



ETUDE ECONOMIQUE CONSEIL

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PRODUCTIVITY & INVESTMENT CLIMATE SURVEY MALAWI

Main

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PRODUCTIVITY & INVESTMENT CLIMATE SURVEY

A - CONTROL INFORMATION

Establishment	est		
ID Code	idcode		
		Yes	No
Does your establishment benefit from EPZ status?	epz		
Are there financial statements (balance sheet, P&L) maintained for your establishment?	fins		
If no ,			
What firm maintains financial statements for your operations?	finslevel		
Where is this firm located?	finsloc		
Who is the contact person at this firm? What is their phone number?	Name: finscont	Phone: finstel	
Address	addr		
Phone	tel		
Email	email		
City	city		
Region	reg		
District	dist		
Interviewer 1	int1		
Interviewer 2	int2		
Respondent	resp		
Job Title (see table below)	jobt		

Comment [EEC1]: 1. Classification of cities in terms of population size
2. Identify EPZ status of firms as well as other relevant characteristics

Job Title			
Chief Executive/President/Vice President	1	General Manager	5
Owner/proprietor	2	Manager	6
Partner	3	Finance Officer	7
Director	4	Other (specify):	8
			jobtx



Note: Questions 1 through 4 apply to your entire firm, including all its establishments.

1)

	Yes	No
Are you a member or branch of another firm?	b1a	
Does your firm have holdings, factories, stores or service outlets in other countries?	b1b	
Including this establishment, how many establishments does your firm have in this country?	b1c	
What is the current legal status of your firm (see table below)?	b1d	

Legal Status			
Publicly listed company	1	Partnership	5
Limited liability and FDI company	2	Sole proprietorship	6
One member Ltd company	3	SOE	7
Joint Stock company	4	Other (specify):	8
b1dx			

2) What percentage of your firm is owned by:

Private Domestic		b2a	%
Private Foreign		b2b	%
Government		b2c	%
Other (specify):	b2dx	b2d	%
Total:		100%	
If Government > 50%, go to Q4			



3)

	Yes	No
Was your firm previously majority-owned by the government?	b3a	
If Yes , what year was it privatized?	b3a1	

4) Please fill the following table with respect to the **largest** shareholder/owner (or shareholders/owners, if there is more than one principal shareholder holding equal percentages of ownership):

% of ownership	Type of owner (see table below)	Gender, if applicable		Ethnic Origin, if applicable (see table below)
		F	M	
b4a1 %	b4a2	b4a3		b4a4
b4b1 %	b4b2	b4b3		b4b4
b4c1 %	b4c2	b4c3		b4c4
b4d1 %	b4d2	b4d3		b4d4

Type of owner			
Individual	1	Investment fund	6
Family	2	Managers of the firm	7
Domestic company	3	Employees of the firm	8
Foreign company	4	Government or government agency	9
Bank	5	Other (specify):	10
		b4a2x	
		b4b2x	
		b4c2x	
		b4d2x	

Ethnic Origin	
African	1
Asian	2
Middle Eastern	3
European/American	4
Other (specify):	5
b4a4x	
b4b4x	
b4c4x	
b4d4x	





NOTE: For the remainder of this survey, please answer with respect to this establishment.

5)

What is the highest level of education of the top manager (see table below)?	b6a
How many years of experience working in this sector did the top manager have before running this establishment?	b6b Yrs
Of these, how many years were with a domestic firm?	b6b1 Yrs
Of these, how many years were with a foreign firm?	b6b2 Yrs

Level of Education			
Did not complete high school	1	Graduate degree (BA, BSc etc.) – National University	5
High School	2	Graduate degree (BA, BSc etc.) – Foreign University	6
Vocational Training	3	Post graduate degree (Ph D, Masters) – National University	7
Some College or University training	4	Post graduate degree (Ph D, Masters) – Foreign University	8

6)

In what year did your establishment begin operating in this country?	b7a
What is your main sector of activity (choose only one)? (see table below & show card)	b7b

Sector of Activity			
Food & Beverage	1	Basic metals	10
Textiles	2	Metal products	11
Apparel	3	Machinery and equipment	12
Leather products	4	Electrical machinery	13
Wood & wood products	5	Electronics	14
Paper	6	Medical equipment	15
Chemical & Chemical products	7	Furniture	16
Rubber & plastic products	8	Construction Material	17
Non-metallic mineral products	9	Other (specify)	18

b7bx



7)

	Yes	No
Is your establishment a member of a business association or chamber of commerce?	b8a	
If yes , with respect to the most important association for your establishment:		
Is membership in this association mandatory?	b8a1	
Is membership confined to members of your sector?	b8a2	
Please indicate which of the following services it provides to your establishment:		
1. Lobbying government	b8b	
2. Resolution of disputes (with officials, workers or other firms)	b8c	
3. Information and/or contacts on product and input markets	b8d	
4. Accrediting standards or quality of products	b8e	
5. Information on government regulations	b8f	
6. Other (specify): b8gx	b8g	
Of the above services provided, which one is the most important for your establishment?	b8h	
How much do you pay annually in dues to this main association to which you belong?	b8i MK	

If **No**, go to Q8

8)

In 2004, what percentage of your total revenues came from:		
Manufacturing	c9a	%
Services	c9b	%
Commerce	c9c	%
Other (specify): c9dx	c9d	%
Total	100%	

9) Could you please describe and provide the national market share for your three main products in 2004:

Name and detailed description:	ISIC code	National market share
c10a1	c10a2	c10a9 %
c10b1	c10b2	c10b9 %
c10c1	c10c2	c10c9 %



10)

Thinking of your establishment's major product line in the domestic market, how many competitors do you face (see table below)?	c11a	If none , go to Q12
Which of the following statements best describes the degree of competition your establishment faces for its main products: (see table below & show card)	c11d	
If your establishment faces intense competition (3 & 4 , previous question), what are the two main sources of competition (see table below & show card)?	c11d1	c11d2

Number of Competitors	
None	1
One	2
2-5	3
6-10	4
11-20	5
More than 20	6

Degree of Competition	
We don't have any competitors	1
We have some competition, but it is not a major concern	2
We face intense competition from a few important competitors	3
We face intense competition from many competitors	4
Other, please explain:	5
c11dx	

Sources of Competition	
Individuals	1
State Owned Enterprises	2
Domestic private firms	2
Foreign firms based overseas (i.e. imports)	4
Foreign invested firms in your country	5
Smuggled goods	6
Other (specify):	7
c11d1x	
c11d2x	



11)

What are the two most important factors that make your establishment more competitive than its main competitor?	
1.	c12a1
2.	c12a2
What are the two most important factors that make your main competitor more competitive than your establishment?	
1.	c12b1
2.	c12b2

Factors of Competition			
1	Lower input prices	12	Fewer problems with rules and laws
2	Lower prices of finished goods	13	More efficient advertising and marketing
3	Better quality products	14	More efficient marketing/sales staff
4	Differentiated products	15	Better after-sale service
5	More reputable product	16	No taxes paid
6	Ongoing relationships with regular customers	17	Governmental regulations not followed
7	Better location	18	Lower quality products or counterfeit goods
8	More reliable suppliers	19	Lower service costs
9	Better distribution network	20	Lower cost of buildings and points-of-sales
10	Better financial situation	21	Other (specify):
11	Easier access to/lower cost of credit		

c12a1x	c12b1x
c12a2x	c12b2x

12)

In its interactions with clients and suppliers, does your establishment regularly use:	Yes	No
E-mail?	c13a	
Website?	c13b	
Post?	c13c	
Fax?	c13d	
Mobile Phones?	c13e	



What percentage of the establishment sales are sold through your website?	c13f	%
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13) In 2004, what percentage of your establishment's sales were:

		Destination:	
Domestic	c14a %	As a % of domestic sales, what do the following clients represent:	
		Government, government agencies at any level, and State-owned enterprises	c14a1%
		Your parent company or affiliated subsidiaries	c14a2%
		Large domestic private firms (those with approximately 300 plus workers)	c14a3%
		Foreign firms located in your country	c14a4%
		Other (sales to small establishments, individuals, etc.)	c14a5%
		Total	100%
Direct Exports	c14b %	Main destination countries as a % of your direct exports:	
		Name of Country 1: c14b1x	c14b1%
		Name of Country 2: c14b2x	c14b2%
		Name of Country 3: c14b3x	c14b3%
Indirect Exports	c14c %		
Total	100%		

If Direct Exports = 0%, go to Q18

Definitions

Indirect Exports:	Goods sold to another firm (e.g. a distributor) who then exports them.
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14) If you exported directly in 2004,

What was the year your establishment first exported?	c15a
In 2003 , what percentage of your sales were direct exports?	c15b %
What is the usual payment method for your exports (see table below)?	c15c
What is your establishment's method of handling customs (see table below)	c15d
In 2004 , what was the average number of days it took you to clear customs?	c15e Days
In 2004 , what was the longest number of days it took you to clear customs?	c15f Days
	Yes No
In 2004 , did you have to make an extra payment (whether formal or informal) to expedite the clearance process (including payments to agents, if applicable)?	c15g

Definitions	
Days to clear customs:	From the time your goods arrived at their point of exit (e.g. port airport) until the time they clear customs.

Method of Handling Customs	
1	Use a freight forwarding service
2	Internally
3	Both (1) and (2)

Payment Method	
1	Letter of credit
2	Cash
3	Other (specify) :
	c15cx

15) Export financing

How do you usually finance your exports?	
Internal funds	c17a %
Bank credit	c17b %



Other (specify): c17cx	c17c %
Total	100%

16)

Does your establishment use the following export benefits?	If yes , since using the benefit do you export:	
	Yes	No
Duty suspension on imported inputs	c18a	
Export credit	c18b	
Facility for refinancing exports	c18c	
VAT exemption for equipment	c18d	
Africa Growth & Opportunity Act (AGOA)	c18e	
Public finance mechanisms or export guaranties to cover risk of non-payment by a foreign buyer?	c18f	
Public finance mechanisms or export guaranties to cover a possible inability on your part to provide the products?	c18g	
Other (Specify): c18hx	c18h	

Comment [EEC3]: 1. Check for Malawi specs

17)

Modes of transportation used for exports	% of Exports	Typical Export Shipment Unit	Unit Cost for Transport
Maritime only	c19a1 %	c19a2	c19a3 MK
Air only	c19b1 %	c19b2	c19b3 MK
Land only	c19c1 %	c19c2	c19c3 MK
Inter-modal	c19d1 %	c19d2	c19d3 MK

Comment [EEC4]: 1. Check for Malawi specs



Total	100%		
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18)

In 2004, were there any orders which you could not fulfill:	Yes	No	If Yes, what % of total sales did you lose?	If Yes, indicate the reason (refer to the table below)
Domestically	c21a		c21a1 %	c21a2
Internationally	c21b		c21b1 %	c21b2

Reasons	
Delivery delays from suppliers	1
Delays in transportation services	2
Other causes (specify):	3
	c21a2x
	c21b2x

19)

What is the most important factor in setting your prices? (see table below & show card)	c22a
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Factor in setting prices	
Cost of raw materials and services	1
Other firm's prices	2
The price of legally imported products	3
The price of smuggled imported products	4
Avoiding the entrance of competitors	5
The government determines the prices	6
Other (specify):	7



c22ax



20)

What percentage of your establishment's material inputs were:	2004	2003	
Purchased from domestic sources	d23a1 %		
Purchased through direct imports	d23b1 %	d23b2 %	
Purchased through indirect imports (via a distributor)	d23c1 %		
Total	100%		If Direct Imports (2004)=0%, go to Q21
If you imported directly in 2004,		Yes	
Did you have to make an extra payment (whether formal or informal) to expedite the clearance process (including payments to agents)?	d23d1		
What was the average number of days that it took you to claim the goods from customs?	d23e1 Days		
What was the longest number of days that it took you to claim the goods from customs?	d23f1 Days		

Definitions	
Days to claim goods:	From the time your goods arrived at their point of entry (e.g. port airport) until you could claim them from customs.

21)

	Yes	No
During the last year, did you receive main inputs or supplies from your parent company or other clients to be used in manufacturing without paying for them?	d24a	
If Yes , what percent of your total annual sales were subject to this type of agreement with the client?	d24a1 %	



22)

At the time you receive a delivery of your most important input, how many days of inventory does your establishment typically have on hand?	d25a Days
What percent of your purchased material inputs are of lower than agreed upon quality?	d25b %
What percent of your establishment's purchases of material inputs had a zero import duty?	d25c %



23)

	2004	2003
What was your establishment's average capacity utilization in 2004 and 2003?	e27a1 %	e27a2 %
In 2004 , how many hours per week did your establishment normally operate?	e27b	Hrs/week
Over the next 2 years, do you intend to change your capacity ? (see table below)	e27c	
If 1 or 3 , indicate by how much?	e27c1 %	

Definitions	
Capacity utilization:	The amount of output actually produced relative to the maximum amount that could be produced with your existing machinery and equipment and regular shifts.

Capacity Change	
Expand design capacity	1
Maintain existing design capacity	2
Reduce design capacity	3

24)

	Yes	No	Application in Process
Has your establishment received an internationally-recognized quality certification (e.g. ISO 9000, 9002 or 14000, or sector-specific certifications such as HACCP for food, AATCC for textiles, etc.)?	e28a		
Does your establishment have any staff dedicated to research & development?	e28b		
Does your establishment use technology licensed from a foreign owned company?	e28c		
In the last two years, has your establishment undertaken any of the following initiatives?			
Developed an important new product line	e28d1		
Upgraded an existing product line	e28d2		
Discontinued at least one product (not production) line	e28d3		
Agreed to a new joint venture with foreign partner	e28d4		
Obtained a new licensing agreement	e28d5		



Outsourced a major production activity that was previously conducted in-house	e28d6		
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25)

	Yes	No
Has your establishment acquired new technology over 2004 and 2003 that either substantially changed the way the main products are produced or allowed the production of new products?	e29a	
If Yes , what was the most important way your establishment acquired this new technology ? (see below & show card)	e29a1	
If Yes , what was the second most important way your establishment acquired this new technology ? (see below & show card)	e29a2	

Ways to Acquire New Technology	
Embodied in new machinery or equipment	1
By hiring key personnel	2
Licensing or turnkey operations from international sources	3
Licensing or turnkey operations from domestic sources	4
Developed or adapted new technology within the establishment locally	5
Transferred from parent company	6
Developed with equipment or machinery provided by the supplier	7
Other (specify):	8
	e29a1x
	e29a2x

26)

How important are each of the following influences on your establishment to reduce the production costs of existing products and/or to develop new products. (see scale below)	
Pressure from domestic competitors	e30a
Pressure from foreign competitors	e30b
Other (specify): e30cx	e30c

Scale of Importance			
Not at all important	1	Fairly important	3



Slightly important	2	Very important	4
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27) a) Please tell us if any of the following issues are a problem for the operation and growth of your business. If an issue poses a problem, please judge its severity as an obstacle on a four-point scale (see below & show card) :

Comment [EEC5]: 1. Clarify overlaps

1	Telecommunications	f31a1
2	Electricity	f31a2
3	Transportation	f31a3
4	Access to Land	f31a4
5	Regulatory Policy Uncertainty	f31a5
6	Tax rates	f31a6
7	Tax administration	f31a7
8	Customs and Trade Regulations	f31a8
9	Labor Regulations	f31a9
10	Skills and Education of Available Workers	f31a10
11	Business Licensing and Operating Permits	f31a11
12	Access to financing (e.g. collateral)	f31a12
13	Cost of financing (e.g. interest rates)	f31a13
14	Macroeconomic policy (inflation, exchange rate)	f31a14
15	Corruption	f31a15
16	Crime, theft and disorder	f31a16
17	Anti-competitive or informal practices	f31a17
18	Legal framework & resolution of commercial disputes	f31a18
19	Political stability	f31a19
20	Environmental regulations	f31a20
21	Other (specify): f31a21x	f31a21

No Obstacle	1
Minor Obstacle	2
Moderate Obstacle	3
Major Obstacle	4
Severe Obstacle	5



b) Among all of the above issues, please indicate which one constitutes:

		Why?
The biggest obstacle	f31b1	f31b1a
The second biggest obstacle	f31b2	f31b2a

28) What is your **perception** of the following services and procedures (see table below):

	Rating
Customs clearance and procedures for imported materials, parts & equipment	f32a
Customs clearance and procedures related to exports, e.g. pre-shipment inspection	f32b
Port operations and administration	f32c
International airport and air services	f32d
International maritime shipping services (excluding air)	f32e
Telecommunication links with foreign suppliers and customers	f32f

Comment [EEC6]: 1. Check for Malawi specs

Perception	
Very Good	1
Good	2
Average	3
Bad	4
Very Bad	5



29)

	Yes	No
Has your establishment received any assistance from government support institutions?	f34a	
If No , go to Q30		
If Yes , how valuable was the assistance from these institutions? (see table below)		
Financial assistance	f34a1	
Training, advice	f34a2	
Technology, development, R&D support	f34a3	
Export assistance	f34a4	
Preferential tax treatment	f34a5	
Other (specify): f34a6x	f34a6	

Assistance Value	
Minor value	1
Moderate value	2
Important	3
Very important	4



30) From the following list, improvements in what type of infrastructure would most benefit your business? Please choose **up to 3** alternatives and then tell us why they are a problem (show question).

Comment [EEC7]: 1. Check for Malawi specs

Infrastructure	Level of importance (1 = most important)	For each of the 3 areas of infrastructure, which is the most important reason it is a problem for you? (see table below)
National roads	g36a1	g36a2
Inter-provincial (local) roads	g36b1	g36b2
Bridges	g36c1	g36c2
Railways	g36d1	g36d2
Seaports	g36e1	g36e2
Airports	g36f1	g36f2
Electricity	g36g1	g36g2
Water	g36h1	g36h2
Telephone	g36i1	g36i2
Internet	g36j1	g36j2

Reasons Infrastructure is a Problem	
Limited availability/ not available in your location	1
Poor physical quality (not well maintained)	2
Poorly managed - Long delays/ slow service	3
Service too expensive	4



31) In 2004:

	Power outages or surges from the public grid?	Insufficient water supply for production?	Main telephone service interruptions?
How many times did your establishment experience:	g38a1	g38a2	g38a3
How many hours did each occurrence last on average?	g38b1 Hrs	g38b2 Hrs	g38b3 Hrs
What were the total losses resulting from these interruptions, as a percentage of the sales value?	g38c1 %	g38c2 %	g38c3 %

32)

Energy	Yes		No	If No , go to Q33
Does your establishment own or share one or more generators?	g39a			
If yes , what percentage of your electricity comes from your own or a shared generator(s)?	g39a1 %			
What is the approximate cost of generating one kw/h of electricity from your generator(s)?	g39a2 MK			
What year(s) did you acquire your generator(s)? (maximum of 3 answers, most recent first)	g39a31	g39a32	g39a33	
What was/were the original cost(s) of your generator(s) to your establishment (please include cost of related equipment such as transformers, lines, etc)?	g39a41 MK	g39a42 MK	g39a43 MK	

33)

Water	Yes	No	If No , go to Q34
Do you use water in the production process?	g40a		
If yes , what percentage of your establishment's water supply, used in the production process, do you get from:			
Public sources?	g40a1 %		
Your own well or a shared well?	g40a2 %		
Purchased from private vendors?	g40a3 %		



Total	100%
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34)

What is the main transport mode used when shipping products? (see below)	g42a
What percentage of your domestic sales is shipped by your own transportation?	g42b %
What percentage of your international sales is shipped by your own transportation?	g42c %

Transport Mode	
Road transport	1
Air Transport	2
Maritime Transport	3
Rail Transport	4
Inter-modal Transport	5

35)

In 2004,	What percentage of the value of your shipments was lost while in transit due to breakage or spoilage?	What percentage of the value of your shipment was lost while in transit due to theft?
For domestic shipments	g43a1 %	g43a2 %
For international shipments (direct exports or imports)	g43b1 %	g43b2 %

36)

In 2004, how much did you spend on:	Amount spent
Security infrastructure (staff, fences, alarms, vehicles or professional security guards)?	g44a MK
Protection payments (for example to organized criminals to avoid violence)?	g44b MK



37)

How many incidents of theft, robbery, vandalism or arson did you have in 2004?	g45a	If 0, go to Q38
How many of these incidents did you report to the police?	g45b	
How many of these reported incidents were solved (that is the perpetrator was caught etc)	g45c	
What was the value of the losses?	g45d MK	



38)

To what degree do you agree or disagree with this statement: "I am confident that the judicial system will enforce my contractual and property rights in business disputes." (see agreement scale below)	h46a	
To what degree do you agree with the following characteristics of the court system when resolving business disputes: (see agreement scale below)		
Fair, impartial and uncorrupted	h46b1	
Quick	h46b2	
Affordable	h46b3	
Able to enforce its decisions	h46b4	
	Yes	No
In the last 3 years has your establishment been involved in a court case?	h46c	
If No, what is the main reason why your establishment has never used the court system (show card)?	h46c1	

Agreement Scale	
Fully disagree	1
Disagree in most cases	2
Tend to disagree	3
Tend to agree	4
Agree in most cases	5
Fully Agree	6

Reasons Never Used the Court system	
Never had any disputes that we could not resolve internally	1
Court procedures are long and complicated/ amount of dispute not worth the hassle	2
Court system expects bribes or gifts in order to handle case favourably/ courts are not impartial	3
Going to Court would damage our reputation	4
Costs of going to Court are too high (include legal fees etc)/ amount of dispute not worth the cost	5
Even with a decision from the Court, it is very difficult to have the decision enforced	6
The party with whom we have a dispute has no funds – so nothing to claim.	7
Too much uncertainty in the legal process	8
Other (specify):	9
h46c1x	



39)

On average in 2004, what percent of your establishment's sales was			
Pre-paid (paid before delivery)	h47a	%	
Paid at delivery	h47b	%	
Sold on credit (or with deferred payment)	h47c	%	
On average in 2004, what percent of your monthly total sales to private customers were not paid within the agreed time?	h47d	%	
	Yes	No	
In the last three years has this establishment had to settle a payment dispute?	h47e		If No , go to Q40
If Yes , were all or some of these payment disputes settled?	h47e1		
In the last three years, were any of these payment disputes settled using means other than the court system?	h47e2		
If Yes , on average, how many weeks did it take to resolve these disputes using means other than the court system? (from the day the action was initiated until the day the action was resolved)	h47e21 Weeks		
	Yes	No	
In the last three years has this establishment initiated a court action to settle a payment dispute?	h47e3		If No , go to Q40
If Yes , on average, how many weeks did it take the courts to resolve those court actions? (from the day the action was brought to court until the moment the action was resolved)	h47e31 Weeks		
	Yes	No	
Were the decisions of the court (whether in your favor or not) generally enforced?	h47e32		
If Yes , on average, how many months did the enforcement (execution) of the court judgment take (from the moment of the issuance of the court decision until the moment you obtained payment?)	h47e33 Months		



40)

In a typical week over the last year, what percentage of total senior management's time was spent in dealing with requirements imposed by government regulations?	i48a %	
To what extent would you agree or disagree with this statement: "In general, government official's interpretations of regulations affecting my establishment are predictable." (see agreement scale below)	i48b	
We've heard 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. Does this occur for establishments in your industry (not necessarily yours)?	Yes	No
	i48d	
If Yes , on average, over a year, what percent of annual sales value would such expenses cost a typical establishment in your sector? (% of sales or value)	i48d1 %	i48d2 MK
	Yes	No
Does your establishment participate in Government contracts?	i48e	
When establishments in your sector do business with the State agencies and SOEs, is a gift or informal payment expected to secure the contract?	i48f	
If Yes , what is the typical value of the gift or informal payment as a percentage of the contract value?	i48f1 %	

Agreement Scale			
Fully disagree	1	Tend to agree	4
Disagree in most cases	2	Agree in most cases	5
Tend to disagree	3	Fully agree	6



41)

In the last two years, did you request:	Yes	No	If Yes, how many days did it take to obtain?	If Yes, was a gift or informal payment ever expected/ requested?	
				Yes	No
A mainline telephone connection	i49a1		i49a2 Days	i49a3	
An electrical connection	i49b1		i49b2 Days	i49b3	
A water connection	i49c1		i49c2 Days	i49c3	
A construction permit	i49d1		i49d2 Days	i49d3	
An import license	i49e1		i49e2 Days	i49e3	
Main operating license (specify):	i49f1		i49f2 Days	i49f3	
i49f1x					

42)

How many times last year was your establishment inspected or were you (or your staff) required to have mandatory meetings with officials of each of the following agencies in the context of regulation of your business?	# of inspections/meetings	# of inspections/meetings in which a gift/informal payment was expected/ requested?
Tax Inspectorate	i50a1	i50a2
Labor and Social Security	i50b1	i50b2
Other (specify): i50cx	i50c1	i50c2
Total, all agencies (including those not listed above)	i50d1	i50d2

Comment [EEC8]: 1. Check for Malawi specs
2. Harmonize categorization with corruption question

43)

Recognizing the difficulties many establishments face in fully complying with taxes and regulations, what percentage of total sales would you estimate the typical establishment in your industry reports for tax purposes?	i51a %
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Please use the following definitions throughout this section.

Definitions	
Managers:	Persons making management decisions. Please exclude those involved only in shop floor supervision.
Professionals:	Trained and certified specialists outside of management such as engineers, accountants, lawyers, chemists, scientists, software programmers, etc. Generally, professionals hold a University-level degree.
Skilled Production Workers:	Technicians involved directly in the production process or at a supervisor level and whom management considers to be skilled but well below the level of a professional.
Unskilled Production Workers:	Persons involved in production processes but whom management considers to be unskilled.
Non-Production Workers:	Support, administrative, and sales employees not included in management or among professionals.
Temporary Workforce	All paid short-term (i.e. for less than a year) employees with no guarantee of renewal of employment contract.
Permanent Workforce	All paid employees who are not part of the temporary workforce.

44)

Total number of full-time paid employees when establishment started operations in country?	j52a
Total number of all employees as of today?	j52b



45)

Please describe the permanent workforce of your establishment at the end of the fiscal year:			Total	Managers	Professionals	Skilled Production Workers	Unskilled Production Workers	Non-Production Workers
Regular number of hrs/week worked by a full-time employee			j53a1 Hrs					
Number of workers at the end of 2002			j53b1					
Number of workers at the end of 2003			j53c1					
Number of workers at the end of 2004			j53d1	j53d2	j53d3	j53d4	j53d5	j53d6
Of which:	Female	Share of total	j53e1 %	j53e2 %	j53e3 %	j53e4 %	j53e5 %	j53e6 %
	Part-time	Share of total	j53f1 %					
		Average # hrs/week	j53g1 Hrs					
How many permanent workers are foreign nationals?			j53h1					
Total compensation in 2004 (include benefits)			j53i1 MK	j53i2 MK	j53i3 MK	j53i4 MK	j53i5 MK	j53i6 MK

46)

Please describe the temporary workforce of your establishment.			2004	2003	2002
Average number of temporary workers employed			j54a1	j54a2	j54a3
Of which	Female	Share of total	j54b %		
	Part-time	Share of total	j54c %		
Average # of hrs/week			j54d Hrs		
Average length of employment per worker			j54e Months		
Total compensation (including benefits) of temporary workers			j54f MK		



47)

In a typical establishment in your sector, in your opinion, what percentage of the total workforce is reported for purposes of payroll taxes and labor?	j55a %
---	--------

48)

In 2004 , how many new permanent employees did your establishment hire?					j56a
	Managers	Professionals	Skilled Production Workers	Unskilled Production Workers	Non-Production Workers
How many weeks did it take to fill your most recent vacancy through external recruitment for a:	j56b1 Wks	j56b2 Wks	j56b3 Wks	j56b4 Wks	j56b5 Wks

49)

	Dismissed or laid off	Left due to sickness or death	Left for other reasons
In 2004 , how many permanent employees from your establishment were:	j57a1	j57a2	j57a3
	Worker strikes/ labor disputes	Civil unrest	Employee absenteeism
In 2004 , how many days of production did you lose to:	j57b1 Days	j57b2 Days	j57b3 Days
What percentage of workforce is unionized?	j57c %		



50)

At your current level of production, if you could change the number of regular full-time workers you currently employ without any restrictions, what would you do? (see table below):	j58a	If 1, go to 51
If 2 or 3, by how many?	j58a1	
What are the two main reasons preventing you from changing the number of regular full-time workers? (see table below & show card):	j58a21 j58a22	

Number of Full-Time Workers	
Keep workforce constant	1
Increase workforce	2
Decrease workforce	3

Reason Preventing Change	
Laws and regulations regarding hiring/firing of workers	1
Union agreements or pressure	2
High minimum wage or mandatory benefits	3
Pressure from politicians or political	4
Fear of social sanctions	5
Other (specify):	6
j58a21x	
j58a22x	



51)

What is the average level of education required to fill a position as:	
An unskilled production worker (see table below)?	j60a
A skilled production worker (see table below)?	j60b

Level of Education	
Did not complete secondary school	1
Completed secondary school	2
Vocational training	3
Some university training	4
Graduate or post-graduate degree	5

52)

	Yes	No
In 2004, did you offer any internal training (beyond "on the job") to your permanent employees?	j61a	
In 2004, did you offer any external training (beyond "on the job") to your permanent employees?	j61b	
	Skilled	Unskilled
If Yes to either question, what percentage of your total permanent employees received formal training?	j61c1 %	j61c2 %
What was the average number of weeks of training for each employee?	j61d1 Wks	j61d2 Wks

53)

	Yes	No
Did your establishment undertake any activities in the last year to prevent HIV/AIDS among employees?	j62a	
If Yes , which types of activities were undertaken?		
HIV prevention messages	j62a1	
Free condom distribution	j62a2	
Counselling for HIV/AIDS	j62a3	
Anonymous HIV testing	j62a4	
Financial support of dependents of HIV infected workers	j62a5	

If **No**, go to Q54

Other (specify):	j62a6x	j62a6	
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54)

What percent of your workforce do you believe is HIV positive? (see table below)		j63a
	Yes	No
Is HIV affecting your workforce in any of the following ways?		
High absenteeism among workers infected with HIV/AIDS	j63b1	
High absenteeism among workers who need to care for family members or friends infected with HIV/AIDS, or to attend funerals	j63b2	
High staff turnover due to sickness/deaths among workers with HIV/AIDS	j63b3	
No effect	j63b4	
Other (specify): j63b5x	j63b5	

Percent of Workforce	
0 %	1
1-5 %	2
6-10 %	3
11-20 %	4
More than 20 %	5

55)

In 2004, how much did your establishment spend on medical expenses for staff?	j64a	MK
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56)

	Yes	No
Does your establishment have its annual financial statements certified by an external auditor?	k65a	
Does your establishment have a checking and/or saving account?	k65b	
Does your establishment have property and casualty insurance on its assets?	k65c	
When does your financial year end (day and month)?	k65d1 Day	k65d2 Mth

Comment [EEC9]: Financing issues are firm specific rather than establishment specific.

57)

What share of your total borrowing is denominated in foreign currency?	k66b	%
What percent of your establishment's inputs are bought on credit?	k66c	%
	Own	Lease
Does your establishment own or lease the majority of its land?	k66d	
Does your establishment own or lease the majority of your building(s)?	k66e	

58)

	Yes	No
Does your establishment have a line of credit or overdraft (short term credit excluding loans)?	k67a	
If Yes,		
What percentage is currently NOT used? (% of total value of credit lines or overdraft)	k67a1	%
Over the last year, what was the average monthly interest rate of the line of credit or overdraft? (% per month)	k67a2	%

If **No**, go to Q59



59)

In 2004 which of the following sources of financing did you use for: ..	Current Assets	New Investment
Internal funds or retained earnings	k68a1 %	k68a2 %
Private commercial banks (loan, overdraft)	k68b1 %	k68b2 %
State owned commercial banks	k68c1 %	k68c2 %
International commercial banks	k68d1 %	k68d2 %
Leasing arrangement	k68e1 %	k68e2 %
Special Development financing or public financing (government agencies) or other public services	k68f1 %	k68f2 %
DAF (Development Assistance Funds)	k68g1 %	k68g2 %
State budget	k68h1 %	k68h2 %
Private investment funds	k68i1 %	k68i2 %
Trade credit (supplier or customer credit)	k68j1 %	k68j2 %
Credit cards	k68k1 %	k68k2 %
Equity or sales of shares	k68l1 %	k68l2 %
Family, friends	k68m1 %	k68m2 %
Informal sources (e.g. money lender)	k68n1 %	k68n2 %
Corporate bonds	k68o1 %	k68o2 %
Other (specify): k68px	k68p1 %	k68p2 %
Total	100%	100%

Comment [EEC10]: 1. Check for Malawi specs

Definitions	
Current Assets:	Inventories, accounts receivable, and cash.



60)

	Yes	No	
Does your establishment currently have a loan from a financial institution?	k69a		If No , go to Q61
If Yes , for the most recent loan			
What year was this loan approved?	k69a1		
In what currency was the loan?	k69a2		
In 2004, what was the loan's approximate annual rate of interest?	k69a3 %		
What is the total duration (term) of the loan?	k69a4 Months		
What was the main use of the loan ? (see table below & show card)	k69a5		
	Yes	No	
Did the loan require collateral or a deposit?	k69a8		If No , go to Q62
If Yes , if any of the following were used for that purpose, what share of the total value of collateral did they account for?			
Land and buildings	k69a81 %		
Immoveable plant, machinery	k69a82 %		
Moveable Machinery and equipment (incl. vehicles)	k69a83 %		
Other Tangible assets (e.g. accounts receivable, inventory)	k69a84 %		
Personal assets of the owner/manager (e.g. house)	k69a85 %		
Other (specify): k69a86x	k69a86 %		
If Yes , what was the approximate value of the collateral required as a percentage of the loan value?	k69a87 %		Go to Q62

Main Use of Loan	
To buy machinery and equipment	1
To buy other fixed assets (land, buildings)	2
To buy inputs, suppliers, goods to re-sell	3



To pay earlier loans (specify use of original loan)	4	k69a54x
Other (specify):	5	k69a5x

61)

If No,	
What is the reason why you do not have a loan ? (see table below & show card)	k70a
If 1, what was the principal reason why you did not apply for a loan ? (see table below & show card)	k70a1
If 2, what was the principal reason given to you when the application was turned down ? (see table below & show card)	k70a2

Reason you do not have a loan	
Because you did not apply for a loan	1
Because the last application for a loan was turned down	2
Because the approval of the application for a loan is still pending	3

Reason you did not apply for a loan	
Do not need loans	1
Application procedures for loans are too burdensome	2
Collateral requirements of loans are too strict	3
Interest rates are too high	4
It is necessary to have contacts or give informal payments to get the loans	5
Did not think that it would be approved	6
Other (specify):	7
k70a1x	

Reason loan was turned down	
Lack of accepted collateral (e.g. property not accepted as collateral)	1
Incompleteness of application	2
Perceived lack of profitability of project	3
Bad credit history	4
No credit history	5
Other (specify):	6
k70a2x	



62)

Please provide the following information on your establishment's sales and costs	Value (MK)	
	2004	2003
Total Revenues	I72a1	I72a2
Of which:		
Total sales of services	I72a1a	I72a2a
Total sales of manufactured goods	I72a1b	I72a2b
Total Costs	I72b1	I72b2
Of which: Total cost of manufacturing	I72b1a	I72b2a
Of which: Labor cost	I72b1a1	I72b2a1
Taxes (income, import, special sales, etc. excluding VAT)	I72c1	I72c2

63)

Please provide the following information on your establishment's expenses:	Value (MK)	
	2004	2003
Total purchases of raw materials and intermediate goods	I73a1	I73a2
Total purchases of finished goods for resale	I73b1	I73b2
Total cost of labor, including wages, salaries and bonuses and all benefits	I73c1	I73c2
Total depreciation	I73d1	I73d2
Of which:		
Depreciation on land & building	I73d1a	I73d2a
Depreciation on machinery & equipment	I73d1b	I73d2b
Total rent	I73e1	I73e2
Of which:		
Rent on land and buildings	I73e1a	I73e2a
Rent on machinery, equipment	I73e1b	I73e2b



Total interest charges	I73f1	I73f2
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64)

Please provide the following information on your establishment's costs:	Value (MK)	
	2004	2003
Total electricity cost	I74a1	I74a2
Total fuel cost	I74b1	I74b2
Total water cost	I74c1	I74c2
Total transport cost	I74d1	I74d2
Total telecommunication cost	I74e1	I74e2
Total marketing/advertising cost	I74f1	I74f2

65)

In 2004, approximately what percentage of the establishment's net profits (after tax) was reinvested in your establishment (that is, not distributed to owners or shareholders)?	I75a %
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66)

How much did your establishment spend on purchases & improvements of:	2004 (MK)	2003 (MK)
Machinery and equipment	I76a1	I76a2
Land, buildings or improvements to leasehold	I76b1	I76b2
Of which: Land	I76b1a	I76b2a
Vehicles	I76c1	I76c2
Information technology	I76d1	I76d2
Design, Research and Development	I76e1	I76e2



67)

What was the net book value of the following at the end of the year	Value (MK)	
	2004	2003
Total Assets	I77a1	I77a2
Fixed Assets (total)	I77a1a	I77a2a
Land	I77a1a1	I77a2a1
Buildings and leasehold improvements	I77a1a2	I77a2a2
Machinery and equipment (including vehicles)	I77a1a3	I77a2a3
Other fixed assets	I77a1a4	I77a2a4
Current Assets (total)	I77a1b	I77a2b
Inventory and stocks (total)	I77a1c	I77a2c
Finished goods	I77a1c1	I77a2c1
Work in progress	I77a1c2	I77a2c2
Raw materials	I77a1c3	I77a2c3
Of which, fuel	I77a1c4	I77a2c4
Receivables	I77a1d	I77a2d
Cash	I77a1e	I77a2e
Other current assets	I77a1f	I77a2f



68)

Please provide the following information on the structure of your establishment's liabilities	Value (MK)	
	2004	2003
Total Liabilities	I78a1	I78a2
Long term liabilities	I78a1a	I78a2a
Short term liabilities	I78a1b	I78a2b
Of which, payables	I78a1b1	I78a2b1
Equity (share capital and retained earnings)	I78b1	I78b2

69)

Whether you rent your own land, buildings, and machinery and equipment, at the end of 2004, if you had to purchase back the following in its current condition, how much would it have cost?	Value (MK)
Machinery & equipment	I79a
Land, buildings and leasehold improvements	I79b
Of which, land	I79b1

70)

Understanding that many people do not closely follow the prices of capital goods, how would you rate your own knowledge of the price of used machinery, buildings and land? (see below)	I81a
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Rate Scale	
Very poor	1
Poor	2
Good	3
Very good	4



#	Question	Options	Worker									
			1	2	3	4	5	6	7	8	9	10
1a	Which one of the following best describes your job now?	Refer to Card 1	m1a									
1b	How did you hear about this job when you first started at this establishment?	1. Family /friends 2. Newspaper 3. Public placement office 4. Private placement office 5. School-related network 6. Other	m1b									
2	Where are you from?	1. 2. 3. 4. 5. 6. Europe/USA 7. Asia 8. Middle East 9. East Africa 10. West Africa 11. Other (Specify) m2x	m2									
3	Gender	1. Male 2. Female	m3									
4a	What is your exact age in years and months?	Years	m4a1									
		Months	m4a2									
4b	What is your marital status?	1. Married 2. Divorced 3. Widowed 4. Single	m4b									
5a	What is the highest level of education you completed?	1. None 2. Primary school 3. General Secondary School 4. Technical Secondary School 5. Vocational Training 6. University first degree (BA, BSc., etc.) 7. University post-grad degree (Masters, PhD)	m5a									
5b	Where did you receive your degree?	1. Local university 2. Foreign university 3. Both	m5b									



PRODUCTIVITY & INVESTMENT CLIMATE SURVEY

M - EMPLOYEE SURVEY

#	Question	Options		Worker											
				1	2	3	4	5	6	7	8	9	10		
6a	Which year did you finish your highest level of education?	Year		m6a											
6b	How many years of education have you completed? (from primary school to the highest level of education)?	Years		m6b											
7	How many years have you been working for this establishment?	Years		m7a1											
		Months		m7a2											
8	How many years did you work (all jobs) before you started working in this establishment?	Years		m8											
9	Are you a permanent full-time employee? That is, you have a contract for 1 year minimum and you work a minimum of 8 hours per day.	1. Yes 2. No		m9											
10	Are you a member of a trade union?	1. Yes 2. No		m10											
11	Which of the following best describes your job when you started in this establishment?	Refer to Card 1		m11											
12	How are you paid now?	1. Hourly 2. Daily 3. Weekly 4. Monthly 5. Yearly 6. By piece 7. % of Revenue		m12											
13	How much were you paid when you started work with this establishment? If you received allowances (e.g., transport, food, housing etc) please tell me how you	1. Hourly 2. Daily 3. Weekly 4. Monthly 5. Yearly 6. By piece	Wages	Unit	m13a1										
				Amount	m13a2										
		Allowances	Unit	m13b1											



#	Question	Options			Worker										
					1	2	3	4	5	6	7	8	9	10	
				Amount	m13b2										
14	How much are you paid now? If you receive allowances (e.g., transport, food, housing, etc), please tell me how are you paid and how much?	1. Hourly 2. Daily 3. Weekly 4. Monthly 5. Yearly 6. By piece	Wages	Unit	m14a1										
				Amount	m14a2										
			Allowances	Unit	m14b1										
				Amount	m14b2										
15	How much did you receive in bonuses in 2004(e.g. for attendance, production, merit, etc)?	MK			m15										
16	On average, how many hours per week do you currently work for this establishment? (including overtime)	Hours			m16										
17	Do you currently receive any of the following formal trainings?	1. Self-Financed Training 2. Financed/Establishment-Outside 3. Financed/Establishment-Inside 4. Financed partially/ Establishment outside 5. No training			m17										
18	How many hours of formal training as mentioned previously did you have last year?	Hours			m18										
19	Did you ever receive any of the following formal trainings in the past (at this establishment or previous employers)?	1. Self-Financed Training 2. Financed/Establishment-Outside 3. Financed/Establishment-Inside 4. Financed partially/ Establishment outside 5. No training			m19										
20	How many formal training courses have you taken in total at this establishment?				m20										



#	Question	Options	Worker									
			1	2	3	4	5	6	7	8	9	10
21	What is the main area in which you have received formal training at this establishment?	1. Communication 2. Creativity/Innovation 3. English/French 4. Marketing 5. Production Technology 6. IT 7. Management quality 8. Intellectual property 9. Other (specify:) m21x	m21									
22	If you received training, did you receive higher wages after taking the course(s) at this establishment?	1. Yes 2. No	m22									
23	In which main area do you need more training to better perform your current job?	1. Communication 2. Creativity/Innovation 3. English/French 4. Marketing 5. Production Technology 6. IT 7. Management quality 8. Intellectual property 9. Other (specify:) m24x 10.No need	m24									
24	Have you been ill at any time during the past 30 days?	1. Yes 2. No	m25									
25	How many days of work did you miss due to your being ill in the last 30 days?	Days	m26									
26	How many days of work did you miss due to family members or friends being ill in the last 30 days?	Days	m27									
27	If you or any member of your family were to fall seriously ill today, where would you ordinarily obtain treatment?	Refer to Card 2	m28									



#	Question	Options	Worker									
			1	2	3	4	5	6	7	8	9	10
28	If you were to fall seriously ill today, which of the following financial arrangements for treating your illness would most apply to you?	Refer to Card 3	m29									
29	Is HIV/AIDS an important concern for you?	1. Not a concern 2. Small concern 3. Moderate concern 4. Big concern 5. Very big concern 6. Not aware of this illness/condition	m30									
30	Do you know where to be tested for HIV/AIDS?	1. Yes 2. No	m32									
31	Would you be willing to pay to get tested for HIV at your establishment, if the testing were voluntary and anonymous?	1. Yes 2. No	m33									
32	If YES, what is the maximum you would be willing to pay for it?	MK	m33a									
33	Are you related to the owner or the manager?	1. Yes 2. No	m34									
34	What is the distance from your home to work?	km	m35									
35	How do you get to work?	1. On foot 2. Bicycle 3. Moped 4. Public transportation 5. Collective Taxi 6. Own car 7. Company-provided transportation 8. Other (specify) m36x	m36									
36	How long does it take?	Hours	m37									



PRODUCTIVITY & INVESTMENT CLIMATE SURVEY

M - EMPLOYEE SURVEY

#	Question	Options	Worker									
			1	2	3	4	5	6	7	8	9	10
37	How do you get home?	1. On foot 2. Bicycle 3. Moped 4. Public transportation 5. Collective Taxi 6. Own car 7. Company-provided transportation 8. Other (specify) m38x	m38									
38	How long does it take?	Hours	m39									



PRODUCTIVITY & INVESTMENT CLIMATE SURVEY

M - EMPLOYEE SURVEY

SHOW CARD 1	
Management	
Proprietors (as Managers)	1
Employed Managers	2
Professionals (Require University Degree or Equivalent)	
Engineers, scientists, etc	3
Economists, programmers, mathematicians, other professionals	4
Skilled Production Workers	
Technicians (with diploma or other formal qualification)	5
Foremen and Supervisors	6
Machine maintenance and repair (i.e. electricians, plumbers, welders, general repair workers)	7
Unskilled Production Workers	
Other production workers	8
Non Production Workers	
Health Worker	9
Office and Sales Workers	10
Service Workers (i.e. cleaners, guards, food preparers and servers)	11

SHOW CARD 2	
Health care facilities operated by the establishment	1
Private health providers (including traditional healers)	2
Public facilities	3
Facilities of non-profit or charitable organizations	4
Other (specify)	5
1. m28x	
2.	
3.	
4.	
5.	
6.	
7.	
8.	
9.	
10.	

SHOW CARD 3	
No significant out-of-pocket expenses necessary since treatment is free or low cost	1
High out-of-pocket expenses but reimbursed by employer fully or partially	2
High out-of-pocket expenses but reimbursed by insurance company fully or partially	3
High out-of-pocket expenses but financial support from friends/family not belonging to my household	4
High out-of-pocket expenses borne by my household	5
Other (specify)	6
1. m29x	6.
2.	7.
3.	8.
4.	9.
5.	10.



PLEASE FILL IN THESE QUESTIONS AFTER THE INTERVIEW HAS BEEN COMPLETED

How long did the interview last?	n1	min
	Yes	No
Was the respondent on time?	n2	
Were you on time?	n3	
How happy or unhappy was the respondent to participate in the survey? (see Participation below)	n4	
How interested or uninterested was the respondent in the survey? (see Interest below)	n5	
How often did the respondent ask for the questions to be repeated? (see Repetition below)	n6	
How often did the respondent ask for clarifications of questions/definitions? (see Clarification below)	n7	
Was the respondent interrupted during the interview? (see Interruption below)	n8	
In what mood was the respondent during the interview? (see Mood below)	n9	
How relevant did the respondent perceive the questions and the survey to be? (see Relevance below)	n10	

Participation	
Very unhappy	1
Unhappy	2
Neutral	3
Happy	4
Very Happy	5

Interest	
Very uninterested	1
Uninterested	2
Neutral	3
Interested	4
Very interested	5

Repetition	
Never	1
1-5	2
6-10	3
More than 10 times	4

Clarification	
Never	1
1-5	2
6-10	3
More than 10 times	4

Interruption	
Never	1
1-5	2
6-10	3
More than 10 times	4

Mood	
Very bad mood	1
Bad mood	2
Neutral	3
Good mood	4
Very good mood	5

Relevance	
Very irrelevant	1
Irrelevant	2
Neutral	3
Relevant	4
Very Relevant	5

