

**THE WORLD BANK**  
Enterprise Survey  
*Services Module (2008)*

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

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

**A.1 Country**

<b>a1</b>
-----------

**A.2 a2**

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

**A.3 City/town/village**

<b>a3x</b>
------------

**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 Region**

**3a**

(coded ex post)

Region A	1
Region B	2
Region C	3
Region D	4

**A.4 Industry**

		Sampling sector <b>a4a</b>	Screener sector <b>a4b</b>
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:	45	45
	Transport Section I: (60-64)	60	60

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

**a5**

Yes, screener and sample frame info match	1
No, not a match but establishment has activities that match screener and sample frame	2
No, does not match	3

<b>A.6 Size</b>	<b>Sampling size a6a</b>	<b> Screener Size a6b</b>
Small $\geq 5$ and $\leq 19$	1	1
Medium $=20$ and $\leq 99$	2	2
Large $\geq 100$	3	3

<b>A.7 Establishment is part of a larger firm a7</b>	
Yes	1
No, a firm on its own	2

<b>A.7a</b>	
Number of establishments that form the firm	<b>a7a</b>

<b>A.8 Type of establishment a8</b>	
HQ without production and/or sales in this location	1
HQ with production and/or sales in this location	2
Establishment physically separated from HQ and other establishments of the same firm	3
Establishment physically separated from HQ but with other establishments of the same firm	4
<b>Does not apply</b>	<b>-7</b>

<b>A.9 Establishment financial statements prepared separately of HQ statements a9</b>	
Yes	1
No	2
<b>Does not apply</b>	<b>-7</b>

<b>A.10 Establishment financial statements prepared separately of other establishments of same firm a10</b>	
Yes	1
No	2
<b>Does not apply</b>	<b>-7</b>

<b>A.11 If HQ, financial statements independent of the rest of establishments a11</b>	
Yes	1
No	2
<b>Does not apply</b>	<b>-7</b>

<b>A.12 Interviewer code</b>	
<b>a12</b>	

<b>A.13 Supervisor code</b>	
<b>a13</b>	

**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 THE 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 new policies and programs that enhance employment and economic growth.

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

**B. GENERAL INFORMATION**

**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>B.1</b>	What is this firm's current legal status? <b>INTERVIEWER: SHOW CARD B1</b>
------------	---

Publicly listed company	1
Private held, limited liability company	2
Sole proprietorship	3
Partnership	4
Limited partnership	5
Other. Specify _____ <b>b1x</b> _____	6

**SKIP TO B2**

**b1**

<b>B.3</b>	What percent of this firm does the largest owner or owners own?
------------	---

	<b>Percent</b>
Percent held by largest owner(s)	<b>b3</b> %

<b>B.2</b>	What percent of this firm is owned by each of the following: <b>INTERVIEWER: SHOW CARD B2</b>
------------	--

	<b>Percent</b>	
Private domestic individuals, companies or organizations	<b>b2a</b> %	
Private foreign individuals, companies or organizations	<b>b2b</b> %	
Government/State	<b>b2c</b> %	<b>IF 100% TERMINATE</b>
Other	<b>b2d</b> %	
		<b>100%</b>

**INTERVIEWER: CHECK THAT 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?

	<b>Year</b>
Year establishment began operations	<b>b5</b>

**INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR**

**B.6** How many full-time employees did this establishment employ when it started operations? Please include all employees and managers.

	<b>Number</b>
Full-time employees at start-up	<b>b6</b>

**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?

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

**INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR.**

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

	<b>Years</b>
Manager's experience in sector	<b>b7</b>

**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?

**INTERVIEWER: IF THERE IS NEED FOR CLARIFICATION, SOME EXAMPLES ARE: ISO 9000, 9002 OR 14000.**

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

b8

**C. INFRASTRUCTURE AND SERVICES**

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

Now, we turn to the establishment's operations in fiscal year 2007.

The questions that follow assess how infrastructure and infrastructure services affect this establishment

**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	<b>c4</b>
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
No	2
Don't know	-9

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

**c6**

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

	Number
Average number of power outages	<b>c7</b>

**IF 0, GO TO QUESTION C.12**

**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
Total annual losses due to power outages	c9b
None	0

**INTERVIEWER: IF THE RESPONDENT SAID NONE, WRITE 0**

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

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

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

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

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

**c14**

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

Yes	1	<b>GO TO QUESTION C.22</b> <b>GO TO QUESTION C.22</b>
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 (spontaneous)	-9

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

Yes	1	<b>c21</b>
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.23** Does this establishment have a high-speed internet connection on its premises?

Yes	1	<b>GO TO QUESTION C.30</b> <b>GO TO QUESTION C.30</b>
No	2	
Don't know	-9	

**c23**

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

		Yes	No	Don't know	NA
Make purchases for this establishment	c24b	1	2	-9	-7
Deliver services to this establishment's clients	c24c	1	2	-9	-7

Do research and develop ideas on new products and services <b>c24d</b>	1	2	-9	-7
--	---	---	----	----

**C.25** Over fiscal year **2007**, did this establishment experience unavailability of Internet connection?

Yes	1	<b>GO TO QUESTION C.30</b> <b>GO TO QUESTION C.30</b>
No	2	
<b>Don't know</b>	<b>-9</b>	

**c25**

**C.26** In a typical month, over fiscal year **2007**, how many times has this establishment experienced unavailability of Internet connection?

	<b>Number</b>	
Number of times Internet connection unavailable	<b>c26</b>	<b>IF 0, GO TO QUESTION C.30</b>

**C.27** In a typical month, over fiscal year **2007**, on average how long did the unavailability of an Internet connection last?

	<b>Minutes</b>
Average duration of unavailable Internet connection	<b>c27</b>

**INTERVIEWER: IF THE RESPONDENT SAID LESS THAN 1 MINUTE, WRITE 1**

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

Are **telecommunications** 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 C30**

	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	Don't Know	Does Not Apply
Electricity <b>c30a</b>	0	1	2	3	4	-9	-7
Telecommunications <b>c30b</b>	0	1	2	3	4	-9	-7

**D. SALES AND SUPPLIES**

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

The next topic to be covered is how and where this establishment makes its sales and how and from where this establishment obtains its supplies.

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

**Description**

**d1a1x**

**D.1a2** Using the Card **[insert card number]**, choose the 4-digit code that best applies to the main product or service of this establishment.

**INTERVIEWER: SHOW CARD D1a2**

	<b>Code</b>
Code of main product or service	<b>d1a2</b>

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

	<b>Percent</b>
Percent of sales represented by main product or service	<b>d1a3</b>

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

	<b>LCUs</b>
Last complete fiscal year's total annual sales	<b>d2</b>

**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**

	<b>Percent</b>	
National sales	<b>d3a %</b>	<b>IF 100, GO TO QUESTION D.17</b>
Indirect exports [sold domestically to third party that exports products]	<b>d3b %</b>	<b>IF 100, GO TO QUESTION D.8</b>
Direct exports	<b>d3c %</b>	<b>IF 0, GO TO QUESTION D.8</b>
	<b>100%</b>	

**INTERVIEWER: CHECK THAT TOTAL SUMS 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	<b>d4</b>
Less than one day	<b>1</b>
Don't know (spontaneous)	<b>-9</b>

**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	<b>d6 %</b>
No losses	<b>0</b>
Don't know (spontaneous)	<b>-9</b>

**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	<b>d7 %</b>
No losses	<b>0</b>
Don't know (spontaneous)	<b>-9</b>

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

	Year
When began exporting directly or indirectly	<b>d8</b>

**INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR**

**D.17** At the present time, when this establishment receives its **main sales item**, on average, how many days of inventory measured in days of sales, does this establishment keep?

	Days
Days of inventory of <b>main sales item</b>	<b>d17</b>

**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? **SHOW CARD D30**

No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	<b>Don't Know</b>	<b>Does Not Apply</b>
-------------	----------------	-------------------	----------------	----------------------	-------------------	-----------------------

Transport <b>d30a</b>	0	1	2	3	4	-9	-7
Customs and trade regulations <b>d30b</b>	0	1	2	3	4	-9	-7

**E. DEGREE OF COMPETITION AND INNOVATION**

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

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

**e11**

**E.15** In fiscal year **2007**, has this establishment introduced new lines of products or modified existing lines of products in response to pressures from foreign competitors?

Yes	1
No	2
<b>Don't know</b>	<b>-9</b>
<b>Does not apply</b>	<b>-7</b>

**e15**

**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	<b>Do Not Know</b>	<b>Does Not Apply</b>
Practices of competitors in the informal sector <b>e30</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>

**G. LAND**

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

We change topics to questions about land issues.

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

	Percent
Owned by this establishment	<b>g1a</b> %
Leased by this establishment	<b>g1b</b> %
Other	<b>g1c</b> %
	<b>100%</b>

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

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

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

**GO TO QUESTION G.5  
GO TO QUESTION G.5**

**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 this establishment applied for it to the day it was granted?

	Days
<b>Wait for a construction-related permit</b>	<b>g3</b>
<b>Less than one day</b>	<b>1</b>
<b>Still in process</b>	<b>-6</b>
<b>Application denied</b>	<b>-5</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

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

Yes	1
No	2
<b>Don't know</b>	<b>-9</b>
<b>REF</b>	<b>-8</b>

**g4**

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

Area

**g5a**

**INTERVIEWER: IF RESPONDENT DOES NOT KNOW, WRITE -9  
SPECIFY UNITS**

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

**g5b**

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

	Percent
Owned by this establishment	<b>g6a</b> %
Leased by this establishment	<b>g6b</b> %
Other	<b>g6c</b> %
	<b>100%</b>

**INTERVIEWER: CHECK THAT TOTAL SUMS TO 100%**

**G.7** In the last three years, has this establishment acquired or attempted to acquire additional land or buildings to expand operations?

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

**GO TO QUESTION G.30  
GO TO QUESTION G.30**

**g7**

**G.8a** In the last three years, has this establishment been successful in acquiring land or new premises?

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

**g8a**

**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?  
  
Is **zoning restrictions** 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 G30**

		No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	<b>Do Not Know</b>	<b>Does Not Apply</b>
Access to land	<b>g30a</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>
Zoning restrictions	<b>g30b</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>

## H. LOCATION

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

### INTERVIEWER: ROTATE OPTIONS

	Not important	Slightly important	Important	Very important	Extremely important	Do Not Know	Does Not Apply
Closer proximity to suppliers <b>BRh1a</b>	0	1	2	3	4	-9	-7
Closer proximity to similar industries <b>BRh1b</b>	0	1	2	3	4	-9	-7
Closer proximity to consumers <b>BRh1c</b>	0	1	2	3	4	-9	-7
More access to skilled labor <b>BRh1d</b>	0	1	2	3	4	-9	-7
Lower labor costs <b>BRh1e</b>	0	1	2	3	4	-9	-7
Better logistics services <b>BRh1f</b>	0	1	2	3	4	-9	-7
Better roads <b>BRh1g</b>	0	1	2	3	4	-9	-7
Better energy reliability <b>BRh1h</b>	0	1	2	3	4	-9	-7
More land availability <b>BRh1i</b>	0	1	2	3	4	-9	-7
Lower cost of land <b>BRh1j</b>	0	1	2	3	4	-9	-7
Better access to credit <b>BRh1k</b>	0	1	2	3	4	-9	-7
Lower financing costs <b>BRh1l</b>	0	1	2	3	4	-9	-7
Fewer business registration requirements <b>BRh1m</b>	0	1	2	3	4	-9	-7
Fewer tax procedures <b>BRh1n</b>	0	1	2	3	4	-9	-7
Fewer environmental regulations <b>BRh1o</b>	0	1	2	3	4	-9	-7
Less corruption <b>BRh1p</b>	0	1	2	3	4	-9	-7
Lower crime rates <b>BRh1q</b>	0	1	2	3	4	-9	-7
Less traffic congestion <b>BRh1r</b>	0	1	2	3	4	-9	-7
Lower taxes <b>BRh1s</b>	0	1	2	3	4	-9	-7
More fiscal incentives <b>BRh1t</b>	0	1	2	3	4	-9	-7

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

<b>Policies</b>
-----------------

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

Policy	<b>BRh2a</b>
Policy	<b>BRh2b</b>

Rotation	<b>BRh2c</b>
----------	--------------

**I. CRIME**

**READ THE FOLLOWING TO THE 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
No	2
Don't know	-9

**GO TO QUESTION I.3**  
**GO TO QUESTION I.3**

**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?

	<b>Percent</b>
Percent of total annual sales for security	<b>i2a</b> %

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

	<b>LCUs</b>
Total annual cost of security	<b>i2b</b>

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

Yes	1
No	2
Don't know	-9

**GO TO QUESTION I.30**  
**GO TO QUESTION I.30**

**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?

	<b>Percent</b>
Losses from theft as percent of total annual sales	<b>i4a</b> %

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

	<b>LCUs</b>
Total value of annual losses from theft	<b>i4b</b>

<b>I.30</b>	Are <b>crime, theft and disorder</b> No Obstacle, a Minor Obstacle, a Moderate Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment?
-------------	---

	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	Do Not Know	Does Not Apply
Crime, theft and disorder <b>i30</b>	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” <b>h7a</b>	1	2	3	4	-9
“Government officials’ interpretations of the laws and regulations affecting this establishment are consistent and predictable.” <b>j1a</b>	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	<b>j2 %</b>
No time was spent	<b>0</b>
Don't know (spontaneous)	<b>-9</b>

**J.3** Over the last 12 months, was this establishment visited and or inspected by tax officials?

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

**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	<b>j4</b>

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

Yes	1
No	2
<b>Don't know</b>	<b>-9</b>
<b>REF</b>	<b>-8</b>

**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
<b>Don't know</b>	<b>-9</b>

**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?

	<b>Percent</b>
Percent of the contract value paid as informal payments or gifts	<b>j6 %</b>
<b>No payments/gifts are paid</b>	<b>0</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>
<b>Refusal (spontaneous)</b>	<b>-8</b>

**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?

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

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

	<b>LCUs</b>
Total annual informal payment	<b>j7b</b>
<b>No payments/gifts are paid</b>	<b>0</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>
<b>Refusal (spontaneous)</b>	<b>-8</b>

**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
<b>Wait for import license</b>	<b>j11</b>
<b>Less than one day</b>	<b>1</b>
<b>Still in process</b>	<b>-6</b>
<b>Application denied</b>	<b>-5</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

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

Yes	1
No	2
<b>Don't know</b>	<b>-9</b>
<b>REF</b>	<b>-8</b>

**j12**

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

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

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

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

Yes	1
No	2
<b>Don't know</b>	<b>-9</b>
<b>REF</b>	<b>-8</b>

**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 Moderate 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	<b>j30a</b>	0	1	2	3	4	-9	-7
Tax administration	<b>j30b</b>	0	1	2	3	4	-9	-7
Business licensing and permits	<b>j30c</b>	0	1	2	3	4	-9	-7
Political instability	<b>j30e</b>	0	1	2	3	4	-9	-7
Corruption	<b>j30f</b>	0	1	2	3	4	-9	-7
Courts	<b>h30</b>	0	1	2	3	4	-9	-7

**K. FINANCE**

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

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

**K.1** In fiscal year **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?	<b>k1a</b> %
Paid for on delivery?	<b>k1b</b> %
Paid for after delivery?	<b>k1c</b> %
	<b>100</b> %

**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?	<b>k2a</b> %
Paid for on delivery?	<b>k2b</b> %
Paid for after delivery?	<b>k2c</b> %
	<b>100%</b>

**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	<b>k3a</b> %
Borrowed from banks (private and state-owned)	<b>k3bc</b> %
Borrowed from non-bank financial institutions	<b>k3e</b> %
Purchases on credit from suppliers and advances from customers	<b>k3f</b> %
Other (moneylenders, friends, relatives, etc.)	<b>k3hd</b> %
	<b>100%</b>

**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, buildings, improvements to leaseholds or owned properties?

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

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

**k4**

**N.5** In fiscal year **2007**, how much did this establishment spend on purchases of:

	LCUs
Machinery, vehicles and equipment (new and/or used)	<b>n5a</b>
Land and buildings	<b>n5b</b>

**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	<b>k5a</b> %
Owners’ contribution or issued new equity shares	<b>k5i</b> %
Borrowed from banks (private and state-owned)	<b>k5bc</b> %
Borrowed from non-bank financial institutions	<b>k5e</b> %
Purchases on credit from suppliers and advances from customers	<b>k5f</b> %
Other (moneylenders, friends, relatives, etc)	<b>k5hdj</b> %
	<b>100%</b>

**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
<b>Don’t know</b>	<b>-9</b>

**k6**

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

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

**k7**

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

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

**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
<b>Other</b>	<b>4</b>

**k9**

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

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

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

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

**GO TO QUESTION K.16**  
**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**

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

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

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

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

**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	<b>GO TO QUESTION K.21</b>
Application procedures for loans or line of credit are complex	2	
Interest rates are not favorable	3	
Collateral requirements for loans or line of credit are unattainable	4	
Size of loan and maturity are insufficient	5	
Did not think it would be approved	6	
<b>Other</b>	<b>7</b>	

**k17**

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

Yes	1	<b>k18a</b>
No	2	
<b>Don't know</b>	<b>-9</b>	

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

Yes	1	<b>k18a</b>
No	2	
<b>Don't know</b>	<b>-9</b>	

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

	<b>Number</b>
Loan applications rejected	<b>k19</b>

**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
-----

<b>K.30</b>	Is <b>access to finance</b> , 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?
-------------	--

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

**L. LABOR**

**READ THE FOLLOWING TO THE 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: 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 fiscal year	<b>11</b>

**INTERVIEWER: INCLUDE INTERVIEWEE IF APPLICABLE**

**L.2** Three fiscal years ago, in the year **[insert three complete fiscal years ago]**, 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	<b>12</b>
If establishment was not in business three years ago	<b>-7</b>
Don't know (spontaneous)	<b>-9</b>

**L.5** At the end of fiscal year **2007**, how many permanent full-time workers were female?

	Number
Female, permanent full-time workers	<b>15</b>

**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 last complete fiscal year	<b>16</b>

**IF 0, GO TO QUESTION L.30**

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

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

<b>L.30</b>	<p>Are <b>labor regulations</b> No Obstacle, a Minor Obstacle, a Moderate Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment?</p> <p>Is an <b>inadequately educated workforce</b> No Obstacle, a Minor Obstacle, a Moderate Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment?</p> <p style="text-align: center;"><b>INTERVIEWER: SHOW CARD L30</b></p>
-------------	--

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

**M. BUSINESS ENVIRONMENT**

**READ THE FOLLOWING TO THE 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 **INTERVIEWER: SHOW CARD M1**

<b>OBSTACLES</b>
1-Access to finance (availability and cost)
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	<b>m1a</b>
Don't know (spontaneous)	<b>-9</b>
Does not apply (spontaneous)	<b>-7</b>

Rotation	<b>m1d</b>
----------	------------

**N. PERFORMANCE**

**READ THE FOLLOWING TO THE 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:

INTERVIEWER: READ EACH ITEM ALOUD	LCUs
Total annual cost of labor (including wages, salaries, bonuses, social payments)	<b>n2a</b>
Total annual cost of finished goods and materials purchased to resell	<b>n2i</b>
Total annual costs of electricity	<b>n2b</b>
Total annual costs of communications services	<b>n2c</b>

**N.3** In fiscal year **[insert three complete fiscal years ago]**, three fiscal year’s ago, what was total annual sales for this establishment?

	LCUs
Total annual sales three years ago	<b>n3</b>
If establishment was not in business three years ago	<b>-7</b>

**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	<b>a15a1ax</b>	<b>a15a2a</b>	<b>a15a3a</b>
Second respondent	<b>a15a1bx</b>	<b>a15a2b</b>	<b>a15a3b</b>

**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 responses to questions regarding opinions and perceptions:

Truthful	1
Somewhat truthful	2
Not truthful	3

**a16**

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

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

**a17**

**INTERVIEWER COMMENTS:**

**a17x**

(Problems occurred/extraordinary circumstances which could influence results)

**SUPERVISORS PLEASE ANSWER:**

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

One visit in face-to-face interview with one person	1	<b>STOP HERE</b>
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**

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

