



INDOCHINA RESEARCH

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CARD 1

Job No.							CH:
	(1)	(2)	(3)	(4)	(5)	(6)	CO:
Interview No.							DC:
Interviewer Name							
Interviewer No.							
Date of Interview			/			/	2011
Interview Length	From:			To:			

PART I

INTRODUCTION

This survey is conducted on behalf of the World Bank and in collaboration with ADB by IRL with the approval of the government of Cambodia.

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 Cambodia. 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. The survey remains the property of the World Bank.

Commune/Sangkat: (5)

District/Khan: (6) Province:..... (7)

Q 1 When did your firm begin operations in this country (year)? Record real year (8)

Q 2 How many full-time employees did the establishment employ when it started its operations?

Person (9)

Q 3 a Does the firm currently have any of the following registrations?

Q 3 b When did the firm get this registration the first time (year)?

SHOWCARD Q3

Interviewer to present visual examples of registration

	Registered?		(10)	First time (year)	(18)
	Yes	No			
Firm registration (MOC)	1	2	(10)	_____	(18)
Tax registration (MOF)	1	2	(11)	_____	(19)
VAT registration	1	2	(12)	_____	(20)
Labor department Registration	1	2	(13)	_____	(21)
Registration certificate from the provincial municipal commerce division	1	2	(14)	_____	(22)
Municipality	1	2	(15)	_____	(23)
CDC (if applicable)	1	2	(16)	_____	(24)
Other (specify) _____	1	2	(17)	_____	(25)

SHOWCARD Q4

Q 4 What is the current legal status of your firm? Record SA

	(26)
Sole proprietorship	1
Limited Partnership	2
Single member Private Ltd. Co	3
Joint Venture	4
General Partnership	5
Private Limited Co.	6
Public Limited Co.	7
Business Permit	8
Others, specify _____	9
Unregistered	10

Q 5 What percentage of your firm is owned by **(Record %)**

Private Sector:

Domestic _____ % (27)
 Foreign _____ % (28)

Government State _____ % (29)

Other _____ % (30)

100%

Q 6 If fully or partly foreign owned, in which country is the foreign company based?

- China (mainland)
- Hong Kong
- Taiwan
- South Korea
- Japan
- Vietnam
- Thailand
- Malaysia
- Singapore
- Other (specify)

Q 7 What percentage of your firm is owned by the largest shareholder or owner? **(Record %)** _____ (34)

Q 8 a What are your 2 main product line(s)?

Interviewer to record codes according to list.

Q8a

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(35)

--	--	--

(36)

Q 9 Does this establishment have an internationally-recognized quality certification? **(37)**

(INTERVIEWER : SOME EXAMPLES ARE ISO 9000 or 14000, or HAPC)

Yes 1

No 2

DON'T KNOW (SPONTANEOUS) -6

STILL IN PROCESS -9

COMPOSITION OF THE FIRM

The following questions were already asked by phone when we contacted you for this appointment.

In order to make sure we got all the information correctly, I would like to review them with you:

Interviewer: if screener answer different from interview answer, establish right answer with respondent.

- Q 10** Is this establishment part of a larger firm?

Screener	Field

 (1)
- Yes 1
- No, a firm on its own 2
- Go to question Q11**
Go to question Q15
- Q 11 a** What is the number of establishments that form the firm

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 (2)
- Q 11 b** Where are the headquarters of the firm located?
- City (Cambodia)

--	--

 (3)
- Foreign country

--	--

 (4)
- Q 11 c** What kind of establishment is this?
- | | | | |
|---|---|-----|---------------------------|
| HQ without production and/or sales in this location | 1 | (5) | |
| HQ with production and/or sales in this location | 2 | (6) | Go to question Q12 |
| Establishment physically separated from HQ and other establishments of the same firm | 3 | (7) | Go to question Q13 |
| Establishment physically separated from HQ but with other establishments of the same firm | 4 | (8) | Go to question Q13 |
- Q 12** Are the financial statements of the HQ prepared independently from the rest of the establishments? (9)
- Yes 1 **Go to question Q15**
- No 2 **Go to question Q15**
- Q 13** Are the financial statements of this establishment prepared separately from HQ's statements? (10)
- Yes 1
- No 2
- Q 14** Are the financial statements of this establishment independent from other establishments of the same firm? (11)
- Yes 1
- No 2

CAPACITY, TECHNOLOGY, INNOVATION & INVESTMENT

IF IT IS A MANUFACTURING FIRM ASK THE FOLLOWING QUESTION; OTHERWISE SKIP TO Q16

- Q 15** What was this establishment's average capacity utilization in 2011? (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)
- _____ % (12)
- Q 16** Does this establishment at present use technology licensed from a foreign-owned company, excluding office software? (13)
- Yes 1
- No 2
- DON'T KNOW (SPONTANEOUS) -9
- Q 17** In fiscal year 2011, how many hours per week did this establishment normally operate? (14)
- (INTERVIEWER: RESPONSE CANNOT BE GREATER THAN 168 HOURS)**
- Typical hours of operation in a week Code in hours
- DON'T KNOW (SPONTANEOUS) -9

INTERVIEWER READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

And now we switch to a new topic.

In this section "new" means new to the firm but not necessarily new to the market or other firms, and it could have been originally developed by other firms

Q 18 In the last three years, has this establishment introduced new products or services? (15) **SHOWCARD Q18**

INTERVIEWER: GUIDE RESPONDENT THROUGH SHOW CARD EXAMPLES

Yes 1

No 2

DON'T KNOW (SPONTANEOUS) -9

Go to question Q21

Q 19 Was the new product or service also new for the establishment's main market? (16)

Yes 1

No 2

DON'T KNOW (SPONTANEOUS) -9

Q 20 In the last three years, has this establishment introduced any new or significantly improved methods of manufacturing products or offering services? (17) **SHOWCARD Q20**

Yes 1

No 2

DON'T KNOW (SPONTANEOUS) -9

Q 21 During the last three years, has this establishment introduced any new or significantly improved logistical or business support processes? (18) **SHOWCARD Q21**

Yes 1

No 2

DON'T KNOW (SPONTANEOUS) -9

Q 22 During the last three years, has this establishment introduced any new or significantly improved organizational structures or management practices? (19) **SHOWCARD Q22**

Yes 1

No 2

DON'T KNOW (SPONTANEOUS) -9

Q 23 During the last three years, has this establishment introduced new or significantly improved marketing methods? (20) **SHOWCARD Q23**

Yes 1

No 2

DON'T KNOW (SPONTANEOUS) -9

Q 24 During the last three years, did this establishment spend on formal research and development activities, either in-house or contracted with other companies? (21) **SHOWCARD Q24**

Yes 1

No 2

DON'T KNOW (SPONTANEOUS) -9

Q 25 During the last three years, did this establishment give employees some time to develop or try out a new approach or new idea about products or services, business process, firm management, or marketing? (22)

INTERVIEWER READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING.

Now, we turn to the establishment's operations

- Q 30** Over fiscal year **2011**, did this establishment experience power outages? (37)
- | | | | |
|--------------------------|-------|----|---------------------------|
| Yes | | 1 | |
| No | | 2 | Go to question Q34 |
| DON'T KNOW (SPONTANEOUS) | | -9 | |
-
- Q 31** In a typical month, over fiscal year 2011, how many power outages did this establishment experience? (38)
- | | | | |
|--------------------------|-------|-----------------|---------------------------|
| | | Code in numbers | |
| DON'T KNOW (SPONTANEOUS) | | -9 | Go to question Q34 |
-
- Q 32** How long did these power outages last on average? (39)
- | | | | |
|-----------------------------------|-------|---------------|---------------------------|
| Average duration of power outages | | Code in hours | |
| LESS THAN ONE HOUR | | 1 | Go to question Q34 |
| DON'T KNOW (SPONTANEOUS) | | -9 | Go to question Q34 |
-
- Q 33** Please estimate the losses that resulted from power outages as a percentage of total annual sales. (40)
- Interviewer: if provided in \$, conduct respondent to evaluate in %**
- | | | | |
|---|-------|--------------------|--|
| Loss as percentage of total annual sales due to power outages | | Code in percentage | |
| NONE | | 0 | |
| DON'T KNOW (SPONTANEOUS) | | -9 | |
-
- Q 34 a** What is the average cost of a kilowatt-hour (Kwh) of electricity from the power line?
Record per KhW
- _____per KhW (41)
-
- Q 34 b** Is it a public or private grid? (42)
- | | |
|--------------|---|
| Public..... | 1 |
| Private..... | 2 |
| Both | 3 |
-
- Q 34 c** Does your establishment own or share a generator? (43)
- | | |
|-----------|---|
| Yes | 1 |
| No | 2 |
- Go to question Q35**
-
- Q 34 d** What % of your electricity comes from your own or a shared generator? (44)
- _____ %
-
- Q 35** Over fiscal year **2011**, did this establishment experience insufficient water supply for production? (45)
- | | | | |
|--------------------------|-------|----|---------------------------|
| Yes | | 1 | |
| No | | 2 | Go to question Q38 |
| DON'T KNOW (SPONTANEOUS) | | -9 | Go to question Q38 |

Q 36 In a typical month, over fiscal year 2011, how many incidents of insufficient water supply did this establishment experience? (46)

Average number of incidents of water insufficiency per month Code in numbers
DON'T KNOW (SPONTANEOUS) -9

Go to question Q38

Q 37 How long did these incidents of insufficient water supply last on average? (47)

Average duration of insufficient water supply Code in hours
LESS THAN ONE HOUR 1
DON'T KNOW (SPONTANEOUS) -9

Q 38 Does your establishment use a mobile phone for business? (48)

Yes 1
No 2

Q 39 What % of your workforce regularly uses a computer in their jobs?

_____ % (49)

Q 40 a Does your establishment uses e-mail in its interactions with clients and suppliers?

Q 40 b Does your establishment uses a website in its interactions with clients and suppliers?

	Q40a	Q40b
	(50)	(51)
Yes	1	1
No	2	2

CRIME

Q 41 a How much did you spend on..... in 2011?

Security (equipment, personnel, professional services...)

_____ \$ (52)

Q 41 b Protection payments (e.g. to organized crime or police to prevent violence)?

_____ \$ (53)

Q 42 a Please estimate the losses of theft, robbery, vandalism or arson against your establishment in 2011?

_____ \$ (54)

If 0, go to question Q43

Q 42 b What share of the incidents did you report to the police?

_____ % (55)

If 0, go to question Q43

Q 42 c Of these reported incidents, what share were solved?

_____ % (56)

CONFLICT RESOLUTION / LEGAL ENVIRONMENT

	No Obstacle	Minor Obstacle	Moderate Obstacle	Major Obstacle	Severe DK Obstacle	Refus NA				
Registering a new enterprise	0	1	2	3	4	-9	-8	-7	(66)	
Business/sectoral licensing	0	1	2	3	4	-9	-8	-7	(67)	
Tax administration	0	1	2	3	4	-9	-8	-7	(68)	
Standards and certification	0	1	2	3	4	-9	-8	-7	(69)	
Labor regulations	0	1	2	3	4	-9	-8	-7	(70)	
Environmental regulations	0	1	2	3	4	-9	-8	-7	(71)	
Fire/Safety and sanitary regulations	0	1	2	3	4	-9	-8	-7	(72)	
Customs regulations	0	1	2	3	4	-9	-8	-7	(73)	
Price regulations	0	1	2	3	4	-9	-8	-7	(74)	
Procedures to get access to land and premises	0	1	2	3	4	-9	-8	-7	(75)	
Business inspections (of all types)	0	1	2	3	4	-9	-8	-7	(76)	

Q 50 How many total registrations, licenses (environmental, labor, wood processing, construction, etc.), and permits does your firm presently need to operate (count all the licenses, permits, stamps, etc. issued by different agencies, even if they deal with the same type of activity)?

(77)

LAND AND PERMITS

Q 51 Of the land occupied by this establishment, what percent is:

SHOWCARD Q51

	Percentage	Don't Know (Spontaneous)	
Owned by this establishment %		-9 (78)
Rented or leased by this establishment %		-9 (79)
Other %		-9 (80)

INTERVIEWER: CHECK THAT TOTAL SUMS TO 100%

UNLESS RESPONDENT DOES NOT KNOW, IF IT IS A FLOOR IN A BUILDING, WRITE -7

Q 52 Over the last two years, did this establishment submit an application to obtain a construction-related permit? (81)

Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

Go to question Q55
Go to question Q55

Q 53 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?

Interviewer take into account any form of permit, wether verbal or paper / written

Wait for a construction-related permit	Code in days	(82)
LESS THAN ONE DAY	1	
STILL IN PROCESS	-6	
APPLICATION DENIED	-5	
DON'T KNOW (SPONTANEOUS)	-9	

Q 54 In reference to that application for a construction-related permit, was an informal gift or payment expected or requested? (83)

Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9
REFUSE(SPONTANEOUS)	-8

APPLICATIONS INFRASTRUCTURES & SERVICES

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING.

Now, we turn to the establishment's operations

Q 55 Over the last two years, did this establishment submit an application to obtain an electrical connection? (84)

Yes	1
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No 2
 DON'T KNOW (SPONTANEOUS) -9

Go to question Q58
Go to question Q58

Q 56 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? (85)

Wait for electrical connection Code in days
 LESS THAN ONE DAY 1
 STILL IN PROCESS -6
 APPLICATION DENIED -5
 DON'T KNOW (SPONTANEOUS) -9

Q 57 In reference to that application for an electrical connection, was an informal gift or payment expected or requested? (86)

Yes 1
 No 2
 DON'T KNOW (SPONTANEOUS) -9
 REFUSE(SPONTANEOUS) -8

Q 58 Over the last two years, did this establishment submit an application to obtain a water connection? (87)

Yes 1
 No 2
 DON'T KNOW (SPONTANEOUS) -9

Go to question Q61
Go to question Q61

Q 59 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? (88)

Wait for water connection Code in days
 LESS THAN ONE DAY 1
 STILL IN PROCESS -6
 APPLICATION DENIED -5
 DON'T KNOW (SPONTANEOUS) -9

Q 60 In reference to that application for a water connection, was an informal gift or payment expected or requested? (89)

Yes 1
 No 2
 DON'T KNOW (SPONTANEOUS) -9
 REFUSE(SPONTANEOUS) -8

Q 61 In a typical week, what % of senior management's time is spent in dealing with requirements imposed by government regulations and/or SEZ regulations (e.g. taxes, customs, labor regulations, licensing and registration) including dealings with officials, completing forms?
 _____% (90)

Q 62 Have you ever decided not to make a major investment because of problems related to complying with government regulations? (91)

Yes 1
 No 2

Q 63 Could you please specify which of the following two options better describes the nature of your problems complying with government regulations? (92) **SHOWCARD Q63**

Costs of compliance are too high, but clearly known 1
 Costs of compliance are too uncertain for investment planning 2

Q 64 Please evaluate the following public agencies or services for their overall honesty/integrity on a 6 points scale (93) **SHOWCARD Q64**

	Very good	Good	Slightly Good	Slightly Bad	Bad	Very bad	Refu: NA
State Tax administration	1	2	3	4	5	6	-8 -7 (93)
Customs Service/Agency	1	2	3	4	5	6	-8 -7 (94)
Port Authority of Sihanoukville	1	2	3	4	5	6	-8 -7 (95)
Phnom Penh Airport	1	2	3	4	5	6	-8 -7 (96)

CamControl	1	2	3	4	5	6	-8	-7	(97)
Pre-Shipment Inspection Service	1	2	3	4	5	6	-8	-7	(98)
Roads Department / Public Works	1	2	3	4	5	6	-8	-7	(99)
Post Office	1	2	3	4	5	6	-8	-7	(100)
The Telephone Service/Agency	1	2	3	4	5	6	-8	-7	(101)
The Electric Power Company/Agency	1	2	3	4	5	6	-8	-7	(102)
The Water/Sewage Service/Agency	1	2	3	4	5	6	-8	-7	(103)
The Police	1	2	3	4	5	6	-8	-7	(104)
The armed forces/military	1	2	3	4	5	6	-8	-7	(105)
Public Health Care Service/Hospitals	1	2	3	4	5	6	-8	-7	(106)
Education services/Schools	1	2	3	4	5	6	-8	-7	(107)
Central Government leadership	1	2	3	4	5	6	-8	-7	(108)
The National Assembly	1	2	3	4	5	6	-8	-7	(109)
The judiciary/courts	1	2	3	4	5	6	-8	-7	(110)
Export promotion Dept, MOC	1	2	3	4	5	6	-8	-7	(111)
Council for development (CDC)	1	2	3	4	5	6	-8	-7	(112)

Q 65 Do you have adequate information from the government on:
import regulations, import fees, export regulations, export fees, taxes, labor reg., environmental reg., registration processes

	YES	NO	
Import regulations.....	1	2	(113)
Import fees	1	2	(114)
Export regulations.....	1	2	(115)
Export fees	1	2	(116)
All taxes	1	2	(117)
Labor reg.	1	2	(118)
Environmental reg.....	1	2	(119)
Registration processes.....	1	2	(120)

Q 66 We have heard that some 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...

Would you say this is true: **(SA)**

SHOWCARD Q66

	(121)
Always	1
Most of the time.....	2
Frequently	3
Sometimes	4
Seldom/Rarely.....	5
Never	6
Don't know	-9
Refuse	-8

Q 67 On average, what % of annual sales value would such informal expenses cost to a typical firm like yours?

_____ % (122)

Q 68 Recognizing the difficulties many enterprises face in fully complying with taxes and regulations, what % of total sales would you estimate the typical establishment in your area of activity reports for tax purposes?

_____ % (123)

- Q 75** What % of your establishment's sales are
- Sold domestically _____ % (140)
- Exported directly _____ % (141)
- Exported indirectly (through distributor) _____ % (142)
- 100%

- Q 76** In fiscal year 2011, what percentage, as a proportion of the value of total annual purchases of material inputs or services were purchased on credit?
- Purchased on credit Code in percentage (143)
- DON'T KNOW (SPONTANEOUS) -9

- Q 77** What % of your establishment's sale are sold on credit (i.e. full payment is not due at the time of delivery)?
- _____ % (144)

The following section can be completed with the manager of the shipping department (if applicable)

- Q 78** For your two main products, please indicate the annual value of sales, the % that has been exported and the main destination market.
- Interviewer confirm respondent: we are now focusing on the 2 products listed as main in Q8 .Use same name and code.**

	Product 1	Product 2
Code	_____ (145)	_____ (149)
Value of sales (annual).....	_____ (146)	_____ (150)
% exported if applicable.....	_____ (147)	_____ (151)
Main destination (domestic or international).....	_____ (148)	_____ (152)

- USA 1
- EU 2
- Japan 3
- China 4
- Thailand 5
- Vietnam 6
- Other international 7
- Domestic 8

If the firm has only domestic sales (see Q75), then skip to Q81

- Q 79** In which year did your establishment first start to export (directly or indirectly)?
- Year: _____ DK -9 Refuse -8 NA -7 (153)

- Q 80** In general, are each of the following a reason for exporting?

	Yes	No	Don't	
	t			
There is little or no domestic demand for this establishment's products	1	2	-9	(154)
There is significant foreign demand for goods produced by this establishment	1	2	-9	(155)
There are favorable government incentives when exporting	1	2	-9	(156)
Exporting occurs due to an existing relationship between a parent firm and subsidiary	1	2	-9	(157)
Other	1	2	-9	(158)
Other (specify)				(159)

- Q 81** Are any of the following a reason why this establishment is not currently exporting (more)?

Yes	No	Don't know
-----	----	------------

Foreign markets are too competitive	1	2	-9	(160)
Weak customs facilities in Cambodia	1	2	-9	(161)
Weak transportation facilities in Cambodia	1	2	-9	(162)
This establishment is too small to export (more)	1	2	-9	(163)
Regulatory barriers faced by this establishment in Cambodia	1	2	-9	(164)
Financial constraints faced by this establishment	1	2	-9	(165)
Other (specify)	1	2	-9	(166)

IF MANUFACTURING FIRM ASK THE FOLLOWING QUESTIONS, OTHERWISE SKIP TO Q88

Note: Leading product is the product with the highest value of sales in Q78

Q 82 For your leading product, what is the typical value of a consignment order?

	Domestic	Export
Value	(167)	(171)
DK	(168)	(172)
Refuse	(169)	(173)
NA	(170)	(174)

Q 83 For your leading product, what is the nearest delivery point (e.g. warehouse, distribution centre)?

Note: Leading product is the product with the highest value of sales in Q78

Interviewer collect answers for both domestic sales and exports

	Domestic Sales	Exports-Gateway Port
Name of the delivery point	1 _____ Commune (175)	_____ Place (179)
Distance to the delivery point	2 _____ Km (176)	_____ Km (180)
% of sales (annual value) of leading product routed through the delivery point.....	3 _____ % (177)	_____ % (181)
Transport mode(s) from factory gate (truck, containers, train)	4 _____ (178)	_____ (182)

Q 84 For your leading product, please give the total cost for transporting a consignment to the final customer (in case of domestic sales), or gatewayport (in case of exports)?

Domestic Sales	Exports-Gateway Port
_____ \$ (183)	_____ \$ (184)

Q 85 a For your leading product, how do you arrange transport services? **(Read out)**

	Domestic Sales	Exports
Self-delivery.....	1 (185)	1 (191)
Directly contract.....	2 (186)	2 (192)
Hire transport / logistics intermediary.....	3 (187)	3 (193)
DK	-9 (188)	-9 (194)
Refuse	-8 (189)	-8 (195)
N/A	-7 (190)	-7 (196)

Q 85 b What % of the time are transport services late in picking up cargo?

Domestic Sales	_____ (197)
Exports-Gateway Port	_____ (198)

Q 86 a In 2011, what % of the value of consignments suffered cargo loss & damage?

For both domestic transport and international transport

	Domestic	Export
% (199) (203)
DK (200) (204)
Refuse (201) (205)
NA (202) (206)

Go to question Q86b

Go to question Q87

Go to question Q87

Go to question Q87

Q 86 b Please tell me what were the reasons (theft, accident...) for any loss and damage for

Domestic transport	_____	(207)	(210)
International transport	_____	(211)	(212)

Q 87 In 2011, what percentage of sales (estimated) have you lost (including due to rejected and returned products or discounts) because your goods could not reach final buyer on time?

	Domestic	Export
% (213) (217)
DK (214) (218)
Refuse (215) (219)
NA (216) (220)

Q 88 What percent of your establishment's material inputs and supplies are

Purchased from domestic sources.....	_____ %	(221)
Imported directly.....	_____ %	(222)
Imported indirectly.....	_____ %	(223)
	100%	

Q 89 What are the main inputs or goods for re-sale that your firm purchase (including domestic sources and imports)?

Note: Inputs are materials used in the production process but they are not equipments. For inputs refer to codes list.

	Input 1	Input 2
Input codes.....	_____ (224)	_____ (230)
Value (in 2011)	_____ \$ (225)	_____ \$ (231)
% imported (direct or indirect) if applicable.....	_____ % (226)	_____ % (232)
DK	-9 (227)	-9 (233)
Refuse.....	-8 (228)	-8 (234)
NA	-7 (229)	-7 (235)

Q 90 At the time you receive delivery of your most important input or supply , how many days of inventory do you typically have on hand?

Interviewer: "most important input of supply" refers to: Q89

Days _____	DK	-9 Refuse	-8	NA	-7 (236)
------------	----------	-----------------	----	----------	----------

Q 91 What % of your purchased material inputs/supplies are of lower than agreed upon quality?

_____ %	DK	-9 Refuse	-8	NA	-7 (237)
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Q 92 What % of sales in 2011 were lost due to delivery delays from suppliers?

_____ %	DK	-9 Refuse	-8	NA	-7 (238)
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IF THE FIRM EXPORTS, ASK THE FOLLOWING QUESTIONS. OTHERWISE, SKIP TO: Q98

Q 93 a What was the average number of days in 2011 that it took from the time your goods arrived in to their point of exit until the time they cleared customs?

Days _____ DK -9 Refuse -8 NA-7 (239)

Q 94 How serious an obstacle are Technical Barriers to Trade (TBT) measures imposed by importing countries for your exports?

TBT Barriers/Severity	Not an Obstacle	Minor	Moderate	Major	Prohibitive	
Technical regulations and standards.....	1	2	3	4	5	(240)
Testing and certification arrangements.....	1	2	3	4	5	(241)

Q 95 How useful do you find services that help you to understand technical barriers imposed by importing countries to Cambodia

Interviewer to provide examples (such as GMAC...)

Compliance Services/Difficulty	Not at all	Not very	Useful			Very
			Somewhat	Useful		
Technical regulations and standards.....	1	2	3	4	5	(242)
Testing and certification arrangements.....	1	2	3	4	5	(243)

Q 96 How serious an obstacle are Sanitary and Phytosanitary (SPS) measures imposed by importing countries for your exports?

SPS Measures/Severity	Not an Obstacle	Minor	Moderate	Major	Prohibitive	
SPS measures including chemical residue limits, disease freedom, specified product treatment, etc.....	1	2	3	4	5	(244)
Testing, certification and other conformity assessment.....	1	2	3	4	5	(245)

Q 97 How useful do you find services that help you to understand SPS Measures imposed by importing countries to Cambodia

Interviewer to provide examples (such as GMAC...)

SPS Measures/Difficulty	Not at all	Not very	Useful			Very
			Somewhat	Useful		
SPS measures including chemical residue limits, disease freedom, specified product treatment, etc.....	1	2	3	4	5	(246)
Testing, certification and other conformity assessment.....	1	2	3	4	5	(247)

IF THE FIRM IMPORTS SUPPLIES, ASK THE FOLLOWING QUESTIONS. OTHERWISE, SKIP TO: Q103

Q 98 If the firm imports SUPPLIES directly, what was the average number of days in 2011 that it took from the time your goods arrived in their point of entry (e.g. airport) until the time you could claim them from customs?

Days _____ DK -9 Refuse -8 NA-7 (248)

Q 99 How often do you have to apply for a license to import?

Never	1	(249)
Yes-but not every time we import	2	
Yes-every time we import	3	

Q 100 Did you use an agency to obtain an import licence in 2011 or 2010?

(250)

Yes	1
No	2

Go to question Q103

Q 101 How much did you in average pay for each license?

Q 102 Based on your experience in 2011 and 2010, what is the actual delay experienced (from the day you applied to the day you received the import license) and was a gift or informal payment expected?

a Average actual Delay/Wait (days)

_____ Days (252)

b Gift/Payment expected

Yes	1	(253)
No	2	
DK	-9	
Refuse	-8	
NA	-7	

INTEREST IN THE STOCK MARKET

Q 103 What are the sources of medium- to long-term financing (2 or more years in maturity) that your company currently utilize?

	Yes	No	DK	Ref.	NA	
Retained earnings (re-invested profits)	1	2	-9	-8	-7	(254)
Equity investment from company owners	1	2	-9	-8	-7	(255)
Equity investment from other companies or individuals	1	2	-9	-8	-7	(256)
Loan from banks	1	2	-9	-8	-7	(257)
Loan from a non-bank source (i.e., family, friends, etc.)	1	2	-9	-8	-7	(258)

Q 104 Does your company plan on raising medium- to long-term financing / capital in the near-term (i.e., within the next 12 months)?

(259)

Yes	1
No	2
DK	-9
Refuse	-8

Q 105 Would your company consider raising capital through the sale of equity shares (i.e., listing) on the Cambodia Stock Exchange (CSX) within the next 2 years?

(260)

Yes	1
No	2
DK	-9
Refuse	-8

Go to question Q106

Go to question Q111

Q 106 If yes, approximately what percentage of your company's shares do you think it might consider to list on the CSX?

_____ % DK -9 Refuse -8 NA -7 (261)

Q 107 In your own view, how costly do you consider the process of complying with SECC rules to list your company's shares on the CSX as a means of raising capital?

	Yes	No	DK	Ref.	NA	
Excessively costly, not worth the effort	1	2	-9	-8	-7	(261)
Very costly, possible longer-term benefit	1	2	-9	-8	-7	(262)
Moderately costly, likely medium-term benefit	1	2	-9	-8	-7	(263)
Reasonable cost, very likely benefit	1	2	-9	-8	-7	(264)
I am not aware of the process my company would have to undergo to list shares in compliance with SECC rules.	1	2	-9	-8	-7	(265)

INVESTMENT CLIMATE AND CONSTRAINTS

- Q 108** Please rate each of the factors below in terms of their importance to your company (rate each on a scale of 1-5, with 1 being "least important" and 5 being "most important")
in considering a location for investment

		least important >>>>>>>					most important					DK	Ref.	NA	
a	Access to local and regional markets	1	2	3	4	5						-9	-8	-7	(266)
b	Access to transport infrastructure (ports, airports, road connections)	1	2	3	4	5						-9	-8	-7	(267)
c	Access to low cost labor	1	2	3	4	5						-9	-8	-7	(268)
d	Access to highly skilled labor	1	2	3	4	5						-9	-8	-7	(269)
e	Access to suppliers	1	2	3	4	5						-9	-8	-7	(270)
f	Access to technology	1	2	3	4	5						-9	-8	-7	(271)
g	Availability and cost of land and buildings	1	2	3	4	5						-9	-8	-7	(272)
h	Cost and quality of utilities (electricity, water, gas)	1	2	3	4	5						-9	-8	-7	(273)
i	Levels of corporate taxes and fees	1	2	3	4	5						-9	-8	-7	(274)
j	Tariffs, duties, and rules of origin	1	2	3	4	5						-9	-8	-7	(275)
k	Business regulatory environment (regulations, red tape, etc.)	1	2	3	4	5						-9	-8	-7	(276)
l	Other (e.g. tax holidays, other incentives, other reasons - please explain)	1	2	3	4	5						-9	-8	-7	(277)

- Q 109** For each of the factors above, please rate your company's perception of the investment environment in BOTH:
a the country overall (i.e. your views of Cambodia as an investment location);
b the city/zone where your firm is currently located in particular (assuming some aspects of the investment environment in the city / zone are different from what they would be if locating in the country, outside this city / zone)
 (please tick the box that best applies: "poor", "fair", etc; please rate ALL of the factors listed below not just those rates as "top 5" above)
Interviewer: if the firm has multiple locations, ask the respondent to focus on the main firm location

		Q109a Assessment of country							Q109b Assessment of city / zone										
		Poor	Below Average	Average	Good	Excellent	DK	Ref.	NA	Poor	Below Average	Average	Good	Excellent	DK	Ref.	NA		
a	Access to local/regional markets	1	2	3	4	5	-9	-8	-7	(278)	1	2	3	4	5	-9	-8	-7	(290)
b	Access to transport infrastructure	1	2	3	4	5	-9	-8	-7	(279)	1	2	3	4	5	-9	-8	-7	(291)
c	Access to low cost labor	1	2	3	4	5	-9	-8	-7	(280)	1	2	3	4	5	-9	-8	-7	(292)
d	Access to highly skilled labor	1	2	3	4	5	-9	-8	-7	(281)	1	2	3	4	5	-9	-8	-7	(293)
e	Access to suppliers	1	2	3	4	5	-9	-8	-7	(282)	1	2	3	4	5	-9	-8	-7	(294)
f	Access to technology	1	2	3	4	5	-9	-8	-7	(283)	1	2	3	4	5	-9	-8	-7	(295)
g	Availability and cost of land	1	2	3	4	5	-9	-8	-7	(284)	1	2	3	4	5	-9	-8	-7	(296)
h	Cost / quality of utilities	1	2	3	4	5	-9	-8	-7	(285)	1	2	3	4	5	-9	-8	-7	(297)
i	Levels of corporate taxes & fees	1	2	3	4	5	-9	-8	-7	(286)	1	2	3	4	5	-9	-8	-7	(298)

j	Tariffs and duties	1	2	3	4	5	-9	-8	-7	(287)	1	2	3	4	5	-9	-8	-7	(299)
k	Regulatory environment / red tape	1	2	3	4	5	-9	-8	-7	(288)	1	2	3	4	5	-9	-8	-7	(300)
l	Other / specific incentives	1	2	3	4	5	-9	-8	-7	(289)	1	2	3	4	5	-9	-8	-7	(301)

Q 110 On a 5 point scale how problematic are the following issues for the operation and growth of your business?

SHOWCARD Q110

	Obstacles					DK	Ref.	NA	
	No	Minor	Moderate	Major	Very severe				
Skills & Education of available workers	0	1	2	3	4	-9	-8	-7	(302)
Labor regulations	0	1	2	3	4	-9	-8	-7	(303)
Anti-competitive or informal practices	0	1	2	3	4	-9	-8	-7	(304)
Telecommunications	0	1	2	3	4	-9	-8	-7	(305)
Electricity	0	1	2	3	4	-9	-8	-7	(306)
Transportation.....	0	1	2	3	4	-9	-8	-7	(307)
Water	0	1	2	3	4	-9	-8	-7	(308)
Crime, theft and safety	0	1	2	3	4	-9	-8	-7	(309)
Legal system/conflict resolution	0	1	2	3	4	-9	-8	-7	(310)
Access to land	0	1	2	3	4	-9	-8	-7	(311)
Tax Rates	0	1	2	3	4	-9	-8	-7	(312)
Tax Administration	0	1	2	3	4	-9	-8	-7	(313)
Business Licensing and Operating Permits	0	1	2	3	4	-9	-8	-7	(314)
Economic & Regulatory Policy Uncertainty	0	1	2	3	4	-9	-8	-7	(315)
Macroeconomic Instability (inflation...)	0	1	2	3	4	-9	-8	-7	(316)
Corruption	0	1	2	3	4	-9	-8	-7	(317)
Access to Financing (e.g. collateral)	0	1	2	3	4	-9	-8	-7	(318)
Cost of Financing (e.g. interest rates).....	0	1	2	3	4	-9	-8	-7	(319)
Customs and Trade regulations	0	1	2	3	4	-9	-8	-7	(320)

Q 111 Of all the constraints mentioned in the interview, what are the three most difficult obstacles of all, in order of difficulty?

Interviewer read out loud list and record code

SHOWCARD Q111

_____ (321)	_____ (322)	_____ (323)
Telecommunications.....	1	
Electricity	2	
Transportation	3	
Access to land	4	
Tax Rates	5	
Tax Administration.....	6	
Customs and Trade regulations.....	7	
Labor regulations.....	8	
Skills & Education of available workers.....	9	
Business Licensing and Operating Permits.....	10	
Access to Financing (e.g. collateral).....	11	
Cost of Financing (e.g. interest rates).....	12	
Economic & Regulatory Policy Uncertainty.....	13	
Macroeconomic Instability (inflation...).....	14	
Corruption	15	

Crime, theft and disorder.....	16
Anti-competitive or informal practices.....	17
Legal system/conflict resolution.....	18

INTERVIEWER CHECK: THOSE ARE NOT QUESTIONS TO RESPONDENT, BUT ADDITIONAL INFORMATION ON THE DATA.

Q 112 It is my perception that the responses to the above questions regarding opinions and perceptions are:

- Truthful 1 (324)
- Somewhat truthful 2
- Not truthful 3

Q 113 The responses to the questions regarding figures (productivity and employment numbers): (325)

- Seem to be taken directly from establishment records 1
- Seem to be estimates computed with some precision 2
- Seem to be arbitrary and unreliable numbers 3

***IF SEZ PROCEED TO SEZs SECTION AND THEN PROCEED TO PART II
IF NOT SEZ PROCEED DIRECTLY TO PART II***

PART II

REGISTRATION

Q 114 I am going to read you a list of registrations to which you may have registered or re-registered to in 2010 - 2011.

For each of those you did register to, could you please precise:

a If you registered using a "package" or a "set", please indicate all registrations that were part of this package

b Have you used an agent to get those registrations done?

Interviewer: state officials are, in their official function and working hours, not considered as agents.

c How long did it take (number of days)

d How much did it cost? (\$) **Interviewer to convert in USD if cost given in Riels**

e Was a gift or an informal payment expected or requested

f How much did the gift or informal fee represent? (\$) **Interviewer to convert in USD if cost given in Riels**

INTERVIEWER: CODE AS FOLLOWING WHEN APPLICABLE :

Yes 1

No 2

DK -9

Ref. -8

NA -7

	Q114a	Q114b	Q114c	Q114d	Q114e	Q114f	
	Type of Registration (multiple if package)	Agent	TTL Time	TTL Fee	Informal Payment	Informal Fee	
Registration (single or package)	Code Reg.	Y/N	Days	(\$)	Y/N	(\$)	
1	1,4,5	Y	9	1,000	-9	-9	(1)
2	1	N	20	500	Y	100	(2)
3							(3)

Firm registration (MOC).....	1
Tax registration (MOF).....	2
VAT registration.....	3
Labor registration.....	4
Registration certificate from provincial municipal commerce division.....	5
Municipality.....	6
CDC (if applicable).....	7

FINANCE & ADMINISTRATION

Q 115 Over fiscal year 2011, estimate the proportion of this establishment's working capital that was financed from each of the following sources?

SHOWCARD Q115

	Percent	Don't know (Spontaneous)	
Internal funds or retained earnings	%	-9	(4)

Borrowed from banks: private and state-owned	%	-9	(5)
Borrowed from non-bank financial institutions which include microfinance institutions, credit cooperatives, credit unions, or finance companies	%	-9	(6)
Purchases on credit from suppliers and advances from c	%	-9	(7)
Other, moneylenders, friends, relatives, etc.	%	-9	(8)

Q 116 Now let's talk about the establishment's current situation. At this time, does this establishment have a checking or savings account? (9)

Yes 1

No 2

DON'T KNOW (SPONTANEOUS) -9

Q 117 At this time, does this establishment have an overdraft facility? (10) **SHOWCARD Q117**

Yes 1

No 2

DON'T KNOW (SPONTANEOUS) -9

Q 118 At this time, does this establishment have a line of credit or a loan from a financial institution? (11)

Yes 1

No 2

DON'T KNOW (SPONTANEOUS) -9

Go to question Q127

Go to question Q127

Q 119 Referring to the most recent line of credit or loan, what type of financial institution granted this loan? (12)

Private commercial banks 1

State-owned banks or government agency 2

Non-bank financial institutions 3

Other 4

DON'T KNOW (SPONTANEOUS) -9

Q 120 Referring only to this most recent line of credit or loan, in what year was the most recent line of credit or loan approved? (13)

Year most recent loan or line of credit approved Code in years

DON'T KNOW (SPONTANEOUS) -9

INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR

Q 121 Referring only to this most recent loan or line of credit, what was its value at the time of approval? (14)

Size of most recent loan or line of credit approved Code in Dollars

REFUSE (SPONTANEOUS) -8

DON'T KNOW (SPONTANEOUS) -9

Q 122 Referring only to this most recent loan or line of credit, did the financing require collateral? (15)

Yes 1

No 2

DON'T KNOW (SPONTANEOUS) -9

Go to question Q125

Go to question Q125

Q 123 Referring only to this most recent loan or line of credit, what type of collateral was required?

INTERVIEWER: READ OUT

	Yes	No	Don't know Spontaneous	
Collateral				
Land, buildings under ownership of the est	1	2	-9	(16)
Machinery and equipment including movab	1	2	-9	(17)
Accounts receivable and inventories	1	2	-9	(18)
Personal assets of owner (house, etc.)	1	2	-9	(19)
Other forms of collateral not included in the	1	2	-9	(20)

Q 124 Referring only to this most recent line of credit or loan, what was the approximate value of the collateral required?

Value of collateral Code in Dollars (21)
 DON'T KNOW (SPONTANEOUS) -9

Q 125 What is the total number of outstanding loans or lines of credit held by this establishment? (22)

Total number of loans outstanding Code in Number
 DON'T KNOW (SPONTANEOUS) -9

Q 126 What is the total value of outstanding loans or lines of credit held by this establishment? (23)

Total value of loans outstanding Code in Dollars
 DON'T KNOW (SPONTANEOUS) -9

Q 127 At this time, does the owner or owners of this establishment have any outstanding personal loans that are used to finance this establishment's business activities? (24)

Yes 1
 No 2
 DON'T KNOW (SPONTANEOUS) -9

Q 128 Referring again to the last fiscal year **2011**, did this establishment apply for any loans or lines of credit? (25)

Yes 1
 No 2
 DON'T KNOW (SPONTANEOUS) -9

Go to question Q130

Q 129 What was the **main** reason why this establishment did not apply for any line of credit or loan? (26)

No need for a loan - establishment had sufficient capital 1
 Application procedures were complex 2
 Interest rates were not favorable 3
 Collateral requirements were too high 4
 Size of loan and maturity were insufficient 5
 Did not think it would be approved 6
 Other 7
 DON'T KNOW (SPONTANEOUS) -9

SHOWCARD Q129

Go to question Q131

Q 130 Referring only to this most recent application for a line of credit or loan, what was the outcome of that application? (27)

Application was approved 1
 Application was rejected 2
 APPLICATION STILL IN PROCESS -6
 DON'T KNOW (SPONTANEOUS) -9

Q 131 In fiscal year **2011**, did this establishment have its annual financial statements checked and certified by an external auditor?

Yes 1

No 2
 DON'T KNOW (SPONTANEOUS) -9

PRODUCTIVITY

Q 132 We would like to ask you some questions about the costs and sales of your business.
 What is the best time period for you to use in discussing the costs and sales of your firm?

- (28)
- Year 1
 - 6 months 2
 - 1 month 3
 - 2 weeks 4
 - 1 week 5
 - Other (specify)..... 6

Q 133 Can you also provide reliable answers for the Fiscal Year 2011?

- (29)
- Yes 1
 - No 2

Q 134 a What is the last period for which you have reliable information?
Interviewer to record in date format dd/mm/yy, even if approximative

From _____ (30) To : _____ (31)

Q 134 b Can this period be considered as average in terms of sales compared to the Fiscal Year 2011?

- (32)
- Yes 1
 - No 2

Q 135 a Were sales below or above the average period in 2011?

- (33)
- Below 1
 - Above 2

Q 135 b How much (in percent) were the sales below or above the average sales?

..... % (34)

Q 136 For the Fiscal Year 2011 [OR PREFERRED PERIOD IF NO RELIABLE INFORMATION IS AVAILABLE FOR 2011], please provide the following information about this establishment (in US\$)

Interviewer to record codes from the list of products / services

	What were your 3 most important MANUFACTURED products / services? (code)	Total revenue from each product was	Percent of total revenue	Total cost of raw materials for each product sold is
1	(35)	\$ (38)	% (42)	\$ (46)
2	(36)	\$ (39)	% (43)	\$ (47)
3	(37)	\$ (40)	% (44)	\$ (48)
	TOTAL	\$ (41)	% (45)	\$ (49)
		TOT1	TOT 2	TOT 3

	What were your three most important TRADED products / services? (code)	Total profit from each product was	Percent of total profit from each product was
1	(50)	\$ (53)	% (57)

2	(51)	\$ (54)	% (58)
3	(52)	\$ (55)	% (59)
	TOTAL	\$ (56)	% (60)
		TOT4	TOT5

INTERVIEWER TO READ ALL RESULTS IN THE TABLE OUT LOUD ONE TIME TO RESPONDENT TO CONTROL MISTAKES

- a. Calculate value of sales of manufactured products / services (TOT1/TOT2*100)..... \$ (61)
- b. Calculate value of raw materials used in production / services (TOT3/TOT2*100)..... \$ (62)
- c. Calculate the value of profit from trading (TOT4/TOT5*100) \$ (63)
- d. Cost of electricity \$ (64)
- e. Cost of fuel (vehicle, generator and gas) \$ (65)
- f. Cost of labor, including wages, bonuses and social payments \$ (66)
- g. Cost of communications services \$ (67)
- h. Other cost of production/trading not included above (EXCLUDE INVESTMENT)..... \$ (68)

INTERVIEWER TO CALCULATE a, b, c, AND ASK d, e, f, g, h AND CONFIRM WITH RESPONDENT EACH RESULT

INTERVIEWER TO CALCULATE ADDED VALUE HERE: _____

Calculate the value added of the firm: (a+c)-(b+d+e+g+h) \$ (69)

RECALCULATE IF ADDED VALUE NEGATIVE. IF ADDED VALUE STILL NEGATIVE PLEASE PROCEED AS FOLLOWS:

1/ Make sure all numbers refer to the same time period, same currency, same scales (thousands, hundreds...)

2/ Confirm with respondent values and % of Q136

Q 137 In fiscal year 2011, did this establishment purchase any fixed assets, such as machinery, vehicles, equipment, land or buildings?

(69)

- Yes 1
- No 2

DON'T KNOW (SPONTANEOUS) -9

Go to question Q141

Go to question Q141

Q 138 In fiscal year 2011, how much did this establishment spend on purchases of land and buildings:

	\$	DON'T KNOW (SPONTANEOUS)
Land and buildings	-9

SHOWCARD Q138

(70)

Q 139 a What were your 5 most important assets amongst your machinery, equipment (including computers) and vehicles you have invested in 2011 for business purpose?

- b How many of each of these machinery, equipment (including computers) and vehicles did you invest in?
- c What is the value per each piece of these machinery, equipment (including computers) and vehicles?
- d What is the total sale value of these machinery, equipment (including computers) and vehicles?
- e What was the estimated sales value of remaining investment in machinery, equipment and vehicles in 2011 not listed?

INTERVIEWER: CODE AS FOLLOWING WHEN APPLICABLE :

DK -9

Ref. -8

NA -7

Interviewer to record c & d & e in \$

<i>(if information available)</i>					
	a	b	c	d	e
1	(71)	(76)	(81)	(86)	
2	(72)	(77)	(82)	(87)	
3	(73)	(78)	(83)	(88)	

4	(74)	(79)	(84)	(89)	
5	(75)	(80)	(85)	(90)	
TOTAL				(91)	(92)

Q 140 Over fiscal year **2011**, please estimate the proportion of this establishment's total purchase of fixed assets (such as machinery, vehicles, equipment, land or buildings) that was financed from each of the following sources

	Percent	Don't know	
Internal funds or retained earnings	%	-9	(115)
Owners' contribution or issued new equity shares	%	-9	(116)
Borrowed from banks: private and state-owned	%	-9	(117)
Borrowed from non-bank financial institutions	%	-9	(118)
Purchases on credit from suppliers and advances from c	%	-9	(119)
Other, moneylenders, friends, relatives, bonds, etc	%	-9	(120)

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

Q 141 a List your 5 major assets amongst your machinery, equipment (including computers) and vehicles which you use for business purpose?

For each could you please precise:

- b** How many of each of these machinery, equipment (including computers) and vehicles do you have now?
- c** For how much can you sell each piece of your machinery, equipment (including computers) and vehicles?
- d** What is the total sale value of these machinery, equipment (including computers) and vehicles?
- e** What is the estimated sales value of remaining machinery, equipment and vehicles you own for business purpose?

INTERVIEWER: CODE AS FOLLOWING WHEN APPLICABLE :

DK -9

Ref. -8

NA -7

Interviewer to record c & d & e in \$

(if information available)					
	a	b	c	d	e
1	(93)	(98)	(103)	(108)	
2	(94)	(99)	(104)	(109)	
3	(95)	(100)	(105)	(110)	
4	(96)	(101)	(106)	(111)	
5	(97)	(102)	(107)	(112)	
TOTAL				(113)	(114)

Q 142 Hypothetically, if this establishment were to purchase the land and buildings it **uses now**, in their current condition and regardless of whether the establishment owns them or not, how much would they cost, independently of whether they are owned, rented or leased?

	\$	DON'T KNOW (SPONTANEOUS)	
Land and buildings	-9	(121)

INTERVIEWER CHECK: THOSE ARE NOT QUESTIONS TO RESPONDENT, BUT ADDITIONAL INFORMATION ON THE DATA.

Q 143 It is my perception that the responses to the above questions regarding opinions and perceptions are:

Truthful	1	(122)
Somewhat truthful	2	
Not truthful	3	

Q 144 The responses to the questions regarding figures:

Seem to be taken directly from establishment records	1	(123)
Seem to be estimates computed with some precision	2	
Seem to be arbitrary and unreliable numbers	3	

PART III

LABOR RELATIONS

Q 145 What was the number of permanent full time employees 3 years ago? Please include all employees and managers
(INTERVIEWER: INCLUDE RESPONDENT IF APPLICABLE). (1)

Permanent, full-time workers in 2008 Code in number
IF ESTABLISHMENT WAS NOT IN BUSINESS in 2008 -7
DON'T KNOW (SPONTANEOUS) -9

Q 146 a What was the number of permanent full time employees during 2011?

SHOWCARD Q146

Q 146 b How many of these are female?

	Q146a		Q146b
Management	_____ (2)		_____ (8)
Professionals	_____ (3)		_____ (9)
Skilled production workers	_____ (4)		_____ (10)
Unskilled production workers	_____ (5)		_____ (11)
Non-production/service workers	_____ (6)		_____ (12)
TOTAL	_____ (7)		_____ (13)

OCCUPATIONS DEFINITIONS:

Management: Manager/executive of private company - responsible for more than 5 employees

Professional: Physician, Doctor, Optometrist, Engineer, Lawyer

Skilled Production Workers: mechanic, tailor, barber, blacksmith, carpenter, electrician, cook/chef, hairdresser

Unskilled Production Workers: laborer, worker in factory, laundry, moto/taxi driver, driver

Non-production/ service workers: tour service providers, administrative and security workers, service providers...

Q 147 a What was the average number temporary workers in 2011?

Q 147 b How many of these were female?

Q 147 c Average length of employment for each temporary worker in months

Fiscal Year 2011 **Q147a** _____ (14) **Q147b** _____ (15) **Q147c** _____ months (16)

Q 148 During fiscal year 2011, did this establishment have formal training programs for its permanent, full-time employees?

Yes 1 (17)
No 2 (18)
DON'T KNOW (SPONTANEOUS) -9 (19)

Go to question Q150

Go to question Q150

Q 149 Referring to the training programs run over fiscal year 2011, what percentage of permanent, full-time employees of the following categories received formal training?

	If no employees in a category were trained	DK (Spontaneous)
Non-production full-time permanent employees trained	0	-9
Production full-time permanent employees trained	0	-9

Q 150 What is the average monthly wage of a unskilled production worker, **excluding benefits**, in your company?

Interviewer to convert in USD if result given in riels

(22)

Monthly wage excluding benefits Code in number

Q 151 What is the average monthly wage of an unskilled production worker, **including benefits** (e.g. housing, food, transport, medical, etc.), in your company?

Interviewer to convert in USD if result given in riels

(23)

Q 152 What % of your workforce belongs to a trade union?

_____ % (24)

Q 153 How many days of production did you lose in 2011 due to

Strikes or other labor disputes days (25)

Civil unrest days (26)

Employee absenteeism due to illness, death, funerals days (27)

Q 154 a What is the average number of years of education (from primary school) of a typical permanent full-time production worker employed in this establishment?

Average number of years of education of typical production worker (from Primary School) Code in numbers (28)

DON'T KNOW (SPONTANEOUS) -9

Q 154 b What is the percentage of all full-time permanent workers who completed secondary school?

Percentage of full time permanent workers who completed secondary school % Code in percent (29)

DON'T KNOW (SPONTANEOUS) -9

INTERVIEWER CHECK: THOSE ARE NOT QUESTIONS TO RESPONDENT, BUT ADDITIONAL INFORMATION ON THE DATA.

Q 155 It is my perception that the responses to the above questions regarding opinions and perceptions are:

Truthful 1 (30)

Somewhat truthful 2

Not truthful 3

Q 156 The responses to the questions regarding figures: (31)

Seem to be taken directly from establishment records 1

Seem to be estimates computed with some precision 2

Seem to be arbitrary and unreliable numbers 3

Thanks for your participation