

Productivity and the Investment Climate Firm Level Survey 2003 – Sri Lanka

Part I of Survey Questionnaire (To be administered to general managers or business owners)

About the survey

The Firm Level Survey of the Sri Lanka is a collaborative effort of the Asian Development Bank, the World Bank, the Ministry of Enterprise Development, Industrial Policy & Investment Promotion (MEDIP), and the Department of Census and Statistics (DCS). Similar surveys are being carried out in other developing countries, particularly in Philippines, Malaysia, Bangladesh, Brazil, India, Pakistan and China. Parts of the survey questionnaire can be filled out by your staff working from your records; other parts should be answered by the owner or manager. A team of enumerators will visit your establishment to go through the questionnaire with you or your staff. ***Only aggregate or average information from a large sample of firms will be published and we can guarantee confidentiality for all individual responses.***

The general purpose of the survey is to understand the investment climate in the Sri Lanka and how it affects business performance, with the objective of helping improve it. We will provide results that will be directly useful to you in that it will enable you to benchmark your business and your industry against domestic and international competitors. Furthermore, the survey will provide useful information about the investment climate of the Sri Lanka in an international context. Our experience in a wide range of countries is that this information can be crucial for improving the climate so that businesses can expand and their employees prosper.

The questionnaire begins with items about the origin and shareholding status of a business, including questions about the background of the owner or manager. This information is useful to determine if and how the interaction between investment climate and business performance varies by business types (foreign invested versus domestic, or new versus experienced). It also addresses issues related to finance (to examine financial constraints on production and expansion), technology (to assess the ease of access to new technologies), relations to other firms (to gauge the importance of associations and networks), government regulation, contract enforcement, labor relations, and international trade. What should emerge is a comprehensive picture of the environment in which businesses are operating in Sri Lanka, both strengths and weaknesses.

TO BE FILLED BY THE ENUMERATOR

0.1 ESTABLISHMENT NO: _____code1_____

0.2 INDUSTRY : _____code2_____

*Codes: 1= Garments
2= Textiles
3= Food & Beverages
4= Industrial Equipment
5= Rubber products
6= Other (specify __code2x__)*

0.3 Province & District : _____code3_____

0.4 D.S. Division : _____code4_____

0.5 M.C./U.C. : _____code5_____

0.6 Ward : _____code6_____

0.7 G.N. Division : _____code7_____

0.8 Location of this Establishment :
 Assessment No. _____code8a_____
 Floor No. _____code8b_____
 Building name or Complex. _____code8c_____
 Street Name. _____code8d_____
 Village/Ward name. _____code8e_____
 City/Town name. _____code8f_____
 Other (Post Box, Mile post etc.) _____code8g_____

0.9 Name of Interviewer: _____code9x_____ Code : _____code9_____

0.10 Duration of actual interview : _____code10_____(minutes)

0.11 Enumeration validated by : _____code11_____

0.12 Name of the Field Supervisor, Spot checker & Back checker : _____code12_____

PLEASE NOTE

- 1) Values may be entered with reference to either solar year or fiscal year (you can use either one):
 - a) if you decide to use the solar year then “2002/2003” in the questionnaire = Jan. 1, 2002 to Dec. 31, 2002;
 - b) if you decide to use the fiscal year then “2002/2003” in the questionnaire = April 1, 2002 to March 31, 2003
- 2) All monetary values must be expressed in the national currency, the Rupee

1. GENERAL INFORMATION ABOUT THE FIRM

Note: Questions 1 through 6 apply to your entire firm.

1.1 In what year did your firm begin operations in this country? _____s101_____ (year)

1.2 What is the current legal status of your firm? _____s102_____

<i>Publicly listed company</i>	=	1	<i>Sole proprietorship</i>	=	4
<i>Private held, limited company</i>	=	2	<i>Cooperative</i>	=	5
<i>Partnership</i>	=	3	<i>Other (specify: _____s102x_____)</i>	=	6

1.3 What percentage of your firm is owned by:	Private sector	1.3.1 Domestic	____s1031____ %
		1.3.2 Foreign	____s1032____ %
		1.3.3 Government/State	____s1033____ %
		1.3.4 Other	____s1034____ %
		TOTAL	100 %

1.4. 1.4.a Was your firm previously owned by the government (the state)? _s104a_ **Yes=1 No=2(go to 1.5)**
 1.4.b When was it privatized? ____s104b____ (year)

1.5 1.5.a What percentage of your firm is owned by the principal owner? ____s105a____ %
 1.5.b Is this principal owner also a manager/director? ____s105b____ Yes=1 No=2

1.6 1.6.a Does your firm have more than one establishment in this country? s106a **Yes=1 No=2(go to 1.6.c)**

1.6.b How many additional establishments does your firm have in this country? ____s106b____

1.6.b1 Where are these establishments located?

Location		Location	
1.____s106b1a____ <input type="text"/> <input type="text"/>	s106b1b <input type="text"/>	9.____s106b9a____ <input type="text"/> <input type="text"/>	s106b9b <input type="text"/>
2.____s106b2a____ <input type="text"/> <input type="text"/>	s106b2b <input type="text"/>	10. s106b10a____ <input type="text"/> <input type="text"/>	s106b10b <input type="text"/>
3.____s106b3a____ <input type="text"/> <input type="text"/>	s106b3b <input type="text"/>	11.____s106b11a____ <input type="text"/> <input type="text"/>	s106b11b <input type="text"/>
4.____s106b4a____ <input type="text"/> <input type="text"/>	s106b4b <input type="text"/>	12.____s106b12a____ <input type="text"/> <input type="text"/>	s106b12b <input type="text"/>
5.____s106b5a____ <input type="text"/> <input type="text"/>	s106b5b <input type="text"/>	13.____s106b13a____ <input type="text"/> <input type="text"/>	s106b13b <input type="text"/>
6.____s106b6a____ <input type="text"/> <input type="text"/>	s106b6b <input type="text"/>	14.____s106b14a____ <input type="text"/> <input type="text"/>	s106b14b <input type="text"/>
7.____s106b7a____ <input type="text"/> <input type="text"/>	s106b7b <input type="text"/>	15.____s106b15a____ <input type="text"/> <input type="text"/>	s106b15b <input type="text"/>
8.____s106b8a____ <input type="text"/> <input type="text"/>	s106b8b <input type="text"/>	16.____s106b16a____ <input type="text"/> <input type="text"/>	s106b16b <input type="text"/>

1.6.c Where is the headquarters of this firm located? ____s106ca____ ☐ ☐ s106cb ☐

Codes for Question 1.6.b1 and 1.6.c		
Location with less than 20,000 population	=	1
Town of 20,000-50,000	=	2
City of 50,000-250,000	=	3
City of 250,000-1,000,000	=	4
City of over 1,000,000 population	=	5

1.6.d Does your firm have holdings or operations in other countries? ____s106d____ Yes=1 No=2

NOTE: The following questions in this survey refer to this establishment only.

GENERAL INFORMATION ABOUT THE MANAGER AND THIS ESTABLISHMENT

1.7. What is the ethnicity of the top manager? ____s107____

1. Sinhalese
2. Tamil
3. Muslim
4. Malay
5. Burgher
6. Other (specify ____s107x____)

1.8 What is the highest level of education of the top manager? _s108_ (ONLY ONE ANSWER ALLOWED)

- | | |
|--------------------------------------|-----------------------------------------------------|
| 1. Did not complete secondary school | 5. Graduate degree (B.A, B.Sc etc.) |
| 2. Secondary School | 6. Post graduate degrees (Ph D, Masters) |
| 3. Vocational Training | 7. Professional qualifications (CPA, ACA, ACCA,...) |
| 4. Some university schooling | |

1.9 How many years of experience working in this sector did the top manager have before running this establishment? ____s109__ years

- | | |
|-------------------------------------------------------------------------|------------------------|
| 1.9.a Of these, how many years were with a domestic firm/establishment? | ____s109a__ years |
| 1.9.b Of these, how many years were with a foreign firm/establishment ? | ____s109b__ years |
| 1.9.c Did any of these prior firms export? | ____s109c__ Yes=1 No=2 |

1.10 What is your main product? (*show lists*) ____s110____

1.11 Does your establishment have other income generating activities beyond your main business line? ____s111__ **Yes=1 No=2(go to 2.1)**

What percent of your employees time is accounted for by:

- | | |
|------------------------------------------------------------------------------------------|--------------|
| 1.11.a Your main Manufacturing business | ____s111a__% |
| 1.11.b Other Manufacturing : specify main type of business (e.g. textiles)_s111bx_ | ____s111b__% |
| 1.11.c Services: main service provided ____s111cx____ (e.g. consulting, transportation): | ____s111c__% |
| 1.11.d Commerce (retail/wholesale trade): | ____s111d__% |
| 1.11.e Construction: | ____s111e__% |
| 1.11.f Other (specify) ____s111fx__ | ____s111f__% |

TOTAL 100%

2. SALES AND SUPPLIES

- 2.1 What percent of your establishment's sales are:
- | | | | | |
|--------|---------------------------------------------|--------------|-----|-------------|
| 2.1.a | sold domestically | | | |
| 2.1.a1 | to urban areas | __s201a1__% | } → | __s201a__% |
| 2.1.a1 | to rural areas | __s201a2__% | | |
| 2.1.b | exported directly | | } | __s201b__% |
| 2.1.c | exported indirectly (through a distributor) | | | |
| | | TOTAL | | 100% |
- If 0, go to 2.3**
- 2.2 2.2.a Last year what was the average and longest custom clearance time for your exports (in days)?
[from the time your goods arrived in their point of exit (e.g., port, airport) until the time they clear customs]
- 2.2.a1 __s202a1__ days on average
- 2.2.a2 __s202a2__ days was the longest time in the last year
- 2.2.b In which year did your establishment first exported? __s202b__ (year)
- 2.2.c Which countries are the 3 biggest destinations for your exports?
- 2.2.c1 __s202c1x__ 2.2.c2 __s202c2x__ 2.2.c3 __c202c3x__
- 2.3 2.3.a What percentage of your establishment's domestic sales are to:
- | | | |
|--------|--------------------------------------------------------------------|-------------------|
| 2.3.a1 | the government | __s203a1__% |
| 2.3.a2 | multinationals located in your country | __s203a2__% |
| 2.3.a3 | your parent company or affiliated subsidiaries | __s203a3__% |
| 2.3.a4 | large domestic firms (those with approximately 300 plus employees) | __s203a4__% |
| 2.3.a5 | agricultural producers and agricultural cooperatives | __s203a5__% |
| 2.3.a6 | other (sales to small firms, individuals, etc.) | __s203a6__% |
| | | TOTAL 100% |
- 2.3.b What percentage of your establishment's sales do you deliver under subcontracting arrangements? __s203b__%
- 2.4 What percent of your establishment's raw materials are:
- | | | | |
|--------|---------------------------------------------|--------------|-------------|
| 2.4.a | purchased from domestic sources | | |
| 2.4.a1 | from urban areas | __s204a1__% | } → |
| 2.4.a2 | from rural areas | __s204a2__% | |
| 2.4.b | imported directly | | } |
| 2.4.c | imported indirectly (through a distributor) | | |
| | | TOTAL | 100% |
- If 0, go to 2.6**
- 2.5 Last year what was the average and longest custom clearance time for your imports (in days)?
[from the time they arrived at the point of entry (e.g. port, airport) until you could claim them from customs]
- 2.5.a __s205a__ days on average
- 2.5.b __s205b__ days was the longest time in the last year
- 2.6 2.6.a What percent of the purchased raw materials do you acquire through subcontracting arrangements? __s206a__%
- 2.6.b What percent of the purchased raw materials do you acquire from each of the following sectors:
- | | | | |
|--------|------------------------------------------------------|--------------|-------------|
| 2.6.b1 | Manufacturing : specify main sector (e.g., chemical) | __s206b1x__ | __s206b1__% |
| 2.6.b2 | Commerce (retail/wholesale trade): | | __s206b2__% |
| 2.6.b3 | Agriculture, hunting, fishing, forestry: | | __s206b3__% |
| 2.6.b4 | Mining and Quarrying: | | __s206b4__% |
| | | TOTAL | 100% |

- 2.7 At the time you receive delivery of your most important raw material, how many days of inventory do you typically have on hand? __s207__ days of inventory of main raw material
- 2.8 What percent of your purchased raw materials are of lower than agreed upon quality? __s208__ %
- 2.9 What percentage of sales in the last year were lost due to delivery delays from suppliers? __s209__ %
- 2.10 2.10.a In your establishment, does production or sales vary by season? __s210a__ **Yes=1 No=2(go to 2.11)**
- 2.10.b What are the high, low and average season months for production and sales?
H=high A=average L=low

Month	Production	Sales
January	s210bp1x	s210bs1x
February	s210bp2x	s210bs2x
March	s210bp3x	s210bs3x
April	s210bp4x	s210bs4x
May	s210bp5x	s210bs5x
June	s210bp6x	s210bs6x
July	s210bp7x	s210bs7x
August	s210bp8x	s210bs8x
September	s210bp9x	s210bs9x
October	s210bp10x	s210bs10x
November	s210bp11x	s210bs11x
December	s210bp12x	s210bs12x

- 2.11 Within your main product line, what is your national market share in terms of sales? __s211__ %
- 2.12 *[For the following questions, if respondent does not know the precise number, but knows it is more than 20, please code as "-555"]*
- 2.12.a Over the last year, within your main product line, how many competitors do you have in the national market that are private domestic firms, state-owned firms or foreign-owned firms?
- 2.12.a1 Domestic Private Firms __s212a1__
- 2.12.a2 State Owned Firms __s212a2__
- 2.12.a3 Foreign Owned Firms __s212a3__
- 2.12.b Over the last year, within your main product line, how many suppliers of your main raw material do you have that are private domestic firms, state-owned firms or foreign-owned firms?
- 2.12.b1 Domestic Private Firms __s212b1__
- 2.12.b2 State Owned Firms __s212b2__
- 2.12.b3 Foreign Owned Firms __s212b3__

2.12.c Over the last year, within your main product line, how many customers do you have that are private domestic firms, state-owned firms or foreign-owned firms?

2.12.c1 Domestic Private Firms __s212c1__

2.12.c2 State Owned Firms __s212c2__

2.12.c3 Foreign Owned Firms __s212c3__

3. INVESTMENT CLIMATE CONSTRAINTS TO THE ESTABLISHMENT

3.1 Please tell us if any of the following issues are a problem for the operation and growth of your establishment. If an issue poses a problem, please judge its severity as an obstacle on a four-point scale where:

0=No obstacle; 1=Minor obstacle; 2=Moderate obstacle; 3=Major obstacle; 4=Severe Obstacle

	<u>No Problem</u>	<u>Degree of Obstacle</u>				
3.1.a Telecommunications	0	1	2	3	4	s301a
3.1.b Electricity	0	1	2	3	4	s301b
3.1.c Transportation	0	1	2	3	4	s301c
3.1.d Access to Land	0	1	2	3	4	s301d
3.1.e Tax rates	0	1	2	3	4	s301e
3.1.f Tax administration	0	1	2	3	4	s301f
3.1.g Customs and trade regulations	0	1	2	3	4	s301g
3.1.h Labor regulations	0	1	2	3	4	s301h
3.1.i Skills and education of available employees	0	1	2	3	4	s301i
3.1.j Business licensing and operating permits	0	1	2	3	4	s301j
3.1.k Access to Financing (e.g. collateral)	0	1	2	3	4	s301k
3.1.l Cost of Financing (e.g. interest rates)	0	1	2	3	4	s301l
3.1.m Economic policy uncertainty	0	1	2	3	4	s301m
3.1.n Macro-economic instability (inflation, exchange rate)	0	1	2	3	4	s301n
3.1.o Corruption	0	1	2	3	4	s301o
3.1.p Crime, theft and disorder	0	1	2	3	4	s301p
3.1.q Unfair competitive practices	0	1	2	3	4	s301q
3.1.r Environmental regulations	0	1	2	3	4	s301r

INFRASTRUCTURE AND SERVICES

3.2 3.2.a What type of road leads to the nearest urban center? __s302a__

- 1 Unpaved road, not passable during parts of the year
- 2 Unpaved road, passable all months of the year
- 3 Paved road, not passable during parts of the year
- 4 Paved road, passable all months of the year
- 5 Paved road with more than one lane

3.2.b How far is this establishment from the nearest railway station? __s302b__ km

3.2.c How far is this establishment from the nearest harbor? __s302c__ km

- 3.3 3.3.a Does your establishment use electricity from the public grid? __s303a__ **Yes=1 No=2(go to 3.3.b)**
- 3.3.a1 What is your average cost of a kilowatt-hour (KwH) of electricity from the public grid? __s303a1__
Rupee per KwH
- 3.3.b Does your establishment own or share a generator? __s303b__ **Yes=1 No=2(go to 3.4)**
- 3.3.b1 What percentage of your electricity comes from your own or a shared generator? __s303b1__%
- 3.3.b2 What was the generator's initial cost? __s303b2__ Rupee
- 3.3.b3 In what year was this generator purchased? __s303b3__ (year)
- 3.4 3.4.a In the production process does your establishment regularly use water from the National Water Supply & Drainage Board? __s304a__ Yes=1 No=2
- 3.4.b Does your establishment have a water tank connected to the National Water Supply & Drainage Board? __s304b__ Yes=1 No=2
- 3.4.c Does your establishment own or share a well? __s304c__ **Yes=1 No=2(go to 3.4.d)**
- 3.4.c1 What percentage of your total water usage comes from your own or shared well? __s304c1__%
- 3.4.d How many days last year did your establishment experience an insufficient water supply? __s304d__ days
- 3.5. Does your establishment regularly use in its interactions with clients and suppliers: (*multiple answers allowed*)
- 3.5.a Fixed line telephone? __s305a__ Yes=1 No=2
- 3.5.b Fax? __s305b__ Yes=1 No=2
- 3.5.c Mobile phone? __s305c__ Yes=1 No=2
- 3.5.d Email? __s305d__ Yes=1 No=2
- 3.5.e A website? __s305e__ Yes=1 No=2
- 3.6 How many days last year was the mainline telephone service unavailable? __s306__ days
- 3.7 How many days last year was the mobile phone service unavailable? __s307__ days
- 3.8 What percent of your employees regularly uses a computer or computerized machines in their jobs? __s308__%
- 3.9 3.9.a Is your establishment a member of a business association or chamber of commerce? s309a **Yes=1 No=2(go to 3.10)**
- 3.9.b For each of the following, please indicate if this is a service the business association or chamber that is most important to your establishment provides, and if so, what the value of this service is to your establishment?
(NP=service is not provided; 0=no value; 1=minor value; 2=moderate value; 3=major value; 4=critical value to your establishment)
- | | | Not Provided | Value to your establ. | | | | |
|--------|--------------------------------------------------------------------|--------------|-----------------------|---|---|---|---|
| 3.9.b1 | Lobbying government | s309b1 NP | 0 | 1 | 2 | 3 | 4 |
| 3.9.b2 | Resolution of disputes (with officials, employees or other firms) | s309b2 NP | 0 | 1 | 2 | 3 | 4 |
| 3.9.b3 | Information and/or contracts on domestic product and input markets | s309b3 NP | 0 | 1 | 2 | 3 | 4 |
| 3.9.b4 | Information and/or contract on international | | | | | | |

	product and input markets	s309b4	NP	0	1	2	3	4
3.9.b5	Accrediting standards or quality of products; reputational benefits	s309b5	NP	0	1	2	3	4
3.9.b6	Information on government regulations	s309b6	NP	0	1	2	3	4

3.10. For each of the following business services, please assess, for your establishment, whether it is available and affordable and evaluate the quality on a 1-4 scale where 1 is very poor and 4 is very good.

(1=very poor quality; 2=somewhat poor; 3=somewhat good; 4=very good; NA=business service is not applicable to my establishment)

			Available?			Affordable?			Quality?				
3.10.1	Engineering	s310a1	Yes=1	No=2	s310b1	Yes=1	No=2	s310c1	1	2	3	4	NA
3.10.2	Management consultants	s310a2	Yes=1	No=2	s310b2	Yes=1	No=2	s310c2	1	2	3	4	NA
3.10.3	Marketing	s310a3	Yes=1	No=2	s310b3	Yes=1	No=2	s310c3	1	2	3	4	NA
3.10.4	Accounting	s310a4	Yes=1	No=2	s310b4	Yes=1	No=2	s310c4	1	2	3	4	NA
3.10.5	Legal services	s310a5	Yes=1	No=2	s310b5	Yes=1	No=2	s310c5	1	2	3	4	NA
3.10.6	Insurance	s310a6	Yes=1	No=2	s310b6	Yes=1	No=2	s310c6	1	2	3	4	NA
3.10.7	IT services	s310a7	Yes=1	No=2	s310b7	Yes=1	No=2	s310c7	1	2	3	4	NA
3.10.8	Technical support from suppliers	s310a8	Yes=1	No=2	s310b8	Yes=1	No=2	s310c8	1	2	3	4	NA

3.11. What percentage of your average shipment is lost due to breakage, theft, or spoilage? ____s311____%

3.12 3.12.a During the process of production, does your establishment generate residues or leftover materials that might be bad for people's health (e.g., due to hazardous chemicals)? s312a **Yes=1 No=2(go to 4.1)**

3.12.b How does your establishment dispose of these residues or materials? (*multiple answers allowed*)

1. Through public sanitation services s312b1
2. Through a private commercial sanitation company s312b2
3. Bring it to a government landfill yourself s312b3
4. Bring it to an incinerator yourself s312b4
5. Bring it to a private landfill yourself s312b5
6. Release them into a river or creek s312b6
7. Other (specify ____s312bx____) s312b7

4. LABOR RELATIONS

4.1 Given your current output and assuming you don't have any restrictions, do you feel that you need to cut or increase your labor force and by how much? (answer **ONLY ONE**)

CUT by __s401a__ %

OR INCREASE by __s401b__ %

(please enter "0" in any of the two answers if you wish to keep the same level of employment)

4.2 What percent of your workforce is unionized? ____s402____ %

4.3 How many days of production last year did you lose due to

4.3.a strikes or other labor disputes? ____s403a__days

4.3.b civil unrest? ____s403b__days

4.3.c employee absenteeism due to illness, death, funerals? ____s403c__days

5. BUSINESS-GOVERNMENT RELATIONS

5.1 How would you generally rate the efficiency of government in delivering services (e.g. public utilities, public transportation, security, education and health). Would your rate it as (*read 1-6*)? ____s501____

- | | |
|-------------------------|-----------------------|
| 1. Very inefficient | 4. Somewhat efficient |
| 2. Inefficient | 5. Efficient |
| 3. Somewhat inefficient | 6. Very efficient |

5.2 To what extent you agree with this statement: "In general, interpretations of regulations affecting my establishment are consistent and predictable" Do you (*read 1-6*)? ____s502____

- | | |
|---------------------------|---------------------------------------------|
| 1. Fully disagree | 4. Tend to agree (go to 5.4) |
| 2. Disagree in most cases | 5. Agree in most cases (go to 5.4) |
| 3. Tend to disagree | 6. Fully agree (go to 5.4) |

5.3 Why the regulations themselves or the interpretations of regulations are not fully consistent and predictable? (**1=I fully disagree; 2=I disagree in most cases; 3=I tend to disagree; 4=I tend to agree; 5=I agree in most cases; 6=I fully agree; DK=Don't know**)

Degree of Consent

5.3.a Because local officials are not knowledgeable about the regulations.	s503a	1	2	3	4	5	6	DK
5.3.b Because local officials are not impartial in regard to ethnicity, gender, age.	s503b	1	2	3	4	5	6	DK
5.3.c Because local officials are not impartial in regard to income status.	s503c	1	2	3	4	5	6	DK
5.3.d Because officials of the central government are not knowledgeable about the regulations.	s503d	1	2	3	4	5	6	DK
5.3.e Because officials of the central government are not impartial in regard to ethnicity, gender, age.	s503e	1	2	3	4	5	6	DK
5.3.f Because officials of the central government are not impartial in regard to income status.	s503f	1	2	3	4	5	6	DK

5.4 On average what percentage of senior management's time per year is spent in dealing with requirements imposed by government regulations [e.g. taxes, customs, labor regulations, licensing and registration] including dealings with officials, completing forms, etc.? ____s504____ %

5.5 We've heard that establishments are often required to make informal payments to public officials to "get things done" with regard to customs, taxes, licenses, regulations, services etc. On average, what percent of annual sales do establishments like yours typically pay in unofficial payments to public officials? ____s505____%

5.6 Based on the experience of your establishment over the last two years, what is the actual delay experienced (from the day you applied to the day you received the service or approval) and was a gift or informal payment asked for or expected to obtain each of the following?

	<u>Actual Delay/Wait (days)</u>	<u>Gift/payment expected?</u>	<u>If yes, value</u>
			<u>(Rupee)</u>
5.6.1 A mainline telephone connection	_s506a1_ or NA(next)	s506b1 Yes=1 No=2(next)	_s506c1_
5.6.2 An electrical connection	_s506a2_ or NA(next)	s506b2 Yes=1 No=2(next)	_s506c2_
5.6.3 A water connection	_s506a3_ or NA(next)	s506b3 Yes=1 No=2(next)	_s506c3_
5.6.4 A construction permit	_s506a4_ or NA(next)	s506b4 Yes=1 No=2(next)	_s506c4_
5.6.5 An import license	_s506a5_ or NA(next)	s506b5 Yes=1 No=2(next)	_s506c5_
5.6.6 Operating license	_s506a6_ or NA(next)	s506b6 Yes=1 No=2(next)	_s506c6_

5.7 Recognizing the difficulties many establishments face in fully complying with taxes and regulations, what percentage of total sales would you estimate the typical establishment in your industry reports for tax purposes? __s507__ %

5.8 On average, how many **days last year** were spent in inspections and mandatory meetings with officials of each of the following agencies in the context of regulation of your business? And what were the costs associated with these interactions?

	Total days spent in inspections, required meetings with officials	% by local authorities	Total Cost of Fines or seized goods (Rupee)	Was Gift or Informal Payment Ever Expected/Requested? Yes=1 No=2 (next)	If yes, value? (Rupee)
5.8.1 Tax Inspectorate	s508a1	s508b1	s508c1	s508d1	s508e1
5.8.2 Labor and Social Security	s508a2	s508b2	s508c2	s508d2	s508e2
5.8.3 Sanitation/Epidemiology	s508a3	s508b3	s508c3	s508d3	s508e3
5.8.4 Police	s508a4	s508b4	s508c4	s508d4	s508e4
5.8.5 Environmental	s508a5	s508b5	s508c5	s508d5	s508e5
5.8.6 TOTAL , all agencies	s508a6	s508b6	s508c6	s508d6	s508e6

5.9 When establishments in your industry do business with the government, how much of the contract value must they offer in additional or unofficial payments to secure the contract? _____s509_____ %

5.10 Think about national laws and regulations enacted in the last year that have a substantial impact on your business:

5.10.a Did your establishment seek to influence the content of laws or regulations affecting it? s510a Yes=1 No=2

5.10.b How much influence do you think the following groups actually had on recently enacted national laws and regulations that have a substantial impact on your business?:

(0 =No influence; 1=Minor influence; 2=Moderate influence; 3=Major influence; 4=Decisive influence; NA=Not Applicable; DK=Don't know)

			<u>Degree of Influence</u>						
5.10.ba	Your establishment	s510ba	0	1	2	3	4	NA	DK
5.10.bb	Your domestic competitors	s510bb	0	1	2	3	4	NA	DK
5.10.bc	Other domestic firms	s510bc	0	1	2	3	4	NA	DK
5.10.bd	Foreign firms	s510bd	0	1	2	3	4	NA	DK
5.10.be	A business association to which you belong	s510be	0	1	2	3	4	NA	DK
5.10.bf	Other business associations	s510bf	0	1	2	3	4	NA	DK
5.10.bg	Dominant firms or conglomerates in key sectors of the economy	s510bg	0	1	2	3	4	NA	DK
5.10.bh	Labor unions	s510bh	0	1	2	3	4	NA	DK
5.10.bi	Organized crime	s510bi	0	1	2	3	4	NA	DK
5.10.bj	Regional or local government	s510bj	0	1	2	3	4	NA	DK
5.10.bk	Police	s510bk	0	1	2	3	4	NA	DK
5.10.bl	Individuals or firms with close personal ties to political leaders	s510bl	0	1	2	3	4	NA	DK
5.10.bm	International development agencies or foreign governments	s510bm	0	1	2	3	4	NA	DK

- 5.11 In many countries, establishments are said to give unofficial, private payments or other benefits to public officials to gain advantages in the drafting of laws, decrees, regulations, and other binding government decisions. To what extent have the following practices had a direct impact on your business.

(0=No impact; 1=Minor impact; 2=Moderate impact; 3=Major impact; 4=Decisive Impact; NA=Not Applicable; DK=Don't know)

	<u>Degree of Impact</u>							
5.11.a	Private payments or other benefits to Parliamentarians to affect their votes	0	1	2	3	4	NA	DK s511a
5.11.b	Private payments or other benefits to Government officials to affect the content of government decrees	0	1	2	3	4	NA	DK s511b
5.11.c	Private payments or other benefits to judges to affect the decisions of criminal court cases	0	1	2	3	4	NA	DK s511c
5.11.d	Private payments or other benefits to judges to affect the decisions in commercial cases	0	1	2	3	4	NA	DK s511d
5.11.e	Private payments or other benefits to central bank officials to affect central bank policies and decision	0	1	2	3	4	NA	DK s511e
5.11.f	Illegal contributions to political parties and/or election campaigns to affect the decisions of elected officials	0	1	2	3	4	NA	DK s511f

6. CONFLICT RESOLUTION / LEGAL ENVIRONMENT / CRIME

- 6.1 To what extent do you agree with this statement: "I am confident that the legal system will uphold my contract and property rights in business disputes." Do you (*read 1-6*)? ____s601____

- | | | | |
|---|------------------------|---|---------------------|
| 1 | Fully disagree | 4 | Tend to agree |
| 2 | Disagree in most cases | 5 | Agree in most cases |
| 3 | Tend to disagree | 6 | Fully agree |

- 6.2 6.2.a Please estimate the losses (as a percent of total sales) of theft, robbery, vandalism or arson against your establishment in the last year? ____s602a__ %
- 6.2.b What share of the incidents did you report to the police? ____s602b__ %
- 6.2.c Of these reported incidents, what share were solved (the perpetrator was caught, etc.)? ____s602c__ %

7. CAPACITY, INNOVATION, LEARNING

- 7.1 What was this establishment's average capacity utilization over the last year? (*Capacity utilization is the amount of output actually produced relative to the maximum amount that could be produced with your existing machinery and equipment and regular shifts.*) ____s701__ %
- 7.2 How much have your sales changed (grown or declined) in each of the last 3 years?
(Circle "+" for growth, "-" for decline.)
- 7.2.1 in 2000/01 + - ____s7021__ %
- 7.2.2 in 2001/02 + - ____s7022__ %
- 7.2.3 in 2002/03 + - ____s7023__ %

- 7.3 7.3.a How many products does your establishment produce? __s703a__
 7.3.b How many new products (i.e. those that involve a significant change in the production process) has your establishment introduced in the last three years? __s703b__
- 7.4 Right now, how many months ahead has the management of your establishment planned its activities with regard to:
 7.4.a product mix and target markets: __s704a__ months
 7.4.b human resources (employment and training): __s704b__ months
 7.4.c investments: __s704c__ months
- 7.5 Over the last two years, what were the three most important ways in which your establishment acquired technological innovations? Please identify which of the following is (read 1 through 14):
 7.5.1) the most important?_s7051_ 7.5.2) the second most important?_s7052_ 7.5.3) the third most important?_s7053_
- | | |
|---------------------------------------------------------------|---------------------------------------------------------------|
| 1. Embodied in new machinery or equipment | 7. Developed in cooperation with client firms |
| 2. By hiring key personnel | 8. Developed with equipment or machinery provided by supplier |
| 3. Licensing or turnkey operations from international sources | 9. From a business or industry association |
| 4. Licensing or turnkey operations from domestic sources | 10. Trade Fairs |
| 5. Developed or adapted within the establishment locally | 11. Study Tours |
| 6. Transferred from parent company | 12. Consultants |
| | 13. From universities, public institutions |
| | 14. Other (please specify: _____s705x_____) |

Productivity and the Investment Climate Firm Level Survey 2003 – Sri Lanka

Part II of Survey Questionnaire (To be administered to the accountant and HR manager)

About the survey

The Firm Level Survey of the Sri Lanka is a collaborative effort of the Asian Development Bank, the World Bank, the Ministry of Enterprise Development, Industrial Policy & Investment Promotion (MEDIPIP), and the Department of Census and Statistics (DCS). Similar surveys are being carried out in other developing countries, particularly in Philippines, Malaysia, Bangladesh, Brazil, India, Pakistan and China. Parts of the survey questionnaire can be filled out by your staff working from your records; other parts should be answered by the owner or manager. A team of enumerators will visit your establishment to go through the questionnaire with you or your staff. ***Only aggregate or average information from a large sample of firms will be published and we can guarantee confidentiality for all individual responses.***

The general purpose of the survey is to understand the investment climate in the Sri Lanka and how it affects business performance, with the objective of helping improve it. We will provide results that will be directly useful to you in that it will enable you to benchmark your business and your industry against domestic and international competitors. Furthermore, the survey will provide useful information about the investment climate of the Sri Lanka in an international context. Our experience in a wide range of countries is that this information can be crucial for improving the climate so that businesses can expand and their employees prosper.

The questionnaire begins with items about the origin and shareholding status of a business, including questions about the background of the owner or manager. This information is useful to determine if and how the interaction between investment climate and business performance varies by business types (foreign invested versus domestic, or new versus experienced). It also addresses issues related to finance (to examine financial constraints on production and expansion), technology (to assess the ease of access to new technologies), relations to other firms (to gauge the importance of associations and networks), government regulation, contract enforcement, labor relations, and international trade. What should emerge is a comprehensive picture of the environment in which businesses are operating in Sri Lanka, both strengths and weaknesses.

PLEASE NOTE

- 3) Values may be entered with reference to either solar year or fiscal year (you can use either one):**
 - a) if you decide to use the solar year then “2002/2003” in the questionnaire = Jan. 1, 2002 to Dec. 31, 2002;**
 - b) if you decide to use the fiscal year then “2002/2003” in the questionnaire = April 1, 2002 to March 31, 2003**
- 2) All monetary values must be entered in thousands (‘000) and must be expressed in national currency, the Rupee.**

TO BE FILLED BY THE ENUMERATOR

0.1 ESTABLISHMENT NO: _____code1_____

0.4 INDUSTRY : _____code2_____

*Codes: 1= Garments
2= Textiles
3= Food & Beverages
4= Industrial Equipment
5= Rubber products
6= Other (specify _____code2x_____)*

0.5 Province & District : _____code3_____

0.4 D.S. Division : _____code4_____

0.5 M.C./U.C. : _____code5_____

0.6 Ward : _____code6_____

0.7 G.N. Division : _____code7_____

0.8 Location of this Establishment :
Assessment No. _____code8a_____
Floor No. _____code8b_____
Building name or Complex. _____code8c_____
Street Name. _____code8d_____
Village/Ward name. _____code8e_____
City/Town name. _____code8f_____
Other (Post Box, Mile post etc.) _____code8g_____

0.9 Name of Interviewer: _____code9x_____ Code : _____code9_____

0.10 Duration of actual interview : _____code10_____(days)

0.11 Enumeration validated by : _____code11_____

0.12 Name of the Field Supervisor, Spot checker & Back checker : _____code12_____

8. FINANCE, SALES, PRODUCTIVITY

8.1 Please identify the contribution over the last year of each of the following sources of financing for your establishment's:

- i) **Working capital** (i.e. inventories, accounts receivable and cash)
 ii) **Gross additions to your capital** (New Investments, new buildings, machinery, etc.)

	Working Capital	New Investments
8.1.1 Internal funds or Retained earnings	__s801a1__ %	__s801b1__ %
8.1.2 Local commercial banks (loan, overdraft)	__s801a2__ %	__s801b2__ %
8.1.3 Foreign owned commercial banks	__s801a3__ %	__s801b3__ %
8.1.4 Leasing arrangement	__s801a4__ %	__s801b4__ %
8.1.5 Investment Funds/Special Development Financing/ Or Other State Services	__s801a5__ %	__s801b5__ %
8.1.6 Trade credit (supplier or customer credit)	__s801a6__ %	__s801b6__ %
8.1.7 Credit cards	__s801a7__ %	__s801b7__ %
8.1.8 Equity, sale of stock	__s801a8__ %	__s801b8__ %
8.1.9 Family, friends	__s801a9__ %	__s801b9__ %
8.1.10 Informal sources (e.g. money lender)	__s801a10__ %	__s801b10__ %
8.1.11 Other (specify source): __s801x__	__s801a11__ %	__s801b11__ %
TOTAL	100%	100%

8.2

- 8.2.a What % of your establishment's sales are generally pre-paid? __s802a__ %
 8.2.b What % of your establishment's sales are sold on credit ? __s802b__ %
 8.2.c What % of your sales to private customers involve overdue payments? __s802c__ %
 8.2.d What % of your sales to government agencies or state-owned firms involve overdue payments? __s802d__ %
 8.2.e How long does it typically take to resolve an overdue payment? __s802e__ weeks
 8.2.f Over the last 2 years, what percent of your establishment's disputes over payments were resolved by court action? __s802f__ %

8.3

- 8.3.a Do you have an **overdraft facility**? __s803a__ **Yes=1 No=2 (go to 8.3c)**
 8.3.b What percent is currently **NOT** used? __s803b__ %
 8.3.c Do you have a **loan**? __s803c__ **Yes=1 No=2 (go to 8.5)**
 8.3.d What percent is currently **NOT** used? __s803d__ %

8.4. For the most recent loan:

- 8.4.a When was this financing approved? __s804a__ (year)
 8.4.b Did the financing require collateral? __s804b__ **Yes=1 No=2 (go to 8.4d)**
 8.4.c If YES, what share of collateral was:
 8.4.c1 Land and buildings __s804c1__ %
 8.4.c2 Machinery __s804c2__ %
 8.4.c3 Tangible assets (accounts receivable, inventory) __s804c3__ %
 8.4.c4 Personal assets of owner/manager (e.g. house) __s804c4__ %
 8.4.c5 Other (specify) __s804cx__ __s804c5__ %
 TOTAL 100%
 8.4.c6 What was the approximate value of collateral required as a percentage of the loan value?
 __s804c6__ %
 8.4.d What is the loan's approximate annual rate of interest? __s804d__ %

8.4.e What is the duration (term) of the loan? __s804e__ months

8.5 What share of your total borrowing (loans, accounts payable) is denominated in foreign currency? _s805_%

8.6 How long does it take to clear the following payments through your financial institution (i.e. until the recipient can draw the funds)?

	Days	Charge (% of transaction)	OR	fee ('000 Rupee)
8.6.1 a cheque	_s806a1_	_s806b1_ %		_s806c1_
8.6.2 a domestic currency wire	_s806a2_	_s806b2_ %		_s806c2_
8.6.3 a foreign currency wire	_s806a3_	_s806b3_ %		_s806c3_

8.7 Does your establishment have its annual financial statement reviewed by an external auditor? _s807_ Yes=1 No=2

8.8 Of the land and buildings occupied by this establishment, what percent is owned or leased/rented?

	Owned	Leased or rented	Other		If leased/rented, average contract length
8.8.1 Land	s808a1 %	s808b1 %	s808c1 %	= 100%	s808d1 months
8.8.2 Buildings	s808a2 %	s808b2 %	s808c2 %	= 100%	s808d2 months

8.9 Approximately what percent of annual purchases of raw materials by *your establishment* was from the following sources in...?

	2002/03	2001/02
8.9.1 Produced domestically by other divisions of your firm	s809a1 %	s809b1 %
8.9.2 Produced domestically by other firms/establishments	s809a2 %	s809b2 %
8.9.3 Produced abroad (imported raw materials)	s809a3 %	s809b3 %
Total	100%	100%

8.10 What percentage of your domestic raw materials come from the same province where your establishment is located? __s810__%

8.11 What percentage of your domestic sales went to the same province where your establishment is located? __s811__%

8.12 What percent of *your establishment's* sales are ...?

	2002/03	2001/02	2000/01
8.12.1 Sold domestically	s812a1 %	s812b1 %	s812c1 %
8.12.2 Exported directly	s812a2 %	s812b2 %	s812c2 %
8.12.3 Exported indirectly (through distributor)	s812a3 %	s812b3 %	s812c3 %
Total	100%	100%	100%

8.13. Costs of Production			
	Values in thousand Rupee		
	2002/03	2001/02	2000/01
8.13.1 Manpower costs:	s813a1	s813b1	s813c1
8.13.1.1 Wages and salaries	s813a2	s813b2	s813c2
8.13.1.2 Allowances, bonuses and other benefits	s813a3	s813b3	s813c3
8.13.2 Raw Materials (total acquisition)	s813a4	s813b4	s813c4
8.13.3 Consumption of energy :	s813a5	s813b5	s813c5
8.13.3.1 Electricity	s813a6	s813b6	s813c6
8.13.3.2 Other	s813a7	s813b7	s813c7
8.13.4 Interest charges and financial fees	s813a8	s813b8	s813c8
8.13.5 Transport costs	s813a9	s813b9	s813c9
8.13.6 Telecommunication costs	s813a10	s813b10	s813c10
8.13.7 Rental costs	s813a11	s813b11	s813c11
8.13.7.1 Land and Buildings	s813a12	s813b12	s813c12
8.13.7.2 Machinery & equipment	s813a13	s813b13	s813c13
8.13.7.3 Other costs (i.e.: overhead expenses., etc.)	s813a14	s813b14	s813c14
8.13.8 Leasing.....	s813a15	s813b15	s813c15
8.13.9 Royalties.....	s813a16	s813b16	s813c16
8.13.9.1 to domestic companies.....	s813a17	s813b17	s813c17
8.13.9.2 to foreign owned companies.....	s813a18	s813b18	s813c18
8.13.10 Research & Development.....	s813a19	s813b19	s813c19
8.13.11 Indirect Taxes.....	s813a20	s813b20	s813c20
8.13.12. Other costs.....	s813a21	s813b21	s813c21

8.14 What is the range of your interest rate for each category of your establishment's loans?

	Domestic		Foreign	
	Minimum	Maximum	Minimum	Maximum
8.14.1 Short term loans (less than 1 year)	s814a1 %	s814b1 %	s814c1 %	s814d1 %
8.14.2 Long term loans (more than 1 year)	s814a2 %	s814b2 %	s814c2 %	s814d2 %

8.15 Please estimate your establishment's costs (as a percent of its total sales) of providing:

8.15.a security (equipment, personnel, etc., excluding "protection payments" ____s815a____ %

8.15.b protection payments ____s815b____ %

8.16 8.16.a What would be the cost of replacing all your machinery and equipment at the end of last year by acquiring new machines? _s816a_ ('000 Rupee)

8.16.b What is the current market value of all your machinery and equipment at the end of last year?
s816b ('000 Rupee)

8.17. 8.17.a Do you own all or part of your business premises? ____s817a____ **Yes = 1 No = 2**

8.17.a1 If yes, what would be the cost of replacing all your business premises at the end of 2002?

s817a1 ('000 Rupee)

8.17.b Do you rent all or part of your business premises? ____s817b____ **Yes = 1 No = 2**

8.17.b1 If yes, what is the estimated annual market rent that **your establishment** would have paid for its business premises in 2002? ____s817b1_ ('000 Rupee)

8.18. Stock of inventory

	End of 2002/03 (‘000 Rupee)	End of 2001/02 (‘000 Rupee)	End of 2000/01 (‘000 Rupee)	End of 1999/01 (‘000 Rupee)
8.18.1 Stock of raw materials, fuel, packaging and other materials	s818a1	s818b1	s818c1	s818d1
8.18.2 Stock of semi-finished products (work in progress)	s818a2	s818b2	s818c2	s818d2
8.18.3 Stock of finished products	s818a3	s818b3	s818c3	s818d3

8.19. Fixed Capital formation

8.19.1

	in 2002/03			
	Purchase/ Addition and construction/ major repairs (‘000 Rupee)	Sale/Reduction of fixed Capital (‘000 Rupee)	Estimated value of all capital assets based on current market value at the end of 2002/03 (‘000 Rupee)	How many more years can each category of capital be productively used as it is
8.19.1.1 Land	s819a1	s819b1	s819c1	s819d1
8.19.1.2 Building	s819a2	s819b2	s819c2	s819d2
8.19.1.3 Machinery & equipment	s819a3	s819b3	s819c3	s819d3
8.19.1.4 Vehicles	s819a4	s819b4	s819c4	s819d4
8.19.1.5 Other fixed capital	s819a5	s819b5	s819c5	s819d5

8.19.2

	in 2001/02		in 2000/01	
	Purchase/ Addition and construction/ major repairs (‘000 Rupee)	Sale/Reduction of fixed Capital (‘000 Rupee)	Purchase/ Addition and construction/ major repairs (‘000 Rupee)	Sale/Reduction of fixed Capital (‘000 Rupee)
8.19.2.1 Land	s819a6	s819b6	s819c6	s819d6
8.19.2.2 Building	s819a7	s819b7	s819c7	s819d7
8.19.2.3 Machinery & equipment	s819a8	s819b8	s819c8	s819d8
8.19.2.4 Vehicles	s819a9	s819b9	s819c9	s819d9
8.19.2.5 Other fixed capital	s819a10	s819b10	s819c10	s819d10

8.20. What percentage of machinery & equipment did you import?

8.20.1 New Machinery and equipment

8.20.2 Second hand Machinery and equipment

2002/03	2001/02	2000/01
s820a1 %	s820b1 %	s820c1 %
s820a2 %	s820b2 %	s820c2 %

8.21 Revenues			
	Values in thousand Rupee		
	2002/03	2001/02	2000/01
8.21.1 Total Market Value of Production	s821a1	s821b1	s821c1
8.21.2 Total sales	s821a2	s821b2	s821c2
8.21.3 Other revenues	s821a3	s821b3	s821c3
8.21.3.1 from Manufacturing activities (i.e. producing for other establishments)	s821a4	s821b4	s821c4
8.21.3.2 Other activities (i.e. transport, electricity sold, etc.)	s821a5	s821b5	s821c5

(note: total value of production must be valued at market selling price: Quantity produced x Unit Producer Price)

8.22 Balance Sheet - Assets

	Values in thousand Rupee		
	2002/03	2001/02	2000/01
8.22.1 Fixed Assets	s822a1	s822b1	s822c1
8.22.2 Current Assets	s822a2	s822b2	s822c2
8.22.2.1 Inventories	s822a3	s822b3	s822c3
8.22.2.2 Accounts receivables	s822a4	s822b4	s822c4
8.22.2.3 Cash and deposits	s822a5	s822b5	s822c5
8.22.3 Other assets	s822a6	s822b6	s822c6
Total Assets	s822a7	s822b7	s822c7

8.23 Balance Sheet - Liabilities			
	Values in thousand Rupee		
	2002/03	2001/02	2000/01
8.23.1 Long-term liabilities (more than one year)	s823a1	s823b1	s823c1
8.23.1.1 Domestic currency denominated	s823a2	s823b2	s823c2
8.23.1.2 Foreign currency denominated	s823a3	s823b3	s823c3
8.23.2 Short-term liabilities (one year or less)	s823a4	s823b4	s823c4
8.23.2.1 Domestic currency denominated	s823a5	s823b5	s823c5
8.23.2.1.1 Of which: payables	s823a6	s823b6	s823c6
8.23.2.2 Foreign currency denominated	s823a7	s823b7	s823c7
8.23.2.2.1 Of which: payables	s823a8	s823b8	s823c8
8.23.3 Stockholders Equity	s823a9	s823b9	s823c9
8.23.3.1 Share Capital (Equity)	s823a10	s823b10	s823c10
8.23.3.2 Reserves and Surplus (Retained Earnings)	s823a11	s823b11	s823c11
Total Liabilities	s823a12	s823b12	s823c12

(Note: Total Assets must equal Total Liabilities)

Part B: (For HR Manager or Accountant)

LABOR AND HUMAN RESOURCES

Please use the following definitions in this section.

Management	Persons making management decisions. Please exclude those involved only in shop floor supervision.
Professionals:	Trained and certified specialists outside of management such as engineers, accountants, lawyers, chemists, scientists, software programmers.... Generally, Professionals hold a University-level degree.
Skilled Production employee:	Skilled Production employees are technicians involved directly in the production process or at a supervisor level and whom management considers to be skilled but fell below the level of a Professional.
Unskilled Production employee:	Persons involved in production processes but whom management considers to be unskilled.
Non-production employee:	Support, administrative, sales employees not included in management or among professionals.
Temporary employees	all (paid) short term (i.e. for less than a year) employees with no guarantee of renewal of employment contract.
Permanent employees	All paid employees that are not temporary

9. EMPLOYMENT DYNAMICS

9.1 How many permanent employees in total were employed in this **establishment** at the end of:

	2002/03	2001/02	2000/01
Permanent employees	s901a	s901b	s901c

9.2 The following table refers only to permanent employees of your establishment

	Management	Professionals	Skilled Production employees	Unskilled Production employees	Non-Production employees	Total
9.2.1 Number of employees at the end of 2001/02	s902a1	s902b1	s902c1	s902d1	s902e1	s902f1
9.2.2 Number of employees at the end of 2002/03	s902a2	s902b2	s902c2	s902d2	s902e2	s902f2
9.2.2.1 % of which Female	s902a3 %	s902b3 %	s902c3 %	s902d3 %	s902e3 %	s902f3 %
9.2.3 Total Wages in 2002/03 ('000 Rupee)	s902a4	s902b4	s902c4	s902d4	s902e4	s902f4
9.2.4 Total Bonuses in 2002/03 ('000 Rupee)	s902a5	s902b5	s902c5	s902d5	s902e5	s902f5
9.2.5 Total Compensation* in 2002/03 ('000 Rupee)	s902a6	s902b6	s902c6	s902d6	s902e6	s902f6

* Wages and all benefits, including food, transport, social security (i.e. pensions, medical insurance, unemployment insurance etc.)

9.3 How many vacancies did you have in the following categories of employees*?

	Management	Professionals	Skilled Production employees	Unskilled Production employees	Non- Production employees	Total
9.3.1 Vacancies at the end of 2001/02	s903a1	s903b1	s903c1	s903d1	s903e1	s903f1
9.3.2 Vacancies at the end of 2002/03	s903a2	s903b2	s903c2	s903d2	s903e2	s903f2

**Please put 0 (Zero) if No vacancies in a given cell.*

9.4 What percent of your permanent skilled (Management, Professionals, and Skilled Production employees) employees are foreign nationals? __s904__ %

9.5 The following table refers only to temporary employees employed by your establishment
(If your establishment does not employ temporary staff, then skip this table)

	2002/03	2001/02	2000/01
9.5.1 Average number of temporary workers employed:	s905a1	s905b1	s905c1
9.5.1.1 of which, average number of female employees	s905a2	s905b2	s905c2
9.5.2 Average length of employment for each employee	s905a3 (months)	s905b3 (months)	s905c3 (months)
9.5.3 Total compensation of ALL temporary employees (wages and benefits) ('000 Rupee)	s905a4	s905b4	s905c4

9.6 What percent of your temporary employees were skilled last year? __s906__ %

9.7 Can you estimate what percentage of your temporary employees last year came from?

9.7.a Urban areas __s907a__ %

9.7.b Rural areas __s907b__ %

Total 100

10. HUMAN CAPITAL STOCK AND ACQUISITION

10.1 10.1.a In 2002/03, how many new employees did your establishment hire? __sx01a__ (number)

10.1.b In 2002/03, how many employees from your establishment:

10.1.b1 were dismissed or laid off? __sx01b1__ (number)

10.1.b2 left due to sickness or died? __sx01b2__ (number)

10.1.b3 left for other reasons? __sx01b3__ (number)

10.2 Within the last two years, how much time did it take to fill your most recent vacancy through external recruitment for a:

10.2.a Skilled production employee? __sx02a__ weeks

10.2.b Unskilled production employee? __sx02b__ weeks

10.3. What percent of your employees have the following education levels?

10.3.a Less than 6 years ("some elementary") __sx03a__ % (of which % female __sx03af__ %)

10.3.b 6-9 years __sx03b__ %

10.3.c 10-13 years __sx03c__ %

10.3.d More than 13 years (some university or higher) __sx03d__ %

Total 100%

TRAINING

10.4. Did your establishment conduct **formal** (*beyond “on the job”*) **in-house** training programs for its permanent employees last year? ____ sx04 ____ **Yes=1 No=2 (go to 10.5.a)**

please give the following information on the programs:

	Management	Professionals (Engineers/ Accountants)	Skilled Production employees	Unskilled Production employees	Non- Production employees
10.4.1 How many employees were trained in these programs?	sx04a1	sx04b1	sx04c1	sx04d1	sx04e1
10.4.2 What were the average number of weeks of training per employee?	sx04a2	sx04b2	sx04c2	sx04d2	sx04e2

10.5 10.5.a Did your establishment send its permanent employees to formal training programs **outside the establishment** run by other organizations last year? (*not including continuing primary and secondary education*)? __sx05a__ **Yes=1 No=2 (go to 10.7)**

10.5.b Please indicate the name of the **main** organization that provided this external training:

_____sx05bx_____

Please give the following information on the programs:

	Management	Professionals (Engineers/ Accountants)	Skilled Production employees	Unskilled Production employees	Non- Production employees
10.5.1 How many employees were trained in these programs?	sx05ba1	sx05bb1	sx05bc1	sx05bd1	sx05be1
10.5.2 What were the average number of weeks of training per employee?	sx05ba2	sx05bb2	sx05bc2	sx05bd2	sx06be2
10.5.3 Main type of organization providing external training:					
10.5.3.1 University	Yes=1 No=2 sx05ba3	Yes=1 No=2 sx05bb3	Yes=1 No=2 sx05bc3	Yes=1 No=2 sx05bd3	Yes=1 No=2 sx05be3
10.5.3.2 Public training institutes	Yes=1 No=2 sx05ba4	Yes=1 No=2 sx05bb4	Yes=1 No=2 sx05bc4	Yes=1 No=2 sx05bd4	Yes=1 No=2 sx05be4
10.5.3.3 Private training institutes	Yes=1 No=2 sx05ba5	Yes=1 No=2 sx05bb5	Yes=1 No=2 sx05bc5	Yes=1 No=2 sx05bd5	Yes=1 No=2 sx05be5
10.6.3.4 Industry association	Yes=1 No=2 sx05ba6	Yes=1 No=2 sx05bb6	Yes=1 No=2 sx05bc6	Yes=1 No=2 sx05bd6	Yes=1 No=2 sx05be6
10.6.3.5 Partner or other firms	Yes=1 No=2 sx05ba7	Yes=1 No=2 sx05bb7	Yes=1 No=2 sx05bc7	Yes=1 No=2 sx05bd7	Yes=1 No=2 sx05be7

10.6 How would you rate the effectiveness of the training provided by the following types of training organizations on a 0-4 point scale, where:

0=not effective at all; 1=somewhat ineffective; 2=neither/nor; 3=effective; 4=very effective; DK=Don't Know

			Degree of effectiveness					
			0	1	2	3	4	DK
10.6.a	University	sx06a	0	1	2	3	4	DK
10.6.b	Public training institutes	sx06b	0	1	2	3	4	DK
10.6.c	Private training institutes	sx06c	0	1	2	3	4	DK
10.6.d	Industry association	sx06d	0	1	2	3	4	DK
10.6.e	Partner or other firms	sx06e	0	1	2	3	4	DK

(go to 10.8)

(go to 10.8)

10.7 Please indicate how important is each of the following reasons for not providing any formal training (either in-house or outside). Use a four point scale, where:

0=Not important; 1=Minor importance; 2=Moderate importance; 3=Major importance; 4=Critical importance;

			Degree of importance					
			0	1	2	3	4	DK
10.7.a	New employees become proficient in the job through learning by doing	sx07a	0	1	2	3	4	DK
10.7.b	We lack knowledge about training techniques and training programs	sx07b	0	1	2	3	4	DK
10.7.c	Training is not affordable due to my establishment's limited resources	sx07c	0	1	2	3	4	DK
10.7.d	Skilled employees can be readily hired from other firms	sx07d	0	1	2	3	4	DK
10.7.e	Skills that employees learn in school are adequate to our needs	sx07e	0	1	2	3	4	DK
10.7.f	No incentive to train because of old technology needing simple skills	sx07f	0	1	2	3	4	DK
10.7.g	Training is costly because of high labor turnover	sx07g	0	1	2	3	4	DK
10.7.h	We are skeptical about the benefits of training	sx07h	0	1	2	3	4	DK
10.7.i	In-house informal training is adequate	sx07i	0	1	2	3	4	DK

10.8 What are the three most important suggestions you would give to improve the services offered by the public training institutions?

10.8.a _____sx08ax_____

10.8.b _____sx08bx_____

10.8.c _____sx08cx_____

10.9 10.9.1 Do you have joint programs with other firms to provide training to your employees?

10.9.1a Domestic firms: **Yes=1 No=2** sx091a

10.9.1b Foreign-owned firms: **Yes=1 No=2(go to 10.10)** sx091b

10.9.2 How are these joint training programs organized? *(multiple answer allowed)*

10.9.2a Through industry association or professional body Yes=1 No=2 sx092a

10.9.2b Through government or public institutions Yes=1 No=2 sx092b

10.9.2c Through ad-hoc arrangements with other firms Yes=1 No=2 sx092c

10.9.2d Through specialized training companies Yes=1 No=2 sx092d

10.9.2e Through training programs organized by suppliers Yes=1 No=2 sx092e

10.9.2f Through training programs organized by buyers Yes=1 No=2 sx092f

10.10 Did the employees share the cost of training last year ? ____sx10____ Yes=1 No=2