

THE WORLD BANK
Enterprise Survey
Manufacturing Module (2008)

A. CONTROL INFORMATION [TO BE COMPLETED BEFORE INTERVIEW]

A.0 Questionnaire a0	Module
Manufacturing	1

A.1 Country

a1

A.2 a2	Sampling Region
Region A	1
Region B	2
Region C	3
Region D	4

A.3 City/town/village

a3x

A.3 Size of locality

Capital city	1
City with population over 1 million – other than capital	2
Over 250.000 to 1 million	3
50.000 to 250.000	4
Less than 50.000	5

A.3a a3a	Region of the establishment (coded ex post)
Region A	1
Region B	2
Region C	3
Region D	4

A.4 Industry		Sampling sector a4a	Screener sector a4b
Manufacturing :Section D	Food	15	15
	Textiles	17	17
	Garments	18	18
	Shoes and leather	19	19
	Chemicals	24	24
	Machinery and equipment	29	29
	Auto parts	34	34
	Furniture	36	36
	Service	Retail	52
IT		72	72
Other	Other manufacturing	2	2
	Wholesale	51	51
	Hotel and restaurants: section H	55	55
	Other services	50	50
	Construction Section F: Transport Section I: (60-64)	45 60	45 60

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

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

A.6 Size	Sampling size a6a	Screening Size a6b
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
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A.8 Type of establishment
a8

HQ without production and/or sales in this location	1
HQ with production and/or sales in this location	2
Establishment physically separated from HQ and other establishments of the same firm	3
Establishment physically separated from HQ but with other establishments of the same firm	4
Does not apply	-7

A.9 Establishment financial statements prepared separately of HQ statements
a9

Yes	1
No	2
Does not apply	-7

A.10 Establishment financial statements prepared separately of other establishments of same firm **a10**

Yes	1
No	2
Does not apply	-7

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

Yes	1
No	2
Does not apply	-7

A.12 Interviewer code **a12**

A.13 Supervisor code **a13**

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

INTERVIEWER: READ THE FOLLOWING TO RESPONDENT BEFORE PROCEEDING.
 The goal of this survey is to gather information and opinions about the investment climate in Brazil. Ultimately, the information gathered here will help the World Bank to develop 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

INTERVIEWER: READ THE FOLLOWING INTRODUCTORY SENTENCE ONLY IF A7=1 (A7=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?
INTERVIEWER: SHOW CARD B1

Publicly listed company	1
Private held, limited liability company	2
Sole proprietorship	3
Partnership	4
Limited partnership	5
Other.Specify (b1x)	6

SKIP TO B2

B1

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

	Percent
Percent held by largest owner	b3 %

B.2 What percent of this firm is owned by each of the following:
INTERVIEWER: SHOW CARD B2

	Percent	
Private domestic individuals, companies or organizations	b2a	%
Private foreign individuals, companies or organizations	b2b	%
Government/State	b2c	%
Other	b2d	%

IF 100%
TERMINATE

100%

INTERVIEWER: CHECK TOTAL SUMS TO 100%

B.4 Are any of the owners female?

Yes	1
No	2
Don't know	-9

b4

READ ONLY IF A7=1 (yes)

I want to proceed by asking you about this establishment only

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

	Year
Year establishment began operations	b5

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.

	Number
Full-time employees at start-up	b6

INTERVIEWER: INCLUDE RESPONDENT WHEN APPLICABLE

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

Yes	1
No	2
Don't know	-9

b6a

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

	Year
Year establishment formally registered	b6b
Don't know	-9
Never registered	-7

INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR.

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

	Years
Manager's experience in sector	b7

INTERVIEWER: IF RESPONDENT SAID LESS THAN ONE YEAR, WRITE 1

B.7a Is the top manager female?

Yes	1
No	2
Don't know	-9

b7a

B.8 Does this establishment have an internationally-recognized quality certification ?

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

b8

INTERVIEWER: SOME EXAMPLES ARE: ISO 9000, 9002 OR 14000

C. INFRASTRUCTURE AND SERVICES

READ THE FOLLOWING TO RESPONDENT BEFORE PROCEEDING:
 Now, we turn to the establishment's operations in fiscal year 2007.

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	-9

GO TO QUESTION C.6
 GO TO QUESTION C.6

c3

C.4 In reference to the application for an electrical connection, approximately what was the wait, in days, experienced to obtain that connection from the day this establishment applied for it to the day it received the service?

	Days
Wait for electrical connection	c4
Less than one day	1
Still in process	-6
Application denied	-5
Don't know	-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	-9
REF	-8

c5

C.6 Over fiscal year **2007**, did this establishment experience power outages?

Yes	1	GO TO QUESTION C.10 GO TO QUESTION C.10
No	2	
Don't know	-9	

c6

C.7 In a typical month, over fiscal year **2007**, how many power outages did this establishment experience?

	Number	
Average number of incidents per month power outages	c7	IF 0, GO TO QUESTION C.10

C.8 How long did the average power outage last?

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

C.9 Please estimate the losses as percent of annual sales that resulted because of power outages or estimate total annual losses as a result of power outages?

	Percent
Loss as percent of total annual sales due to power outages	c9a %

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

	LCUs
Annual losses due to power outages	c9b
None	0

C.10 Over the course of fiscal year **2007**, did this establishment own or share a generator?

Yes	1	GO TO QUESTION C.12 GO TO QUESTION C.12
No	2	
Don't know	-9	

c10

C.11 In fiscal year **2007**, what percent of this establishment's electricity came from a generator or generators that the establishment owned or shared?

	Percent
Percent electricity from generators	c11 %

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	-9

GO TO QUESTION C.15
GO TO QUESTION C.15

c12

C.13 In reference to the application for a water connection, approximately what was the wait, in days, experienced to obtain that connection from the day this establishment applied for it to the day it received the service?

	Days
Wait for water connection	c20
Less than one day	1
Still in process	-6
Application denied	-5
Don't know	-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	-9
REF	-8

c14

C.15 Over fiscal year **2007**, did this establishment experience insufficient water supply for production?

Yes	1
No	2
Don't know	-9

GO TO QUESTION C.18
GO TO QUESTION C.18

c15

C.16 In a typical month, over fiscal year **2007**, how many incidents of insufficient water supply did this establishment experience?

	Number
Average number per month of incidents of water insufficiency	c16

IF 0, GO TO QUESTION C.18

C.17 In a typical month, over fiscal year **2007**, how long did the average incident last?

	Hours
Average duration of insufficient water supply	c17
Less than one hour	1
Don't know (spontaneous)	-9

C.18 In fiscal year **2007**, what percent of this establishment's water supply, used in the production process, was from public sources?

	Percent
Water from public sources	c18 %
No water from public sources used in production	0

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

Yes	1	GO TO QUESTION C.22 GO TO QUESTION C.22
No	2	
Don't know	-9	

c19

C.20 In reference to the application for a telephone connection, approximately what was the wait, in days, experienced to obtain that connection from the day this establishment applied for it to the day it received the service?

	Days
Wait for telephone connection	c20
Less than one day	1
Still in process	-6
Application denied	-5
Don't know	-9

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

Yes	1	c21
No	2	
Don't know	-9	
REF	-8	

C.22 At the present time, does this establishment use the following to communicate with its clients or suppliers?

		Yes	No	Don't know
E-mail	c22a	1	2	-9
Its own website	c22b	1	2	-9

C.30 Is **electricity** No Obstacle, a Minor Obstacle, a Moderate Obstacle, Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment?

INTERVIEWER: SHOW CARD C30

		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

D. SALES AND SUPPLIES

READ THE FOLLOWING TO RESPONDENT BEFORE PROCEEDING:

The next topic to be covered is how and where this establishment makes its sales and how and from where this establishment obtains inputs required for production.

D.1a1 In fiscal year **2007**, what was this establishment's main product represented by the largest proportion of annual sales?

Description
d1a1x

D.1a2 Using the Card D1a2, choose the 4-digit code that best applies to the main product of this establishment.
INTERVIEWER: SHOW CARD D1a2

	Code
Code of main product	d1a2

D.1a3 What percent of total sales does the main product represent?

	Percent
Percent of sales represented by main product	d1a3

D.2 In fiscal year 2007, what were this establishment's total annual sales?

	LCUs
Last complete fiscal year's total sales	d2

D.3 In fiscal year **2007**, what percent of this establishment's sales were:

INTERVIEWER: THESE MUST BE ASKED IN THE ORDER THEY APPEAR ON THE TABLE

	Percent	
National sales	d3a %	IF 100, GO TO QUESTION D.10
Indirect exports [sold domestically to third party that exports products]	d3b %	IF 100, GO TO QUESTION D.8
Direct exports	d3c %	IF 0, GO TO QUESTION D.8
	100%	

INTERVIEWER: CHECK TOTAL ADDS UP TO 100%

D.4 In fiscal year **2007**, when this establishment exported goods directly, what was the average number of days that it took from the time this establishment's goods arrived to their main point of exit [e.g., port, airport] until the time these goods cleared customs?

	Days
Average number of days to clear customs	d4
Less than one day	1
Don't know (spontaneous)	-9

D.6 In fiscal year 2007, what percent of the consignment value of the products exported directly was lost while in transit because of theft?

	Percent
Losses due to theft, as percent of consignment value	d6 %
No losses	0
Don't know (spontaneous)	-9

D.7 In fiscal year **2007**, what percent of the consignment value of the products exported directly was lost while in transit because of breakage or spoilage?

	Percent
Losses due to breakage or spoilage as percent of consignment value	d7 %
No losses	0
Don't know (spontaneous)	-9

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

	Year
When began exporting directly or indirectly	d8

INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR

D.10 In fiscal year **2007**, what percent of the consignment value of products this establishment shipped to supply domestic markets was lost while in transit because of theft?

	Percent
Losses due to theft as percent of consignment value	d10%
No losses	0
Don't know (spontaneous)	-9
No internal shipments made	-7

D.11 In fiscal year 2007, what percent of the consignment 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 percent of consignment value	d11 %
No losses	0
Don't know (spontaneous)	-9
No internal shipments made	-7

D.12 In fiscal year 2007, as a proportion of all of the material inputs and/or supplies purchased that year, what percent of this establishment's material inputs and/or supplies were:

	Percent	
Material inputs and/or supplies of domestic origin	d12a %	IF 0, GO TO QUESTION D.16
Material inputs and/or supplies of foreign origin	d12b %	
	100%	

INTERVIEWER: CHECK THAT TOTAL SUMS TO 100%

D.13 Of the material inputs and/or supplies purchased in fiscal year 2007, were any of these imported directly?

Yes	1	GO TO QUESTION D.16 GO TO QUESTION D.16
No	2	
Don't know	-9	
	d13	

D.14 In fiscal year 2007, when this establishment imported material inputs and/or supplies, what was the average number of days that it took from the time goods arrived to their point of entry (e.g. port, airport) until the time these goods could be claimed from customs?

	Days
Average number of days to clear customs	d14
Less than one day	1
Don't know (spontaneous)	-9

D.16 At the present time, when this establishment receives delivery of its most important input, on average, how many days of inventory, measured in days of production, does this establishment keep?

	Days
Days of inventory of most important input	d16

INTERVIEWER: IF RESPONDENT REQUIRES CLARIFICATION, DEFINE AS STOCK ON HAND

D.30 Is **transport** No Obstacle, a Minor Obstacle, a Moderate Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment?

Are **customs and trade regulations** No Obstacle, a Minor Obstacle, a Moderate Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment?

INTERVIEWER: SHOW CARD D30

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

E. DEGREE OF COMPETITION AND INNOVATION

E.1 From the beginning to the end of fiscal year **2007**, what was the main market in which this establishment sold its main product line or main line of services.

Local – [products sold mostly in same municipality where establishment is located]	1
National – [products sold mostly across nation where establishment is located]	2
International – [products sold mostly to nations outside country where establishment is located]	3
Don't know	-9

GO TO QUESTION E.6

GO TO QUESTION E.6

e1

E.2 For fiscal year **2007**, for the main market in which this establishment sold its main product, how many competitors did this establishment's main product face?

None	1
One	2
2-5	3
More than 5	4
Don't know	-9

e2

E.3 Comparing the last month to the first month of the fiscal year **2007** have monthly sales of this establishment's main product increased, remained the same, or decreased?

Increased	1
Remained the same	2
Decreased	3
Don't know	-9

e3

E.4 Comparing the last month to the first month of the fiscal year **2007** have prices of this establishment's main product increased, remained the same, or decreased?

Increased	1
Remained the same	2
Decreased	3
Don't know	-9

e4

E.6 Does this establishment at present use technology licensed from a foreign-owned company?

Yes	1
No	2
Don't know	-9

e6

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

Yes	1
No	2
Don't know	-9

e11

E.12 In fiscal year **2007**, has this establishment reduced prices of its main product in response to price reductions by its domestic competitors?

Yes	1
No	2
Don't know	-9
Does not apply	-7

e12

E.13 In fiscal year **2007**, has this establishment reduced prices of its main product in response to price reductions by its foreign competitors?

Yes	1
No	2
Don't know	-9
Does not apply	-7

e13

E.16 Comparing the last month to the first month of the fiscal year **2007** have monthly purchases of this establishment's main input increased, remained the same, or decreased?

Increased	1
Remained the same	2
Decreased	3
Don't know	-9

e16

E.17 Comparing the last month to the first month of the fiscal year **2007** have prices of this establishment's main input increased, remained the same, or decreased?

Increased	1
Remained the same	2
Decreased	3
Don't know	-9

e4

E.30 Are **practices of competitors in the informal sector** No Obstacle, a Minor Obstacle, a Moderate Obstacle, Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment?

INTERVIEWER: SHOW CARD E30

	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	Do Not Know	Does Not Apply
Practices of competitors in the informal sector e30	0	1	2	3	4	-9	-7

F. CAPACITY

READ THE FOLLOWING TO RESPONDENT BEFORE PROCEEDING:

F.1 In fiscal year **2007**, what was this establishment's output as a proportion of the maximum output possible if using all resources available (capacity utilization)?

	Percent
Level of utilization of facilities	f1 %

F.2 In fiscal year 2007, how many hours per week did this establishment normally operate?

	Hours
Typical hours of operation in a week	f2

G. LAND

READ THE FOLLOWING TO RESPONDENT BEFORE PROCEEDING:
 Now we turn to questions about land issues.

G.1 Of the land occupied by this establishment, what percent is: **(SHOW CARD G1)**

Owned by this establishment	g1a %
Leased by this establishment	g1b %
Other	g1c %
	100%

**INTERVIEWER: UNLESS RESPONDENT DOES NOT KNOW, CHECK TOTAL SUMS TO 100%
 IF IT IS A FLOOR IN A BUILDING, WRITE -7**

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

Yes	1	GO TO QUESTION G.30 GO TO QUESTION G.30
No	2	
Don't know	-9	

g2

G.3 In reference to the application for a construction-related permit, approximately what was the wait, in days, experienced to obtain that permit from the day of the application to the day it was granted?

	Days
Wait for a construction-related permit	g3
Less than one day	1
Still in process	-6
Application denied	-5
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	GO TO QUESTION G.30 GO TO QUESTION G.30
No	2	
Don't know	-9	
REF	-8	

g4

G.30 Is **access to land** No Obstacle, a Minor Obstacle, a Moderate Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment? **SHOW CARD G30**

SERIAL NUMBER

	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	Do Not Know	Does Not Apply
Access to land g30a	0	1	2	3	4	-9	-7

H. LOCATION

H.1 If you were to relocate this establishment, how important are the following factors in making that decision?
INTERVIEWER: SHOW CARD H1

INTERVIEWER: ROTATE OPTIONS

		Not important	Slightly important	Important	Very important	Extremely important	Do Not Know	Does Not Apply
Closer proximity to suppliers	BRh1a	0	1	2	3	4	-9	-7
Closer proximity to similar industries	BR h1b	0	1	2	3	4	-9	-7
Closer proximity to consumers	BRh1c	0	1	2	3	4	-9	-7
More access to skilled labor	BRh1d	0	1	2	3	4	-9	-7
Lower labor costs	BRh1e	0	1	2	3	4	-9	-7
Better logistics services	BRh1f	0	1	2	3	4	-9	-7
Better roads	BRh1g	0	1	2	3	4	-9	-7
Better energy reliability	BRh1h	0	1	2	3	4	-9	-7
More land availability	BRh1i	0	1	2	3	4	-9	-7
Lower cost of land	BRh1j	0	1	2	3	4	-9	-7
Better access to credit	BRh1k	0	1	2	3	4	-9	-7
Lower financing costs	BRh1l	0	1	2	3	4	-9	-7
Fewer business registration requirements	BRh1m	0	1	2	3	4	-9	-7
Fewer tax procedures	BRh1n	0	1	2	3	4	-9	-7
Fewer environmental regulations	BRh1o	0	1	2	3	4	-9	-7
Less corruption	BRh1p	0	1	2	3	4	-9	-7
Lower crime rates	BRh1q	0	1	2	3	4	-9	-7
Less traffic congestion	BRh1r	0	1	2	3	4	-9	-7
Lower taxes	BR h1s	0	1	2	3	4	-9	-7
More fiscal incentives	BR h1t	0	1	2	3	4	-9	-7

H.2 Please select 2 (two) policies that the municipal government where your establishment is located should prioritize in order to attract new businesses:
INTERVIEWER: HAND RESPONDENT CARD H2 LISTING ALL POLICIES

Policies
1 - Improving roads
2 - Reducing business registration and licenses procedures
3 - Reducing tax procedures
4 - Lowering corruption
5 - Lowering crime
6 - Reducing traffic congestion
7 - Lowering taxes
8 - Providing better fiscal incentives

Policy1	BRh2a
Policy2	BRh2b

Rotation **BRh2c**

I. CRIME

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

I.1 In fiscal year **2007**, did this establishment pay for security, for example equipment, personnel, or professional security services?

Yes	1	GO TO QUESTION I.3 GO TO QUESTION I.3
No	2	
Don't know	-9	

i1

I.2 In fiscal year **2007**, what percent of its total annual sales is paid for security, or what is the total annual cost of security?

	Percent
Percent of total annual sales for security	i2a %

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

	LCUs
Total annual cost of security	i2b

I.3 In fiscal year **2007**, has this establishment experienced losses as a result of theft, robbery, vandalism or arson?

Yes	1	GO TO QUESTION I.30 GO TO QUESTION I.30
No	2	
Don't know	-9	

i3

I.4 In fiscal year **2007**, what are the estimated losses as a result of theft, robbery, vandalism or arson that occurred on establishment's premises calculated as a percent of annual sales or the total annual value of the losses?

	Percent
Losses from theft as percent of total annual sales	i4a %

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

	LCUs
Total annual value of losses from theft	i4b

I.30	Are crime, theft and disorder No Obstacle, a Minor Obstacle, a Moderate Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment? SHOW CARD I30
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		No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	Do Not Know	Does Not Apply
Crime, theft and disorder i30		0	1	2	3	4	-9	-7

J. BUSINESS-GOVERNMENT RELATIONS

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

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

J.1 I am going to read some statements that describe the courts and the way government officials interpret laws and regulations that affect this establishment’s business. For each statement, please tell me if you Strongly disagree, Tend to disagree, Tend to agree, or Strongly agree.

[READ EACH DESCRIPTION] Do you Strongly disagree, Tend to disagree, Tend to agree, or Strongly agree?

INTERVIEWER: SHOW CARD J1

		Strongly disagree	Tend to disagree	Tend to agree	Strongly agree	Don't know
“The court system is fair, impartial and uncorrupted” h7a		1	2	3	4	-9
“Government officials’ interpretations of the laws and regulations affecting this establishment are consistent and predictable.” j1a		1	2	3	4	-9

J.2 In a typical week over the last 12 months, what percentage of total senior management's time was spent in 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 12 months, was this establishment visited and or inspected by tax officials?

Yes	1	GO TO QUESTION J.6a GO TO QUESTION J.6a
No	2	
Don't know	-9	

j3

J.4 Over the last 12 months, 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

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	-9
REF	-8

j5

J.6a Over the last 12 months, has this establishment secured a government contract or attempted to secure a contract with the government?

Yes	1
No	2
Don't know	-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 %
No payments/gifts are paid	0
Don't know (spontaneous)	-9
Refusal (spontaneous)	-8

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 percent 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
Percent of total annual sales paid as informal payment	j7a %
No payments/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/gifts are paid	0
Don't know (spontaneous)	-9
Refusal (spontaneous)	-8

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

Yes	1
No	2
Don't know	-9

GO TO QUESTION J.13
GO TO QUESTION J.13

j10

J.11 In reference to the application for an import license, approximately what was the wait, in days, experienced to obtain that license from the day this establishment applied for it 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	-9
REF	-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	-9

GO TO QUESTION J.30
GO TO QUESTION J.30

j13

J.14 In reference to the application for an operating license, approximately what was the wait, in days, experienced to obtain that license from the day this establishment applied for it 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

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	-9
REF	-8

j15

J.30 As I list some factors that can affect the current operations of a business, please look at this card and tell me if you think that each factor is No Obstacle, a Minor Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment.

INTERVIEWER: SHOW CARD J30

INTERVIEWER: ROTATE OPTIONS

	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	Do Not 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

K. FINANCE

READ THE FOLLOWING TO 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 **2007**, what percent, as a proportion of the value of total annual purchases of material inputs or services, were:

	Percent
Paid for before the delivery?	k1a %
Paid for on delivery?	k1b %
Paid for after delivery?	k1c %
	100%

INTERVIEWER: CHECK THAT TOTAL SUMS TO 100%

K.2 In fiscal year **2007**, what percent of this establishment's total annual sales of its goods or services were:

	Percent
Paid for before the delivery?	k2a %
Paid for on delivery?	k2b %
Paid for after delivery?	k2c %
	100 %

INTERVIEWER: CHECK THAT TOTAL SUMS TO 100%

K.3 Over fiscal year **2007**, please estimate the proportion of this establishment's working capital that was financed from each of the following sources?

INTERVIEWER: SHOW CARD K3

	Percent
Internal funds/Retained earnings	k3a %
Borrowed from banks (private and state-owned)	k3bc %
Borrowed from non-bank financial institutions	k3e %
Purchases on credit from suppliers and advances from customers	k3f %
Other (moneylenders, friends, relatives, etc.)	k3hd %
	100%

INTERVIEWER: CHECK THAT TOTAL SUMS TO 100%

K.4 In fiscal year **2007**, did this establishment purchase fixed assets, such as machinery, vehicles, equipment, land or buildings?

Yes	1	GO TO QUESTION K.6 GO TO QUESTION K.6
No	2	
Don't know	-9	
	k4	

N.5 In fiscal year **2007**, what was the total annual expenditure for purchases of:

	LCUs
Machinery, vehicles and equipment (new or used)	n5a
Land and buildings	n5b

K.5 Over fiscal year **2007**, please estimate the proportion of this establishment's purchase of fixed assets that was financed from each of the following sources?

INTERVIEWER: SHOW CARD K5

	Percent
Internal funds/Retained earnings	k5a %
Owners' contribution or issued new equity shares	k5i %
Borrowed from banks (private and state-owned)	k5bc %
Borrowed from non-bank financial institutions	k5e %
Purchases on credit from suppliers and advances from customers	k5f %
Other (moneylenders, friends, relatives, etc)	k5hdj %
	100%

INTERVIEWER: CHECK THAT TOTAL SUMS TO 100%

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

Yes	1	
No	2	
Don't know	-9	k6

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

Yes	1	
No	2	
Don't know	-9	k7

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

Yes	1	
No	2	
Don't know	-9	GO TO QUESTION K.16
		GO TO QUESTION K.16
		k8

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

INTERVIEWER: SHOW CARD K9

Private commercial banks	1
State-owned banks and/or government agency	2
Non-bank financial institutions which include microfinance institutions, credit cooperatives, credit unions, or finance companies	3
Other	4

k9

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

	LCUs
Size of most recent loan/line of credit approved	k11
Refuses to respond	-8
	LCUs
Size of most recent loan/line of credit approved	k11
Refuses to respond	-8

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

Yes	1	GO TO QUESTION K.16
No	2	
Don't know	-9	

GO TO QUESTION K.16

k13

K.14 Referring only to this most recent line of credit or loan, what type of collateral was required?
INTERVIEWER: SHOW CARD K14

Collateral		Yes	No
Land, buildings	k14a	1	2
Machinery and equipment including movables	k14b	1	2
Accounts receivable and inventories	k14c	1	2
Personal assets of owner (house, etc.)	k14d	1	2
Collateral not included in categories above	k14e	1	2

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

	Percent
Value of collateral as percent of loan/line of credit value	k15 %

K.16 Referring again to the fiscal year 2007, did this establishment apply for loans or lines of credit?

Yes	1	GO TO QUESTION K.18a
No	2	
Don't know	-9	

k16

K.17	What was the main reason why this establishment did not apply for line of credit or loan in fiscal year 2007 ?
-------------	---

INTERVIEWER: SHOW CARD K17

No need for a loan - establishment has sufficient capital	1	GO TO QUESTION K.21
Application procedures for loans or line of credit are complex	2	GO TO QUESTION K.21
Interest rates are not favorable	3	GO TO QUESTION K.21
Collateral requirements for loans or line of credit are unattainable	4	GO TO QUESTION K.21
Size of loan and maturity are insufficient	5	GO TO QUESTION K.21
Did not think it would be approved	6	GO TO QUESTION K.21
Other	7	GO TO QUESTION K.21

k17

K.18	In fiscal year 2007 , did this establishment apply for new loans or new lines of credit that were rejected?
-------------	--

Yes	1
No	2
Don't know	-9

k18a

K.19	How many of those loan or line of credit applications were rejected?
-------------	--

	Number
Loan applications rejected	k19

K.21	In fiscal year 2007 , did this establishment have its annual financial statement checked and certified by an external auditor?
-------------	---

Yes	1
No	2
Don't know	-9

k21

K.30 Is **access to finance**, which includes availability and cost, interest rates, fees and collateral requirements, No Obstacle, a Minor Obstacle, a Moderate Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment?

INTERVIEWER: SHOW CARD K30

		No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	Do Not Know	Does Not Apply
Access to finance	k30	0	1	2	3	4	-9	-7

L. LABOR

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

L.1 At the end of fiscal year **2007**, how many permanent, full-time employees did this establishment employ? Please include all employees and managers. **(INTERVIEWER: include interviewee if applicable).**

INTERVIEWER: Permanent 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 8 or more hours per day.

	Number
Permanent, full-time employees end of last complete fiscal year	11

L.2 Three fiscal years ago, at the end of the year **2004**, how many permanent, full-time employees did this establishment employ? Please include all employees and managers. **(INTERVIEWER: include interviewee if applicable).**

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

L.3 At the end of fiscal year **2007**, how many permanent, full-time employees were production and non-production workers?

INTERVIEWER: READ EACH CATEGORY
INTERVIEWER: (include interviewee if applicable).

	Number
Production workers	13a
Non-production workers [e.g., managers, administration, sales]	13b

L.4 At the end of fiscal year **2007**, how many permanent, full-time employees were:
INTERVIEWER: READ EACH CATEGORY-

	Number
Skilled production workers	14a
Unskilled production workers	14b

L.5 At the end of fiscal year **2007** how many permanent full-time employees of this establishment for the following categories were female?

	Number	Don't know (spontaneous)
Female permanent full-time production employees	15a	-9
Female permanent full-time non-production employees	15b	-9

L.6 How many full-time seasonal or temporary employees did this establishment employ in fiscal year **2007**?

INTERVIEWER: Temporary/seasonal are defined as all paid short-term (i.e. for less than a fiscal year) employees with no guarantee of renewal of contract employment contract and that work 8 or more hours per day.

	Number	
Full-time seasonal/temporary workers employed last fiscal year	16	IF 0, GO TO QUESTION L.9

L.8 What was the average length of employment of all full-time seasonal or temporary employees in fiscal year **2007**?

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

L.9 What is the average educational attainment of a typical production worker employed in this establishment?

INTERVIEWER: SHOW CARD L9

Primario incompleto	1
Primario complete/ginasio incomplete	2
Ginasio complete/ collegial incomplete	3
Colegial complete/superior incompleto	4
Superior completo	5
Don't know	-9

19

L.9a What percent of this establishment's labor force employed at the end of fiscal year **2007** had a university degree?

	Percent
Labor force with a university degree	19a %
Don't know (spontaneous)	-9

L.10 Over fiscal year **2007**, did this establishment have formal training programs for its permanent, full-time employees?

Yes	1
No	2
Don't know	-9

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

110

L.11 Referring to the training programs run over fiscal year **2007**, what percent of permanent, full-time employees of the following category of workers received formal training?

	Percent	If no employees in a category were trained	Don't know (spontaneous)
Production full-time permanent employees trained	111a %	0	-9
Non-production full-time permanent employees trained	111b %	0	-9

L.30 Are **labor regulations** No Obstacle, a Minor Obstacle, a Moderate Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment?

Is an **inadequately educated workforce** No Obstacle, a Minor Obstacle, a Moderate Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment?

INTERVIEWER: SHOW CARD L30

	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	Do Not Know	Does Not Apply
Labor regulations 130a	0	1	2	3	4	-9	-7
Inadequately educated workforce 130b	0	1	2	3	4	-9	-7

M. BUSINESS ENVIRONMENT

READ THE FOLLOWING TO RESPONDENT BEFORE PROCEEDING:

The next set of questions is designed to get a general picture of your opinion about the business environment that affects your operations.

M.1 Which of the following elements of the business environment, if any, currently represents the biggest obstacle faced by this establishment. **SHOW CARD M1**

OBSTACLES
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
Does not apply (spontaneous)	-7

Rotation	m1d
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N. PRODUCTIVITY

READ THE FOLLOWING TO RESPONDENT BEFORE PROCEEDING:

The purpose of the following questions is to allow us to estimate the productivity of establishments like this one. Estimates are made at the aggregate level so the information you provide below will be compiled with the information from other establishments. 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 For fiscal year **2007**, please provide the following information about this establishment:

	R\$
Total annual cost of labor (including wages, salaries, bonuses, social payments)	n2a
Total annual cost of raw materials and intermediate goods used in production	n2e
Total annual costs of fuel	n2f
Total annual costs of electricity	n2b
Total annual costs of communications services	n2c
Total annual costs of water	n2h

INTERVIEWER: READ EACH ITEM ALOUD

N.3 In fiscal year **2004**, three fiscal year’s ago, what was total annual sales for this establishment?

	R\$
Total annual sales three years ago	n3
If establishment was not in business three years ago	-7

N.4 Approximately, in fiscal year **2007**, what was the average monthly compensation, including benefits when applicable, for each type for production full-time worker?

	R\$
Average monthly compensation for full-time production worker	n4a

N.6 What was the net book value, the value of assets after depreciation, of the following at the end of fiscal year **2007**?

	R\$
Machinery vehicles, and equipment	n6a
Land and buildings	n6b

N.7 If this establishment had to hypothetically purchase the land and buildings, and machinery and equipment in use now, as they are in their current condition, how much would it cost to purchase each of the following?

	R\$
Machinery vehicles, and equipment	n7a
Land and buildings	n7b

B.20	The World Bank might be interested in getting in touch with you to follow up on some aspects of this interview. Would you have any objection if we provide them with your contact information?
-------------	--

Yes	1
No	2

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

	Position in the firm	Years with the firm	Gender
Main respondent	a15a1a	a15a2a	a15a3a
Second respondent	a15a1b	a15a2b	a15a3b

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

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

Date (mm/dd)	Hour	Minutes	AM/PM

a15

INTERVIEWERS PLEASE ANSWER AT END OF THE INTERVIEW:

A.16	It is my perception that the questions regarding opinions and perceptions:
-------------	--

Truthful	1
Somewhat truthful	2
Not truthful	3

a16

A.17	The questions regarding figures (productivity and employment numbers):
-------------	--

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

a17

INTERVIEWER COMMENTS:

(Problems occurred/extraordinary circumstances which could influence results)

SUPERVISORS PLEASE ANSWER:

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

SERIAL NUMBER

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

a18

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

Hour	Minutes

a19