

Respondent ID#:\_\_\_\_ Date [ \_\_\_\_\_ ]\_Number [ \_\_\_\_\_ ]\_\_\_\_\_  
Name of Interviewer:\_\_\_\_\_

### PACRO Bulk Filer Questionnaire

**(15 firms contacted at place of business from list provided by PACRO)**

**Comment [EHW1]:** One possibility is to ask Lands and PACRO if there are certain firms that handle most of the filings- say the biggest 3-4 firms and make the sample smaller if it represents a large part of the transactions.

#### Introduction

The Millennium Challenge Corporation, a US government donor agency, is currently conducting an evaluation of the Zambia Threshold Project (ZTP) which it funded from June 2006- December 2008. ZTP worked with PACRO to set up Customer Service Centers, automate the registration process, and increase the quality of customer care. The ultimate objective of these activities was to reduce the number of days to register a business and reduce opportunities for corruption. PACRO has shared a list of the agents that submit large numbers of applications and your company is included. We would like to ask you some questions about your experience at PACRO to help us understand whether or not the program has been of benefit to the private sector. Please note that the answers will be reported in an aggregated manner to protect confidentiality and to inform the evaluation as a whole.

#### Part I. General Information

1. Name of firm: \_\_\_\_\_
2. Are you a:  
\_\_\_ Notary/lawyer/accountant  
\_\_\_ Agent  
\_\_\_ Other [Please list: \_\_\_\_\_]
3. How many years has your company been in operation (doing this kind of work)?  
\_\_\_ Less than 3 years  
\_\_\_ 4-10 years  
\_\_\_ More than 10 years
4. Are your clients mostly:  
\_\_\_ Individuals/households  
\_\_\_ Companies/Investors  
\_\_\_ Both  
\_\_\_ Other [Please list: \_\_\_\_\_]

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5. Are your clients mostly located in (please check all that apply):

- ☐ Lusaka
- ☐ Northern Province
- ☐ Eastern Province
- ☐ Southern Province
- ☐ Foreign companies
- ☐ Other \_\_\_\_\_

6. What kind of transactions are you mostly hired for (please check all that apply)?

- Name Clearance
- Registration of Business Name (Individual)
- Registration of Business Name (Partnership)
- Registration of Business Name (Corporation)
- Annual Return of a Business Name
- Application for Incorporation as a Public Company
- Application for Incorporation as a Private Company
- Other [Please list: \_\_\_\_\_]

## Part II. Registration Experience

7. Do you mostly apply:

- ☐ in person
- ☐ send an employee
- ☐ Other \_\_\_\_\_

8. How many days on average does it take to complete your transaction with PACRO counting from time of lodging application to time of receiving completed certificate?

- Business Name \_\_\_\_\_ days \_\_\_\_\_ weeks \_\_\_\_\_ months \_\_\_\_ don't know
- Incorporation \_\_\_\_\_ days \_\_\_\_\_ weeks \_\_\_\_\_ months \_\_\_\_ don't know
- Other [Please list: \_\_\_\_\_]  
\_\_\_\_\_ days \_\_\_\_\_ weeks \_\_\_\_\_ month \_\_\_\_ don't know

9. Do you or your staff members have to make multiple visits in order to check on the progress of your application or file additional paperwork?

- ☐ yes
- ☐ no
- ☐ don't know

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10. If yes, on average how many visits total did you or your staff have to make before the certificates are ready?

\_\_ 2/3

\_\_ 4/5

\_\_ more than 5

11. Is your company ever asked for extra money to speed up/expedite the registration?

\_\_ yes \_\_ no \_\_ don't know

12. Some government offices have a poor reputation of requiring tips or bribes to obtain service. Is this a problem at PACRO?

\_\_\_\_\_ Yes, a common problem

\_\_\_\_\_ Yes, but only sometimes

\_\_\_\_\_ Yes, but very rarely

\_\_\_\_\_ No, this doesn't happen

\_\_\_\_\_ No opinion/decline to reply

Comments: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

### Part III. Efficiency and Quality of Service

Now we would like to ask some questions comparing the quality and efficiency of service since the Customer Service Center opened in 2006 with the situation before.

*Enumerators, if the company commenced operations after 2006, please skip to the next section.*

13. How would you compare the time it takes to process applications now with before the changes?

\_\_\_\_\_ faster \_\_\_\_\_ slower \_\_\_\_\_ same \_\_\_\_\_ no opinion

Comment: \_\_\_\_\_

\_\_\_\_\_

14. How would you compare the quality of customer care now with before the changes?

\_\_ better \_\_ worse \_\_ same \_\_ no opinion

Comment: \_\_\_\_\_

\_\_\_\_\_

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15. How would you compare the level of corruption now with before the changes?

☐ better ☐ worse ☐ same ☐ no opinion

Please explain: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

16. Overall, would you say that dealing with PACRO now is:

☐ Better

☐ The same

☐ Worse/ More complicated than before

Comment: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

#### Part IV. Customer Outreach and Feedback

17. Have you ever contacted PACRO with a complaint? ☐ yes (*Skip to question 22*) ☐ no

18. If you have not lodged a complaint with PACRO, why not? (*After completing, skip to Question 27*)

☐ I am satisfied with their service/ No reason to complain

☐ I do not believe they will respond

☐ I am too busy

☐ I don't want trouble with them (concerned about possible repercussions)

☐ Other [ \_\_\_\_\_ ]

19. If yes, what was your complaint about: (please check all that apply)

☐ Amount of paperwork required as part of the application process

☐ Delays in getting certificates

☐ Unprofessional behavior by staff members

☐ Demands for extra payment or "speed money"

☐ More serious criminal acts

☐ Other [ \_\_\_\_\_ ]

20. How did you lodge your complaint or suggestion?

- Suggestion Box at the Customer Service Center
- Spoke to a staff member
- Wrote a letter to management

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- Called management
- Contacted the Anti-Corruption Committee
- Contacted the ALAC
- Other [ \_\_\_\_\_ ]

21. Was PACRO responsive to your concern? \_\_ yes \_\_ no (if no, skip to Question 27)

Comment: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

22. If yes, how soon did they respond to your concern?

- ☐ Within a week
- ☐ Within a month
- ☐ More than a month

23. How did they contact you?

- Called your office
- Wrote a letter to you
- Spoke to you
- ☐ Didn't contact me but I saw improvement
- Other [ \_\_\_\_\_ ]

24. Do you have additional comments you would like to share with us for our evaluation? Please explain:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Thank you for your time and candid responses to the questions!