

THE WORLD BANK
Enterprise Survey EAP
Manufacturing Module (2009)

A. CONTROL INFORMATION [TO BE COMPLETED BEFORE INTERVIEW]

A.0 Questionnaire a0	Module
Manufacturing	1

A.1 Country

a1

A.2

	Sampling Region
	a2
Region A	1
Region B	2
Region C	3
Region D	4
Region E	5

A.3a

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

A.3x Name of city/town/village

a3x

A.3 Size of locality a3

Capital city	1
City with population over 1 million – other than capital	2
Over 250.000 to 1 million	3
50.000 to 250.000	4
Less than 50.000	5

A.4 Industry

		Sampling sector	Screener sector
		a4a	a4b
Manufacturing :Section D	Food	15	15
	Textiles	17	17
	Garments	18	18
	Chemicals	24	24
	Plastics & rubber	25	25
	Non metallic mineral products	26	26
	Basic metals	27	27
	Fabricated metal products	28	28
	Machinery and equipment	29	29
	Electronics (31 & 32)	31	31
Service	Retail	52	52
Other	Other manufacturing	2	2
	Wholesale	51	51
	IT	72	72
	Hotel and restaurants: section H	55	55
	Services of motor vehicles	50	50
	Construction Section F:	45	45
	Transport Section I: (60-64)	60	60

A.5 Sector match between screener information and sample frame a5

Yes, screener and sample frame info match	1
No, screener and sample frame do not match but establishment does activities which match both screener and sample frame	2
No, does not match	3

A.6 Size

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

A.7 Establishment is part of a larger firm a7

Yes	1
No, a firm on its own	2

A.7a

Number of establishments that form the firm	a7a
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A.8 Type of establishment **a8**

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

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

Yes	1
No	2
Does not apply	-7

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

Yes	1
No	2
Does not apply	-7

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

Yes	1
No	2
Does not apply	-7

A.12 Interviewer code **a12**

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A.13 Supervisor code **a13**

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

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

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING.

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

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

B. GENERAL INFORMATION

READ OUT THE FOLLOWING INTRODUCTORY SENTENCE ONLY IF A7 = 1 (yes):

The first few questions apply to the firm which your establishment is part of.

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

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

SKIP TO B.2

b1

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

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

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

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

IF 100% end interview

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

B.4 Amongst the owners of the firm, are there any females?

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

b4

READ ONLY IF A7=1 (yes)

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

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

	Year
Year establishment began operations	b5
Don't know (spontaneous)	-9

INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR

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

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

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

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

b6a

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

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

INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR.

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

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

B.7a Is the Top Manager female?

Yes	1	
No	2	
Don't know (spontaneous)	-9	
		b7a

EAB.7 What is the Top Manager's highest completed level of education?

No Education	1
Primary School	2
Secondary School	3
Vocational Training	4
University degree (B.A., B.S., etc.)	5
Graduate degree (M.B.A., M.S., Ph.D., etc.) from a university in this country	6
Graduate degree (M.B.A., M.S., Ph.D., etc.) from a university abroad	7
Don't Know	-9
	EAb7

B.8 Does this establishment have an internationally-recognized quality certification?
(INTERVIEWER: if there is need for clarification, some examples are: ISO 9000, 9002 or 14000)

Yes	1	
No	2	
Still in process	-6	
Don't know (spontaneous)	-9	
		b8

SERIAL NUMBER

C. INFRASTRUCTURE AND SERVICES

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING.
 Now, we turn to the establishment's operations in fiscal year [insert last complete fiscal year].

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

Yes	1	<b style="color: red;">GO TO QUESTION C.6 <b style="color: red;">GO TO QUESTION C.6
No	2	
Don't know (spontaneous)	-9	

c3

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

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

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

Yes	1	<div style="border: 1px solid black; display: inline-block; padding: 2px 5px; margin-top: 10px;"><b style="color: red;">c5</div>
No	2	
Don't know (spontaneous)	-9	
REF (spontaneous)	-8	

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

Yes	1	<b style="color: red;">GO TO QUESTION C.10 <b style="color: red;">GO TO QUESTION C.10
No	2	
Don't know (spontaneous)	-9	

c6

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

	Number	<b style="color: red;">IF 0, GO TO QUESTION C.10
Average number of power outages per month	c7	
Don't know (spontaneous)	-9	

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

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

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

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

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

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

C.10 Over the course of fiscal year **[insert last complete fiscal year]**, did this establishment own or share a generator?

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

c10

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

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

C.12 Over the last two years, did this establishment submit an application to obtain a water connection?

Yes	1	GO TO QUESTION C.15 GO TO QUESTION C.15
No	2	
Don't know	-9	

c12

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

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

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

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

c14

C.15 Over fiscal year **[insert last complete fiscal year]**, did this establishment experience insufficient water supply for production?

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

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

c15

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

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

IF 0, GO TO QUESTION C.19

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

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

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

	Percent
Water from public sources	c18 %
None	0

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

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

GO TO QUESTION C.22
GO TO QUESTION C.22

c19

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

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

C.21 In reference to that application for a telephone connection, was an informal gift or payment expected or requested?

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

c21

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

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

C.30 Is **electricity** No Obstacle, a Minor Obstacle, a Moderate Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment? **SHOW CARD 4**

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

D. SALES AND SUPPLIES

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

D.1a1 In fiscal year **[insert last complete fiscal year]**, what was this establishment’s main product, that is, the product that represented the largest proportion of annual sales (in LCU)?

Description
d1a1x

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

	Code
Code of main product	d1a2
Don’t know (spontaneous)	-9

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

	%
Percentage of sales represented by main product	d1a3
Don’t know (spontaneous)	-9

D.2 In fiscal year **[insert last complete fiscal year]**, what were this establishment’s total annual sales?

	LCUs
Last complete fiscal year’s total sales	d2
Don’t know (spontaneous)	-9

EAD.2a In fiscal year **[insert last complete fiscal year]**, this establishment’s production fall into which category?
SHOW CARD 6

Only goods for sale to final consumers	1
Semi-finished goods which are used as inputs by other firms	2
Mostly finished goods but also some semi-finished goods	3
Mostly semi-finished goods but also some finished goods	4
Don’t know (spontaneous)	-9

EAd2a

D.3 In fiscal year **[insert last complete fiscal year]**, what percentage of this establishment's sales were: **(INTERVIEWER: these must be asked in the order they appear on the table)**
SHOW CARD 7

	Percent	Don't know (spontaneous)
National sales	d3a %	-9
Indirect exports (sold domestically to third party that exports products)	d3b %	-9
Direct exports	d3c %	-9
	100%	

IF 100, GO TO QUESTION EAd8n

IF 100, GO TO QUESTION D.8

IF 0, GO TO QUESTION D.8

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

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

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

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

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

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

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

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

_____ **Year**

Began exporting directly or indirectly	d8
Don't know (spontaneous)	-9

EAD8a. In fiscal year **[insert last complete fiscal year]**, which country was the main recipient of exports value (direct or indirect) of this establishment?

Country
EAd8ax

EAD8.b In which year did this establishment first export directly or indirectly to this country?

	Year
Began exporting directly or indirectly to main recipient country	EAd8b
Don't know (spontaneous)	-9

EAD8.c Did this establishment ever have to stop export operations to the main recipient country?

Yes	1	GO TO QUESTION EAD.8e GO TO QUESTION EAD.8e
No	2	
Don't know (spontaneous)	-9	

EAd8c

EAD8.d How many years did it take before you were able to resume exporting to that country?

	Years
Years to resume exporting to that country	EAd8d
Less than 1 year	1
Don't know (spontaneous)	-9

EAD.8e In fiscal year **[insert last complete fiscal year]**, what was the total value of exports (direct and indirect) to the main recipient country?

	LCU
Total value of exports to main recipient country	EAd8e
Don't know (spontaneous)	-9

EAD.8g In fiscal year **[insert last complete fiscal year]**, which country was the second most important recipient of exports value (direct or indirect) of this establishment?

Country
EAd8gx
Not Applicable -7

GO TO QUESTION EAD.8k

EAD.8h In which year did this establishment first export directly or indirectly to this country?

	Year
Began exporting directly or indirectly to second most important recipient country	EAd8h
Don't know (spontaneous)	-9

EAD.8i In fiscal year **[insert last complete fiscal year]**, what was the total value of exports (direct and indirect) to the second most important export recipient country?

	LCU
Total value of exports to second most important export recipient country	EAd8i
Don't know (spontaneous)	-9

EAD.8k In fiscal year **[insert last complete fiscal year]**, did this establishment introduce a new country as an export market?

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

GO TO QUESTION EAD.8m
GO TO QUESTION EAD.8m

EAd8k

EAD.8l For this new country, is this establishment expecting that exporting will be **SHOW CARD 8**

Intermittent (Occasionally)	1
On a regular basis	2
Other	3
Don't know (spontaneous)	-9

EAd8l

EAD.8m In general, are each of the following a reason for exporting?

	Yes	No	Don't know (spontan)
--	------------	-----------	-----------------------------

			eous)	
There is little or no domestic demand for this establishment's products	1	2	-9	EAd8m1
There is significant foreign demand for goods produced by this establishment	1	2	-9	EAd8m2
There are favorable government incentives when exporting	1	2	-9	EAd8m3
Exporting occurs due to an existing relationship between a parent firm and subsidiary	1	2	-9	EAd8m4
Other	1	2	-9	EAd8m5
Other __Specify__ EAd8m5x				

SKIP TO D.10 if the firm is currently exporting

EAD.8n Are any of the following a reason why this establishment is not currently exporting?

	Yes	No	Don't know (spontaneous)	
Foreign markets are too competitive	1	2	-9	EAd8n1
Weak customs facilities in [insert Country name here]	1	2	-9	EAd8n3
Weak transportation facilities in [insert Country name here]	1	2	-9	EAd8n4
This establishment is too small to export	1	2	-9	EAd8n5
Regulatory barriers faced by this establishment in [insert Country name here]	1	2	-9	EAd8n6
Financial constraints faced by this establishment	1	2	-9	EAd8n7
Other	1	2	-9	EAd8n8
Other __Specify__ EAd8n8x				

D.10 In fiscal year **[insert last complete fiscal year]**, what percentage of the consignment value of products this establishment shipped to supply domestic markets was lost while in transit because of theft?

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

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

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

D.12 In fiscal year **[insert last complete fiscal year]**, as a proportion of all material inputs or supplies purchased that year, what percentage of this establishment's material inputs or supplies were:
SHOW CARD 11

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

IF 0, GO TO QUESTION d16

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

D.13 Were any of the material inputs or supplies purchased in fiscal year **[insert last complete fiscal year]**, imported directly?

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

GO TO QUESTION d16
GO TO QUESTION d16

d13

EAD.13a Did any inputs or supplies imported in **[insert last complete fiscal year]** come from the following country?
INTERVIEWER: READ OUT

Country	Yes	No	Don't know (spontaneous)	
China	1	2	-9	EAD13a1
Philippines	1	2	-9	EAD13a2
Indonesia	1	2	-9	EAD13a3
Vietnam	1	2	-9	EAD13a4
Cambodia	1	2	-9	EAD13a5
Thailand	1	2	-9	EAD13a6
Laos	1	2	-9	EAD13a7
Malaysia	1	2	-9	EAD13a8

EAD.13b Are each of the following a reason for importing directly?

	Yes	No	Don't know (spontaneous)	
Cannot obtain inputs or supplies from domestic market	1	2	-9	EAd13b1
Cheaper to obtain inputs or supplies from abroad	1	2	-9	EAd13b2
The quality of the inputs or supplies is higher from abroad	1	2	-9	EAd13b3
Establishment is under a commercial agreement such as franchise or subsidiary relationship	1	2	-9	EAd13b4
Other	1	2	-9	EAd13b5
Other Specify EAd13b5x				

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

	Days
Average number of days to clear customs	d14
Less than one day	1
Don't know (spontaneous)	-9

D.16 At the present time, when this establishment receives delivery of its most important input, on average, how many days of inventory, measured in days of production, does this establishment keep?
(INTERVIEWER: if respondent requires clarification, define days of inventory as stock on hand)

	Days
Days of inventory of most important input	d16
Don't know (spontaneous)	-9

EAD.17 In the last two years, has this establishment opened a facility in the following countries?
INTERVIEWER: READ OUT

Country	Yes	No	Don't know (spontaneous)	
China EAd17a	1	2	-9	IF 'YES' FOR ANY COUNTRY, GO TO QUESTION EAD.19
Philippines EAD17b	1	2	-9	
Indonesia EAD17c	1	2	-9	
Vietnam EAD17d	1	2	-9	
Cambodia EAD17e	1	2	-9	
Thailand EAD17f	1	2	-9	

Laos	EAD17g	1	2	-9	
Malaysia	EAD17h	1	2	-9	

EAD.18 What was your primary reason for not opening a facility in these countries?
SHOW CARD 13

Lack trust in partners in those countries	1
Insufficient capital for such an investment	2
Administrative barriers for investments abroad from [insert Country name here]	3
This establishment does well in the domestic market	4
Other	5
Don't know (spontaneous)	-9

EAd18

GO TO QUESTION D.30

EAD.19 What was your primary reason for opening a facility abroad? **SHOW CARD 13-B**

Trade barriers make it easier to serve the market from that country directly	1
Incentives provided by recipient country	2
Profitable opportunities	3
Other	4
Don't know (spontaneous)	-9

EAd19

D.30 Is **transport** No Obstacle, a Minor Obstacle, a Moderate Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment?

Are **customs and trade regulations** No Obstacle, a Minor Obstacle, a Moderate obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment? **SHOW CARD 14**

	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	Don't Know (spontaneous)	Does Not Apply (spontaneous)
Transport d30a	0	1	2	3	4	-9	-7
Customs and trade regulations d30b	0	1	2	3	4	-9	-7

EAD.30 Are each of the following items No Obstacle, a Minor Obstacle, a Moderate Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment?" **SHOW CARD 14**

	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	Don't Know (spontaneous)	Does Not Apply (spontaneous)
Port and airports operations and administration EAd30c	0	1	2	3	4	-9	-7
Availability, cost and efficiency of international airport and air services EAd30d	0	1	2	3	4	-9	-7
Availability cost and efficiency of international shipping services, excluding air EAd30e	0	1	2	3	4	-9	-7
Telecommunication links with foreign suppliers and customers EAd30f	0	1	2	3	4	-9	-7

E. DEGREE OF COMPETITION

E.1 In fiscal year **[insert last complete fiscal year]**, which of the following was the main market in which this establishment sold its main product?
SHOW CARD 15

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

GO TO QUESTION E.6

GO TO QUESTION E.6

e1

E.2 In fiscal year **[insert last complete fiscal year]**, for the main market in which this establishment sold its main product, how many competitors did this establishment's main product face?

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

e2

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

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

e3

E.4 Comparing the last month to the first month of the fiscal year **[insert last complete fiscal year]** have prices of this establishment's main product increased, remained the same, or decreased?

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

e4

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

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

e6

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

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

e7a

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

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

e7b

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

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

e11

E.30 Are **practices of competitors in the informal sector** No Obstacle, a Minor Obstacle, a Moderate Obstacle, Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment?
SHOW CARD 16

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

F. CAPACITY

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

	Percent
Capacity utilization	f1 %
Don't know (spontaneous)	-9

F.2 In fiscal year **[insert last complete fiscal year]**, how many hours per week did this establishment normally operate?

	Hours
Typical hours of operation in a week	f2
Don't know (spontaneous)	-9

G. LAND AND PERMITS

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

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

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

g2

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

	Days
Wait for a construction-related permit	g3
Less than one day	1
Still in process	-6
Application denied	-5
Don't know (spontaneous)	-9

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 (spontaneous)	-9
REF (spontaneous)	-8

g4

G.30 Is **access to land** No Obstacle, a Minor Obstacle, a Moderate Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment? **SHOW CARD 16**

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

I. CRIME

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

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 (spontaneous)	-9	

i1

I.2 In fiscal year **[insert last complete fiscal year]**, what percentage of this establishment's total annual sales was paid for security, or what was the total annual cost of security?

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

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

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

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

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

i3

I.4 In fiscal year **[insert last complete fiscal year]**, what were the estimated losses as a result of theft, robbery, vandalism or arson that occurred on this establishment's premises either as a percentage of total annual sales or as total annual losses?

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

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

	LCUs

SERIAL NUMBER

Total annual value of losses	i4b
Don't know (spontaneous)	-9

I.30 Are **crime, theft and disorder** No Obstacle, a Minor Obstacle, a Moderate Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment? **SHOW CARD 16**

	No obstacle	Minor obstacle	Moderate obstacle	Major Obstacle	Very Severe Obstacle	Do Not Know (spontaneous)	Does Not Apply (spontaneous)
Crime, theft and disorder i30	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 percentage, as a proportion of the value of total annual purchases of material inputs or services, were: **SHOW CARD 17**

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

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

K.2 In fiscal year **[insert last complete fiscal year]**, what percentage of this establishment's total annual sales of its goods or services were: **SHOW CARD 17**

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

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

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?

INTERVIEWER: SHOW CARD 18

	Percent	Don't know (spontaneous)
Internal funds/Retained earnings	K3a %	-9
Borrowed from banks (private and state-owned)	K3bc %	-9
Borrowed from non-bank financial institutions	k3e %	-9
Purchases on credit from suppliers and advances from customers	k3f %	-9
Other (moneylenders, friends, relatives, etc.)	k3hd %	-9
	100%	

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

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

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

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

k4

N.5 In fiscal year **[insert last complete fiscal year]**, how much did this establishment spend on purchases of:

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

K.5 Over fiscal year **[insert last complete fiscal year]**, please estimate the proportion of this establishment's total purchase of fixed assets that was financed from each of the following sources:
SHOW CARD 19

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

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

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

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

k6

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

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

k7

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

SERIAL NUMBER

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

GO TO QUESTION K.16
GO TO QUESTION K.16

k8

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

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

k9

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

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

INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR

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

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

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

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

GO TO QUESTION K.16
GO TO QUESTION K.16

k13

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

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

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

	Value
Value of collateral	k15a
Don't know (spontaneous)	-9

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

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

k16

K.17 What was the **main** reason why this establishment did not apply for any line of credit or loan in fiscal year **[insert last complete fiscal year]**? **SHOW CARD 23**

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

k17

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

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

k21

K.30 Is **access to finance**, which includes availability and cost, interest rates, fees and collateral requirements, No Obstacle, a Minor Obstacle, a Moderate Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment? **SHOW CARD 24**

		No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	Do Not Know (spontaneous)	Does Not Apply (spontaneous)
Access to finance	k30	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 and their agencies.

J.1 I am going to read some statements that describe the courts system and how it could affect business. For each statement, please tell me if you Strongly disagree, Tend to disagree, Tend to agree, or Strongly agree. **SHOW CARD 25**

	Strongly disagree	Tend to disagree	Tend to agree	Strongly agree	Don't know (spontaneous)
“The court system is fair, impartial and uncorrupted.” h7a	1	2	3	4	-9
“Government officials’ interpretations of the laws and regulations affecting this establishment are consistent and predictable.” j1a	1	2	3	4	-9

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

	Percent
Senior management's time spent on dealing with regulations	j2 %
No time was spent	0
Don't know (spontaneous)	-9

J.3 Over the last year, was this establishment visited or inspected by tax officials?

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

j3

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

	Number
Times inspected or met with tax officials	j4
Don't know (spontaneous)	-9

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

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

j5

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

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

GO TO QUESTION J.7
GO TO QUESTION J.7

j6a

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

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

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

	Percent
Percentage of total annual sales paid as informal payment	j7a %
No payments/gifts are paid	0
Don't know (spontaneous)	-9
Refusal (spontaneous)	-8

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

	LCUs
Total annual informal payment	j7b
No payments/gifts are paid	0
Don't know (spontaneous)	-9
Refusal (spontaneous)	-8

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 (spontaneous)	-9

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

j10

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

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

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

Yes	1	j12
No	2	
Don't know (spontaneous)	-9	
REF (spontaneous)	-8	

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

Yes	1	GO TO QUESTION J.30 GO TO QUESTION J.30
No	2	
Don't know (spontaneous)	-9	

j13

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

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

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

Yes	1	j15
No	2	
Don't know (spontaneous)	-9	
Refusal (spontaneous)	-8	

J.30 As I list some factors that can affect the current operations of a business, please look at this card and tell me if you think that each factor is No Obstacle, a Minor Obstacle, a Moderate Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment.
SHOW CARD 26

ROTATE OPTIONS

		No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	Do Not Know (spontaneous)	Does Not Apply (spontaneous)
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
Political instability	j30e	0	1	2	3	4	-9	-7
Corruption	j30f	0	1	2	3	4	-9	-7
Courts	h30	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 labour force.

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

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

L.2 Three fiscal years ago, at the end of fiscal year **[insert three complete fiscal years ago]**, how many permanent, full-time employees did this establishment employ? Please include all employees and managers **(INTERVIEWER: include interviewee if applicable).**

	Number
Permanent, full-time employees three fiscal years ago	12
If establishment was not in business three years ago	-7
Don't know (spontaneous)	-9

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

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

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

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

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

	Number	Don't know

		(spontaneous)
Female permanent full-time production employees	15a	-9
Female permanent full-time non-production employees	15b	-9

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

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

IF 0, GO TO QUESTION L.9

L.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 full-time seasonal/temporary employment last fiscal year	18
Less than one month	1
Don't know (spontaneous)	-9

L.9 What is the average educational attainment of a typical production worker employed in this establishment?
INTERVIEWER: SHOW CARD 27

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

19

L.10 Over fiscal year **[insert last complete fiscal year]**, did this establishment have formal training programs for its permanent, full-time employees?

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

GO TO QUESTION I30a
GO TO QUESTION I30a

110

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

	Percent	If no employees in a	Don't know
--	----------------	-----------------------------	-------------------

		category were trained	(spontaneous)
Production full-time permanent employees trained	I11a %	0	-9
Non-production full-time permanent employees trained	I11b %	0	-9

L.30 Are **labor regulations** No Obstacle, a Minor Obstacle, a Moderate Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment?

Is an **inadequately educated workforce** No Obstacle, a Minor Obstacle, a Moderate Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment?

INTERVIEWER: SHOW CARD 28

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

M. BUSINESS ENVIRONMENT

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:
 The next set of questions is designed to get a general picture of your opinion about the business environment that affects the operations of this establishment

M.1 Which of the following elements of the business environment, if any, currently represents the biggest obstacle faced by this establishment. **SHOW CARD 29 DO NOT READ OUT OPTIONS**

- | |
|--|
| 1-Access to finance |
| 2-Access to land |
| 3-Business licensing and permits |
| 4-Corruption |
| 5-Courts |
| 6-Crime, theft and disorder |
| 7-Customs and trade regulations |
| 8-Electricity |
| 9-Inadequately educated workforce |
| 10-Labor regulations |
| 11-Political instability |
| 12-Practices of competitors in the informal sector |
| 13-Tax administration |
| 14-Tax rates |
| 15-Transport |

Biggest obstacle	m1a
Don't know (spontaneous)	-9
Does not apply (spontaneous)	-7

Rotation	m1d
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N. PERFORMANCE

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

The purpose of the following questions is to allow us to estimate the productivity of establishments like this one. Estimates are made at the aggregate level so the information you provide below will be compiled with the information from other establishments. It is important that this information be as accurate as possible. The individual data are treated as confidential – the identity of your establishment will not be revealed at any point. Please provide the following information from the financial statements of this establishment.

N.2 For fiscal year **[insert last complete fiscal year]**, please provide the following information about this establishment: **SHOW CARD 30**

READ OUT

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

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

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

N.4 In fiscal year **[insert last complete fiscal year]**, what was the approximate average monthly compensation, including benefits when applicable, for a full-time production employee?

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

N.6 At the end of fiscal year **[insert last complete fiscal year]**, what was the net book value, that is the value of assets after depreciation, of the following:

	LCUs	Don't know (spontaneous)	REF (spontaneous)

Machinery, vehicles, and equipment	n6a	-9	-8
Land and buildings	n6b	-9	-8

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

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

B.20 The World Bank might be interested in getting in touch with you to follow up on some aspects of this interview. Would you have any objection if we provide them with your contact information?

Yes	1	b20
No	2	

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

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

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
a15m/ a15d	a15h	a15min		

INTERVIEWERS PLEASE ANSWER AT END OF THE INTERVIEW:

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

Truthful	1	a16
Somewhat truthful	2	
Not truthful	3	

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

Are taken directly from establishment records	1
Are estimates computed with some precision	2

SERIAL NUMBER

Are arbitrary and unreliable numbers	3
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a17

INTERVIEWER COMMENTS:

a17x

(Problems occurred/extraordinary circumstances which could influence results)

SUPERVISORS PLEASE ANSWER:

A.18 This questionnaire was completed in:

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

a18

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

Hour	Minutes
a19h	a19m

a19