

**SERIAL NUMBER**

**THE WORLD BANK**  
**Enterprise Survey EAP**  
**Manufacturing Module (2009)**

**A. CONTROL INFORMATION [TO BE COMPLETED BEFORE INTERVIEW]**

<b>A.0 Questionnaire a0</b>	<b>Module</b>
Manufacturing	1

**A.1 Country**

**A.2**

	<b>Sampling Region a2</b>
Region A	1
Region B	2
Region C	3
Region D	4
Region E	5

**A.3a**

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

**A.3x Name of city/town/village**

**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**

		<b>Sampling sector a4a</b>	<b>Screener sector a4b</b>
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**

	<b>Sampling size a6a</b>	<b>Screener Size a6b</b>
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	<b>a7a</b>
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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
<b>Does not apply</b>	<b>-7</b>

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

Yes	1
No	2
<b>Does not apply</b>	<b>-7</b>

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

Yes	1
No	2
<b>Does not apply</b>	<b>-7</b>

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

Yes	1
No	2
<b>Does not apply</b>	<b>-7</b>

**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:**

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

**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) <b>b1x</b>	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?

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

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**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	<b>b2a</b> %	-9
Private foreign individuals, companies or organizations	<b>b2b</b> %	-9
Government/State	<b>b2c</b> %	-9
Other	<b>b2d</b> %	-9
	<b>100%</b>	

**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	<b>b5</b>
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	<b>b6</b>
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**

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<b>B.6b</b>	In what year was this establishment formally registered?
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	Year
Year establishment formally registered	<b>b6b</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>
<b>Never registered (spontaneous)</b>	<b>-7</b>

**INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR.**

<b>B.7</b>	How many years of experience working in this sector does the Top Manager have?
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	Years
Manager's experience in sector	<b>b7</b>
<b>Less than one year</b>	<b>1</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

<b>B.7a</b>	Is the Top Manager female?
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Yes	1
No	2
<b>Don't know (spontaneous)</b>	<b>-9</b>

<b>b7a</b>
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<b>EAB.7</b>	What is the Top Manager's highest completed level of education?
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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
<b>Don't Know</b>	<b>-9</b>

<b>EAb7</b>
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<b>B.8</b>	Does this establishment have an internationally-recognized quality certification? <b>(INTERVIEWER: if there is need for clarification, some examples are: ISO 9000, 9002 or 14000)</b>
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Yes	1
No	2
<b>Still in process</b>	<b>-6</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

<b>b8</b>
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**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
No	2
<b>Don't know (spontaneous)</b>	<b>-9</b>

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

**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?

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

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

Yes	1
No	2
<b>Don't know (spontaneous)</b>	<b>-9</b>
<b>REF (spontaneous)</b>	<b>-8</b>

**c5**

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

Yes	1
No	2
<b>Don't know (spontaneous)</b>	<b>-9</b>

**GO TO QUESTION C.10**  
**GO TO QUESTION C.10**

**c6**

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

	<b>Number</b>
Average number of power outages per month	<b>c7</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

**IF 0, GO TO QUESTION C.10**

<b>C.8</b>	How long did these power outages last on average?
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	Hours
Average duration of power outages	<b>c8</b>
Less than one hour	<b>1</b>
Don't know (spontaneous)	<b>-9</b>

<b>C.9</b>	Please estimate the losses that resulted from power outages either as a percentage of total annual sales or as total annual losses.
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	Percentage
Loss as percentage of total annual sales due to power outages	<b>c9a %</b>
None	<b>0</b>
Don't know (spontaneous)	<b>-9</b>

**PROVIDE EITHER ONE OR THE OTHER, NOT BOTH**

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

<b>C.10</b>	Over the course of fiscal year <b>[insert last complete fiscal year]</b> , did this establishment own or share a generator?
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Yes	<b>1</b>
No	<b>2</b>
Don't know (spontaneous)	<b>-9</b>

**GO TO QUESTION C.12**

**GO TO QUESTION C.12**

**c10**

<b>C.11</b>	In fiscal year <b>[insert last complete fiscal year]</b> , what percentage of this establishment's electricity came from a generator or generators that the establishment owned or shared?
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	Percent
Percentage electricity from generators	<b>c11 %</b>
Don't know (spontaneous)	<b>-9</b>

<b>C.12</b>	Over the last two years, did this establishment submit an application to obtain a water connection?
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Yes	<b>1</b>
No	<b>2</b>
Don't know	<b>-9</b>

**GO TO QUESTION C.15**

**GO TO QUESTION C.15**

**c12**



<b>C.13</b>	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?
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	Days
Wait for water connection	<b>c13</b>
<b>Less than one day</b>	<b>1</b>
<b>Still in process</b>	<b>-6</b>
<b>Application denied</b>	<b>-5</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

<b>C.14</b>	In reference to that application for a water connection, was an informal gift or payment expected or requested?
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Yes	1
No	2
<b>Don't know (spontaneous)</b>	<b>-9</b>
<b>REF (spontaneous)</b>	<b>-8</b>

**c14**

<b>C.15</b>	Over fiscal year <b>[insert last complete fiscal year]</b> , did this establishment experience insufficient water supply for production?
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Yes	1
No	2
<b>Don't know (spontaneous)</b>	<b>-9</b>

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

**c15**

<b>C.16</b>	In a typical month, over fiscal year <b>[insert last complete fiscal year]</b> , how many incidents of insufficient water supply did this establishment experience?
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	Number
Average number of incidents of water insufficiency per month	<b>c16</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

**IF 0, GO TO QUESTION C.19**

<b>C.17</b>	How long did these incidents of insufficient water supply last on average?
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	Hours
Average duration of insufficient water supply	<b>c17</b>
<b>Less than one hour</b>	<b>1</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

<b>C.18</b>	In fiscal year <b>[insert last complete fiscal year]</b> , what percentage of this establishment's water supply, used in the production process, was from public sources?
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	Percent
Water from public sources	<b>c18 %</b>
<b>None</b>	<b>0</b>

<b>C.19</b>	Over the last two years, did this establishment submit an application to obtain a telephone connection?
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Yes	1
No	2
<b>Don't know (spontaneous)</b>	<b>-9</b>

**GO TO QUESTION C.22**

**GO TO QUESTION C.22**

**c19**

<b>C.20</b>	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?
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	<b>Days</b>
Wait for telephone connection	<b>c20</b>
<b>Less than one day</b>	<b>1</b>
<b>Still in process</b>	<b>-6</b>
<b>Application denied</b>	<b>-5</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

<b>C.21</b>	In reference to that application for a telephone connection, was an informal gift or payment expected or requested?
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Yes	1
No	2
<b>Don't know (spontaneous)</b>	<b>-9</b>
<b>REF (spontaneous)</b>	<b>-8</b>

**c21**

<b>C.22</b>	At the present time, does this establishment use any of the following:..?
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	Yes	No	<b>Don't know (spontaneous)</b>
E-mail to communicate with clients or suppliers <b>c22a</b>	1	2	<b>-9</b>
Its own website <b>c22b</b>	1	2	<b>-9</b>

<b>C.30</b>	Is <b>electricity</b> No Obstacle, a Minor Obstacle, a Moderate Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment? <b>SHOW CARD 4</b>
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	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	<b>Don't Know (spontaneous)</b>	<b>Does Not Apply (spontaneous)</b>
Electricity <b>c30a</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>

**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	<b>d1a2</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

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

	%
Percentage of sales represented by main product	<b>d1a3</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

**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	<b>d2</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

**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
<b>Don't know (spontaneous)</b>	<b>-9</b>

**EAd2a**

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<b>D.3</b>	In fiscal year <b>[insert last complete fiscal year]</b> , what percentage of this establishment's sales were: <b>(INTERVIEWER: these must be asked in the order they appear on the table)</b> <b>SHOW CARD 7</b>
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	Percent	Don't know (spontaneous)
National sales	<b>d3a</b> %	<b>-9</b>
Indirect exports (sold domestically to third party that exports products)	<b>d3b</b> %	<b>-9</b>
Direct exports	<b>d3c</b> %	<b>-9</b>
	<b>100%</b>	

**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)**

<b>D.4</b>	In fiscal year <b>[insert last complete fiscal year]</b> , 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?
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	Days
Average number of days to clear customs	<b>d4</b>
<b>Less than one day</b>	<b>1</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

<b>D.6</b>	In fiscal year <b>[insert last complete fiscal year]</b> , what percentage of the consignment value of the products exported directly was lost while in transit because of theft?
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	Percent
Losses due to theft as percentage of consignment value	<b>d6</b> %
<b>No losses</b>	<b>0</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

<b>D.7</b>	In fiscal year <b>[insert last complete fiscal year]</b> , 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	<b>d7</b> %
<b>No losses</b>	<b>0</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

<b>D.8</b>	In which year did this establishment first export directly or indirectly?
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Began exporting directly or indirectly	<b>d8</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

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

<b>Country</b>
<b>EAd8ax</b>

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

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

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

Yes	1	<b>GO TO QUESTION EAD.8e</b> <b>GO TO QUESTION EAD.8e</b>
No	2	
<b>Don't know (spontaneous)</b>	<b>-9</b>	
		<b>EAd8c</b>

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

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

**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?

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

**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?

<b>Country</b>
<b>EAd8gx</b>
<b>Not Applicable -7</b>

**GO TO QUESTION EAD.8k**

<b>EAD.8h</b>	In which year did this establishment first export directly or indirectly to this country?
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	<b>Year</b>
Began exporting directly or indirectly to second most important recipient country	<b>EAd8h</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

<b>EAD.8i</b>	In fiscal year <b>[insert last complete fiscal year]</b> , what was the total value of exports (direct and indirect) to the second most important export recipient country?
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	<b>LCU</b>
Total value of exports to second most important export recipient country	<b>EAd8i</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

<b>EAD.8k</b>	In fiscal year <b>[insert last complete fiscal year]</b> , did this establishment introduce a new country as an export market?
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Yes	1	<b>GO TO QUESTION EAD.8m</b> <b>GO TO QUESTION EAD.8m</b>
No	2	
<b>Don't know (spontaneous)</b>	<b>-9</b>	

**EAd8k**

<b>EAD.8l</b>	For this new country, is this establishment expecting that exporting will be <b>SHOW CARD 8</b>
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Intermittent (Occasionally)	1
On a regular basis	2
Other	3
<b>Don't know (spontaneous)</b>	<b>-9</b>

**EAd8l**

<b>EAD.8m</b>	In general, are each of the following a reason for exporting?
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	<b>Yes</b>	<b>No</b>	<b>Don't know (spontan)</b>
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			<b>eous)</b>	
There is little or no domestic demand for this establishment's products	1	2	<b>-9</b>	<b>EAd8m1</b>
There is significant foreign demand for goods produced by this establishment	1	2	<b>-9</b>	<b>EAd8m2</b>
There are favorable government incentives when exporting	1	2	<b>-9</b>	<b>EAd8m3</b>
Exporting occurs due to an existing relationship between a parent firm and subsidiary	1	2	<b>-9</b>	<b>EAd8m4</b>
Other	1	2	<b>-9</b>	<b>EAd8m5</b>
<b>Other__Specify__ EAd8m5x</b>				
				<b>SKIP TO D.10 if the firm is currently exporting</b>

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

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

**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?

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

**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?

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

**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	<b>d12a</b> %	<b>-9</b>
Material inputs or supplies of foreign origin	<b>d12b</b> %	<b>-9</b>
	<b>100%</b>	

**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)	<b>-9</b>
	<b>d13</b>

**GO TO QUESTION d16**  
**GO TO QUESTION d16**

**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	<b>-9</b>	<b>EAD13a1</b>
Philippines	1	2	<b>-9</b>	<b>EAD13a2</b>
Indonesia	1	2	<b>-9</b>	<b>EAD13a3</b>
Vietnam	1	2	<b>-9</b>	<b>EAD13a4</b>
Cambodia	1	2	<b>-9</b>	<b>EAD13a5</b>
Thailand	1	2	<b>-9</b>	<b>EAD13a6</b>
Laos	1	2	<b>-9</b>	<b>EAD13a7</b>
Malaysia	1	2	<b>-9</b>	<b>EAD13a8</b>

**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				

<b>D.14</b>	In fiscal year <b>[insert last complete fiscal year]</b> , 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

<b>D.16</b>	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

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

Country	Yes	No	Don't know (spontaneous)	
China EAd17a	1	2	-9	<b>IF 'YES' FOR ANY COUNTRY, GO TO QUESTION EAD.19</b>
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	<b>EAD17g</b>	1	2	<b>-9</b>	
Malaysia	<b>EAD17h</b>	1	2	<b>-9</b>	

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

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

**EAd18**

**GO TO  
QUESTION  
D.30**

<b>EAD.19</b>	What was your primary reason for opening a facility abroad? <b>SHOW CARD 13-B</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
<b>Don't know (spontaneous)</b>	<b>-9</b>

**EAd19**

<b>D.30</b>	<p>Is <b>transport</b> No Obstacle, a Minor Obstacle, a Moderate Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment?</p> <p>-----</p> <p>Are <b>customs and trade regulations</b> No Obstacle, a Minor Obstacle, a Moderate obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment? <b>SHOW CARD 14</b></p>
-------------	---

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

<b>EAD.30</b>	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?" <b>SHOW CARD 14</b>
---------------	---

	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 <b>EAd30c</b>	0	1	2	3	4	-9	-7
Availability, cost and efficiency of international airport and air services <b>EAd30d</b>	0	1	2	3	4	-9	-7
Availability cost and efficiency of international shipping services, excluding air <b>EAd30e</b>	0	1	2	3	4	-9	-7
Telecommunication links with foreign suppliers and customers <b>EAd30f</b>	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
<b>Don't know (spontaneous)</b>	<b>-9</b>

**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
<b>Don't know (spontaneous)</b>	<b>-9</b>

**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
<b>Don't know (spontaneous)</b>	<b>-9</b>

**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
<b>Don't know (spontaneous)</b>	<b>-9</b>

**e4**

<b>E.6</b>	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**

<b>E.7a</b>	Does this establishment have any patents registered abroad?
-------------	---

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

**e7a**

<b>E.7b</b>	Does this establishment have any patents registered in (insert name of country)?
-------------	--

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

**e7b**

<b>E.11</b>	Does this establishment compete against unregistered or informal firms?
-------------	---

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

**e11**

<b>E.30</b>	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? <b>SHOW CARD 16</b>
-------------	---

	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 <b>e30</b>	0	1	2	3	4	-9	-7

**F. CAPACITY**

<b>F.1</b>	In fiscal year <b>[insert last complete fiscal year]</b> , 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	<b>f1</b> %
<b>Don't know (spontaneous)</b>	<b>-9</b>

<b>F.2</b>	In fiscal year <b>[insert last complete fiscal year]</b> , how many hours per week did this establishment normally operate?
------------	---

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

**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	<b>g3</b>
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 <b>g30a</b>	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
No	2
<b>Don't know (spontaneous)</b>	<b>-9</b>

**GO TO QUESTION I.3**

**GO TO QUESTION I.3**

**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?

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

**PROVIDE EITHER ONE OR THE OTHER, NOT BOTH**

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

**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
No	2
<b>Don't know (spontaneous)</b>	<b>-9</b>

**GO TO QUESTION I.30**

**GO TO QUESTION I.30**

**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?

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

**PROVIDE EITHER ONE OR THE OTHER, NOT BOTH**

<b>LCUs</b>
-------------



SERIAL NUMBER

Total annual value of losses	<b>i4b</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

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

	No obstacle	Minor obstacle	Moderate obstacle	Major Obstacle	Very Severe Obstacle	Do Not Know (spontaneous)	Does Not Apply (spontaneous)
Crime, theft and disorder <b>i30</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>

**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?	<b>k1a</b> %	<b>-9</b>
Paid for on delivery?	<b>k1b</b> %	<b>-9</b>
Paid for after delivery?	<b>k1c</b> %	<b>-9</b>
	<b>100 %</b>	

**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?	<b>k2a</b> %	<b>-9</b>
Paid for on delivery?	<b>k2b</b> %	<b>-9</b>
Paid for after delivery?	<b>k2c</b> %	<b>-9</b>
	<b>100 %</b>	

**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	<b>K3a</b> %	<b>-9</b>
Borrowed from banks (private and state-owned)	<b>K3bc</b> %	<b>-9</b>
Borrowed from non-bank financial institutions	<b>k3e</b> %	<b>-9</b>
Purchases on credit from suppliers and advances from customers	<b>k3f</b> %	<b>-9</b>
Other (moneylenders, friends, relatives, etc.)	<b>k3hd</b> %	<b>-9</b>
	<b>100%</b>	

**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?

SERIAL NUMBER

Yes	1
No	2
<b>Don't know (spontaneous)</b>	<b>-9</b>

**GO TO QUESTION K.6**

**GO TO QUESTION K.6**

**k4**

<b>N.5</b>	In fiscal year <b>[insert last complete fiscal year]</b> , how much did this establishment spend on purchases of:
------------	---

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

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

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

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

<b>K.6</b>	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
<b>Don't know (spontaneous)</b>	<b>-9</b>

**k6**

<b>K.7</b>	At this time, does this establishment have an overdraft facility?
------------	---

Yes	1
No	2
<b>Don't know (spontaneous)</b>	<b>-9</b>

**k7**

<b>K.8</b>	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

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

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

<b>K.10</b>	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
Don't know (spontaneous)

k10

-9

INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR

<b>K.11</b>	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
REF (spontaneous)
Don't know (spontaneous)

k11

-8

-9

<b>K.13</b>	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

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

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

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

	Value
Value of collateral	<b>k15a</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>

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

Yes	1
No	2
<b>Don't know (spontaneous)</b>	<b>-9</b>

**GO TO QUESTION K.21**

**GO TO QUESTION K.21**

**k16**

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

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
<b>Don't know (spontaneous)</b>	<b>-9</b>

**k17**

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

Yes	1
No	2
<b>Don't know (spontaneous)</b>	<b>-9</b>

**k21**

<b>K.30</b>	Is <b>access to finance</b> , 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? <b>SHOW CARD 24</b>
-------------	--

	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	<b>Do Not Know (spontaneous)</b>	<b>Does Not Apply (spontaneous)</b>
Access to finance <b>k30</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>

**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." <b>h7a</b>	1	2	3	4	-9
"Government officials' interpretations of the laws and regulations affecting this establishment are consistent and predictable." <b>j1a</b>	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	<b>j2</b> %
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
No	2
Don't know (spontaneous)	-9

**GO TO QUESTION J.6a**  
**GO TO QUESTION J.6a**

**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	<b>j4</b>
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	<b>j11</b>
Less than one day	<b>1</b>
Still in process	<b>-6</b>
Application denied	<b>-5</b>
Don't know (spontaneous)	<b>-9</b>

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

Yes	1
No	2
Don't know (spontaneous)	<b>-9</b>
REF (spontaneous)	<b>-8</b>

**j12**

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

Yes	1
No	2
Don't know (spontaneous)	<b>-9</b>

**GO TO QUESTION J.30**  
**GO TO QUESTION J.30**  
**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	<b>j14</b>
Less than one day	<b>1</b>
Still in process	<b>-6</b>
Application denied	<b>-5</b>
Don't know (spontaneous)	<b>-9</b>

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

Yes	1
No	2
Don't know (spontaneous)	<b>-9</b>
Refusal (spontaneous)	<b>-8</b>

**j15**

**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	<b>j30a</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>
Tax administration	<b>j30b</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>
Business licensing and permits	<b>j30c</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>
Political instability	<b>j30e</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>
Corruption	<b>j30f</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>
Courts	<b>h30</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>

**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
--------	------------

SERIAL NUMBER

		(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
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SERIAL NUMBER

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

<b>L.30</b>	Are <b>labor regulations</b> 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 <b>inadequately educated workforce</b> No Obstacle, a Minor Obstacle, a Moderate Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment?
	<b>INTERVIEWER: SHOW CARD 28</b>

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

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**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	<b>m1a</b>
<b>Don't know (spontaneous)</b>	<b>-9</b>
<b>Does not apply (spontaneous)</b>	<b>-7</b>

Rotation	<b>m1d</b>
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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	<b>n2a</b>	-9	-8
Total annual cost of raw materials and intermediate goods used in production	<b>n2e</b>	-9	-8
Total annual costs of fuel	<b>n2f</b>	-9	-8
Total annual costs of electricity	<b>n2b</b>	-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	<b>n3</b>
<b>If establishment was not in business three years ago</b>	-7
<b>Don't know (spontaneous)</b>	-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	<b>n4a</b>
<b>REF (spontaneous)</b>	-8
<b>Don't know (spontaneous)</b>	-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)

**SERIAL NUMBER**

Machinery, vehicles, and equipment	<b>n6a</b>	<b>-9</b>	<b>-8</b>
Land and buildings	<b>n6b</b>	<b>-9</b>	<b>-8</b>

<b>N.7</b>	Hypothetically, if this establishment were to purchase the assets it uses now, in their current condition, how much would they cost?
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	LCUs	Don't know (spontaneous)
Machinery, vehicles, and equipment	<b>n7a</b>	<b>-9</b>
Land and buildings	<b>n7b</b>	<b>-9</b>

<b>B.20</b>	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?
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Yes	1
No	2

**b20**

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

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

**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

**a15m/ a15d**

**a15h**

**a15min**

**a15**

**INTERVIEWERS PLEASE ANSWER AT END OF THE INTERVIEW:**

<b>A.16</b>	It is my perception that the responses to the questions regarding opinions and perceptions:
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Truthful	1
Somewhat truthful	2
Not truthful	3

**a16**

<b>A.17</b>	The responses to the questions regarding figures (productivity and employment numbers):
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Are taken directly from establishment records	1
Are estimates computed with some precision	2

SERIAL NUMBER

Are arbitrary and unreliable numbers	3	a17
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**INTERVIEWER COMMENTS:**

a17x
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(Problems occurred/extraordinary circumstances which could influence results)

**SUPERVISORS PLEASE ANSWER:**

<b>A.18</b>	This questionnaire was completed in:
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One visit in face-to-face interview with one person	1	<b>STOP HERE</b>
One visit in face-to-face interview with different managers/staff	2	
Several visits	3	

a18

<b>A.19</b>	If option 2 or 3 in <b>A.18</b> , estimate duration of the whole interview
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<b>Hour</b>	<b>Minutes</b>

a19ha19ma19