

**THE WORLD BANK**  
**Africa Enterprise Survey**  
**Manufacturing Module (2009)**

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

<b>A.0 Questionnaire a0</b>	<b>Module</b>
Manufacturing	1

**A.1 Country**

<b>a1</b>
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**A.2**

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

**A.3a**

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

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

<b>a3x</b>
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**A.3 Size of locality a3**

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.4 Industry**

		<b>Sampling sector a4a</b>	<b>Screener sector a4b</b>
Manufacturing :Section D	Food	15	15
	Textiles	17	17
	Garments	18	18
	Chemicals	24	24
	Plastics & rubber	25	25
	Non metallic mineral products	26	26
	Basic metals	27	27
	Fabricated metal products	28	28
	Machinery and equipment	29	29
	Electronics (31 & 32)	31	31
Service	Retail	52	52
Other	Other manufacturing	2	2
	Wholesale	51	51
	IT	72	72
	Hotel and restaurants: section H	55	55
	Services of motor vehicles	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, 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**

	<b>Sampling size a6a</b>	<b>Screener Size a6b</b>
Small >=5 and <=19	1	1
Medium >=20 and <=99	2	2
Large >=100	3	3

**A.7 Establishment is part of a larger firm a7**

Yes	1
No, a firm on its own	2

**A.7a**

Number of establishments that form the firm	<b>a7a</b>
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**A.8 Type of establishment** **a8**

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

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

Yes	1
No	2
<b>Does not apply</b>	<b>-7</b>

**A.10 Are establishment's financial statements prepared separately from other establishments of the same firm?****a10**

Yes	1
No	2
<b>Does not apply</b>	<b>-7</b>

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

Yes	1
No	2
<b>Does not apply</b>	<b>-7</b>

**A.12 Interviewer code** **a12**

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**A.13 Supervisor code** **a13**

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**A.14 Time face-to-face interview begins:**

<b>Day (dd)</b>	<b>Month (mm)</b>	<b>Year (yyyy)</b>	<b>Hour (00 to 23)</b>	<b>Minutes (00 to 59)</b>
<b>a14d</b>	<b>a14m</b>	<b>a14y</b>	<b>a14h</b>	<b>a14min</b>

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

The goal of this survey is to gather information and opinions about the business environment in [insert country name]. Ultimately, the information gathered here will help to develop new policies and programs that enhance employment and economic growth.

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

**B. GENERAL INFORMATION**

**READ OUT THE FOLLOWING INTRODUCTORY SENTENCE ONLY IF A7 = 1 (yes):**  
 The first few questions apply to the firm which your establishment is part of.

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

Shareholding company with shares traded in the stock market	1
Shareholding company with non-traded shares or shares traded privately	2
Sole proprietorship	3
Partnership	4
Limited partnership	5
<b>Other (spontaneous - specify) ___ b1x ___</b>	6
<b>Don't know (spontaneous)</b>	<b>-9</b>

**SKIP TO B.2**

**b1**

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

Percent	
Percentage held by largest owner or owners	<b>b3</b> %
<b>Don't know (spontaneous)</b>	<b>-9</b>

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

	Percent	Don't know (spontaneous)
Private domestic individuals, companies or organizations	<b>b2a</b> %	<b>-9</b>
Private foreign individuals, companies or organizations	<b>b2b</b> %	<b>-9</b>
Government/State	<b>b2c</b> %	<b>-9</b>
Other	<b>b2d</b> %	<b>-9</b>
	<b>100%</b>	

**IF 100% end interview**

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

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

**GO TO QUESTION AFB4a**

**GO TO QUESTION AFB4a**

<b>b3a</b>
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<b>B.3b</b>	Is the largest owner female? <b>(INTERVIEWER: if there are multiple large owners with the same ownership share, please answer with respect to the person most active in the operation of the firm)</b>
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Yes	1
No	2
<b>Don't know (spontaneous)</b>	-9

<b>b3b</b>
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<b>AFB.4a.</b>	What is the nationality of the current largest owner?
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African (specify <b>AFb4a1 [table 1]</b> )	1
Indian	2
Lebanese/Middle Eastern	3
Other Asian (specify <b>AFb4a4 [table 4]</b> )	4
European/Caucasian	5
Other	6
<b>Don't Know (spontaneous)</b>	-9

<b>AFb4a</b>
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<b>AFb4a1. Main African nationality</b>	
XXXX	1
XXXX	2
XXXX	3
XXXX	4
XXXX	5

<b>AFb4a4. Main "Other Asian" nationality</b>	
XXXX	1
XXXX	2
XXXX	3
XXXX	4
XXXX	5

**B.3c** How did the largest owner acquire ownership of this firm?  
**SHOW CARD**

Started the business on their own or with partners	1	<b>GO TO QUESTION B3e</b>
Purchased an existing business	2	
Joined an existing family business	3	<b>GO TO QUESTION B3e</b> <b>GO TO QUESTION B3e</b>
Joined an existing non family business	4	
<b>Other (spontaneous)</b>	5	
<b>Do not know (spontaneous)</b>	<b>-9</b>	
		<b>b3c</b>

**B.3d** The family business was joined by:

Heritage	1	<b>b3d</b>
Marriage	2	
Other	3	
<b>Do not know (spontaneous)</b>	<b>-9</b>	

**B.3e** Which of the following two options best describes why the largest owner started or took over this firm?  
**SHOW CARD 3e**

To take advantage of a business opportunity	1	<b>b3e</b>
Jobs or opportunities were absent or not satisfactory	2	
<b>Don't know (spontaneous)</b>	<b>-9</b>	

**B.3f** Which of the following best describes the largest owner's involvement in decision making in this firms?  
**SHOW CARD 3f**

Makes most decisions on his/her own	1	<b>b3f</b>
Makes decisions in consultation with other owners?	2	
Delegates most decisions to other partners owners?	3	
Has appointed a manager(s) who make decision	4	
A board of directors makes the decision	5	
Other (specify _____ <b>b3fx</b> )	6	
Do not know (spontaneous)	<b>-9</b>	

**READ ONLY IF A7=1 (yes)**

**I want to proceed by asking you about this establishment only.**

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

	Year
Year establishment began operations	<b>b5</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

**INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR**

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

	Number
Full-time employees at start-up	<b>b6</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

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

Yes	1	<b>b6a</b>
No	2	
<b>Don't know (spontaneous)</b>	<b>-9</b>	

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

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

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

**AFB.7a** What is the highest level of education of the current Top Manager?  
**INTERVIEWER: SHOW CARD**

<b>No Education</b>	<b>1</b>
<b>Primary School (complete or not)</b>	<b>2</b>
<b>Secondary School (complete or not)</b>	<b>3</b>
<b>Vocational Training</b>	<b>4</b>
<b>Some university training</b>	<b>5</b>
<b>Graduate degree</b>	<b>6</b>
<b>Don't Know (spontaneous)</b>	<b>-9</b>
<b>AFb7a</b>	

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

	Years
Top Manager's experience in sector	<b>b7</b>
<b>Less than one year</b>	<b>1</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

**B.7a** Is the Top Manager female?

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

**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
<b>Still in process</b>	<b>-6</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

**b8**

**AFB.8a** Is this establishment located in an export processing or other industrial zone?

<b>Export Processing Zone</b>	<b>1</b>
<b>Other Industrial Zone</b>	<b>2</b>
<b>Neither of the above</b>	<b>3</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

**AFb8a**

**C. INFRASTRUCTURE AND SERVICES**

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

Now, we turn to the establishment's operations.

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

Yes	1	<b>GO TO QUESTION C.6</b> <b>GO TO QUESTION C.6</b>
No	2	
<b>Don't know (spontaneous)</b>	<b>-9</b>	

**c3**

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

	Days
Wait for electrical connection	<b>c4</b>
<b>Less than one day</b>	<b>1</b>
<b>Still in process</b>	<b>-6</b>
<b>Application denied</b>	<b>-5</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

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

Yes	1	<b>GO TO QUESTION C.10</b> <b>GO TO QUESTION C.10</b>
No	2	
<b>Don't know (spontaneous)</b>	<b>-9</b>	
<b>REF (spontaneous)</b>	<b>-8</b>	

**c5**

**C.6** Over fiscal year 2008, did this establishment experience power outages?

Yes	1	<b>GO TO QUESTION C.10</b> <b>GO TO QUESTION C.10</b>
No	2	
<b>Don't know (spontaneous)</b>	<b>-9</b>	

**c6**

**C.7** In a typical month, over fiscal year 2008, how many power outages did this establishment experience?

	Number	<b>IF 0, GO TO QUESTION C.10</b>
Average number of power outages per month	<b>c7</b>	
<b>Don't know (spontaneous)</b>	<b>-9</b>	

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

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

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

	<b>Percent</b>
Loss as percentage of total annual sales due to power outages	<b>c9a</b> %
<b>None</b>	<b>0</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

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

	<b>LCUs</b>
Annual losses due to power outages	<b>c9b</b>
<b>None</b>	<b>0</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

**C.10** Over the course of fiscal year 2008, did this establishment own or share a generator?

Yes	1	<b>GO TO QUESTION C.12</b> <b>GO TO QUESTION C.12</b>
No	2	
<b>Don't know (spontaneous)</b>	<b>-9</b>	

**c10**

**C.11** In fiscal year 2008, what percentage of this establishment's electricity came from a generator or generators that the establishment owned or shared?

	<b>Percent</b>
Percentage electricity from generators	<b>c11</b> %
<b>Don't know (spontaneous)</b>	<b>-9</b>

**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.15</b> <b>GO TO QUESTION C.15</b>
No	2	
<b>Don't know</b>	<b>-9</b>	

**c12**

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

	<b>Days</b>
Wait for water connection	<b>c13</b>
<b>Less than one day</b>	<b>1</b>
<b>Still in process</b>	<b>-6</b>
<b>Application denied</b>	<b>-5</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

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

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

**c14**

**C.15** Over fiscal year 2008, did this establishment experience insufficient water supply for production?

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

**GO TO QUESTION C.18**

**GO TO QUESTION C.18**

**c15**

**C.16** In a typical month, over fiscal year 2008, how many incidents of insufficient water supply did this establishment experience?

	<b>Number</b>
Average number of incidents of water insufficiency per month	<b>c16</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

**IF 0, GO TO QUESTION C.18**

**C.17** How long did these incidents of insufficient water supply last on average?

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

**C.18** In fiscal year 2008, what percentage of this establishment's water supply, used in the production process, was from public sources?

	<b>Percent</b>
Water from public sources	<b>c18 %</b>
<b>None</b>	<b>0</b>

**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	
<b>Don't know (spontaneous)</b>	<b>-9</b>	

<b>c19</b>
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**C.20** In reference to that application for a telephone connection, approximately how many days did it take to obtain it from the day of the application to the day the service was received?

	Days
Wait for telephone connection	<b>c20</b>
<b>Less than one day</b>	<b>1</b>
<b>Still in process</b>	<b>-6</b>
<b>Application denied</b>	<b>-5</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

**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	
<b>Don't know (spontaneous)</b>	<b>-9</b>	
<b>REF (spontaneous)</b>	<b>-8</b>	

**C.22** At the present time, does this establishment use any of the following:..?

	Yes	No	<b>Don't know (spontaneous)</b>
E-mail to communicate with clients or suppliers <b>c22a</b>	1	2	<b>-9</b>
Its own website <b>c22b</b>	1	2	<b>-9</b>

**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? **SHOW CARD 4**

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

**D. SALES AND SUPPLIES**

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

**D.1a1** In fiscal year 2008, what was this establishment's main product, that is, the product that represented the largest proportion of annual sales (in LCU)?

**Description**  
d1a1x

**D.1a2** Using this card, please choose the 4-digit code that best applies to the main product of this establishment.  
SHOW CARD 5

	<b>Code</b>
Code of main product	d1a2
<span style="color: blue;">Don't know (spontaneous)</span>	-9

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

	<b>%</b>
Percentage of sales represented by main product	d1a3
<span style="color: blue;">Don't know (spontaneous)</span>	-9

**D.2** In fiscal year 2008, what were this establishment's total annual sales?

	<b>LCUs</b>
Last complete fiscal year's total sales	d2
<span style="color: blue;">Don't know (spontaneous)</span>	-9

**D.3** In fiscal year 2008, what percentage of this establishment's sales were:  
(INTERVIEWER: these must be asked in the order they appear on the table)  
SHOW CARD 6

	<b>Percent</b>	<b>Don't know (spontaneous)</b>	
National sales	d3a %	-9	IF 100, GO TO QUESTION D.10
Indirect exports (sold domestically to third party that exports products)	d3b %	-9	IF 100, GO TO QUESTION D.8
Direct exports	d3c %	-9	IF 0, GO TO QUESTION D.8
	100%		

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

**AFD.3f-h** In fiscal year 2008, what percent of this establishment's annual export revenue were to:  
**SHOW CARD**

Region	% of total export revenue
Neighboring Countries within Sub-Saharan Africa	<b>AFd3f</b>
Developed Countries	<b>AFd3g</b>
Other	<b>AFd3h</b>

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

**D.4** In fiscal year 2008, when this establishment exported goods directly, how many days did it take on average from the time this establishment's goods arrived at their main point of exit (e.g., port, airport) until the time these goods cleared customs?

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

**AFD.5a** Thinking of the **main point of exit**, in fiscal year 2008, what were the total clearing costs for an average consignment as a percent of the consignment value? In calculating the total clearing costs, please include things such as payments to clearing agents, storage fees, container handling fees, and gifts or informal payments to customs officials.

	as % of consignment value
Total clearing cost	
<b>Don't know (spontaneous)</b>	<b>-9</b>

**AFd5a**

**AFD.5b** In fiscal year 2008, what percent of this establishment's export consignments were handled by an outside clearing agent to facilitate customs clearance?

	Percent
Percent of consignments used clearing agent	<b>AFd5b</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

**AFD.5c** In fiscal year 2008, what percent of this establishment's export containers were physically inspected by custom officials?

Percent physically inspected	
<b>Don't know (spontaneous)</b>	<b>-9</b>

**AFd5c**

**D.6** In fiscal year 2008, what percentage of the consignment value of the products exported directly was lost while in transit because of theft?

	<b>Percent</b>
Losses due to theft as percentage of consignment value	<b>d6</b> %
<b>No losses</b>	<b>0</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

**D.7** In fiscal year 2008, what percentage of the consignment value of the products exported directly was lost while in transit because of breakage or spoilage?

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

**AFD.7a** In fiscal year 2008, did this establishment benefit from any of the following export or investment incentive schemes: **INTERVIEWER: SHOW CARD**

		Yes	No	DK	<b>IF YES TO ANY GO TO QUESTION D.8</b>
Suspension or exemptions from duties on imported inputs	<b>AFd7a1</b>	1	2	<b>-9</b>	
Profit tax exemption	<b>AFd7a2</b>	1	2	<b>-9</b>	
VAT reimbursement	<b>AFd7a3</b>	1	2	<b>-9</b>	
Export financing scheme, such as an export credit guarantee scheme	<b>AFd7a4</b>	1	2	<b>-9</b>	
Other	<b>AFd7a5</b>	1	2	<b>-9</b>	

**AFD.7b** In fiscal year 2008, what was the MAIN reason that this establishment did NOT take advantage of any of the schemes listed above?

Did not need financial support	1
Did not know about these schemes	2
Administrative process was too cumbersome	3
No real benefits from schemes	4
Lack contacts needed to qualify	5
It takes too long to receive benefits	6
Applied but not eligible	7
Other	8
<b>Don't know (spontaneous)</b>	<b>-9</b>
<b>AFd7b</b>	

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

	<b>Year</b>
Began exporting directly or indirectly	<b>d8</b>

<b>Don't know (spontaneous)</b>	<b>-9</b>
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**D.10** In fiscal year 2008, what percentage of the consignment value of products this establishment shipped to supply domestic markets was lost while in transit because of theft?

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

**D.11** In fiscal year 2008, what percentage of the consignment value of products this establishment shipped to supply domestic markets was lost while in transit because of breakage or spoilage?

	<b>Percent</b>
Losses due to breakage or spoilage as percentage of consignment value	<b>d11</b> %
<b>No losses</b>	<b>0</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>
<b>No internal shipments made</b>	<b>-7</b>

**D.12** In fiscal year 2008, as a proportion of all material inputs or supplies purchased that year, what percentage of this establishment's material inputs or supplies were: **SHOW CARD 7**

	<b>Percent</b>	<b>Don't know (spontaneous)</b>
Material inputs or supplies of domestic origin	<b>d12a</b> %	<b>-9</b>
Material inputs or supplies of foreign origin	<b>d12b</b> %	<b>-9</b>
	<b>100%</b>	

**IF 0, GO TO QUESTION d16**

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

**D.13** Were any of the material inputs or supplies purchased in fiscal year 2008, imported directly?

Yes	1	<b>GO TO QUESTION d16 GO TO QUESTION d16</b>
No	2	
<b>Don't know (spontaneous)</b>	<b>-9</b>	

**d13**

**D.14** In fiscal year 2008, when this establishment imported material inputs or supplies, how many days did it take on average from the time these goods arrived to their point of entry (e.g. port, airport) until the time these goods could be claimed from customs?

	<b>Days</b>
Average number of days to clear customs	<b>d14</b>
<b>Less than one day</b>	<b>1</b>

<b>Don't know (spontaneous)</b>	<b>-9</b>
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<b>D.16</b>	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? <b>(INTERVIEWER: if respondent requires clarification, define days of inventory as stock on hand)</b>
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	Days
Days of inventory of most important input	<b>d16</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

<b>AFD.11a</b>	In fiscal year 2008, for how many years have you known this establishment's primary supplier of its main input?
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	Years
Years of relations with primary supplier	<b>AFd11a</b>
<b>Less than one year</b>	<b>1</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

<b>AFD.11d</b>	In fiscal year 2008, did this establishment subcontract any part of its production to other firms?
----------------	--

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

**AFd11d**

<b>D.30</b>	Is <b>transport</b> No Obstacle, a Minor Obstacle, a Moderate Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment?  Are <b>customs and trade 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? <b>SHOW CARD 8</b>
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	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	Don't Know (spontaneous)	Does Not Apply (spontaneous)
Transport <b>d30a</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>
Customs and trade regulations <b>d30b</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>

**E. DEGREE OF COMPETITION**

**E.1** In fiscal year 2008, which of the following was the main market in which this establishment sold its main product?  
**SHOW CARD 9**

Local – main product sold mostly in same municipality where establishment is located	1
National – main product sold mostly across the country where establishment is located	2
International – main product sold mostly to nations outside country where establishment is located	3
<b>Don't know (spontaneous)</b>	<b>-9</b>

**GO TO QUESTION E.6**

**GO TO QUESTION E.6**

**e1**

**E.2** In fiscal year 2008, 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
<b>Don't know (spontaneous)</b>	<b>-9</b>

**e2**

**AFE.2a** In fiscal year 2008, how many NEW competitors entered the main market of this establishment's main product/product line?

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

**AFE2a**

**E.3** Comparing the last month to the first month of the fiscal year 2008 have monthly sales of this establishment's main product increased, remained the same, or decreased?

Increased	1
Remained the same	2
Decreased	3
<b>Don't know (spontaneous)</b>	<b>-9</b>

**e3**

**E.4** Comparing the last month to the first month of the fiscal year 2008 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 (spontaneous)	-9

e4

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

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

e6

**E.7a** Does this establishment have any patents registered abroad?

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

e7a

**E.7b** Does this establishment have any patents registered in (insert name of country)?

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

e7b

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

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

e11

**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?  
**SHOW CARD 10**

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

**F. CAPACITY**

**F.1** In fiscal year 2008, what was this establishment's output produced as a proportion of the maximum output possible if using all facilities available ([capacity utilization](#))?

	Percent
Capacity utilization	<b>f1</b> %
<a href="#">Don't know (spontaneous)</a>	<b>-9</b>

**F.2** In fiscal year 2008, how many hours per week did this establishment normally operate?

	Hours
Typical hours of operation in a week	<b>f2</b>
<a href="#">Don't know (spontaneous)</a>	<b>-9</b>

**G. LAND AND PERMITS**

**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 (spontaneous)</b>	<b>-9</b>

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

**g2**

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

	Days
Wait for a construction-related permit	<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 (spontaneous)</b>	<b>-9</b>
<b>REF (spontaneous)</b>	<b>-8</b>

**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 15**

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

**I. CRIME**

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

**I.1** In fiscal year 2008, did this establishment pay for security, for example equipment, personnel, or professional security services?

Yes	1	<b>GO TO QUESTION I.3</b> <b>GO TO QUESTION I.3</b>
No	2	
<b>Don't know (spontaneous)</b>	<b>-9</b>	

<b>i1</b>
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**I.2** In fiscal year 2008, what percentage of this establishment's total annual sales was paid for security, or what was the total annual cost of security?

	Percent
Percentage of total annual sales for security	<b>i2a</b> %
<b>Don't know (spontaneous)</b>	<b>-9</b>

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

	LCUs
Total annual cost of security	<b>i2b</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

**I.3** In fiscal year 2008, did this establishment experience losses as a result of theft, robbery, vandalism or arson?

Yes	1	<b>GO TO QUESTION I.30</b> <b>GO TO QUESTION I.30</b>
No	2	
<b>Don't know (spontaneous)</b>	<b>-9</b>	

<b>i3</b>
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**I.4** In fiscal year 2008, what were the estimated losses as a result of theft, robbery, vandalism or arson that occurred on this establishment's premises either as a percentage of total annual sales or as total annual losses?

	<b>Percent</b>
Losses as percentage of total annual sales	<b>i4a</b> %
<b>Don't know (spontaneous)</b>	<b>-9</b>

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

	<b>LCUs</b>
Total annual value of losses	<b>i4b</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

**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 15**

	No obstacle	Minor obstacle	Moderate obstacle	Major Obstacle	Very Severe Obstacle	<b>Do Not Know (spontaneous)</b>	<b>Does Not Apply (spontaneous)</b>
Crime, theft and disorder <b>i30</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>

**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 2008, what percentage, as a proportion of the value of total annual purchases of material inputs or services, were:

	Percent	Don't know (spontaneous)
Paid for before the delivery?	<b>k1a</b> %	-9
Paid for on delivery?	<b>k1b</b> %	-9
Paid for after delivery?	<b>k1c</b> %	-9
	<b>100</b> %	

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

**K.2** In fiscal year 2008, what percentage of this establishment's total annual sales of its goods or services were: **SHOW CARD 16**

	Percent	Don't know (spontaneous)
Paid for before the delivery?	<b>k2a</b> %	-9
Paid for on delivery?	<b>k2b</b> %	-9
Paid for after delivery?	<b>k2c</b> %	-9
	<b>100</b> %	

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

**K.3** Over fiscal year 2008, please estimate the proportion of this establishment's working capital that was financed from each of the following sources?

**INTERVIEWER: SHOW CARD 12**

	Percent	Don't know (spontaneous)
Internal funds/Retained earnings	<b>k3a</b> %	-9
Borrowed from banks (private and state-owned)	<b>k3bc</b> %	-9
Borrowed from non-bank financial institutions	<b>k3e</b> %	-9
Purchases on credit from suppliers and advances from customers	<b>k3f</b> %	-9
Other (moneylenders, friends, relatives, etc.)	<b>k3hd</b> %	-9
	<b>100</b> %	

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

**K.4** In fiscal year 2008, did this establishment purchase any fixed assets, such as machinery, vehicles, equipment, land or buildings?

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

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

**k4**

**N.5** In fiscal year 2008, how much did this establishment spend on purchases of:

	LCUs	Don't know (spontaneous)
Machinery, vehicles, and equipment (new or used)	<b>n5a</b>	<b>-9</b>
Land and buildings	<b>n5b</b>	<b>-9</b>

**K.5** Over fiscal year 2008, please estimate the proportion of this establishment's total purchase of fixed assets that was financed from each of the following sources:  
**SHOW CARD 17**

	Percent	Don't know (spontaneous)
Internal funds or retained earnings	<b>k5a</b> %	<b>-9</b>
Owners' contribution or issued new equity shares	<b>k5i</b> %	<b>-9</b>
Borrowed from banks (private and state-owned)	<b>k5bc</b> %	<b>-9</b>
Borrowed from non-bank financial institutions	<b>k5e</b> %	<b>-9</b>
Purchases on credit from suppliers and advances from customers	<b>k5f</b> %	<b>-9</b>
Other (moneylenders, friends, relatives, bonds, commercial papers etc)	<b>k5hdj</b> %	<b>-9</b>
	<b>100%</b>	

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

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

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

**k6**

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

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

**GO TO QUESTION K.8**  
**GO TO QUESTION K.8**

**k7**

**AFK.7a** For this establishment's overdraft facility, what is the average interest rate?

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

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

Yes	1	<b>GO TO QUESTION K.16</b> <b>GO TO QUESTION K.16</b>
No	2	
<b>Don't know (spontaneous)</b>	<b>-9</b>	

<b>k8</b>
-----------

**AFK.8a** Was this most recent credit in the form of?

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

<b>AFk8a</b>
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**INTERVIEWER: IN NEXT QUESTIONS ASK EITHER LINE OF CREDIT OR LOAN DEPENDING ON THE ANSWER GIVEN TO QUESTION AFK8A.**

**K.9** Referring to the most recent line of credit or loan, what type of financial institution granted this loan? **SHOW CARD 22**

Private commercial banks	1
State-owned banks or government agency	2
Non-bank financial institutions which include microfinance institutions, credit cooperatives, credit unions, or finance companies	3
Other	4
<b>Don't know (spontaneous)</b>	<b>-9</b>

<b>k9</b>
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**K.10** Referring only to this most recent line of credit or loan, in what year was the most recent line of credit or loan approved?

	<b>Year</b>
Year most recent loan/line of credit approved	<b>k10</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

**INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR**

**AFK.10a** What is the rate of interest of this most recent line of credit or loan?

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

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

	<b>LCUs</b>
Size of most recent loan/line of credit approved	<b>k11</b>
<b>REF (spontaneous)</b>	<b>-8</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

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

Yes	1	<b>GO TO QUESTION K.16</b> <b>GO TO QUESTION K.16</b>
No	2	
<b>Don't know (spontaneous)</b>	<b>-9</b>	

**k13**

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

Collateral		Yes	No	Don't know (spontaneous)
Land, buildings under ownership of the establishment	<b>k14a</b>	1	2	<b>-9</b>
Machinery and equipment including movables	<b>k14b</b>	1	2	<b>-9</b>
Accounts receivable and inventories	<b>k14c</b>	1	2	<b>-9</b>
Personal assets of owner (house, etc.)	<b>k14d</b>	1	2	<b>-9</b>
Other forms of collateral not included in the categories above	<b>k14e</b>	1	2	<b>-9</b>

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

	<b>LCU</b>
Value of collateral	<b>k15</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

**K.16** Referring again to the last fiscal year 2008, did this establishment apply for any loans or lines of credit?

Yes	1	<b>GO TO QUESTION K.21</b>
No	2	
<b>Don't know (spontaneous)</b>	<b>-9</b>	<b>GO TO QUESTION K.21</b>

**k16**

**K.17** What was the **main** reason why this establishment did not apply for any line of credit or loan in fiscal year 2008? **SHOW CARD 18**

No need for a loan - establishment has sufficient capital	1
Application procedures for loans or lines of credit are complex	2
Interest rates are not favorable	3
Collateral requirements are too high	4
Size of loan and maturity are insufficient	5
Did not think it would be approved	6
Other	7
<b>Don't know (spontaneous)</b>	<b>-9</b>

**k17**

**K.21** In fiscal year 2008, did this establishment have its annual financial statements checked and certified by an external auditor?

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

**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? **SHOW CARD 19**

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

**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 system and how it could affect business. For each statement, please tell me if you Strongly disagree, Tend to disagree, Tend to agree, or Strongly agree. **SHOW CARD 20**

		Strongly disagree	Tend to disagree	Tend to agree	Strongly agree	Don't know (spontaneous)
"The court system is fair, impartial and uncorrupted."	<b>h7a</b>	1	2	3	4	<b>-9</b>
"The court system is able to enforce its decisions."	<b>AFh1</b>	1	2	3	4	<b>-9</b>
"Government officials' interpretations of the laws and regulations affecting this establishment are consistent and predictable."	<b>j1a</b>	1	2	3	4	<b>-9</b>
"I am confident that the legal system will uphold my contract and property rights in business disputes."	<b>AFh2</b>	1	2	3	4	<b>-9</b>

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

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

**AFh3a**

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

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

**AFh3b**

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

Yes	1	<b>GO TO QUESTION J.2</b> <b>GO TO QUESTION J.2</b> <b>GO TO QUESTION J.2</b>
No	2	
Still in process	3	
Don't know (spontaneous)	<b>-9</b>	

**AFh3c**

**AFH.3d** How many weeks did it take the courts to come to judgment on this payment dispute (from the day the establishment first took court action until the moment a judgment was made)?

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

**AFH.3e** Was this decision of the court enforced?

Yes	1	<b>GO TO QUESTION J.2</b> <b>GO TO QUESTION J.2</b> <b>GO TO QUESTION J.2</b>
No	2	
Still in process	3	
Don't know (spontaneous)	-9	
		<b>AFh3e</b>

**AFH.3f** How many weeks did it take to enforce this court judgment?

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

**J.2** In a typical week over the last year, what percentage of total senior management's time was spent on dealing with requirements imposed by government regulations?  
 [By senior management I mean managers, directors, and officers above direct supervisors of production/sales workers. Some examples of government regulations are taxes, customs, labor regulations, licensing and registration, including dealings with officials and completing forms]

	<b>Percent</b>
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 year, was this establishment visited or inspected by tax officials?

Yes	1	<b>GO TO QUESTION J.6a</b> <b>GO TO QUESTION J.6a</b>
No	2	
Don't know (spontaneous)	-9	
		<b>j3</b>

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

	<b>Number</b>
Times inspected or met with tax officials	<b>j4</b>
Don't know (spontaneous)	<b>-9</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 (spontaneous)</b>	<b>-9</b>
<b>REF (spontaneous)</b>	<b>-8</b>

**j5**

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

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

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

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

	Percent
Percentage of total annual sales paid as informal payment	<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**

	LCUs
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>

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

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

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

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

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

**j10**

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

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

**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 (spontaneous)</b>	<b>-9</b>
<b>REF (spontaneous)</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 (spontaneous)</b>	<b>-9</b>

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

**j13**

**J.14**      Approximately how many days did it take to obtain this operating license from the day of the application to the day it was granted?

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

**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 (spontaneous)</b>	<b>-9</b>
<b>Refusal (spontaneous)</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.  
**SHOW CARD 21**

**ROTATE OPTIONS**

		No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	Do Not Know (spontaneous)	Does Not Apply (spontaneous)
Tax rates	<b>j30a</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>
Tax administration	<b>j30b</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>
Business licensing and permits	<b>j30c</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>
Political instability	<b>j30e</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>
Corruption	<b>j30f</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>
Courts	<b>h30</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>

**L. LABOR**

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

**L.1** At the end of fiscal year 2008, how many permanent, full-time employees did this establishment employ? Please include all employees and managers  
**(INTERVIEWER: include interviewee if applicable).**  
**(INTERVIEWER: Permanent, full-time employees are defined as all paid employees that are contracted for a term of one or more fiscal years and/or have a guaranteed renewal of their employment contract and that work 8 or more hours per day)**

	Number
Permanent, full-time employees end of last fiscal year	<b>11</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

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

**L.3** At the end of fiscal year 2008, how many permanent, full-time employees were: **INTERVIEWER: READ EACH CATEGORY**

	Number	Don't know (spontaneous)
Production employees	<b>13a</b>	<b>-9</b>
Non-production employees [e.g., managers, administration, sales]	<b>13b</b>	<b>-9</b>

**L.4** At the end of fiscal year 2008, how many permanent, full-time employees were: **INTERVIEWER: READ EACH CATEGORY**

	Number	Don't know (spontaneous)
Skilled production workers	<b>14a</b>	<b>-9</b>
Unskilled production workers	<b>14b</b>	<b>-9</b>

**L.5** At the end of fiscal year 2008, how many permanent full-time employees of this establishment for the following categories were female?

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

**L.6** How many full-time temporary employees did this establishment employ in fiscal year 2008? **(INTERVIEWER: Full-time, temporary workers are all paid short-term (i.e. for less than a fiscal year) employees with no guarantee of renewal of contract employment and work 8 or more hours per day)**

	<b>Number</b>
Full-time seasonal/temporary workers employed last fiscal year	<b>16</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

**IF 0, GO TO QUESTION AFL.8a**

**L.8** What was the average length of employment of all full-time temporary employees in fiscal year 2008?

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

**AFL.8a** At the end of fiscal year 2008, how many part-time workers—workers that work less than 8-hour shift per day—were employed by this establishment?

	<b>Number</b>
Part-time Workers	<b>AF18a</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

**L.9** What is the average educational attainment of a typical production worker employed in this establishment?  
  
**INTERVIEWER: SHOW CARD 18**

0-3 years of education	1
4-6 years of education	2
7-9 years of education	3
10-12 years of education	4
13 years and above of education	5
<b>Don't know</b>	<b>-9</b>

**19**

**L.10** Over fiscal year 2008, did this establishment have formal training programs for its permanent, full-time employees?

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

**GO TO QUESTION AFL.12**  
**GO TO QUESTION AFL.12**

**110**

**L.11** Referring to the training programs run over fiscal year 2008, what percentage of permanent, full-time employees of the following categories received formal training?

	Percent	If no employees in a category were trained	Don't know (spontaneous)
Production full-time permanent employees trained	<b>I11a</b> %	<b>0</b>	<b>-9</b>
Non-production full-time permanent employees trained	<b>I11b</b> %	<b>0</b>	<b>-9</b>

**AFL.12** What percent of this establishment's workforce is currently unionized?

	Percent Unionized
Percent workforce unionized	<b>AFI12</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

**AFL.14** Over fiscal year 2008, how did this establishment usually find new employees?

Through family/friends	1
Public placement office	2
Private placement office	3
Public announcement/advertisement	4
School-related network	5
Other	6

**AFI14**

**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 22**

	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	Do Not Know (spontaneous)	Does Not Apply (spontaneous)
Labor regulations <b>I30a</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>
Inadequately educated workforce <b>I30b</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>

**S. AIDS AND SICKNESS**

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

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

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

**AFs1y**

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

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

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

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

**AFS.3** Did this establishment undertake any of the following activities, in fiscal year 2008, to prevent HIV/AIDS among employees?

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

**AFS.4** In fiscal year 2008, how much did this establishment spend on all AIDS/HIV programs and activities?

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

**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 the operations of this establishment

**M.1** Which of the following elements of the business environment, if any, currently represents the biggest obstacle faced by this establishment. **SHOW CARD 23**

- |  |
|--|
| 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	<b>m1a</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>
<b>Does not apply (spontaneous)</b>	<b>-7</b>

Rotation	<b>m1d</b>
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**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 2008, please provide the following information about this establishment: **SHOW CARD 24**

**READ OUT**

	LCUs	Don't know (spontaneous)	REF (spontaneous)
Total annual cost of labor (including wages, salaries, bonuses, social security payments)	n2a	-9	-8
Total annual cost of raw materials and intermediate goods used in production	n2e	-9	-8
Total annual costs of fuel	n2f	-9	-8
Total annual costs of electricity	n2b	-9	-8
Total annual depreciation	AFn2k	-9	-8

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

	LCUs
Total annual sales three years ago	n3
If establishment was not in business three years ago	-7
Don't know (spontaneous)	-9

N.4 In fiscal year 2008, what was the approximate average monthly compensation, including benefits when applicable, for a full-time production employee?

	LCUs
Average monthly compensation for full-time production employee	n4a
REF (spontaneous)	-8
Don't know (spontaneous)	-9

**N.6** At the end of fiscal year 2008, what was the net book value, that is the value of assets after depreciation, of the following:

	LCUs	Don't know (spontaneous)	REF (spontaneous)
Machinery, vehicles, and equipment	<b>n6a</b>	<b>-9</b>	<b>-8</b>
Land and buildings	<b>n6b</b>	<b>-9</b>	<b>-8</b>

**N.7** Hypothetically, if this establishment were to purchase the assets it uses now, in their current condition, how much would they cost?

	LCUs	Don't know (spontaneous)
Machinery, vehicles, and equipment	<b>n7a</b>	<b>-9</b>
Land and buildings	<b>n7b</b>	<b>-9</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

**b20**

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

	Position in the firm	Years with the firm	Gender
<b>Main respondent</b>	<b>a15a1a</b>	<b>a15a2a</b>	<b>a15a3</b>
<b>Second respondent</b>	<b>a15a1b</b>	<b>a15a2b</b>	<b>a15b3</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

**a15m/ a15d      a15h      a15min** **a15**

**INTERVIEWERS PLEASE ANSWER AT END OF THE INTERVIEW:**

**A.16** It is my perception that the responses to the questions regarding opinions and perceptions:

Truthful	1
Somewhat truthful	2
Not truthful	3

**a16**

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

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

**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
One visit in face-to-face interview with different managers/staff	2
Several visits	3

**STOP HERE**

**a18**

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

<b>Hour</b>	<b>Minutes</b>
<input style="width: 50px; height: 20px;" type="text"/>	<input style="width: 50px; height: 20px;" type="text"/>

**a19h      a19m      a19**