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**The World Bank**  
**TURKEY 2015**  
**REGIONAL ENTERPRISE SURVEY**

**UNDERSTANDING**  
**THE QUESTIONNAIRE**

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More information on Enterprise Surveys available at [www.enterprisesurveys.org](http://www.enterprisesurveys.org)

## 1. INTRODUCTION

The World Bank's Enterprise Surveys (ES) collect data from key manufacturing and service sectors in every region of the world. The Surveys use standardized survey instruments and a uniform sampling methodology to minimize measurement error and to yield data that are comparable across the world's economies. The use of properly designed survey instruments and a uniform sampling methodology enhances the credibility of World Bank analysis and the recommendations that stem from this analysis.

For the 2015 Turkey Regional Enterprise Survey, the World Bank has developed a special version of its Enterprise Survey questionnaire that includes topics of particular interest for the analysis of the business environment in the 26 regions of Turkey. The World Bank team aims to achieve the following objectives:

- To provide statistically significant business environment indicators that are comparable across regions in Turkey and across all of the world's economies;
- To assess the constraints to private sector growth and enterprise performance at both the regional and national level;
- To stimulate policy dialogue on the business environment in the different regions of Turkey and to help shape the agenda for reform.

The purpose of this document is to provide information and guidance to the implementing contractor, researchers, field managers, field supervisors and enumerators on how to understand the questions in the survey. A Sampling Note completes the documentation for the global methodology of the Enterprise Surveys. The Sampling Note is a technical document of more interest to researchers and final users of the data.

## 2. WHAT IS IN AN ENTERPRISE SURVEY QUESTIONNAIRE

The survey is implemented in two stages. In the first stage, the Screener questionnaire is applied (typically by phone) to determine the firm's eligibility for the survey. Some additional control information is collected as well as the contact information. In the second stage, the main questionnaire is applied following the eligibility type determined in the first stage.

There is only one version of the instrument, although some questions do not apply to all firms (for example, a question may apply to manufacturing firms but not to retail or other services firms). The instrument is comprised of of fourteen sections organized by topic:

- Section A – *Control Information*: information collected in the first stage of implementation
- Section B – *General information*: characteristics of the establishment.
- Section C – *Infrastructure and Services*: gas, power, alternative energy sources, water, and communication technologies.
- Section D – *Sales and Supplies*: imports, exports, supply and demand conditions.
- Section E – *Degree of Competition*: main market and competitors.
- Section F – *Capacity*.
- Section G – *Land*: land ownership, land access issues.
- Section H – *Innovation*: product, process and organization innovation, R&D.
- Section I – *Crime*: extent of crime and losses due to crime.

- Section K – *Finance*: sources of finance, access to credit.
- Section J – *Business-Government Relations*: obtaining licenses and permits, regulatory compliance costs (management time, bribes).
- Section L – *Labor*: employment, hiring.
- Section M – *Business Environment*: ranking of general obstacles.
- Section N – *Performance*: numbers and figures needed to estimate performance or productivity.

The primary sampling unit of the study is the establishment. An establishment is a physical location where business is carried out and where industrial operations take place or services are provided. A firm may be composed of one or more establishments. For ex., a brewery may have several bottling plants and several establishments for distribution. For the purposes of this survey an establishment must *make its own financial decisions and have its own financial statements separate from those of the firm*. An establishment must also have its *own management and control over its payroll*.

### 3. HOW TO ASK QUESTIONS

Tables are to be read one category at a time. For example, when asking the following question:

<b>TU_J.1</b>	Over the last year, has this establishment been involved in disputes that required the use of the following: <b>INTERVIEWER: READ OUT</b>
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	Yes	No	<b>DON'T KNOW (SPONTANEOUS )</b>
Courts <b>tuj1a</b>	1	2	<b>-9</b>
Mediation services <b>tuj1b</b>	1	2	<b>-9</b>
Arbitration services <b>tuj1c</b>	1	2	<b>-9</b>

The first question to be asked should be “Courts”, solicit a response, and then continue by asking “Mediation services”. The point is not to confuse the respondent by asking him or her two questions at once.

There are questions in which the use of show cards is requested. Show cards are used when respondents have to select among several options. For example, when asking the following question:

<b>D.3</b>	Coming back to fiscal year [insert last complete fiscal year], what percentage of this establishment's sales were: (INTERVIEWER: SKIP PATTERNS MUST BE FOLLOWED IN THE ORDER THEY APPEAR IN THE TABLE) SHOW CARD 3
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	Percent	DON'T KNOW (SPONTANEOUS)	
National sales	<b>d3a</b> %	-9	<i>IF 100, GO TO QUESTION D.12</i>
Indirect exports (sold domestically to third party that exports products)	<b>d3b</b> %	-9	<i>IF 100, GO TO QUESTION D.8</i>
Direct exports	<b>d3c</b> %	-9	<i>IF 0, GO TO QUESTION D.8</i>
	100%		

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

This question must be carefully implemented because, as the instruction to the interviewers mentions, skip patterns must be followed in the order they appear in the table, from top to bottom, for them to work.

### 3.1. Instructions for Interviewers

The questionnaires are visually coded to facilitate implementation. Instructions for interviewers appear in **BOLD AND UPPERCASE LETTERS**. The interviewer should not read these instructions out loud; they only operate as guidelines. At times, some questions require special instructions before being posed:

<b>READ ONLY IF A7=1 (yes)</b> I want to proceed by asking you about this establishment only.	
<b>B.5</b>	In what year did this establishment begin operations?

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

INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR

Whatever text that appears in **BOLD AND UPPERCASE** in the questionnaire should not be read aloud; this includes responses to the question like “**DON'T KNOW**”, “**DOES NOT APPLY**”, or “**REFUSED**” when a respondent refuses to answer. Note the following example:

The text in ***BOLD, UPPERCASE AND ITALICIZED LETTERS*** indicates a skip pattern. When the interviewer sees these letters on the side of an answer given by the interviewee, he or she should proceed according to the instructions given by the skip pattern.

Text appearing in **[bold and in brackets]** indicates a portion of the questionnaire that is modified on a country-by-country or year-by-year basis. For instance, a number of the questions include the

text “In fiscal year [insert last complete fiscal year]...” and should be read as, say, “In fiscal year 2014”. These changes are made directly to the text prior to fieldwork.

Finally, text that appears between parentheses is intended as a guideline for the interviewer. For example, in the following question the text in the parentheses gives examples of a specific term in the text (here, “main point of exit”):

<b>D.4</b>	In fiscal year [insert last complete fiscal year], when this establishment exported goods directly, how many days did it take on average from the time this establishment’s goods arrived at their main point of exit (e.g., port, airport) until the time these goods cleared customs?
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	Days
Average number of days to clear customs	d4
<b>LESS THAN ONE DAY</b>	1
<b>DON’T KNOW (SPONTANEOUS)</b>	-9
<b>DOES NOT APPLY</b>	-7

### 3.2. What are acceptable responses

Many questions ask for percentages or fractions.

In general, all numbers should be recorded in such a way as to **not have decimals**. So, ten percent is recoded as 10 (not .1 nor .10 and certainly not 1/10). In cases where the respondent answers 10.5 percent, for example, the enumerator should **round up** to 11 percent. In cases where the respondent answers 10.25 percent, the enumerator should round down to 10 percent. The point is to **eliminate all decimals even if it sometimes means rounding down to zero**.

With regard to the rounding rule, in terms of measurement of time, where the answer given by the respondent is between 0 and 1, the rule is to record 1 (hour/minute/day, etc.). These cases are clearly indicated in the questionnaire, see examples B7 and C4 below.

For purposes of standardization, the conventions for time conversions are the following:

1 day= calendar day;  
1 week= 7 days;  
1 month= 4 weeks;  
1 month= 30 days.  
1 year= 52 weeks; and  
1 year= 365 days.

If the question asks for a response in days and the respondent responds in weeks, the enumerator must make the conversion and record the response in days, not in weeks. If in doubt about the conversion, record the answer in the margin for conversion after interview.

If the enumerator hears one and a half days, they should round up and record a two (2).

Some questions have pre-coded answers to facilitate implementation. As an example, in the following question answers of less than one year should all be coded as one. The questionnaire provides this pre-coded answer.

<b>B.7</b>	How many years of experience working in this sector does the Top Manager have?
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**Answer: “Two months”**

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

Or

<b>C.4</b>	In reference to the application for an electrical connection, approximately what was the wait, in days, experienced to obtain that connection from the day this establishment applied for it to the day it received the service?
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**Answer: “Two hours”**

	Days
Wait for electrical connection	
<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>

The only case when the respondent is asked to do the conversion themselves is when they respond in dollars, Euros, or any other currency which is not the local currency. **All questions should have a response in the local currency units (LCUs). The enumerator does not do the conversion himself.** This discussion about currencies should also make it clear that the enumerator should always be aware of the currency units the respondent is referring to in his or her responses.

### 3.3. How to minimize enumerator bias

The questionnaire is to be read as it is written. As with any survey enumerators should refrain from introducing any interpretation bias by trying to explain or direct the answer. However, in some cases answers are not provided in the format desired or they do not address the issue in question. To handle these situations, in general, questions can be classified in 2 categories: one, opinion-based or sensitive questions and, second, hard-data questions.

**Opinion-based or sensitive questions** are those where the actual opinion of the respondent is requested or where a sensitive issue is being addressed such as payment of informal gifts or the degree of obstacle questions. In these cases enumerators should just read the question. When asked

for the meaning of any term or when faced with a respondent who is confused or does not understand the question enumerators should read again the full question as it is written. They should not attempt to change the wording or explain using synonyms or commonly used terms. If the respondent cannot understand the question, write **-9** (don't know). If the respondent refuses to respond, write **-8** (refuse to respond). If the respondent puts the enumerator under pressure to explain, as a last resort, the enumerator can indicate that he or she has been instructed NOT to explain this question because it elicits an opinion. **In this manual and in the questionnaire, opinion-based and sensitive questions are identified with shaded background and double bordering, as in the example below.**

TU_C3	In reference to that application for natural gas connection, was an informal gift or payment expected or requested?
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Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>REFUSAL (SPONTANEOUS)</b>	<b>-8</b>
tuc3	

**Hard-data questions** are those directed to get objective facts including quantitative data. In some cases the questions are quite specific and they require identifying the appropriate answer from the sometimes “narrative stories” provided by the respondent. In these cases enumerators are allowed to probe the respondent using standard techniques: re-ask the question emphasizing the key concept, for example “In a TYPICAL month how many .....”; ask a question that completes an incomplete answer already provided, for example if the respondent provides an answer for one given month but the question refers to the whole year, enumerators can ask what happened in the other 11 months; when the respondent provides the answer in ranges such as, between a and b, enumerators can ask “Could you be more specific?” or “Is it more a or more b?”. Notice that in the latter case enumerators that assume the answer is the average of a and b introduce a bias through their own interpretation. **In this manual and in the questionnaire hard-data questions are differentiated by not having neither a shaded background or double bordering.**

#### 4. EXPLANATION OF TERMS

The instructions below provide explanations of the terms used, definitions applied and the intent of the questions that comprise the Turkey 2015 Regional Enterprise Survey instrument.

For purposes of distinguishing between *Manufacturing* and *Services* questions, the question number in the second column will be identified with **(M)** for *Manufacturing* and with **(S)** for *Services*. Color coding is used in the table below: *Manufacturing*-only questions are colored in **blue**. *Services*-only questions are in **green**. Opinion questions that should not be explained are shaded in **gray**. Questions without these references are common to all firms.

Section	Number	Instructions
Control Information	<b>id</b>	Establishment id
Control Information	<b>lat</b>	Latitude recorded in <b>Decimal Degrees</b> --- for example 13.45387 degrees north
Control Information	<b>lon</b>	Longitude recorded in <b>Decimal Degrees</b> --- for example 7.09528 degrees east
Control Information	<b>a0</b>	Questionnaire flow to be used in the interview. It is defined according to the screener sector of activity of the establishment
Control Information	<b>a1</b>	Country: self-explanatory
Control Information	<b>a2</b>	Sampling region defines the region stratum of the establishment It is defined by the NUTS2 regional classification of the establishment in the sample frame
Control Information	<b>a3a</b>	Screener region defines the region stratum of the establishment It is defined by the NUTS2 regional classification of the establishment in the screener
Control Information	<b>a3</b>	Locality is defined country by country
Control Information	<b>a3x</b>	Name of the physical location of the establishment as determined with the screener questionnaire
Control Information	<b>a4a</b>	Classification of the establishment's activity as defined in the sample frame. This variable should match the strata in the sample frame.
Control Information	<b>a4b</b>	Classification of the establishment's activity as defined by the screener questionnaire. This variable should correspond to the activity identified during screening.
Control Information	<b>a5</b>	Self-explanatory
Control Information	<b>a6a</b>	Size of the establishment taken from the sample frame
Control Information	<b>a6b</b>	Size of the establishment as determined with the screener questionnaire
Control Information	<b>a7</b>	Identifies establishments that are part of a larger firm. Taken from screener questionnaire.
Control Information	<b>a7a</b>	Identifies the number of establishments in the firm. For all questions beginning after B.4a the questions only refer to the present establishment if the firm has multiple establishments.
Control Information	<b>a8a</b>	Identifies type of establishment for those that are part of larger firms
Control Information	<b>a9</b>	Information taken from the screener questionnaire
Control Information	<b>a10</b>	Information taken from the screener questionnaire
Control Information	<b>a11</b>	Information taken from the screener questionnaire
Control	<b>a12</b>	Code that uniquely identifies the interviewer conducting the main



Section	Number	Instructions
Information		interview
Control Information	a13	Code that uniquely identifies the supervisor responsible for the main interview
Control Information	a14	Self-explanatory
General Information	tub1	<p>A firm's legal status is information well known for the target respondent: CEO, General Manager or owner of the firm.  ENUMERATORS DO NOT NEED TO KNOW THE DEFINITION OF EACH TYPE OF LEGAL STATUS.</p> <p>If a firm's shares are publicly traded, it is a <i>shareholding company with shares traded in the stock market</i>. If the shares are not traded or they are traded only privately it is a <i>shareholding company with shares traded privately</i>. A <i>shareholding company with shares traded privately</i> is a firm that is owned by partners or shareholders for whom their claims over the firm are not publicly traded. They may or may not be traded privately. In both of these categories firms have limited liability.</p> <p>A <i>sole proprietorship</i> is a business owned and operated by one individual natural person. A natural person is a real human being, as opposed to an artificial legal entity such as a corporation or organization that the law treats for some purposes as if it were a person distinct from its members or owner(s).</p> <p>A firm's legal status defines the extent of the liability which defines the level of responsibility of the owner over the firm's obligations. Under limited liability each owner is only responsible for the proportion of his/her shares.</p> <p>A <i>partnership</i> allows two or more people to share profits and liabilities, with or without privately held shares. In a partnership, the parties could be individuals, corporations, trusts, other partnerships, or a combination of all of the above. The essential characteristic of this partnership is the unlimited liability of every partner.</p> <p>A <i>Commandite company</i> has the following structure: some of the partners are liable for the association's debts in the amount of capital which they contributed, while the other partners have unlimited liability. Those partners with unlimited liability are called active partners (commandite) and those with limited liability silent partners (commanditer). Legal entities can only be commandite. No minimum capital is required.</p> <p><i>Limited partnership</i> is a legal form that includes one or several general partners and one or more limited partners who invest capital into the partnership, but do not take part in the daily operation or management</p>

Section	Number	Instructions
		<p>of the business. The limited partners limit their amount of liability to the amount of capital invested in the partnership. The general partners personally shoulder all debts and obligations of the partnership. Business operations are governed, unless otherwise specified in a written agreement, by majority vote of voting partners. Limited liability partnerships are separate legal entities that provide liability protection for all general partners as well as management rights in the business.</p> <p>A <u>Limited liability company</u> is a company established with at least one shareholder (real person or legal entity) and the liability of the shareholders is limited to the subscribed capital and paid by the shareholder. A minimum capital of TRY 10,000 is mandatory.</p> <p>A <u>Cooperative company</u> is an organization or business that is owned and democratically governed by its members. Each member has one vote on major decisions, such as leadership and overall direction, as outlined in the organization's bylaws. Cooperatives generally adhere to the seven principles outlined by the International Cooperative Alliance.</p> <p>A <u>Collective company</u> is an organization that is managed without hierarchy. This means that every person has equal decision-making power. Some decisions may be delegated to individual members or sub-committees, but no one has the special, authoritative power usually granted to a manager. The legal structure in worker collectives will specify that all Members are automatically Directors and must accept the responsibilities of Directorship, or that the organization is managed by Member meetings.</p>
General Information	<b>b3</b>	Self-explanatory
General Information	<b>b2a</b> <b>b2b</b> <b>b2c</b> <b>b2d</b>	<p><u>Foreign</u> ownership refers to the nationality of the owners. If the primary owner is a foreign national resident in the country, it is still a foreign owned firm. If the owner is another company or institution owned by individuals who are foreign nationals, then it is foreign owned.</p> <p><u>Domestic</u> are nationals of the country in which the establishment is located. (Follow the same rule for companies)</p> <p>A firm that is a subsidiary of a government-owned firm should be considered <u>government-owned</u>.</p> <p>Firms that operate under a franchise agreement should be classified according to the nationality of those awarded the franchise.</p>
General Information	<b>b4</b>	Self-explanatory

Section	Number	Instructions
General Information	<b>b4a</b>	Percentage of ownership by all females. For example, if all females own 10 percent of the firm, write this percentage.
General Information	<b>b5</b>	The objective of this question is to obtain the year in which operations started regardless of who was the owner at the time.  The year when the establishment began operation refers to the year in which the establishment actually started producing (or providing services), not to the year in which it was registered for the first time.  If the establishment was privatized, then the date provided should refer to when the original government-owned establishment began operations.  If the establishment changed its production significantly to change <u>sector</u> classification, then the year when that took place should be provided.
General Information	<b>b6</b>	The number of permanent, full-time employees at the time when the enterprise began operations should be provided. All employees and managers (including respondent) should be included. This refers to both paid and unpaid workers.
General Information	<b>b6a</b>	The question is designed to be answered as is without explanation of “registration”. If and only if the respondent asks what formal registration means explain that it’s when the establishment registered with the Turkish Commercial Registry.
General Information	<b>b6b</b>	<u>Year of registration</u> refers to the year in which the establishment completed the registration as explained in B.6a.
General Information	<b>b7</b>	The question refers to years of <i>Top Manager’s</i> managerial experience in the type of sector that the establishment presently operates. <i>Top Manager</i> refers to the highest management individual. This person may be the owner if he/she works as the Manager of the firm.
General Information	<b>tub7b</b>	Self-explanatory
General Information	<b>b7a</b>	Self-explanatory
General Information	<b>b8</b>	The question refers exclusively to internationally recognized certifications. Examples are: ISO (International Organization for Standardization) for manufacturing and services, HACCP (Hazard Analysis and Critical Control Point) for food (especially, but not exclusively, for seafood and juices), and AATCC (American Association of Textiles Chemists and Colorists) for textiles. Certificates granted only nationally, not recognized in international markets, are not included.
General Information	<b>b8x</b>	Self-explanatory.
Infrastructure	<b>tuc1</b>	<u>Application for gas connection.</u>

Section	Number	Instructions
and Services		Gas connection refers to a new connection or to an increase in capacity of an existing connection that requires an application.
Infrastructure and Services	tuc2	<u>Wait for gas connection.</u> Self-explanatory.
Infrastructure and Services	tuc3	<b><u>Opinion based or sensitive</u></b>
Infrastructure and Services	c3	<u>Application for electrical connection.</u> Electrical connection refers to a new connection or to an increase in voltage of an existing connection that requires an application.
Infrastructure and Services	c4	<u>Wait for electrical connection.</u> Self-explanatory.
Infrastructure and Services	c5	<b><u>Opinion based or sensitive</u></b>
Infrastructure and Services	c6	<p>A <u>power outage</u> occurs when there is equipment malfunction from the failure of adequate supply of power. Brownouts that cause some, but not all, equipment to malfunction are also considered power outages.</p> <p>Note that if power outages are planned, i.e. “load shedding”, this is considered a power outage if the scheduled outage interrupts the operations of the establishment.</p> <p>However if power outages are planned and the scheduled outage does NOT interrupt the operations of the establishment, this is not considered a power outage.</p> <p>Situations where the electricity/lights flicker and the experiences of both workers and/or customers are not affected are not considered power outages.</p>
Infrastructure and Services	c7	<p>If power outages are seasonal the interviewer should ask the respondent to calculate the <u>number of outages on a typical month</u>, neither from months in which outages are most frequent nor from months where outages are most infrequent.</p> <p>The concept of typical month must be well understood since it is used several times throughout the questionnaire: it is the most common type of month in the year regarding the characteristic being asked. Thus, for answers such as “electrical outages once every 3 months” in a typical month there are 0 outages (since there will be outages only in 4 months of the year and in the rest 8 months there will be no outages). For the answer “once every other month” write 1 since there will be 6 months with outages and 6 months without them.</p>
Infrastructure and Services	c8a c8b	This refers to the duration of each incident of power outage in a typical month. The respondent should calculate <u>average duration of power outages</u> in the typical month.

Section	Number	Instructions
Infrastructure and Services	c9a c9b	<u>Losses because of power outages</u> The Manager should estimate the amount of production lost because of power outages.
Infrastructure and Services	c10	<u>Establishment owns or shares a generator.</u> Self-explanatory
Infrastructure and Services	c11	<u>Percent electricity from own or shared generator.</u> Self-explanatory
Infrastructure and Services	tuc4	<u>System size in output.</u> Maximum amount of power that can be provided by the generator, in kilowatts (KW).
Infrastructure and Services	tuc5	<u>Establishment owns or shares a solar array or other alternative energy sources.</u> Examples of alternative energy sources are wind, biomass, or hydroelectric sources.
Infrastructure and Services	tuc6	Self-explanatory
Infrastructure and Services	tuc7	Maximum amount of power that can be provided by the solar array or alternative energy sources, in kilowatts (KW).
Infrastructure and Services	c12	<u>Application for water connection.</u> Self-explanatory
Infrastructure and Services	c13	<u>Wait for water connection.</u> Self-explanatory
Infrastructure and Services	c14	<b><u>Opinion based or sensitive</u></b>
Infrastructure and Services	c15	<u>Insufficient water supply:</u> whenever there is equipment failure or cessation of production operations due to the lack or reduction of water supply.
Infrastructure and Services	c16	<u>Incidents of insufficient water supply per month</u> can be estimated by considering the number of times water insufficiencies took place per month. The respondent should be asked not to make the calculation from months when water insufficiencies are rare or from months when water insufficiencies are extreme. The calculation should be made based on a typical month.  Zero is the answer only if no insufficiencies occurred in a typical month.
Infrastructure and Services	c17	<u>Duration of water shortage</u> can be estimated by considering the average duration of water insufficiencies that took place in a typical month.
Infrastructure and Services	tuc9a tuc9b tuc9c tuc9d tuc9e tuc9f	<u>Percentage of firm's water from various sources</u> the percentages from these various sources should add to 100%. A private well is privately owned vs. a public well is a well owned/operated by the province/district.
Infrastructure and Services	tuc9fx	Please write out the answer to tuc9fx in words
Infrastructure and Services	tuc10	<u>Having an internet connection.</u> This question asks whether the establishment has access to Internet services, such as email and the World Wide Web, provided by an internet provider. The connection can be based on dial-up, local area networks (LAN), broadband (cable, DSL, etc.), or wi-fi.

Section	Number	Instructions
Infrastructure and Services	<b>tuc11</b>	An <i>internet outage</i> means that the establishment was not able to open a webpage, or to send/receive email, or to use any software that requires a connection to the internet, due to the lack or malfunction of the provider's network connection.
Infrastructure and Services	<b>tuc12</b>	Self-explanatory
Infrastructure and Services	<b>tuc13</b>	Self-explanatory
Infrastructure and Services	<b>c22a</b>	<i>E-mail</i> . Self-explanatory
Infrastructure and Services	<b>c22b</b>	<i>Having a website</i> . The website does not need to be used for direct communication with clients or suppliers, or for electronic sales.
Infrastructure and Services	<b>tuc15</b>	<i>Online sales platform</i> . An online sales platform is an electronic technology – typically a website – that allows customers to order and pay for products or services through the internet.
Sales and Supplies	<b>d1a1x</b>	<i>Establishment's main activity and product or service</i> The purpose of this question is to determine what the establishment produces or sells. The description should be written down exactly as provided by the respondent and it should be as accurate as possible to facilitate classification. Consequently, the description must specify the activity of the establishment (manufacturing or service) and the product produced or offered. <i>The main product and activity is defined in terms of sales in monetary value not volume.</i>
Sales and Supplies	<b>d1a2</b>	Categorize the main activity and product according to standard 4-digit industry classification codes. This is an extremely important question for classification purposes. The question is to be coded using the United Nations ISIC Rev.3.1. <a href="http://unstats.un.org/unsd/cr/registry/regcst.asp?Cl=17">http://unstats.un.org/unsd/cr/registry/regcst.asp?Cl=17</a> Coding will be made in the office on the basis of the description provided in d1a1x
Sales and Supplies	<b>d1a2b</b>	Categorize the main activity and product according to standard 4-digit industry classification codes. This question is to be coded using a different code, the NACE 2.0. <a href="http://ec.europa.eu/eurostat/ramon/nomenclatures/index.cfm?TargetUrl=IST_NOM_DTL&amp;StrNom=NACE_REV2">http://ec.europa.eu/eurostat/ramon/nomenclatures/index.cfm?TargetUrl=IST_NOM_DTL&amp;StrNom=NACE_REV2</a> . Coding will be made in the office on the basis of the description provided in d1a1x
Sales and Supplies	<b>tud1a</b> <b>tud1b</b> <b>tud1c</b>	A <i>trademark</i> is a word, phrase, symbol, and/or design that identifies and distinguishes the source of the goods of one party from those of others. A service mark is a word, phrase, symbol, and/or design that identifies and distinguishes the source of a service rather than goods. The term "trademark" is often used to refer to both trademarks and service marks.

Section	Number	Instructions
		<p>A <u>patent</u> is a limited duration property right relating to an invention, granted by a Patent Institute or Office in exchange for public disclosure of the invention.</p> <p>A <u>copyright</u> protects works of authorship, such as writings, music, and works of art that have been tangibly expressed.</p> <p>The main product or activity is defined in terms of sales in monetary value not volume.</p>
Sales and Supplies	<b>d1a3</b>	The main product or activity is defined in terms of sales in monetary value not volume.
Sales and Supplies	<b>d2</b>	<p><u>Total sales</u> include the value of all annual sales counting manufactured goods and goods the establishment has bought for trading. For example if an establishment makes blue jeans and also imports blue jeans to resell, total sales is the value of all blue jeans sold, both produced and imported. Revenue or receipts for all services rendered and any sales of merchandise for the year, even if the payment may have been received at a later date, are included in total sales.</p> <p>For services total sales refer to the total value of all the services provided during the year.</p> <p>In manufacturing and services the amount should include sales with and without invoices (reported and unreported sales).</p>
Sales and Supplies	<b>d2x</b>	<u>Total sales</u> please write out the answer to d2 in words. For example, 132,000 should be written as “One hundred thirty two thousand”
Sales and Supplies	<b>n3</b>	<p><u>Total sales</u> three complete fiscal years ago include the value of all annual sales counting manufactured goods and goods the establishment has bought for trading. If an establishment makes blue jeans and also imports blue jeans to sell, total sales is the value of all blue jeans sold, both produced and imported. Revenue or receipts for all services rendered and any sales of merchandise for the year even though payment may have been received at a later date are included in total sales. Firms operating on a commission basis should report commissions, fees, and other operating income, not gross billings or sales.</p>
Sales and Supplies	<b>d3a</b> <b>d3b</b> <b>d3c</b>	<p><u>Where sales are made.</u> The purpose of this question is to determine where the establishment’s customers are located. Please note that some establishments, such as hotels, may cater to foreigners at their domestic locations. Sales to these foreigners constitute exporting.</p> <p><u>Domestic sales</u> are when goods or services are sold inside the borders of the country.</p> <p><u>An indirect export</u> is when the manufacturer sells its goods to a trader or</p>

Section	Number	Instructions
		<p>another agent who then exports the product without modifications. Products that the manager knows are smuggled abroad should be counted as indirect exports.</p> <p><u>Direct export</u> is the sale of goods where the immediate recipient is outside the borders of the country.</p>
Sales and Supplies	d4	Is the average time goods and services remain in customs from the moment they arrive at customs, including waiting time to enter, until they are ready to be shipped out of customs. Do not include waiting time for shipment, after being cleared by customs officials.
Sales and Supplies	d5a	<b><u>Opinion based or sensitive</u></b>
Sales and Supplies	d8	Self explanatory
Sales and Supplies	tud2x	<u>Main port of exit.</u> A port of exit is a place where a cargo is loaded and from which it leaves the country after clearing customs. The main port of exit is the port of exit used for the largest share of exports (in monetary amount). Please write out the answer in words.
Sales and Supplies	d12a1 (M) d12a2 (M) d12b (M)	<p>The purpose of this question is to determine from where the inputs for production are obtained and purchased.</p> <p>The calculation is done as a percent of all purchases of supplies and inputs purchased by the establishment for the fiscal year.</p> <p><u>Inputs</u> are materials that go through a mechanical, physical, or chemical transformation that will ultimately make up some portion of the final good produced. Lumber in a furniture factory is a good example of an input.</p> <p><u>Supplies</u> are materials or products that are used, expended, consumed, but will not comprise the final good produced. Pencils and writing paper are good examples of a supply.</p> <p>“this region” is intended as the NUTS2 region where the establishment is located. Please refer to the table at the end of this manual for the mapping of NUTS3 cities/provinces to NUTS2 region to aid with the answering of this question.</p>
Sales and Supplies	d13 (M)	The purpose of this question is to determine if the establishment has any interaction with customs when importing inputs and other materials.
Sales and Supplies	tud3x (M)	<u>Main port of entry.</u> A port of entry is a place where a cargo is unloaded and enters the country after clearing customs. The main port of entry is the port of entry used for the largest share of imports (in monetary



Section	Number	Instructions
		amount). Please write out the answer in words.
Sales and Supplies	<b>d14 (M)</b>	<p>The purpose of these questions is to measure the efficiency of customs clearance of imports.</p> <p><u>Goods cleared customs</u> includes all clearances required from the moment the goods arrived at their point of entry (e.g., port, airport) until the moment they satisfy the requirement of the clearance procedures at the customs office and can be picked up. It does not include time spent on transportation to reach the point of entry but it includes waiting time to enter customs.</p> <p><u>Average number of days</u> to clear customs. Prompt respondent to think of various shipments destined to the establishment that originated from abroad, and to estimate an average of the time it took when the shipment arrived to the country's point of entry to the time the establishment was allowed to claim them and begin domestic transport.</p>
Sales and Supplies	<b>d15a (M)</b>	<b><u>Opinion based or sensitive</u></b>
Sales and Supplies	<b>tud4x (M)</b>	Self-explanatory. Please write out the answer in words.
Degree of Competition	<b>e1</b>	<p>The purpose of this question is to get the establishment to define what it considers to be its main market.</p> <p>The main product is defined by the output that generates the highest proportion of sales. The establishment's main market is defined by the market that generates the most sales for the main product as defined above.</p> <p>It could be the case that an establishment's main product is sold in smaller proportions in a greater number of markets and that the main product is never the greatest total annual share of revenue in any one market. For example, 51 percent of revenue comes from selling nails, but that is distributed equally in the local, national, and international markets, 33 percent in each. Bolts make up 49 percent of total annual revenues. However, half of the revenue for bolts comes from selling in the international market and half in the local market.</p> <p>It is clear that bolts sell more in its respective market with respect to nails, but does not generate as much revenue as nails do for the establishment. In such a case, nails should be used as the main product. Whenever local, national and international markets have equal shares choose the national market and do not follow the skip pattern.</p>
Degree of Competition	<b>e11</b>	Self-explanatory.
Degree of Competition	<b>tue1</b>	Self-explanatory.

Section	Number	Instructions
Innovation	<b>h1</b>	<p>The question refers to any new or significantly improved product or service introduced by the establishment in the reference period.</p> <p><b>In this question and in the following questions, product innovations include both the introduction of new <u>products or services</u> and <u>significant improvements in the functional or user characteristics of existing products or services</u>.</b></p> <p><u>Product innovations in manufacturing</u> include products that differ significantly in their characteristics or intended uses from products previously produced by the firm. A new product can use new technology or a new combination of existing technology. The development of a new use for a product with only minor changes to its technical specifications is also a product innovation. Significant improvements to existing products can occur through changes in materials, components and other characteristics that enhance performance.</p> <p><i>Examples of product innovation for manufacturing include: a shirt-maker introducing a shirt with non-iron material, a shoe-maker introducing a shoe with a new cushioning technology, an appliance manufacturer introducing an appliance with built-in software or reduced energy consumption, a coffee bean processor starting to make roasted coffee beans.</i></p> <p><u>Product innovations in services</u> can include significant improvements in how services are provided (for example, in terms of their efficiency or speed), the addition of new functions or characteristics to existing services, or the introduction of entirely new services.</p> <p>Services can be classified into four groups: services dealing mainly with goods (such as transport and logistics), those dealing with information (such as call centers), knowledge-based services (such as ICT), and services dealing with people (such as hospitality).</p> <p><i>Examples of product innovation for services include an electronics store that starts a rental or leasing program, a hotel that opens a spa, a restaurant that was previously offering only local food and starts offering an “Italian” or “French” menu</i></p>
Innovation	<b>h2</b>	<p><u>Also new for the establishment’s main market</u> refers to whether the new or significantly improved products or services are also new to the main market, that is, if the products or services were or were not previously offered for sale by other competitors in the main market..</p>
Innovation	<b>h3</b>	<p>The question refers to any new or significantly improved methods of manufacturing products or offering services introduced by the establishment in the reference period.</p> <p>New or significantly improved methods of manufacturing products include:</p> <p>a) changes in production techniques or process of production; b)</p>

Section	Number	Instructions
		<p>introduction of new technology for production; c) introduction of automation of processes previously man-made; d) introduction of new process of finishing, packaging, or quality control; e) introduction of new or significantly improved production equipment not previously used; f) introduction of new software for production.</p> <p><i>Examples include: a furniture maker that buys and makes use of an electric sander; a shoe manufacturer begins using a computerized sewing machine, an electronics manufacturer installs new lighting to improve productivity of workers.</i></p> <p>New or significantly improved methods of offering services <u>include</u>: a) changes in technique or equipment to perform the service or to offer the product; b) introduction of new technology to perform the service or to offer the product; c) introduction of new software to perform the service or to offer the product; d) introduction of automation of processes previously man-made; e) introduction of internet based service delivery options; f) increased accessibility and/or changes in the degree of self-service.</p> <p><i>Examples include: a hotel or restaurant begins to use electronic records and billing, a restaurant buys a new oven to offer pizza, an internet café begins an automated billing system, a retailer that re-organizes the shop.</i></p>
Innovation	<b>h4a</b>	<p>The question refers to any new or significantly improved logistical process introduced by the establishment in the reference period. This includes both for <u>manufacturing</u> and <u>services</u> include: a) changes in how inputs are delivered to the establishment, for ex. outsourcing transport that previously was done in-house; b) changes in how products or services are delivered to clients; c) introduction of scanning to register goods using bar codes; d) introduction of new software to manage inventories; e) changes in the supply chain management.</p> <p><i>For instance, introduction of home delivery service, new forms of warranty, new forms of purchase on credit, use of internet for ordering and delivery</i></p>
Innovation	<b>h5</b>	<p>The question refers to the way the establishment is organized and captures whether there were changes in the number of departments, divisions or units. A division, department or business unit refers to the people and organization of a single work function (e.g. the personnel department, the accounting department).</p> <p><u><i>Examples include: a firm that creates a new department, e.g. a sales or IT department, a retail shop that starts paying its employees on commission, a firm that stops paying on commission and begins paying hourly, daily, or weekly salaries, a firm that introduces quarterly performance target instead of yearly, a firm that introduces a new performance review system, a firm that introduces a new quality control reporting hierarchy</i></u></p>
Innovation	<b>h7</b>	The term <b>R&amp;D</b> or <b>research and development</b> refers to a specific

Section	Number	Instructions
		group of activities that a business chooses to conduct- either in-house or by contracting other companies- with the intention of making a discovery that can either lead to the development of new products or service or procedures, or to improvement of existing products or service or procedures. Note that spending on market research surveys are NOT considered to be formal R&D spending.
Innovation	tuh1	“In-house”, means conducted by staff of the establishment. Outsourced means conducted by contracted companies or individuals.
Innovation	tuh2	Self-explanatory.
Innovation	h8	Cost of R&D refers to how much money was spent on formal R&D either in-house or contracted to other companies. R&D is defined as creative work undertaken to increase knowledge for developing innovative products and processes. It excludes market research surveys. The cost should be provided in Turkish Lira.
Innovation	tuh3	Self-explanatory.
Innovation	tuh4	Self-explanatory.
Innovation	tuh5a tuh5b tuh5c tuh5d tuh5e tuh5f tuh5g tuh5gx	Self-explanatory. KOSGEB is the Small and Medium Enterprises Development Organization TUBITAK is the Scientific and Technological Research Council of Turkey
Innovation	tuh6	Self-explanatory.
Capacity	f1 (M)	<u>A capacity utilization estimate</u> should be compared to a full production capacity capability.  This question only references the production facility and not the administrative offices. Full production capacity is the maximum level of production that this establishment could reasonably expect to attain under normal and realistic operating conditions fully utilizing the machinery, equipment and employees in place
Capacity	f2 (M)	<u>Hours per week of operation</u> are the hours per week in which machines and employees are engaged in some type of mechanical, physical, or chemical transformation of materials into new products or in which the assembly of components into new products takes place, including maintenance.  This question only references the production facility and not the administrative offices.
Capacity	tuf2 (M)	<u>Months per year of operation</u> are the months per year in which machines and employees are engaged in some type of mechanical, physical, or chemical transformation of materials into new products or in which the

Section	Number	Instructions
		assembly of components into new products takes place, including maintenance.  This question only references the production facility and not the administrative offices.
Capacity	tuf3 (M)	Self-explanatory
Land	g5a (S)	<i>Total selling area</i> refers to the space where sales take place. It does not include warehouses. Whenever the establishment is composed of several locations the selling areas of each location should be added.
Land	g2	Note: When interviewing construction businesses, these permits refer to both those permits related to the expansion or construction of the establishment's premises and to permits required in order to carry out construction work for clients.
Land	tug1	<b><u>Opinion based or sensitive</u></b>
Land	g3	<i>Wait for construction permit.</i> Self-explanatory.
Land	g4	<b><u>Opinion based or sensitive</u></b>
Land	tug2	<i>Application to lease land or buildings from the government.</i> Note that "application" can also include renewing an existing agreement or contract.
Land	tug3	Self-explanatory
Land	tug4	Self-explanatory
Land	tug5	<b><u>Opinion based or sensitive</u></b>
Land	tug6	A new physical facility for a business is sometimes referred to as a greenfield investment. The following are examples of a new facility: a warehouse, manufacturing plant, retail outlet, or office space.
Land	tug7	Self-explanatory
Land	tug8 tug8x	Self-explanatory
Crime	i1	<i>Pay for security.</i> Self-explanatory
Crime	i2a i2b	<i>How much paid for security.</i> Self-explanatory. Please provide either the percentage or the total annual cost, not both. Note that security costs include the salaries of security staff (if the establishment has staff dedicated for security).
Crime	i3	<i>Experienced losses from theft, robbery, vandalism, arson.</i> Self-explanatory
Crime	i4a i4b	<i>Extent of losses from theft, robbery, vandalism, arson.</i> Self-explanatory
Finance	k3a k3bc k3e k3f k3hd	<i>Working capital</i> refers to financing of short term production activities. Working capital is necessary for businesses to cover short term liquidity issues, such as purchases of inputs, covering wage bills, renting office space, leasing equipment, etc. It does not refer to larger investments, such as in machinery or equipment. Since investment financing is covered under question K.5, working capital can be understood as financing of all operations, excluding investment in fixed assets

Section	Number	Instructions
		<p>Working capital sources are likely to be diverse. It is important for the enumerator to make sure that the various sources do add up to 100%.</p> <p><i>Both domestic and foreign banks are included in k3bc</i></p>
Finance	<b>k4</b>	<u>Purchase of fixed assets, investments, etc. (new or used)</u>
Finance	<b>n5a</b> <b>n5b</b>	<p>The category <u>machinery, vehicles and equipment</u> is the annual investment of anything used directly by this establishment to produce. Vehicles include transport and loading and unloading vehicles. It should include not only the purchase cost but also all other costs involved in the investment such as transport of the item and installation cost. Computer hardware should be considered under equipment</p> <p><u>Land, buildings</u> is the annual investment in land, buildings and structures used directly or indirectly by this establishment to produce goods and services. Included are expenditures for new and used structures (including those under construction at the end of last complete fiscal year), fixtures and equipment, additions, major alterations and improvements to existing facilities, and capitalized repairs.</p>
Finance	<b>k5a</b> <b>k5i</b> <b>k5bc</b> <b>k5e</b> <b>k5f</b> <b>k5hdj</b>	<p><u>Fixed assets</u> include any indivisible purchase made by the establishment as described in K.4. Examples include machinery/equipment, land, buildings, building improvements, etc.</p> <p><i>The source of funds for these purchases may be diverse, so it is important for the enumerator to make sure that the various sources do add up to 100%.</i></p>
Finance	<b>k6</b>	<u>Checking/savings account.</u> In many countries, a checking account is known as a “current account”
Finance	<b>k7</b>	<u>An overdraft facility</u> is a flexible account that allows firms to draw upon in the event their account balance becomes negative. The firm will incur fees or are subject to interest payments if they exercise this option.
Finance	<b>k8</b>	<p><u>A line of credit</u> is an available amount of credit that the establishment can draw upon or leave untapped. Lines of credit usually carry monthly interest rates, and are repaid quickly (as soon as the establishment’s cash flow allows for repayment). They may or may not have a defined date of expiration.</p> <p><u>A loan</u> is generally a much less flexible form of finance. It comes in fixed amounts (rather than ranges), carry annual interest rates (either fixed or floating), and they carry a determined term to maturity (finite period for repayment).</p> <p><i>In case of more than one loan outstanding, consider the most recent acquired loan.</i></p>
Finance	<b>k9</b>	<u>Institutions that granted loan.</u> Self-explanatory
Finance	<b>k15b</b>	<p><u>Total Number of outstanding loans or lines of credit.</u></p> <p>An <u>outstanding loan</u> is the portion of the loan or line of credit that has not been paid. As payments are applied towards the loan balance, the</p>

Section	Number	Instructions
		amount outstanding decreases.
Finance	k15c	<u>Total value of all outstanding loans or lines of credit.</u> This question addresses the level of indebtedness of the establishment. It refers to the unpaid portion of a loan and line of credit not the total value of the line of credit. If a line of credit has not been used, the outstanding value of that line of credit is 0.
Finance	k15d	<u>Personal loans used for business financing</u> This question asks whether an owner has taken out any personal loans in his/her name and is using those personal loans to finance the business. This does not include loans made to the establishment where the owner is a signatory.
Finance	k16	<u>Apply for new loans in last year.</u> Self-explanatory
Finance	k17	<u>Reasons for not applying for loan last year.</u> Self-explanatory
Finance	k20a1	<u>Outcome of loan application:</u> Self-explanatory
Finance	tuk21	Self-explanatory
Finance	tuk22	<u>Value of collateral.</u> This question gets to the value of the property used to secure the loan. <u>Collateral</u> refers to property of the business or personal property of the manager or owners that is used to secure the loan in the event that the establishment defaults on its payment obligations. Collateral only refers to real property or financial assets, not to personal guarantees by third parties.
Business-Government Relations	tuj1a tuj1b tuj1c	<u>Mediation</u> is the attempt to settle a legal dispute through active participation of a third party (mediator) who works to find points of agreement and make those in conflict agree on a fair result. Mediation differs from <u>arbitration</u> in which the third party (arbitrator) acts much like a judge but in an out-of-court less formal setting but does not actively participate in the discussion.
Business-Government Relations	j2	<u>Percent of total senior management's time.</u> Ask managers to estimate what percentage of their time senior managers spend dealing with government regulations, inspections, negotiations and other bureaucratic burden. This is time that would otherwise be spent on business matters. It should not include time spent negotiating procurement contracts with the government - only time dealing with red tape and bureaucracy.
Business-Government Relations	tuj4	<u>Informal meetings with government officials</u> refers to meetings with government officials that are not considered an "official" visit/inspection or regularly scheduled meeting. These informal meetings may even take place outside the premises of either the establishment or government office.
Business-Government Relations	tuj4a	<b><u>Opinion based or sensitive</u></b>
Business-Government Relations	tuj3	<u>Visits and inspections from government officials.</u> Self-explanatory
Business-	tuj5	<b><u>Opinion based or sensitive</u></b>

Section	Number	Instructions
Government Relations		
Business-Government Relations	j6a	Self-explanatory
Business-Government Relations	tuj6	<b><u>Opinion based or sensitive</u></b>
Business-Government Relations	j6	<b><u>Opinion based or sensitive</u></b>
Business-Government Relations	tuj10	<u>Application for import license or permit</u> Note that “application” can also include renewing an existing license or permit.
Business-Government Relations	tuj11	<u>Wait for import license or permit</u> Self-explanatory
Business-Government Relations	tuj12	<b><u>Opinion based or sensitive</u></b>
Business-Government Relations	j13	<u>Application for operating license</u> Note that “application” can also include renewing an existing license.
Business-Government Relations	j14	<u>Wait for operating license</u> Self-explanatory—Includes renewals of operating licenses
Business-Government Relations	j15	<b><u>Opinion based or sensitive</u></b>
Labor	11	<u>Number of permanent, full-time employees last complete fiscal year</u> are defined as all employees that are contracted for a term of one or more fiscal years and/or have a guaranteed renewal of their employment contract and that work a full shift. The definition of a full shift may vary by country and by industry.  All employees and managers (including respondent) should be counted.
Labor	12	<u>Number of permanent, full-time employees three complete fiscal years ago.</u> See definition of <u>permanent, full-time employees</u> above.
Labor	15	<u>Number of permanent, full-time workers that are female.</u> Self-explanatory
Labor	16	<u>Full-time temporary or seasonal employees</u> are defined as all short-term (i.e. for less than a fiscal year) employees with no guarantee of renewal of employment contract) and work 40 hours or more per week for the term of their contract.
Labor	16a	Self-explanatory
Labor	18	<u>Average length of employment of all full-time temporary or seasonal employees</u> refers



Section	Number	Instructions
		to the number of months that the worker was contracted for work that occupied employees for 40 hours or more per week. If average full-time temporary or seasonal employment was for less than one month, enumerator should write 1.
Labor	<b>tul15</b>	<u>Application to obtain a work permit for foreign workers.</u> Note that “application” can also include renewing an existing work permit for foreign workers.
Labor	<b>tul16</b>	Self-explanatory
Labor	<b>tul17</b>	<b><u>Opinion based or sensitive</u></b>
Labor	<b>tul18</b>	<p>The question refers to vacancies that were advertised by the establishment or that the establishment tried to fill by looking in different possible ways in the local, national or international labor market (even if they were not publicly advertised).</p> <p>It is important to consider all the vacancies that opened during the two years, regardless of whether they were then filled, cancelled, or if they are still open.</p> <p><u>Vacancy</u> means a job opening, which is what happens when the firms decide to hire a person.</p>
Labor	<b>tul19</b>	Self-explanatory
Labor	<b>tul20</b>	Self-explanatory
Labor	<b>tul21</b>	<p><u>Managers</u> plan, direct, coordinate and evaluate the overall activity of the establishment, or of organizational units within the establishment (for example, production, human resources, or marketing). Occupations in this category typically require a tertiary education (bachelor equivalent) degree, and they include chief executives; administrative and commercial managers; production and specialized services managers; hospitality, retail and other services managers.</p> <p><u>Professionals</u> increase the existing stock of knowledge by conducting analysis or research, developing operational methods, advising on applying existing knowledge. Supervision of other workers may be included. Occupations in this category typically require a tertiary education (bachelor equivalent) degree, and they include for example engineers, architects, accountants, financial analysts, medical doctors, statisticians, economists, software developers, lawyers and other legal professionals.</p>
Labor	<b>tul22a</b> <b>tul22b</b> <b>tul22c</b> <b>tul22d</b>	Self-explanatory
Labor	<b>tul23</b>	<p><u>Non-production</u> means that the workers are not engaged in fabricating, processing, assembling, inspecting, receiving, storing, handling, packing, warehousing, shipping (but not delivering), maintenance, repair, product development, auxiliary production for plant’s own use (e.g., power plant), recordkeeping, and other services closely associated with these production operations.</p> <p><u>Technicians, associate professionals, and sales workers</u> perform technical tasks connected with the research and application of scientific</p>

Section	Number	Instructions
		concepts, operational methods, or business regulations. Occupations in this group typically require studies at a tertiary education institution, in practical/technical/occupationally specific programs leading to professional qualifications. They include for example chemical technicians, construction supervisors, electronics technicians, medical assistants, loans officers, commercial sales representatives, event planners, legal secretaries, office supervisors, administrative and executive secretaries, chefs, IT support technicians.
Labor	tul24a tul24b tul24c tul24d	Self-explanatory
Labor	tul23	
Business Environment	m1a m1d	<b><i>Opinion based or sensitive</i></b>
Performance	n2a n2e (M) n2f (M) tun2t (M) n2b n2i (S) n2p (M)	<p><u>Total cost of labor, including wages, salaries and benefits</u> is the total annual wages and all annual benefits, including food, transport, social security (i.e. pensions, medical insurance, and unemployment insurance).</p> <p><u>Raw materials and intermediate goods:</u> (M) is the cost of all inputs in the production activity. This is usually an item directly taken from the financial statements.</p> <p><u>Fuel</u> (M) is the total annual cost of all fuels consumed for heat, power, transportation, or the generation of electricity. Do not include the estimated costs of fuels, such as sawdust or blast furnace gas, produced as a byproduct of your manufacturing activities. Include anthracite and bituminous coal, coke, natural and manufactured gas, fuel oil, liquefied petroleum gas, gasoline, and all other fuels, including purchased steam. Be sure to include fuel used to power delivery trucks, forklifts, or other motor vehicles associated with the establishment.</p> <p><u>Cost of logistics and transportation excluding fuel</u> (M) is the total annual cost of transporting products, raw materials and other inputs. It does not include the cost of transport benefits for workers.</p> <p><u>Electricity</u> is the total annual cost of electric energy purchased from public or private utility companies or received from other establishments that belong to the same firm. Exclude the value of electricity generated and used at this establishment.</p> <p><u>Cost of Finished goods and materials purchased to resell:</u> (S) is the cost of all finished goods and materials purchased to be resold. This is usually an item directly taken from the financial statements.</p>

Section	Number	Instructions
		<u>Total cost of sales:</u> <b>(M)</b> this is the total costs of production of all goods and services produced and sold by the establishment. It includes the cost of labor, materials, inputs and depreciation of assets. It does not include administrative cost. For manufacturing establishments who also resell goods produced by other establishments (i.e. they engage in both manufacturing and retail activities) this should include both cost of production and cost of finished goods purchased to resell.
Productivity	n7a n7b	This question is designed to ascertain the market value of the establishment's capital, regardless of ownership You can ask the manager to estimate the market value if all of the equipment, land and buildings were purchased on the open market. If the respondent states that there is no market, ask how much the respondent would be willing to pay for the capital, knowing what it can produce in its <i>current condition</i> . Estimate how much it would cost to buy machinery in the current market which is similar in terms of age and characteristics. Keep in mind that it is one of the most important questions on the questionnaire.
Control Information	a15a1ax a15a1bx a15a1cx a15a2a a15a2b a15a2c a15a3 a15b3 a15c3 a15d a15m a15y a15h a15min a16 a17 a17x a18 a19h a19m	Self-explanatory.

MAPPING OF NUTS3 Provinces (cities) to NUTS2 Code and the components of these NUTS2 regions. This table is meant to help enumerators/respondents in question D.12: “inputs/supplies from this **region**”

<b>City/Province</b>	<b>NUTS2 Code</b>	<b>NUTS 2 Region components</b>
Adana	TR62	(Adana, Mersin)
Adiyaman	TRC1	(Gaziantep, Adiyaman, Kilis)
Afyonkarahisar	TR33	(Manisa, Afyon, Kütahya, Uşak)
Ağrı	TRA2	(Ağrı, Kars, Iğdır, Ardahan)
Aksaray	TR71	(Kırıkkale, Aksaray, Niğde, Nevşehir, Kırşehir)
Amasya	TR83	(Samsun, Tokat, Çorum, Amasya)
Ankara	TR51	(Ankara)
Antalya	TR61	(Antalya, Isparta, Burdur)
Ardahan	TRA2	(Ağrı, Kars, Iğdır, Ardahan)
Artvin	TR90	(Trabzon, Ordu, Giresun, Rize, Artvin, Gümüşhane)
Aydın	TR32	(Aydın, Denizli, Muğla)
Balıkesir	TR22	(Balıkesir, Çanakkale)
Bartın	TR81	(Zonguldak, Karabük, Bartın)
Batman	TRC3	(Mardin, Batman, Şırnak, Siirt)
Bayburt	TRA1	(Erzurum, Erzincan, Bayburt)
Bilecik	TR41	(Bursa, Eskişehir, Bilecik)
Bingöl	TRB1	(Malatya, Elazığ, Bingöl, Tunceli)
Bitlis	TRB2	(Van, Muş, Bitlis, Hakkari)
Bolu	TR42	(Kocaeli, Sakarya, Düzce, Bolu, Yalova)
Burdur	TR61	(Antalya, Isparta, Burdur)
Bursa	TR41	(Bursa, Eskişehir, Bilecik)
Çanakkale	TR22	(Balıkesir, Çanakkale)
Çankiri	TR82	(Kastamonu, Çankırı, Sinop)
Çorum	TR83	(Samsun, Tokat, Çorum, Amasya)
Denizli	TR32	(Aydın, Denizli, Muğla)
Diyarbakir	TRC2	(Şanlıurfa, Diyarbakır)
Düzce	TR42	(Kocaeli, Sakarya, Düzce, Bolu, Yalova)
Edirne	TR21	(Tekirdağ, Edirne, Kırklareli)
Elazığ	TRB1	(Malatya, Elazığ, Bingöl, Tunceli)
Erzincan	TRA1	(Erzurum, Erzincan, Bayburt)
Erzurum	TRA1	(Erzurum, Erzincan, Bayburt)
Eskişehir	TR41	(Bursa, Eskişehir, Bilecik)
Gaziantep	TRC1	(Gaziantep, Adiyaman, Kilis)
Giresun	TR90	(Trabzon, Ordu, Giresun, Rize, Artvin, Gümüşhane)
Gümüşhane	TR90	(Trabzon, Ordu, Giresun, Rize, Artvin, Gümüşhane)
Hakkari	TRB2	(Van, Muş, Bitlis, Hakkari)
Hatay	TR63	(Hatay, Kahramanmaraş, Osmaniye)
Iğdır	TRA2	(Ağrı, Kars, Iğdır, Ardahan)
Isparta	TR61	(Antalya, Isparta, Burdur)

Istanbul	TR10	(İstanbul)
İzmir	TR31	(İzmir)
Kahramanmaraş	TR63	(Hatay, Kahramanmaraş, Osmaniye)
Karabük	TR81	(Zonguldak, Karabük, Bartın)
Karaman	TR52	(Konya, Karaman)
Kars	TRA2	(Ağrı, Kars, Iğdır, Ardahan)
Kastamonu	TR82	(Kastamonu, Çankırı, Sinop)
Kayseri	TR72	(Kayseri, Sivas, Yozgat)
Kilis	TRC1	(Gaziantep, Adıyaman, Kilis)
Kırıkkale	TR71	(Kırıkkale, Aksaray, Niğde, Nevşehir, Kırşehir)
Kırklareli	TR21	(Tekirdağ, Edirne, Kırklareli)
Kırşehir	TR71	(Kırıkkale, Aksaray, Niğde, Nevşehir, Kırşehir)
Kocaeli	TR42	(Kocaeli, Sakarya, Düzce, Bolu, Yalova)
Konya	TR52	(Konya, Karaman)
Kütahya	TR33	(Manisa, Afyon, Kütahya, Uşak)
Malatya	TRB1	(Malatya, Elazığ, Bingöl, Tunceli)
Manisa	TR33	(Manisa, Afyon, Kütahya, Uşak)
Mardin	TRC3	(Mardin, Batman, Şırnak, Siirt)
Mersin	TR62	(Adana, Mersin)
Muğla	TR32	(Aydın, Denizli, Muğla)
Muş	TRB2	(Van, Muş, Bitlis, Hakkari)
Nevşehir	TR71	(Kırıkkale, Aksaray, Niğde, Nevşehir, Kırşehir)
Niğde	TR71	(Kırıkkale, Aksaray, Niğde, Nevşehir, Kırşehir)
Ordu	TR90	(Trabzon, Ordu, Giresun, Rize, Artvin, Gümüşhane)
Osmaniye	TR63	(Hatay, Kahramanmaraş, Osmaniye)
Rize	TR90	(Trabzon, Ordu, Giresun, Rize, Artvin, Gümüşhane)
Sakarya	TR42	(Kocaeli, Sakarya, Düzce, Bolu, Yalova)
Samsun	TR83	(Samsun, Tokat, Çorum, Amasya)
Şanlıurfa	TRC2	(Şanlıurfa, Diyarbakır)
Siirt	TRC3	(Mardin, Batman, Şırnak, Siirt)
Sinop	TR82	(Kastamonu, Çankırı, Sinop)
Şırnak	TRC3	(Mardin, Batman, Şırnak, Siirt)
Sivas	TR72	(Kayseri, Sivas, Yozgat)
Tekirdağ	TR21	(Tekirdağ, Edirne, Kırklareli)
Tokat	TR83	(Samsun, Tokat, Çorum, Amasya)
Trabzon	TR90	(Trabzon, Ordu, Giresun, Rize, Artvin, Gümüşhane)
Tunceli	TRB1	(Malatya, Elazığ, Bingöl, Tunceli)
Uşak	TR33	(Manisa, Afyon, Kütahya, Uşak)
Van	TRB2	(Van, Muş, Bitlis, Hakkari)
Yalova	TR42	(Kocaeli, Sakarya, Düzce, Bolu, Yalova)
Yozgat	TR72	(Kayseri, Sivas, Yozgat)
Zonguldak	TR81	(Zonguldak, Karabük, Bartın)