

**Arab Republic of Egypt
Ministry of Investment**

**Productivity and the Investment Climate
Private Enterprise Survey - Services
2008**

Name of firm: _____

Code: _____

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

Name of respondent: _____

Position of respondent in the firm: _____

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

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The information obtained here is strictly confidential, and will be only used for
purpose of scientific research.

**Productivity and the Investment Climate
Private Enterprise Survey**

The purpose of this survey is to better understand conditions in the local investment climate and how they affect firm-level productivity. The goal is to advise government on ways to change policies that hinder private establishments like yours and to develop new policies and programs that support productivity growth. Your answers should reflect only your experience of doing business in your country. Please note that the information obtained here will be treated strictly confidentially. Neither your name nor the name of your firm will be used in any document based on this survey.

CONTROL INFORMATION

Firm's address (where the interview took place):

City:

Kism / markez : Governorate:

What is the total number of employees in the firm? (If it is less than 10, terminate the interview)

| Name | Code | Date |
|--|---|----------|
| Interviewer: | <input type="text"/> <input type="text"/> | / /2008 |
| Supervisor: | <input type="text"/> <input type="text"/> | / / 2008 |
| Reviewer: | <input type="text"/> <input type="text"/> | / / 2008 |
| The beginning and the end of interview | From..... | To..... |

General Information

| No. | Question | Answer | |
|-----|--|---|---|
| 1. | What is your main firm's activity? | Commercial..... 1 Information technology..... 2 Construction and building..... 3 Tourism services and touristic transport..... 4 Tourist restaurants..... 5 Other (specify)..... 6 | |
| 2. | What percentage of your total revenues comes from each of the following activities? Manufacturing ____ % Services ____ % Commerce ____ % Other (specify) ____ % | | |
| 3. | Does your firm have other branches? | Yes..... 1 No..... 2 → | 5 |
| 4. | How many branches of the firm? Interviewer: What is the Address of the firm's major branch? Police station..... Governorate: | Number..... <input type="text"/> <input type="text"/> kism / markez <input type="text"/> <input type="text"/> Governorate..... <input type="text"/> <input type="text"/> | |
| 5. | Is this establishment part of a larger firm? | Yes..... 1 No..... 2 → | 8 |
| 6. | What is the type of your firm? | Main office without production units or sale..... 1 Main office with production units or sale.... 2 An independent organization of both the main organization and the other related organization..... 3 An independent organization of the main one but it is a part of the other related organizations. 4 | |
| 7. | Is there a unified balance sheet for the firm and all its establishments? | Yes..... 1 No..... 2 | |
| 8. | What is the current legal status of your firm? | Individual ownership..... Partnership..... 01 Limited Partnership..... 02 Stock Partnership..... 03 Stock Company..... 04 Limited Liability Company..... 05 Affiliate of a Foreign Company..... 06 Public Sector Company..... 07 Other (Specify)..... 08 96 | |
| 9. | What is the law according to which your firm was established? | Law of New Urban Communities Authority..... 02 Law No. 159 of 1981 03 04 | |

| | | | |
|-----|--|--|---|
| | | Law No. 203 of 1989..... 05 Law No.95 of 1992..... 06 Law No.8 of 1997..... 96 Law No.83 of 2002..... Other..... | |
| 10. | IN what year did this establishment begin operations in Egypt? | Year..... <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> | |
| 11. | What percentage of your firm is owned by: | | Percentage% |
| | | a. Private: 1. Domestic 2. Arab 3. Foreign | . <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> . <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> . <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> |
| | | b. Government | . <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> |
| | | c. Other (Specify) | . <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> |
| .12 | What percentage of your firm is owned by the single largest shareholder or owner? | Percentage..... <input type="text"/> <input type="text"/> % | |
| .13 | Which of the following best describes the largest shareholder or owner in your firm? <i>(Question allows multiple answers only if there are multiple owners with roughly equal shares, e.g. 3 owners with 33.3% each)</i> | Individual..... 01 Family 02 Domestic company..... 03 Foreign company 04 Bank..... 05 Investment fund 06 Managers of the firm..... 07 Employees of the firm..... 08 Government or government agency..... 09 Other (Specify)..... 96 | |
| .14 | If the largest shareholder (or one of them) is an individual (alternatives 1, 2, 7, and 8 above)ask: Otherwise →15 Is the principal owner (or one of the principal owners) a female? | Yes..... 1 No..... 2 Don't know..... 8 | |
| .15 | How many establishments (stores or service outlets) does your firm have in Egypt? | Number..... <input type="text"/> <input type="text"/> | |
| .16 | In what year did your establishment begin its current production in Egypt? | Year..... <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> | |
| .17 | What are your establishment's three main products? | Product Description | % of Total Sales Code |

| | | | | |
|-----|---|--|--|---|
| | 18a) What percent of your establishment total sales is represented by each of these main product lines? | | | |
| | | | <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> . <input type="text"/> | <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> |
| | | | <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> . <input type="text"/> | <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> |
| .18 | How many competitors do you face in the domestic market concerning the major product? | Number..... <input type="text"/> <input type="text"/> <input type="text"/> | | |
| | | I do not know exactly but they are more than 20..... | 555 | |
| | | The main competitor is importing.... | 666 | |
| | | The main competitor is the informal sector..... | 777 | |
| | | I do not know..... | 998 | |

Section One: SALES AND SUPPLIES

| | | | |
|-----|---|---|---|
| 19. | What percent of your establishment's sales in 2007 were: | | Percentage% |
| | | 1) sold domestically at: | |
| | | -The government where is the establishment being..... | <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> |
| | | -Egypt..... | <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> |
| | | 2) exported directly..... | <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> |
| | the last year 2006... <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> | | |
| | 3) exported indirectly (through a distributor) | <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> | |
| | Total | | %100 |

19a) Review Q 19: If there were domestic sales: other than that → 21

| | | | |
|-----|---|---|---|
| 20. | Approximately what percentage of your establishment's domestic sales in 2007 were to: | | Percentage |
| | | 1. the government (All the ministries) | <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> |
| | | 2. state owned enterprises (Public sector enterprises) | <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> |
| | | 3. multinationals located in Egypt | <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> |
| | | 4. distributor or agent | <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> |
| | | 5. your parent company or affiliated subsidiaries | <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> |
| | | 6. large domestic private firms (those with approximately 300 plus workers) | <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> |

| | | | | | | | |
|--|--|--|---|----------------------|----------------------|----------------------|----------------------|
| | | 7. Other (sales to small firms, individuals, etc.) | . | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| | | Total | | %100 | | | |

INVESTMENT CLIMATE CONSTRAINTS TO THE ESTABLISHMENT

| 26. | Please tell us if any of the following issues are a problem for the operation and growth of your business. If an issue poses a problem, please judge its severity as an obstacle on a four-point scale where: <i>0 = No obstacle</i> <i>1 = Minor obstacle</i> <i>2 = Moderate obstacle</i> <i>3 = Major obstacle</i> <i>4 = Very Severe Obstacle</i> | Obstacles | No problem | Degree of obstacle | | | | inapplicable | Do not know |
|-----|--|---|------------|--------------------|----------|-------|-------------|--------------|-------------|
| | | | | Minor | Moderate | Major | Very Severe | | |
| | | 1. Telecommunications | 0 | 1 | 2 | 3 | 4 | 7 | 8 |
| | | 2. Electricity | 0 | 1 | 2 | 3 | 4 | 7 | 8 |
| | | 3. Transportation | 0 | 1 | 2 | 3 | 4 | 7 | 8 |
| | | 4. Water | 0 | 1 | 2 | 3 | 4 | 7 | 8 |
| | | 5. Access to Land | 0 | 1 | 2 | 3 | 4 | 7 | 8 |
| | | 6. Price of land | 0 | 1 | 2 | 3 | 4 | 7 | 8 |
| | | 7. Regulatory Policy Uncertainty | 0 | 1 | 2 | 3 | 4 | 7 | 8 |
| | | 8. Tax Rates | 0 | 1 | 2 | 3 | 4 | 7 | 8 |
| | | 9. Tax Administration | 0 | 1 | 2 | 3 | 4 | 7 | 8 |
| | | 10. Customs and Trade Regulations | 0 | 1 | 2 | 3 | 4 | 7 | 8 |
| | | 11. Labor Regulations (Like Social Insurance) | 0 | 1 | 2 | 3 | 4 | 7 | 8 |
| | | 12. Skills and Education of Available Workers | 0 | 1 | 2 | 3 | 4 | 7 | 8 |
| | | 13. Business Licensing and Operating Permits | 0 | 1 | 2 | 3 | 4 | 7 | 8 |
| 27. | Please tell us if any of the following issues are a problem for the operation and growth of your business and, if so, its severity for your establishment's operation and growth. <i>0 = No obstacle</i> <i>1 = Minor obstacle</i> <i>2 = Moderate obstacle</i> <i>3 = Major obstacle</i> <i>4 = Very Severe Obstacle</i> | Obstacles | No problem | Degree of obstacle | | | | inapplicable | Do not know |
| | | | | Minor | Moderate | Major | Very Severe | | |
| | | 14. Access to Financing (Ex: Collateral) | 0 | 1 | 2 | 3 | 4 | 7 | 8 |
| | | 15. Cost of Financing (Ex: interest rates) | 0 | 1 | 2 | 3 | 4 | 7 | 8 |
| | | 16. Macroeconomic Uncertainty (Ex: inflation, exch. rate) | 0 | 1 | 2 | 3 | 4 | 7 | 8 |
| | | 17. Corruption | 0 | 1 | 2 | 3 | 4 | 7 | 8 |
| | | 18. Illegal Competition from the informal sector(smuggling and dumping) | 0 | 1 | 2 | 3 | 4 | 7 | 8 |
| | | 19. Illegal Competition from the formal sector | 0 | 1 | 2 | 3 | 4 | 7 | 8 |
| | | 20. Legal System/ Conflict Resolution | 0 | 1 | 2 | 3 | 4 | 7 | 8 |
| | | 21. theft, disorder and crimes | 0 | 1 | 2 | 3 | 4 | 7 | 8 |
| | | 22. Other (Specify like government subsidies...) | 0 | 1 | 2 | 3 | 4 | 7 | 8 |

| | | | | | | | | | |
|-----|---|--|---|--|--|--|--|--|--|
| 28. | Among all of the above alternatives in parts a and b, please indicate which one constitutes | the biggest obstacle for your establishment..... The second biggest obstacle for your establishment The third biggest obstacle for your establishment. | <table border="1"> <tr><td></td><td></td></tr> <tr><td></td><td></td></tr> <tr><td></td><td></td></tr> </table> | | | | | | |
| | | | | | | | | | |
| | | | | | | | | | |
| | | | | | | | | | |

CAPACITY, INNOVATION, LEARNING

| | | | | | | | | | | | | | |
|-----|--|---|--|--|-------------------------|-------------------|------------------|---------------|--|--|--|--|--|
| .29 | What was this establishment's average capacity utilization over 2006 and 2007? <i>(Capacity utilization is the amount of output actually produced relative to the maximum amount that could be produced with your existing machinery and equipment and regular shifts.)</i> | 2006 | <table border="1" style="display: inline-table;"> <tr><td></td><td></td><td></td></tr> </table> % | | | | | | | | | | |
| | | | | | | | | | | | | | |
| | | 2007 | <table border="1" style="display: inline-table;"> <tr><td></td><td></td><td></td></tr> </table> % | | | | | | | | | | |
| | | | | | | | | | | | | | |
| .30 | Over 2007, how many hours per week did your establishment normally operate? | Hours/Week..... | | <table border="1" style="display: inline-table;"> <tr><td></td><td></td></tr> </table> | | | | | | | | | |
| | | | | | | | | | | | | | |
| .31 | What are your establishment's intentions over the next two years? | Expand capacity.....1 Percent <table border="1" style="display: inline-table;"><tr><td></td><td></td><td></td></tr></table> Maintain existing capacity.....2 Reduce capacity.....3 Percent <table border="1" style="display: inline-table;"><tr><td></td><td></td><td></td></tr></table> Do not know for the vision is not clear.....4 | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| .32 | Has your establishment undertaken any of the following initiatives in 2006 and 2007? | Initiative | | | yes | No | | | | | | | |
| | | 1. . Agreed to a new joint venture with foreign partner | | | 1 | 2 | | | | | | | |
| | | 2. Outsourced a major production activity that was previously conducted in the factory | | | 1 | 2 | | | | | | | |
| .33 | Has your establishment received an internationally recognized quality certification (e.g. ISO 9001, 9002 or 14 000, or sectors specific certifications such as HACCP for food, AATCC for textiles, etc.)? | Yes..... 1 No..... 2 No, but application is in process..... 3 | | | | | | | | | | | |
| .34 | Does the establishment have a department specialized in research and development? | Yes..... 1 No..... 2 | | | | | | | | | | | |
| .35 | Does your establishment use technology licensed from a foreign-owned company? | Yes..... 1 No..... 2 | | | | | | | | | | | |
| .36 | For this establishment, how important are each of the following influences over prices of existing products? | | Not at all important | Slightl y import ant | Fairly importan t | Imp ortan t | inappl icable | Don't know | | | | | |

| | | | | | | | | |
|-----|--|----------------------------|---|---|---|---|---|---|
| | | 1-domestic competitions | 1 | 2 | 3 | 4 | 7 | 8 |
| | | 2- foreign competitors | 1 | 2 | 3 | 4 | 7 | 8 |
| .37 | Does your establishment compete with the other companies (e.g. unregistered or informal company)? | Yes..... | 1 | | | | | |
| | | No | 2 | | | | | |
| | | Don't know | 8 | | | | | |
| .38 | Did your establishment lower its prices as a reaction to the lowering prices of the local competitors? | Yes..... | 1 | | | | | |
| | | No | 2 | | | | | |
| | | Don't know | 8 | | | | | |
| .39 | Did your establishment lower its prices as a reaction to the lowering prices of the foreign competitors? | Yes..... | 1 | | | | | |
| | | No | 2 | | | | | |
| | | Don't know | 8 | | | | | |

INFRASTRUCTURE AND SERVICES

| | | | | |
|-----|---|--|--|--|
| .40 | Does your establishment use (name of service) in production? | 40a) How many times during 2007 did your establishment experience the following service interruptions? | 40b) How many hours did they loose on average? | 40c) What were the total losses over 2007 resulting from these interruptions, as a percentage of the sales value? (<i>*Please include losses due to lost production time from the outage, time needed to reset machines, and production and sales lost due to processes being interrupted.</i>) |
| | 1-Electricity Yes.....1 → No.....2 ↓ | times <input type="text"/> <input type="text"/> | hours <input type="text"/> <input type="text"/> | Percent % <input type="text"/> <input type="text"/> . <input type="text"/> |
| | Water Yes.....1 → No.....2 ↓ | <input type="text"/> <input type="text"/> | <input type="text"/> <input type="text"/> | % <input type="text"/> <input type="text"/> . <input type="text"/> |
| .41 | Does your establishment own or share a generator? | Yes..... | 1 | → 43a |
| | | No..... | 2 | |
| .42 | What percentage of your electricity comes from your own or shared generator? | Percentage..... | <input type="text"/> <input type="text"/> <input type="text"/> . <input type="text"/> % | |
| .43 | What was the generator's original cost to your establishment and the year of acquisition (please include cost of related equipment such as transformers, lines, etc)? | The original cost (L.E)..... | <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> | |
| | | Year of acquisition..... | <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> | |

| Review q 40 does the establishment use water in production | | | | | | |
|---|--|---|------------|-----------|-------------------------------|----------------------------|
| Yes.....1 ↓ | | no.....2 → | | | 45 | |
| .44 | What percentage of your establishment's water supply, used in the production process, do you get from: | Source | | | % | |
| | | Public sources | | | □ □ □ | |
| | | Your own well or a shared well | | | □ □ □ | |
| | | Purchased from private vendors | | | □ □ □ | |
| | | Total | | | %100 | |
| .45 | Does your establishment regularly use e-mail or a website in its interactions with clients and suppliers or in the interaction between the employees? | | Yes | No | | |
| | | E-mail | 1 | 2 } 51 | | |
| | | A website | 1 | 2 } | | |
| .46 | Is this establishment's Internet connection used to.....? | | Yes | No | inap plica ble | Don' t know |
| | | 1. Communicate with clients and suppliers | 1 | 2 | 7 | 8 |
| | | 2. Make purchases for this establishment | 1 | 2 | 7 | 8 |
| | | 3. Deliver services to this establishment's clients | 1 | 2 | 7 | 8 |
| | | 4. Do research and develop ideas on new products and services | 1 | 2 | 7 | 8 |
| .47 | Over fiscal year 2007 , did this establishment experience unavailability of Internet connection? | Yes..... | 1 | | | } 50 |
| No..... | 2 | | | | | |
| Don't know..... | 8 | | | | | |
| .48 | In a typical month, over fiscal year 2007 , how many times has this establishment experienced unavailability of Internet connection? | Average number times..... □ □ | | | | |
| .49 | In a typical month, over fiscal year 2007 , on average how long did the unavailability of an Internet connection last? Interviewer: if the answer less than one hour write it one hour | Average duration..... □ □ | | | | |
| .50 | Does this establishment have a high-speed, broadband Internet | Yes..... | 1 | | | |
| | | No..... | 2 | | | |

| | | | |
|-----|---|--|--------------|
| | connection on its premises (more than 512)? | | |
| .51 | Does your establishment own or lease the majority of its land? | Owned..... 1 Rented..... 2 Can not answer \ no answer..... 3 | → 54 → 55 |
| .52 | From whom you have got the land? | Buying from people..... 1 Buying from government..... 2 For free..... 3 Other..... 6 | |
| .53 | Does the establishment have a legal right to occupy this land? | Yes..... 1 No..... 2 Can not answer \ no answer..... 3 | } 55 |
| .54 | From whom you have rent the land? | People 1 Government..... 2 | |
| .55 | What is the percentage of the establishment's buildings (owned and rented)? | Percentage of owned buildings..... <input type="text"/> <input type="text"/> <input type="text"/> % Percentage of rented buildings..... <input type="text"/> <input type="text"/> <input type="text"/> % 100% | |

Finance

| | | | | |
|-----|--|---|--|--|
| 56. | What is the percentage of your purchases as a proportion of the value of total amount purchases at 2007 Interviewer :Total must be 100% | | % | |
| | | Paid before delivery | <input type="text"/> <input type="text"/> <input type="text"/> | |
| | | Paid on delivery | <input type="text"/> <input type="text"/> <input type="text"/> | |
| | | Paid after delivery? | <input type="text"/> <input type="text"/> <input type="text"/> | |
| | | Total | %100 | |
| 57. | What is the percentage of your sales as a proportion of the value of total amount sales at 2007 Interviewer :Total must be 100% | | % | |
| | | Paid before delivery | <input type="text"/> <input type="text"/> <input type="text"/> | |
| | | Paid on delivery | <input type="text"/> <input type="text"/> <input type="text"/> | |
| | | Paid after delivery? | <input type="text"/> <input type="text"/> <input type="text"/> | |
| | | Total | %100 | |
| 58. | please identify the contribution of each of the following sources of financing for your establishment's: a. Working capital in 2007 (i.e. inventories, accounts receivable and cash) b. New Investments (in the last year where new investments took place) (i.e. new land, buildings, machinery and equipment) Specify the last year where new investments took place..... | | Working capital% | New Investments% |
| | | 1. Internal funds or retained earnings | <input type="text"/> <input type="text"/> <input type="text"/> | <input type="text"/> <input type="text"/> <input type="text"/> |
| | | 2. Domestic commercial banks (loan, overdraft) | <input type="text"/> <input type="text"/> <input type="text"/> | <input type="text"/> <input type="text"/> <input type="text"/> |
| | | 3. International commercial banks | <input type="text"/> <input type="text"/> <input type="text"/> | <input type="text"/> <input type="text"/> <input type="text"/> |
| | | 4. Leasing arrangement | <input type="text"/> <input type="text"/> <input type="text"/> | <input type="text"/> <input type="text"/> <input type="text"/> |
| | | 5. Special development financing/ or public financing (Government | <input type="text"/> <input type="text"/> <input type="text"/> | <input type="text"/> <input type="text"/> <input type="text"/> |

| | | | | |
|-----|--|--|----------------------|----------------------|
| | <input type="text"/> | agencies) / or other public services | | |
| | | 6. Trade credit (supplier or customer credit) | <input type="text"/> | <input type="text"/> |
| | | 7. Credit cards | <input type="text"/> | <input type="text"/> |
| | | 8. Equity, sale of stock | <input type="text"/> | <input type="text"/> |
| | | 9. Family, friends | <input type="text"/> | <input type="text"/> |
| | | 10. Informal sources (e.g. money lender) | <input type="text"/> | <input type="text"/> |
| | | 11. Other (specify) | <input type="text"/> | <input type="text"/> |
| | | total | 100% | 100 % |
| 59. | We've heard that establishments are sometimes required to make gifts or informal payments to bank officials to receive loans or credit. In your dealings with bank officials, was a gift or informal payment expected? | Yes 1 No 2 Did not apply for a bank loan 3 | | |
| 60. | Does your establishment have: | | yes | No |
| | Checking account | | 1 | 2 |
| | saving account | | 1 | 2 |
| 61. | Does your establishment have an overdraft facility or line of credit (short term credit excluding loans)? | Yes..... 1 No 2 | → | 64 |
| 62. | What percent is currently NOT used? (Of total value of overdrafts and credit lines) | Percentage..... <input type="text"/> | % | |
| 63. | Over 2007, what was the annual interest rate of the overdraft or line of credit? | Percentage..... <input type="text"/> | % | |
| 64. | Does your establishment currently have a loan from a financial institution? | yes..... 1 No 2 | → | 74 |
| 65. | What year was this loan approved? | Year..... <input type="text"/> | | |
| 66. | Was the loan in a foreign currency? | Yes..... 1 No 2 | | |
| 67. | Did the loan require collateral or a deposit? | Yes..... 1 No 2 | → | 70 |
| .68 | which of the following were used as collateral: | | | |
| | Collateral | | Yes | no |
| | 1. Land and buildings | | 1 | 2 |
| | 2. Immoveable plant, machinery | | 1 | 2 |

| | | | |
|-----|---|---|--------|
| | 3. Moveable Machinery and equipment (including vehicles) | 1 | 2 |
| | 4. Other Tangible assets (e.g. accounts receivable, inventory) | 1 | 2 |
| | 5. Personal assets of the owner/manager (e.g. house) | 1 | 2 |
| | 6. Other (specify) | 1 | 2 |
| 69. | What was the approximate value of the collateral required as a percentage of the loan value? | Percentage..... <input type="text"/> <input type="text"/> <input type="text"/> % | |
| 70. | over 2007, what was the loan's annual rate of interest? | Percentage..... <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> % settle before 2007..... 995 | |
| 71. | What is the total duration (term) of the loan (from the moment you received the money until the moment it must be fully repaid)? | Duration in months..... <input type="text"/> <input type="text"/> <input type="text"/> | |
| 72. | What was the main use of this loan? | Use | Yes No |
| | | To buy/ update/ or replace machinery and equipment | 1 2 |
| | | To buy other fixed assets (land, buildings, vehicles) | 1 2 |
| | | To buy inputs, supplies, goods to resell | 1 2 |
| | | To pay earlier loans | 1 2 |
| | | Other specify | 1 2 |
| 73. | What share of your total borrowing (loans, accounts payable) is denominated in foreign currency? | Percentage..... <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> % → 77 | |
| 74. | What is the reason for not having a loan currently? | Because I Didn't apply for a loan 1 Because the last application for a loan was turned down 2 → 76 Because the approval of the application for a loan is still pending..... 3 → 77 | |
| 75. | What was the principal reason for not applying for a loan? What was the second reason? <input type="text"/> <input type="text"/> What was the second reason? <input type="text"/> <input type="text"/> What was the third reason? <input type="text"/> <input type="text"/> | 01 Do not need loans 02 Application procedures for bank loans are too burdensome 03 Collateral requirements of bank loans are too strict 04 Interest rates are too high 05 It is necessary to have contacts or give informal payments to get the loans (Corruption in the allocation of bank credit) 06 Did not think that it would be approved 07 It could create complications with tax administration 08 Did not want to deal in interest rates | 77 |

| | | | |
|-----|---|---|--|
| | | 96 . Other (specify) | |
| 76. | What was the principal reason given to you when the application was turned down? | Lack of accepted collateral (e.g. property not accepted as collateral)..... 1 Incompleteness of application.... 2 Perceived lack of profitability of project 3 .. Other (specify) 6 | |
| 77. | Does your establishment have property and casualty insurance on the majority of its assets? | Yes..... 1 No 2 | |
| 78. | Does your establishment have its annual financial statement checked and certified by an external auditor? | yes..... 1 No 2 | |

CONFLICT RESOLUTION / LEGAL ENVIRONMENT

| | | | |
|-----|--|---|--------------|
| 79. | On average over 2007, what percent of your total sales to customers were not paid within the agreed time? | Public Sector..... <input type="text"/> <input type="text"/> <input type="text"/> } Private sector..... <input type="text"/> <input type="text"/> <input type="text"/> } | If zero → 85 |
| 80. | Typically what percent of these total sales are never repaid? | Percentage..... <input type="text"/> <input type="text"/> <input type="text"/> % | |
| 81. | To what degree do you agree or disagree with this statement: "I'm confident that the judicial system will enforce my contractual and property rights in business disputes." | Fully disagree..... 1 Disagree..... 2 Agree 3 Fully agree..... 4 Don't know..... 8 | |
| 82. | In general, how many months does it typically take to resolve an overdue payment (i.e. from the moment it becomes overdue until you receive payment) with customers? | Months..... <input type="text"/> <input type="text"/> | |
| 83. | Over 2006 and 2007, what percent of your establishment's disputes over overdue payments with customers were resolved by court action? | Percentage..... <input type="text"/> <input type="text"/> <input type="text"/> } Don't applicable..... 777 | If zero → 85 |
| 84. | Were the decisions of the court (whether in your favor or not) generally enforced? | Always 1 Often 2 Rarely..... 3 Never 4 | |

BUSINESS-GOVERNMENT RELATIONS

| | | | |
|----|---|---|--|
| 85 | In any year was the establishment registered or reregistered (the last time)? | Year..... <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> | |
|----|---|---|--|

| | | | | |
|----|---|---|-------------------------------|---|
| 86 | Interviewer: : Revise Q85 If the company was registered or re-registered during the last 3 years, please answer otherwise → 87 Please answer the questions in the table below for the most recent registration experience. | | Total time (calendar days) | Did you have to present gifts or unofficial payments to finish registration procedures? |
| | | Commercial Registration | <input type="text"/> | Yes.....1 No.....2 |
| | | Industrial Registration | <input type="text"/> | Yes.....1 No.....2 |
| 87 | To what degree do you agree or disagree with this statement: "Government officials interpretations of the laws and regulations affecting this establishment are consistent and predictable" | Fully disagree..... | 1 | |
| | | Disagree..... | 2 | |
| | | Agree..... | 3 | |
| | | Fully agree..... | 4 | |
| | | Don't know..... | 8 | |
| 88 | In a typical week, within the last 12 months what is the percentage of time is spent in dealing with the requirements imposed by government regulations (e.g. taxes, customs, labor regulations, licensing and registration) including dealings with officials, completing forms...etc. | Percentage..... | <input type="text"/> | % |
| 89 | Did you hire an outside company to help you complete the registration procedures? | Yes..... | 1 | |
| | | No..... | 2 | |
| 90 | What are the two main reasons (of the reasons mentioned in the table) that affect your decision of changing (increasing or decreasing) number of employees in your establishment? | | First Main Reason | second Main Reason |
| | | 1. Laws and regulations regarding hiring, firing of workers | <input type="text"/> | <input type="text"/> |
| | | 2. Union agreements or pressure | | |
| | | 3. High minimum wage or mandatory benefits | | |
| | | 4. Fear of workers' strikes and disorders | | |
| | | 5. Fear of social sanctions | | |
| | | 6. Other (specify)..... | | |
| 91 | At your current level of production, how many workers would you fire, if there are no restrictions affecting your decision? | Decrease.....Number | | |
| 92 | At your current level of production, how many workers would you hire, if there are no restrictions affecting your decision? | Increase.....Number | <input type="text"/> | |
| 93 | We've heard 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. Does this occur for establishments in your sector (not necessarily yours)? | Yes..... | 1 | → 95 |
| | | No..... | 2 | |
| 94 | On average, over a year, what percent of annual | Value in Egyptian Pounds | | Percentage |

| | | | | | |
|--|---|---|--|--|----|
| | sales value would such expenses cost a typical establishment in your area of activity? <i>(If respondent cannot answer in percentage, ask total value in Egyptian Pounds)</i> | <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> | <input type="text"/> <input type="text"/> <input type="text"/> | | |
| 95 | Based on the most recent experience of your establishment over 2006 and 2007 do you apply for a service/to obtain: | 95A) What was the actual wait duration (from the day you applied to the day you received the service or approval)? | | 95b) Was a gift or informal payment asked for or expected to obtain the service? | |
| | | Wait Duration | Still Waiting Since | Yes | No |
| | 1. A mainline telephone connection Yes.....1 → No.....2 ↓ | month <input type="text"/> <input type="text"/> | month <input type="text"/> <input type="text"/> <input type="text"/> | 1 | 2 |
| | 2. An electrical connection → Yes.....1 No.....2 ↓ | month <input type="text"/> <input type="text"/> | month <input type="text"/> <input type="text"/> <input type="text"/> | 1 | 2 |
| | 3. A water connection Yes.....1 → No.....2 ↓ | month <input type="text"/> <input type="text"/> | month <input type="text"/> <input type="text"/> <input type="text"/> | 1 | 2 |
| | 4. A construction permit Yes.....1 → No.....2 ↓ | month <input type="text"/> <input type="text"/> | month <input type="text"/> <input type="text"/> <input type="text"/> | 1 | 2 |
| | 5. An import license Yes.....1 → No.....2 ↓ | month <input type="text"/> <input type="text"/> | month <input type="text"/> <input type="text"/> <input type="text"/> | 1 | 2 |
| 6. Main operating license Yes.....1 → No.....2 | month <input type="text"/> <input type="text"/> | month <input type="text"/> <input type="text"/> <input type="text"/> | 1 | 2 | |

| | | | | | |
|--|--|---|--|---|---|
| | ↓ | | | | |
| | 7. An import card Yes.....1 → No.....2 ↓ | month <input type="text"/> <input type="text"/> | month <input type="text"/> <input type="text"/> <input type="text"/> | 1 | 2 |
| | 8. Municipal permits Yes.....1 → No.....2 ↓ | month <input type="text"/> <input type="text"/> | month <input type="text"/> <input type="text"/> <input type="text"/> | 1 | 2 |
| | 9. Industrial security license → Yes.....1 No.....2 ↓ | month <input type="text"/> <input type="text"/> | month <input type="text"/> <input type="text"/> <input type="text"/> | 1 | 2 |
| | 10. Environmental Approval Yes.....1 → No.....2 ↓ | month <input type="text"/> <input type="text"/> | month <input type="text"/> <input type="text"/> <input type="text"/> | 1 | 2 |

| | | | | | |
|------------------------------|---|---|-----------|--|-----------|
| 96. | What percentage of total sales would you estimate the typical establishment in your sector reports for tax purposes? | Percentage..... <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> % | | | |
| 97. | What do you think is the percentage of total workforce that is reported for purposes of labor regulation and social insurance in a typical establishment in your sector? | Percentage..... <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> % | | | |
| 98. | How many times in 2007 was your establishment inspected or were you (or your staff) required to have mandatory meetings with officials of each of the following agencies in the context of regulation of your business? | | | | |
| | Was a gift or informal payment asked for or expected at each of these interactions? | | | | |
| | | Inspections and required meetings with officials | | Was a gift or informal payment ever expected/ requested? | |
| | | Times | Not Exact | Yes | No |
| | 1. Tax Inspectorate | 2006 | | 1 | 2 |
| | 2007 | | 1 | 2 | |
| 2. Labor and Social Security | | | 1 | 2 | |
| 3. Fire and Building Safety | | | 1 | 2 | |

| | | | | | |
|------|--|-------------------|--|---|-----|
| | 4. Sanitation/Epidemiology | | | 1 | 2 |
| | 5. Police | | | 1 | 2 |
| | 6. Environmental | | | 1 | 2 |
| | 7. State office dealing with construction permit (Municipal Authorities) | | | 1 | 2 |
| | 8. Customs clearance | | | 1 | 2 |
| | Other (Specify) | | | 1 | 2 |
| 99. | Within the last 12 months was the establishment obtained/try to obtain contract with the government? | Yes..... | | 1 | |
| | | No..... | | 2 | |
| | | Don't know..... | | 8 | |
| 100. | When establishments in your industry do business with the government, is a gift or informal payment expected to secure the contract? | Yes..... | | 1 | |
| | | No..... | | 2 | 102 |
| 101. | What is the typical value of the gift or informal payment as a percentage of the contract value? | Percentage..... | <input type="text"/> <input type="text"/> <input type="text"/> | % | |
| 102. | In fiscal year 2007 did this establishment pay for security, for example equipment, personnel, or professional security services? | Yes..... | | 1 | 104 |
| | | No..... | | 2 | |
| | | Don't know..... | | 8 | |
| 103. | At 2007 what was the total amount of money paid to provide security? | Total amount..... | <input type="text"/> <input type="text"/> <input type="text"/> | | |
| 104. | At 2007 did any losses happen as a result of theft or sabotage? | Yes..... | | 1 | 106 |
| | | No..... | | 2 | |
| | | Don't know..... | | 8 | |
| 105. | At 2007 What were the total losses? | Total losses..... | <input type="text"/> <input type="text"/> <input type="text"/> | | |

LABOR RELATIONS

| | | | | | | |
|-----|--|-----------------------|---|----------------------------|------------------------------|------------------------|
| 106 | When your establishment started its operation, what was the total number of full-time paid employees? (666 if Does not Know). | Number..... | <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> | | | |
| 107 | The following table refers only to <u>permanent workers</u> of your establishment. Permanent workers are defined as all (paid) long term (i.e. for one year or more) employees with guarantee of renewal of employment contract. | | | | | |
| | | Number | Professionals | Skilled Production Workers | Unskilled Production Workers | Non-Production Workers |
| | Average number of workers in 2005 | | | | | |
| | Average number of workers in 2006 | | | | | |
| | Average number of workers in 2007 | | | | | |
| | Number of female workers in 2007 | | | | | |
| | Number of part-time workers in 2007 | | | | | |
| | Total compensation and salaries (including benefits, if applicable) of all permanent workers and their percentage? | | | | | |
| 108 | How many temporary workers (males and females) did you have in 2007? | Number of male..... | <input type="text"/> <input type="text"/> <input type="text"/> | | | |
| | | Number of female..... | <input type="text"/> <input type="text"/> <input type="text"/> | | | |

| | | | | | | |
|-----|--|--|--|--|--|--|
| 109 | At 2007 How many of your permanent skilled, professional, or managerial workers are foreign nationals? | Number..... <input type="text"/> <input type="text"/> <input type="text"/> | | | | |
| 110 | In 2007, how many permanent employees from your establishment: | 1-Were dismissed or laid off..... <input type="text"/> <input type="text"/> 2-Left due to sickness or died.. <input type="text"/> <input type="text"/> 3-Left for other reasons..... <input type="text"/> <input type="text"/> | | | | |
| 111 | Within 2006 and 2007, how many weeks did it take to fill your most recent vacancy through external recruitment for a: <i>(77 if inapplicable)</i> | Weeks | | | | |
| | | Skilled technician | <input type="text"/> <input type="text"/> | | | |
| | | Production/service worker | <input type="text"/> <input type="text"/> | | | |
| | | Manager | <input type="text"/> <input type="text"/> | | | |
| 112 | In 2007, did you offer any of the following formal (beyond "on the job") training to your permanent employees: 1. Internal training (offered within the walls of your establishment) 2. External training (offered at a location outside your establishment) | Internal training Yes..... 1 No..... 2 External training Yes..... 1 No..... 2 | | | | |
| 113 | For Interviewer: revise Q112 If there is neither internal nor external training → otherwise continue | | | 115 | | |
| 114 | How many permanent employees received formal training in 2007? What was the average number of weeks of training for each employee? <i>(* Unskilled workers include unskilled production and non-production workers)</i> | | Skilled/ Professionals | Unskilled | | |
| | | | Males | Females | Males | Females |
| | | number | <input type="text"/> <input type="text"/> <input type="text"/> | <input type="text"/> <input type="text"/> <input type="text"/> | <input type="text"/> <input type="text"/> <input type="text"/> | <input type="text"/> <input type="text"/> <input type="text"/> |
| | | weeks | <input type="text"/> <input type="text"/> | <input type="text"/> <input type="text"/> | <input type="text"/> <input type="text"/> | <input type="text"/> <input type="text"/> |
| 115 | What percent of your workforce is unionized (in Workers' General Union)? | Percentage..... <input type="text"/> <input type="text"/> <input type="text"/> % | | | | |
| 116 | How many days of production in 2007 did you lose due to | A. Worker strikes or other labor disputes? days <input type="text"/> <input type="text"/> <input type="text"/> B. Employee absenteeism due to illness, death, funerals days <input type="text"/> <input type="text"/> <input type="text"/> | | | | |
| 117 | How many permanent employees are (males and females) at your establishment have the following education levels? | | | Male | female | |
| | | 1. Some university degree or higher | <input type="text"/> <input type="text"/> | <input type="text"/> <input type="text"/> | <input type="text"/> <input type="text"/> | |
| | | 2. Completed secondary (incl. vocational) | <input type="text"/> <input type="text"/> | <input type="text"/> <input type="text"/> | <input type="text"/> <input type="text"/> | |
| | | 3. Preparatory/ Incomplete secondary | <input type="text"/> <input type="text"/> | <input type="text"/> <input type="text"/> | <input type="text"/> <input type="text"/> | |
| | | 4. Completed primary | <input type="text"/> <input type="text"/> | <input type="text"/> <input type="text"/> | <input type="text"/> <input type="text"/> | |
| | | 5. Did not complete primary/ Did not enter school | <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> | <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> | <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> | |
| | | Total | | | | |

| | | | | |
|------|--|---|---|--|
| 118. | What is the highest level of education of the top manager? | Primary school..... | Zero | |
| | | Completed prep school/didn't complete secondary school..... | 1 | |
| | | Completed secondary school..... | 2 | |
| | | Vocational Training..... | 3 | |
| | | University degree..... | 4 | |
| | | Post graduate degree..... | 5 | |
| | | Ph..D degree | 6 | |
| 119. | How many years of experience in this activity did he have before running this establishment? | Number..... | <input type="text"/> <input type="text"/> | |
| 120. | How many years of experience did he have in a domestic establishment? | Number..... | <input type="text"/> <input type="text"/> | |
| 121. | How many years of experience did he have in a foreign establishment? | Number..... | <input type="text"/> <input type="text"/> | |

SECTION TWO: PRODUCTIVITY

| | | | |
|--|---|---------------------------------------|--|
| 122. | Please provide the following information on your establishment's production, sales and expenses | | |
| | | Value in thousands of Egyptian pounds | |
| | | 2006 | 2007 |
| | Total sales * | | |
| | Total purchases of raw material and intermediate goods (whether used in production or not), including finished goods for resale ** | | |
| | Total cost of labor, including wages, salaries and bonuses*** | | |
| | Rent on land and buildings | | |
| | - Of which: rent on Land | | |
| | Rent on machinery, equipment, and vehicles | | |
| | <u>All other costs</u> , i.e.: energy, transport, overhead expenses, etc | | |
| Total Inventory and stocks held at end of year including finished goods *** | | | |
| Definitions | <p>*Total sales are the value of all sales including manufactured goods and goods the establishment has bought for trading. If a firm makes blue jeans and also imports blue jeans to sell, total sales is the value of all blue jeans sold, both produced and imported.</p> <p>**Purchase of raw materials and intermediate goods including finished goods for resale are all the costs of the raw materials and intermediate goods purchased during the year, whether or not they were used in production.</p> <p>***Total cost of labor, including wages, salaries and benefits is the total wages and all benefits, including food, transport, social security (i.e. pensions, medical insurance, and unemployment insurance).</p> <p>****Inventories and stocks held at end of year include all goods, works in progress, raw materials and fuels held in inventory on the final business day of the year.</p> | | |
| 123. | What were the establishment's total annual sales from three years ago | Total annual sales | <input type="text"/> |

