

QUESTIONNAIRE NUMBER **id**  
 CELL ID **cell id**  
 ROTATION NUMBER **rotation**


## THE WORLD BANK

Enterprise Survey  
 Services Module (2015)

### A. CONTROL INFORMATION [TO BE COMPLETED BEFORE INTERVIEW]

A.0 Questionnaire <b>a0</b>	Module
If firm is Retail firm	2
If firm is a Services (non-Retail) firm	3

A.1 Country

<b>a1</b>
-----------

A.1a Language

<b>a1a</b>
------------

A.2

	Sampling Region <b>a2</b>
Region A	1
Region B	2
Region C	3
Region D	4
Region E	5

A.3a

	Screening Region (coded ex post) <b>a3a</b>
Region A	1
Region B	2
Region C	3
Region D	4
Region E	5

A.3x Name of city/town/village

<b>a3x</b>
------------

A.3b Is this city the official capital city? **a3b**

Yes	1
No	2

A.3c Is this city the main business city? **a3c**

Yes	1
No	2

A.3 Size of locality **a3**

City with population over 1 million	2
Over 250.000 to 1 million	3
50.000 to 250.000	4
Less than 50.000	5

A.4 Industry

		Sampling sector <b>a4a</b>	Screening sector <b>a4b</b>
Manufacturing :Section D	Food	15	15
	Tobacco	16	16
	Textiles	17	17
	Garments	18	18
	Leather	19	19
	Wood	20	20
	Paper	21	21
	Publishing, printing, and Recorded media	22	22
	Refined petroleum product	23	23
	Chemicals	24	24
	Plastics & rubber	25	25
	Nonmetallic mineral products	26	26
	Basic metals	27	27
	Fabricated metal products	28	28
	Machinery and equipment (29 & 30)	29	29
	Electronics (31 & 32)	31	31
	Precision instruments	33	33
	Transport machines (34&35)	34	34
	Furniture	36	36
	Recycling	37	37
Retail	Retail	52	52
Other Services	Wholesale	51	51
	IT	72	72
	Hotel and restaurants: section H	55	55
	Services of motor vehicles	50	50
	Construction Section F:	45	45
	Transport Section I: (60-64)	60	60

A.5 Sector match between screener information and

Services module

QUESTIONNAIRE NUMBER

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

sample frame

**a5**

Yes, screener and sample frame info match	1
No, screener and sample frame do not match but establishment still does activities which match sample frame	2
No, does not match	3

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

A.7a

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

A.8 Type of establishment

**a8**

HQ with production and/or sales in this location	1
Establishment other than HQ	2
<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>

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.12 Interviewer code

**a12**

--

QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER


**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 **Ethiopia**. 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
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**

**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	<b>b3</b> %
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER


**B.2** What percentage of this firm is owned by each of the following: **SHOW CARD 2**

	Percent	DON'T KNOW (SPONTANEOUS)
Private domestic individuals, companies or organizations	<b>b2a</b> %	-9
Private foreign individuals, companies or organizations	<b>b2b</b> %	-9
Government or State	<b>b2c</b> %	-9
Other	<b>b2d</b> %	-9
	<b>100%</b>	

**IF 0, GO TO  
QUESTION B.4  
IF 100% END  
INTERVIEW**

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

**ETHB.2** What is the nationality of the **main foreign owner** of this establishment?  
**SHOW CARD 2ETH**

Chinese	1
Indian	2
Turkish	3
Middle Eastern	5
European	4
Other Asian	6
Other (Specify) <b>ETHb2x</b>	7
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**ETHb2**

**B.4** Amongst the owners of the firm, are there any females?

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

**SKIP TO B.5  
SKIP TO B.5**

**b4**

QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER


**INTERVIEWER: PLEASE NOTE WHEN b1 IS 3 (SOLE PROPRIETORSHIP) and b4 is 1 (FIRM HAS A FEMALE OWNER), WRITE 100% FOR QUESTION b4a.**

**B.4a** What percentage of the firm is owned by females?

	Percent
Percentage of female ownership	<b>b4a</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**READ ONLY IF A7=1 (yes)**

**I want to proceed by asking you about this establishment only.**

**B.5** In what year did this establishment begin operations?

	Year
Year establishment began operations	<b>b5</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR**

**B.6** How many full-time employees did this establishment employ when it started operations? Please include all employees and managers (**INTERVIEWER: INCLUDE RESPONDENT WHEN APPLICABLE**)

	Number
Full-time employees at start-up	<b>b6</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**B.6a** Was this establishment formally registered when it began operations?

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

**b6a**

**B.6b** In what year was this establishment formally registered?

	Year
Year establishment formally registered	<b>b6b</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>NEVER REGISTERED (SPONTANEOUS)</b>	<b>-7</b>

**INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR.**

QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER


**B.7** How many years of experience working in this sector does the Top Manager have?

	Years
Manager's experience in sector	<b>b7</b>
<b>LESS THAN ONE YEAR</b>	<b>1</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**B.7a** Is the Top Manager female?

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

**b7a**

**B.8** Does this establishment have an internationally-recognized quality certification?  
(INTERVIEWER: SOME EXAMPLES ARE ISO 9000 or 14000, or HACCP)

Yes	1
No	2
<b>STILL IN PROCESS</b>	<b>-6</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**SKIP TO C.3**

**SKIP TO C.3**

**b8**

**B.8x** Please specify the internationally-recognized quality certifications

Specify Certifications	<b>b8x</b>
------------------------	------------

QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER


### 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 fiscal year **2014**, 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**

QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER


**C.7** In a typical month, over fiscal year **2014**, how many power outages did this establishment experience?

	Number	
Number of power outages in a typical month	<b>c7</b>	<i>IF 0, GO TO QUESTION C.9</i>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<i>GO TO QUESTION C.9</i>

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

	Hours	Minutes
Average duration of power outages	<b>c8a</b>	<b>c8b</b>
<b>LESS THAN ONE MINUTE</b>		<b>1</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>-9</b>

**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	<b>c9a %</b>
<b>NONE</b>	<b>0</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

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

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

**C.10** Over the course of fiscal year **2014**, did this establishment own or share a generator?

Yes	<b>1</b>	
No	<b>2</b>	<i>GO TO QUESTION C.12</i>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<i>GO TO QUESTION C.12</i>

**c10**

**C.11** In fiscal year **2014**, what percentage of this establishment's electricity came from a generator or generators that the establishment owned or shared?

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



QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER


<b>ETHC.1</b>	In fiscal year <b>2014</b> , what was the average cost of a kilowatt-hour (KwH) of electricity produced from the generator owned or shared by this establishment?
---------------	---

	<b>Birr</b>
Average cost of electricity from owned or shared generator	<b>ETHc1</b>
<b>REFUSAL (SPONTANEOUS)</b>	<b>-8</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

<b>ETHC.2</b>	How has the frequency of power outages changed over <b>the last two years</b> ?
---------------	---

Increased	1
No change	2
Decreased	3
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**ETHc2**

<b>C.12</b>	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>	<b>-9</b>

**GO TO QUESTION C.22a**  
**GO TO QUESTION C.22a**

**c12**

<b>C.13</b>	In reference to that application for a water connection, approximately how many days did it take to obtain it from the day of the application to the day the service was received?
-------------	--

	<b>Days</b>
Wait for water connection	<b>c13</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>

QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER


**C.14** In reference to that application for a water 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 (SPONTANENOUS)</b>	<b>-8</b>

**c14**

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

		No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	(SPONTANEOUS) <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

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 fiscal year **2014**, 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 OF THE MAIN PRODUCT AND ACTIVITY**

Code

**d1a2**

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

	Percent
Percentage of sales represented by main activity or 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 fiscal year **2014**, what were this establishment's total annual sales for all products and services?

	LCUs
Last complete fiscal 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>	
	<b>d2x</b>

QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER


**N.3** Looking back at the end of fiscal year **2012**, 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>

**D.3** Coming back to fiscal year **2014**, what percentage of this establishment's sales were:  
**SHOW CARD 5**

	Percent	<b>DON'T KNOW (SPONTANEOUS)</b>
National sales	<b>d3a %</b>	<b>-9</b>
Indirect exports (sold domestically to third party that exports products)	<b>d3b %</b>	<b>-9</b>
Direct exports	<b>d3c %</b>	<b>-9</b>
	<b>100%</b>	

**IF 100% GO TO QUESTION D.10**

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

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

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

**INTERVIEWER: WRITE YEAR USING 4 DIGITS**

**D.10** In fiscal year **2014**, 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	<b>d10 %</b>	
<b>NO LOSSES</b>	<b>0</b>	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	
<b>NO INTERNAL SHIPMENTS MADE (DOES NOT APPLY)</b>	<b>-7</b>	<b>GO TO QUESTION D.17</b>

QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER


**D.11** In fiscal year **2014**, 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	<b>d11</b> %
<b>NO LOSSES</b>	<b>0</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>NO INTERNAL SHIPMENTS MADE (DOES NOT APPLY)</b>	<b>-7</b>

**ETHD.1** In fiscal year **2014**, did this establishment apply to obtain a foreign exchange permit (i.e., letter of credit (LC), cash against document (CAD), or telegraphic transfer (TT)) to finance imports?

Yes	1	
No	2	<b>GO TO QUESTION ETHD.30</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>GO TO QUESTION ETHD.30</b>
		<b>ETHd1</b>

**ETHD.2** Over fiscal year **2014**, how many applications did this establishment make to obtain foreign exchange permits?

	Number	
Total number of applications to obtain foreign exchange	<b>ETHd2</b>	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>GO TO QUESTION ETHD.30</b>

**ETHD.3** How many of these applications were:

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

QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER


Approved in full	<b>ETHd3a</b>	<b>-9</b>
Approved in part	<b>ETHd3b</b>	<b>-9</b>
Rejected	<b>ETHd3c</b>	<b>-9</b>
Withdrawn	<b>ETHd3d</b>	<b>-9</b>
Still in process	<b>ETHd3e</b>	<b>-9</b>

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

I would like to ask you a few questions about this establishment's latest approved application for foreign exchange permit in fiscal year **2014**.

**ETHD.4** Referring to the most recently granted foreign exchange permit in fiscal year **2014**, what type of financial institution granted it? **SHOW CARD 5ETH**

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

**ETHd4**

**ETHD.5** Referring only to this most recently granted foreign exchange permit in fiscal year **2014**:

	<b>Birr</b>	<b>DON'T KNOW (SPONTANEOUS)</b>	<b>REFUSAL (SPONTANEOUS)</b>
What was the total value (in Birr) requested?	<b>ETHd5a</b>	<b>-9</b>	<b>-8</b>
What was the total value (in Birr) granted?	<b>ETHd5b</b>	<b>-9</b>	<b>-8</b>

**ETHD.6** Referring only to this most recently granted foreign exchange permit in fiscal year **2014**, what percentage of the total value was requested as advance payment?

	<b>Percentage</b>
Percent of total value paid in advance	<b>ETHd6</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

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

**LCU**

QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER


Total amount paid in advance	<b>ETHd6a</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

<b>ETHD.7</b>	Referring only to the most recently granted foreign exchange permit in fiscal year <b>2014</b> , approximately how many days did it take from the day of the application to the day access was granted?
---------------	---

	<b>Days</b>
Number of days to obtain foreign exchange permit	<b>ETHd7</b>
<b>LESS THAN ONE DAY</b>	<b>1</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

<b>ETHD.8</b>	Referring to the most recently obtained <b>foreign exchange</b> permit, was an informal gift or payment expected or requested?
---------------	--

Yes	1
No	2
<b>REFUSAL (SPONTANEOUS)</b>	<b>-8</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**GO TO QUESTION ETHD.30**  
**GO TO QUESTION ETHD.30**  
**GO TO QUESTION ETHD.30**  
**ETHd8**

<b>ETHD.9</b>	Referring to the most recently obtained <b>foreign exchange</b> permit, what percentage of the total value was expected or requested as an informal gift or payment?
---------------	--

	<b>Percent</b>
Percent of the <b>foreign exchange</b> value requested or expected as informal payments or gifts	<b>ETHd9 %</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>REFUSAL (SPONTANEOUS)</b>	<b>-8</b>
<b>NO PAYMENTS</b>	<b>0</b>

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

	<b>LCU</b>
The total amount of requested or expected informal payments or gifts	<b>ETHd9a %</b>

QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER


<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>REFUSAL (SPONTANEOUS)</b>	<b>-8</b>
<b>NO PAYMENTS</b>	<b>0</b>

<b>ETHD.30</b>	Using the response options on the card; To what degree is <b>Access to Foreign exchange</b> an obstacle to the current operations of this establishment? <b>SHOW CARD 6</b>
----------------	---

	No obstacle	Minor obstacle	Moderate obstacle	Major Obstacle	Very Severe Obstacle	(SPONTANEOUS)	
						<b>DON'T KNOW</b>	<b>DOES NOT APPLY</b>
Access to foreign exchange <b>ETHd30</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>

**ENUMERATOR: ASK THE FOLLOWING QUESTION ONLY FOR RETAIL FIRMS. OTHERWISE SKIP TO D.30**

<b>D.17</b>	At the present time, when this establishment receives its <b>main sales item</b> , on average, how many days of inventory measured in days of sales, does this establishment keep? <b>(INTERVIEWER: IF RESPONDENT REQUIRES CLARIFICATION, DEFINE AS STOCK ON HAND)</b>
-------------	---

	Days
Days of inventory of <b>main sales item</b>	<b>d17</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

<b>D.30</b>	Using the response options on the card; To what degree is <b>Transport</b> an obstacle to the current operations of this establishment? <b>SHOW CARD 6</b>
	Using the response options on the card; To what degree is <b>Customs and Trade Regulation</b> an obstacle to the current operations of this establishment? <b>SHOW CARD 6</b>

(SPONTANEOUS)



QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER


	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	<b>DON'T KNOW</b>	<b>DOES NOT APPLY</b>
Transport <b>d30a</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>
Customs and trade regulations <b>d30b</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>

<b>ETHt.30</b>	Using the response options on the card; To what degree is <b>[INSERT OPTION]</b> an obstacle to the current operations of this establishment? <b>SHOW CARD 6</b>
----------------	--

	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	<b>(SPONTANEOUS)</b>	
						<b>DON'T KNOW</b>	<b>DOES NOT APPLY</b>
Customs clearance for imported materials, parts and equipment <b>ETHt30a</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>
Customs clearance and procedures related to exports <b>ETHt30b</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>
Import licensing and other non-tariff barriers to imported inputs, parts and equipment <b>ETHt30c</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>
Inefficiency of international air services and airports <b>ETHt30d</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>

QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER


## E. DEGREE OF COMPETITION

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

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

**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 6**

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

QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER


## 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.

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

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

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**

**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
-----	---

QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER


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 28**

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, excluding market research surveys?  
**SHOW CARD 27**

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

**GO TO QUESTION ETHG.1**  
**GO TO QUESTION ETHG.1**

**h7**

QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER


<b>H.8</b>	In fiscal year <b>2014</b> , how much did this establishment spend on formal research and development activities, either in-house or contracted with other companies?
------------	---

	LCU
Cost of formal research and development activities	<b>h8</b>
<b>NONE (SPONTANEOUS)</b>	<b>0</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER


## G. LAND AND PERMITS

**ETHG.1** Over the **last two fiscal years**, has this establishment attempted to acquire a leasehold or permit over a piece of land?

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

**GO TO QUESTION G.6**

**GO TO QUESTION G.6**

**ETHg1**

**ETHG.2** Over **last two fiscal years** fiscal years, how many times did you attempt to acquire a leasehold or permit over a piece of land?

	Number
Total number of attempts to obtain a leasehold or land permit	<b>ETHg2</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**GO TO QUESTION G.6**

**ETHG.3** How many of these attempts were:

	Number	<b>DON'T KNOW (SPONTANEOUS)</b>
Successful	<b>ETHg3a</b>	<b>-9</b>
Unsuccessful	<b>ETHg3b</b>	<b>-9</b>
Still in process	<b>ETHg3c</b>	<b>-9</b>

**ETHG.4** Referring to the most recently acquired leaseholds or land permits **over the last two fiscal years**, how long did it take from the day you applied to the day you acquired the leasehold and land permit?

	Days
Number of days for the longest process	<b>ETHg4</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER


**ETHG.5** Whom did you acquire this most recently acquired land from?  
**SHOW CARD 8ETH**

The regional government	1
Municipality/district	2
A previous leaseholder or permit holder	3
Other (specify) ____	4
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**ETHg5**

**ETHG.6** Referring to the most recently acquired leasehold or land permit **over the last two fiscal years**, was an informal gift or payment expected or requested to obtain that permit?

Yes	1
No	2
<b>REFUSAL (SPONTANEOUS)</b>	<b>-8</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**ETHg6**

**G.6** Of the **buildings** occupied by this establishment, what percentage is owned and what percentage is rented or leased? **SHOW CARD 8**

	Percent	<b>DON'T KNOW (SPONTANEOUS)</b>
Owned by this establishment	<b>g6a</b> %	<b>-9</b>
Rented or leased by this establishment	<b>g6b</b> %	<b>-9</b>
Other	<b>g6c</b> %	<b>-9</b>
	<b>100%</b>	

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

**G.1** Of the **land** occupied by this establishment, what percent is: **SHOW CARD 8**

	Percent	<b>DON'T KNOW (SPONTANEOUS)</b>	<b>DOES NOT APPLY IS A FLOOR IN A BUILDING (SPONTANEOUS)</b>
Owned by this establishment	<b>g1a</b> %	<b>-9</b>	<b>-7</b>
Rented or leased by this establishment	<b>g1b</b> %	<b>-9</b>	<b>-7</b>

QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER


Other	<b>g1c</b> %	<b>-9</b>	<b>-7</b>
	<b>100%</b>		

**INTERVIEWER: CHECK THAT TOTAL SUMS TO 100%**  
**UNLESS RESPONDENT DOES NOT KNOW OR IF ESTABLISHMENT OCCUPIES A FLOOR IN A BUILDING**

<b>G.2</b>	Over the last two years, did this establishment submit an application to obtain a construction-related permit?
------------	--

Yes	1	
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>GO TO QUESTION G.5</b>
	<b>g2</b>	<b>GO TO QUESTION G.5</b>

<b>G.3</b>	In reference to that application for a construction-related permit, approximately how many days did it take to obtain it from the day of the application to the day the permit was granted?
------------	---

	Days
Wait for a construction-related permit	<b>g3</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>

<b>G.4</b>	In reference to that application for a construction-related permit, 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>	<b>g4</b>

**ENUMERATOR: ASK THE FOLLOWING QUESTION ONLY FOR RETAIL FIRMS. OTHERWISE SKIP TO G.30**

<b>G.5</b>	What is the total selling area of this establishment?
------------	---

Area		
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>g5a</b>

**SPECIFY UNITS**

Square Feet	1
-------------	---



[illegible]

**g5b**

**(SPONTANEOUS)**

<b>DON'T KNOW</b>	<b>DOES NOT APPLY</b>
-----------------------	-------------------------------

QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER


## I. CRIME

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

**We now turn to another topic.**

**I.1** In fiscal year **2014**, did this establishment pay for security, for example equipment, personnel, or professional security services?

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

**GO TO QUESTION I.3**

**GO TO QUESTION I.3**

**i1**

**I.2** In fiscal year **2014**, 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 fiscal year **2014**, did this establishment experience losses as a result of theft, robbery, vandalism or arson on this establishment's premises?

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

**GO TO QUESTION I.30**

**GO TO QUESTION I.30**

**i3**

QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER


<b>I.4</b>	In fiscal year <b>2014</b> , 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>

<b>I.30</b>	Using the response options on the card; To what degree is <b>Crime, Theft and Disorder</b> an obstacle to the current operations of this establishment? <b>SHOW CARD 14</b>
-------------	---

	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	(SPONTANEOUS) <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

QUESTIONNAIRE NUMBER


## K. FINANCE

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

**I would like to ask you a few questions about how you finance the operations of this establishment.**

**K.1** In fiscal year **2014**, what percentage, as a proportion of the value of total annual purchases of material inputs or services, was purchased on credit?

	Percent	DON'T KNOW (SPONTANEOUS)
Purchased on credit?	<b>k1c</b> %	<b>-9</b>

**K.2** In fiscal year **2014**, what percentage of this establishment's total annual sales of its goods or services was sold on credit?

	Percent	DON'T KNOW (SPONTANEOUS)
Sold on credit?	<b>k2c</b> %	<b>-9</b>

**K.3** Over fiscal year **2014**, please estimate the proportion of this establishment's working capital, that is the funds available for day-to-day operations, that was financed from each of the following sources?  
**SHOW CARD 15**

	Percent	DON'T KNOW (SPONTANEOUS)
Internal funds or retained earnings	<b>k3a</b> %	<b>-9</b>
Borrowed from private banks: private and state-owned	<b>k3bc1</b> %	<b>-9</b>
Borrowed from state-owned banks	<b>k3bc2</b> %	<b>-9</b>
Borrowed from non-bank financial institutions which include microfinance institutions, credit cooperatives, credit unions, or finance companies	<b>k3e</b> %	<b>-9</b>
Purchases on credit from suppliers and advances from customers	<b>k3f</b> %	<b>-9</b>
Other, moneylenders, friends, relatives, etc.	<b>k3hd</b> %	<b>-9</b>
	<b>100%</b>	

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

**K.4** In fiscal year **2014**, did this establishment purchase any new or used fixed assets, such as machinery, vehicles, equipment, land or buildings?

Yes	1	
No	2	<b>GO TO QUESTION K.6</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>GO TO QUESTION K.6</b>
		<b>k4</b>

QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER


<b>N.5</b>	In fiscal year <b>2014</b> , how much did this establishment spend on purchases of:  <b>INTERVIEWER: READ OUT</b>
------------	---

	LCUs	DON'T KNOW (SPONTANEOUS)
New or used machinery, vehicles, and equipment	<b>n5a</b>	<b>-9</b>
Land and buildings	<b>n5b</b>	<b>-9</b>

<b>ETHK.1</b>	Of the new or used fixed assets acquired by this establishment in fiscal year <b>2014</b> , what percentage was acquired through leasing arrangements:  <b>INTERVIEWER: READ OUT</b>
---------------	--

	Percent	DON'T KNOW (SPONTANEOUS)	DON'T KNOW (SPONTANEOUS)
Percent of new or used machinery, vehicles, and equipment acquired through lease	<b>ETHk1a</b>	<b>-9</b>	<b>-7</b>
Percent of land and buildings acquired through lease	<b>ETHk1b</b>	<b>-9</b>	<b>-7</b>

<b>K.5</b>	Over fiscal year <b>2014</b> , please estimate the proportion of this establishment's total purchase of fixed assets that was financed from each of the following sources: <b>SHOW CARD 16</b>
------------	---

	Percent	DON'T KNOW (SPONTANEOUS)
Internal funds or retained earnings	<b>k5a</b> %	<b>-9</b>
Owners' contribution or issued new equity shares	<b>k5i</b> %	<b>-9</b>
Borrowed from private banks	<b>k5bc1</b> %	<b>-9</b>
Borrowed from state-owned banks	<b>k5bc2</b> %	<b>-9</b>
Borrowed from non-bank financial institutions	<b>k5e</b> %	<b>-9</b>
Purchases on credit from suppliers and advances from customers	<b>k5f</b> %	<b>-9</b>
Other, moneylenders, friends, relatives, bonds, etc	<b>k5hdj</b> %	<b>-9</b>
	<b>100%</b>	

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

<b>ETHK.2</b>	Looking back, at the end of fiscal year <b>2012</b> , did this establishment purchase any new or used fixed assets, such as machinery, vehicles, equipment, land or buildings?
---------------	--

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

**GO TO QUESTION K.6**

**GO TO QUESTION K.6**

QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER


**ETHk2**

**ETHK.3** Looking back, at the end of fiscal year **2012**, how much did this establishment spend on purchases of:  
**INTERVIEWER: READ OUT**

	Birr	DON'T KNOW (SPONTANEOUS)
New or used machinery, vehicles, and equipment	<b>ETHk3a</b>	<b>-9</b>
Land and buildings	<b>ETHk3b</b>	<b>-9</b>

**K.6** Now let's talk about the establishment's present situation. At this time, does this establishment have a checking (current) or savings account?

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

**k6**

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

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

**k7**

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

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

**GO TO QUESTION K.15d**  
**GO TO QUESTION K.15d**

**k8**

**K.9** Referring to the most recent line of credit or loan, what type of financial institution granted this loan? **SHOW CARD 17**

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

**k9**

QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER


**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 line of credit or loan approved	<b>k10</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR**

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

	LCUs
Size of most recent line of credit or loan approved	<b>k11</b>
<b>REFUSAL (SPONTANEOUS)</b>	<b>-8</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**K.13** Referring only to this most recent line of credit or loan, did the financing require collateral?

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

**GO TO QUESTION ETHK.4**

**GO TO QUESTION ETHK.4**

**k13**

**K.14** Referring only to this most recent line of credit or loan, what type of collateral was required?  
**INTERVIEWER: READ OUT**

Collateral	Yes	No	<b>DON'T KNOW (SPONTANEOUS)</b>
Land, buildings under ownership of the establishment <b>k14a</b>	1	2	<b>-9</b>
Machinery and equipment including movables <b>k14b</b>	1	2	<b>-9</b>
Accounts receivable and inventories <b>k14c</b>	1	2	<b>-9</b>
Personal assets of owner (house, etc.) <b>k14d</b>	1	2	<b>-9</b>
Other forms of collateral not included in the categories above <b>k14e</b>	1	2	<b>-9</b>

**K.15** Referring only to this most recent line of credit or loan, what was the approximate value of the collateral required?

	LCUs
Value of collateral	<b>k15 a</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER


<b>ETHK.4</b>	Referring only to this most recent line of credit or loan obtained, how far is the granting financial institution located from this establishment?
---------------	--

	<b>Kilometer</b>
Distance of the bank from this establishment	<b>ETHk4</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

<b>ETHK.5</b>	Referring only to this most recent line of credit or loan obtained, what is the terms of maturity (i.e., the time, in months, that the establishment was given to pay off the loan or line of credit)?
---------------	--

	<b>Number of Months</b>
Number of months given to pay off loan	<b>ETHk5</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

<b>ETHK.6</b>	Referring to the most recently obtained loan, was an informal gift or payment expected or requested?
---------------	--

Yes	1
No	2
<b>REFUSAL (SPONTANEOUS)</b>	<b>-8</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**GO TO QUESTION ETHK.8**  
**GO TO QUESTION ETHK.8**  
**GO TO QUESTION ETHK.8**

**ETHk6**

<b>ETHK.7</b>	Referring to the most recently obtained loan, what percentage of the total loan value was requested or expected as an informal gift or payment?
---------------	---

	<b>Percent</b>
Percent of the loan value requested or expected as informal payments or gifts	<b>ETHk7 %</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>REFUSAL (SPONTANEOUS)</b>	<b>-8</b>
<b>NO PAYMENTS</b>	<b>0</b>



QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER


**QUESTION ETHK.8a, ETHK.8 & ETHK.9 SHOULD BE SKIPPED IF K10< 2012; ASKING THESE THREE QUESTIONS MAKES SENSE ONLY IF K10>2012.**

<b>ETHK.8a</b>	Looking back, at the end of fiscal year <b>2012</b> , did this establishment obtain any line of credit or loan from banks?
----------------	--

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

**GO TO QUESTION K.15b**

**GO TO QUESTION K.15b**

**ETHk8a**

<b>ETHK.8</b>	For the last line of credit or loan obtained by this establishment from banks in fiscal year <b>2012</b> , on average, how far was the bank branch located from this establishment?
---------------	---

	Kilometer
Distance of the bank from this establishment	<b>ETHk8</b>
<b>DOESN'T APPLY (SPONTANEOUS)</b>	<b>-7</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

<b>ETHK.9</b>	For the last line of credit or loan obtained by this establishment from banks in fiscal year <b>2012</b> , what was the terms of maturity (i.e., the time, in months, that the establishment was given to pay off the loan or line of credit)?
---------------	--

	Number of Months
Number of months given to pay off loan	<b>ETHk9</b>
<b>DOESN'T APPLY (SPONTANEOUS)</b>	<b>-7</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

<b>K.15b</b>	What is the total number of open lines of credit or outstanding held by this establishment?
--------------	---

**Number**

QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER


Total number of open lines of credit or outstanding loans	<b>k15b</b>	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>GO TO QUESTION K.15d</b>

<b>K.15c</b>	What is the total value of open lines of credit or outstanding loans held by this establishment?
--------------	--

	<b>LCUs</b>
Total value of open lines of credit or outstanding loans	<b>k15c</b>
<b>REFUSAL (SPONTANEOUS)</b>	<b>-8</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

<b>K.15d</b>	At this time, does the owner or owners of this establishment have any outstanding personal loans that are used to finance this establishment's business activities?
--------------	---

Yes	1	
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	
		<b>k15d</b>

<b>K.16</b>	Referring again to the last fiscal year <b>2012</b> , did this establishment apply for any lines of credit or loans?
-------------	--

Yes	1	<b>GO TO QUESTION K.20</b>
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>GO TO QUESTION K.21</b>
		<b>k16</b>

<b>K.17</b>	What was the <b>main</b> reason why this establishment did not apply for any line of credit or loan? <b>SHOW CARD 18</b>
-------------	---

No need for a loan - establishment had sufficient capital	1	<b>GO TO QUESTION K.21</b>
Application procedures were complex	2	<b>GO TO QUESTION K.21</b>
Interest rates were not favorable	3	<b>GO TO QUESTION K.21</b>
Collateral requirements were too high	4	<b>GO TO QUESTION K.21</b>
Size of loan and maturity were insufficient	5	<b>GO TO QUESTION K.21</b>
Did not think it would be approved	6	<b>GO TO QUESTION K.21</b>
Other	7	<b>GO TO QUESTION K.21</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>GO TO QUESTION K.21</b>
		<b>k17</b>

QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER


**K.20** Referring only to this most recent application for a line of credit or loan, what was the outcome of that application?

Application was approved in full	1
Application was approved in part	2
Application was rejected	3
Application was withdrawn	4
APPLICATION STILL IN PROCESS	-6
DON'T KNOW (SPONTANEOUS)	-9

**k20a1**

**K.21** In fiscal year **2014**, did this establishment have its annual financial statements checked and certified by an external auditor?

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

**k21**

**ETHK.10** How has your access to external finance changed over **the last three years**?  
**SHOW CARD 18ETH**

Improved	1
No change	2
Worsened	3
DON'T KNOW (SPONTANEOUS)	-9

**ETHk10**

**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 19**

(SPONTANEOUS)

No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	DON'T KNOW	DOES NOT
-------------	----------------	-------------------	----------------	----------------------	------------	----------

QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER


							APPLY	
Access to finance	k30	0	1	2	3	4	-9	-7

QUESTIONNAIRE NUMBER

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. **SHOW CARD 20**

(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/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>	0
<b>DON'T KNOW (SPONTANEOUS)</b>	-9

**J.3** Over the last year, was this establishment visited or inspected by tax officials?

Yes	1	<b>GO TO QUESTION ETHJ.1</b>
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	-9	
	<b>j3</b>	<b>GO TO QUESTION ETHJ.1</b>

**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>	-9

QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER


**J.5** In any of these inspections or meetings was a gift or informal payment expected or requested?

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>REFUSAL (SPONTANEOUS)</b>	<b>-8</b>

**j5**

**ETHJ.1** Over fiscal year **2014**, has this establishment filed an objection against its tax assessment?

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

**GO TO QUESTION ETHJ.30**

**GO TO QUESTION ETHJ.30**

**ETHj1**

**ETHJ.2** Was a verdict issued on the most recent objection regarding the tax assessment?

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

**GO TO QUESTION ETHJ.4**

**GO TO QUESTION ETHJ.4**

**ETHj2**

**ETHJ.3** Was the verdict in favor of this establishment?

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

**ETHj3**

**ETHJ.4** Was the dispute settlement system a useful mechanism to address your objection to the tax assessment?

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

**GO TO QUESTION ETHJ.30**

**GO TO QUESTION ETHJ.30**

**ETHj4**

QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER


**ETHJ.5** What is the **main reason** why you think the dispute settlement system is not useful?  
[SHOW CARD 20ETH](#)

The decisions are unfair	1	<i>GO TO QUESTION ETHJ.30</i>
The resolution process takes very long time	2	<i>GO TO QUESTION ETHJ.30</i>
The time to file disputes is too short	3	<i>GO TO QUESTION ETHJ.30</i>
Members of the administrative review committee are not competent	4	<i>GO TO QUESTION ETHJ.6</i>
Members of the tax appeal commission are not competent	5	<i>GO TO QUESTION ETHJ.7</i>
The 50% advance deposit is too high for businesses to proceed with their appeals	6	<i>GO TO QUESTION ETHJ.30</i>
Other (Specify) <b>ETHj5x</b>	7	<i>GO TO QUESTION ETHJ.30</i>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<i>GO TO QUESTION ETHJ.30</i>
		<b>ETHj5</b>

**ETHJ.6** What **main** competence do the members of the administrative review committee lack?  
[SHOW CARD 21ETH](#)

Experience in tax law	1	<i>GO TO QUESTION ETHJ.30</i>
Experience in accounting	2	<i>GO TO QUESTION ETHJ.30</i>
Experience in business	3	<i>GO TO QUESTION ETHJ.30</i>
Others	4	<i>GO TO QUESTION ETHJ.30</i>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<i>GO TO QUESTION ETHJ.30</i>
		<b>ETHj6</b>

**ETHJ.7** What **main** competence do the members of the **tax appeal commission** lack?  
[SHOW CARD 21ETH](#)

Experience in tax law	1	
Experience in accounting	2	
Experience in business	3	
Others	4	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	
		<b>ETHj7</b>

QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER


**ETHJ.30** I am going to read statements describing the tax dispute settlement system and how it could affect business. Please tell me if you Strongly disagree, Tend to disagree, Tend to agree, or Strongly agree.  
**SHOW CARD 21**

	Strongly disagree	Tend to disagree	Tend to agree	Strongly agree	(SPONTANEOUS) DON'T KNOW	DOES NOT APPLY
"We are satisfied by the work of the tax dispute review committee so far." <b>ETHj30a</b>	1	2	3	4	-9	-7
"The tax dispute review committee is independent and impartial." <b>ETHj30b</b>	1	2	3	4	-9	-7
"The tax appeal commission is independent and impartial." <b>ETHj30c</b>	1	2	3	4	-9	-7
"We are satisfied by the work of the tax appeal commission." <b>ETHj30d</b>	1	2	3	4	-9	-7
"The entire tax dispute resolution system is efficient and useful." <b>ETHj30e</b>	1	2	3	4	-9	-7

**J.6a** Over the last year, has this establishment secured or attempted to secure a government [business] contract?

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

**GO TO QUESTION J.7**

**GO TO QUESTION J.7**

**j6a**

**J.6** When establishments like this one do business with the government, what percent of the contract value would be typically paid in informal payments or gifts to secure the contract?

	Percent
Percent of the contract value paid as informal payments or gifts	<b>j6</b> %
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>REFUSAL (SPONTANEOUS)</b>	<b>-8</b>



QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER


**NO PAYMENTS**

**0**

**J.7**

It is said that establishments are sometimes required to make gifts or informal payments to public officials to “get things done” with regard to customs, taxes, licenses, regulations, services etc. On average, what percentage of total annual sales, or estimated total annual value, do establishments like this one pay in informal payments or gifts to public officials for this purpose?

	Percent
Percentage of total annual sales paid as informal payment	<b>j7a</b> %
<b>NO PAYMENTS OR GIFTS ARE PAID</b>	<b>0</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>REFUSAL (SPONTANEOUS)</b>	<b>-8</b>

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

	LCUs
Total annual informal payment	<b>j7b</b>
<b>NO PAYMENTS OR GIFTS ARE PAID</b>	<b>0</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>REFUSAL (SPONTANEOUS)</b>	<b>-8</b>

**J.10**

Over the last two years, did this establishment submit an application to obtain an import license?

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

**GO TO QUESTION J.13**

**GO TO QUESTION J.13**

**j10**

**J.11**

Approximately how many days did it take to obtain this import license from the day of the application to the day it was granted?

	Days
Wait for import license	<b>j11</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>

**J.12**

In reference to that application for an import license, was an informal gift or payment expected or requested?

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

QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER


**REFUSAL (SPONTANEOUS)**

**-8**

**j12**

**J.13** Over the last two years, did this establishment submit an application to obtain an operating license?

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

**GO TO QUESTION J.30**

**GO TO QUESTION J.30**

**j13**

**J.14** Approximately how many days did it take to obtain this operating license from the day of the application to the day it was granted?

	Days
Wait for operating license	<b>j14</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>

**J.15** In reference to that application for an operating license, 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>

**j15**

**J.30** Using the response options on the card; To what degree is/are **[INSERT OPTION]** an obstacle to the current operations of this establishment?  
**SHOW CARD 21**

**ROTATE OPTIONS**

**(SPONTANEOUS)**

		No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	<b>DON'T KNOW</b>	<b>DOES NOT APPLY</b>
Tax rates	<b>j30a</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>
Tax administration	<b>j30b</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>
Business licensing and permits	<b>j30c</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>
Political instability	<b>j30e</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>
Corruption	<b>j30f</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>
Courts	<b>h30</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>

**QUESTIONNAIRE NUMBER**

**QUESTIONNAIRE NUMBER**


QUESTIONNAIRE NUMBER

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.

<b>L.1</b>	<p>At the end of fiscal year <b>2014</b>, how many permanent, full-time individual worked in this establishment? Please include all employees and managers</p> <p>(Permanent, full-time employees are defined as all paid employees that are employed for a term of one or more fiscal years and/or have a guaranteed renewal of their employment and work a full shift)</p> <p><b>(INTERVIEWER: INCLUDE INTERVIEWEE IF APPLICABLE).</b></p>
------------	--

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

<b>L.2</b>	<p>Looking back, at the end of fiscal year <b>2012</b>, how many permanent, full-time individuals worked in this establishment? Please include all employees and managers <b>(INTERVIEWER: INCLUDE INTERVIEWEE IF APPLICABLE).</b></p>
------------	--

	Number
Permanent, full-time workers in fiscal year <b>2012</b>	<b>12</b>
<b>IF ESTABLISHMENT WAS NOT IN BUSINESS in 2012</b>	<b>-7</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

<b>ETHL.2a</b>	<p>Looking back, at the end of fiscal year <b>2010</b>, how many permanent, full-time individuals worked in this establishment? Please include all employees and managers <b>(INTERVIEWER: INCLUDE INTERVIEWEE IF APPLICABLE).</b></p>
----------------	--

	Number
Permanent, full-time workers in fiscal year <b>2010</b>	<b>ETH12a</b>
<b>IF ESTABLISHMENT WAS NOT IN BUSINESS IN 2010</b>	<b>-7</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER


<b>ETHL.2b</b>	Looking further back, at the end of fiscal year <b>2008</b> , how many permanent, full-time individuals worked in this establishment? Please include all employees and managers ( <b>INTERVIEWER: INCLUDE INTERVIEWEE IF APPLICABLE</b> ).
----------------	--

	Number
Permanent, full-time workers in fiscal year <b>2008</b>	<b>ETHI2b</b>
<b>IF ESTABLISHMENT WAS NOT IN BUSINESS IN 2008</b>	<b>-7</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

<b>L.5</b>	Coming back to fiscal year <b>2014</b> , how many permanent full-time individuals that worked in this establishment were female?
------------	--

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

<b>L.6</b>	How many full-time seasonal or temporary employees did this establishment employ during <b>2014</b> ? (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 fiscal year	<b>16</b>
<b>NO FULL-TIME SEASONAL OR TEMPORARY WORKERS</b>	<b>0</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**GO TO QUESTION L.9b**

**GO TO QUESTION L.9b**

<b>L.6a</b>	How many full-time seasonal or temporary employees employed during <b>[insert last complete fiscal year]</b> were female?
-------------	---

	Number
Full-time female seasonal or temporary workers employed last fiscal year	<b>16a</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

<b>L.8</b>	What was the average length of employment of all full-time temporary employees in fiscal year <b>2014</b> ?
------------	---

	Months
Average length full-time seasonal or temporary employment last fiscal year, in months	<b>18</b>

QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER


LESS THAN ONE MONTH	1
DON'T KNOW (SPONTANEOUS)	-9

<b>L.9b</b>	What is the percentage of full-time permanent workers who completed secondary school?
-------------	---

	Percent
Percentage of full time permanent workers who completed secondary school	<b>19b</b>
DON'T KNOW (SPONTANEOUS)	-9

<b>L.10</b>	Over fiscal year <b>2014</b> , did this establishment have formal training programs for its permanent, full-time employees?
-------------	---

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

**110**

<b>L.30</b>	Using the response options on the card; To what degree are <b>Labor Regulations</b> an obstacle to the current operations of this establishment? <b>SHOW CARD 21</b>
	Using the response options on the card; To what degree is <b>an Inadequately Educated Workforce</b> an obstacle to the current operations of this establishment? <b>SHOW CARD 21</b>

		No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	(SPONTANEOUS) 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

QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER


## M. BUSINESS ENVIRONMENT

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

**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 22**  
**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

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.

**N.2** From this establishment's Income Statement for fiscal year **2014**, please provide the following information:

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

**ETHN.1** Over the **last three years**, has this establishment bought Grand Renaissance Dam Bonds?

Yes	1	<b>GO TO QUESTION A15.a</b>
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>GO TO QUESTION A15.a</b>
<b>REFUSAL (SPONENOUS)</b>	<b>-8</b>	<b>GO TO QUESTION A15.a</b>
		<b>ETHn1</b>

**ETHN.2** What is the total value of the bonds purchased?

	LCUs	DON'T KNOW (SPONTANEOUS)	REFUSAL (SPONTANEOUS)
Total value of Grand Renaissance Dam bonds purchased.	<b>ETHn2</b>	<b>-9</b>	<b>-8</b>



QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER


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

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

QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER


--

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

**STOP HERE**

**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**