

QUESTIONNAIRE NUMBER **id**

|   |  |  |  |  |  |  |  |  |  |
|---|--|--|--|--|--|--|--|--|--|
| 0 |  |  |  |  |  |  |  |  |  |
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**THE WORLD BANK**  
**Lesotho Enterprises Survey**  
*Services Module (2016)*

**FIELDWORK SUPERVISORS AND MANAGEMENT ARE RESPONSIBLE FOR THIS SECTION.**

**INFORMATION ACQUIRED PRIOR TO SCREENING:**

| <b>Sampling Information [CODES FROM WBG PROGRESS REPORT]</b> |              |
|--|--------------|
| Sampling sector  | <b>a4a</b>   |
| Sampling size  | <b>a6a</b>   |
| Sampling location  | <b>a2</b>    |
| Panel  | <b>panel</b> |

**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? | <b>a3b</b> | Is this city the main business city? | <b>a3c</b> | Size of locality                    | <b>a3</b> |
|---|------------|--------------------------------------|------------|-------------------------------------|-----------|
| 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 INITIALLY VERIFIED BY SUPERVISOR AND/OR MANAGEMENT. REVIEW SALES AND ACCOUNTING FIGURES AND DESCRIPTIONS FOR ACCURACY.**

**A.13** Supervisor code **a13**

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

| A.4 Industry               |   | Screener sector<br>a4b | Questionnaire a0<br>FROM A4B |
|----------------------------|---|------------------------|------------------------------|
| <b>Manufacturing</b>       | Food  | 15                     | 1 - manufacturing            |
|                            | Tobacco                                     | 16                     |                              |
|                            | Textiles                                    | 17                     |                              |
|                            | Garments                                    | 18                     |                              |
|                            | Leather                                     | 19                     |                              |
|                            | Wood  | 20                     |                              |
|                            | Paper                                       | 21                     |                              |
|                            | Publishing, printing,<br>and Recorded media | 22                     |                              |
|                            | Refined petroleum product                   | 23                     |                              |
|                            | Chemicals                                   | 24                     |                              |
|                            | Plastics & rubber                           | 25                     |                              |
|                            | Non metallic mineral products               | 26                     |                              |
|                            | Basic metals                                | 27                     |                              |
|                            | Fabricated metal products                   | 28                     |                              |
|                            | Machinery and equipment (29-30)             | 29                     |                              |
|                            | Electronics (31-32)                         | 31                     |                              |
|                            | Precision instruments                       | 33                     |                              |
| Transport machines (34-35) | 34  |                        |                              |
| Furniture                  | 36  |                        |                              |
| Recycling                  | 37  |                        |                              |
| <b>Retail</b>              | Retail                                      | 52                     | 2 - retail                   |
| <b>Other Services</b>      | Wholesale                                   | 51                     | 3 - other services           |
|                            | IT  | 72                     |                              |
|                            | Hotel and restaurants: section H            | 55                     |                              |
|                            | Services of motor vehicles                  | 50                     |                              |
|                            | Construction Section F:                     | 45                     |                              |
|                            | Transport Section I: (60-64)                | 60                     |                              |

| A.3a     | Screener Region<br>a3a | A.6                  | Screener Size<br>a6b |
|----------|------------------------|----------------------|----------------------|
| Region A | 1                      | Micro <5             | 0                    |
| Region B | 2                      | Small >=5 and <=19   | 1                    |
| Region C | 3                      | Medium >=20 and <=99 | 2                    |
| Region D | 4                      | Large >=100          | 3                    |
| Region E | 5                      |                      |                      |

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|  | <b>rotation</b> |
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**A. CONTROL INFORMATION [TO BE COMPLETED AT THE TIME OF THE INTERVIEW]**

**INFORMATION AUTOMATICALLY GENERATED**

|                        |                          |            |
|------------------------|--------------------------|------------|
| <b>GPS COORDINATES</b> | Degrees North (Latitude) | <b>lat</b> |
|                        | Degrees East (Longitude) | <b>lon</b> |

**A.14 Time face-to-face interview begins:**

|                 |                   |                    |                        |                           |
|-----------------|-------------------|--------------------|------------------------|---------------------------|
| <b>Day (dd)</b> | <b>Month (mm)</b> | <b>Year (yyyy)</b> | <b>Hour (00 to 23)</b> | <b>Minutes (00 to 59)</b> |
| <b>a14d</b>     | <b>a14m</b>       | <b>a14y</b>        | <b>a14h</b>            | <b>a14min</b>             |

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

|  |  |
|--|--|
|  |  |
|--|--|

A.3x Name of City/town/village

**INTERVIEWER**

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

**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) |
|-----|--|

|     |   |                    |
|-----|---|--------------------|
| Yes | 1 | <b>SKIP TO B.1</b> |
| No  | 2 |                    |
|     |   | <b>a7</b>          |

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

|                                 |            |
|---------------------------------|------------|
| Number of establishments        | <b>a7a</b> |
| <b>DON'T KNOW (SPONTANEOUS)</b> | <b>-9</b>  |

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

|     |   |                    |
|-----|---|--------------------|
| Yes | 1 | <b>SKIP TO A.9</b> |
| No  | 2 |                    |
|     |   | <b>a7b</b>         |

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|  | <b>rotation</b> |
|--|-----------------|

|      |   |
|------|---|
| A.7c | Does this headquarters location engage in production or sales at this location? |
|------|---|

|     |   |
|-----|---|
| 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**

|   |  |  |  |  |  |  |  |  |  |
|---|--|--|--|--|--|--|--|--|--|
| 0 |  |  |  |  |  |  |  |  |  |
|---|--|--|--|--|--|--|--|--|--|

|  |                 |
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|  | <b>rotation</b> |
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**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         |
| <b>OTHER (SPONTANEOUS-SPECIFY) <u>  b1x  </u></b>                      | 6         |
| <b>DON'T KNOW (SPONTANEOUS)</b>  | <b>-9</b> |

**SKIP TO B.2**

|           |
|-----------|
| <b>b1</b> |
|-----------|

**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?

|  | <b>Percent</b> |
|--|----------------|
| Percentage held by largest owner or owners | <b>b3</b> %    |
| <b>DON'T KNOW (SPONTANEOUS)</b>            | <b>-9</b>      |

|   |  |  |  |  |  |  |  |  |  |
|---|--|--|--|--|--|--|--|--|--|
| 0 |  |  |  |  |  |  |  |  |  |
|---|--|--|--|--|--|--|--|--|--|

|  |          |
|--|----------|
|  | rotation |
|--|----------|

**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 | <b>b2a</b> % | -9                       |
| Private foreign individuals, companies or organizations  | <b>b2b</b> % | -9                       |
| Government or State                                      | <b>b2c</b> % | -9                       |
| Other  | <b>b2d</b> % | -9                       |
|  | <b>100%</b>  |                          |

**IF 100% END INTERVIEW**

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

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

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

|             |
|-------------|
| <b>leb2</b> |
|-------------|

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

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

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

|           |
|-----------|
| <b>b4</b> |
|-----------|

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

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

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

**READ 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?

|  |             |
|--|-------------|
|  | <b>Year</b> |
|--|-------------|

|   |  |  |  |  |  |  |  |  |  |
|---|--|--|--|--|--|--|--|--|--|
| 0 |  |  |  |  |  |  |  |  |  |
|---|--|--|--|--|--|--|--|--|--|

|  |                 |
|--|-----------------|
|  | <b>rotation</b> |
|--|-----------------|

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

**INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR**

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

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

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

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

**b6a**

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

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

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

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

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

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

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

**b7a**

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

|     |   |
|-----|---|
| Yes | 1 |
| No  | 2 |

**SKIP TO C.3**

QUESTIONNAIRE NUMBER **id**

|   |  |  |  |  |  |  |  |  |  |
|---|--|--|--|--|--|--|--|--|--|
| 0 |  |  |  |  |  |  |  |  |  |
|---|--|--|--|--|--|--|--|--|--|

|  |                 |
|--|-----------------|
|  | <b>rotation</b> |
|--|-----------------|

|                                 |           |                    |
|---------------------------------|-----------|--------------------|
| <b>STILL IN PROCESS</b>         | <b>-6</b> | <b>SKIP TO C.3</b> |
| <b>DON'T KNOW (SPONTANEOUS)</b> | <b>-9</b> |                    |
|                                 |           | <b>b8</b>          |

|             |  |
|-------------|--|
| <b>B.8x</b> | Please specify the internationally-recognized quality certifications |
|-------------|--|

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

**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         | <i>GO TO QUESTION C.6</i><br><i>GO TO QUESTION C.6</i> |
| No                              | 2         |  |
| <b>DON'T KNOW (SPONTANEOUS)</b> | <b>-9</b> |  |

**c3**

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

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

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

|                                 |           |           |
|---------------------------------|-----------|-----------|
| Yes                             | 1         | <b>c5</b> |
| No                              | 2         |           |
| <b>DON'T KNOW (SPONTANEOUS)</b> | <b>-9</b> |           |
| <b>REFUSAL (SPONTANEOUS)</b>    | <b>-8</b> |           |

**C.6** Over fiscal year **2015/2016**, did this establishment experience power outages?

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

**c6**

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

|  |   |
|--|---|
|  | <b>Number</b>                             |
| Number of power outages in a typical month | <b>c7</b> <i>IF 0, GO TO QUESTION C.9</i> |

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|                                 |           |                           |
|---------------------------------|-----------|---------------------------|
| <b>DON'T KNOW (SPONTANEOUS)</b> | <b>-9</b> | <b>GO TO QUESTION C.9</b> |
|---------------------------------|-----------|---------------------------|

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

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

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

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

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

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

**C.10** Over the course of fiscal year **2015/2016**, did this establishment own or share a generator?

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

**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 | <b>c11</b> % |
| <b>DON'T KNOW (SPONTANEOUS)</b>        | <b>-9</b>    |

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

|                                 |           |  |
|---------------------------------|-----------|--|
| Yes                             | 1         | <b>GO TO QUESTION C.22a</b><br><b>GO TO QUESTION C.22a</b> |
| No                              | 2         |  |
| <b>DON'T KNOW (SPONTANEOUS)</b> | <b>-9</b> |  |

**c12**

QUESTIONNAIRE NUMBER id

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| 0 |  |  |  |  |  |  |  |  |  |
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|  |          |
|--|----------|
|  | rotation |
|--|----------|

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

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

**C.14** In reference to that application for a water connection, was an informal gift or payment expected or requested?

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

**c14**

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

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

**c22a**

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

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

**c22b**

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

|  |
|--|
|  |
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|----------|--|--|--|--|--|--|--|--|--|
| <b>0</b> |  |  |  |  |  |  |  |  |  |
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|  | <b>rotation</b> |
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**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 are **Telecommunications** an obstacle to the current operations of this establishment? **SHOWCARD C1**

|                    |             | <b>(SPONTANEOUS)</b> |                |                   |                |                      |                   |                       |
|--------------------|-------------|----------------------|----------------|-------------------|----------------|----------------------|-------------------|-----------------------|
|                    |             | No obstacle          | Minor obstacle | Moderate obstacle | Major obstacle | Very Severe Obstacle | <b>DON'T KNOW</b> | <b>DOES NOT APPLY</b> |
| Electricity        | <b>c30a</b> | 0                    | 1              | 2                 | 3              | 4                    | <b>-9</b>         | <b>-7</b>             |
| Telecommunications | <b>c30b</b> | 0                    | 1              | 2                 | 3              | 4                    | <b>-9</b>         | <b>-7</b>             |

**D. SALES AND SUPPLIES**

**READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:**  
**The next topic to be covered is how and where this establishment makes its sales.**

**D.1a1** In fiscal year **2015/2016**, what was this establishment’s main activity, product or service, that is, the activity, product or service that represented the largest proportion of annual sales  
**ENUMERATOR: PLEASE SPECIFY THE ACTIVITY AND PRODUCT IN DETAIL, FOR EXAMPLE., “DATA CONSULTING IT SERVICES” NOT JUST IT SERVICES**

|                     | <b>d1a1a</b> | <b>DETAILED DESCRIPTION OF MAIN ACTIVITY AND PRODUCT</b> |
|---------------------|--------------|--|
| Manufacturing of    | 1            | <b>d1a1x</b>   |
| Retail trade of     | 2            |  |
| Wholesale trade of  | 3            |  |
| Construction        | 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.**

|  |             |
|--|-------------|
|  | <b>Code</b> |
| <b>CODE OF THE MAIN PRODUCT AND ACTIVITY</b> | <b>d1a2</b> |

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

|   | <b>Percent</b> |
|---|----------------|
| Percentage of sales represented by main activity or product | <b>d1a3</b>    |
| <b>DON'T KNOW (SPONTANEOUS)</b>                             | <b>-9</b>      |

**INTERVIEWER: PLEASE NOTE THAT THE NEXT QUESTION REFERS TO THE TOTAL SALES OF ALL PRODUCTS AND SERVICES**

**D.2** In fiscal year **2015/2016**, what were this establishment's total annual sales for all products and services?

|   | LCUs       |
|---|------------|
| Last complete fiscal year's total sales                                 | <b>d2</b>  |
| <b>DON'T KNOW (SPONTANEOUS)</b>   | <b>-9</b>  |
| <b>PLEASE ALSO WRITE OUT THE NUMBER (i.e. 50,000 as Fifty Thousand)</b> |            |
|   | <b>d2x</b> |

**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                          | <b>n3</b> |
| <b>IF ESTABLISHMENT WAS NOT IN BUSINESS THREE YEARS AGO</b> | <b>-7</b> |
| <b>DON'T KNOW (SPONTANEOUS)</b>                             | <b>-9</b> |

**D.3** Coming back to fiscal year **2015/2016**, what percentage of this establishment's sales were: **SHOWCARD D1**

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

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

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

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

|                                 | LCUs        |
|---------------------------------|-------------|
| Value of total exports          | <b>led8</b> |
| <b>DON'T KNOW (SPONTANEOUS)</b> | <b>-9</b>   |

**LED.9** In 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            | <b>led9a</b>      | <b>-9</b>                |
| Other SADC counties     | <b>led9b</b>      | <b>-9</b>                |
| Other African Countries | <b>led9c</b>      | <b>-9</b>                |
| EU                      | <b>led9d</b>      | <b>-9</b>                |
| Asia                    | <b>led9e</b>      | <b>-9</b>                |
| Australia               | <b>led9f</b>      | <b>-9</b>                |
| USA                     | <b>led9g</b>      | <b>-9</b>                |
| Other regions           | <b>led9h</b>      | <b>-9</b>                |
|                         | <b>100%</b>       |                          |

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

**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)?

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

**led11**

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

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

**INTERVIEWER: WRITE YEAR USING 4 DIGITS**

**LED.13** Which of the following constitutes the main obstacle to the growth of this establishment's exports?  
**SHOWCARD D3**

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

**led13**

**LED.14** What percentage of total sales are sold directly to the government?

|   | <b>Percent</b> |
|---|----------------|
| Percentage of sales sold directly to the government | <b>led14</b>   |
| <b>DON'T KNOW (SPONTANEOUS)</b>                     | <b>-9</b>      |

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

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

**LED.16** How long did these disputes take to be resolved?

|                                 | <b>Days to resolve</b> |
|---------------------------------|------------------------|
| Time till dispute resolved      | <b>led16</b>           |
| Disputed still pending          | <b>-5</b>              |
| <b>DON'T KNOW (SPONTANEOUS)</b> | <b>-9</b>              |

**D.10** In fiscal year **2015/2016**, what percentage of the value of products this establishment shipped to supply **domestic markets** was lost while in transit because of theft?

|  | <b>Percent</b> |
|--|----------------|
| Losses due to theft as percentage of the value of the products | <b>d10</b> %   |

|          |  |  |  |  |  |  |  |  |  |
|----------|--|--|--|--|--|--|--|--|--|
| <b>0</b> |  |  |  |  |  |  |  |  |  |
|----------|--|--|--|--|--|--|--|--|--|

|  |                 |
|--|-----------------|
|  | <b>rotation</b> |
|--|-----------------|

|  |           |                                |
|--|-----------|--------------------------------|
| <b>NO LOSSES</b>                                   | <b>0</b>  | <b>GO TO QUESTION<br/>D.12</b> |
| <b>DON'T KNOW (SPONTANEOUS)</b>                    | <b>-9</b> |                                |
| <b>NO INTERNAL SHIPMENTS MADE (DOES NOT APPLY)</b> | <b>-7</b> |                                |

**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?

|   | <b>Percent</b> |
|---|----------------|
| Losses due to breakage or spoilage as percentage of the value of the products | <b>d11</b> %   |
| <b>NO LOSSES</b>  | <b>0</b>       |
| <b>DON'T KNOW (SPONTANEOUS)</b>   | <b>-9</b>      |
| <b>NO INTERNAL SHIPMENTS MADE (DOES NOT APPLY)</b>                            | <b>-7</b>      |

**D.12** In fiscal year **2015/2016**, as a proportion of all material inputs, supplies, or finished goods and materials purchased to resell purchased that year, what percentage of this establishment's material inputs, supplies, or finished goods and materials purchased to resell were:  
**SHOWCARD D4**

|   | <b>Percent</b> | <b>DON'T KNOW<br/>(SPONTANEOUS)</b> |
|---|----------------|-------------------------------------|
| Material inputs, supplies, or finished goods and materials purchased to resell of domestic origin | <b>d12a</b> %  | <b>-9</b>                           |
| Material inputs, supplies, or finished goods and materials purchased to resell of foreign origin  | <b>d12b</b> %  | <b>-9</b>                           |
|   | <b>100%</b>    |                                     |

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

**D.13** Were any of the material inputs, supplies, or finished goods and materials purchased to resell purchased in fiscal year **2015/2016**, **imported directly**?

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

**d13**

**D.14** In fiscal year **2015/2016**, when this establishment **imported** material inputs, supplies, or finished goods and materials purchased to resell, 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?

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

|          |  |  |  |  |  |  |  |  |  |
|----------|--|--|--|--|--|--|--|--|--|
| <b>0</b> |  |  |  |  |  |  |  |  |  |
|----------|--|--|--|--|--|--|--|--|--|

|  |                 |
|--|-----------------|
|  | <b>rotation</b> |
|--|-----------------|

**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**

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

**E. DEGREE OF COMPETITION**

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

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

**e11**

**E.30** Using the response options on the card; To what degree are **Practices of Competitors in the Informal Sector** an obstacle to the current operations of this establishment?  
**SHOWCARD E2**

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

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

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

**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 year

**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.  
**IF THERE IS NOTHING SIMILAR WRITE “COMPLETELY NEW”**

**Description**

**DESCRIPTION SHOULD BE AS DETAILED AS POSSIBLE**

|   |  |  |  |  |  |  |  |  |  |
|---|--|--|--|--|--|--|--|--|--|
| 0 |  |  |  |  |  |  |  |  |  |
|---|--|--|--|--|--|--|--|--|--|

|  |                 |
|--|-----------------|
|  | <b>rotation</b> |
|--|-----------------|

|            |
|------------|
| <b>h4x</b> |
|------------|

**H.5** During the last three years, has this establishment introduced any new or significantly improved process? These include: methods of manufacturing products or offering services; logistics, delivery, or distribution methods for inputs, products, or services; or supporting activities for processes?  
**SHOWCARD H2**

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

**GO TO QUESTION H.8**

**GO TO QUESTION H.8**

|           |
|-----------|
| <b>h5</b> |
|-----------|

**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

**Description**

|  |
|--|
| <b>DESCRIPTION SHOULD BE AS DETAILED AS POSSIBLE</b> |
| <b>h6x</b>   |

**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"**

**Description**

|  |
|--|
| <b>DESCRIPTION SHOULD BE AS DETAILED AS POSSIBLE</b> |
| <b>h7x</b>   |

QUESTIONNAIRE NUMBER **id**

|   |  |  |  |  |  |  |  |  |  |
|---|--|--|--|--|--|--|--|--|--|
| 0 |  |  |  |  |  |  |  |  |  |
|---|--|--|--|--|--|--|--|--|--|

|  |                 |
|--|-----------------|
|  | <b>rotation</b> |
|--|-----------------|

|            |   |
|------------|---|
| <b>H.8</b> | 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? |
|------------|---|

|                                 |           |                   |
|---------------------------------|-----------|-------------------|
| Yes                             | 1         | <b>SKIP TO F1</b> |
| No                              | 2         |                   |
| <b>DON'T KNOW (SPONTANEOUS)</b> | <b>-9</b> |                   |

**h8**

|            |   |
|------------|---|
| <b>H.9</b> | During last fiscal year, how much did this establishment spend on formal research and development activities, either in-house or contracted with other companies? |
|------------|---|

|  | LCU       |
|--|-----------|
| Cost of formal research and development activities | <b>h9</b> |
| <b>NONE (SPONTANEOUS)</b>                          | <b>0</b>  |
| <b>DON'T KNOW (SPONTANEOUS)</b>                    | <b>-9</b> |

|   |  |  |  |  |  |  |  |  |  |
|---|--|--|--|--|--|--|--|--|--|
| 0 |  |  |  |  |  |  |  |  |  |
|---|--|--|--|--|--|--|--|--|--|

|  |             |
|--|-------------|
|  | rotation is |
|--|-------------|

**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            | <b>g6a</b> % | -9                       |
| Rented or leased by this establishment | <b>g6b</b> % | -9                       |
| Other                                  | <b>g6c</b> % | -9                       |
|  | <b>100%</b>  |                          |

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

**G.1** Of the **land** occupied by this establishment, what percent is: **SHOWCARD G2**

|  | Percent      | DON'T KNOW (SPONTANEOUS) | DOES NOT APPLY IS A FLOOR IN A BUILDING (SPONTANEOUS) |
|--|--------------|--------------------------|---|
| Owned by this establishment            | <b>g1a</b> % | -9                       | -7  |
| Rented or leased by this establishment | <b>g1b</b> % | -9                       | -7  |
| Other                                  | <b>g1c</b> % | -9                       | -7  |
|  | <b>100%</b>  |                          |   |

**IF 0 GO TO SWG.2**

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

**GO TO QUESTION G.5**  
**GO TO QUESTION G.5**

**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 | <b>g3</b> |
| <b>LESS THAN ONE DAY</b>               | <b>1</b>  |

QUESTIONNAIRE NUMBER **id**

|          |  |  |  |  |  |  |  |  |  |
|----------|--|--|--|--|--|--|--|--|--|
| <b>0</b> |  |  |  |  |  |  |  |  |  |
|----------|--|--|--|--|--|--|--|--|--|

|  |                 |
|--|-----------------|
|  | <b>rotation</b> |
|--|-----------------|

|                                 |           |
|---------------------------------|-----------|
| <b>STILL IN PROCESS</b>         | <b>-6</b> |
| <b>APPLICATION DENIED</b>       | <b>-5</b> |
| <b>DON'T KNOW (SPONTANEOUS)</b> | <b>-9</b> |

**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         |
| <b>DON'T KNOW (SPONTANEOUS)</b> | <b>-9</b> |
| <b>REFUSAL (SPONTANEOUS)</b>    | <b>-8</b> |

**g4**

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

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

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

**GO TO G30**

**g5a**

**SPECIFY UNITS**

|                                    |          |
|------------------------------------|----------|
| Square Feet                        | 1        |
| Square Yards                       | 2        |
| Square Meters                      | 3        |
| <b>OTHER (SPECIFY) <u>g5bx</u></b> | <b>4</b> |

**g5b**

**G.30** Using the response options on the card; To what degree is **Access to Land** an obstacle to the current operations of this establishment? **SHOWCARD G3**

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

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

**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?

|   | <b>Percent</b> |
|---|----------------|
| Percentage of total annual sales for security | <b>i2a</b> %   |
| <b>DON'T KNOW (SPONTANEOUS)</b>               | <b>-9</b>      |

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

|                                 | <b>LCUs</b> |
|---------------------------------|-------------|
| Total annual cost of security   | <b>i2b</b>  |
| <b>DON'T KNOW (SPONTANEOUS)</b> | <b>-9</b>   |

**I.3** In fiscal year **2015/2016**, did this establishment experience losses as a result of theft, robbery, vandalism or arson on this establishment's premises or from internet hacking or from internet fraudulent transactions?

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

**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?

|  | <b>Percent</b> |
|--|----------------|
| Losses as percentage of total annual sales | <b>i4a</b> %   |
| <b>DON'T KNOW (SPONTANEOUS)</b>            | <b>-9</b>      |

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

|                                 | <b>LCUs</b> |
|---------------------------------|-------------|
| Total annual value of losses    | <b>i4b</b>  |
| <b>DON'T KNOW (SPONTANEOUS)</b> | <b>-9</b>   |

**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 II**

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

**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<br>(SPONTANEOUS) |
|----------------------|--------------|-----------------------------|
| Purchased on credit? | <b>k1c</b> % | <b>-9</b>                   |

**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<br>(SPONTANEOUS) |
|-----------------|--------------|-----------------------------|
| Sold on credit? | <b>k2c</b> % | <b>-9</b>                   |

**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<br>(SPONTANEOUS) |
|---|----------------|-----------------------------|
| Internal funds or retained earnings   | <b>k3a</b> %   | <b>-9</b>                   |
| Borrowed from banks based <b>IN LESOTHO</b> : private and state-owned   | <b>k3bc1</b> % | <b>-9</b>                   |
| Borrowed from banks based <b>OUTSIDE LESOTHO</b> : private and state-owned  | <b>k3bc2</b> % | <b>-9</b>                   |
| Borrowed from non-bank financial institutions which include microfinance institutions, credit cooperatives, credit unions, or finance companies | <b>k3e</b> %   | <b>-9</b>                   |
| Purchases on credit from suppliers and advances from customers  | <b>k3f</b> %   | <b>-9</b>                   |
| Owners' contribution or issued new equity shares  | <b>k3hd1</b> % | <b>-9</b>                   |
| Other, moneylenders, friends, relatives, etc.   | <b>k3hd</b> %  | <b>-9</b>                   |
|   | <b>100%</b>    |                             |

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

**K.4** In fiscal year **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 |

**GO TO QUESTION K.4b**

QUESTIONNAIRE NUMBER id

|   |  |  |  |  |  |  |  |  |  |
|---|--|--|--|--|--|--|--|--|--|
| 0 |  |  |  |  |  |  |  |  |  |
|---|--|--|--|--|--|--|--|--|--|

|  |          |
|--|----------|
|  | rotation |
|--|----------|

|                                 |           |                            |
|---------------------------------|-----------|----------------------------|
| <b>DON'T KNOW (SPONTANEOUS)</b> | <b>-9</b> | <b>GO TO QUESTION K.4b</b> |
|                                 |           | <b>k4</b>                  |

**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? | <b>n5a</b> | <b>-9</b>                |
| Land and buildings  | <b>n5b</b> | <b>-9</b>                |

**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  | <b>k5a%</b>   |    | <b>k5a1</b>    | <b>-9</b>                |
| Owners' contribution or issued new equity shares                           | <b>k5i %</b>  |    | <b>k5i1</b>    | <b>-9</b>                |
| Borrowed from banks <u>based IN LESOTHO</u> : private and state-owned      | <b>k5bca%</b> |    | <b>k5bc1a</b>  | <b>-9</b>                |
| Borrowed from banks <u>based OUTSIDE LESOTHO</u> : private and state-owned | <b>k5bcb%</b> |    | <b>k5bc1b</b>  | <b>-9</b>                |
| Borrowed from non-bank financial institutions                              | <b>k5e %</b>  |    | <b>k5e1</b>    | <b>-9</b>                |
| Purchases on credit from suppliers and advances from customers             | <b>k5f %</b>  |    | <b>k5f1</b>    | <b>-9</b>                |
| Other, moneylenders, friends, relatives, bonds, etc                        | <b>k5hdj%</b> |    | <b>k5hdj1</b>  | <b>-9</b>                |
|  | <b>100%</b>   |    | <b>n5A+n5B</b> |                          |

**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 **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         | <b>GO TO QUESTION K.6</b> |
| <b>DON'T KNOW (SPONTANEOUS)</b> | <b>-9</b> | <b>GO TO QUESTION K.6</b> |
|                                 |           | <b>k4b</b>                |

QUESTIONNAIRE NUMBER **id**

|   |  |  |  |  |  |  |  |  |  |
|---|--|--|--|--|--|--|--|--|--|
| 0 |  |  |  |  |  |  |  |  |  |
|---|--|--|--|--|--|--|--|--|--|

|  |          |
|--|----------|
|  | rotation |
|--|----------|

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

|  | LCUs       | DON'T KNOW (SPONTANEOUS) |
|--|------------|--------------------------|
| New or used machinery, vehicles, and equipment | <b>n5c</b> | <b>-9</b>                |
| Land and buildings                             | <b>n5d</b> | <b>-9</b>                |

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

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

|           |
|-----------|
| <b>k6</b> |
|-----------|

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

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

|           |
|-----------|
| <b>k7</b> |
|-----------|

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

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

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

|           |
|-----------|
| <b>k8</b> |
|-----------|

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

|           |
|-----------|
| <b>k9</b> |
|-----------|

**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?

|  |             |
|--|-------------|
|  | <b>Year</b> |
|--|-------------|

QUESTIONNAIRE NUMBER **id**

|          |  |  |  |  |  |  |  |  |  |
|----------|--|--|--|--|--|--|--|--|--|
| <b>0</b> |  |  |  |  |  |  |  |  |  |
|----------|--|--|--|--|--|--|--|--|--|

|  |                 |
|--|-----------------|
|  | <b>rotation</b> |
|--|-----------------|

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

**INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR**

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

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

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

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

**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**

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

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

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

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

QUESTIONNAIRE NUMBER **id**

|   |  |  |  |  |  |  |  |  |  |
|---|--|--|--|--|--|--|--|--|--|
| 0 |  |  |  |  |  |  |  |  |  |
|---|--|--|--|--|--|--|--|--|--|

|  |          |
|--|----------|
|  | rotation |
|--|----------|

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

**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 | <b>k15c</b> |
| <b>REFUSAL (SPONTANEOUS)</b>                             | <b>-8</b>   |
| <b>DON'T KNOW (SPONTANEOUS)</b>                          | <b>-9</b>   |

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

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

**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         | <b>GO TO QUESTION K.21</b> |
| Application procedures were complex                       | 2         | <b>GO TO QUESTION K.21</b> |
| Interest rates were not favorable                         | 3         | <b>GO TO QUESTION K.21</b> |
| Collateral requirements were too high                     | 4         | <b>GO TO QUESTION K.21</b> |
| Size of loan and maturity were insufficient               | 5         | <b>GO TO QUESTION K.21</b> |
| Did not think it would be approved                        | 6         | <b>GO TO QUESTION K.21</b> |
| Other   | 7         | <b>GO TO QUESTION K.21</b> |
| <b>DON'T KNOW (SPONTANEOUS)</b>                           | <b>-9</b> | <b>GO TO QUESTION K.21</b> |

QUESTIONNAIRE NUMBER **id**

|   |  |  |  |  |  |  |  |  |  |
|---|--|--|--|--|--|--|--|--|--|
| 0 |  |  |  |  |  |  |  |  |  |
|---|--|--|--|--|--|--|--|--|--|

|  |                 |
|--|-----------------|
|  | <b>rotation</b> |
|--|-----------------|

**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         |
| <b>APPLICATION STILL IN PROCESS</b> | <b>-6</b> |
| <b>DON'T KNOW (SPONTANEOUS)</b>     | <b>-9</b> |

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

**k21**

**K.30** Using the response options on the card; To what degree is **Access to Finance** an obstacle to the current operations of this establishment? **SHOWCARD K5**

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

**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 following statement: "The court system is fair, impartial, and uncorrupted".  
**SHOWCARD J1**

(SPONTANEOUS)

|   | Strongly disagree | Tend to disagree | Tend to agree | Strongly agree | <b>DON'T KNOW</b> | <b>DOES NOT APPLY</b> |
|---|-------------------|------------------|---------------|----------------|-------------------|-----------------------|
| "The court system is fair, impartial and uncorrupted." <b>h7a</b> | 1                 | 2                | 3             | 4              | <b>-9</b>         | <b>-7</b>             |

**J.2** In a typical week over the last year, what percentage of total senior management's time was spent on dealing with requirements imposed by government regulations?  
(By senior management I mean managers, directors, and officers above direct supervisors of production/sales workers. Some examples of government regulations are taxes, customs, labor regulations, licensing and registration, including dealings with officials and completing forms)

|  | <b>Percent</b> |
|--|----------------|
| Senior management's time spent on dealing with regulations | <b>j2</b> %    |
| <b>NO TIME WAS SPENT</b>                                   | <b>0</b>       |
| <b>DON'T KNOW (SPONTANEOUS)</b>                            | <b>-9</b>      |

**J.3** Over the last year, was this establishment visited or inspected by tax officials or required to meet with them?

|                                 |           |  |
|---------------------------------|-----------|--|
| Yes                             | 1         | <b>GO TO QUESTION J.6a</b><br><b>GO TO QUESTION J.6a</b> |
| No                              | 2         |  |
| <b>DON'T KNOW (SPONTANEOUS)</b> | <b>-9</b> |  |

**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?

|   | <b>Number</b> |
|---|---------------|
| Times inspected or met with tax officials | <b>j4</b>     |
| <b>DON'T KNOW (SPONTANEOUS)</b>           | <b>-9</b>     |

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

QUESTIONNAIRE NUMBER **id**

|          |  |  |  |  |  |  |  |  |  |
|----------|--|--|--|--|--|--|--|--|--|
| <b>0</b> |  |  |  |  |  |  |  |  |  |
|----------|--|--|--|--|--|--|--|--|--|

|  |                 |
|--|-----------------|
|  | <b>rotation</b> |
|--|-----------------|

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

**j5**

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

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

**GO TO QUESTION J.7**  
**GO TO QUESTION J.7**

**j6a**

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

|  | <b>Percent</b> |
|--|----------------|
| Percent of the contract value paid as informal payments or gifts | <b>j6</b> %    |
| <b>DON'T KNOW (SPONTANEOUS)</b>                                  | <b>-9</b>      |
| <b>REFUSAL (SPONTANEOUS)</b>                                     | <b>-8</b>      |
| <b>NO PAYMENTS</b>   | <b>0</b>       |

**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?

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

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

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

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

|     |   |
|-----|---|
| Yes | 1 |
|-----|---|

QUESTIONNAIRE NUMBER **id**

|   |  |  |  |  |  |  |  |  |  |
|---|--|--|--|--|--|--|--|--|--|
| 0 |  |  |  |  |  |  |  |  |  |
|---|--|--|--|--|--|--|--|--|--|

|  |                 |
|--|-----------------|
|  | <b>rotation</b> |
|--|-----------------|

|                                 |           |                            |
|---------------------------------|-----------|----------------------------|
| No                              | 2         | <i>GO TO QUESTION J.13</i> |
| <b>DON'T KNOW (SPONTANEOUS)</b> | <b>-9</b> | <i>GO TO QUESTION J.13</i> |
|                                 |           | <b>j10</b>                 |

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

|                                 | Days       |
|---------------------------------|------------|
| Wait for import license         | <b>j11</b> |
| <b>LESS THAN ONE DAY</b>        | <b>1</b>   |
| <b>STILL IN PROCESS</b>         | <b>-6</b>  |
| <b>APPLICATION DENIED</b>       | <b>-5</b>  |
| <b>DON'T KNOW (SPONTANEOUS)</b> | <b>-9</b>  |

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

|                                 |           |            |
|---------------------------------|-----------|------------|
| Yes                             | 1         |            |
| No                              | 2         |            |
| <b>DON'T KNOW (SPONTANEOUS)</b> | <b>-9</b> |            |
| <b>REFUSAL (SPONTANEOUS)</b>    | <b>-8</b> | <b>j12</b> |

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

|                                 |           |                            |
|---------------------------------|-----------|----------------------------|
| Yes                             | 1         |                            |
| No                              | 2         | <i>GO TO QUESTION J.30</i> |
| <b>DON'T KNOW (SPONTANEOUS)</b> | <b>-9</b> | <i>GO TO QUESTION J.30</i> |
|                                 |           | <b>j13</b>                 |

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

|                                 | Days       |
|---------------------------------|------------|
| Wait for operating license      | <b>j14</b> |
| <b>LESS THAN ONE DAY</b>        | <b>1</b>   |
| <b>STILL IN PROCESS</b>         | <b>-6</b>  |
| <b>APPLICATION DENIED</b>       | <b>-5</b>  |
| <b>DON'T KNOW (SPONTANEOUS)</b> | <b>-9</b>  |

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

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

**j15**

**J.30** Using the response options on the card; To what degree is/are **[INSERT OPTION]** an obstacle to the current operations of this establishment?  
**SHOWCARD J2**

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

**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 individual 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 | <b>11</b> |
| <b>DON'T KNOW (SPONTANEOUS)</b>                      | <b>-9</b> |

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

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

**le1a**

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

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

**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 <b>2013/2014</b>         | <b>12</b> |
| <b>IF ESTABLISHMENT WAS NOT IN BUSINESS in 2013/2014</b> | <b>-7</b> |
| <b>DON'T KNOW (SPONTANEOUS)</b>                          | <b>-9</b> |

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

QUESTIONNAIRE NUMBER **id**

|   |  |  |  |  |  |  |  |  |  |
|---|--|--|--|--|--|--|--|--|--|
| 0 |  |  |  |  |  |  |  |  |  |
|---|--|--|--|--|--|--|--|--|--|

|  |                 |
|--|-----------------|
|  | <b>rotation</b> |
|--|-----------------|

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

**GO TO QUESTION L.5**  
**GO TO QUESTION L.5**

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

**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**

|  |               |
|--|---------------|
| <b>DESCRIPTION SHOULD BE AS DETAILED AS POSSIBLE</b> | <b>lel2ax</b> |
|--|---------------|

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

**IF 0 IN LEL.3 SKIP TO L5**

|                                 | <b>Number</b> |
|---------------------------------|---------------|
| Number of new hires             | <b>lel3</b>   |
| <b>DON'T KNOW (SPONTANEOUS)</b> | <b>-9</b>     |

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

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

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

QUESTIONNAIRE NUMBER **id**

|   |  |  |  |  |  |  |  |  |  |
|---|--|--|--|--|--|--|--|--|--|
| 0 |  |  |  |  |  |  |  |  |  |
|---|--|--|--|--|--|--|--|--|--|

|  |                 |
|--|-----------------|
|  | <b>rotation</b> |
|--|-----------------|

|   | Days        |
|---|-------------|
| Time to fill unskilled vacancy                  | <b>1e15</b> |
| No unskilled production worker vacancies filled | <b>-7</b>   |
| <b>DON'T KNOW (SPONTANEOUS)</b>                 | <b>-9</b>   |

**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 | <b>1e16</b> |
| No management vacancies filled  | <b>-7</b>   |
| <b>DON'T KNOW (SPONTANEOUS)</b> | <b>-9</b>   |

**L.5** Coming back to fiscal year **2015/2016**, how many permanent full-time individuals that worked in this establishment were female?

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

**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 | <b>16</b> |
| <b>NO FULL-TIME SEASONAL OR TEMPORARY WORKERS</b>                 | <b>0</b>  |
| <b>DON'T KNOW (SPONTANEOUS)</b>                                   | <b>-9</b> |

**GO TO QUESTION L.9b**

**GO TO QUESTION L.9b**

**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 | <b>16a</b> |
| <b>DON'T KNOW (SPONTANEOUS)</b>  | <b>-9</b>  |

**L.8** What was the average length of employment of all full-time temporary employees in fiscal year **2015/2016**?

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

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

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

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

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

**GO TO QUESTION LEL.8**

**GO TO QUESTION LEL.8**

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

**lel8**

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

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

**GO TO QUESTION L.10**

**GO TO QUESTION L.10**

**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         |
| <b>DON'T KNOW (SPONTANEOUS)</b> | <b>-9</b> |
| <b>REFUSAL (SPONTANEOUS)</b>    | <b>-8</b> |

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

**l10**

**L.30** Using the response options on the card; To what degree are **Labor Regulations** an obstacle to the current operations of this establishment? **SHOWCARD J3**

Using the response options on the card; To what degree is **an Inadequately Educated Workforce** an obstacle to the current operations of this establishment? **SHOWCARD J3**

|   | No obstacle | Minor obstacle | Moderate obstacle | Major obstacle | Very Severe Obstacle | <b>(SPONTANEOUS)</b> |                       |
|---|-------------|----------------|-------------------|----------------|----------------------|----------------------|-----------------------|
|   |             |                |                   |                |                      | <b>DON'T KNOW</b>    | <b>DOES NOT APPLY</b> |
| Labor regulations <b>l30a</b>               | 0           | 1              | 2                 | 3              | 4                    | <b>-9</b>            | <b>-7</b>             |
| Inadequately educated workforce <b>l30b</b> | 0           | 1              | 2                 | 3              | 4                    | <b>-9</b>            | <b>-7</b>             |

**S. 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         |
| <b>DON'T KNOW (SPONTANEOUS)</b> | <b>-9</b> |

**les1y**

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

|  | Yes | No | <b>DK</b> |
|--|-----|----|-----------|
| High absenteeism due to sickness <b>les1a</b>  | 1   | 2  | -9        |
| High absenteeism as employees need to care of family members or friends due to sickness <b>les1b</b> | 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 | <b>DK</b> |
|--|-----|----|-----------|
| High absenteeism due to HIV/AIDS <b>les2a</b>  | 1   | 2  | -9        |
| High absenteeism as employees need to care of family members or friends due to HIV/AIDS <b>les2b</b> | 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 | <b>DK</b> |
|---------------------------------------|-----|----|-----------|
| HIV prevention messages <b>les3a</b>  | 1   | 2  | -9        |
| Free condom distribution <b>les3b</b> | 1   | 2  | -9        |
| Anonymous HIV testing <b>les3b</b>    | 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 <b>les4</b> |           |
| <b>DON'T KNOW (SPONTANEOUS)</b>                      | <b>-9</b> |

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

|            |  |
|------------|--|
| <b>M.1</b> | By looking at the card can you tell me which elements of the business environment included in the list, if any, currently represents the biggest obstacle faced by this establishment<br><b>SHOWCARD M1</b><br><b>INTERVIEWER: DO NOT READ OUT</b> |
|------------|--|

|   |
|---|
| <b>1-Access to finance</b>                                |
| <b>2-Access to land</b>                                   |
| <b>3-Business licensing and permits</b>                   |
| <b>4-Corruption</b>                                       |
| <b>5-Courts</b>   |
| <b>6-Crime, theft and disorder</b>                        |
| <b>7-Customs and trade regulations</b>                    |
| <b>8-Electricity</b>                                      |
| <b>9-Inadequately educated workforce</b>                  |
| <b>10-Labor regulations</b>                               |
| <b>11-Political instability</b>                           |
| <b>12-Practices of competitors in the informal sector</b> |
| <b>13-Tax administration</b>                              |
| <b>14-Tax rates</b>                                       |
| <b>15-Transport</b>                                       |

|                                     |            |
|-------------------------------------|------------|
| Biggest obstacle                    | <b>m1a</b> |
| <b>DON'T KNOW (SPONTANEOUS)</b>     | <b>-9</b>  |
| <b>DOES NOT APPLY (SPONTANEOUS)</b> | <b>-7</b>  |

|                             |            |
|-----------------------------|------------|
| Rotation (option 1, 2 or 3) | <b>m1d</b> |
|-----------------------------|------------|

|                       |
|-----------------------|
| <b>N. PERFORMANCE</b> |
|-----------------------|

**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.

|            |   |
|------------|---|
| <b>N.2</b> | From this establishment's Income Statement for fiscal year <b>2015/2016</b> , please provide the following information: |
|------------|---|

**READ OUT**

|  | LCUs       | DON'T KNOW<br>(SPONTANEOUS) |
|--|------------|-----------------------------|
| Total annual cost of labor including wages, salaries, bonuses, social payments | <b>n2a</b> | <b>-9</b>                   |
| Total annual cost of electricity   | <b>n2b</b> | <b>-9</b>                   |
| Total annual cost of finished goods and materials purchased to resell          | <b>n2i</b> | <b>-9</b>                   |

QUESTIONNAIRE NUMBER **id**

|   |  |  |  |  |  |  |  |  |  |
|---|--|--|--|--|--|--|--|--|--|
| 0 |  |  |  |  |  |  |  |  |  |
|---|--|--|--|--|--|--|--|--|--|

|  |                 |
|--|-----------------|
|  | <b>rotation</b> |
|--|-----------------|

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

|                          | <b>Position in the firm</b> | <b>Years with the firm</b> | <b>Gender</b> |
|--------------------------|-----------------------------|----------------------------|---------------|
| <b>Main respondent</b>   | <b>a15a1a</b>               | <b>a15a2a</b>              | <b>a15a3</b>  |
| <b>Second respondent</b> | <b>a15a1b</b>               | <b>a15a2b</b>              | <b>a15b3</b>  |
| <b>Third respondent</b>  | <b>a15a1cx</b>              | <b>a15a2c</b>              | <b>a15c3</b>  |

**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:**

| <b>Day (dd)</b> | <b>Month (mm)</b> | <b>Year (yyyy)</b> | <b>Hour (00 to 23)</b> | <b>Minutes (00 to 59)</b> |
|-----------------|-------------------|--------------------|------------------------|---------------------------|
| <b>a15d</b>     | <b>a15m</b>       | <b>a15y</b>        | <b>a15h</b>            | <b>a15min</b>             |

**INTERVIEWERS PLEASE ANSWER AT END OF THE INTERVIEW:**

|             |   |
|-------------|---|
| <b>A.16</b> | It is my perception that the responses to the questions regarding opinions and perceptions: |
|-------------|---|

|                   |   |
|-------------------|---|
| Truthful          | 1 |
| Somewhat truthful | 2 |
| Not truthful      | 3 |

**a16**

|             |   |
|-------------|---|
| <b>A.17</b> | 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:**

|             |
|-------------|
| <b>a17x</b> |
|-------------|

QUESTIONNAIRE NUMBER **id**

|   |  |  |  |  |  |  |  |  |  |
|---|--|--|--|--|--|--|--|--|--|
| 0 |  |  |  |  |  |  |  |  |  |
|---|--|--|--|--|--|--|--|--|--|

|  |                 |
|--|-----------------|
|  | <b>rotation</b> |
|--|-----------------|

|  |
|--|
|  |
|--|

(Problems occurred/extraordinary circumstances which could influence results)

**SUPERVISORS PLEASE ANSWER:**

|             |                                      |
|-------------|--------------------------------------|
| <b>A.18</b> | This questionnaire was completed in: |
|-------------|--------------------------------------|

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

**STOP HERE**

**a18**

|             |  |
|-------------|--|
| <b>A.19</b> | If option 2 or 3 in <b>A.18</b> , estimate duration of the whole interview |
|-------------|--|

|             |                |
|-------------|----------------|
| <b>Hour</b> | <b>Minutes</b> |
|             |                |

**a19h**

**a19m**