

**Productivity and the Investment Climate
Private Enterprise Survey (Manufacturing)**

The purpose of this survey is to better understand conditions in the local investment climate and how they affect firm-level productivity. The goal is to advise government on ways to change policies that hinder private establishments like yours and to develop new policies and programs that support productivity growth. Your answers should reflect only your experience of doing business in your country. Please note that the information obtained here will be treated strictly confidentially. Neither your name nor the name of your firm will be used in any document based on this survey.

Control information

ID code

Name of city: Location

Sector

GENERAL INFORMATION

Questions 1 through 4 apply to your entire firm, including all its establishments (factories, stores and/or service outlets).

1 What is the current legal status of your firm?

1. Publicly listed company (at Jamaica Stock exchange)
 2. Private equity (not listed), limited liability company
 3. Partnership (unlimited liability)
 4. Sole proprietorship (individual)
 5. Other (specify:)

2 What percentage of your firm is owned by:

Private Sector: domestic	<input type="text"/>	%
Private Sector: foreign	<input type="text"/>	%
Government/State	<input type="text"/>	%
Other:	<input type="text"/>	%
	100	

3 What percentage of your firm is owned by the principle owner %
 Is this principle owner also the manager/director

4 Is the principal owner (or one of the principal owners) a female?
 Is the director or manager of your firm a female?

5 a. How many establishments (separate factories, stores or service outlets) does your firm have in this country?
 b. Does your firm have holdings, factories, stores or service outlets in other countries?

NOTE: For the remainder of this survey, please answer with respect to this establishment (factory, store or service outlet).

6 In what year did your establishment begin operating in this country?
 In what year was the establishment formally registered?

7 a. What are your establishment's three main products ?
 b. What percent of your establishment total sales is represented by each of these main product lines?

	a1. Description	a2. Codes	b. % of Total Sales
i.	<input type="text"/>	<input type="text"/>	<input type="text"/> %
ii.	<input type="text"/>	<input type="text"/>	<input type="text"/> %
iii.	<input type="text"/>	<input type="text"/>	<input type="text"/> %

8 Within your main product line, how many competitors, suppliers and buyers do you have and are they domestic or foreign owned?

	Domestic	Foreign Owned
a) competitors		
b) suppliers		
c) buyers		

SALES AND SUPPLIES

9 a. What percent of your establishment's sales are:

i) sold domestically		%
ii) exported directly		%
iii) exported indirectly (through a distributor)		%
TOTAL		100

b. Approximately what percentage of your establishment's domestic sales in the last year were to:

i. the government		%
ii. multinationals located in your country		%
iii. your parent company or affiliated subsidiaries		%
iv. other (sales to small firms, individuals, etc.)		%
TOTAL		100

c. If you export **directly**...

- i. what was the year your establishment first exported?
- ii. which country was the biggest destination of your establishment's exports in the last year and what percent of your total exports did it account for?

<u>Countries name</u>		<u>% of total exports</u>
First:	<input type="text"/>	<input type="text"/> %
Second:	<input type="text"/>	<input type="text"/> %
Third:	<input type="text"/>	<input type="text"/> %

10 (If answer in 9.a.ii was 0 (zero), do not ask this question, and go to question 11) a. If you **export directly**, what was the average and the longest number of days in the last year that it took from the time your goods arrived in their point of exit (e.g., port, airport) until the time they clear customs?

	Airport	Port
Days on average	<input type="text"/>	<input type="text"/>
Longest number of days in the last year	<input type="text"/>	<input type="text"/>

b. For your most recent export, how much did your firm pay for the services of a custom agent?

J\$ % of total value

11 Over the last year, what percent of your establishment's purchases of material inputs and supplies were

a) Purchased through direct imports		%
b) Purchased through indirect imports (via a distributor)		%
c) Purchased from domestic sources		%
TOTAL		

12 (If answer in 11.a was 0 (zero), do not ask this question, and go to question 13) **If you import directly**,

what was the average and the longest number of days in the last year that it took from the time your goods arrived in their point of entry (e.g. port, airport) until the time you could claim them from customs?

	Airport	Port
Days on average		
Longest number of days in the last year		

- 13 a. Does your firm use (to deliver or receive) any logistics firm (door to door)?
- b. Does your firm use transport insurance?
- c. What is the insurance cost? J\$ %
- d. Is the insurance effective (do they pay)?
- e. Why don't you use the insurance?

14 At the time you receive a delivery of your most important input or supply, how many days of inventory/stock (days of production) does this establishment typically have on hand?

days of production

15 What percent of your purchased material inputs/supplies are of lower quality than agreed upon?

Imports %

Exports %

INTERNATIONAL CLIMATE CONSTRAINTS

16 a. Please tell us if any of the following issues are a problem for the operation and growth of your business. If an issue poses a problem, please judge its severity as an obstacle on a four-point scale where:

	0 = No Problem	1 = Minor obstacle	2 = Moderate obstacle	3 = Major obstacle	4 = Severe obstacle	
A. Telecommunications	0	1	2	3	4	
B. Electricity	0	1	2	3	4	
C. Transportation	0	1	2	3	4	
D. Access to Land	0	1	2	3	4	
E. Tax rates	0	1	2	3	4	
F. Tax administration	0	1	2	3	4	
G. Customs and Trade Regulations	0	1	2	3	4	
H. Labor Regulations	0	1	2	3	4	
I. Skills and Education of Available Labor	0	1	2	3	4	
J. Business Licensing and Operating Requirements	0	1	2	3	4	
K. Access to Financing (e.g. collateral)	0	1	2	3	4	
L. Cost of Financing (e.g. interest rates)	0	1	2	3	4	
M. Macroeconomic Uncertainty (e.g. inflation)	0	1	2	3	4	
N. Regulatory Policy Uncertainty	0	1	2	3	4	
O. Corruption	0	1	2	3	4	
P. Crime, theft and disorder	0	1	2	3	4	
Q. Anti-competitive or informal practices	0	1	2	3	4	
R. Legal system/conflict resolution	0	1	2	3	4	
S. Other (specify: <input type="text"/>)	0	1	2	3	4	

- b. Among the above alternatives, please indicate which one constitutes
- i. the biggest obstacle for the operation and growth of your establishment
- ii. the second biggest obstacle

OPERATIONAL VARIATION, LEARNING

17 a. Over the last year how many days per year and hours per week did your establishment normally operate?

(days/year) (hours/week)

b. What was this establishment's average capacity utilization over the last year and the year before?
 (Capacity utilization is the amount of output actually produced relative to the maximum amount that could be produced with your existing machinery and equipment and regular shifts.)
 in 2003: % in 2002: %

18 Does your establishment use technology licensed from a foreign-owned company?

19 a. What are your establishment's intentions over the next two years?

- i. Expand capacity *If expand*, by what percent? %
- ii. Maintain existing capacity
- iii. Reduce capacity *If reduce*, by what percent? %

b. If i, are you also planning to increase employment?
 If yes by what percentage? %

20 Has your establishment received an internationally-recognized quality certification (e.g. ISO 9000, 9002 or 14,000, or sectors specific certifications such as HACCP for food, AATCC for textiles,...., etc.) ?

 Which one?

21 Has your establishment undertaken any of the following initiatives in the last two years?

- 1. Developed an important new product line
- 2. Upgraded an existing product line
- 3. Improved production process (reducing time, or cost of or improved know-how in production)

22 a. Has your establishment acquired new technology over the last two years that either substantially changed the way the main products are produced or allowed the production of new products?

b. *If YES*, what were the two most important ways your establishment acquired this new technology, choosing from the following list?

	specify "other":
1 st most important	<input type="text"/>
2 nd most important	<input type="text"/>

23 How important are each of the following influences on your establishment to reduce the production costs of existing products and/or to develop new products.

- a. Pressure from domestic competitors
- b. Pressure from foreign competitors
- c. Creditors

INFRASTRUCTURE AND SERVICES

24 a. How many times during last year did your establishment experience the following service interruptions?
 (*If it is 0 (zero), go to the next line*)

b. How many hours did they last on average?

c. What were the total losses over the year resulting from these interruptions, as a percentage of the sales value?
 (*Please include losses due to lost production time from the outage, time needed to reset machines, and production and sales lost due to processes being interrupted.)

	a. #times	b. Avg. duration	c. Lost value(*)
i. power outages or surges from the public grid?	<input type="text"/> times	<input type="text"/> hrs	<input type="text"/> %
ii. insufficient water supply for production?	<input type="text"/> times	<input type="text"/> hrs	<input type="text"/> %
iii. Unavailable mainline telephone services	<input type="text"/> times	<input type="text"/> hrs	<input type="text"/> %

25 a. Does your establishment own or share a generator?

If YES, ...

b. What percentage of your electricity comes from your own or a shared generator? %

c. What was the generator's original cost to your establishment and the year of acquisition (please include cost of related equipment such as transformers, lines, etc)?

Original Cost: (J\$1,000) Year of acquisition: (year)

- 26 What percentage of your establishment's water supply, used in the production process, do you get from
- | | | |
|------------------------------------|----------------------|-----|
| a. Public sources? | <input type="text"/> | % |
| b. Your own well or a shared well? | <input type="text"/> | % |
| c. Purchased from private vendors? | <input type="text"/> | % |
| TOTAL | | 100 |

- 27 Considering separately shipments in the domestic market and international shipments (direct exports and/or imports) by your establishment during the last year...
- a. what percentage of the value of your shipment was lost while in transit due to breakage or spoilage?
 b. what percentage of the value of your shipment was lost while in transit due to theft?
- | | | | |
|--|---|--|---|
| | a. Losses due to breakage or spoilage (as % of consignment value) | b. Losses due to theft (as % of consignment value) | |
| 1. for shipments in the domestic market | <input type="text"/> | <input type="text"/> | % |
| 2. for international shipments (direct exports or imports) | <input type="text"/> | <input type="text"/> | % |

- 28 a. Does your establishment use its own transport for its shipments? %
 b. If YES, what percentage of your establishment's shipments use your own transport? %

29 What is your main transport mode used when shipping (export/import) products and/or inputs and supplies?

- 30 Does your establishment regularly use e-mail or a website in its interactions with clients and suppliers?
 i. E-mail?
 ii. A website?

- 31 Is your establishment a member of a business association or chamber of commerce?
 If yes, please rank the first, second and third most important services or benefits it provides you?
- | | |
|--------|----------------------|
| First | <input type="text"/> |
| Second | <input type="text"/> |
| Third | <input type="text"/> |

FINANCE

- 32 a. What percent of your establishment's inputs are bought on credit (i.e. full payment is not due at the time of delivery)? %
 b. What are the terms of credit?

33 Please identify the contribution over the last year of each of the following sources of financing for your establishment's: a. **working capital** (I.e. inventories, accounts receivable and cash) b. **new Investments** (I.e. new land, buildings, machinery and equipment).

	Working Capital	New Investments	
i. Internal funds or retained earnings	<input type="text"/>	<input type="text"/>	%
ii. Domestic commercial banks (loan, overdraft)	<input type="text"/>	<input type="text"/>	%
iii. International commercial banks	<input type="text"/>	<input type="text"/>	%
iv. Leasing arrangement	<input type="text"/>	<input type="text"/>	%
v. Special development financing/ or public financing (government agencies) / or other public services	<input type="text"/>	<input type="text"/>	%
vi. Private investment funds (venture capital)	<input type="text"/>	<input type="text"/>	%
vii. Trade credit (supplier or customer credit)	<input type="text"/>	<input type="text"/>	%
viii. Credit cards	<input type="text"/>	<input type="text"/>	%

ix.	Equity, sale of shares			%
x.	Family, friends			%
xi.	Informal sources (e.g. money lender)			%
xii.	Letter of credit			%
xiii.	Other (specify:)			%
	Specify:			
		TOTAL	100	100

34 Does your establishment have an overdraft facility or line of credit (short term credit excluding loans)?

If YES, ...

a. what percent is currently NOT used?

(of total value of overdrafts and credit lines)

b. Over the last year, what was the average monthly interest rate of the overdraft or line of credit?

c. Is this line of credit/overdraft automatically rolled over every year?

d. Do you use your line of credit/overdraft to finance long term investments?

e. Does your establishment have a specific arrangement with your bank for pre-export financing?

f. If yes, what form does it take?

35 a. Does your establishment currently have a loan from a financial institution?

If YES, for the most recent loan...:

b. What year was this loan approved? (year)

c. In what currency was the loan

d. Did the loan require collateral?

e. *If YES*, which of the following were used as collateral...:

i. Land and buildings?

ii. Immoveable plant, machinery

iii. Moveable Machinery and equipment (incl. vehicles)?

iv. Other Tangible assets (e.g. accounts receivable, inventory)?

v. Personal assets of the owner/manager (e.g. house)?

vi. Other (specify:)

f. What was the appr. value of the collateral required as a percentage of the loan value? %

g. Over the last year, what was the loan's approximate annual rate of interest? %

h. What is the total duration (term) of the loan (from the moment you received the money until the moment it must be fully repaid)? (months)

i. Was it rolled over or renewed?

If yes, how many times?

j. What was the main use of the loan:

36 If you have one or more loans, is one of them a concessional loan (subsidized by the government)

37 If you currently do not have a loan, what is the reason?

38 What share of your total borrowing (loans, accounts payable) is denominated in foreign currency?

39 a. Does your establishment have a checking and/or saving account?

b. property and casualty insurance on its assets

40 a. Does your establishment have its annual financial statement checked and certified by an external auditor?

b. If yes, does the external auditor provide other services to your establishment (for example assistance in the preparation of the financial statements)

41 a. Does your establishment own or lease/rent the majority of its land?

b. Does your establishment own or lease/rent the majority of its buildings?

42 How many days does it take and how much does it cost to clear the following payments through your

financial institution?

	Days until recipient can withdraw funds	Cost	
		as % of transaction	as fixed fee in J\$
i. Domestic check	<input type="text"/>	<input type="text"/> %	<input type="text"/>
ii. Foreign check	<input type="text"/>	<input type="text"/> %	<input type="text"/>
iii. Domestic currency wire	<input type="text"/>	<input type="text"/> %	<input type="text"/>
iv. Foreign currency wire	<input type="text"/>	<input type="text"/> %	<input type="text"/>

CONFLICT RESOLUTION / LEGAL ENVIRONMENT

- 43 a. To what degree do you agree or disagree with this statement?: "I am confident that the judicial system will enforce my contractual and property rights in business disputes."
- b. Has your establishment been involved in a court case in the last 3 years?
- c. How long did it take to resolve the case? days

- 44 a. On average over the last year, what percent of your establishment's sales was...?
- | | |
|--|------------------------|
| i. Pre paid (paid before delivery) | <input type="text"/> % |
| ii. Paid at delivery | <input type="text"/> % |
| iii. Sold on credit (or with deferred payment) | <input type="text"/> % |
| TOTAL: | 100 |

- b. On average over the last year, what percent of your monthly total sales to private customers were not paid within the agreed time? %
- c. Typically, what percent of these monthly sales are never repaid? %
- d. In general, how many days does it typically take to resolve an overdue payment (i.e. from the moment it becomes overdue until you receive payment) with private customers? days

- 45 Over the last 2 years,...
- a. What percent of your establishment's disputes over overdue payments with private customers were resolved by court action? %
- b. On average, how many weeks did those court cases take to resolve, that is from the moment the case was brought to court until the moment the court decided the case? weeks
- c. Were the decisions of the court (whether in your favor or not) generally enforced?
- d. Have you resolved disputes through alternative dispute resolution mechanisms such as arbitration or out of court settlements?
- e. Was this satisfactory (in terms of time, cost and fairness)

CRIME

- 46 a. How do you feel about the chances of your firm being a victim of the following?
- | | |
|--------------------------|----------------------|
| i. Robbery | <input type="text"/> |
| ii. Burglary | <input type="text"/> |
| iii. Motor vehicle theft | <input type="text"/> |
| iv. Fraud | <input type="text"/> |
| v. Extortion | <input type="text"/> |
| vi. Protection | <input type="text"/> |
| vii. Arson | <input type="text"/> |
| viii. Employee crime | <input type="text"/> |
- b. In 2003, Did your establishment experience losses in the last year due to theft, robbery, vandalism, or arson?
- c. How many cases occurred
- d. Please estimate the value of losses in Jamaican Dollar
- e. How many of these incidents did you report to the police
- f. Of these incidents, how many were solved (the perpetrator was caught etc.)?

Number Est. cost No. of No. of

		incidents reported	incidents solved
i. Robbery / Burglary			
ii. Fraud			
iii. Extortion			
iv. Arson			
v. Other			

- 47 Please estimate your establishment's costs (in J\$) during last year of providing:
- a. security related to crime (equipment, personnel, or professional security service)? (J\$)
- b. protection payments (e.g. to organized crime to prevent violence) (J\$)

- 48 How do you view the future of your firm over the next 3 years if the present level of crime/violence persists
- a. Remaining in operation
- b. Switching to another type of business
- c. Relocating within Jamaica
- d. Relocating outside Jamaica
- e. Closing down permanently
- f. Other

BUSINESS-GOVERNMENT RELATIONS

- 49 To what extent do you agree or disagree with this statement: "In general, government officials' interpretations of regulations affecting my establishment are consistent and predictable."
- 50 How many different tax forms does your establishment need to fill annually?
- 51 In a typical week over the last year, what percentage of total senior management's time (e.g. general manager, chairman, director, vice-president, and/or chief officers for operation, finance, but not supervisors) was spent in dealing with requirements imposed by government regulations (e.g. taxes, customs, labor regulations, licensing and registration) including dealings with officials, completing forms, etc.?
- 52 We've heard that establishments are sometimes required to make gifts or informal payments to public officials to "get things done" with regard to customs, taxes, licenses, regulations, services etc.
- a. Does this occur for establishments in your sector (not necessarily yours)?
- b. If YES, on average, over a year, what percent of annual sales value would such expenses cost a typical establishment in your area of activity? %
- (If respondent cannot answer in percentage, ask total value in J\$:) J\$
- 53 If your establishment has gone through the following procedures in the last three years, please answer the questions in the table below.

	Total duration (calendar days)	Use of outside help (e.g. lawyer)	Total costs for J\$ 1000000	Value of gifts J\$ 1000000	
	(1)	(2)	(3)	(4)	
a. Company registration					
b. General trade license					specify
c. Sectoral license (specify sector)					<input type="text"/>
d. Land title registration					
e. Construction/building permit					
f. Electricity connection					
g. Water connection					
h. Telephone connection					
i. Import licence					

- 54 If you have started a business in the last three years, please fill in the duration and the estimated costs of

the following procedures:

	Duration (days)	Costs (J\$)
a. Check availability of name		
b. Pay stamp duty		
c. Obtain a registration certificate		
d. Obtain national insurance		
e. Registe for income tax		
f. Obtain taxpayer registration number (TRN)		
g. Register for GCT		
Total		

55 a. Recognizing the difficulties many enterprises face in fully complying with taxes and regulations, what percentage of total sales would you estimate the typical establishment in your sector reports for tax purposes? % reported

b. Recognizing the difficulties many enterprises face in fully complying with labor regulations, what do you think is the percentage of total workforce that is reported for purposes of payroll taxes and labor regulation in a typical establishment in your sector? % reported

- 56 a. How many **times in total last year** was your establishment inspected or were you (or your staff) required to have mandatory meetings with officials of each of the following agencies in the context of regulation of your business?
 b. What was the average duration (in hours) of each of these times?
 c. Was a gift or informal payment asked for or expected at each of these interactions?

	Inspections and required meetings with officials		Was a gift or informal payment ever expected/ requested?
	a. # ofTimes	b. Average duration (hours)	
i. Tax Inspectorate			
ii. Labor and Social Security			
iii. Fire and Building Safety			
iv. Sanitation/Epidemiology/Health			
v. Police			
vi. Environmental			
vii. Parish councils			
vii. TOTAL , all agencies (including those not listed above)			

- 57 a. When establishments in your industry do business with the government, is a gift or informal payment expected to secure the contract?
 b. If yes, what is the typical value of the gift or informal payment as a percentage of the contract value? %

- 58 We have identified the following incentives in Jamaica:
 i. Tax holiday
 ii. Custom exemption on imp. capital equipment or inputs?
 iii. Return of custom duties (drawback)
 iv. Other, specify:

a	b	c	d	e (days)

f. If you use incentives, would you have operated your business at the same level as you do now in case you had not been able to access these incentives?

59 Were you unsuccessful in any attempts to acquire land or new premises?

- 60 If you were unsuccessful, which of the following reasons help explain why?
- a. The government did not want to sell the land
 - b. You could not get the required zoning approval
 - c. Could not get clear title
 - d. Government would not provide infrastructure for desired site
 - e. High price
- 61 For the most recent acquisition of land or buildings:
- a. How long did the entire process take once a suitable site was identified? (Include all time to register, negotiate with sellers, obtain all required licenses and zoning permissions) Weeks
 - b. How much did the process cost in transaction fees (do not include the cost of the land) in J\$
 - i. Transaction fees (incl. Registration fees, payments to lawyers, brokers etc.)
 - ii. Informal payments to government officials or private parties
- 62 Are there any restrictions on foreign ownership in your main area of business (merchandise)

RELATIONS

- 63 When your establishment started its operation in this country, what was the total number of full-time paid employees?
(number of employees) or (DK=Don't know)

64 Please describe your workforce using the following definitions: (*Enumerator: read the definitions*)

Professionals :	Trained and certified specialists outside of management such as engineers, accountants, lawyers, chemists, scientists, software programmers. Generally, Professionals hold a University-level degree. Includes managers (persons making management decisions), but exclude supervisors.	
Skilled Production	Skilled Production workers are technicians involved directly in the production process or at a supervisory level and whom management considers to be skilled.	
Unskilled	Persons involved in production process whom management considers to be unskilled.	

The following table refers only to permanent workers (including management) of your establishment. Permanent workers are defined as all paid workers that are employed for a term of one or more years and/or have a guaranteed renewal of their employment contract.

	Total	Professionals	Skilled Production	Unskilled Production
Ave. number of workers during 2001				
Ave. number of workers during 2002				
Ave. number of workers during 2003				
Of which:				
Number of female workers				
Part-time				
Part-time female				
Total compensation in 2003 (includes all benefits in				

65 The following table refers only to temporary workers of your establishment. Temporary workers are defined as all (paid) short term (i.e. for less than a year) employees with no guarantee of renewal of employment contract.

	2003	2002	2001
Average number of temporary workers employed:			
Of which:			
average number of female			
average number of part-time			
Of which female			
Avg length of employment for each period			
Total compensation (including benefits, if applicable) of all temporary workers (in J\$)			

(months)

66 For temporary workers, on average, how many hours per week do they work? hours/week

67 a. In 2003, how many new permanent employees did your establishment hire? number

b. In 2003, how many permanent employees from your establishment:

i. were dismissed or laid off? number

ii. left due to sickness or died? number

iii. left for other reasons? number

c. In case i is positive, how much redundancy compensation did you pay in total: (J\$)

68 At your current level of production, if you could change the number of regular full-time workers you currently employ without any restrictions (i.e. without seeking permission, making severance payments, required to pay mandatory benefits, etc.), would you increase, decrease or keep constant your current workforce?

→ *If Increase*, how many would you hire?

number

→ *If Decrease*, how many would you fire?

number

69 (if question 67 is answered with 'increase' or 'decrease'): Why are you not at the optimal level of labor?

List up to 3 main reasons

1	<input type="text"/>
2	<input type="text"/>
3	<input type="text"/>

70 Do you find the labor regulations very restrictive?

71 If your establishment were not required to pay the costs of maternity leave, would you hire:

72 a. Does you plant offer formal training programs for its employees (external and/or in-house)?

b. If yes, in what year did your plant first introduce a formal training program (either in-house or external training)? year

73 If your plant does not offer formal training (neither internal nor external), please indicate the three principal reasons for not doing so:

<input type="text"/>	Most important
<input type="text"/>	2nd most important
<input type="text"/>	3rd most important

74 a. Do you consider the external training provided by public or private external agencies is adequate to your establishment's needs?

b. If NO, could you indicate the 3 principal reasons why

<input type="text"/>	Most important
<input type="text"/>	2nd most important
<input type="text"/>	3rd most important

If other, specify:

75 Could you rank the effectiveness of public training institutions, in a 1-6 scale?

76 In your opinion, what are the three most important factors (choose from list below) that are important in improving the services offered by the public training institution

<input type="text"/>	Most important
<input type="text"/>	2nd most important
<input type="text"/>	3rd most important

If other, specify:

77 a. In the last year, did you offer any of the following formal (beyond "on the job") training to your
i. Internal training (offered within the walls of your establishment)?

ii. External training (offered at a location outside your establishment)?

b. What percentage of your total permanent employees received formal training in the last year?

Skilled: % Unskilled: %

c. What was the average number of weeks of training for each employee?

Skilled: weeks Unskilled: weeks

(Skilled includes professionals)

78 What percentage of the establishment's workers speak multiple languages? %

79 What percent of your workforce is unionized?

a. Total: %

b. Female: %

80 How many days of production last year did you lose due to

a. worker strikes or other labor disputes? days

b. civil unrest? days

c. employee absenteeism due to illness, death, funerals? days

81 What percentage of the workforce at your establishment have the following education levels?

i. Some university or higher

ii. Completed secondary (incl. vocational)

iii. Incomplete secondary

iv. Completed primary

v. Did not complete primary

	Total work force	Female work force
i. Some university or higher	<input type="text"/> %	<input type="text"/> %
ii. Completed secondary (incl. vocational)	<input type="text"/> %	<input type="text"/> %
iii. Incomplete secondary	<input type="text"/> %	<input type="text"/> %
iv. Completed primary	<input type="text"/> %	<input type="text"/> %
v. Did not complete primary	<input type="text"/> %	<input type="text"/> %
Total	100	100

82 Do you believe HIV/AIDS is a potential threat to your business?

83 If so, do you have a plan to deal with this?

84 Could you please estimate the losses to the establishment (as a percent of sales) due to HIV/AIDS in your workforce? %

PRODUCTIVITY

85 Please provide the following information on your establishment's production, sales and expenses

	Value in thousands of JS		
	2003	2002	2001
i. Total sales			
ii. Total purchases of raw material and intermediate goods (whether used in production or not), including finished goods for resale			
iii. Total cost of labor, including wages, salaries and bonuses			
iv. Total cost of energy, water, electricity			

86 In 2003 how much did your establishment spend on purchases of...?

	Value in thousands of JS
	2003
i. Machinery and equipment (new and/or used)	
ii. Land, buildings or improvements to leasehold	
iii. Of which: Land	

iv. Vehicles	
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87 What was the net book value of the following at the end of 2003

	Value in thousands of J\$
i. Machinery and equipment (including transport)	
ii. Land, buildings and leasehold improvements	

88 Whether you rent or own your land, buildings, and machinery and equipment, at the end of 2003, if you had to purchase back the following in its current condition, how much would it have cost?

	Value in thousands of J\$
Machinery and equipment (including transport)	
Land, buildings and leasehold improvements	

89 What was the value of the following at the end of the year...?

	Value in thousands of J\$ at the end of	
	2003	2002
Value of your total assets?		

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