

Yemen Enterprise Revitalization and Employment Pilot (EREP)

FIRM FOLLOW-UP SURVEY

Questionnaire number:_____

Name of respondent:_____

Name of company:_____

Mobile number used for interview:_____

ID number _____

Interviewer Name	
<p>Date and Time of Interview. Use 24 hour system for time.</p> <p>Record how many attempts you made to call this person:_____</p> <p>Result of call attempts: 1 = Reached and Agreed to be Interviewed, 2 = Reached, but Refused to be Interviewed, 3 = No answer; 4 = Cell phone number disconnected, 5 = other (specify)</p> <p>Interview date: (day)_____ (month)_____ 2015</p> <p>I certify that all the information contained in this document was obtained as accurately as possible from the respondent to questions asked according to given instructions.</p> <p>..... Interviewer Name :.....</p> <p>Interviewer Signature</p>	

“HELLO, My name is_____; I am representing Apex Consulting, and we are conducting a short follow-up study of firms who applied for the Wathba business development services program. We are - interested in learning how you have done over the last year, and how the current situation in Yemen has affected you. The individual information you provide will be kept strictly confidential, and used for research purposes only, in which your answers will be aggregated with others and presented only in summary form.”

Personal Information:**1. Gender of Respondent:**

1 = Male

2 = Female

2. Position in Company:

1 = Owner

2 = Manager

3 = Accountant

4 = Other worker (specify)_____

Company information:**3. What is the nature of your business or what does your activity consist of? (e.g. manufacturing light fittings, providing IT training. Etc.)**

4. Is (company name from above) still in operation?

1 = Yes -> Q6

2 = No

5. When did company name stop operating?

Month _____ Year _____

6. In which City does (company name) have its main office?

1 = Sanaa

2 = Aden

3 = Other City in Yemen (specify)_____

4 = Other Country (specify)_____

7 . Tell me how many of the following types of workers you currently have working in your business, and how many did you have at the point in 2014 when employment was highest in your firm: *[Do not count yourself in any of these categories]*

	Current (a)	Highest Level in 2014 (b)
1. Full time permanent workers		
2. Temporary workers (including seasonal, workers and interns)		
3. Total number of workers (sum of 1-2)		

If the firm has stopped operating, fill out 0 for the number of workers now.

8. How many workers did you have at the start of 2015 that:

- You have had to fire or let go in the last two months because of the current political and economic situation? _____
- You have kept as employees, but been unable to pay because of the current political and economic situation? _____

9. How many days was your business open for operation over the last month? _____

Innovation and Consulting

10. Did your firm introduce new **products or services** or significantly improve an existing product or service during 2014?

1. Yes	
2. No	Go to 15
3. Don't know	Go to 15

11. What is the main new product or service introduced or improved?

12. Which of the following best characterizes your new products or services?

1. They are new for my firm, but other firms in my city offer them
2. They are new for my city, but other firms in Yemen offer them
3. They are new for Yemen, but available elsewhere in the world
4. They are new for the world

13. Which of the following best describes the new product or service?

1. It is a new design or variation of a previously existing product or service
2. It is a new product / service line

14. Which of the following best describes the main new product or service introduced?

1. It was invented by the firm, from our own ideas
2. It was developed by the firm, based on ideas seen elsewhere
3. It was purchased from a supplier

4. Other (specify) _____

15. Did the firm introduced new or improved business **processes** in 2014? (examples might include a new production method, a new quality control system, a new accounting system, or a new delivery system).

1. Yes

2. No **Go to Q17**

3. Don't know **Go to Q17**

16. What is the main new process introduced?

17. Did your firm done any of following in 2014? (Mark answer for each)

	Yes	No
a. Introduced a new marketing system or promotion system	1	2
b. Introduced a new accounting system	1	2
c. Carried out new training for your workers	1	2
d. Obtained a new quality certification like ISO 9000	1	2
e. Introduced a new human resources management system	1	2
f. Attended a trade show or international fair in another country	1	2
g. Made a new major capital investment such as buying a new piece of machinery or other investment that cost more than US\$1000	1	2

18. Does your firm maintain a website?

1. Yes (Write in website name.....)
2. No -> Q20
3. Don't know -> Q20

19. Did you pay anyone to improve your website in 2014?

1 = Yes

2 = No

20. Has your firm used a consulting service in 2014?

1. Yes
2. No Go to Q24
3. Don't know Go to Q24

21. What were the main areas the consultancy services was used for? (*Multiple answers possible, mark each answer given*)

1. Production
2. Product design
3. Firm management
4. Finance
5. Marketing
6. Other (specify)

22. How many hours of consulting services did you use in 2014? _____

23. How much money did you spend on consulting services in 2014? _____ Rial

FINANCING YOUR BUSINESS

24. Did your business taken a loan from any source (including loans from family and friends) in 2014?

1 = Yes
2 = No - > go to Q28

25. Which of the following sources did you take loans from? (multiple answers possible)

a. Bank
b. Microfinance organization
c. Moneylender
d. NGO
e. Family or Friends
f. Other (specify) _____

26. What was the total amount of loans you took out for your business in 2014?
_____ Rial

27. What was the main purpose of these loans?

1= Working capital
2 = Fixed equipment
3= Buildings or Land
4 = Product development
5 = Other (specify)

28. Were you selected for financing under the Wathba business development service matching grant program?

1 = Yes

2 = No -> Q33

29. Did you actually receive matching grant financing from this program?

1 = Yes -> Q 31

2 = No

30. Why did you not receive matching grant financing?

1 = I was disqualified from the program

2 = I withdrew from the program because of delays

3 = I was unable to finance my contribution towards the match

4 = I failed to receive the money I was promised

5 = other (specify) _____

Then skip to Q33

31. What was the main activity you undertook using this matching grant?

32. Would you have undertaken this activity if you had not received the grant?

1 = Yes, I would have done the same activity

2 = Yes, but at a smaller scale

3 = No

Business Performance

33. In 2014, did your firm export any goods or services to another country?

1 = Yes

2 = No -> Q36

34. What was the main country you exported to?

35. What was the total value of your export sales? _____ Rial

36. How did your sales in 2014 compare to your sales in 2013?

1= Lower than in 2013
2= Same as in 2013 -> Q38
3= Higher than in 2013
4= I was not in business in 2013 -> Q38

37. What percentage higher (or lower) were your sales in 2014 compared to in 2013?

1 = Higher than one year ago by% (WRITE IN)

2= Lower than one year ago% (**WRITE IN**)

38. What were your total sales for 2014? _____ Rial

Or 999 = Don't know refuse to answer

39. Can you please tell me which range your 2014 sales falls into?
(interviewer fill this out if they answered Q38, otherwise ask)

Less than 250, 000 Rials	1
250,000 - 500, 000	2
500, 001 - 750,000	3
750, 001 – 1, 000,000	4
1, 000, 001 –1, 500, 000	5
1, 500, 001 – 2,000,000	6
2, 000, 001 –3, 000, 000	7
3, 000, 001 –5, 000, 000	8
5, 000, 001 –7, 500, 000	9
7, 500, 001 –10, 000, 000	10
10, 000, 001-15,000,000	11
15, 000, 001 –20, 000, 000	12
Above 20, 000, 000	13

40. How did your sales in January 2015 compare to your sales in February 2015?

1= Lower in January than in February
2= Same in both months
3= Higher in January than in February
4= I was not in business in either month

41. What were your sales for February 2015? _____ Rial