

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 a0	Module
If firm is Retail firm	2
If firm is a Services (non-Retail) firm	3

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.1 Country

a1

A.1a Language

a1a

A.2

	Sampling Region a2
Region A	1
Region B	2
Region C	3
Region D	4
Region E	5

A.3a

	Screener Region (coded ex post) a3a
Region A	1
Region B	2
Region C	3
Region D	4
Region E	5

A.3x Name of city/town/village

a3x

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**

A.4 Industry

		Sampling sector a4a	Screener sector a4b
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

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 a6a	Screener Size a6b
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	a7a
---	------------

A.8 Type of establishment **a8**

HQ with production and/or sales in this location	1
Establishment other than HQ	2
DOES NOT APPLY	-7

A.9 Are establishment's financial statements prepared separately from HQ's statements? **a9**

Yes	1
No	2
DOES NOT APPLY	-7

A.10 Are establishment's financial statements prepared separately from other establishments of the same firm?

a10

Yes	1
No	2
DOES NOT APPLY	-7

A.11 If HQ, are financial statements independent from the rest of establishments? **a11**

Yes	1
No	2
DOES NOT APPLY	-7

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
OTHER (SPONTANEOUS-SPECIFY) ___ b1x ___	6
DON'T KNOW (SPONTANEOUS)	-9

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	b3 %
DON'T KNOW (SPONTANEOUS)	-9

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	b2a %	-9
Private foreign individuals, companies or organizations	b2b %	-9
Government or State	b2c %	-9
Other	b2d %	-9
	100%	

**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) ETHb2x	7
DON'T KNOW (SPONTANEOUS)	-9

ETHb2

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

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

**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	b4a
DON'T KNOW (SPONTANEOUS)	-9

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	b5
DON'T KNOW (SPONTANEOUS)	-9

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	b6
DON'T KNOW (SPONTANEOUS)	-9

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

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

b6a

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

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

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	b7
LESS THAN ONE YEAR	1
DON'T KNOW (SPONTANEOUS)	-9

B.7a Is the Top Manager female?

Yes	1	
No	2	
DON'T KNOW (SPONTANEOUS)	-9	
		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	SKIP TO C.3
STILL IN PROCESS	-6	
DON'T KNOW (SPONTANEOUS)	-9	SKIP TO C.3
		b8

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

Specify Certifications	b8x
------------------------	------------

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
DON'T KNOW (SPONTANEOUS)	-9

GO TO QUESTION C.6

GO TO QUESTION C.6

c3

C.4 In reference to that application for an electrical connection, approximately how many days did it take to obtain it from the day of the application to the day the service was received?

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

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

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

c5

C.6 Over fiscal year **2014**, did this establishment experience power outages?

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

GO TO QUESTION C.10

GO TO QUESTION C.10

c6

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		c7
LESS THAN ONE MINUTE		
DON'T KNOW (SPONTANEOUS)	-9	

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

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

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

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

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

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

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

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

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

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

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	c11 %
DON'T KNOW (SPONTANEOUS)	-9

QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER

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

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

ETHC.2 How has the frequency of power outages changed over **the last two years**?

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

ETHc2

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

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

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

c12

C.13 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?

	Days
Wait for water connection	c13
LESS THAN ONE DAY	1
STILL IN PROCESS	-6
APPLICATION DENIED	-5
DON'T KNOW (SPONTANEOUS)	-9

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
DON'T KNOW (SPONTANEOUS)	-9
REFUSAL (SPONTANENOUS)	-8

c14

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

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

c22a

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

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

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)	
							DON'T KNOW	DOES NOT APPLY
Electricity	c30a	0	1	2	3	4	-9	-7
Telecommunications	c30b	0	1	2	3	4	-9	-7

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
CODE OF THE MAIN PRODUCT AND ACTIVITY	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	d1a3
DON'T KNOW (SPONTANEOUS)	-9

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	d2
DON'T KNOW (SPONTANEOUS)	-9
PLEASE ALSO WRITE OUT THE NUMBER (i.e. 50,000 as Fifty Thousand)	
	d2x

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	n3
IF ESTABLISHMENT WAS NOT IN BUSINESS THREE YEARS AGO	-7
DON'T KNOW (SPONTANEOUS)	-9

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

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

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	d8
DON'T KNOW (SPONTANEOUS)	-9

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	d10 %	
NO LOSSES	0	
DON'T KNOW (SPONTANEOUS)	-9	
NO INTERNAL SHIPMENTS MADE (DOES NOT APPLY)	-7	GO TO QUESTION D.17

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	d11 %
NO LOSSES	0
DON'T KNOW (SPONTANEOUS)	-9
NO INTERNAL SHIPMENTS MADE (DOES NOT APPLY)	-7

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
DON'T KNOW (SPONTANEOUS)	-9

GO TO QUESTION ETHD.30
GO TO QUESTION ETHD.30

ETHd1

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	ETHd2
DON'T KNOW (SPONTANEOUS)	-9

GO TO QUESTION ETHD.30

ETHD.3 How many of these applications were:

Number	DON'T KNOW (SPONTANEOUS)
--------	---------------------------------

QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER

Approved in full	ETHd3a	-9
Approved in part	ETHd3b	-9
Rejected	ETHd3c	-9
Withdrawn	ETHd3d	-9
Still in process	ETHd3e	-9

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
DON'T KNOW (SPONTANEOUS)	-9

ETHd4

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

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

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?

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

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

_____	LCU
-------	------------

QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER

Total amount paid in advance	ETHd6a
DON'T KNOW (SPONTANEOUS)	-9

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

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

ETHD.8 Referring to the most recently obtained **foreign exchange** permit, was an informal gift or payment expected or requested?

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

GO TO QUESTION ETHD.30
GO TO QUESTION ETHD.30
GO TO QUESTION ETHD.30

ETHd8

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

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

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

	LCU
The total amount of requested or expected informal payments or gifts	ETHd9a %

QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER

DON'T KNOW (SPONTANEOUS)	-9
REFUSAL (SPONTANEOUS)	-8
NO PAYMENTS	0

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

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

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

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

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

D.30 Using the response options on the card; To what degree is **Transport** an obstacle to the current operations of this establishment? **SHOW CARD 6**

Using the response options on the card; To what degree is **Customs and Trade Regulation** an obstacle to the current operations of this establishment? **SHOW CARD 6**

(SPONTANEOUS)

QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER

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

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

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

QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER

E. DEGREE OF COMPETITION

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

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

e11

E.30 Using the response options on the card; To what degree are **Practices of Competitors in the Informal Sector** an obstacle to the current operations of this establishment? **SHOW CARD 6**

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

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
DON'T KNOW (SPONTANEOUS)	-9

GO TO QUESTION H.3
GO TO QUESTION H.3

h1

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

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

h2

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

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

h3

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

Yes	1
-----	---

QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER

No	2
DON'T KNOW (SPONTANEOUS)	-9

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
DON'T KNOW (SPONTANEOUS)	-9

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
DON'T KNOW (SPONTANEOUS)	-9

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
DON'T KNOW (SPONTANEOUS)	-9

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
DON'T KNOW (SPONTANEOUS)	-9

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

h7

QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER

H.8	In fiscal year 2014 , 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	h8
NONE (SPONTANEOUS)	0
DON'T KNOW (SPONTANEOUS)	-9

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
DON'T KNOW (SPONTANEOUS)	-9

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	ETHg2
DON'T KNOW (SPONTANEOUS)	-9

GO TO QUESTION G.6

ETHG.3 How many of these attempts were:

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

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	ETHg4
DON'T KNOW (SPONTANEOUS)	-9

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
DON'T KNOW (SPONTANEOUS)	-9

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
REFUSAL (SPONTANEOUS)	-8
DON'T KNOW (SPONTANEOUS)	-9

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

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

QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER

Other	g1c %	-9	-7
	100%		

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

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

Yes	1	GO TO QUESTION G.5
No	2	
DON'T KNOW (SPONTANEOUS)	-9	

g2

G.3 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	g3
LESS THAN ONE DAY	1
STILL IN PROCESS	-6
APPLICATION DENIED	-5
DON'T KNOW (SPONTANEOUS)	-9

G.4 In reference to that application for a construction-related permit, was an informal gift or payment expected or requested?

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

g4

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

G.5 What is the total selling area of this establishment?

Area	
DON'T KNOW (SPONTANEOUS)	-9

g5a

SPECIFY UNITS

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

QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER

Square Yards	2
Square Meters	3
OTHER (SPECIFY) <u>g5bx</u>	4

g5b

G.30 Using the response options on the card; To what degree is **Access to Land** an obstacle to the current operations of this establishment? **SHOW CARD 14**

						(SPONTANEOUS)		
		No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	DON'T KNOW	DOES NOT APPLY
Access to land	g30a	0	1	2	3	4	-9	-7

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

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	i2a %
DON'T KNOW (SPONTANEOUS)	-9

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

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

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

i3

QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER

I.4 In fiscal year **2014**, 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	i4a %
DON'T KNOW (SPONTANEOUS)	-9

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

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

I.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 14**

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

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?	k1c %	-9

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?	k2c %	-9

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	k3a %	-9
Borrowed from private banks: private and state-owned	k3bc1 %	-9
Borrowed from state-owned banks	k3bc2 %	-9
Borrowed from non-bank financial institutions which include microfinance institutions, credit cooperatives, credit unions, or finance companies	k3e %	-9
Purchases on credit from suppliers and advances from customers	k3f %	-9
Other, moneylenders, friends, relatives, etc.	k3hd %	-9
	100%	

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
DON'T KNOW (SPONTANEOUS)	-9

GO TO QUESTION K.6
GO TO QUESTION K.6

k4

QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER

N.5 In fiscal year **2014**, how much did this establishment spend on purchases of:
INTERVIEWER: READ OUT

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

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

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

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

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

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

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

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

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	ETHk3a	-9
Land and buildings	ETHk3b	-9

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
DON'T KNOW (SPONTANEOUS)	-9

k6

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

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

k7

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

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

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
DON'T KNOW (SPONTANEOUS)	-9

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	k10
DON'T KNOW (SPONTANEOUS)	-9

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	k11
REFUSAL (SPONTANEOUS)	-8
DON'T KNOW (SPONTANEOUS)	-9

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

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

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	DON'T KNOW (SPONTANEOUS)
Land, buildings under ownership of the establishment	k14a	1	2	-9
Machinery and equipment including movables	k14b	1	2	-9
Accounts receivable and inventories	k14c	1	2	-9
Personal assets of owner (house, etc.)	k14d	1	2	-9
Other forms of collateral not included in the categories above	k14e	1	2	-9

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	k15 a
DON'T KNOW (SPONTANEOUS)	-9

QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER

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

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

ETHK.5 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)?

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

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

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

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

ETHk6

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

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

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.

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

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

GO TO QUESTION K.15b

GO TO QUESTION K.15b

ETHk8a

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

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

ETHK.9	For the last line of credit or loan obtained by this establishment from banks in fiscal year 2012 , 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	ETHk9
DOESN'T APPLY (SPONTANEOUS)	-7
DON'T KNOW (SPONTANEOUS)	-9

K.15b	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	k15b	
DON'T KNOW (SPONTANEOUS)	-9	GO TO QUESTION K.15d

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

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

K.15d 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	
DON'T KNOW (SPONTANEOUS)	-9	

k15d

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

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

k16

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

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

k17

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

	Strongly disagree	Tend to disagree	Tend to agree	Strongly agree	(SPONTANEOUS)	
					DON'T KNOW	DOES NOT APPLY
"The court system is fair, impartial and uncorrupted." h7a	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	j2 %
NO TIME WAS SPENT	0
DON'T KNOW (SPONTANEOUS)	-9

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

Yes	1	GO TO QUESTION ETHJ.1
No	2	
DON'T KNOW (SPONTANEOUS)	-9	

j3

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	j4
DON'T KNOW (SPONTANEOUS)	-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
DON'T KNOW (SPONTANEOUS)	-9
REFUSAL (SPONTANEOUS)	-8

j5

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

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

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
DON'T KNOW (SPONTANEOUS)	-9

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
DON'T KNOW (SPONTANEOUS)	-9

ETHj3

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

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

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) ETHj5x	7	<i>GO TO QUESTION ETHJ.30</i>
DON'T KNOW (SPONTANEOUS)	-9	<i>GO TO QUESTION ETHJ.30</i>

ETHj5

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>
DON'T KNOW (SPONTANEOUS)	-9	<i>GO TO QUESTION ETHJ.30</i>

ETHj6

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
DON'T KNOW (SPONTANEOUS)	-9

ETHj7

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.” ETHj30a	1	2	3	4	-9	-7
“The tax dispute review committee is independent and impartial.” ETHj30b	1	2	3	4	-9	-7
“The tax appeal commission is independent and impartial.” ETHj30c	1	2	3	4	-9	-7
“We are satisfied by the work of the tax appeal commission.” ETHj30d	1	2	3	4	-9	-7
“The entire tax dispute resolution system is efficient and useful.” ETHj30e	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
DON'T KNOW (SPONTANEOUS)	-9

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	j6 %
DON'T KNOW (SPONTANEOUS)	-9
REFUSAL (SPONTANEOUS)	-8

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	j7a %
NO PAYMENTS OR GIFTS ARE PAID	0
DON'T KNOW (SPONTANEOUS)	-9
REFUSAL (SPONTANEOUS)	-8

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

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

J.10 Over the last two years, did this establishment submit an application to obtain an import license?

Yes	1	GO TO QUESTION J.13 GO TO QUESTION J.13
No	2	
DON'T KNOW (SPONTANEOUS)	-9	

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	j11
LESS THAN ONE DAY	1
STILL IN PROCESS	-6
APPLICATION DENIED	-5
DON'T KNOW (SPONTANEOUS)	-9

J.12 In reference to that application for an import license, was an informal gift or payment expected or requested?

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

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	<i>GO TO QUESTION J.30</i>	
No	2		<i>GO TO QUESTION J.30</i>
DON'T KNOW (SPONTANEOUS)	-9		
	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	j14
LESS THAN ONE DAY	1
STILL IN PROCESS	-6
APPLICATION DENIED	-5
DON'T KNOW (SPONTANEOUS)	-9

J.15 In reference to that application for an operating license, was an informal gift or payment expected or requested?

Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9
REFUSAL (SPONTANEOUS)	-8
	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	DON'T KNOW	DOES NOT APPLY	
Tax rates	j30a	0	1	2	3	4	-9	-7	
Tax administration	j30b	0	1	2	3	4	-9	-7	
Business licensing and permits	j30c	0	1	2	3	4	-9	-7	
Political instability	j30e	0	1	2	3	4	-9	-7	
Corruption	j30f	0	1	2	3	4	-9	-7	
Courts	h30	0	1	2	3	4	-9	-7	

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.

L.1 At the end of fiscal year **2014**, how many permanent, full-time individual worked in this establishment? Please include all employees and managers

 (Permanent, full-time employees are defined as all paid employees that are employed for a term of one or more fiscal years and/or have a guaranteed renewal of their employment and work a full shift)

(INTERVIEWER: INCLUDE INTERVIWEE IF APPLICABLE).

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

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

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

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

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

QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER

ETHL.2b Looking further back, at the end of fiscal year **2008**, 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 in fiscal year 2008	ETHI2b
IF ESTABLISHMENT WAS NOT IN BUSINESS IN 2008	-7
DON'T KNOW (SPONTANEOUS)	-9

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

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

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

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

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

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

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

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

QUESTIONNAIRE NUMBER

QUESTIONNAIRE NUMBER

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

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

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

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

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

110

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 21**

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 21**

						(SPONTANEOUS)	
	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	DON'T KNOW	DOES NOT APPLY
Labor regulations 130a	0	1	2	3	4	-9	-7
Inadequately educated workforce 130b	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	m1a
DON'T KNOW (SPONTANEOUS)	-9
DOES NOT APPLY (SPONTANEOUS)	-7

Rotation (option 1, 2 or 3)	m1d
-----------------------------	------------

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	n2a	-9
Total annual cost of electricity	n2b	-9
ENUMERATOR: ASK THE FOLLOWING QUESTION ONLY FOR RETAIL FIRMS.		
Cost of finished goods and materials purchased to resell	n2i	-9

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

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

GO TO QUESTION A15.a

GO TO QUESTION A15.a

GO TO QUESTION A15.a

ETHn1

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.	ETHn2	-9	-8

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	a15a1c	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:

A.18	This questionnaire was completed in:
-------------	--------------------------------------

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

STOP HERE

a18

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

Hour	Minutes

a19h

a19m