



**QUESTIONNAIRE NUMBER**

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H		
Services of motor vehicles	50	50
Construction Section F:	45	45
Transport Section I: (60-64)	60	60

**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.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 still does activities that match sample frame	2
No, does not match	3

**A.12** Interviewer code **a12**

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**A.13** Supervisor code **a13**

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A.6 Size	Sampling size <b>a6a</b>	Screener Size <b>a6b</b>
Micro <5	0	0
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 both HQ and other establishments of the same firm	3
Establishment physically separated from HQ but it locates 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>

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

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

**READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING.**

The goal of this survey is to gather information and opinions about the business environment in [insert country name]. The information gathered here will help the World Bank 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
<b>OTHER (SPONTANEOUS-SPECIFY) ___ b1x ___</b>	6
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**SKIP TO B.2**

**b1**

**Commented [A1]:** Local agencies to advise on best definitions for the below options

**INTERVIEWER: PLEASE NOTE WHEN b1 IS 3 (SOLE PROPRIETORSHIP), WRITE 100% FOR QUESTION b3.**

**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> %
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>





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<b>B.8x</b>	Please specify the internationally-recognized quality certifications
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Specify Certifications	<b>b8x</b>
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QUESTIONNAIRE NUMBER

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**C. INFRASTRUCTURE AND SERVICES**

**READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING.**

Now, we turn to the establishment's operations

**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?

	Days
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>REFUSAL (SPONTANEOUS)</b>	<b>-8</b>

**c5**

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

	Number
Number of power outages in a typical month	<b>c7</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

*IF 0, GO TO QUESTION C.9*  
*GO TO QUESTION C.9*

QUESTIONNAIRE NUMBER

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

	Hours	Minutes
Average duration of power outages in hours	c8a	c8b
<b>DON'T KNOW (SPONTANEOUS)</b>	-9	-9

IF THE DURATION IS LESS THAN AN HOUR, CODE 0 IN THE HOURS COLUMN.  
IF THE RESPONDENT DOES NOT KNOW EITHER THE HOURS OR THE MINUTES, CODE 'DON'T KNOW' IN BOTH COLUMNS.

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

	Percent
Loss as percentage of total annual sales due to power outages	c9a %
<b>NONE</b>	0
<b>DON'T KNOW (SPONTANEOUS)</b>	-9

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

	LCUs
Annual losses due to power outages	c9b
<b>NONE</b>	0
<b>DON'T KNOW (SPONTANEOUS)</b>	-9

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

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	-9

GO TO QUESTION C.12  
GO TO QUESTION C.12

c10

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

	Percent
Percentage electricity from generators	c11 %
<b>DON'T KNOW (SPONTANEOUS)</b>	-9

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

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	-9

GO TO QUESTION C.15  
GO TO QUESTION C.15

c12





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**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 financial year [insert last complete financial year], what was this establishment's main activity and product, that is, the activity and product that represented the largest proportion of annual sales?  
**ENUMERATOR: PLEASE SPECIFY THE ACTIVITY AND PRODUCT IN DETAIL, FOR EX., "LEATHER SHOE MANUFACTURING" NOT JUST SHOE MANUFACTURING**

Description

d1a1x

**INTERVIEWER: THE FOLLOWING QUESTION IS NOT PART OF THE INTERVIEW. IT WILL BE FILLED OUT IN THE OFFICE**

**D.1a2** PLEASE CHOOSE THE 4-DIGIT ISIC REV. 3.1 CODE THAT BEST APPLIES TO THE ESTABLISHMENT'S MAIN ACTIVITY AND PRODUCT.

	<b>Code</b>
<b>CODE OF THE MAIN PRODUCT AND ACTIVITY</b>	<b>d1a2</b>

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

	<b>Percent</b>
Percentage of sales represented by main product or activity product	<b>d1a3</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**INTERVIEWER: PLEASE NOTE THAT THE NEXT QUESTION REFERS TO THE TOTAL SALES OF ALL PRODUCTS AND SERVICES**

**D.2** In financial year [insert last complete financial year], what were this establishment's total annual sales for **ALL** products and services?

	<b>LCUs</b>
Last complete financial year's total sales	<b>d2</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>PLEASE ALSO WRITE OUT THE NUMBER (i.e. 50,000 as Fifty Thousand)</b>	

QUESTIONNAIRE NUMBER

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<b>d2x</b>
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**N.3** In financial year [insert last complete financial year minus two], three financial 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>	<b>-7</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**Commented [A3]:** In Malawi, the beginning of this question should read: 'In the most recently completed financial year, what were...'.  
In South Sudan, 'financial year' should be replaced with 'calendar year'.

**D.3** In financial year [insert last complete financial year], what percentage of this establishment's sales were:  
**(INTERVIEWER: SKIP PATTERNS MUST BE FOLLOWED IN THE ORDER THEY APPEAR IN THE TABLE)**  
**SHOW CARD 4**

	Percent	DON'T KNOW (SPONTANEOUS)	
National sales	<b>d3a %</b>	<b>-9</b>	<i>IF 100, GO TO QUESTION SL_D.10</i>
Indirect exports (sold domestically to third party that exports products)	<b>d3b %</b>	<b>-9</b>	<i>IF 100, GO TO QUESTION D.8</i>
Direct exports	<b>d3c %</b>	<b>-9</b>	<i>IF 0, GO TO QUESTION D.8</i>
	<b>100%</b>		

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

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

	Days
Average number of days to clear customs	<b>d4</b>
<b>LESS THAN ONE DAY</b>	<b>1</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>DOES NOT APPLY</b>	<b>-7</b>





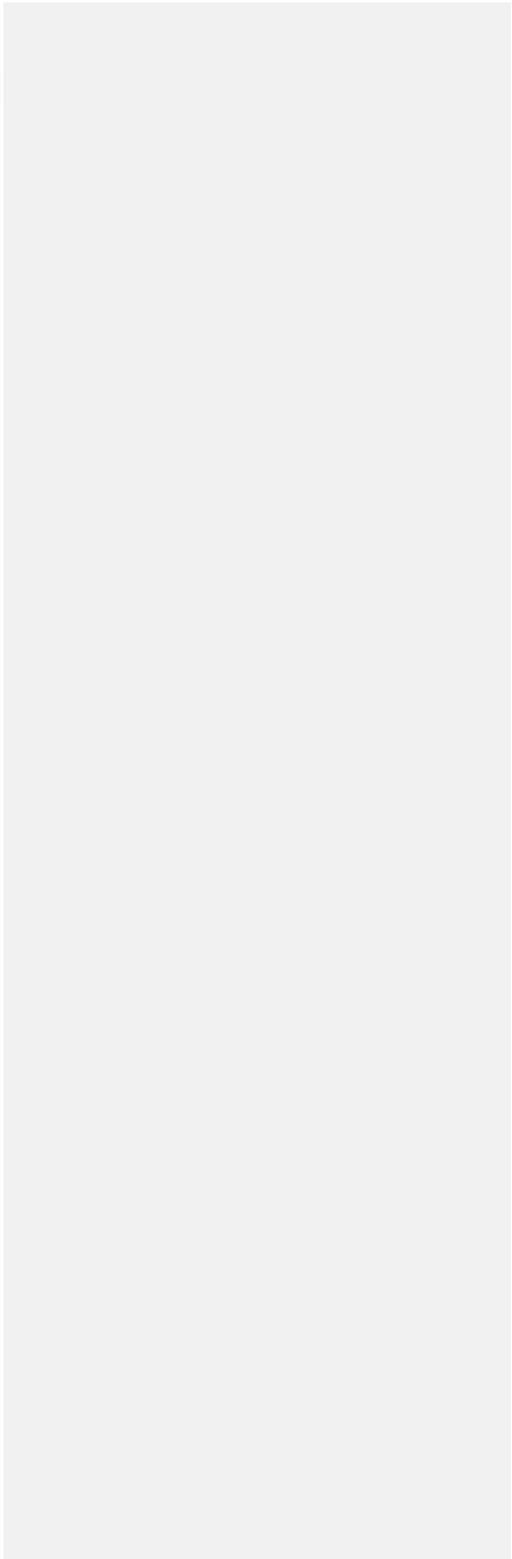






**QUESTIONNAIRE NUMBER**

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QUESTIONNAIRE NUMBER

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**H. INNOVATION**

**READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING**

And now we switch to a different topic. In this section “new” means new to the establishment but not necessarily new to the market.

**H.1** During the last three years, has this establishment introduced **new** or **significantly improved** products or services?  
**SHOW CARD 9**

**INTERVIEWER: SHOW CARDS IN THIS SECTION CONTAIN EXAMPLES OF INNOVATIONS. THEY ARE MEANT AS EXAMPLES ONLY - THEY DO NOT CONTAIN ALL POSSIBLE INNOVATIONS.**

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**GO TO QUESTION H.3**

**GO TO QUESTION H.3**

**h1**

**H.2** Were any of the **new** or **significantly improved** products or services also new for the establishment's main market?

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**h2**

**H.3** During the last three years, has this establishment introduced any **new** or **significantly improved** methods of manufacturing products or offering services? **SHOW CARD 10**

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**h3**

QUESTIONNAIRE NUMBER

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**H.4a** During the last three years, has this establishment introduced any **new** or **significantly improved** logistics, delivery, or distribution methods for inputs, products, or services? **SHOW CARD 11**

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**h4a**

**H.4b** During the last three years, has this establishment introduced any **new** or **significantly improved** supporting activities for your processes, such as maintenance systems or operations for purchasing, accounting, or computing? **SHOW CARD 12**

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**h4b**

**H.5** During the last three years, has this establishment introduced any **new** or **significantly improved** organizational structures or management practices? **SHOW CARD 13**

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**h5**

**H.6** During the last three years, has this establishment introduced **new** or **significantly improved** marketing methods? **SHOW CARD 14**

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**h6**

QUESTIONNAIRE NUMBER

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**H.7** During the last three years, did this establishment spend on formal research and development activities, either in-house or contracted with other companies?  
**SHOW CARD 15**

(INTERVIEWER: Research and development (R&D) is defined as creative work undertaken on a systematic basis in order to increase the stock of knowledge. For example, laboratory research for a new chemical compound of paint would be research and development while market research surveys or internet surfing would not be research and development.)

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**h7**

**H.8** During the last three years, did this establishment give employees some time to develop or try out a new approach or new idea about products or services, business process, firm management, or marketing? **SHOW CARD 16**

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**h8**

QUESTIONNAIRE NUMBER

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**F. CAPACITY**

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

	Percent
Capacity utilization	f1 %
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**F.2** In financial year [insert last complete financial year], how many hours per week did this establishment normally operate? **(INTERVIEWER: RESPONSE CANNOT BE GREATER THAN 168 HOURS)**

	Hours
Typical hours of operation in a week	f2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>





QUESTIONNAIRE NUMBER

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**I. CRIME**

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

**I.1** In financial year [insert last complete financial year], did this establishment pay for security, for example equipment, personnel, or professional security services?

Yes	1	<i>GO TO QUESTION I.3</i> <i>GO TO QUESTION I.3</i>
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	

**i1**

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

	Percent
Percentage of total annual sales for security	<b>i2a</b> %
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

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

	LCUs
Total annual cost of security	<b>i2b</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

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

Yes	1	<i>GO TO QUESTION I.30</i> <i>GO TO QUESTION I.30</i>
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	

**i3**

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

	Percent
Losses as percentage of total annual sales	<b>i4a</b> %
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

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

	LCUs
Total annual value of losses	<b>i4b</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

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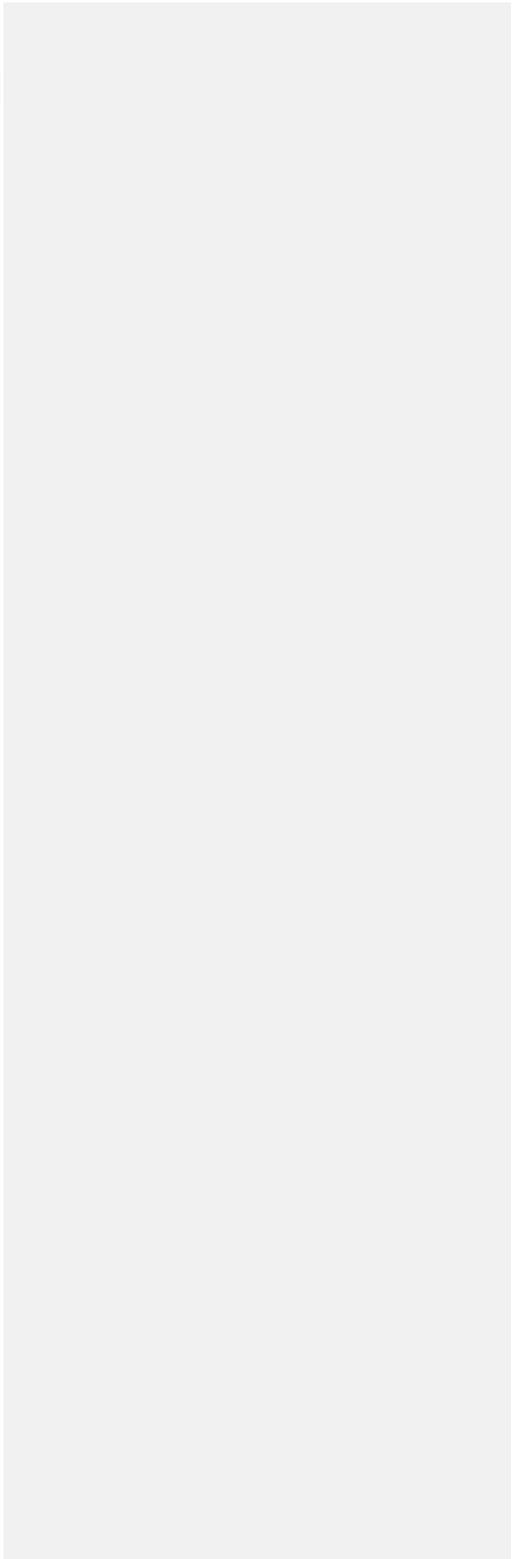
**L.30** Using the response options on the card; To what degree is **Crime, Theft and Disorder** an obstacle to the current operations of this establishment? **SHOW CARD 20**

						(SPONTANEOUS)		
		No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	DON'T KNOW	DOES NOT APPLY
Crime, theft and disorder	<b>i30</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>



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**K.30** Using the response options on the card; To what degree is **Access to Finance** an obstacle to the current operations of this establishment? [SHOW CARD 25](#)

						(SPONTANEOUS)		
		No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	DON'T KNOW	DOES NOT APPLY
Access to finance	<b>k30</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>

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**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 one statement describing the courts system and how it could affect business. Please tell me if you Strongly disagree, Tend to disagree, Tend to agree, or Strongly agree.  
**INTERVIEWER: READ OUT STATEMENT**  
**SHOW CARD 26**

(SPONTANEOUS)

	Strongly disagree	Tend to disagree	Tend to agree	Strongly agree	DON'T KNOW	DOES NOT APPLY
"The court system is fair, impartial and uncorrupted." <b>h7a</b>	1	2	3	4	-9	-7

**SL\_J.2** Over the past three years [insert last complete three financial years], did your establishment have a business dispute (e.g., dispute with employees, other firms, government, etc.) in which a third party (such as arbiters or judicial system) was involved?

Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

**GO TO QUESTION J.2**  
**GO TO QUESTION J.2**

**SL\_j**  
**2**

**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 or 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> %
<b>NO TIME WAS SPENT</b>	<b>0</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**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**

















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**L.30** Using the response options on the card; To what degree are **Labor Regulations** an obstacle to the current operations of this establishment? **SHOW CARD 28**

Using the response options on the card; To what degree is **an Inadequately Educated Workforce** an obstacle to the current operations of this establishment? **SHOW CARD 28**

						(SPONTANEOUS)		
		No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	DON'T KNOW	DOES NOT APPLY
Labor regulations	<b>130a</b>	0	1	2	3	4	-9	-7
Inadequately educated workforce	<b>130b</b>	0	1	2	3	4	-9	-7

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**M. BUSINESS ENVIRONMENT**

**READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:**

The next question is designed to get a general picture of your opinion about how the business environment affects the operations of this establishment.

**M.1** By looking at card [insert card number] can you tell me which of the elements of the business environment included in the list, if any, currently represents the biggest obstacle faced by this establishment **SHOW CARD 29**  
**INTERVIEWER: DO NOT READ OUT**

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 (option 1, 2 or 3)	<b>m1d</b>
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A.15a Please complete the following information about the interviewee(s)

	Position in the firm	Years with the firm	Gender
Main respondent	a15a1ax	a15a2a	a15a3
Second respondent	a15a1bx	a15a2b	a15b3
Third respondent	a15a1cx	a15a2c	a15c3

ENTER 1 WHEN YEARS WITH THE FIRM IS LESS THAN ONE. FOR GENDER 1: MALE, 2: FEMALE

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

A.15 Time face-to-face interview ends:

Day (dd)	Month (mm)	Year (yyyy)	Hour (00 to 23)	Minutes (00 to 59)
a15d	a15m	a15y	a15h	a15min

INTERVIEWERS PLEASE ANSWER AT END OF THE INTERVIEW:

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

Truthful	1
Somewhat truthful	2
Not truthful	3

a16

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

Are taken directly from establishment records	1
Are estimates computed with some precision	2
Are arbitrary and unreliable numbers	3
Are in some case taken from books in some case estimates	4

a17

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**INTERVIEWER COMMENTS:**

	<b>a17x</b>
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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>

**a19h**

**a19m**