

THE WORLD BANK
Lesotho Enterprise Survey
Manufacturing Module (2016)

FIELDWORK SUPERVISORS AND MANAGEMENT ARE RESPONSIBLE FOR THE ACCURACY OF THIS SECTION.

INFORMATION ACQUIRED PRIOR TO SCREENING:

Sampling Information [CODES FROM WBG PROGRESS REPORT]	
Sampling sector	a4a
Sampling size	a6a
Sampling location	a2
Panel	panel

INFORMATION COMPLETED BY FIELD MANAGEMENT AFTER INTERVIEW

A.5 Sector match between screener information (a4b) and sample frame (a4a)

a5

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

INFORMATION BASED ON LOCATION OF INTERVIEW (a3x). ENSURE A3X IS THE NAME OF AN OFFICIAL LOCALITY AND NOT A NEIGHBORHOOD

Is this city the official capital city?	a3b	Is this city the main business city?	a3c	Size of locality	a3
Yes	1	Yes	1	City with population over 1 million	2
No	2	No	2	Over 250.000 to 1 million	3
				50.000 to 250.000	4
				Less than 50.000	5

PLEASE ENSURE ALL VALUES ARE VERIFIED BY SUPERVISOR AND MANAGEMENT. REVIEW SALES AND ACCOUNTING FIGURES AND DESCRIPTIONS FOR ACCURACY.

A.13 Supervisor code

a13

A. CONTROL INFORMATION [TO BE COMPLETED FROM SCREENER BEFORE INTERVIEW]

Screener sector a4b	Questionnaire a0 FROM A4B
15	1 - manufacturing
16	
17	
18	
19	
20	
21	
22	
23	
24	
25	
26	
27	
28	
29	
31	
33	
34	
36	
37	
52	2 - retail
51	3 - other services
72	
55	
50	
45	
60	

A.6	Screener Size a6b
Micro <5	0
Small >=5 and <=19	1
Medium >=20 and <=99	2
Large >=100	3

A. CONTROL INFORMATION [TO BE COMPLETED AT THE TIME OF THE INTERVIEW]**INFORMATION AUTOMATICALLY GENERATED**

GPS COORDINATES	Degrees North (Latitude)	lat
	Degrees East (Longitude)	lon

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

A.12 Interviewer code **a12** A.1A Language **a1a**

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A.3x Name of City/town/village

INTERVIEWR

a3x

UPDATE IF INCORRECT**READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING.**

The goal of this survey is to gather information and opinions about the business environment in Lesotho. 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.

A. CONTROL INFORMATION

A.7	Is this establishment part of a larger firm? (larger firms include several distinct locations or establishments, including branch offices or production, distribution, or sales sites)
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Yes	1	SKIP TO B.1
No	2	
		a7

A.7a	How many establishments are part of the firm?
------	---

Number of establishments	a7a
DON'T KNOW (SPONTANEOUS)	-9

A.7b	Is this establishment the headquarters location?
------	--

Yes	1	SKIP TO A9
No	2	
		a7b

QUESTIONNAIRE NUMBER **id**

0								
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rotation

A.7c	Does this headquarters location engage in production or sales at this location?
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Yes	1
No	2

TERMINATE

a7c

A.11	Are the financial statements of the headquarters location separate from the rest of the other establishments?
------	---

Yes	1
No	2

SKIP TO B.1

SKIP TO B.1

a11

A.9	Are this establishment's financial statements prepared separately from headquarters' statements?
-----	--

Yes	1
No	2

a9

B. GENERAL INFORMATION

READ OUT THE FOLLOWING INTRODUCTORY SENTENCE ONLY IF A7 = 1 (yes):

The first few questions apply to the firm which this establishment is part of.

B.1 What is this firm's current legal status? **SHOWCARD B1**

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

B.2 What percentage of this firm is owned by each of the following: **SHOWCARD B2**

	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 100% END
INTERVIEW**

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

LEB.1 Is this establishment located in an LNDC factory shell?

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

leb1

LEB.2 Amongst the owners of the firm, are any from South Africa?

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

leb2

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

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
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READ OUT 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?
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	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)
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	Number
Full-time employees at start-up	b6
DON'T KNOW (SPONTANEOUS)	-9

B.6a	Was this establishment formally registered when it began operations?
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Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

b6a

B.6b	In what year was this establishment formally registered?
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	Year
Year establishment formally registered	b6b
DON'T KNOW (SPONTANEOUS)	-9
NEVER REGISTERED (SPONTANEOUS)	-7

INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR.

B.7	How many years of experience working in this sector does the Top Manager have?
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	Years
Manager's experience in sector	b7
LESS THAN ONE YEAR	1
DON'T KNOW (SPONTANEOUS)	-9

B.7a	Is the Top Manager female?
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Yes	1
No	2

QUESTIONNAIRE NUMBER **id**

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

B.8x	Please specify the internationally-recognized quality certifications
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Specify Certifications	b8x
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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	<i>GO TO QUESTION C.6</i>
DON'T KNOW (SPONTANEOUS)	-9	<i>GO TO QUESTION C.6</i>
		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 **2015/2016**, did this establishment experience power outages?

Yes	1	
No	2	<i>GO TO QUESTION C.10</i>
DON'T KNOW (SPONTANEOUS)	-9	<i>GO TO QUESTION C.10</i>
		c6

C.7 In a typical month, over fiscal year **2015/2016**, how many power outages did this establishment experience?

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

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

	Hours	Minutes
Average duration of power outages	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 **2015/2016**, did this establishment own or share a generator?

Yes	1	
No	2	GO TO QUESTION C.12
DON'T KNOW (SPONTANEOUS)	-9	GO TO QUESTION C.12
		c10

C.11 In fiscal year **2015/2016**, 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

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

Yes	1	
No	2	GO TO QUESTION C.15
DON'T KNOW (SPONTANEOUS)	-9	GO TO QUESTION C.15
		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?
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	Days
Wait for water connection	c13
LESS THAN ONE DAY	1
STILL IN PROCESS	-6
APPLICATION DENIED	-5
DON'T KNOW (SPONTANEOUS)	-9

C.14	In reference to that application for a water connection, was an informal gift or payment expected or requested?
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Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9
REFUSAL (SPONTANENOUS)	-8

c14

C.15	Over fiscal year 2015/2016 , did this establishment experience insufficient water supply for production?
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Yes	1
No	2
The establishment does not use water for production	-7
DON'T KNOW (SPONTANEOUS)	-9

GO TO QUESTION C.22a**GO TO QUESTION C.22a****GO TO QUESTION C.22a****c15**

C.16	In a typical month, over fiscal year 2015/2016 , how many incidents of insufficient water supply did this establishment experience?
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	Number
Number of incidents of water insufficiency in a typical month	c16
DON'T KNOW (SPONTANEOUS)	-9

C.17	How long did these incidents of insufficient water supply last on average?
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	Hours
Average duration of insufficient water supply	c17
LESS THAN ONE HOUR	1
DON'T KNOW (SPONTANEOUS)	-9

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.22bx Could you please supply us with your email address?

C.30	Using the response options on the card; To what degree is Electricity an obstacle to the current operations of this establishment? SHOWCARD C1
	Using the response options on the card; To what degree is Telecommunications an obstacle to the current operations of this establishment? SHOWCARD C1

		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

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	<p>In fiscal year 2015/2016, what was this establishment's main activity and product, that is, the activity and product that represented the largest proportion of annual sales?</p> <p>ENUMERATOR: PLEASE SPECIFY THE ACTIVITY AND PRODUCT IN DETAIL, FOR EXAMPLE., "LEATHER SHOE MANUFACTURING" NOT JUST SHOES' MANUFACTURING</p>
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	d1a1a	DETAILED DESCRIPTION OF MAIN ACTIVITY AND PRODUCT
Manufacturing of	1	d1a1x
Retail trade of	2	
Wholesale trade of	3	
Construction of	4	
Hotel or restaurant	5	
Provide services of	6	

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.
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	Code
CODE OF THE MAIN PRODUCT AND ACTIVITY	d1a2

D.1a3	What percentage of total sales does the main activity or product represent?
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	Percent
Percentage of sales represented by main product or activity	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 **2015/2016**, 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

N.3 Looking back at the end of fiscal year **2013/2014**, 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 **2015/2016**, what percentage of this establishment's sales were:
(INTERVIEWER: SKIP PATTERNS MUST BE FOLLOWED IN THE ORDER THEY APPEAR IN THE TABLE)
SHOWCARD D1

	Percent	DON'T KNOW (SPONTANEOUS)	
National sales	d3a %	-9	IF 100, GO TO QUESTION LED.13
Indirect exports (sold domestically to third party that exports products)	d3b %	-9	IF 100, GO TO QUESTION LED.8
Direct exports	d3c %	-9	IF 0, GO TO QUESTION LED.8
	100%		

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

D.4 In fiscal year **2015/2016**, when this establishment exported goods directly, how many days did it take on average from the time this establishment's goods arrived at their main point of exit (e.g., port, airport) until the time these goods cleared customs?

	Days
Average number of days to clear customs	d4
LESS THAN ONE DAY	1
DON'T KNOW (SPONTANEOUS)	-9
DOES NOT APPLY	-7

D.5a

In reference to when this establishment exported goods directly, in clearing these goods through customs was an informal gift or payment expected or requested?

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

d5a**D.6**In fiscal year **2015/2016**, what percentage of the value of the products exported directly was lost while in transit because of theft?

	Percent
Losses due to theft as percentage of the value of the products	d6 %
NO LOSSES	0
DON'T KNOW (SPONTANEOUS)	-9
DOES NOT APPLY	-7

D.7In fiscal year **2015/2016**, what percentage of the value of the products exported directly 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	d7 %
NO LOSSES	0
DON'T KNOW (SPONTANEOUS)	-9
DOES NOT APPLY	-7

LED.8In fiscal year **2015/2016**, what was the value of this establishment's total annual export, direct and indirect?

	LCUs
Value of total exports	led8
DON'T KNOW (SPONTANEOUS)	-9

LED.9In fiscal year **2015/2016**, what percent of this establishment's annual exports, direct or indirect, were to: **SHOWCARD D2**

Region	% of total export	DON'T KNOW (SPONTANEOUS)
South Africa	led9a	-9
Other SADC counties	led9b	-9

QUESTIONNAIRE NUMBER **id**

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	rotation
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Other African Countries	led9c	-9
EU	led9d	-9
Asia	led9e	-9
Australia	led9f	-9
USA	led9g	-9
Other regions	led9h	-9
100%		

**IF 0, GO TO
QUESTION D.8**

INTERVIEWER: CHECK THAT THE TOTAL IS 100%

LED.10	Would this establishment continue to operate in Lesotho were the AGOA (African Growth and Opportunities Act) (allowing preferential market access to the United States for Lesotho) to be suspended?
---------------	--

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

led10

LED.11	Did this establishment choose their products of activity due to the AGOA (African Growth and Opportunities Act) (allowing preferential market access to the United States for Lesotho)?
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Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

led11

D.8	In which year did this establishment first export directly or indirectly?
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	Year
Began exporting directly or indirectly	d8
DON'T KNOW (SPONTANEOUS)	-9

INTERVIEWER: WRITE YEAR USING 4 DIGITS

LED.13	Which of the following constitutes the main obstacle to the growth of this establishment's exports? SHOWCARD D3
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Lack of foreign demand for its products	1
High costs of transport	2
Red tape in customs	3
Insufficient production capacity to expand exports	4
Lack of financing mechanisms to sell abroad	5
Non-price restrictions on foreign markets	6
Lack of knowledge of foreign markets	7
Other	8
DON'T KNOW (SPONTANEOUS)	-9

led13

LED.14	What percentage of total sales are sold directly to the government?
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	Percent
Percentage of sales sold directly to the government	led14
DON'T KNOW (SPONTANEOUS)	-9

IF 0, GO TO QUESTION D.10

LED.15	In 2015/2016 , did this establishment have any payment disputes over these sales to the government?
---------------	--

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

*GO TO QUESTION D.10**GO TO QUESTION D.10***led15**

LED.16	How long did these disputes take to be resolved?
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	Days to resolve
Time till dispute resolved	led16
Disputed still pending	-5
DON'T KNOW (SPONTANEOUS)	-9

D.10	In fiscal year 2015/2016 , what percentage of the value of products this establishment shipped to supply <u>domestic markets</u> 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.12

D.11	In fiscal year 2015/2016 , 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

D.12	In fiscal year 2015/2016 , as a proportion of all material inputs or supplies purchased that year, what percentage of this establishment's material inputs or supplies were: SHOWCARD D4
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	Percent	DON'T KNOW (SPONTANEOUS)
Material inputs or supplies of domestic origin	d12a %	-9
Material inputs or supplies of foreign origin	d12b %	-9
	100%	

IF 0, GO TO QUESTION D.30

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

D.13	Were any of the material inputs or supplies purchased in fiscal year 2015/2016 , imported directly ?
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Yes	1	
No	2	GO TO QUESTION D.30
DON'T KNOW (SPONTANEOUS)	-9	GO TO QUESTION D.30
	d13	

D.14	In fiscal year 2015/2016 , when this establishment imported material inputs or supplies, how many days did it take on average from the time these goods arrived to their point of entry (e.g. port, airport) until the time these goods could be claimed from customs?
-------------	--

	Days
Average number of days to clear customs	d14
LESS THAN ONE DAY	1
DON'T KNOW (SPONTANEOUS)	-9

D.15a	In reference to when this establishment imported material inputs or supplies, in claiming these goods from customs was an informal gift or payment expected or requested?
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0									
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rotation

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

D.30

Using the response options on the card; To what degree is/are [INSERT OPTION] an obstacle to the current operations of this establishment? **SHOWCARD D5**

						(SPONTANEOUS)		
		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

E. DEGREE OF COMPETITION

E.1	In fiscal year 2015/2016 , which of the following was the main market in which this establishment sold its main product? SHOWCARD E1
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Local – main product sold mostly in same municipality where establishment is located	1
National – main product sold mostly across the country where establishment is located	2
International	3
DON'T KNOW (SPONTANEOUS)	-9

e1

E.2	In fiscal year 2015/2016 , for the main market in which this establishment sold its main product, how many competitors did this establishment's main product face?
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Number of competitors	e2b
TOO MANY TO COUNT	-4
DON'T KNOW (SPONTANEOUS)	-9

E.6	Does this establishment at present use technology licensed from a foreign-owned company, excluding office software?
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Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

e6

E.11	Does this establishment compete against unregistered or informal firms?
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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? SHOWCARD E2
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	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	(SPONTANEOUS) DON'T KNOW	(SPONTANEOUS) DOES NOT APPLY
Practices of competitors in the informal sector e30	0	1	2	3	4	-9	-7

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.

H.1 During the last three years, has this establishment introduced new or significantly improved products or services?
SHOWCARD H1

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

GO TO QUESTION H.5**GO TO QUESTION H.5****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 Please describe in detail the **main** new or significantly improved product or service that this establishment introduced during the last three years.
The main new or significantly improved product or service is the one that represented the largest proportion of this establishment's sales in value (not volume) during the last three years.

Description**DESCRIPTION SHOULD BE AS DETAILED AS POSSIBLE****h3x**

H.4 Please describe in detail how the **main** new or significantly improved product or service is different than the most similar product or service, if any, previously produced by this establishment.
SHOWCARD H1
IF THERE IS NOTHING SIMILAR WRITE “COMPLETELY NEW”

Description**DESCRIPTION SHOULD BE AS DETAILED AS POSSIBLE**

	h4x
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H.5	During the last three years, has this establishment introduced any new or significantly improved process, that is: methods of manufacturing products or offering services; logistics, delivery, or distribution methods for inputs, products, or services; or supporting activities for processes? SHOWCARD H2
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Yes	1	GO TO QUESTION H.8
No	2	
DON'T KNOW (SPONTANEOUS)	-9	

GO TO QUESTION H.8

h5

H.6	Please describe in detail the main new or significantly improved process that this establishment introduced during the last three years. The main innovative process is the innovative process that had the largest impact on the operations of the establishment during the last three years.
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Description

DESCRIPTION SHOULD BE AS DETAILED AS POSSIBLE	h6x
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H.7	Please describe in detail how the main new or significantly improved process is different than the most similar process that is or was used by this establishment IF THERE IS NOTHING SIMILAR WRITE "COMPLETELY NEW"
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Description

DESCRIPTION SHOULD BE AS DETAILED AS POSSIBLE	h7x
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H.8	During last fiscal year, did this establishment spend on formal research and development activities, either in-house or contracted with other companies, excluding market research surveys?
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Yes	1	
No	2	SKIP TO F1
DON'T KNOW (SPONTANEOUS)	-9	SKIP TO F1
		h8

H.9	During last fiscal year, how much did this establishment spend on formal research and development activities, either in-house or contracted with other companies?
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	LCU
Cost of formal research and development activities	h9
NONE (SPONTANEOUS)	0
DON'T KNOW (SPONTANEOUS)	-9

F. CAPACITY

F.1	In fiscal year 2015/2016 , what was this establishment's output produced as a proportion of the maximum output possible if using all the resources available (capacity utilization)?
------------	---

	Percent
Capacity utilization	f1 %
DON'T KNOW (SPONTANEOUS)	-9

F.2	In fiscal year 2015/2016 , how many hours per week did this establishment normally operate? (INTERVIEWER: RESPONSE CANNOT BE GREATER THAN 168 HOURS)
------------	--

	Hours
Typical hours of operation in a week	f2
DON'T KNOW (SPONTANEOUS)	-9

LEF.1	Does any of the following constitute an obstacle to expansion of this establishment's capacity utilization?
--------------	---

INTERVIEWER: READ EACH OPTION ALOUD	Yes	No	DON'T KNOW (SPONT)	DOES NOT APPLY (SPONT)
Lack of demand for its products lef1a	1	2	-9	-7
Unavailability of inputs of production lef1b	1	2	-9	-7
Uncertainty about future market prospects lef1c	1	2	-9	-7
Obsolete machinery equipment lef1d	1	2	-9	-7
Lack of financing mechanisms lef1e	1	2	-9	-7
Brain drain lef1f	1	2	-9	-7
Excessive abundance of cheap imports lef1g	1	2	-9	-7
Failure in electricity supply lef1h	1	2	-9	-7
Property or rental costs lef1i	1	2	-9	-7
Lack of adequate infrastructure lef1j	1	2	-9	-7
Other lef1k ____Specify____ lef1kx	1	2	-9	-7

G. LAND AND PERMITS

G.6	Of the buildings occupied by this establishment, what percentage is owned and what percentage is rented or leased? SHOWCARD G1
------------	---

	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: SHOWCARD G2
------------	--

	Percent	DON'T KNOW (SPONTANEOUS)	DOES NOT APPLY IS A FLOOR IN A BUILDING (SPONT.)
Owned by this establishment	g1a %	-9	-7
Rented or leased by this establishment	g1b %	-9	-7
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	
No	2	GO TO QUESTION G.30
DON'T KNOW (SPONTANEOUS)	-9	GO TO QUESTION G.30
	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

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? SHOWCARD G3
-------------	---

						(SPONTANEOUS)	
						DON'T KNOW	DOES NOT APPLY
						-9	-7
Access to land	g30a	0	1	2	3	4	

I. CRIME**READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:****We now turn to another topic.**

- I.1** In fiscal year **2015/2016**, did this establishment pay for security, for example equipment, personnel, or professional security services including internet security?

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

GO TO QUESTION I.3**GO TO QUESTION I.3****i1**

- I.2** In fiscal year **2015/2016**, 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 **2015/2016**, did this establishment experience losses as a result of theft, robbery, vandalism, arson on this establishment's premises or from internet hacking or internet fraudulent transactions?

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

GO TO QUESTION I.30**GO TO QUESTION I.30****i3**

- I.4** In fiscal year **2015/2016**, what were the estimated losses as a result of theft, robbery, vandalism, arson or internet hacking 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

QUESTIONNAIRE NUMBER **id**

0								
---	--	--	--	--	--	--	--	--

	rotation
--	-----------------

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? SHOWCARD I1
-------------	--

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

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 2015/2016 , 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 2015/2016 , 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 2015/2016 , 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? SHOWCARD K1
------------	---

	Percent	DON'T KNOW (SPONTANEOUS)
Internal funds or retained earnings	k3a %	-9
Borrowed from banks based IN LESOTHO: private and state-owned	k3bc1 %	-9
Borrowed from banks based OUTSIDE LESOTHO: private and state-owned	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 2015/2016 , did this establishment purchase any new or used fixed assets, such as machinery, vehicles, equipment, land or buildings, including expansion and renovations of existing structures?
------------	--

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

GO TO QUESTION K.4b
GO TO QUESTION K.4b

k4

N.5	In fiscal year 2015/2016 , how much did this establishment spend on purchases of: INTERVIEWER: READ OUT
------------	--

	LCUs	DON'T KNOW (SPONTANEOUS)
New or used machinery, vehicles, and equipment, including expansion and renovations of existing structures?	n5a	-9
Land and buildings	n5b	-9

K.5	Over fiscal year 2015/2016 , please estimate the proportion of this establishment's total purchase of fixed assets that was financed from each of the following sources: SHOWCARD K2
------------	---

	Percent	OR	Amount LCU	DON'T KNOW (SPONTANEOUS)
Internal funds or retained earnings	k5a %		k5a1	-9
Owners' contribution or issued new equity shares	k5i %		k5i1	-9
Borrowed from banks <u>based IN LESOTHO</u> : private and state-owned	k5bca %		k5bc1a	-9
Borrowed from banks <u>based OUTSIDE LESOTHO</u> : private and state-owned	k5bcb %		k5bc1b	-9
Borrowed from non-bank financial institutions	k5e %		k5e1	-9
Purchases on credit from suppliers and advances from customers	k5f %		k5f1	-9
Other, moneylenders, friends, relatives, bonds, etc	k5hdj %		k5hdj1	-9
	100%		n5A+n5B	

**INTERVIEWER: CHECK THAT TOTAL SUMS TO 100% OR THAT TOTAL SUM EQUALS TOTAL PURCHASES IN N5
(UNLESS RESPONDENT DOES NOT KNOW)**

K.4b	In fiscal year 2014/2015 , did this establishment purchase any new or used fixed assets, such as machinery, vehicles, equipment, land or buildings, including expansion and renovations of existing structures?
-------------	--

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

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

k4b

N.5c N.5d	In fiscal year 2014/2015 , how much did this establishment spend on purchases of: INTERVIEWER: READ OUT
----------------------------	--

	LCUs	DON'T KNOW (SPONTANEOUS)
New or used machinery, vehicles, and equipment	n5c	-9
Land and buildings	n5d	-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? SHOWCARD K3
------------	--

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

k9

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 credit 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/Guarantee?

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

GO TO QUESTION K.15b

GO TO QUESTION K.15b

k13

K.14 Referring only to this most recent line of credit or loan, what type of collateral/Guarantee 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/guarantee required?

	LCUs
Value of collateral/guarantee k15a	k15a
DON'T KNOW (SPONTANEOUS)	-9

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

	Number
Total number of open lines of credit or outstanding loans k15b	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	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 2015/2016 , did this establishment apply for any lines of credit or loans?
-------------	---

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

GO TO QUESTION K.20**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? SHOWCARD K4
-------------	--

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

GO TO QUESTION K.21**GO TO QUESTION K.21****GO TO QUESTION K.21****GO TO QUESTION K.21****GO TO QUESTION K.21****GO TO QUESTION K.21****GO TO QUESTION K.21****GO TO QUESTION K.21****k17**

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 2015/2016 , 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

0									
---	--	--	--	--	--	--	--	--	--

rotation

Using the response options on the card; To what degree is **Access to Finance** an obstacle to the current operations of this establishment? **SHOWCARD K5**

							(SPONTANEOUS)	
		No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	DON'T KNOW	DOES NOT APPLY
Access to finance	k30	0	1	2	3	4	-9	-7

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

Please tell me if you Strongly disagree, Tend to disagree, Tend to agree, or Strongly agree with the statement: "The court system is fair, impartial and uncorrupted".

SHOWCARD J1

					(SPONTANEOUS)	
					DON'T KNOW	DOES NOT APPLY
Strongly disagree	Tend to disagree	Tend to agree	Strongly agree			
"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 or sales workers. Some examples of government regulations are taxes, customs, labor regulations, licensing and registration, including dealings with officials and completing forms)

	Percent
Senior management's time spent on dealing with regulations	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 or required to meet with them?

Yes	1	GO TO QUESTION J.6a GO TO QUESTION J.6a
No	2	
DON'T KNOW (SPONTANEOUS)	-9	
		j3

J.4

Over the last year, how many times was this establishment visited or inspected by tax officials or required to meet with them?

	Number
Times inspected or met with tax officials	j4
DON'T KNOW (SPONTANEOUS)	-9

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

J.6a Over the last year, has this establishment secured or attempted to secure a government 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
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
No	2
DON'T KNOW (SPONTANEOUS)	-9

GO TO QUESTION J.13

GO TO QUESTION J.13

j10

J.11 Approximately how many days did it take to obtain this import license from the day of the application to the day it was granted?

	Days
Wait for import license	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
REFUSAL (SPONTANEOUS)	-8

j12

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

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

GO TO QUESTION J.30

GO TO QUESTION J.30

j13

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

	Days
Wait for operating license	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?
SHOWCARD J2

ROTATE OPTIONS						(SPONTANEOUS)		
						No obstacle	Minor obstacle	Moderate obstacle
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

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 2015/2016 , how many permanent, full-time individuals worked in this establishment? Please include all employees and managers (Permanent, full-time employees are defined as all employees that are employed for a term of one or more fiscal years and/or have a guaranteed renewal of their employment and that work a full shift) (INTERVIEWER: INCLUDE INTERVIEWEE IF APPLICABLE).
------------	--

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

LEL.1a	In fiscal year 2015/2016 , did this establishment lose any employees to the public sector?
---------------	---

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

lel1a

LEL.1b	In fiscal year 2015/2016 , how many employees were lost to the public sector?
---------------	--

	Number	DON'T KNOW (SPONTANEOUS)
Number of employees lost to the public sector in 2015/2016	e11b	-9

L.2	Looking back, at the end of fiscal year 2013/2014 , 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 2013/2014	12
IF ESTABLISHMENT WAS NOT IN BUSINESS IN 2013/2014	-7
DON'T KNOW (SPONTANEOUS)	-9

LEL.2	In the last two years, did this establishment try to hire any new employees?
--------------	--

Yes	1	GO TO QUESTION L.3 GO TO QUESTION L.3
No	2	
DON'T KNOW (SPONTANEOUS)	-9	

Lel2

LEL.2a	In reference to the attempt to hire any new employees in the last two years, was this establishment successful in hiring?
---------------	---

Yes, in full	1
No, only partial success	2
No, unsuccessful	3
DON'T KNOW (SPONTANEOUS)	-9

GO TO QUESTION LEL.3

Lel2a

LEL.2ax	Please describe in detail the main reason why this establishment was not successful in its attempt to hire new employees in the last two years.
----------------	--

Description

DESCRIPTION SHOULD BE AS DETAILED AS POSSIBLE

lel2ax

LEL.3	Within the last two years, how many new employees did this establishment hire?
--------------	--

	Number
Number of new hires	lel3
DON'T KNOW (SPONTANEOUS)	-9

IF 0 IN LEL.3 SKIP TO L3

LEL.4	Within the last two years, how much time did it take to fill your most recent vacancy for Skilled production worker?
--------------	--

	Days
Time to fill skilled vacancy	lel4
No skilled production worker vacancies filled	-7
DON'T KNOW (SPONTANEOUS)	-9

LEL.5	Within the last two years, how much time did it take to fill your most recent vacancy for Unskilled production worker?
--------------	--

	Days
Time to fill unskilled vacancy	lel5
No unskilled production worker vacancies filled	-7
DON'T KNOW (SPONTANEOUS)	-9

LEL.6 Within the last two years, how much time did it take to fill your most recent vacancy for a Manager?

	Days
Time to fill management vacancy	lel6
No management vacancies filled	-7
DON'T KNOW (SPONTANEOUS)	-9

L.3 Coming back to fiscal year **2015/2016**, how many permanent, full-time individuals in this establishment were: **(INTERVIEWER: READ EACH CATEGORY)**

	Number	DON'T KNOW (SPONTANEOUS)
Production workers	l3a	-9
Non-production workers [e.g., managers, administration, sales]	l3b	-9

L.4 At the end of fiscal year **2015/2016**, how many permanent, full-time individuals working in this establishment were: **INTERVIEWER: READ EACH CATEGORY**

	Number	DON'T KNOW (SPONTANEOUS)
Highly skilled production workers	l4a1	-9
Semi-skilled production workers	l4a2	-9
Unskilled production workers	l4b	-9

L.5 At the end of fiscal year **2015/2016**, how many permanent full-time individuals working in this establishment in the following categories were female?

	Number	DON'T KNOW (SPONTANEOUS)
Female permanent full-time production workers	l5a	-9
Female permanent full-time non-production workers	l5b	-9

L.6 How many full-time seasonal or temporary employees did this establishment employ during **2015/2016**?
(Full-time, temporary workers are all short-term (i.e. for less than a year) employees with no guarantee of renewal of employment and work full-time)

	Number
Full-time seasonal or temporary workers employed last fiscal year	l6
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 **2015/2016** 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 **2015/2016**?

	Months
Average length full-time seasonal or temporary employment last fiscal year, in months	18
LESS THAN ONE MONTH	1
DON'T KNOW (SPONTANEOUS)	-9

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

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

LEL.7 Does this establishment need certain skills that you cannot find or struggle to find in Lesotho?

Yes	1	GO TO QUESTION LEL.8 GO TO QUESTION LEL.8
No	2	
DON'T KNOW (SPONTANEOUS)	-9	
		LEI7

LEL.7x What is the main skill that cannot be found or is very difficult to find in Lesotho?

Skill cannot be found or difficult to find in Lesotho?	lel7x
--	--------------

LEL.8 Among your current workforce, do you experience problems where your staff cannot implement job tasks due to inadequate proficiency?

Yes	1	
No	2	
DON'T KNOW (SPONTANEOUS)	-9	
		lel8

LEL.9 Over the last two years, did this establishment submit an application to obtain a work permit?

Yes	1	
No	2	<i>GO TO QUESTION L.10</i>
DON'T KNOW (SPONTANEOUS)	-9	<i>GO TO QUESTION L.10</i>
		lel9

LEL.10 In reference to that application for a work permit, was an informal gift or payment expected or requested?

Yes	1	
No	2	
DON'T KNOW (SPONTANEOUS)	-9	
REFUSAL (SPONTANEOUS)	-8	
		lel10

L.10 Over fiscal year **2015/2016**, did this establishment have formal training programs for its permanent, full-time employees?

Yes	1	
No	2	<i>GO TO QUESTION L.30</i>
DON'T KNOW (SPONTANEOUS)	-9	<i>GO TO QUESTION L.30</i>
		l10

L.11 Referring to the training programs run over fiscal year **2015/2016**, what percentage of permanent, full-time employees of the following categories received formal training? If easier please provide the total numbers (provide one or the other but not both)

	Percent	OR	NUMBER	IF NO EMPLOYEES IN A CATEGORY WERE TRAINED	DON'T KNOW (SPONTANEOUS)
Production full-time permanent employees trained	l11a %			0	-9
Non-production full-time permanent employees trained	l11b %			0	-9

L.30	<p>Using the response options on the card; To what degree are Labor Regulations an obstacle to the current operations of this establishment? SHOWCARD L1</p> <p>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 L1</p>
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						(SPONTANEOUS)	
						DON'T KNOW	DOES NOT APPLY
	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle		
Labor regulations I30a	0	1	2	3	4	-9	-7
Inadequately educated workforce I30b	0	1	2	3	4	-9	-7

S. HIV/AIDS AND SICKNESS**READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:****We turn to another topic.****LES.1y** Does this establishment currently have a pre-employment health check for new employees

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

les1y**LES.1** Have the following situations affected this establishment's workforce in the past 2 years:
INTERVIEWER READ OUT

	Yes	No	DK
High absenteeism due to sickness les1a	1	2	-9
High absenteeism as employees need to care of family members or friends due to sickness les1b	1	2	-9

LES.2 Has HIV/AIDS affected this establishment's workforce in any of the following ways in the past 2 years:
INTERVIEWER READ OUT

	Yes	No	DK
High absenteeism due to HIV/AIDS les2a	1	2	-9
High absenteeism as employees need to care of family members or friends due to HIV/AIDS les2b	1	2	-9

LES.3 Did this establishment undertake any of the following activities, in fiscal year 2015/2016, to prevent HIV/AIDS among employees?
INTERVIEWER READ OUT

	Yes	No	DK
HIV prevention messages les3a	1	2	-9
Free condom distribution les3b	1	2	-9
Anonymous HIV testing les3b	1	2	-9

LES.4 In fiscal year **2015/2016**, how much did this establishment spend on AIDS/HIV program and activities?

	LCU
Cost of AIDS/HIV programs and activities les4	
DON'T KNOW (SPONTANEOUS)	-9

M. BUSINESS ENVIRONMENT**READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:**

M.1 By looking at the card can you tell me which of the elements of the business environment included in the list, if any, currently represents the biggest obstacle faced by this establishment **SHOWCARD M1**
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
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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 2015/2016 , please provide the following information: SHOWCARD N1
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	LCUs	DON'T KNOW (SPONTANEOUS)
Total annual cost of labor including wages, salaries, bonuses, social security payments	n2a	-9
Total annual cost of raw materials and intermediate goods used in production	n2e	-9
Total annual cost of electricity	n2b	-9
TOTAL COST OF SALES SHOULD INCLUDE ALL ABOVE COSTS AND OTHER COSTS NOT LISTED ABOVE		
Total cost of sales	n2p	-9

N.6	From this establishment's Balance Sheet for fiscal year 2015/2016 , what was the net book value, that is the value of assets after depreciation, of the following:
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	LCUs	DON'T KNOW (SPONTANEOUS)
Machinery, vehicles, and equipment	n6a	-9

N.7	Hypothetically, if this establishment were to purchase the assets it uses now , in their current condition and regardless of whether the establishment owns them or not, how much would they cost, independently of whether they are owned, rented or leased?
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	LCUs	DON'T KNOW (SPONTANEOUS)
Machinery, vehicles, and equipment	n7a	-9

A.15a Please complete the following information about the interviewee(s)

	Position in the firm	Years with the firm	Gender
Main respondent	a15a1ax	a15a2a	a15a3
Second respondent	a15a1bx	a15a2b	a15b3
Third respondent	a15a1cx	a15a2c	a15c3

QUESTIONNAIRE NUMBER **id**

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☐ **rotation**

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:
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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
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(Problems occurred/extraordinary circumstances which could influence results)

SUPERVISORS PLEASE ANSWER:

A.18	This questionnaire was completed in:
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One visit in face-to-face interview with one person	1
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STOP HERE

QUESTIONNAIRE NUMBER **id**

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rotation

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

a18

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

a19h **a19m**