

QUESTIONNAIRE NUMBER

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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 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	SKIP TO B.2
Shareholding company with non-traded shares or shares traded privately	2	
Sole proprietorship	3	
Partnership	4	
Limited partnership	5	
OTHER (SPONTANEOUS-SPECIFY) <u> b1x </u>	6	
DON'T KNOW (SPONTANEOUS)	-9	

b1

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?

	Percent
Percentage held by largest owner or owners	b3 %
DON'T KNOW (SPONTANEOUS)	-9

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B.8x	Please specify the internationally-recognized quality certifications
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Specify Certifications	b8x
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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
DON'T KNOW (SPONTANEOUS)	-9

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	c4
LESS THAN ONE DAY	1
STILL IN PROCESS	-6
APPLICATION DENIED	-5
DON'T KNOW (SPONTANEOUS)	-9

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

Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9
REFUSAL (SPONTANEOUS)	-8

c5

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

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

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

c6

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C.30 Using the response options on the card; To what degree is **Electricity** an obstacle to the current operations of this establishment? **SHOW CARD 3**

Using the response options on the card; To what degree are **Telecommunications** an obstacle to the current operations of this establishment? **SHOW CARD 3**

		(SPONTANEOUS)						
		No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	DON'T KNOW	DOES NOT APPLY
Electricity	c30a	0	1	2	3	4	-9	-7
Telecommunications	c30b	0	1	2	3	4	-9	-7

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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, product or service, that is, the activity, product or service that represented the largest proportion of annual sales
ENUMERATOR: PLEASE SPECIFY THE ACTIVITY AND PRODUCT IN DETAIL, FOR EX., "DATA CONSULTING IT SERVICES" NOT JUST IT SERVICES

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.

	Code
CODE OF THE MAIN PRODUCT AND ACTIVITY	d1a2

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

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

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

	Year
Began exporting directly or indirectly	d8
DON'T KNOW (SPONTANEOUS)	-9

INTERVIEWER: WRITE YEAR USING 4 DIGITS

SL_D.10 In financial year **[insert last complete financial year]**, what percentage of domestic sales by this establishment were to?

	Percent
Large private mining firms	SL_d10a %
Large private agribusiness firms	SL_d10b %
State owned enterprises	SL_d10c %
This establishment's parent company or affiliated subsidiaries?	SL_d10d %
Others	SL_d10e %

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

	Percent	
Losses due to theft as percentage of the value of the products	d10 %	
NO LOSSES	0	
DON'T KNOW (SPONTANEOUS)	-9	
NO INTERNAL SHIPMENTS MADE (DOES NOT APPLY)	-7	GO TO QUESTION SL_D.11

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

	Percent
Losses due to breakage or spoilage as percentage of the value of the products	d11 %
NO LOSSES	0
DON'T KNOW (SPONTANEOUS)	-9
NO INTERNAL SHIPMENTS MADE (DOES NOT APPLY)	-7

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E. DEGREE OF COMPETITION

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

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

e11

E.30 Using the response options on the card; To what degree are **Practices of Competitors in the Informal Sector** an obstacle to the current operations of this establishment? **SHOW CARD 8**

	(SPONTANEOUS)						
	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	DON'T KNOW	DOES NOT APPLY
Practices of competitors in the informal sector e30	0	1	2	3	4	-9	-7

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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.

INTERVIEWER: PLEASE WRITE THE RESPONSES BELOW AS WELL AS COPY THEM TO THE DECISION MATRIX.

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

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
DON'T KNOW (SPONTANEOUS)	-9

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
DON'T KNOW (SPONTANEOUS)	-9

h3

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

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No	2	<i>GO TO QUESTION K.6</i>
DON'T KNOW (SPONTANEOUS)	-9	<i>GO TO QUESTION K.6</i>
		k4

N.5 In financial year [insert last complete financial year], how much did this establishment spend on purchases of:
INTERVIEWER: READ OUT

	LCUs	DON'T KNOW (SPONTANEOUS)
Machinery, vehicles, and equipment (new or used)	n5a	-9
Land and buildings	n5b	-9

K.5 Over financial year [insert last complete financial year], please estimate the proportion of this establishment's total purchase of fixed assets that was financed from each of the following sources:
SHOW CARD 22

	Percent	DON'T KNOW (SPONTANEOUS)
Internal funds or retained earnings	k5a%	-9
Owners' contribution or issued new equity shares	k5i %	-9
Borrowed from banks: private and state-owned	k5bc%	-9
Borrowed from non-bank financial institutions	k5e %	-9
Purchases on credit from suppliers and advances from customers	k5f %	-9
Other, moneylenders, friends, relatives, bonds, etc	k5hdj%	-9
	WRITE SOURCE	
INTERVIEWER: IF OTHER ASK RESPONDENT TO SPECIFY SOURCE	K5hdJx	-9
	100%	

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

K.6 At this time, does this establishment have a current account?

Yes	1	
No	2	<i>IF NO SKIP TO K.7</i>
DON'T KNOW (SPONTANEOUS)	-9	
		k6

SL_K.6a Was the current account opened by a married female owner or top manager?

Yes	1
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No	2	<i>GO TO QUESTION K.7</i> <i>GO TO QUESTION K.7</i>
DON'T KNOW (SPONTANEOUS)	-9	
SL_k6a		

SL_K.6b Was permission from the spouse of any married female owner or top manager required to be able to open the current account?

Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9
SL_k6b	

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

Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9
k7	

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

Yes	1	<i>GO TO QUESTION K.15d</i> <i>GO TO QUESTION K.15d</i>
No	2	
DON'T KNOW (SPONTANEOUS)	-9	
k8		

K.9 Referring to the most recent line of credit or loan, what type of financial institution granted this loan? **SHOW CARD 23**

Private commercial banks	1
State-owned banks or government agency	2
Non-bank financial institutions	3
Other	4
DON'T KNOW (SPONTANEOUS)	-9
k9	

Commented [m4]: List of private banks to be supplied

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

	Year
Year most recent loan/line of credit approved	k10
DON'T KNOW (SPONTANEOUS)	-9
INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR	

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

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financial statements checked and certified by an external auditor?

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

k21

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**

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

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L. LABOR

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:
Now I would like to ask you a few questions about this establishment's labor force.

L.1 At the end of financial year **[insert last complete financial year]**, how many permanent, full-time individual worked in this establishment? Please include all employees and managers (Permanent, full-time employees are defined as all paid employees that are contracted for a term of one or more financial years and/or have a guaranteed renewal of their employment contract and that work a full shift)
(INTERVIEWER: INCLUDE INTERVIWEE IF APPLICABLE).

	Number
Permanent, full-time workers end of last financial year	11
DON'T KNOW (SPONTANEOUS)	-9

L.2 Three financial years ago, at the end of financial year **[insert last complete financial year minus two]**, how many permanent, full-time individuals worked in this establishment? Please include all employees and managers **(INTERVIEWER: INCLUDE INTERVIWEE IF APPLICABLE).**

	Number
Permanent, full-time workers three financial yearfinancial years ago	12
IF ESTABLISHMENT WAS NOT IN BUSINESS THREE YEARS AGO	-7
DON'T KNOW (SPONTANEOUS)	-9

L.5 At the end of financial year **[insert last complete financial year]**, how many permanent full-time individuals that worked in this establishment were female?

	Number	DON'T KNOW (SPONTANEOUS)
Female permanent full-time workers	15	-9

L.6 How many full-time temporary employees did this establishment employ throughout **[insert last complete financial year]**? (Full-time, temporary workers are all paid short-term (i.e. for less than a year) employees with no guarantee of renewal of contract employment and work full-time)

	Number
Full-time seasonal or temporary workers employed last financial year	16
NO FULL-TIME SEASONAL OR TEMPORARY WORKERS	0
DON'T KNOW (SPONTANEOUS)	-9

GO TO QUESTION L.9b
GO TO QUESTION L.9b

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

Biggest obstacle	m1a
DON'T KNOW (SPONTANEOUS)	-9
DOES NOT APPLY (SPONTANEOUS)	-7

Rotation (option 1, 2 or 3)	m1d
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N. PERFORMANCE

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

Now, we would like to ask you a few questions about the financial results of this establishment. 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 From this establishment's Income Statement for financial year [insert last complete financial year], please provide the following information: **SHOW CARD 30**

READ OUT

	LCUs	DON'T KNOW (SPONTANEOUS)
Total annual cost of labor including wages, salaries, bonuses, social payments	n2a	-9
Total annual costs of electricity	n2b	-9
ENUMERATOR: ASK THE FOLLOWING QUESTION ONLY FOR RETAIL FIRMS.		
Total annual cost of finished goods and materials purchased to resell	n2i	-9

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

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

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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

INTERVIEWER COMMENTS:

a17x

(Problems occurred/extraordinary circumstances which could influence results)

SUPERVISORS PLEASE ANSWER:

A.18 This questionnaire was completed in:

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

STOP HERE

a18

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

Hour	Minutes

a19h

a19m