



QUESTIONNAIRE NUMBER

--	--	--	--	--	--	--	--	--	--	--

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

**DOES NOT APPLY** -7

**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**

--

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

--

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

**IF 2 AT A.7, GO TO QUESTION A.8**

**A.7a**

Number of establishments that form the firm	<b>a7a</b>
---	------------

**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















QUESTIONNAIRE NUMBER

--	--	--	--	--	--	--	--	--	--	--	--

**C.22a** At the present time, does this establishment use e-mail to communicate with clients or suppliers?

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

**c22a**

**C.22b** At the present time, does this establishment have its own website?

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

**c22b**

**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 is **Telecommunications** an obstacle to the current operations of this establishment? **SHOW CARD 3**

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

QUESTIONNAIRE NUMBER

--	--	--	--	--	--	--	--	--	--

**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. CODE 0000 FOR THE MOMENT, 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>

**NGD.1a4** For the main product that this establishment produces, is the import duty greater than 30%?

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









QUESTIONNAIRE NUMBER

--	--	--	--	--	--	--	--	--	--

**E. DEGREE OF COMPETITION**

**E.1** In financial year **[insert last complete financial year]**, which of the following was the main market in which this establishment sold its main product?  
**SHOW CARD 7**

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	3
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

*GO TO QUESTION NGE.4  
GO TO QUESTION  
NGE.4*

**e1**

**E.2** In financial year **[insert last complete financial year]**, for the main market in which this establishment sold its main product, how many competitors did this establishment's main product face?

Number of competitors	<b>e2b</b>
<b>TOO MANY TO COUNT</b>	<b>-4</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**NGE.2** In the main market in which this establishment sells its main product, who sets the price?

The government	1
Associations or company group	2
This establishment according to costs and profit margin	3
This establishment according to the price of competitor's products or market price	4
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**nge2**

**NGE.4** In the financial year **[insert last complete financial year]**, did this establishment subcontract any part of its production or services?

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

**nge4**







QUESTIONNAIRE NUMBER

--	--	--	--	--	--	--	--	--	--

**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**

**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**

QUESTIONNAIRE NUMBER

--	--	--	--	--	--	--	--	--	--

<b>H.8</b>	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? <b>SHOW CARD 16</b>
------------	--

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

<b>h8</b>
-----------







QUESTIONNAIRE NUMBER

--	--	--	--	--	--	--	--	--	--

**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>

QUESTIONNAIRE NUMBER

--	--	--	--	--	--	--	--	--	--

**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**

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











QUESTIONNAIRE NUMBER

--	--	--	--	--	--	--	--	--	--

**NGK.21a** In fiscal year [insert last complete fiscal year] did this establishment receive non-financial advisory services (e.g. business or overall financial training, business advice) from any of the financial institutions where this establishment is banking?

Formatted Table

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

**NGk.21a**

**NGK.21b** Referring to the most recent non-financial advisory service what was the name of the financial institution that provided the service?

Formatted Table

<b>INTERVIEWER:ENTER THE INSTITUTION FROM SHOW CARD 23</b>	<b>NGk.21b</b>
Other Specify _____	NGK.21bx

**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	<b>(SPONTANEOUS)</b>	
							<b>DON'T KNOW</b>	<b>DOES NOT APPLY</b>
Access to finance	<b>k30</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>

QUESTIONNAIRE NUMBER

--	--	--	--	--	--	--	--	--	--

**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

**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
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
	<b>j3</b>

**GO TO QUESTION NJ.5**  
**GO TO QUESTION NJ.5**

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

**IF NO TAX INSPECTIONS OR MEETINGS, OR DON'T KNOW, GO TO QUESTION NGJ.5**









QUESTIONNAIRE NUMBER

--	--	--	--	--	--	--	--	--	--	--

**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 individuals 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 INTERVIEWEE IF APPLICABLE).**

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

**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 INTERVIEWEE IF APPLICABLE).**

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

**L.3** At the end of financial year [insert last complete financial year], how many permanent, full-time individuals in this establishment were: **(INTERVIEWER: READ EACH CATEGORY)**

	Number	DON'T KNOW (SPONTANEOUS)
Production workers	<b>13a</b>	<b>-9</b>
Non-production workers [e.g., managers, administration, sales]	<b>13b</b>	<b>-9</b>

**L.4** At the end of financial year [insert last complete financial year], how many permanent, full-time individuals working in this establishment were: **INTERVIEWER: READ EACH CATEGORY**

	Number	DON'T KNOW (SPONTANEOUS)
Skilled production workers	<b>14a</b>	<b>-9</b>
Unskilled production workers	<b>14b</b>	<b>-9</b>









QUESTIONNAIRE NUMBER

--	--	--	--	--	--	--	--	--	--

**NGL.19** For your most recent management/profession vacancy, what was the biggest problem in filling the position?  
**SHOW CARD NG2**

No problems	1
No applicants or too few applicants	2
Applicants lacked required basic skills (reading, writing, math etc.)	3
Applicants lacked required technical and operational skills	4
Applicants expected wages higher than could offer	5
Applicants did not like working conditions	6
Other (Specify __ <b>ngl19x</b> )	7
	<b>-9</b>

**NGL.20** For your most recent management/ profession vacancy, how long did it take you to fill the vacancy?

	<b>DAYS</b>
Length of time in days	<b>ngl20</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**NOTE, IF LESS THAN ONE DAY, CODE AS "0"**

**NGL.21** In the past 12 months, have you had any vacancies for skilled production workers?

Yes	1	
No	2	<b>GO TO QUESTION NGL.24</b>
<b>DON'T KNOW(SPONTANEOUS)</b>	<b>-9</b>	<b>GO TO QUESTION NGL.24</b>
	<b>ngl21</b>	

**NGL.22** For your most recent vacancy for a skilled production worker, what was the biggest problem in filling the position?  
**SHOW CARD NG3**

No problems	1
No applicants or too few applicants	2
Applicants lacked required basic skills (reading, writing, math etc.)	3
Applicants lacked required technical and operational skills	4
Applicants expected wages higher than could offer	5
Applicants did not like working conditions	6
Other (Specify __ <b>ngl22x</b> )	7
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

QUESTIONNAIRE NUMBER

--	--	--	--	--	--	--	--	--	--

**NGL.23** For your most recent vacancy for a skilled production worker, how long did it take you to fill the vacancy?

	DAYS
Length of time in days	<b>ngl23</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

NOTE IF LESS THAN ONE DAY, CODE AS "0"

**NGL.24** In the financial year [insert last complete financial year], have you had any vacancies for unskilled production workers?

Yes	1	
No	2	<i>GO TO QUESTION NGL.27</i>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<i>GO TO QUESTION NGL.27</i>
	<b>ngl24</b>	

**NGL.25** For your most recent vacancy for unskilled production worker, what was the biggest problem in filling the position?  
**SHOW CARD NG4**

No problems	1
No applicants or too few applicants	2
Applicants lacked required basic skills (reading, writing, math etc.)	3
Applicants lacked required technical and operational skills	4
Applicants expected wages higher than could offer	5
Applicants did not like working conditions	6
Other (Specify <b>ngl25b</b> )	7
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**NGL.26** For your most recent vacancy for unskilled production worker, how long did it take you to fill the vacancy

	DAYS
Length of time in days	<b>ngl26</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

NOTE, IF LESS THAN ONE DAY, CODE AS "0"

QUESTIONNAIRE NUMBER

--	--	--	--	--	--	--	--	--	--	--

**NGL.27** What is the most important skill that typical applicants lack when filling vacancies for managers/professional staff? **ngl27 (READ OPTIONS)**

Social skills such as communication skills or teamwork skills	1
Foreign language skills	2
Basic skills (e.g., reading, writing, math)	3
Specific technical and operational skills	4
<b>Does not apply</b>	<b>-7</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**NGL.28** What is the most important skill that typical applicants lack when filling vacancies for production workers? **ngl28 (READ OUT OPTIONS)**

Social skills such as communication skills or teamwork skills	1
Foreign language skills	2
Basic skills (e.g., reading, writing, math)	3
Specific technical and operational skills	4
<b>Does not apply</b>	<b>-7</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**NGL.29** Which of the following human resource policies does this establishment implement?  
**READ OUT OPTIONS**

	Yes	No	DON'T KNOW (SPONTANEOUS)
Reward for production staff based on performance. <b>ngl29a</b>	1	2	<b>-9</b>
Reward for managerial/professional staff based on performance. <b>ngl29b</b>	1	2	<b>-9</b>

**NGL.30** What is the most important type of formal training that non-production, full-time permanent employees received?  
**SHOW CARD NG5**

Technical skills for production of goods and services	1
Sales related training (e.g. marketing, presentation skills)	2
Accounting and Finance	3
English language	4
None of the above	5
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
	<b>ngl30</b>

QUESTIONNAIRE NUMBER

--	--	--	--	--	--	--	--	--	--	--	--

**NGL.31** For all permanent, full-time production employees, what type of informal training is most common? **SHOW CARD NG6**

Mentoring (i.e. informal transmission of knowledge by senior staff)	1
Learning by doing / training on the job	2
'Shadowing' (learning tasks by observing behavior of competent staff)	3
None of the above	4
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
	<b>ngl31</b>

**NGL. 32** Given your current level of output, if this establishment were able to choose without restrictions its current level of employment, what % of the current level would be picked?

	Percent
Percent	<b>NGL32</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**If less than 100%, go to NGL.33**  
**If more than 100%, go to NGL.34**  
**If 100%, go to NGL.35**  
**If don't know go to NGL.36a**  
**Note: Can be more, less or exactly 100%**

**NGL.33** You are currently overstaffed, what is the main reason for this? **SHOW CARD NG7**

Laws and regulations regarding the firing of workers	<b>1</b>	<b>GO TO NGL.35</b>
Pressure from unions	<b>2</b>	<b>GO TO NGL.35</b>
Pressure from political groups	<b>3</b>	<b>GO TO NGL.35</b>
Fear of social sanctions	<b>4</b>	<b>GO TO NGL.35</b>
Anticipation of upturn in sales	<b>5</b>	<b>GO TO NGL.35</b>
Other (specify <b>_ngl33X_</b> )	<b>6</b>	<b>GO TO NGL.35</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>GO TO NGL.35</b>
	<b>ngl33</b>	

QUESTIONNAIRE NUMBER

--	--	--	--	--	--	--	--	--	--

**NGL.34** You are currently understaffed, what is the main reason for this? **SHOW CARD NG8**

Laws and regulations regarding the hiring of domestic workers	<b>1</b>
Laws and regulations regarding the hiring of foreign workers	<b>2</b>
Difficult in employing local workers	<b>3</b>
Shortage of workers with adequate basic skills (writing, reading etc.)	<b>4</b>
Shortage of workers with adequate technical and operational skills	<b>5</b>
Anticipation of downturn in sales	<b>6</b>
Other (specify__ <b>ngl34x</b> __)	<b>7</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
	<b>ngl34</b>

**NGL.35** Recognizing the difficulties many establishments face in fully complying with labor regulations, at the present time, what percentage of total employees would you estimate the typical firm in your area of activity has a written contract?

	<b>Percent</b>
% of employees with written contract	<b>ngl35</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**NGL.36a** Do you have a staff bonus system?

Yes	<b>1</b>	
No	<b>2</b>	<b>GO TO NGL.37</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>GO TO NGL.37</b>
	<b>ngl37</b>	

**NGL.36** How does your bonus system work?

Staff are rewarded equally irrespective of performance level.	<b>1</b>
This establishment has an evaluation system for each department so that each worker in the department receives the same reward.	<b>2</b>
This establishment has a complex system that monitors and rewards each worker individually.	<b>3</b>
<b>DOES NOT APPLY</b>	<b>-7</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
	<b>ngl36</b>

QUESTIONNAIRE NUMBER

--	--	--	--	--	--	--	--	--	--	--

**NGL.37** If you had a worker who could not do his job up to the targeted level of performance, what would you do?  
**SHOW CARD NG9**

Poor performers are rarely removed from their positions.	1
Poor performers stay in a position for a few years before action is taken.	2
Poor performers are moved out of the company or to less critical roles as soon as a weakness is identified.	3
<b>DOES NOT APPLY</b>	<b>-7</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
	<b>ngl37</b>

**NGL.38** How do workers get promoted?  
**SHOW CARD NG10**

Staffs are promoted primarily upon the basis of tenure.	1
Staffs are promoted upon the basis of performance.	2
This establishment actively identifies, trains, and promotes its top performers.	3
<b>DOES NOT APPLY</b>	<b>-7</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
	<b>ngl38</b>

**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**

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

QUESTIONNAIRE NUMBER

--	--	--	--	--	--	--	--	--	--

---

**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>
-----------------------------	------------

QUESTIONNAIRE NUMBER

--	--	--	--	--	--	--	--	--	--

**NGN.8** **INSTRUCTIONS TO THE RESPONDENT:**  
 Please toss the coin handed to you by the enumerator before each question is posed without letting him/her see the results.  
 Always answer **YES** if the coin comes up **HEADS**. Answer the question **TRUTHFULLY** if the coin comes up **TAILS** (i.e. answer YES if you have done this behavior; Answer NO if you have never done this behavior).  
**SHOW CARD NG11**

**INTERVIEWER: READ EACH OPTION ALOUD**

	Yes	No	DOES NOT APPLY	DON'T KNOW (SPONTANEOUS)
Have you ever paid less in personal taxes than you should have under the law? <b>ngn8a</b>	1	2	-7	-9
Have you ever paid less in business taxes than you should have under the law? <b>ngn8b</b>	1	2	-7	-9
Have you ever made a misstatement on a job application? <b>ngn8c</b>	1	2	-7	-9
Have you ever inappropriately promoted an employee for personal reasons? <b>ngn8d</b>	1	2	-7	-9
Have you ever deliberately not given your suppliers or clients what was due to them? <b>ngn8e</b>	1	2	-7	-9
Have you ever inappropriately hired a staff member for personal reasons? <b>ngn8f</b>	1	2	-7	-9
Have you ever unfairly dismissed an employee for personal reasons? <b>ngn8g</b>	1	2	-7	-9

**NGM.2** Musyoka needs to renew a small business license from a local government office each year. Bribes are welcomed. Musyoka usually includes an additional bribe with his applications. When Musyoka had not included bribes, his application was sometimes lost or there were long delays such that the firm had to re-file.  
**SHOW CARD NG12**

	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	(SPONTANEOUS)	
						DON'T KNOW	DOES NOT APPLY
To what degree does corruption represent an <b>obstacle</b> to the operation and growth for Musyoka's business?	0	1	2	3	4	-9	-7

QUESTIONNAIRE NUMBER

--	--	--	--	--	--	--	--	--	--

**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.

Commented [A4]: Local agencies: please feel free to adapt this introduction depending on how the interview has gone so far (i.e. adapt it to suit the tone, language the interviewee uses etc).

**N.2** From this establishment's Income Statement for financial year [insert last complete financial year], please provide the following information: **SHOW CARD 30**

	LCUs	DON'T KNOW (SPONTANEOUS)
Total annual cost of labor including wages, salaries, bonuses, social security payments	n2a	-9
Total annual cost of raw materials and intermediate goods used in production	n2e	-9
Total annual costs of fuel	n2f	-9
Total annual costs of electricity	n2b	-9
Total rental cost of machinery, vehicles and equipment	n2ra	-9
Total rental cost of land and buildings	n2rb	-9
Other cost of production not included above	n2j	-9

**N.6** From this establishment's Balance Sheet for financial year [insert last complete financial year], what was the net book value, that is the value of assets after depreciation, of the following:

	LCUs	DON'T KNOW (SPONTANEOUS)
Machinery, vehicles, and equipment	n6a	-9
Land and buildings	n6b	-9

**N.7** Hypothetically, if this establishment were to purchase the assets it uses now, in their current condition and regardless of whether the establishment owns them or not, how much would they cost, independently of whether they are owned, rented or leased?

	LCUs	DON'T KNOW (SPONTANEOUS)
Machinery, vehicles, and equipment	n7a	-9
Land and buildings	n7b	-9

QUESTIONNAIRE NUMBER

--	--	--	--	--	--	--	--	--	--

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

QUESTIONNAIRE NUMBER

--	--	--	--	--	--	--	--	--	--

**INTERVIEWER COMMENTS:**

	<b>a17x</b>
--	-------------

(Problems occurred/extraordinary circumstances which could influence results)

**SUPERVISORS PLEASE ANSWER:**

<b>A.18</b>	This questionnaire was completed in:
-------------	--------------------------------------

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
-------------	--

Hour	Minutes

**a19h      a19m**