

SERIAL NUMBER

idstd
idstd_2003 (only panel firms)

THE WORLD BANK - Enterprise Survey
Questionnaire **SERVICES** - 2006

Special codes used throughout the questionnaire:	
-9	Don't know
-8	Refuse to respond
-7	Does not apply
-6	In process
-5	Application denied in questions of applications or; Indefinite term to maturity of a loan in k12 or

A Control information (to be completed before interview)

a.0 Questionnaire	a0
Services	2

a.1 Country	a1
Argentina	1
Bolivia	2
Colombia	3
México	4
Panamá	5
Perú	6
Paraguay	7
Uruguay	8
Venezuela	9
Chile	10
Ecuador	11
El Salvador	12
Honduras	13
Guatemala	14
Nicaragua	15

Sampling Industry ind_sample	
2	Residual
15	Food
17	Textiles
18	Garments
19	Leather
20	Wood products
21	Paper products
24	Chemicals
25	Rubber and plastics
26	Non-metallic mineral products
28	Fabricated metal products
29	Machinery and equipment
31	Electronics
34	Motor vehicles
36	Furniture
51	Retail
52	Wholesale
72	IT

region_sample	Sampling Region
See sample design sheet for a list of the regions in each country	1
	2
	3
	4

a.3 City/town/village	a3x

		Screener Sector a4b
MANU- FAC- TURING	Foods	1
	Garments	2
	Textiles	3
	Machinery and equipment	4
	Chemicals	5
	Electronics	6
	Non-metallic minerals	7
	Other manufacturing	8
SER- VICES	Retail sale	9
	IT	10
	Other services (Hotels and restaurants. Wholesale and ISIC G50)	11
OTHER S	Construction and Transport	12

a.5 Match between sample and filter

a5

Match	1
Don't match, but carry out both activities	2
Don't match, other situation	3

a.6 Size

	size_sample	Screener Size a6b
Small >=5 y <=19	1	1
Medium=20 y <=99	2	2
Large >=100	3	3

a.7 Establishment is part of a larger firm

a7

Yes, part of a larger firm	1
No, is a unique firm	2

a.8 Type of establishment

a8

HQ without production/sales in this location	1
HQ with production and sales in this location	2
Establishment physically separated from HQ and other establishments of the same firm	3
Establishment physically separated from HQ but with other establishments of the same firm	4

a.9 Are financial statements prepared independently of financial statements of HQ?

a9

Yes	1
No	2

a.10 Are financial statements prepared independently of other establishments of the same firm?

a10

Yes	1
No	2

a.11 (If HQ) Are financial statements independent of the other establishments?

a11

Yes	1
No	2

a.12 Interviewer code:

a12

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a.13 Supervisor code:

a13

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a.14 Date and time face-to-face interview begins:

Month	Hour	Minutes	AM/PM

a14

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

This survey documents changes in the investment climate and how they affect job creation and firm-level productivity. The goal is to advise The World Bank and Inter-American Development Bank about new policies and programs to foment economic growth. Please note that the information obtained here will be treated confidentially. Neither your name nor the name of your business will be used in any document based on this survey.

B. GENERAL INFORMATION

INTERVIEWER: THE FOLLOWING QUESTIONS (B1 TO B4) ARE FOR ALL ESTABLISHMENTS. HOWEVER, READ THE FOLLOWING INTRODUCTION ONLY IF THE ESTABLISHMENT IS PART OF A LARGER FIRM:

Please keep in mind that the following four questions apply to the firm, not the establishment. After these four questions, the rest of the questionnaire is directed solely to establishment-level issues.

b.1 What is this firm's current legal status? **SHOW CARD 1 – ONLY ONE ANSWER**

Publicly listed shareholding company (open)	1	Lb1
Privately held shareholding company (closed)	2	
Limited liability company by quotas	3	
Sole proprietorship	4	
Limited partnership (simple or with shares)	5	
Partnership	6	
Other (SPECIFY) _____	7	b1x

a. Publicly listed company	1	b1
b. Private held, limited liability company	2	
c. Sole proprietorship	3	
d. Partnership	4	
e. Limited partnership	5	
f. Other	6	

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

a. Private domestic owners: (individuals, companies or organizations)	b2a	%
b. Private foreign individuals, companies or organizations	b2b	%
c. Government/State	b2c	%
d. Other	b2d	%
100%		

INTERVIEWER: CHECK TOTAL ADDS UP TO 100%

b.3 What percent of this firm does the largest shareholder(s) own?

	Percent
Percent held by largest shareholder	b3

b.4 Are any of the principal owners female?

Yes	1
No	2
Don't know	-9

b4

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:
Now, I want to ask you a couple of questions about when and how operations in this establishment began.

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

	Year
Year establishment began operations	b5

b.6 How many **full-time employees** did this establishment employ when it started operations?

	At Start up
Number full-time employees	b6

Lb.6a What proportion of the investment needed to start the establishment was financed from each of the following sources?

	Percent of Investment needed to start the establishment	
Loans from private commercial banks	Lb6a1	%
Loans from state-owned banks and/or government agency	Lb6a2	%

Lb.6b Did this establishment formally register when it started operations? **Lb6b**

Yes	1
No	2
Don't know	-9

GO TO QUESTION b.7

Lb.6c When did this establishment formally register? **Lb6c**

	Year
Year of registration	

**INTERVIEWER: IF THE RESPONDENT DOES NOT KNOW, WRITE -9,
 IF THE ESTABLISHMENT WAS NEVER REGISTERED, WRITE -7**

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

	Years
Manager's years of experience in sector	b7

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

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

INTERVIEWER: IF THERE IS NEED FOR CLARIFICATIONS, SOME EXAMPLES ARE: ISO 9000, 9002 OR 14000, OR ISO CERTIFICATES, AND/OR SEI CMM FOR INFORMATICS TECHNOLOGY ENTERPRISES

Yes	1
No	2
Don't know	-9

b8

C. INFRASTRUCTURE AND SERVICES

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

The next theme is the infrastructure

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

Yes	1
No	2
Don't know	-9

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

c3

c.4 What was the wait, in days, experienced to obtain that connection from the day this establishment applied for it to the day it received the service?

Wait for connection (days)

c4

**INTERVIEWER: IF THE RESPONDENT SAID LESS THAN ONE DAY, WRITE 1
IF STILL IN PROCESS, WRITE -6
IF DENIED, CODE IS -5**

c.5 Was an informal gift or payment expected or requested to obtain the electrical connection?

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

c5

c.6 Over fiscal year **[insert last complete fiscal year]**, did this establishment experience power outages?

Yes	1
No	2
Don't know	-9

GO TO QUESTION C.19
GO TO QUESTION C.19

c6

c.7 In a typical month, over fiscal year **[insert last complete fiscal year]**, how many power outages did this establishment experience?

Average number (incidents/month)

c7

IF 0, GO TO QUESTION C.19

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

Average duration (hours/day)

c8

INTERVIEWER: IF THE RESPONDENT SAID LESS THAN ONE HOUR, WRITE 1

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

Estimated loss as a percent of total annual sales due to power outages **c9a**

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

Estimated annual loss due to power outages(LCUs) **c9b**

INTERVIEWER: IF THE RESPONDENT SAID NONE, WRITE 0

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

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

c19

c.20 What was the wait, in days, experienced to obtain that connection from the day this establishment applied for it to the day it received the service?

Wait for connection (days) **c20**

**INTERVIEWER: IF THE RESPONDENT SAID LESS THAN ONE DAY, WRITE 1,
IF STILL IN PROCESS, WRITE -6
IF DENIED, CODE IS -5**

c.21 Was an informal gift or payment expected or requested to obtain the telephone connection?

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

c21

c.22 Now turning to the current situation. Thinking about at the present time, does this establishment use any of the following in its communications with clients and suppliers?

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

c.23 Does this establishment have a high-speed, broadband Internet connection on its premises?

Yes	1
No	2
Don't know	-9

GO TO QUESTION C.30

GO TO QUESTION C.30

c23

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

		Yes	No	Don't know	NA
a. Communicate with clients and suppliers	c24a	1	2	-9	-7
b. Make purchases for this establishment	c24b	1	2	-9	-7
c. Deliver services to this establishment's clients	c24c	1	2	-9	-7
d. Do research and develop ideas on new products and services	c24d	1	2	-9	-7

c.25 Over fiscal year [insert last complete fiscal year], did this establishment experience unavailability of Internet connection?

Yes	1
No	2
Don't know	-9

GO TO QUESTION C.28

GO TO QUESTION C.28

c25

c.26 In a typical month, over fiscal year [insert last complete fiscal year], how many times has this establishment experienced unavailability of Internet connection?

Average number (incidents/month)

c26

IF 0, GO TO QUESTION C28

c.27 In a typical month, over fiscal year [insert last complete fiscal year], if this establishment experienced unavailability of Internet connection, on average how long did the unavailability of the connection last?

Average duration (hours/day)

c27

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

c.28 Do concerns about the security of Internet connections or authentication of parties in a transaction affect the volume and/or nature of purchases that this establishment makes over the Internet?

Yes	1
No	2
NA	-7
Don't know	-9

c28

c.30 What is the level of obstacle of the next items to the functioning of this establishment?. **SHOW CARD 3. READ THE SCALE.**
SCALE: No obstacle, Minor obstacle, Moderate obstacle, Mayor obstacle, Very severe obstacle.

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

D. SALES AND SUPPLIES

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

The next questions refer to sales and purchases of this establishment.

d.2 In fiscal year [insert last complete fiscal year] what were the total annual sales of this establishment?

Total annual sales	\$ d2
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d.3 In fiscal year [insert last complete fiscal year], what percent of this establishment's revenue was from: **SHOW CARD 4**

INTERVIEWER: COMPLETE THE TABLE HORIZONTALLY, BEGINNING WITH LOCAL SALES, THEN INDIRECT EXPORTS, AND FINALLY DIRECT EXPORTS. TAKE INTO ACCOUNT THE SKIP PATTERN ACCORDING TO THE ORDER OF THE QUESTION. CHECK THAT TOTAL ADDS UP TO 100

a. National sales	d3a %	IF 100, GO TO QUESTION Ld.8
b. Indirect exports (sold domestically to third party that exports products)	d3b %	IF 100, GO TO QUESTION d.8
c. Direct exports	d3c %	IF 0, GO TO QUESTION d.8
	100%	

INTERVIEWER: CHECK TOTAL ADDS UP TO 100%

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

		Days
d.4	Average number of days to clear customs	d4
d.5	Longest number of days to clear customs	d5

INTERVIEWER: IF THE RESPONDENT SAID LESS THAN ONE DAY, WRITE 1

d.6 In fiscal year [insert last complete fiscal year], what percent of the consignment value of the products shipped for **direct export** was lost while in transit because of **theft**?

	as % of consignment value
Losses due to theft	d6 %

INTERVIEWER: IF THE RESPONDENT SAID NO LOSSES, WRITE 0

d.7 In fiscal year **[insert last complete fiscal year]**, what percent of the consignment value of the products shipped for **direct export** was lost while in transit because of **breakage or spoilage**?

	as % of consignment value
Losses due to breakage or spoilage	d7 %

INTERVIEWER: IF THE RESPONDENT SAID NO LOSSES, WRITE 0

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

	Year
When began exporting directly or indirectly	d8

Ld.8a For fiscal year **[insert last complete fiscal year]**, domestic and foreign, what percent of this establishment's sales was subcontracted to other firms or individuals?

	%
Percent of sales subcontracted to other firms or individuals	Ld8a

d.9 In fiscal year **[insert last complete fiscal year]**, the main buyer of your output was? **SHOW CARD**
5 d9

Headquarters or affiliated establishments	1
Large private firms with more than 100 workers	2
Medium private firms with 20 to 100 workers	3
Small private firms with less than 20 workers	4
Individuals	5
Government or government agencies (including state-owned enterprises)	6
Other	7
Don't know	-9

d.17 Now thinking about your *current* experience, at the time this establishment receives delivery of its main sales item, on average how many days of inventory (*days of sales*) does this establishment have on hand?

	Days
Days of inventory of main sales item	d17

INTERVIEWER: IF RESPONDENT REQUIRES CLARIFICATION, DEFINE AS STOCK ON HAND. IF DON'T HAVE STOCK, WRITE CERO

What is the level of obstacle of the next items to the functioning of this establishment? **SHOW CARD 6. READ THE SCALE.**
SCALE: No obstacle, Minor obstacle, Moderate obstacle, Major obstacle, Very severe obstacle.

		No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	Don't Know	Does Not Apply
d.30 a	Transportation d30a	0	1	2	3	4	-9	-7
d.30 b	Customs and trade regulations d30b	0	1	2	3	4	-9	-7

E. DEGREE OF COMPETITION AND INNOVATION

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

The next questions are about competition and innovation.

e.9 For this establishment, how important are each of the following influences over prices of existing products? **SHOW CARD 7**

	Not at all important	Slightly important	Fairly important	Important	Don't know	NA
a. Pressure from domestic competitors e9a	1	2	3	4	-9	-7
b. Pressure from foreign competitors e9b	1	2	3	4	-9	-7

e.10 How important or unimportant are each of the following influences on this establishment in presenting new lines of products? **SHOW CARD 8**

	Not at all important	Slightly important	Fairly important	Important	Don't know	NA
a. Pressure from domestic competitors e10a	1	2	3	4	-9	-7
b. Pressure from foreign competitors e10b	1	2	3	4	-9	-7

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

Yes	1
No	2
Don't know	-9

e11

e.30 Do you think that the **practices of competitors in the informal sector** are No Obstacle, a Minor Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment? **SHOW CARD 9**

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

G. LAND

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

We change topics and we would like to ask you a couple of questions about land issues.

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

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

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

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

Yes	1	GO TO QUESTION g.5 GO TO QUESTION g.5
No	2	
Don't know	-9	

g2

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

Wait for license (days) **g3**

**INTERVIEWER: IF THE RESPONDENT SAID LESS THAN ONE DAY, WRITE 1
IF STILL IN PROCESS, WRITE -6
IF DENIED, CODE IS -5**

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

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

g4

DO NOT ASK FOLLOWING QUESTIONS G.5, G.6, G.7, G8 TO IT FIRMS, DIRECTLY GO TO QUESTION G30

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

Area

g5a

Square Feet	1
Square Yards	2
Square Meters	3
Other (SPECIFY) <u>g5bx</u>	4

g5b

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

Owned by this establishment	g6a %
Leased by this establishment	g6b %
	100%

INTERVIEWER: CHECK SUM IS 100%

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

Yes	1
No	2
Don't know	-9

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

g7

g.8 In the last three years, has this establishment been unsuccessful in acquiring land or new premises?

Yes	1
No	2
Don't know	-9

g8

g.30 What is the level of obstacle of the next items to the functioning of this establishment? **SHOW CARD 10**

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

H. COURTS

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

The next set of questions address payment disputes that this establishment may have had with clients. The questions are designed to get an idea of how establishments like this one resolve these disputes. By dispute I mean a situation where it was necessary to take some action to collect the money this establishment was owed.

h.1 In the last two years, did this establishment have a dispute with clients over payments owed to it, in which the establishment had to engage a third party such as arbiters, collecting agency or judicial system?

Yes	1	
No	2	GO TO QUESTION h.7
Don't know	-9	GO TO QUESTION h.7

h1

h.2 In reference to such a payment dispute, was the court system used to resolve it?

Yes	1	
No	2	GO TO QUESTION h.7
Don't know	-9	GO TO QUESTION h.7

h2

h.3 In reference to this payment dispute where the court system was used to resolve it, was a court judgment made?

Yes	1	
No	2	GO TO QUESTION h.7
Still in process	-6	GO TO QUESTION h.7
Don't know	-9	GO TO QUESTION h.7

h3

h.4 In reference to the most recent resolved dispute for which the court system was used and a court judgment was made, how many weeks did it take the courts to come to judgment on this dispute? Calculate time to reach a judgment from the day the establishment first took court action until the moment a judgment was made.

	Weeks
Weeks for courts to reach judgment	h4

IF RESPONDENT GIVES THE ANSWER IN DAYS, MONTHS OR YEARS WRITE THE ANSWER HERE _____ AND TRANSLATE INTO WEEKS LATER

h.5 In reference to the most recent resolved dispute for which a legal proceeding was initiated and a court judgment was made, was the decision of the court enforced?

Yes	1	GO TO QUESTION h.7
No	2	
Still in process	-6	
Don't know	-9	GO TO QUESTION h.7
		h5

h.6 In reference to the most recent resolved dispute for which a legal proceeding was initiated, a court judgment was made, and judgment was enforced, how many weeks did the enforcement (execution) of the court judgment take (from the moment of the issuance of the court decision until the moment payment was resolved)?

	Weeks
Weeks for court enforcement to take place	h6
NO ENFORCEMENT- ESTABLISHMENT LOST CASE	-7

IF RESPONDENT GIVES THE ANSWER IN DAYS, MONTHS OR YEAR WRITE THE ANSWER HERE _____ AND TRANSLATE INTO WEEKS LATER

h.7 Please tell me if you agree, according to the scale of the card (**SHOW CARD 11**). Sentences are about how the court system handles business disputes between private parties, including matters of payment for goods or services, liability, and property right enforcement, but not labor disputes. The court system is (**READ EACH DESCRIPTION**).

	Strongly disagree	Tend to disagree	Tend to agree	Strongly agree	Don't know
Fair, impartial and uncorrupted h7a	1	2	3	4	-9
Quick h7b	1	2	3	4	-9
Affordable h7c	1	2	3	4	-9
Able to enforce its decisions h7d	1	2	3	4	-9

h.30 Please tell me if you think that the **functioning of the courts** is No Obstacle, a Minor Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment. **SHOW CARD 12**

h30	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	Do Not Know	Does Not Apply
Functioning of the courts	0	1	2	3	4	-9	-7

I. CRIME

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:
We now turn to questions on the issue of crime and how crime affects the operations of this establishment.

i.1 In fiscal year **[insert last complete fiscal year]**, did this establishment pay for security, for example equipment, personnel, or professional security services?

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

i1

i.2 In fiscal year **[insert last complete fiscal year]**, what percent of its total annual sales is paid for security, or what is the total annual cost of security?

Percent of total annual sales for security

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

Total annual cost of security(LCUs)

i.3 In fiscal year **[insert last complete fiscal year]**, has this establishment experienced losses as a result of theft, robbery, vandalism or arson?

Yes	1	GO TO QUESTION Li.4 GO TO QUESTION Li.4
No	2	
Don't know	-9	

i3

i.4 For fiscal year **[insert last complete fiscal year]**, what are the estimated losses as a result of theft, robbery, vandalism or arson that occurred on establishment's premises calculated as a percent of annual sales or the total annual value of the losses?

Percent of total annual sales % %

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

Annual losses(LCUs) LCUs

Li.4 For fiscal year **[insert last complete fiscal year]**, has this establishment experienced increases in worker absenteeism as a result of crime and insecurity (for example, workers unwilling to work the night shift, or workers unable to work as a result of having been victims of crimes, etc.)? **Li4**

Yes	1
No	2
Don't know	-9

i.30 Please tell me if you think that **crime, theft and disorder** is No Obstacle, a Minor Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment. **SHOW CARD 13**

i30	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	Do Not Know	Does Not Apply
Crime, theft and disorder	0	1	2	3	4	-9	-7

J. BUSINESS-GOVERNMENT RELATIONS

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

The following questions assess how establishments, such as this one, deal with government officials, their agencies, and the rules and regulations these agencies are designed to implement and enforce.

j.1 I am going to read some statements that describe business-government relations. For each statement, please tell me if you agree or disagree, according to this scale **SHOW CARD 14**.

	Strongly disagree	Tend to disagree	Tend to agree	Strongly agree	Don't know	Refuses to Answer	Does Not Apply
“Government officials’ interpretations of the laws and regulations affecting this establishment are consistent and predictable.” j1a	1	2	3	4	-9	-8	
“It is common for establishments in this line of business to have to pay informal payments/gifts to get things done with regard to customs, taxes, licenses, and regulations, etc.” j1b	1	2	3	4	-9	-8	
“Establishments in this line of business know in advance about how much this informal payment/gift is to get things done.” j1c	1	2	3	4	-9	-8	-7

j.2 In a typical week over **the last 12 months**, what percentage of total senior management's time was spent in dealing with requirements imposed by government regulations?

(By senior management I mean managers, directors, and officers above direct supervisors of production/sales workers. Some examples of government regulations are taxes, customs, labor regulations, licensing and registration, including dealings with officials and completing forms)

	Percent
Percent of total senior management's time	j2 %

INTERVIEWER: IF THE RESPONDENT SAID NO TIME WAS SPENT, WRITE 0

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

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

j3

j.4 Over **the last 12 months**, How many times was this establishment either inspected by tax officials or required to meet with them?

	Number of meetings
Times inspected or met with tax officials	j4

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

Yes	1	j5
No	2	
Don't know	-9	
REF	-8	

j.6 When establishments like this one do business with the government, what percent of the contract value would be typically paid in additional or informal payments or gifts to secure the contract?

	Percent
Percent of the contract value	j6 %

INTERVIEWER: IF THE RESPONDENT SAID NO PAYMENTS/GIFTS ARE PAID, WRITE 0
IF RESPONDENT REFUSES TO RESPOND, WRITE -8, IF DON'T KNOW WRITE -9, AND IF NO
CONTRACTS WITH THE GOVERNMENT -7

j.7 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. On average, what percent of total annual sales, or estimated total annual value, do establishments like this one pay in informal payments or gifts to public officials for this purpose?

percent of total annual sales %

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

Estimated value(LCUs)

**INTERVIEWER: IF THE RESPONDENT SAID NO PAYMENTS/GIFTS ARE PAID, WRITE 0
IF RESPONDENT REFUSES TO RESPOND, WRITE -8, IF DON'T KNOW -9**

j.8 Recognizing the difficulties many business establishments face in fully complying with taxes and regulations, what **percent of total annual sales** would you estimate the typical firm in this establishment's line of business declares for tax purposes?

	Percent
Percent of total annual sales reported	j8 %

**IF RESPONDENT REFUSES TO RESPOND, WRITE -8,
IF DON'T KNOW WRITE -9**

j.9 Recognizing the difficulties that many business establishments face in fully complying with labor regulations, what **percent of total workforce** would you estimate the typical firm in your line of business declares for tax purposes?

	Percent
Percent of total workforce reported	j9 %

**IF RESPONDENT REFUSES TO RESPOND, WRITE -8,
IF DON'T KNOW WRITE -9**

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

Yes	1
No	2
Don't know	-9

**GO TO QUESTION j13
GO TO QUESTION j.13**

j.11 In reference to the application for an import license, approximately what was the wait, in days, experienced to obtain that license from the day this establishment applied for it to the day it was granted?

Wait for license (days)

**INTERVIEWER: IF THE RESPONDENT SAID LESS THAN ONE DAY, WRITE 1
IF STILL IN PROCESS, WRITE -6
IF DENIED, CODE IS -5**

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

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

j12

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

Yes	1
No	2
Don't know	-9

GO TO QUESTION j.30
GO TO QUESTION j.30

j13

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

Wait for license (days)

j14

INTERVIEWER: IF THE RESPONDENT SAID LESS THAN ONE DAY, WRITE 1
IF STILL IN PROCESS, WRITE -6
IF DENIED, CODE IS -5

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

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

j15

j.30 What is the level of obstacle of the next items to the functioning of this establishment? **READ EVERY CATEGORY - SHOW CARD 15**

	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	Do Not Know	Does Not Apply
Tax rates j30a	0	1	2	3	4	-9	-7
Tax administration j30b	0	1	2	3	4	-9	-7
Business licensing and permits j30c	0	1	2	3	4	-9	-7
Macroeconomic instability j30d	0	1	2	3	4	-9	-7
Political instability j30e	0	1	2	3	4	-9	-7
Corruption j30f	0	1	2	3	4	-9	-7
Regulations on hours of operation j30g	0	1	2	3	4	-9	-7
Regulation on pricing and mark-ups j30h	0	1	2	3	4	-9	-7

K. FINANCE

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

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

k.1 In fiscal year **[insert last complete fiscal year]**, what percent, as a proportion of the value of **total annual purchases** of material inputs or services, were:

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

INTERVIEWER: CHECK THAT TOTALS ARE 100%

k.2 In fiscal year **[insert last complete fiscal year]**, what percent of this establishment's **total annual sales** of its goods or services were:

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

INTERVIEWER: CHECK THAT TOTALS ARE 100%

k.3 Over fiscal year **[insert last complete fiscal year]**, please estimate the proportion of this establishment's working capital that was financed from each of the following sources? **(SHOW CARD 16)**

	Percent Sources of Working Capital
Internal funds/Retained earnings	k3a
Borrowed from private commercial banks	k3b
Borrowed from state-owned banks and/or government agency	k3c
Borrowed from family/friends	k3d
Borrowed from non-bank financial institutions	k3e
Purchases on credit from suppliers and advances from customers	k3f
Borrowed from informal sources (e.g., moneylenders)	k3g
Other	k3h
	100%

INTERVIEWER: CHECK THAT TOTALS ARE 100%

k.4 In fiscal year [insert last complete fiscal year], did this establishment purchase fixed assets, such as machinery, vehicles, equipment, land or buildings?

Yes	1
No	2
Don't know	-9

GO TO QUESTION k.6
GO TO QUESTION k.6

k4

k.5 Over fiscal year [insert last complete fiscal year], please estimate the proportion of this establishment's purchase of fixed assets that was financed from each of the following sources? (SHOW CARD 17)

	Percent Sources of Investment
Internal funds/Retained earnings	k5a
Issued new equity shares	k5i
Issued new debt (including commercial paper and debentures)	k5j
Borrowed from private commercial banks	k5b
Borrowed from state-owned banks and/or government agency	k5c
Borrowed from family/friends	k5d
Borrowed from non-bank financial institutions	k5e
Purchases on credit from suppliers and advances from customers	k5f
Borrowed from informal sources (e.g., moneylenders)	k5g
Other	k5h
	100%

INTERVIEWER: CHECK THAT TOTALS ARE 100%

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

Yes	1
No	2
Don't know	-9

k6

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

Yes	1
No	2
Don't know	-9

k7

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

Yes	1
No	2
Don't know	-9

GO TO QUESTION k.16
GO TO QUESTION k.16

k8

k.9 Referring to this a line of credit or loan what type of financial institution granted this loan? (**SHOW CARD 18**)

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

k9

k.10 Referring only to this most recent line of credit or loan, on what year was the most recent line of credit or loan approved?

Year most recent loan approved **k10**

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

Size of loan (LCU) **k11**

INTERVIEWER: IF RESPONDENT REFUSES TO RESPOND, WRITE -8

k.12 Referring only to this most recent line of credit or loan, how much time (in months) was this establishment granted to pay off the loan or line of credit when it was received?

Months: **k12**
IF TERM TO MATURITY IS UNDEFINED, CODE IS -5

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

Yes	1
No	2
Don't know	-9

GO TO QUESTION k.16
GO TO QUESTION k.16
k13

k.14 Referring only to this most recent line of credit or loan, what type of collateral was required? **SHOW CARD 19**

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

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

Percent: **k15**

k.16 Going back to the past, in fiscal year **[insert last complete fiscal year]**, did this establishment apply for loans or lines of credit?

Yes	1
No	2
Don't know	-9

GO TO QUESTION k.18

k16

k.17 If in fiscal year **[insert last complete fiscal year]**, this establishment did not apply for line of credit or loan, what was the main reason? **(SHOW CARD 20)**

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

GO TO QUESTION k.21

k17

k.18 In fiscal year **[insert last complete fiscal year]**, how many times did this establishment apply for new loans or new lines of credit?

Number of applications submitted

k18

IF DON'T KNOW, GO TO QUESTION K.21

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

Number of applications rejected

k19

IF 0 OR DON'T KNOW, GO TO QUESTION k.21

k.20 In fiscal year **[insert last complete fiscal year]** what was the reason given for the last loan or line of credit rejection? **(SHOW CARD 21)**

Lender cited collateral or cosigners as unacceptable	1
Lender cited profitability as insufficient	2
Lender cited problems with credit history/report	3
Lender cited incompleteness of loan application	4
Lender cited concerns about level of debt already incurred	5
Lender cited objections not listed above	6
Don't know	-9

k20

k.21	In fiscal year [insert last complete fiscal year] , did this establishment have its annual financial statement checked and certified by an external auditor? k21
-------------	--

Yes	1
No	2
Don't know	-9

k.30	Is access to financing , which includes availability and cost (interest rates, fees and collateral requirements), No Obstacle, a Minor Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment? – SHOW CARD 22
-------------	--

k30	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	Do Not Know	Does Not Apply
Access to financing (availability and cost)	0	1	2	3	4	-9	-7

L. LABOR

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

Now I would like to ask you a few questions about this establishment's employees. I'm going to ask you for levels of employment at different points in time.

I.1 How many **permanent, full-time employees** did this establishment employ fiscal year **[insert last complete fiscal year]**?

INTERVIEWER: Permanent employees are defined as all paid employees that are contracted for a term of one or more fiscal years and/or have a guaranteed renewal of their employment contract and that work 8 or more hours per day.

	Last Complete Fiscal Year
Number permanent, full-time employees	11

I.2 How many **permanent, full-time employees** did this establishment employ three fiscal years ago year **[insert complete fiscal year 3 ago]** ?

	Three Fiscal Years Ago
Number permanent, full-time employees	12

INTERVIEWER: IF ESTABLISHMENT WAS NOT IN BUSINESS THREE YEARS AGO, WRITE -7. IF DON'T KNOW, WRITE -9

I.6 How many **full-time seasonal or temporary employees** did this establishment employ in fiscal year **[insert last complete fiscal year]**?

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

Number full-time seasonal (temporary) workers	16	IF 0 GO TO I.12
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I.7 In fiscal year **[insert last complete fiscal year]**, what percentage of all **full-time seasonal or temporary employees** were female?

	Percentage
% female full-time temporary employees	17

I.8 What was the average length of employment of all **full-time temporary employees** in fiscal year **[insert last complete fiscal year]**?

	Months
Average length of employment (months)	18

I.12 At the present time, what percent of this establishment's workforce is unionized?

	Percent Unionized
Percent workforce unionized	112 % of workforce

L13 Over fiscal year [insert last complete fiscal year], as decisions about hiring or firing permanent workers were being considered, did labor regulations affect those decisions in a significant way?

Yes, hire	1
Yes, fire	2
Both	3
No	4
Don't know	-9

**GO TO QUESTION L30. IF
TIC FIRM GO TO L15**

113

L14 In fiscal year [insert last complete fiscal year], would this establishment have hired or fired permanent workers had it not been for having to comply with labor regulations?

Permanent Workers	How many?
Hire	114a
Fire	114b

L1.14a **ONLY FOR THOSE WHO SAY AFFECT TO HIRING (COD 1 OR 3 IN L.13)**
Which of the following aspects of labor regulations constitute the biggest obstacle in hiring workers for this establishment? **ONLY ONE ANSWER – SHOW CARD 23** **L114a**

Retirement benefits	1
Cost of health insurance	2
Restrictions on hours worked	3
Restrictions on temporary workers	4
Severance pay	5
Others (SPECIFY) L114ax	6

QUESTIONS L15 AND L16 ONLY FOR TIC FIRMS, THE REST OF FIRMS GO TO QUESTION L30.

L15 In the last three years, did the average wage rate increase, decrease or remain the same for employees with the following sets of skills? If that is the case, please estimate percent change during the year: **INTERVIEWER, WRITE THE PERCENTAGE IN THE CORRESPONDENT COLUMN. SHOW CARD 24**

	1= increase 2= decrease 3= remain the same			Percent change
Basic computer skills	1	2	3115a1	115a2%
Good working knowledge of standard office software	1	2	3115b1	115b2%
Facility with industry specific software	1	2	3115c1	115c2%
Knowledge of hardware and maintenance	1	2	3115d1	115d2%
Advanced knowledge of programming and application or system architecture	1	2	3115e1	115e2%

1.16 How important is a working knowledge of English as a skill that the technical staff needs to successfully conduct the tasks required in this establishment's line of business? **SHOW CARD 25**

116	Not at all important	Slightly important	Important	Very important	Does not know
Importance of English	1	2	3	4	-9

1.30 What is the level of obstacle of the next items to the functioning of this establishment? **SHOW CARD 26**

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

M. INVESTMENT CLIMATE CONSTRAINTS TO THE ESTABLISHMENT AND REFORMS

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

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

m.1 You have indicated that several obstacles affect the operation of this establishment. Here is a card with the obstacles I mentioned throughout the interview (**HAND RESPONDENT CARD 27 LISTING ALL FACTORS**). Please tell me the three that you think are currently the biggest problem, beginning with the worst of all three.

OBSTACLES
1-Access to finance (availability and cost)
2-Access to land
3-Business licensing and permits
4-Corruption
5-Crime, theft and disorder
6-Customs and trade regulations
7-Electricity
8-Functioning of the courts
9-Inadequately educated workforce
10-Labor regulations
11-Macroeconomic instability
12-Political instability
13-Practices of competitors in the informal sector
14-Tax administration
15-Tax rates
16-Transportation

INTERVIEWER: WRITE THE CORRESPONDENT CODE

Most serious obstacle	m1a
Second most serious obstacle	m1b
Third most serious obstacle	m1c

INTERVIEWER: WRITE THE TOTATION OF CARDS

m1d

Rotation	A	B	C
	1	2	3

N. PRODUCTIVITY

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

The purpose of the following questions is to allow us to estimate the productivity of establishments like this one. Estimates are made at the aggregate level so the information you provide below will be compiled with the information from other establishments. It is important that this information be as accurate as possible.

Please provide the following information from the financial statements of this establishment.

n.2 For fiscal year **[insert last complete fiscal year]**, please provide the following information about this establishment:

	Last Complete Fiscal Year	
Total annual cost of labor (including wages, salaries, bonuses, social payments)	n2a	LCUs
Total annual costs of electricity	n2b	LCUs
Total annual costs of communications services	n2c	LCUs
Total annual cost of rental of land/buildings, equipment, furniture	n2d	LCUs

n.3 In fiscal year **[insert from last complete fiscal year three years back]**, three complete fiscal year's ago, what was total annual sales for this establishment?

	Three Fiscal Years Ago
Total annual sales	n3 LCUs

INTERVIEWER: IF ESTABLISHMENT WAS NOT IN BUSINESS THREE YEARS AGO, WRITE -7

n.5 In fiscal year **[insert last complete fiscal year]**, what was the total annual expenditure for purchases of:

	Last Complete Fiscal Year	
Machinery, vehicles and equipment (new and/or used)	n5a	LCUs
Land and buildings	n5b	LCUs
Information technology (computers, telecommunications, software)	n5c	LCUs

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

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

Date (mm/dd)	Hour	Minutes	AM/PM

a15

INTERVIEWERS PLEASE ANSWER AT END OF THE INTERVIEW:

a.16 It is my perception that the questions regarding opinions and perceptions: **a16**

Truthful (reflect real opinions)	1
Somewhat truthful	2
Not truthful	3

a.17 The questions regarding figures (productivity and employment numbers): **a17**

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

INTERVIEWER COMMENTS: a17x

(Problems occurred/extraordinary circumstances which could influence results)

SUPERVISORS PLEASE ANSWER:

a.18 This questionnaire was completed in: **a18**

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

IF OPTION 2 OR 3, ESTIMATE THE WHOLE INTERVIEW

a.19 Whole interview

Hour	Minutes

a19

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