| Yes | 1 | |
| No | 2 | SKIP TO B.5 |
| DON'T KNOW (SPONTANEOUS) | -9 | SKIP TO B.5 |

b4

B.4a What percentage of the firm is owned by females?

| | Percentage |
|---------------------------------|------------|
| Percentage of female ownership | b4a |
| DON'T KNOW (SPONTANEOUS) | -9 |

READ ONLY IF A7=1 (yes)
I want to proceed by asking you about this establishment only.

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

| | Year |
|-------------------------------------|-----------|
| Year establishment began operations | b5 |
| DON'T KNOW (SPONTANEOUS) | -9 |

INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR

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

| | Number |
|---------------------------------|-----------|
| Full-time employees at start-up | b6 |
| DON'T KNOW (SPONTANEOUS) | -9 |

QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER

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| | | | | | | | | | | |
| | | | | | | | | | | |

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

| | |
|---------------------------------|-----------|
| Yes | 1 |
| No | 2 |
| DON'T KNOW (SPONTANEOUS) | -9 |

b6a

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

| | Year |
|--|------------|
| Year establishment formally registered | b6b |
| DON'T KNOW (SPONTANEOUS) | -9 |
| NEVER REGISTERED (SPONTANEOUS) | -7 |

GO TO QUESTION B.7
GO TO QUESTION B.7

INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR.

DRCB.1 When this establishment was formally registered was permission from the spouse of any married female owner requested for the business to be registered by the **Ministère de l'économie nationale**?

| | |
|--|-----------|
| Yes | 1 |
| No | 2 |
| DOESN'T APPLY (NOT MARRIED FEMALE OWNERS) | -7 |
| DON'T KNOW (SPONTANEOUS) | -9 |

DRCb1

B.7 How many years of experience working in this sector does the Top Manager have?

| | Years |
|---------------------------------|-----------|
| Manager's experience in sector | b7 |
| LESS THAN ONE YEAR | 1 |
| DON'T KNOW (SPONTANEOUS) | -9 |

DRCB.2 What is the main reason why the Top Manager decided to work in this sector? **SHOW CARD 3**

| | |
|--|-----------|
| Followed the path of a relative or a friend | 1 |
| Expectation of high profitability | 2 |
| Personal aspirations | 3 |
| Flexible working schedule | 4 |
| It was not possible or too difficult to work in another sector | 5 |
| DON'T KNOW (SPONTANEOUS) | -9 |

DRCb2

B.7a Is the Top Manager female?

| | |
|---------------------------------|-----------|
| Yes | 1 |
| No | 2 |
| DON'T KNOW (SPONTANEOUS) | -9 |

b7a

QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER

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|--|--|--|--|--|--|--|--|--|--|--|
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DRCB.3 Is the Top Manager also the owner or one of the owners of the firm?

| | |
|---------------------------------|-----------|
| Yes | 1 |
| No | 2 |
| DON'T KNOW (SPONTANEOUS) | -9 |

DRCb3

DRCB.4 Is the Top Manager married?

| | |
|---------------------------------|-----------|
| Yes | 1 |
| No | 2 |
| DON'T KNOW (SPONTANEOUS) | -9 |

DRCb4

B.8 Does this establishment have an internationally-recognized quality certification?
(INTERVIEWER: SOME EXAMPLES ARE ISO 9000 or 14000, or HACCP)

| | |
|---------------------------------|-----------|
| Yes | 1 |
| No | 2 |
| STILL IN PROCESS | -6 |
| DON'T KNOW (SPONTANEOUS) | -9 |

b8

QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER

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C. INFRASTRUCTURE AND SERVICES

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING.

Now, we turn to the establishment's operations

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

| | |
|---------------------------------|-----------|
| Yes | 1 |
| No | 2 |
| DON'T KNOW (SPONTANEOUS) | -9 |

GO TO QUESTION C.6

GO TO QUESTION C.6

c3

C.4 In reference to that application for an electrical connection, approximately how many days did it take to obtain it from the day of the application to the day the service was received?

| | Days |
|---------------------------------|-----------|
| Wait for electrical connection | c4 |
| LESS THAN ONE DAY | 1 |
| STILL IN PROCESS | -6 |
| APPLICATION DENIED | -5 |
| DON'T KNOW (SPONTANEOUS) | -9 |

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

| | |
|---------------------------------|-----------|
| Yes | 1 |
| No | 2 |
| DON'T KNOW (SPONTANEOUS) | -9 |
| REFUSAL (SPONTANEOUS) | -8 |

c5

C.6 Over fiscal year **2012**, did this establishment experience power outages?

| | |
|---------------------------------|-----------|
| Yes | 1 |
| No | 2 |
| DON'T KNOW (SPONTANEOUS) | -9 |

GO TO QUESTION C.10

GO TO QUESTION C.10

c6

C.7 In a typical month, over fiscal year **2012**, how many power outages did this establishment experience?

| | Number |
|--|-----------|
| Number of power outages in a typical month | c7 |

IF 0, GO TO QUESTION C.9

QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER

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| | |
|---------------------------------|-----------|
| DON'T KNOW (SPONTANEOUS) | -9 |
|---------------------------------|-----------|

GO TO QUESTION C.9

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

| | Hours |
|--|-----------|
| Average duration of power outages in hours | c8 |
| LESS THAN ONE HOUR | 1 |
| DON'T KNOW (SPONTANEOUS) | -9 |

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

| | Percent |
|---|--------------|
| Loss as percentage of total annual sales due to power outages | c9a % |
| NONE | 0 |
| DON'T KNOW (SPONTANEOUS) | -9 |

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

| | LCUs |
|------------------------------------|------------|
| Annual losses due to power outages | c9b |
| NONE | 0 |
| DON'T KNOW (SPONTANEOUS) | -9 |

C.10 Over the course of fiscal year **2012**, did this establishment own or share a generator?

| | |
|---------------------------------|-----------|
| Yes | 1 |
| No | 2 |
| DON'T KNOW (SPONTANEOUS) | -9 |

GO TO QUESTION C.12
GO TO QUESTION C.12

c10

C.11 In fiscal year **2012**, what percentage of this establishment's electricity came from a generator or generators that the establishment owned or shared?

| | Percent |
|--|--------------|
| Percentage electricity from generators | c11 % |
| DON'T KNOW (SPONTANEOUS) | -9 |

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

| | |
|---------------------------------|-----------|
| Yes | 1 |
| No | 2 |
| DON'T KNOW (SPONTANEOUS) | -9 |

GO TO QUESTION C.22a
GO TO QUESTION C.22a

c12

QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER

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| | | | | | | | | | | |
| | | | | | | | | | | |

C.13 In reference to that application for a water connection, approximately how many days did it take to obtain it from the day of the application to the day the service was received?

| | Days |
|---------------------------------|------------|
| Wait for water connection | c13 |
| LESS THAN ONE DAY | 1 |
| STILL IN PROCESS | -6 |
| APPLICATION DENIED | -5 |
| DON'T KNOW (SPONTANEOUS) | -9 |

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

| | |
|---------------------------------|-----------|
| Yes | 1 |
| No | 2 |
| DON'T KNOW (SPONTANEOUS) | -9 |
| REFUSAL (SPONTANENOUS) | -8 |

c14

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

| | |
|---------------------------------|-----------|
| Yes | 1 |
| No | 2 |
| DON'T KNOW (SPONTANEOUS) | -9 |

c22a

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

| | |
|---------------------------------|-----------|
| Yes | 1 |
| No | 2 |
| DON'T KNOW (SPONTANEOUS) | -9 |

c22b

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

| | |
|---------------------------------|-----------|
| Yes | 1 |
| No | 2 |
| DON'T KNOW (SPONTANEOUS) | -9 |

c28

QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER

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| | |
|-------------|--|
| C.30 | Using the response options on the card; To what degree is Electricity an obstacle to the current operations of this establishment? SHOW CARD 4 |
| | Using the response options on the card; To what degree are Telecommunications an obstacle to the current operations of this establishment? SHOW CARD 4 |

| | | | | | | (SPONTANEOUS) | | |
|--------------------|-------------|-------------|----------------|-------------------|----------------|----------------------|------------|----------------|
| | | No obstacle | Minor obstacle | Moderate obstacle | Major obstacle | Very Severe Obstacle | DON'T KNOW | DOES NOT APPLY |
| Electricity | c30a | 0 | 1 | 2 | 3 | 4 | -9 | -7 |
| Telecommunications | c30b | 0 | 1 | 2 | 3 | 4 | -9 | -7 |

QUESTIONNAIRE NUMBER

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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 **2012**, what was this establishment’s main activity, product or service, that is, the activity, product or service that represented the largest proportion of annual sales
ENUMERATOR: PLEASE SPECIFY THE ACTIVITY AND PRODUCT IN DETAIL, FOR EX., “DATA CONSULTING IT SERVICES” NOT JUST IT SERVICES

Description

| |
|--------------|
| d1a1x |
|--------------|

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

D.1a2 **PLEASE CHOOSE THE 4-DIGIT ISIC REV. 3.1 CODE THAT BEST APPLIES TO THE ESTABLISHMENT’S MAIN ACTIVITY AND PRODUCT.**

| | |
|--|-------------|
| | Code |
| CODE OF THE MAIN PRODUCT AND ACTIVITY | d1a2 |

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

| | |
|---|----------------|
| | Percent |
| Percentage of sales represented by main activity or product | d1a3 |
| DON'T KNOW (SPONTANEOUS) | -9 |

QUESTIONNAIRE NUMBER

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

INTERVIEWER: PLEASE NOTE THAT THE NEXT QUESTION REFERS TO THE TOTAL SALES OF ALL PRODUCTS AND SERVICES

D.2 In fiscal year **2012**, what were this establishment's total annual sales for all products and services?

| | |
|---|-------------|
| | LCUs |
| Last complete fiscal year's total sales | d2 |
| DON'T KNOW (SPONTANEOUS) | -9 |
| PLEASE ALSO WRITE OUT THE NUMBER (i.e. 50,000 as Fifty Thousand) | |
| | d2x |

N.3 In fiscal year **2010**, three fiscal years ago, what were total annual sales for this establishment?

| | |
|---|-------------|
| | LCUs |
| Total annual sales three years ago | n3 |
| IF ESTABLISHMENT WAS NOT IN BUSINESS THREE YEARS AGO | -7 |
| DON'T KNOW (SPONTANEOUS) | -9 |

D.3 In fiscal year **2012**, what percentage of this establishment's sales were:
SHOW CARD 5

| | Percent | DON'T KNOW (SPONTANEOUS) |
|---|----------------|---------------------------------|
| National sales | d3a % | -9 |
| Indirect exports (sold domestically to third party that exports products) | d3b % | -9 |
| Direct exports | d3c % | -9 |
| | 100% | |

IF 100% GO TO QUESTION D.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 | d8 |
| DON'T KNOW (SPONTANEOUS) | -9 |

INTERVIEWER: WRITE YEAR USING 4 DIGITS

QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER

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D.10 In fiscal year **2012**, 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 | d10 % | |
| NO LOSSES | 0 | |
| DON'T KNOW (SPONTANEOUS) | -9 | |
| NO INTERNAL SHIPMENTS MADE (DOES NOT APPLY) | -7 | GO TO QUESTION D.17 |

D.11 In fiscal year **2012**, 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 | d11 % |
| NO LOSSES | 0 |
| DON'T KNOW (SPONTANEOUS) | -9 |
| NO INTERNAL SHIPMENTS MADE (DOES NOT APPLY) | -7 |

ENUMERATOR: ASK THE FOLLOWING QUESTION ONLY FOR RETAIL FIRMS. OTHERWISE SKIP TO DRCD.1

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 AS STOCK ON HAND)

| | Days |
|---|------------|
| Days of inventory of main sales item | d17 |
| DON'T KNOW (SPONTANEOUS) | -9 |

DRCD.2 Was a co-signature from the spouse of any married female owners or top manager required when these contracts were signed?

| | | |
|---|-----------|----------------------------|
| Yes | 1 | |
| No | 2 | |
| THERE ARE NOT FEMALE OWNERS OR TOP MANAGER | -7 | GO TO QUESTION D.30 |
| NO CONTRACTS WERE SIGNED | -8 | GO TO QUESTION D.30 |
| DON'T KNOW (SPONTANEOUS) | -9 | GO TO QUESTION D.30 |
| | | DRCd2 |

QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER

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DRCd.3 How long did it take, on average, to obtain the required co-signature?

| | |
|---|--------------|
| | Days |
| Average number of days to get written permission or consent | DRCd3 |
| DON'T KNOW (SPONTANEOUS) | -9 |

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**

| | | | | | | (SPONTANEOUS) | | | | | | |
|-------------------------------|-------------|---|---|---|---|----------------------|-----------------------|-------------------|----------------|----------------------|--|--|
| | | | | | | DON'T KNOW | DOES NOT APPLY | | | | | |
| | | | | | | No obstacle | Minor obstacle | Moderate obstacle | Major obstacle | Very Severe Obstacle | | |
| Transport | d30a | 0 | 1 | 2 | 3 | 4 | -9 | -7 | | | | |
| Customs and trade regulations | d30b | 0 | 1 | 2 | 3 | 4 | -9 | -7 | | | | |

QUESTIONNAIRE NUMBER

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E. DEGREE OF COMPETITION

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

| | |
|---------------------------------|-----------|
| Yes | 1 |
| No | 2 |
| DON'T KNOW (SPONTANEOUS) | -9 |

e11

E.30 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 | (SPONTANEOUS) | |
|--|-------------|----------------|-------------------|----------------|----------------------|----------------------|-----------------------|
| | | | | | | DON'T KNOW | DOES NOT APPLY |
| Practices of competitors in the informal sector e30 | 0 | 1 | 2 | 3 | 4 | -9 | -7 |

QUESTIONNAIRE NUMBER

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

H. INNOVATION

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING

And now we switch to a different topic. In this section “new” means new to the establishment but not necessarily new to the market.

INTERVIEWER: SHOW CARDS IN THIS SECTION CONTAIN EXAMPLES OF INNOVATIONS. THEY ARE MEANT AS EXAMPLES ONLY - THEY DO NOT CONTAIN ALL POSSIBLE INNOVATIONS.

H.1 During the last three years, has this establishment introduced **new** or **significantly improved** products or services?
SHOW CARD 7

| | |
|---------------------------------|-----------|
| Yes | 1 |
| No | 2 |
| DON'T KNOW (SPONTANEOUS) | -9 |

GO TO QUESTION H.3
GO TO QUESTION H.3

h1

H.2 Were any of the **new** or **significantly improved** products or services also new for the establishment’s main market?

| | |
|---------------------------------|-----------|
| Yes | 1 |
| No | 2 |
| DON'T KNOW (SPONTANEOUS) | -9 |

h2

H.3 During the last three years, has this establishment introduced any **new** or **significantly improved** methods of manufacturing products or offering services? **SHOW CARD 8**

| | |
|---------------------------------|-----------|
| Yes | 1 |
| No | 2 |
| DON'T KNOW (SPONTANEOUS) | -9 |

h3

H.4a During the last three years, has this establishment introduced any **new** or **significantly improved** logistics, delivery, or distribution methods for inputs, products, or services?
SHOW CARD 9

| | |
|---------------------------------|-----------|
| Yes | 1 |
| No | 2 |
| DON'T KNOW (SPONTANEOUS) | -9 |

H4a

QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER

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

H.4b During the last three years, has this establishment introduced any **new** or **significantly improved** supporting activities for your processes, such as maintenance systems or operations for purchasing, accounting, or computing? **SHOW CARD 10**

| | |
|---------------------------------|-----------|
| Yes | 1 |
| No | 2 |
| DON'T KNOW (SPONTANEOUS) | -9 |

h4b

H.5 During the last three years, has this establishment introduced any **new** or **significantly improved** organizational structures or management practices? **SHOW CARD 11**

| | |
|---------------------------------|-----------|
| Yes | 1 |
| No | 2 |
| DON'T KNOW (SPONTANEOUS) | -9 |

h5

H.6 During the last three years, has this establishment introduced new or significantly improved marketing methods? **SHOW CARD 12**

| | |
|---------------------------------|-----------|
| Yes | 1 |
| No | 2 |
| DON'T KNOW (SPONTANEOUS) | -9 |

h6

H.7 During the last three years, did this establishment spend on formal research and development activities, either in-house or contracted with other companies? **SHOW CARD 13**

| | |
|---------------------------------|-----------|
| Yes | 1 |
| No | 2 |
| DON'T KNOW (SPONTANEOUS) | -9 |

h7

H.8 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 |
| DON'T KNOW (SPONTANEOUS) | -9 |

h8

QUESTIONNAIRE NUMBER
QUESTIONNAIRE NUMBER

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

QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER

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

G. LAND AND PERMITS

G.6 Of the **buildings** occupied by this establishment, what percentage is owned and what percentage is rented or leased? **SHOW CARD 14**

| | Percent | DON'T KNOW (SPONTANEOUS) |
|--|--------------|--------------------------|
| Owned by this establishment | g6a % | -9 |
| Rented or leased by this establishment | g6b % | -9 |
| Other | g6c % | -9 |
| | 100% | |

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

G.1 Of the **land** occupied by this establishment, what percent is: **SHOW CARD 14**

| | Percent | DON'T KNOW (SPONT.) | FLOOR IN A BUILDING (SPONT.) |
|--|--------------|---------------------|------------------------------|
| Owned by this establishment | g1a % | -9 | -7 |
| Rented or leased by this establishment | g1b % | -9 | -7 |
| Other | g1c % | -9 | -7 |
| | 100% | | |

INTERVIEWER: CHECK THAT TOTAL SUMS TO 100% UNLESS RESPONDENT DOES NOT KNOW OR ESTABLISHMENT IS A FLOOR IN A BUILDING

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

| | | |
|---------------------------------|-----------|--|
| Yes | 1 | GO TO QUESTION G.5 GO TO QUESTION G.5 |
| No | 2 | |
| DON'T KNOW (SPONTANEOUS) | -9 | |

g2

G.3 In reference to that application for a construction-related permit, approximately how many days did it take to obtain it from the day of the application to the day the permit was granted?

| | Days |
|--|-----------|
| Wait for a construction-related permit | g3 |
| LESS THAN ONE DAY | 1 |
| STILL IN PROCESS | -6 |
| APPLICATION DENIED | -5 |

QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER

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

| | |
|---------------------------------|-----------|
| DON'T KNOW (SPONTANEOUS) | -9 |
|---------------------------------|-----------|

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

| | |
|---------------------------------|-----------|
| Yes | 1 |
| No | 2 |
| DON'T KNOW (SPONTANEOUS) | -9 |
| REFUSAL (SPONTANEOUS) | -8 |

g4

ENUMERATOR: ASK THE FOLLOWING QUESTION ONLY FOR RETAIL FIRMS. OTHERWISE SKIP TO G.30

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

| | |
|---------------------------------|-----------|
| Area | |
| DON'T KNOW (SPONTANEOUS) | -9 |

g5a

SPECIFY UNITS

| | |
|------------------------------------|----------|
| Square Feet | 1 |
| Square Yards | 2 |
| Square Meters | 3 |
| OTHER (SPECIFY) <u>g5bx</u> | 4 |

g5b

| | |
|-------------|--|
| 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 15 |
|-------------|--|

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

QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER

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

I. CRIME

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

We now turn to another topic.

I.1 In fiscal year **2012**, did this establishment pay for security, for example equipment, personnel, or professional security services?

| | |
|---------------------------------|-----------|
| Yes | 1 |
| No | 2 |
| DON'T KNOW (SPONTANEOUS) | -9 |

GO TO QUESTION I.3

GO TO QUESTION I.3

i1

I.2 In fiscal year **2012**, what percentage of this establishment's total annual sales was paid for security, or what was the total annual cost of security?

| | Percent |
|---|----------------|
| Percentage of total annual sales for security | i2a % |
| DON'T KNOW (SPONTANEOUS) | -9 |

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

| | LCUs |
|---------------------------------|-------------|
| Total annual cost of security | i2b |
| DON'T KNOW (SPONTANEOUS) | -9 |

I.3 In fiscal year **2012**, did this establishment experience losses as a result of theft, robbery, vandalism or arson on this establishment's premises?

| | |
|---------------------------------|-----------|
| Yes | 1 |
| No | 2 |
| DON'T KNOW (SPONTANEOUS) | -9 |

GO TO QUESTION I.30

GO TO QUESTION I.30

i3

QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER

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

I.4 In fiscal year **2012**, what were the estimated losses as a result of theft, robbery, vandalism or arson that occurred on this establishment's premises either as a percentage of total annual sales or as total annual losses?

| | Percent |
|--|--------------|
| Losses as percentage of total annual sales | i4a % |
| DON'T KNOW (SPONTANEOUS) | -9 |

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

| | LCUs |
|---------------------------------|------------|
| Total annual value of losses | i4b |
| DON'T KNOW (SPONTANEOUS) | -9 |

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 15**

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

QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER

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

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 **2012**, what percentage, as a proportion of the value of total annual purchases of material inputs or services, was purchased on credit?

| | Percent | DON'T KNOW (SPONTANEOUS) |
|----------------------|--------------|--------------------------|
| Purchased on credit? | k1c % | -9 |

K.2 In fiscal year **2012**, what percentage of this establishment's total annual sales of its goods or services was sold on credit?

| | Percent | DON'T KNOW (SPONTANEOUS) |
|-----------------|--------------|--------------------------|
| Sold on credit? | k2c % | -9 |

K.3 Over fiscal year **2012**, please estimate the proportion of this establishment's working capital, that is the funds available for day-to-day operations, that was financed from each of the following sources?
SHOW CARD 16

| | Percent | DON'T KNOW (SPONTANEOUS) |
|---|---------------|--------------------------|
| Internal funds or retained earnings | k3a % | -9 |
| Borrowed from banks: private and state-owned | k3bc % | -9 |
| Borrowed from non-bank financial institutions which include microfinance institutions, credit cooperatives, credit unions, or finance companies | k3e % | -9 |
| Purchases on credit from suppliers and advances from customers | k3f % | -9 |
| Other, moneylenders, friends, relatives, etc. | k3hd % | -9 |
| | 100% | |

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

K.4 In fiscal year **2012**, did this establishment purchase any new or used fixed assets, such as machinery, vehicles, equipment, land or buildings?

| | |
|---------------------------------|-----------|
| Yes | 1 |
| No | 2 |
| DON'T KNOW (SPONTANEOUS) | -9 |
| | k4 |

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

QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER

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

N.5 In fiscal year **2012**, how much did this establishment spend on purchases of:
INTERVIEWER: READ OUT

| | LCUs | DON'T KNOW (SPONTANEOUS) |
|--|------------|--------------------------|
| Machinery, vehicles, and equipment (new or used) | n5a | -9 |
| Land and buildings | n5b | -9 |

K.5 Over fiscal year **2012**, please estimate the proportion of this establishment's total purchase of fixed assets that was financed from each of the following sources:
SHOW CARD 17

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

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

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

| | |
|---------------------------------|-----------|
| Yes | 1 |
| No | 2 |
| DON'T KNOW (SPONTANEOUS) | -9 |

k6

DRCK.1 Was the checking/current or saving account opened by a married female owner or top manager?

| | |
|---|-----------|
| Yes | 1 |
| No | 2 |
| THERE ARE NOT FEMALE OWNERS OR TOP MANAGER | -7 |
| DON'T KNOW (SPONTANEOUS) | -9 |

GO TO QUESTION K.7
GO TO QUESTION K.7
GO TO QUESTION K.7

DRCK1

DRCK.2 Was permission from the spouse of any married female owner or top manager required to be able to open the checking/current or saving account?

| | |
|---------------------------------|-----------|
| Yes | 1 |
| No | 2 |
| DON'T KNOW (SPONTANEOUS) | -9 |

DRCK2

QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER

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

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

| | |
|---------------------------------|-----------|
| Yes | 1 |
| No | 2 |
| DON'T KNOW (SPONTANEOUS) | -9 |

k7

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

| | |
|---------------------------------|-----------|
| Yes | 1 |
| No | 2 |
| DON'T KNOW (SPONTANEOUS) | -9 |

GO TO QUESTION K.15d

GO TO QUESTION K.15d

k8

DRCK.3 Referring to the most recent line of credit or loan, was the line of credit or loan requested by any married female owner or top manager?

| | |
|---|-----------|
| Yes | 1 |
| No | 2 |
| THERE ARE NOT FEMALE OWNERS OR TOP MANAGER | -7 |
| DON'T KNOW (SPONTANEOUS) | -9 |

GO TO QUESTION K.9

GO TO QUESTION K.9

GO TO QUESTION K.9

DRCK3

DRCK.4 Was permission required from the spouse of any married female owner or top manager to be able to request or sign the most recent line of credit or loan?

| | |
|---------------------------------|-----------|
| Yes | 1 |
| No | 2 |
| DON'T KNOW (SPONTANEOUS) | -9 |

DRCK4

K.9 Referring to the most recent line of credit or loan, what type of financial institution granted this loan? **SHOW CARD 18**

| | |
|--|-----------|
| Private commercial banks | 1 |
| State-owned banks or government agency | 2 |
| Non-bank financial institutions | 3 |
| Other | 4 |
| DON'T KNOW (SPONTANEOUS) | -9 |

k9

QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER

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

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

| | Year |
|---|------------|
| Year most recent loan/line of credit approved | k10 |
| DON'T KNOW (SPONTANEOUS) | -9 |

INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR

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

| | LCUs |
|--|------------|
| Size of most recent loan/line of credit approved | k11 |
| REFUSAL (SPONTANEOUS) | -8 |
| DON'T KNOW (SPONTANEOUS) | -9 |

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

| | | |
|---------------------------------|-----------|--|
| Yes | 1 | GO TO QUESTION K.15b GO TO QUESTION K.15b |
| No | 2 | |
| DON'T KNOW (SPONTANEOUS) | -9 | |

k13

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

| Collateral | Yes | No | DON'T KNOW (SPONTANEOUS) | |
|--|-------------|----|---------------------------------|-----------|
| Land, buildings under ownership of the establishment | k14a | 1 | 2 | -9 |
| Machinery and equipment including movables | k14b | 1 | 2 | -9 |
| Accounts receivable and inventories | k14c | 1 | 2 | -9 |
| Personal assets of owner (house, etc.) | k14d | 1 | 2 | -9 |
| Other forms of collateral not included in the categories above | k14e | 1 | 2 | -9 |

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

| | LCUs |
|---------------------------------|--------------|
| Value of collateral | k15 a |
| DON'T KNOW (SPONTANEOUS) | -9 |

DRCK.5 Referring only to this most recent line of credit or loan, was permission required for any married female owners or top manager to be able to use any property as collateral?

| | |
|---|-----------|
| Yes | 1 |
| No | 2 |
| DOESN'T APPLY (THERE ARE NOT FEMALE OWNERS OR TOP MANAGER) | -7 |
| DON'T KNOW (SPONTANEOUS) | -9 |

QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER

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

DRck5

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

| | Number | |
|---|-------------|-----------------------------------|
| Total number of outstanding loans or open lines of credit | k15b | <i>IF 1, GO TO QUESTION K.15d</i> |
| DON'T KNOW (SPONTANEOUS) | -9 | <i>GO TO QUESTION K.15d</i> |

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

| | LCUs |
|----------------------------------|-------------|
| Total value of loans outstanding | k15c |
| REFUSAL (SPONTANEOUS) | -8 |
| DON'T KNOW (SPONTANEOUS) | -9 |

K.15d At this time, does the owner or owners of this establishment have any outstanding personal loans that are used to finance this establishment's business activities?

| | |
|---------------------------------|-----------|
| Yes | 1 |
| No | 2 |
| DON'T KNOW (SPONTANEOUS) | -9 |

k15d

K.16 Referring again to the last fiscal year **2012**, did this establishment apply for any loans or lines of credit?

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

k16

K.17 What was the **main** reason why this establishment did not apply for any line of credit or loan?
SHOW CARD 19

| | | |
|---|-----------|----------------------------|
| 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> |
| Permission from family member was required and not given | 7 | |
| Other | 8 | <i>GO TO QUESTION K.21</i> |
| DON'T KNOW (SPONTANEOUS) | -9 | <i>GO TO QUESTION K.21</i> |

QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER

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

k17

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 |
| APPLICATION STILL IN PROCESS | -6 |
| DON'T KNOW (SPONTANEOUS) | -9 |

k20a

K.21 In fiscal year **2012**, did this establishment have its annual financial statements checked and certified by an external auditor?

| | |
|---------------------------------|-----------|
| Yes | 1 |
| No | 2 |
| DON'T KNOW (SPONTANEOUS) | -9 |

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 20**

| | No obstacle | Minor obstacle | Moderate obstacle | Major obstacle | Very Severe Obstacle | (SPONTANEOUS) | |
|------------------------------|-------------|----------------|-------------------|----------------|----------------------|----------------------|-----------------------|
| | | | | | | DON'T KNOW | DOES NOT APPLY |
| Access to finance k30 | 0 | 1 | 2 | 3 | 4 | -9 | -7 |

QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER

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

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 describing the courts system and how it could affect business. Please tell me if you Strongly disagree, Tend to disagree, Tend to agree, or Strongly agree. SHOW CARD 21 |
|------------|--|

| | | | | | (SPONTANEOUS) | | | | | |
|---|--|--|--|--|-------------------|------------------|---------------|----------------|------------|----------------|
| | | | | | Strongly disagree | Tend to disagree | Tend to agree | Strongly agree | DON'T KNOW | DOES NOT APPLY |
| "The court system is fair, impartial and uncorrupted." h7a | | | | | 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 | j2 % |
| NO TIME WAS SPENT | 0 |
| DON'T KNOW (SPONTANEOUS) | -9 |

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

| | | |
|---------------------------------|-----------|--|
| Yes | 1 | GO TO QUESTION J.6a GO TO QUESTION J.6a |
| No | 2 | |
| DON'T KNOW (SPONTANEOUS) | -9 | |

j3

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

| | Number |
|---|-----------|
| Times inspected or met with tax officials | j4 |
| DON'T KNOW (SPONTANEOUS) | -9 |

QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER

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

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

| | |
|---------------------------------|-----------|
| Yes | 1 |
| No | 2 |
| DON'T KNOW (SPONTANEOUS) | -9 |
| REFUSAL (SPONTANEOUS) | -8 |

j5

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

| | |
|---------------------------------|-----------|
| Yes | 1 |
| No | 2 |
| DON'T KNOW (SPONTANEOUS) | -9 |

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

j6a

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

| | Percent |
|--|-------------|
| Percent of the contract value paid as informal payments or gifts | j6 % |
| DON'T KNOW (SPONTANEOUS) | -9 |
| REFUSAL (SPONTANEOUS) | -8 |
| NO PAYMENTS | 0 |

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

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

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

| | LCUs |
|--------------------------------------|------------|
| Total annual informal payment | j7b |
| NO PAYMENTS OR GIFTS ARE PAID | 0 |
| DON'T KNOW (SPONTANEOUS) | -9 |
| REFUSAL (SPONTANEOUS) | -8 |

QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER

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

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

| | |
|---------------------------------|-----------|
| Yes | 1 |
| No | 2 |
| DON'T KNOW (SPONTANEOUS) | -9 |

GO TO QUESTION J.13

GO TO QUESTION J.13

j10

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

| | Days |
|---------------------------------|------------|
| Wait for import license | j11 |
| LESS THAN ONE DAY | 1 |
| STILL IN PROCESS | -6 |
| APPLICATION DENIED | -5 |
| DON'T KNOW (SPONTANEOUS) | -9 |

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

| | |
|---------------------------------|-----------|
| Yes | 1 |
| No | 2 |
| DON'T KNOW (SPONTANEOUS) | -9 |
| REFUSAL (SPONTANEOUS) | -8 |

j12

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

| | |
|---------------------------------|-----------|
| Yes | 1 |
| No | 2 |
| DON'T KNOW (SPONTANEOUS) | -9 |

GO TO QUESTION J.30

GO TO QUESTION J.30

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 | j14 |
| LESS THAN ONE DAY | 1 |
| STILL IN PROCESS | -6 |
| APPLICATION DENIED | -5 |
| DON'T KNOW (SPONTANEOUS) | -9 |

QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER

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

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

| | |
|---------------------------------|-----------|
| Yes | 1 |
| No | 2 |
| DON'T KNOW (SPONTANEOUS) | -9 |
| REFUSAL (SPONTANEOUS) | -8 |

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 22

| ROTATE OPTIONS | | No obstacle | Minor obstacle | Moderate obstacle | Major obstacle | Very Severe Obstacle | (SPONTANEOUS) | |
|--------------------------------|-------------|-------------|----------------|-------------------|----------------|----------------------|----------------------|-----------------------|
| | | | | | | | 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 |

QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER

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

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 **2012**, 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 INTERVIWEE IF APPLICABLE).

| | Number |
|--|-----------|
| Permanent, full-time workers end of last fiscal year | 11 |
| DON'T KNOW (SPONTANEOUS) | -9 |

L.2 Three fiscal years ago, at the end of fiscal year **[insert last complete fiscal year minus two]**, how many permanent, full-time individuals worked in this establishment? Please include all employees and managers **(INTERVIEWER: INCLUDE INTERVIWEE IF APPLICABLE).**

| | Number |
|---|-----------|
| Permanent, full-time workers three fiscal years ago | 12 |
| IF ESTABLISHMENT WAS NOT IN BUSINESS THREE YEARS AGO | -7 |
| DON'T KNOW (SPONTANEOUS) | -9 |

L.5 At the end of fiscal year **2012**, how many permanent full-time individuals that worked in this establishment were female?

| | Number | DON'T KNOW (SPONTANEOUS) |
|------------------------------------|-----------|---------------------------------|
| Female permanent full-time workers | 15 | -9 |

IF 0 GO TO QUESTION L.6

DRCL.1 Are female permanent full-time employees working in this establishment entitled to take maternity leave?

| | |
|---------------------------------|-----------|
| Yes | 1 |
| No | 2 |
| DON'T KNOW (SPONTANEOUS) | -9 |

GO TO QUESTION DRCL.6
GO TO QUESTION DRCL.6

DRC11

QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER

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

DRCL.2 Over the last two years, how many female full-time permanent employees were eligible for maternity leave?

| | Number |
|--|--------------|
| Total number female employees eligible for maternity leave | DRC12 |
| DON'T KNOW (SPONTANEOUS) | -9 |

IF 0 GO TO QUESTION DRCL.4

GO TO QUESTION DRCL.4

DRCL.3 Out of those eligible how many female full-time permanent employees made use of the maternity leave?

| | Number |
|---|--------------|
| Total number female employees that used maternity leave | DRC13 |
| DON'T KNOW (SPONTANEOUS) | -9 |

DRCL.4 Is there any work-related activity in this establishment that female employees are forbidden to perform?

| | |
|---------------------------------|-----------|
| Yes | 1 |
| No | 2 |
| DON'T KNOW (SPONTANEOUS) | -9 |

DRC14

L.6 How many full-time temporary employees did this establishment employ throughout **2012**? (Full-time, temporary workers are all paid short-term (i.e. for less than a 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 | 16 |
| NO FULL-TIME SEASONAL OR TEMPORARY WORKERS | 0 |
| DON'T KNOW (SPONTANEOUS) | -9 |

GO TO QUESTION L.9b

GO TO QUESTION L.9b

L.6a How many full-time temporary employees employed throughout **2012** were female?

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

QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER

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

L.8 What was the average length of employment of all full-time temporary employees in fiscal year 2012?

| | Months |
|---|-----------|
| Average length full-time seasonal or temporary employment last fiscal year, in months | 18 |
| LESS THAN ONE MONTH | 1 |
| DON'T KNOW (SPONTANEOUS) | -9 |

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

| | Percent |
|--|------------|
| Percentage of full time permanent workers who completed secondary school | 19b |
| DON'T KNOW (SPONTANEOUS) | -9 |

L.10 Over fiscal year 2012, did this establishment have formal training programs for its permanent, full-time employees?

| | |
|---------------------------------|-----------|
| Yes | 1 |
| No | 2 |
| DON'T KNOW (SPONTANEOUS) | -9 |

110

DRCL.5 Over the last two years, did this establishment hire any employee?

| | |
|---------------------------------|-----------|
| Yes | 1 |
| No | 2 |
| DON'T KNOW (SPONTANEOUS) | -9 |

GO TO QUESTION DRC L.9
GO TO QUESTION DRCL.9
DRC15

DRCL.6 Was any of the employees hired over the last two years a married woman?

| | |
|---------------------------------|-----------|
| Yes | 1 |
| No | 2 |
| DON'T KNOW (SPONTANEOUS) | -9 |

GO TO QUESTION DRC L.8
GO TO QUESTION DRCL.9
DRC16

DRCL.7 Was permission from the spouse required for this establishment to be able to hire any of these married women?

| | |
|---------------------------------|-----------|
| Yes | 1 |
| No | 2 |
| DON'T KNOW (SPONTANEOUS) | -9 |

GO TO QUESTION DRCL.9
GO TO QUESTION DRCL.9
GO TO QUESTION DRCL.9
DRC17

QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER

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

DRCL.8 Was any of the following a reason for not hiring married women?

| Reason | | Yes | No | DON'T KNOW (SPONT.) |
|--|---------------|-----|----|---------------------|
| Married women's family commitments | DRCI8a | 1 | 2 | -9 |
| Need of obtaining written permission by the spouse | DRCI8b | 1 | 2 | -9 |
| Governments regulations such as working hours or maternity leave | DRCI8c | 1 | 2 | -9 |
| Lack of skills | DRCI8d | 1 | 2 | -9 |

DRCL.9 Over the last two years, did this establishment fire any employee?

| | |
|---------------------------------|-----------|
| Yes | 1 |
| No | 2 |
| DON'T KNOW (SPONTANEOUS) | -9 |

GO TO QUESTION DRCL.12

GO TO QUESTION DRCL.12

DRCI9

DRCL.10 Was any of the employees fired over the last two years a married woman?

| | |
|---------------------------------|-----------|
| Yes | 1 |
| No | 2 |
| DON'T KNOW (SPONTANEOUS) | -9 |

GO TO QUESTION DRCL.12

GO TO QUESTION DRCL.12

DRCI10

DRCL.11 Was any of the following a reason for firing any married woman over the last two years?

| Reason | | Yes | No | DON'T KNOW (SPONT.) |
|--------------------------------------|----------------|-----|----|---------------------|
| Reduction in the amount of business | DRCI11a | 1 | 2 | -9 |
| Spousal request to fire the employee | DRCI11b | 1 | 2 | -9 |
| Lack of skills of the employee | DRCI11c | 1 | 2 | -9 |

DRCL.12 Does this establishment have night shifts?

| | |
|---------------------------------|-----------|
| Yes | 1 |
| No | 2 |
| DON'T KNOW (SPONTANEOUS) | -9 |

GO TO QUESTION DRCL.14

GO TO QUESTION DRCL.14

DRCI12

DRCL.13 Are female employees allowed to work on these night shifts?

| | |
|---------------------------------|-----------|
| Yes | 1 |
| No | 2 |
| DON'T KNOW (SPONTANEOUS) | -9 |

QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER

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

DRCI13

DRCL.14 Over the last two years, did any of this establishment's male permanent full-time employees retire?

| | |
|---------------------------------|-----------|
| Yes | 1 |
| No | 2 |
| DON'T KNOW (SPONTANEOUS) | -9 |

GO TO QUESTION DRCL.16
GO TO QUESTION DRCL.16

DRCI14

DRCL.15 What was the average age of the male permanent full-time employees which retired from this establishment over the last two years?

| | Age |
|--|---------------|
| Average age of male employees that retired | DRCI15 |
| DON'T KNOW (SPONTANEOUS) | -9 |

DRCL.16 Over the last two years, did any of this establishment's female permanent full-time employees retire?

| | |
|--|-----------|
| Yes | 1 |
| No | 2 |
| DOESN'T HAVE PERMANNET FULL TIME FEMALE EMPLOYEES | -7 |
| DON'T KNOW (SPONTANEOUS) | -9 |

GO TO QUESTION L.30
GO TO QUESTION L.30
GO TO QUESTION L.30

DRCI16

DRCL.17 What was the average age of the female permanent full-time employees which retired from this establishment over the last two years?

| | Age |
|--|---------------|
| Average age of female employees that retired | DRCI17 |
| DON'T KNOW (SPONTANEOUS) | -9 |

L.30 Using the response options on the card; To what degree are **Labor Regulations** an obstacle to the current operations of this establishment? **SHOW CARD 22**

Using the response options on the card; To what degree is **an Inadequately Educated Workforce** an obstacle to the current operations of this establishment? **SHOW CARD 22**

| | | | | | | (SPONTANEOUS) | | |
|-------------------|-------------|-------------|----------------|-------------------|----------------|----------------------|-------------------|-----------------------|
| | | No obstacle | Minor obstacle | Moderate obstacle | Major obstacle | Very Severe Obstacle | DON'T KNOW | DOES NOT APPLY |
| Labor regulations | I30a | 0 | 1 | 2 | 3 | 4 | -9 | -7 |

QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER

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

| | | | | | | | |
|--|---|---|---|---|---|-----------|-----------|
| Inadequately educated workforce 130b | 0 | 1 | 2 | 3 | 4 | -9 | -7 |
|--|---|---|---|---|---|-----------|-----------|

QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER

| | | | | | | | | | | |
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| | | | | | | | | | | |
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M. BUSINESS ENVIRONMENT

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

| | |
|------------|--|
| M.1 | By looking at card 23 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 23 INTERVIEWER: DO NOT READ OUT |
|------------|--|

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

| | |
|---------------------------------|------------|
| Biggest obstacle | m1a |
| DON'T KNOW (SPONTANEOUS) | -9 |

| | |
|-----------------------------|------------|
| Rotation (option 1, 2 or 3) | m1d |
|-----------------------------|------------|

QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER

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

N. PERFORMANCE

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 this establishment’s Income Statement for fiscal year 2012 , please provide the following information: |
|------------|--|

READ OUT

| | LCUs | DON'T KNOW (SPONTANEOUS) |
|--|------------|-----------------------------|
| Total annual cost of labor including wages, salaries, bonuses, social payments | n2a | -9 |
| Total annual costs of electricity | n2b | -9 |
| ENUMERATOR: ASK THE FOLLOWING QUESTION ONLY FOR RETAIL FIRMS. | | |
| Total annual cost of finished goods and materials purchased to resell | n2i | -9 |

QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER

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

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 | a15a1c | a15a2c | a15c3 |

ENTER 1 WHEN YEARS WITH THE FIRM IS LESS THAN ONE. FOR GENDER 1: MALE, 2: FEMALE

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 |
| Are in some case taken from books in some case estimates | 4 |

a17

INTERVIEWER COMMENTS:

| |
|------|
| a17x |
|------|

QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER

| | | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|--|
| | | | | | | | | | | |
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(Problems occurred/extraordinary circumstances which could influence results)

SUPERVISORS PLEASE ANSWER:

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

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

STOP HERE

a18

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

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

a19h

a19m