

PROJECT: ICS 2007



INDOCHINA RESEARCH

Indochina Research (Cambodia) Ltd

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Phnom Penh, Cambodia

CARD 1

Job No.						
	(1)	(2)	(3)	(4)	(5)	(6)
Interview No.						
Interviewer Name						
Interviewer No.						
Date of Interview	/ / 2007					
Interview Length	From:			To:		

CH:

CO:

DC:

Screening Questionnaire

Number from sample:

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(7)

Telephone number: _____

(8)

If no answer, please indicate:

(9)

Wrong number 1

No answer 2

Number disconnected 3

Good morning/afternoon/evening. I am calling from Indochina Research Limited, a research company.

Could I please speak to the person who most often represents the firm for official purposes, that is the individual who most often deals with banks or government agencies/institutions? If asked to explain why, add: Indochina Research Limited has been contracted by the World Bank to carry out a survey of the businesses and investment climate in Cambodia. They want to better understand the conditions for doing business in the country by asking the opinion of the individuals who are the top firm managers and most often deal with banks or government agencies.

If person is unavailable, arrange a convenient time to call back:

<i>Date of Interview</i>	<i>Hours</i>	<i>Minute</i>	<i>Mor/Evening</i>	(10)
				(11)

When put through, continue.

Good [morning/afternoon/evening]. I am [.....] from Indochina Research Limited. On behalf of the World Bank, we seek the opinions of business leaders like you with respect to the business and investment climate in Cambodia. Would you please answer a few preliminary questions to determine if we should establish an appointment to complete the survey? Thank you.

S I a Have you received the invitation letter?

(12)

Yes 1

No 2

S 1 b Have you read it?

(13)

Yes 1

No 2

When put through, continue.

We would like to schedule an appointment for an interview. The purpose of this survey is to better understand conditions of the local investment climate and how these conditions affect productivity and growth of your establishment. Your responses, and those of other business leaders, will help to inform to advise government about new policies and programs to improve your establishment's productivity and allow it to grow. The questionnaire will take approximately one hour to complete. Several sections may be filled out by other members of your staff such as your accountant, financial manager, and human resource manager. All information you provide will be strictly confidential and no individual establishment-level data will be disclosed. Neither your name nor the name of your establishment will be used in any document based on this survey.

IF THE RESPONDENT SAYS NO, TERMINATE INTERVIEW.

S 2 When did your firm start operation?

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TERMINATE IF AFTER APRIL 200 (14)

S 3 Please tell me what type of product or service represents this firm's greatest share of annual sales?

(15)

Manufacturing	Food	101
	Textiles	102
	Garments	103
	Chemicals	104
	Plastics & rubber	105
	Basic metals and fabricated metal products	106
	Machinery and equipment	107
	Electronics	108
	Other manufacturing	109
Trade	Wholesale (includes export services)	201
	Retail	202
Tourism	Hotels and restaurants	301
	Other services (travel agencies, tour operators, etc.)	302
Other	Construction	401
	Transport (60-64)	402
	IT	403
	Other	404

- S 4** How many regular employees did this firm have in April 2006?
(16)
- | | | |
|------------------------|---|------------------|
| Fewer than 5..... | 0 | TERMINATE |
| Between 5 and 19..... | 1 | |
| Between 20 and 99..... | 2 | |
| More than 99 | 3 | |
- S 5** What kind of firm is this?
(17)
- | | | |
|---|---|------------------|
| A private for-profit establishment..... | 1 | |
| A government-owned establishment..... | 2 | TERMINATE |
| A community-owned establishment..... | 3 | TERMINATE |
- S 6** Do you keep your own account?
(18)
- | | | |
|-----------|---|------------------|
| Yes | 1 | |
| No | 2 | TERMINATE |

S 7 Where is your firm's operaton? (19)

Battambang..... 1

Siem Reap..... 2

Phnom.Penh..... 3 *(Note - includes outskirts of PP that might officially be in Kandal)*

Kampong.Cham..... 4

Other..... 5 **TERMINATE**

S 8 Expected interview length

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 (20)

S 9 Name of Interviewer _____ (21)

Name of Supervisor _____ (22)

Date of Follow up interview _____ (23)

Notes / comments _____ (24)

THANK RESPONDENTS



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CH:
CO:
DC:

INTRODUCTION

This survey is conducted on behalf of the World Bank 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: (7)

District/Khan: (8) Province:..... (9)

Q 1 In what year did your firm begin operations in this country? Record real year (10)

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

Person (11)

Q 3 Was this establishment formally registered when it began operations in this country?

(includes MoC registration and business permits) (12)

Yes 1

No 2 Skip to Q5

Q 4 In what year was this establishment registered? (13)

SHOWCARD Q5

Q 5 What is the current legal status of your firm? Record SA

- 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 6 What percentage of your firm is owned by (Record %)

Private Sector:

Domestic _____ % (15)

Foreign _____ % (16)

Government State _____ % (17)

Other _____ % (18)

100%

Q 7 Was your firm previously owned by the government (the state)?

(19)

Yes 1

Record the privatization year

--	--	--	--

(20)

No 2

Q 8 a What percentage of your firm is owned by the largest shareholder or owner?

(Record %)

_____ (21)

SHOWCARD Q8b

Q 8 b Which of the following status best describes the largest shareholder or owner in your firm?

Record SA

(22)

Individual..... 1 **Go to Q9**

Family..... 2 **Go to Q9**

Domestic company..... 3 **Skip to Q10**

Foreign company..... 4 **Skip to Q10**

Financial Institution..... 5 **Skip to Q10**

Managers of the firm..... 6 **Skip to Q10**

Employees of the firm..... 7 **Skip to Q10**

Government or government agency..... 8 **Skip to Q10**

Other, specify _____ 9 **Skip to Q10**

Q 9 Is this principal owner also the manager/director?

(23)

Yes 1

No 2

Q 10 a How many establishments (separate operating facilities including this establishment) does your firm have in this country?

(Record the number) _____ (24)

Q 10 b Does your firm have holdings or operations in other countries?

(25)

Yes 1

No 2

Q 11 Where are this establishment and your headquarters located in this country?

Establishment _____ (26) (At the place interviewed)

Headquarter (record if different), _____ (27)

Q 12 a What is/are your main product line(s)?

Q 12 b What was it in 2004?

Q12a

--	--	--

(28)

Q12b

--	--	--

(29)

CAPACITY, WORKING CONDITIONS & INVESTMENT

IF MANUFACTURING FIRMS ASK THE FOLLOWING QUESTION; OTHERWISE SKIP TO Q14

- Q 13** What was this establishment's average capacity utilization **in 2006?** (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)

_____ % (5)

- Q 14** In general improvements in working conditions improve a/ productivity; b/ exports

a.) Productivity

fully agree	tend to agr	tend to disagree	fully disagree	don't know
0	1	2	3	888 (6)

b.) Export

fully agree	tend to agr	tend to disagree	fully disagree	DK	NA
0	1	2	3	888	1000 (7)

- Q 15** If you could change the number of regular full-time workers you currently employ without any restrictions (ie. without seeking permission, making severance payments...), what would be your optimal level of employment as a % of your existing workforce?

_____ % (8) (e.g. 90% implies you would reduce your workforce by 10%)
(e.g. 110% means that you want to expand by 10%)

SHOWCARD Q16

- Q 16** Please tell in a 4 point scale how problematic are the following issues for the operation and growth of your business.

		No	Minor	Moderate	Major	Very			
		Obstacle	Obstacle	Obstacle	Obstacle	Obstacle	DK	Refuse	NA
Skills & Education of available workers 0 1 2 3 4 888	999 1000	(9)
Labor regulations 0 1 2 3 4 888	999 1000	(10)

- Q 17** For how much would you sell your:

Machinery vehicles and equipment	\$	(11)
Land (if owned)	\$	(12)
Buildings (if owned)	\$	(13)

- Q 18** What is your prospect for investment for the next 3 years?

	Reduce		Increase			
Close	Drastically	Somewhat	Same	Somewhat	Drastically	DK NA
1 2 3 4 5 6	888 1000 (14)

DEGREE OF COMPETITION

Q 19 In 2006, within your main product line, how many competitors do you have in the domestic market that are:

	None	1	2-5	More than 5	DK	Refuse	
Domestic private firms	0	1	2	3	888	999	(5)
Cambodian State Owned firms	0	1	2	3	888	999	(6)
Foreign owned firms	0	1	2	3	888	999	(7)
NGOs	0	1	2	3	888	999	(8)
Other (specify)	0	1	2	3	888	999	(9)

Q 20 a In 2006, within your main line, how many suppliers in Cambodia of your main supply or input do you have that are:

	None	1	2-5	More than 5	DK	Refuse	
Domestic private firms	0	1	2	3	888	999	(10)
Cambodian State Owned firms	0	1	2	3	888	999	(11)
Foreign owned firms	0	1	2	3	888	999	(12)
NGOs	0	1	2	3	888	999	(13)
Other (specify)	0	1	2	3	888	999	(14)

Q 20 b In 2006, within your main product line, how many customers do you have in domestic market that are:

	None	1	2-5	More than 5	DK	Refuse	
Domestic private firms	0	1	2	3	888	999	(15)
Cambodian State Owned firms	0	1	2	3	888	999	(16)
Foreign owned firms	0	1	2	3	888	999	(17)
NGOs	0	1	2	3	888	999	(18)
Other (specify)	0	1	2	3	888	999	(19)

SHOWCARD Q21

Q 21 Please tell us on a 4 point scale how problematic for your firm are the following practices of your competitors for your firm?

	No Obstacle	Minor Obstacle	Moderate Obstacle	Major Obstacle	Very Severe Obstacle	DK	Refuse	NA	
They avoid sales tax, VAT or others taxes	0	1	2	3	4	888	999	1000	(20)
They do not pay duties or observe trade regulations	0	1	2	3	4	888	999	1000	(21)
They avoid labor taxes/regulations	0	1	2	3	4	888	999	1000	(22)
They violate my copyrights, patents or trademarks	0	1	2	3	4	888	999	1000	(23)
They receive subsidies (including the toleration of tax arrears) from national/local gov	0	1	2	3	4	888	999	1000	(24)
They have favored access to credit, infrastructure services or customers	0	1	2	3	4	888	999	1000	(25)
They conspire to limit my access to markets or suppliers	0	1	2	3	4	888	999	1000	(26)

SHOWCARD Q22

Q 22 Now I would like to ask you a hypothetical question. If you were to raise your prices of your main product line or main line of services 10% above their curent level in the domestic market (after allowing for any inflation) which of the following would best describe the result assuming that your competitors maintained their current prices? **Record SA**

- (27)
- Our customers would continue to buy from us in the same quantities as now

.....

1
- Our customers would continue to buy from us but at slightly lower quantities

.....

2
- Our customers would continue to buy from us but at much lower quantities

.....

3
- Our customers would stop buying from us

.....

4

SHOWCARD Q23

Q 23 Please tell in a 4 point scale how problematic are the following issues for the operation and growth of your business.

	No	Minor	Moderate	Major	Very				
	Obstacle	Obstacle	Obstacle	Obstacle	Severe	DK	Refuse	NA	
Anti-competitive or informal practices	0	1	2	3	4	888	999	1000	(28)

SHOWCARD Q24a

Q 24 a In 2006, during how many days did your establishment experience the following service interruptions by public or private providers?

Q 24 b On average, how many working minutes did they last each time?

Q 24 c What % of your total sales value was lost in 2006 due to this type of interruption?

[including lost production time, time to reset machine and process interruption]

	Q24a		Q24b		Q24c		NA
Power outages or surges from the grid/power lines?	_____ Days	(5)	_____ Min	(8)	_____ % Ttl sales	(11)	1000 (14)
Insufficient water supply?.....	_____ Days	(6)	_____ Min	(9)	_____ % Ttl sales	(12)	1000 (15)
Unavailable mainline telephone service?.....	_____ Days	(7)	_____ Min	(10)	_____ % Ttl sales	(13)	1000 (16)

Q 25 a What is your average cost of a kilowatt-hour (Kwh) of electricity from the power line? What about in 2004? (Record per Kwh)

NOW		2004	
_____ per Kwh	(17)	_____ per Kwh	(18)

Q 25 b Is it a public or private grid?

	(19)
Public.....	1
Private.....	2
Both	3

Q 25 c Does your establishment own or share a generator?

	(20)
Yes	1
No	2 Skip to Q26a

Q 25 d What % of your electricity comes from your own or a shared generator?

_____ % (21)

Q 26 a What share of your firm's water supply do you get from the following sources?

Q 26 b What is the cost per cubic meter?

Q 26 c Is your piped water supply public or private?

	Q26a		Q26b		Q26c	
Piped water supply	_____ %	(22)	_____ \$/m3	(25)	Public	1 (27)
					Private	2 (28)
Your own well or a shared well or river?.....	_____ %	(23)				
Purchased from private vendors?.....	_____ %	(24)	_____ \$/m3	(26)		

Q 27 Does your establishment use a mobile phone for business?

	(29)
Yes	1
No	2

Q 28 What % of your workforce regularly uses a computer in their jobs?

_____ % (30)

Q 29 a Does your establishment use e-mail in its interactions with clients and suppliers?

Q 29 b Does your establishment use a website in its interactions with clients and suppliers?

	Q29a		Q29b	
	(31)		(32)	
Yes	1	1	
No	2	2	

Q 30 a Is your establishment/firm a member of a business association or chamber of commerce?

(33)

Yes 1

No 2 **Skip to Q31**

SHOWCARD Q30b

Q 30 b For each of the following, please indicate what services your enterprise receives from the business association that is the most important.

	Yes	No
Lobbying government	1	2 (34)
Resolution of disputes (with officials, workers or other firms).....	1	2 (35)
Information and/or contacts on domestic product and input markets	1	2 (36)
Information and/or contacts on international product and input markets.....	1	2 (37)
Accrediting standards or quality of products, reputational benefits.....	1	2 (38)
Information on government regulations.....	1	2 (39)

SHOWCARD Q31

Q 31 Please tell in a 4 point scale how problematic are the following issues for the operation and growth of your business.

	No Obstacle	Minor Obstacle	Moderate Obstacle	Major Obstacle	Very Severe Obstacle	DK	Refuse	NA
Telecommunications	0	1	2	3	4	888	999	1000 (40)
Electricity	0	1	2	3	4	888	999	1000 (41)
Transportation.....	0	1	2	3	4	888	999	1000 (42)

Q 32 a Have you heard of a Special Economic Zone (SEZ)?

(43)

Yes 1

No 2 **SKIP TO Q34a**

Q 32 b In case of yes, please choose how you heard about "SEZ."

From Ministry of Commerce (MOC)	1	(44)
From Council for the Development of Cambodia (CDC).....	2	(45)
From Chamber of Commerce.....	3	(46)
From Ministry of Economy and Finance (MEE).....	4	(47)
From other government agency.....	5	(48)
From SEZ developer/operator.....	6	(49)
From private companies/firms	7	(50)
From donors.....	8	(51)
Through media (TV, newspaper, billboards).....	9	(52)

Q 33 a Which of the following factors of SEZ do you think are important in attracting private companies/firms/factories such as yours?

For each characteristic, please choose either 1. Important or 2. Not Important

	Rank
availability of basic infrastructure (land, water supply, power supply, telecomm) in SEZ	1 2 (69)
competitive cost of the above mentioned utilities in SEZ.....	1 2 (70)
availability of financial services nearby (banks, loan agency, law firm etc.).....	1 2 (71)
availability of other infrastructure/services for workers nearby (school, dorm/apartments, hospital, etc.)	(72)
accessibility/distance to the major national road	1 2 (73)
accessibility/distance to export/import outlets, such as airports, ports, etc.	1 2 (74)
accessibility/distance to market and other distribution center for domestic consumptions	1 2 (75)
availability of labor at competitive cost.....	1 2 (76)
availability of high-skilled labor nearby.....	1 2 (77)
availability of related industries nearby.....	1 2 (78)
tax incentives	1 2 (79)
availability of one stop service at the SEZ for processing investment, exports, imports, etc.....	1 2 (80)
availability of legal framework for SEZ.....	1 2 (81)
credible developer/operator of SEZ	1 2 (82)
nature and background of other factories/firms in the SEZ	1 2 (83)
security of the SEZ location	1 2 (84)

CRIME

- Q 34 a** How much did you spend on..... **in 2006?** What about **in 2004?**
Security (equipment, personnel, professional services...)

2004

_____ \$ (5)

_____ \$ (6)

- Q 34 b** Protection payments (e.g. to organized crime or police to prevent violence)?

_____ \$ (7)

- Q 35 a** Please estimate the losses of theft, robbery, vandalism or arson against your establishment **in 2006?**

_____ \$ (8) *(Skip to Q36 if none)*

- Q 35 b** What share of the incidents did you report to the police?

_____ % (9) *(Skip to Q36 if none)*

- Q 35 c** Of these reported incidents, what share were solved (the perpetrator was caught...)?

_____ % (10)

SHOWCARD Q36

- Q 36** Please tell in a 4 point scale how problematic are the following issues for the operation and growth of your business.

	No	Minor	Moderate	Major	Very				
	Obstacle	Obstacle	Obstacle	Obstacle	Severe	DK	Refuse	NA	
	Obstacle				Obstacle				
Crime, theft and disorder	0	1	2	3	4	888	999	1000	(11)

SHOWCARD Q37

Q 37 "I am confident that the judicial system will enforce my contractual and property rights in business disputes".

a To what degree do you agree with this statement nowadays?

Fully Agree>>> Agree in most cases>>> Tend to agree>>> Tend to disagree>>> Disagree in most cases>>> Fully disagree
1 2 3 4 5 6 (5)

b To what degree do you agree with this statement in 2004?

Fully Agree>>> Agree in most cases>>> Tend to agree>>> Tend to disagree>>> Disagree in most cases>>> Fully disagree
1 2 3 4 5 6 (6)

SHOWCARD Q38

Q 38 In general, in resolving business disputes, do you believe your country's court system to be:

	Always>>>	Usually>>>	Frequently>>>	Sometimes>>>	Seldom>>>	Never Refuse	NA	
Fair and Impartial	1	2	3	4	5	6	999	1000 (7)
Quick	1	2	3	4	5	6	999	1000 (8)
Affordable	1	2	3	4	5	6	999	1000 (9)
Decisions Enforced	1	2	3	4	5	6	999	1000 (10)

Q 39 a In 2006 or 2007, has your firm been involved in any legal dispute with ...?

	Yes	No	
National government	1	2	(11)
Provincial Authority	1	2	(12)
Municipal Authority	1	2	(13)
District Authority	1	2	(14)

If mentioned ALWAYS "No" ; skip to Q41a

Q 39 b How many of such disputes have been resolved in each of the following ways:

Through the courts.....	1	Skip to Q41a (15)				times (19)
Through arbitration/mediation.....	2	(16)				times (20)
Other, (Specify).....	3	(17)				times (21)
Not resolved (ongoing).....	4	(18)				times (22)

SHOWCARD Q40

Q 40 Why your firm did not go to the court to resolve any dispute with the National, Provincial, Municipal government or any agency in 2006 or 2007?

Amongst the following reasons, please tell me if they apply or not.

The problem was too small to go to the court	1	(23)
Court process is too long	2	(24)
Court decision will be not fair to the firm	3	(25)
An eventual court decision in favor of my firm will not be enforceable	4	(26)
Lack of firm money to pay lawyers	5	(27)
Necessity to pay bribes	6	(28)
Easier to settle out of court	7	(29)
Fear of retribution by authorities	8	(30)
Concern that the judge will lack sufficient training to - render an appropriate judgment	9	(31)
DK	888	(32)
Refuse	999	(33)
NA	1000	(34)

Q 41 a What % of your sales to private customers involve overdue payments?

_____ % (35) **(Skip to Q41c if none)**

Q 41 b How long does it typically take to resolve an overdue payment? **(Record in days)**

_____ days (36)

Q 41 c In 2006 and 2007, what % of your establishment's disputes over payments were resolved by court action?

_____ % (37) **(Skip to Q41e if none)**

Q 41 d On average, how many weeks did those court cases take to resolve? **(Record in days)**

_____ days (38)

Q 41 e What % of your sales to government agencies or state-owned enterprises involve overdue payments?

_____ % (39) NA 1000

SHOWCARD Q42

Q 42 Please tell in a 4 point scale how problematic are the following issues for the operation and growth of your business.

	No	Minor	Moderate	Major	Very	DK	Refuse	NA	
	Obstacle	Obstacle	Obstacle	Obstacle	Obstacle				
Legal system/conflict resolution	0	1	2	3	4	888	999	1000	(40)

SHOWCARD Q43

Q 43 How would you rate the efficiency of government in delivering services (e.g public utilities, public transportation , security, education & health etc) on a 6 points scale where 1 is very inefficient and 6 very efficient?

Very Inefficient Inefficient Somewhat inefficient Somewhat efficient Efficient Very efficient

1 2 3 4 5 6 (5)

What about **in 2004?**

Very Inefficient Inefficient Somewhat inefficient Somewhat efficient Efficient Very efficient

1 2 3 4 5 6 (6)

SHOWCARD Q44

Q 44 In general, changes in policies, laws and regulations that materially affect my business are:

Completely Highly Fairly Fairly Highly Completely DK Refuse NA
Predictable Unpredictable

1 2 3 4 5 6 888 999 1000 (7)

SHOWCARD Q45

Q 45 "In general, government officials interpretations of regulations affecting my establishment are consistent."

Q 45 a To what extent do you agree with this statement currently?

Q 45 b What about **in 2004?**

	Q45a	Q45b
	(8)	(9)
Fully agree	1 1	
Agree in most cases	2 2	
Tend to agree	3 3	
Tend to disagree	4 4	
Disagree in most cases	5 5	
Fully disagree	6 6	
DK	888 888	
Refuse	999 999	
NA	1000 1000	

SHOWCARD Q46

Q 46 Are the following administrative procedures and regulations an obstacle for your firm's operations and growth?

Please evaluate the severity of the obstacle.

	No	Minor	Moderate	Major	Very	DK	Refuse	NA	
	Obstacle	Obstacle	Obstacle	Obstacle	Obstacle				
Registering a new enterprise	0	1	2	3	4	888	999	1000	(10)
Business/sectoral licensing	0	1	2	3	4	888	999	1000	(11)
Tax administration	0	1	2	3	4	888	999	1000	(12)
Standards and certification	0	1	2	3	4	888	999	1000	(13)
Labor regulations	0	1	2	3	4	888	999	1000	(14)
Environmental regulations	0	1	2	3	4	888	999	1000	(15)
Fire/Safety and sanitary regulations	0	1	2	3	4	888	999	1000	(16)
Customs regulations	0	1	2	3	4	888	999	1000	(17)
Price regulations	0	1	2	3	4	888	999	1000	(18)
Procedures for access to land and premises	0	1	2	3	4	888	999	1000	(19)
Business inspections (of all types)	0	1	2	3	4	888	999	1000	(20)

SHOWCARD Q47

Q 47 Please rate your current perception of the relation between the national, provincial and municipal government and district authority and your business:

	Very Helpful	Midly	Neutral	Midly	Very Unhelpful	DK	Refuse	NA	
National Government.....	1	2	3	4	5	888	999	1000	(21)
Provincial authority.....	1	2	3	4	5	888	999	1000	(22)
Municipal authority.....	1	2	3	4	5	888	999	1000	(23)
District authority	1	2	3	4	5	888	999	1000	(24)

Q 48 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)?

_____ (25)

Q 49 a Does your firm own or rent premises/building where its most important activity takes place?

Q 49 b Does your firm own or rent land where its most important activity takes place?

	Q49a (26)	Q49b (27)
Own	1	1
Rent from private owners/firms	2	2
Rent from government institution	3	3
Given without compensation by government institution	4	4
Occupied without right	5	5
DK	888	888
Refuse	999	999
NA	1000	1000

IF FIRM OWNS LAND; ASK Q50 & Q51

Q 50 If the firm acquired land in **2006 or 2007**, please fill out the table below for the most recent acquisition:

	TTL Time	TTL Cost	Unoff. Payment		Unoff. Fees	
			Yes	No	Yes	No
Identifying, contacting, dealing with owners _____ days	(28)					
Obtaining a land survey _____ days	(29)	____\$	(31)	1 2	(33)	____\$ (35)
Registering title in the land _____ days	(30)	____\$	(32)	1 2	(34)	____\$ (36)
_____ office/cadastre						

Q 51 For the land you own, what type of title do you have? (full registration certificate - solid title -; possession title due to pre-2000 titling; receipt for land registration without certificate (soft title); none)? (37)

Full registration certificate - solid title.....	1
Possession title due to pre-2000 titling.....	2
Receipt for land registration without certificate (soft title).....	3
None.....	4

IF FIRM OWNS BUILDINGS; ASK Q52

Q 52 If the firm did a construction in **2006 or 2007**, please fill out the table below for the most recent construction:
(only fill in the most recent one; not all three)

	TTL Time	TTL Cost	Unoff. Payment		Unoff. Fees	
			Yes	No	Yes	No
Design Approval _____ days	(38)	____\$	(41)	1 2	(44)	____\$ (47)
Construction Permit _____ days	(39)	____\$	(42)	1 2	(45)	____\$ (48)
Occupancy / Use Permit _____ days	(40)	____\$	(43)	1 2	(46)	____\$ (49)

Q 53 Did your firm obtained new utility hookups in **2006 or 2007**?

Yes	(50)	1
No	2	Skip to Q54

Please indicate the following information (for the most recent one only):

		Electricity		Water/ Sewer		Phone/ Telecom	
a	Was it simple connection OR Expansion of capacity?	Simple connection.....	1 (51)	1 (52)			
		Expansion of capacity.....	2	2			
b	Is it public OR Private?	Public.....	1 (53)	1 (54)	1 (55)		
		Private.....	2	2	2		
c	TTL Time	_____ days	(56)	_____ days	(57)	_____ days	(58)
d	TTL Cost	____\$	(59)	____\$	(60)	____\$	(61)
e	Value of unoff. payments (gifts)	Yes 1	(62)	Yes 1	(63)	Yes 1	(64)
		No 2		No 2		No 2	
f	Value of unoff. payments (gifts)	____\$	(65)	____\$	(66)	____\$	(67)

Q 54 In a typical week, what % of senior management's time is spent in dealing with requirements imposed by government regulations (e.g. taxes, customs, labor regulations, licensing and registration) including dealings with officials, completing forms? What about in 2004?

_____ %	(68)	_____ %	(69)
---------	------	---------	------

- Q 55** Have you ever decided not to make a major investment because of problems relating to complying with government regulations? (70)

Yes 1
No 2 **Skip to Q57**

SHOWCARD Q56

- Q 56** Could you please specify which of the following two options better describes the nature of the problems (71)

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

SHOWCARD Q57

- Q 57** Please evaluate the following public agencies or services for their overall honesty/integrity on a 6 points scale

	Very good	Good	Slightly Good	Slightly Bad	Bad	Very bad	Ref:	NA
State Tax administration	1	2	3	4	5	6	999 1000	(72)
Customs Service/Agency	1	2	3	4	5	6	999 1000	(73)
Port Authority of Sihanoukville	1	2	3	4	5	6	999 1000	(74)
Phnom Penh Airport	1	2	3	4	5	6	999 1000	(75)
CamControl	1	2	3	4	5	6	999 1000	(76)
Pre-Shipment Inspection Service	1	2	3	4	5	6	999 1000	(77)
Roads Department / Public Works	1	2	3	4	5	6	999 1000	(78)
Post Office	1	2	3	4	5	6	999 1000	(79)
The Telephone Service/Agency	1	2	3	4	5	6	999 1000	(80)
The Electric Power Company/Agency	1	2	3	4	5	6	999 1000	(81)
The Water/Sewerage Service/Agency	1	2	3	4	5	6	999 1000	(82)
The Police	1	2	3	4	5	6	999 1000	(83)
The armed forces/military	1	2	3	4	5	6	999 1000	(84)
Public Health Care Service/Hospitals	1	2	3	4	5	6	999 1000	(85)
Education services/Schools	1	2	3	4	5	6	999 1000	(86)
Central Government leadership	1	2	3	4	5	6	999 1000	(87)
The National Assembly	1	2	3	4	5	6	999 1000	(88)
The judiciary/courts	1	2	3	4	5	6	999 1000	(89)
Export promotion Dept, MOC	1	2	3	4	5	6	999 1000	(90)
Council for development (CDC)	1	2	3	4	5	6	999 1000	(91)

- Q 58** Do you have adequate information on: import regulations, import fees, export regulations, export fees, taxes, labor reg., environmental reg., registration processes

	YES	NO
Import regulations.....	1 2	(92)
Import fees	1 2	(93)
Export regulations.....	1 2	(94)
Export fees	1 2	(95)
All taxes	1 2	(96)
Labor reg.	1 2	(97)
Environmental reg.....	1 2	(98)
Registration processes.....	1 2	(99)

SHOWCARD Q59

- Q 59** We have 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...

Would you say this is true:

(SA)

(100)

Always 1
 Mostly 2
 Frequently 3
 Sometimes 4
 Seldom 5
 Never 6
 Don't know 888
 Refuse 999

- Q 60** On average, what % of annual sales value would such informal expenses cost to a typical firm like yours?

What about in 2004?

2004

_____ % (101) _____ % (102)

- Q 61** 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?

_____ % (103)

- Q 62 a** Was your company inspected by or required to attend meetings with officials of national government, provincial or municipal authority agencies in 2006?

(104)

Yes 1

No 2 **Skip to Q63a**

SHOWCARD Q62

- Q 62 b** Please answer to the questions as below for an average/typical inspection:

	TTL # of Insp Meetings	% by local authorities	Av. # inspectors each time	Av. Duration of insp. (in minute)	TTL Cost of Fines	Unoff. Payment Yes No	Value
Tax authorities	_____ (105)	_____ (106)	_____ (107)	_____ (108)	_____ (109)	1 2 (110)	_____ (111)
All other**	_____ (112)	_____ (113)	_____ (114)	_____ (115)	_____ (116)	1 2 (117)	_____ (118)
TOTAL	_____ (119)	_____ (120)	_____ (121)	_____ (122)	_____ (123)		_____ (124)

**** All other includes labor and social security, fire and building safety, sanitation/epidemiology, municipal police, environmental, etc.**

SHOWCARD Q63

- Q 63 a** Did your firm submit forms /reports of the following type of taxes:

b Please tell me the number of submissions per year

c Please tell me how many days the firm's person spend on those activities per year

	Q92a				Q92b		Q92c	
Corporate Income Tax	Yes	1	No	2	(125)	_____ (130)	_____ days	(135)
VAT	Yes	1	No	2	(126)	_____ (131)	_____ days	(136)
Social Security Payments	Yes	1	No	2	(127)	_____ (132)	_____ days	(137)
Excise tax	Yes	1	No	2	(128)	_____ (133)	_____ days	(138)
Salary Tax	Yes	1	No	2	(129)	_____ (134)	_____ days	(139)

Q 64 a Has your firm hired an outside accounting/audit firm/**individual auditor** in 2006?

(140)

Yes 1

No 2 **Skip to Q65a**

Q 64 b How much was this firm's fees in 2006?

.....\$ (141)

Q 65 a During **2006**, how many times did your enterprise have contact with this agency or type of official?

Q 65 b Of these total contacts, how many times did a public official indicate or request that you should make an extra-payment?

Q 65 c On average, how much was required as payment (in equivalent value if it took the form of gift or other favor)

	Q65a		Q65b		Q65c
Government Procurement Agentstimes	(142)times	(147)\$ (152)
Judges / Court Officialstimes	(143)times	(148)\$ (153)
Policetimes	(144)times	(149)\$ (154)
Politicians influencing policies affecting your firmtimes	(145)times	(150)\$ (155)
Other, specifytimes	(146)times	(151)\$ (156)

Q 66 When establishments in your industry do business with the government, how much of the contract value is typically expected in gifts or informal payments to secure the contract?

.....% (157) NA 1000

Q 67 Now I would like you to think about national laws and regulations enacted in **2006 and 2007** that have substantial impact on your business

Did your firm seek to lobby government or otherwise influence the content of laws or regulations affecting it?

(158)

Yes 1

No 2

SHOWCARD Q68

Q 68 How much influence do you think the following groups actually had on recently enacted national laws and regulations that have a substantial impact on your business?

	No Impact	Minor Influence	Moderate Influence	Major Influence	Decisive Influence	DK	Refuse	NA
Your firm	0 1 2 3 4 888	999	1000	(159)				
Other Domestic firms	0 1 2 3 4 888	999	1000	(160)				
Dominant firms or conglomerates in key sectors of the economy	0 1 2 3 4 888	999	1000	(161)				
Individuals or firms with close personal ties to political leaders	0 1 2 3 4 888	999	1000	(162)				
Foreign firms	0 1 2 3 4 888	999	1000	(163)				
Business associations	0 1 2 3 4 888	999	1000	(164)				
Labor Unions	0 1 2 3 4 888	999	1000	(165)				
Organized Crime	0 1 2 3 4 888	999	1000	(166)				
Regional or Local government	0 1 2 3 4 888	999	1000	(167)				
Military	0 1 2 3 4 888	999	1000	(168)				
International development agencies or	0 1 2 3 4 888	999	1000	(169)				

SHOWCARD Q69

Q 69 Please tell in a 4 point scale how problematic are the following issues for the operation and growth of your business.

	No	Minor	Moderate	Major	Very				
	Obstacle	Obstacle	Obstacle	Obstacle	Obstacle	DK	Refuse	NA	
Access to land	0	1	2	3	4	888	999	1000	(170)
Tax Rates	0	1	2	3	4	888	999	1000	(171)
Tax Administration	0	1	2	3	4	888	999	1000	(172)
Business Licensing and Operating Permits	0	1	2	3	4	888	999	1000	(173)
Economic & Regulatory Policy Uncertainty	0	1	2	3	4	888	999	1000	(174)
Macroeconomic Instability (inflation...)	0	1	2	3	4	888	999	1000	(175)
Corruption	0	1	2	3	4	888	999	1000	(176)

SALES, SUPPLIES AND LOGISTICS

Q 70 Within your main line, what's your company's share of the local market (city/nearby areas)? **(Record %)**
 _____ % (5)

Q 71 Within your main line, what's your company's share of the national market? **(Record %)**
 _____ % (6)

Q 72 a What % of your establishment's sales are

Sold domestically	_____	%	(7)		
Exported directly	_____	%	(8)	Skip to	Q73a
Exported indirectly (through distributor)	_____	%	(9)	Skip to	Q73a
100%					

SHOWCARD Q72

Q 72 b What % of your domestic sales are to:

The Government or state owned or controlled enterprises	_____	%	(10)
Firms (multinationals, domestic firms, traders, parent co, etc.)	...	_____	%	(11)
Sales to individuals	_____	%	(12)
Other	_____	%	(13)
100%				

Q 73 a What % of your establishment's sale are pre-paid?

_____ % (14)

Q 73 b What % of your establishment's sale are sold on credit (i.e full payment is not due at the time of delivery)?

_____ % (15)

Following section can be completed with shipping department (if applicable)

Q 74 For your **two** main products, please indicate the annual value of sales, the % that has been exported and the main destination market.

	Name 1		Name 2		
	_____	(16)	_____	(27)	
Value of sales (annual)	_____	(17)	_____	(28)	
% exported if applicable	_____	(18)	_____	(29)	
Destination (domestic or international) USA 1 (19) EU 2 (20) Japan 3 (21) China 4 (22) Thailand 5 (23) Vietnam 6 (24) Other international 7 (25) Domestic 8 (26)	 USA 1 (30) EU 2 (31) Japan 3 (32) China 4 (33) Thailand 5 (34) Vietnam 6 (35) Other 7 (36) Domestic 8 (37)		

Q 75 If your firm exports, please indicate which year did your establishment first exported (**directly or indirectly**)?

Year: _____ DK 888 Refuse 999 NA 1000 (38)

INVESTMENT CLIMATE CONSTRAINTS TO THE ESTABLISHMENT

SHOWCARD Q76

Q 76 Please tell in a 4 point scale how problematic are the following issues for the operation and growth of your business.

	No	Minor	Moderate	Major	Very				
	Obstacle	Obstacle	Obstacle	Obstacle	Obstacle				
Access to Financing (e.g. collateral)	0	1	2	3	4	888	999	1000	(5)
Cost of Financing (e.g. interest rates)	0	1	2	3	4	888	999	1000	(6)

SHOWCARD Q77

Q 77 Of all the constraints mentioned in the interview, what is the most difficult obstacle of all?

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

Ask the following questions for a manufacturing firm; otherwise skip to Q86

Note: Leading product is the product with the highest value of sales in Q74

Q 78 For your leading product, what is the typical value of a consignment order?

_____ \$ DK 888 Refuse 999 NA 1000 (39)

Q 79 For your leading product, what is the nearest delivery point (e.g. warehouse, distribution centre)?

(Refer to Q74)

	Domestic Sales	OR	Exports-Gateway Port
Name to the delivery point	1 _____ Commune (40)		Place (44)
Distance to the delivery point	2 _____ Km (41)		Km (45)
% of sales (annual value) routed through the delivery point	3 _____ % (42)		% (46)
Transport mode(s) from factory gate	4 _____ (43)		(47)

Q 80 For your leading product, please give the total cost for transporting a consignment to the final customer (domestic sales or gateway port for exports)?

Domestic Sales OR Exports-Gateway Port
 _____ \$ (48) _____ \$ (49)

Q 81 a How do you arrange transport services? **(Read out)**

Self-delivery	1	(50)
Directly contract	2	(51)
Hire transport intermediary	3	(52)
Third party logistics provider	4	(53)
DK	888	(54)
Refuse	999	(55)
NA	1000	(56)

Q 81 b What % of the time are transport services late in picking up cargo?

Q 81 c What are the reasons to be late?

	Q81b	% of Times		Q81c	Reasons
OUTBOUND					
Sales to Domestic markets		%	(57)		(59) (62)
Exports.....		%	(58)		(63) (66)

Q 82 a What percentage of your consignment arrives late at the gateway port/distribution center/warehouse in comparison with your planned schedule?

	Gateway port	
Percentage delay in 2006	%	(67)
DK	888	
Refuse	999	
NA	1000	

Q 82 b What percentage of your consignments arrive late at the final destination in comparison with your planned schedule?

Percentage delay in 2006	%	(68)
DK	888	
Refuse	999	
NA	1000	

Q 83 a In 2006, what % of the value of consignments suffered cargo loss & damage?

For both Domestic transport and International transport

.....	%	Domestic transport	Go to	Q83b	(69)
.....	%	International transport	Go to	Q83b	(70)
DK	888		Skip to	Q85	
Refuse	999		Skip to	Q85	
NA	1000		Skip to	Q85	

Q 83 b Please tell me what were the reasons (theft, accident...) for any loss and damage for

Domestic transport	(71)	(74)
International Transport	(75)	(76)

Q 84 Have you received adequate compensation by the transport operator?

	(77)
Yes	1
No	2

Q 85 In 2006, what percentage of sales (estimated) have you lose (including due to rejected and returned products or discounts) because your goods could not reach final buyer on time? _____ % (78)

DK 888

Refuse 999

NA 1000

Q 86 What percent of your establishment's material inputs and supplies are

Purchased from domestic sources % (79)

Imported directly % (80)

Imported indirectly % (81)

100%

Q 87 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.

Product Names	
Names.....	(82) (85)
Value (in 2006)	\$ (83) (86)
% imported (direct or indirect) if applicable.....	% (84) (87)

Q 88 At the time you receive delivery of your most important input or supply (see Q87), how many days of inventory do you typically have on hand?

Days _____ DK 888 Refuse 999 NA 1000 (88)

Q 89 What % of your purchased material inputs/supplies are of lower than agreed upon quality?

_____ % DK 888 Refuse 999 NA 1000 (89)

Q 90 What % of sales in 2006 were lost due to delivery delays from suppliers?

_____ % DK 888 Refuse 999 NA 1000 (90)

Q 91 a What was the average number of days in 2006 that it took from the time your goods arrived in their point of exit until the time they clear customs?

Days _____ DK 888 Refuse 999 NA 1000 (91)

Q 91 b What was the longest number of days in 2006 that it took from the time your goods arrived in their point of exit until the time they clear customs?

Days _____ DK 888 Refuse 999 NA 1000 (92)

Q 92 Please estimate the costs and delays involved in the following:

- a Obtaining an export permit
- b Obtaining a certificate of origin
- c Organizing and completing a joint inspection (Customs + CamControl) at your factory
- d Certificate of Invoice (CI)

Q92a

Yourself	Hire intermediary
-----------------	--------------------------

Total time (calendar days) _____ (93) _____ (98)

Total Cost _____ \$ (94) _____ \$ (99)

Unofficial payments, gifts Yes 1 No 2 (95)

Value of unofficial payments, gi. _____ \$ (96)
(97) (100)

DK 888 888

Refuse 999 999

NA 1000 1000

Q92b

Yourself	Hire intermediary
-----------------	--------------------------

Total time (calendar days) _____ (101) _____ (106)

Total Cost _____ \$ (102) _____ \$ (107)

Unofficial payments, gifts Yes 1 No 2 (103)

Value of unofficial payments, gi. _____ \$ (104)
(105) (108)

DK 888 888

Refuse 999 999

NA 1000 1000

Q92c

Yourself	Hire intermediary
-----------------	--------------------------

..... (109) (112)

..... \$ (110) \$ (113)

..... (111) (114)

..... 888 888

..... 999 999

..... 1000 1000

Q92d

Yourself	Hire intermediary
-----------------	--------------------------

Total time (calendar days) _____ (115) _____ (120) _____ (123)

Total Cost _____ \$ (116) _____ \$ (121)

Unofficial payments, gifts Yes 1 No 2 (117)

Value of unofficial payments, gi. _____ \$ (118)
(119) (122) (125)

DK 888 888 888

Refuse 999 999 999

NA 1000 1000 1000

Whole Process

Hire intermediary

..... (123)

..... \$ (124)

SHOWCARD Q93

Q 93 This question below refer to your average/typical export transaction in 2006,

	Export transaction by yourself						Hire intermediary					
	TTL Time	TTL Cost*			Unoff.		TTL Time	TTL Cost*				
	(Hours)				Payment		(Hours)					
			Yes	No								
EXPORT												
Border police	(126)	\$ (135)	1	2	(144)	\$ (153)	(162)	\$ (171)				
Vet. & phyto-sanitary inspect	(127)	\$ (136)	1	2	(145)	\$ (154)	(163)	\$ (172)				
Customs clearance	(128)	\$ (137)	1	2	(146)	\$ (155)	(164)	\$ (173)				
MoC-CAM Control	(129)	\$ (138)	1	2	(147)	\$ (156)	(165)	\$ (174)				
MoC-GSP Department	(130)	\$ (139)	1	2	(148)	\$ (157)	(166)	\$ (175)				
MoC-FT Department	(131)	\$ (140)	1	2	(149)	\$ (158)	(167)	\$ (176)				
VAT rebate	(132)	\$ (141)	1	2	(150)	\$ (159)	(168)	\$ (177)				
Other	(133)	\$ (142)	1	2	(151)	\$ (160)	(169)	\$ (178)				
TOTAL	(134)	\$ (143)	1	2	(152)	\$ (161)	(170)	\$ (179)				

Q 94 In 2006, what % of shipments did you encounter problems with documentation while clearing customs?

EXPORT _____ % of shipments (180) DK 888 Refuse..... 999 NA 1000

Q 95 In 2006, what % of containers were inspected (a/ physically open and b/ scanned with electronic scanner)?

a Physically open

EXPORT _____ % of containers DK 888 Refuse..... 999 NA 1000 (181)

b Scanned with electronic scanner

EXPORT _____ % of containers DK 888 Refuse..... 999 NA 1000 (182)

Q 96 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	(183)
Testing and certification arrangements.....	1	2	3	4	5	(184)

Q 97 How difficult you found compliance services (services help you to follow to understand technical barriers imposed by importing countries) in the Cambodia?

Compliance Services/Difficulty	Not difficult	Minor	Moderate	Major	Prohibitive	
Technical regulations and standards.....	1	2	3	4	5	(185)
Testing and certification arrangements.....	1	2	3	4	5	(186)

Q 98 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	(187)
Testing, certification and other conformity assessment.....	1	2	3	4	5	(188)

Q 99 How difficult you found compliance services (services help you to follow to understand SPS Measures imposed by importing countries) in the Cambodia?

SPS Measures/Difficulty	Not difficult	Minor	Moderate	Major	Prohibitive	
SPS measures including chemical residue limits, disease freedom, specified product treatment, etc.....	1	2	3	4	5	(189)
Testing, certification and other conformity assessment.....	1	2	3	4	5	(190)

Q 100 a If firm imports directly, what was the average number of days in 2006 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 888 Refuse 999 NA 1000 (191)

Q 100 b What was the longest number of days in 2006 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 888 Refuse 999 NA 1000 (192)

Q 101 Did you use an agency to obtain an import licence in 2006 or 2007?
 (193) How much did you pay for each license?
 Yes 1 \$ (194) Skip to Q103
 No 2

Q 102 Based on your experience in 2006 and 2007, 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 (195)

b Gift/Payment expected

Value per time

Yes 1 (196) _____ US\$ (197)
 No 2
 DK 888
 Refuse 999
 NA 1000

SHOWCARD Q103

Q 103 This question below refer to your average/typical import transaction in 2006,

	Import transaction by yourself						Hire intermediary					
	TTL Time	TTL Cost*	Unoff.		Unoff.		TTL Time	TTL Cost*	Unoff.		Unoff.	
	(Hours)		Payment		Payments		(Hours)		Payments		Payments	
IMPORT			Yes	No								
MOT: border authorization	_____ (198)	\$ (207)	1	2 (216)	_____	\$ (223)	_____ (232)	\$ (241)	_____	_____	_____	_____
Border Police	_____ (199)	\$ (208)	1	2 (217)	_____	\$ (224)	_____ (233)	\$ (242)	_____	_____	_____	_____
Vet. & phyto-sanitary inspect	_____ (200)	\$ (209)	1	2 (218)	_____	\$ (225)	_____ (234)	\$ (243)	_____	_____	_____	_____
Customs clearance	_____ (201)	\$ (210)	1	2 (219)	_____	\$ (226)	_____ (235)	\$ (244)	_____	_____	_____	_____
MoC-CAM Control	_____ (202)	\$ (211)	1	2 (220)	_____	\$ (227)	_____ (236)	\$ (245)	_____	_____	_____	_____
MoC-GSP Department	_____ (203)	\$ (212)	1	2 (221)	_____	\$ (228)	_____ (237)	\$ (246)	_____	_____	_____	_____
MoC-FT Department	_____ (204)	\$ (213)	1	2 (222)	_____	\$ (229)	_____ (238)	\$ (247)	_____	_____	_____	_____
Other _____	_____ (205)	\$ (214)	1	2 (223)	_____	\$ (230)	_____ (239)	\$ (248)	_____	_____	_____	_____
TOTAL	_____ (206)	\$ (215)			_____	\$ (231)	_____ (240)	\$ (249)				

Q 104 In 2006, what % of shipments did you encounter problems with documentation while clearing customs?
 IMPORT _____ % of shipments (250) DK 888 Refuse..... 999 NA 1000

Q 105 In 2006, what % of containers were inspected (a/ physically open and b/ scanned with electronic scanner)?

a Physically open

IMPORT _____ % of containers DK 888 Refuse..... 999 NA 1000 (251)

b Scanned with electronic scanner

IMPORT _____ % of containers DK 888 Refuse..... 999 NA 1000 (252)

ASK ALL

SHOWCARD Q106

Q 106 Please tell in a 4 point scale how problematic are the following issues for the operation and growth of your business.

		No	Minor	Moderate	Major	Very				
		Obstacle	Obstacle	Obstacle	Obstacle	Severe	DK	Refuse	NA	
						Obstacle				
Customs and Trade regulations	0	1	2	3	4	888	999	1000	(253)	

Q 107 Will the Single Administrative Document facilitate trade?

Yes	1	(254)
No	2	
DK	888	
Have never heard of Single Administrative Document	999	

THANKS RESPONDENTS



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CARD 1

Job No.						
	(1)	(2)	(3)	(4)	(5)	(6)
Interview No.						
Interviewer Name						
Interviewer No.						
Date of Interview	/ / 2007					
Interview Length	From:			To:		

CH:

CO:

DC:

REGISTRATION

Q 108 a Did your firm was registered or re-registered during **2006 or 2007**?

(5)

Yes 1

No 2 **Skip to Q109a**

Q 108 b Please answer based on the most recent registration experience

	TTL Time (Days)	TTL fees	Unoff. Payment		Unofficial fees	
			Yes	No		
Firm registration (MOC) _____ days	(6) _____	\$ (14) _____	1	2	(22) _____	\$ (30) _____
Tax registration (MOF) _____ days	(7) _____	\$ (15) _____	1	2	(23) _____	\$ (31) _____
VAT registration _____ days	(8) _____	\$ (16) _____	1	2	(24) _____	\$ (32) _____
Labor registration _____ days	(9) _____	\$ (17) _____	1	2	(25) _____	\$ (33) _____
Registration certificate from the provincial municipal commerce division _____ days	(10) _____	\$ (18) _____	1	2	(26) _____	\$ (34) _____
Municipality _____ days	(11) _____	\$ (19) _____	1	2	(27) _____	\$ (35) _____
CDC (if applicable) _____ days	(12) _____	\$ (20) _____	1	2	(28) _____	\$ (36) _____
TOTAL _____ days	(13) _____	\$ (21) _____	1	2	(29) _____	\$ (37) _____

SHOWCARD Q109

Q 109 a Please identify the contribution **in 2006** of each of the following sources for your establishment in terms of working capital

Q 109 b in terms of the most recent investments in land, building and/or equipment

	Q109a		Q109b	
Internal funds or retained earnings	_____ %	(5)	_____ %	(12)
Borrowing from private commercial banks (loans, overdraft)	_____ %	(6)	_____ %	(13)
Borrowing from State owned bank or Government agency	_____ %	(7)	_____ %	(14)
Borrowing from non-bank financial institution	_____ %	(8)	_____ %	(15)
Purchase on credit from suppliers or advances from customers	_____ %	(9)	_____ %	(16)
Family, Friends, Informal sources (e.g., money lenders)	_____ %	(10)	_____ %	(17)
Other, specify	_____ %	(11)	_____ %	(18)
	100%		100%	

Q 110 Do you have a term loan (more than 6 months) from a bank or financial institution?

(19)

Yes 1 **Skip to Q112**
 No 2

Q 111 a if not, why do you not have a term loan? Please choose one:

(Read out - Record SA)

(20)

Never applied for a bank loan 1
 Application for a bank term loan was turned down 2 **Skip to Q112**

SHOWCARD Q111b

Q 111 b Why did you never apply for a bank loan?

(Read out - Record SA)

(21)

Do not need term loans 1
 Application procedures for bank term loans are too cumbersome 2
 Collateral requirements of bank term loans are too stringent 3
 Interest rates are too high 4
 Corruption in the allocation of bank credit 5
 Other, specify 6

Q 112 Is your main financial institution local or foreign?

(22)

Local 1
 Foreign 2
 Both 3
 N/A 1000 **SKIP TO Q116a**

- Q 113** How long does it take to clear the following payments through your financial institution (i.e until the recipient can draw the funds)?
- Q 114** What % of transaction charge does your financial institution charge you?
- Q 115** **OR** Please indicate the fee amount (bank charges / \$)

Local	Q 113	Q 114	OR	Q 115
A check	_____ days (23)	_____ % (28)	_____ \$ (33)	
A domestic currency wire	_____ days (24)	_____ % (29)	_____ \$ (34)	
A foreign currency wire	_____ days (25)	_____ % (30)	_____ \$ (35)	
LC system	_____ days (26)	_____ % (31)	_____ \$ (36)	
NA	1000 (27)	1000 (32)	1000 (37)	
Foreign	Q 113	Q 114	OR	Q 115
A check	_____ days (38)	_____ % (43)	_____ \$ (48)	
A domestic currency wire	_____ days (39)	_____ % (44)	_____ \$ (49)	
A foreign currency wire	_____ days (40)	_____ % (45)	_____ \$ (50)	
LC system	_____ days (41)	_____ % (46)	_____ \$ (51)	
NA	1000 (42)	1000 (47)	1000 (52)	

- Q 116 a** Do you have an overdraft facility or line credit?

(53)

Yes 1

No 2 **Skip to Q117a**

- Q 116 b** What % is currently unused?

_____ % (54)

- Q 117 a** For the most recent loan or overdraft, was it?

(55)

Formal 1

Informal 2 **Skip to Q118**

N/A 1000 **Skip to Q118**

- Q 117 b** When was this financing approved?

(Record year)

_____ year (56)

- Q 117 c** Did the financing require collateral or a deposit?

(57)

Yes 1

No 2 **Skip To Q117f**

DK 888 **Skip To Q117f**

Refuse..... 999 **Skip To Q117f**

NA 1000 **Skip To Q117f**

- Q 117 d** What was share of collateral for

(Record %)

Land & building 1 _____ (58)

Machinery 2 _____ (59)

Intangible assets (accounts receivable, inventory) 3 _____ (60)

Personal Asset of owner/manager (e.g. house) 4 _____ (61)

Total 100%

Q 117 e What was the approximate value of collateral required as a % of the loan value?

_____ % (62)

Q 117 f What is the loan's approximate annual cost/rate of interest?

_____ % (63)

Q 117 g What is the duration (term) of the loan?

_____ months (64)

Q 118 What share of your total borrowing (loans, account payable) is denominated in foreign currency?

_____ % (65)

Q 119 Does your establishment have its annual financial statement reviewed by an external auditor?

(66)

Yes	1	(can be firm, or individual auditor, as long as
No	2	not an employee of the firm)
DK	888	
Refuse.....	999	
NA	1000	

PRODUCTIVITY

Q 120 For Fiscal Year 2006 (a) and 2005 (b), please provide the following information about this establishment (in US\$)

	2006		2005	
Total sales	_____	\$	(5) _____	\$ (14)
Total production	_____	\$	(6) _____	\$ (15)
Cost of labor (including wages, salaries, bonuses, social payments)	_____	\$	(7) _____	\$ (16)
Cost of raw materials and intermediate goods used in production,				
and goods and materials purchased for re-sale	_____	\$	(8) _____	\$ (17)
Cost of electricity, fuel and water	_____	\$	(9) _____	\$ (18)
Cost of communication services	_____	\$	(10) _____	\$ (19)
Cost of transport for goods (not including fuel)	_____	\$	(11) _____	\$ (20)
Cost of rental of land / buildings, equipment, furniture	_____	\$	(12) _____	\$ (21)
Maintenance & repairs	_____	\$	(13) _____	\$ (22)

Q 121 What was the net book value (the value of assets after depreciation) of the following at the end of fiscal year 2006:

Machinery, vehicles, and equipment	_____	\$	(23)
Land (if owned)	_____	\$	(24)
Buildings (if owned)	_____	\$	(25)

THANKS RESPONDENTS



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CARD 1

Job No.						
	(1)	(2)	(3)	(4)	(5)	(6)
Interview No.						
Interviewer Name						
Interviewer No.						
Date of Interview	/ / 2007					
Interview Length	From:			To:		

CH:
CO:
DC:

LABOR RELATIONS

SHOWCARD Q122a

- Q 122 a** What was the number of **permanent workers** during fiscal year 2006?
Q 122 b What was the number of **permanent workers** during fiscal year 2005?
Q 122 c What % of female **permanent workers**?
Q 122 d What is the total compensation for **permanent workers** (wages and all benefits, food, transport...)?

	Q122a	Q122b	Q122c	Q122d
Management	_____	(5) _____	(11) _____ %	(17) _____ \$ (23)
Professionals	_____	(6) _____	(12) _____ %	(18) _____ \$ (24)
Skilled production workers	_____	(7) _____	(13) _____ %	(19) _____ \$ (25)
Unskilled production workers	_____	(8) _____	(14) _____ %	(20) _____ \$ (26)
Non-production/service workers	_____	(9) _____	(15) _____ %	(21) _____ \$ (27)
TOTAL	_____	(10) _____	(16) _____ %	(22) _____ \$ (28)

- Q 123 a** What was the average number **temporary workers**?
Q 123 b What % was female **temporary workers**?
Q 123 c Average length of employment for each **temporary worker**
Q 123 d What is the total compensation for all **temporary workers** (wages and all benefits, food, transport...)?

	Q123a	Q123b	Q123c	Q123d
Fiscal Year 2006	_____	(29) _____ %	(31) _____ months	(33) _____ \$ (35)
Fiscal Year 2005	_____	(30) _____ %	(32) _____ months	(34) _____ \$ (36)

- Q 124 a** What proportion of your workforce is on the following employment contracts?

	Q124a	Q124b
Undetermined duration contracts.....	_____ % (37)	_____ \$ (42)
Fixed duration contracts.....	_____ % (38)	_____ \$ (43)
Casual contracts	_____ % (39)	_____ \$ (44)
Probationary contracts.....	_____ % (40)	_____ \$ (45)
Verbal contracts	_____ % (41)	_____ \$ (46)

- Q 125** In 2006, how many of your permanent skilled workers were foreign nationals?

_____ (47)

- Q 126 a** In 2006, how many new employees did your establishment hire?

_____ new employees (48)

- Q 126 b** In 2006, how many employees from your establishment

Were dismissed or laid off? employees (49)
 Left due to sickness or died employees (50)
 Left for other reasons employees (51)

- Q 127** In 2006 and 2007, how much time did it take to fill your most recent vacancy through external recruitment for a _____ **days** NA 1000 (52)
- Q 127 b** Production/service worker _____ **days** NA 1000 (53)
- Q 128 a** Do you offer formal (beyond the job) training to your permanent employees?
(54)
Yes 1
No 2 **Skip to Q129**
- Q 128 b** What % of your total permanent skilled employees received formal training in 2006?
.....% (55)
- Q 128 c** What % of your total permanent unskilled employees received formal training in 2006?
.....% (56)
- Q 128 d** What was the average number of weeks of training for each skilled employee (in weeks)?
..... **days** (57)
- Q 128 e** What was the average number of weeks of training for each unskilled employee (in weeks)?
..... **days** (58)
- Q 129** What % of your workforce belongs to a trade union? And in 2004?
.....% (59)% (60)
in 2004
- Q 130** How many days of production did you lose in 2006 due to (and in 2004?)
in 2006 in 2004
Strikes or other labor disputes days (61) days (64)
Civil unrest days (62) days (65)
Employee absenteeism due to illness, death, funerals days (63) days (66)
- SHOWCARD Q131**
- Q 131** What % of the workforce at your establishment have the following education levels?
Primary schools (below grade 6)% (67)
Up to Lower Secondary school (grade 7 to 9)% (68)
Up to Upper Secondary (grade 10 to 12)% (69)
Up to Universities & institutions% (70)
100%
- Q 132** What kind of maternity benefits do you apply?
..... of months at% salary (71) (72)
Other..... 1 (73)
None..... 1000 (74)
- Q 133** What kind of working time arrangements do you employ?
Monday-Friday, day shift 1 (75)
Monday-Saturday, day shift 2 (76)
Monday-Friday, night shift 3 (77)
Monday-Saturday, night shift 4 (78)
Other (Specify) 5 (79)

THANKS RESPONDENTS