

THE WORLD BANK EGYPT ICA SURVEY
Services Module (2016)

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

INFORMATION ACQUIRED PRIOR TO SCREENING:

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

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

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

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

A.13 Supervisor code **a13**

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

A.4 Industry		Sampling sector a4a	Screeener sector a4b	Questionnaire a0 FROM A4B
Manufacturing	Extractives	1	10	1 - Manufacturing
	Food, beverages	2	15	
	Tobacco		16	
	Textiles	3	17	
	Garments		18	
	Leather		19	
	Wood	5	20	
	Paper products		21	
	Printing		22	
	Furniture		36	
	Refined petroleum products	6	23	
	Plastics & rubber		25	
	Chemicals	7	24	
	Non metallic mineral products	8	26	
	Basic metals	9	27	
	Fabricated metal products		28	
	Machinery and equipment (29-30)	10	29	
	Electronics (31-32)		31	
Precision instruments	33			
Vehicles and equipment (34-35)	34			
Recycling	37			
Retail	Retail	11	52	2 - retail
Other Services	Wholesale	11	51	3 - other services
	Auto sales and services		50	
	Hotel and restaurants	12	55	
	Travel agencies		63	
	Transport	13	60	
	ICT	14	72	
	Construction	15	45	
Real estate	70			

A.3a	Screeener Region a3a
Greater Cairo	1
West Delta	2
Suez region	3
Middle and East Delta	4
Northern Upper Egypt	5
Southern Upper Egypt	6
Frontier	7

A.6	Screeener Size a6b
Micro <5 (panel only)	0
Small >=5 and <=19	1
Medium >=20 and <=99	2
Large >=100	3

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CAPI QUESTIONS BEGIN HERE

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

INFORMATION AUTOMATICALLY GENERATED

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

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

Day (dd)	Month (mm)	Year (yyyy)	Hour (00 to 23)	Minutes (00 to 59)
a14d	a14m	a14y	a14h	a14min

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

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A.3x Name of City/town/village

INTERVIEWR

	a3x
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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 [insert country name]. 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	SKIP TO B.1
No	2	
		a7

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

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

A.7b Is this establishment the headquarters location?

Yes	1	SKIP TO A9
No	2	
		a7b

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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

TERMINATE

a9

A.20 On which calendar date did the last completed fiscal year end?

Year	Month	Day
a20y	a20m	a20d

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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? **SHOW CARD 1**

Shareholding company with shares trade in the stock market	1
Shareholding company with non-traded shares or shares traded privately	2
Sole proprietorship	3
Partnership	4
Limited partnership	5
OTHER (SPONTANEOUS–SPECIFY) <u> b1x </u>	6
DON’T KNOW (SPONTANEOUS)	-9

SKIP TO B.2

b1

INTERVIEWER: PLEASE NOTE WHEN b1 IS 3 (SOLE PROPRIETORSHIP), WRITE 100% FOR QUESTION b3.

B.3 What percentage of this firm does the largest owner or owners own?

	Percent
Percentage held by largest owner or owners	b3 %
DON’T KNOW (SPONTANEOUS)	-9

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

	Percent	DON’T KNOW (SPONTANEOUS)
Private domestic individuals, companies or organizations	b2a %	-9
Private foreign individuals, companies or organizations	b2b %	-9
Government or State	b2c %	-9
Other	b2d %	-9
	100%	

IF 100% END INTERVIEW

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

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MNAB.4a Is the principal owner, or one of the principal owners, a female?
(The principal owner is the person or persons with the largest ownership share)

Yes	1	SKIP TO B.4a
No	2	
DON'T KNOW (SPONTANEOUS)	-9	

MNAb4a

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

Yes	1	SKIP TO MNAQ.5
No	2	
DON'T KNOW (SPONTANEOUS)	-9	

b4

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

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

	Percent
Percentage of female ownership	b4a%
DON'T KNOW (SPONTANEOUS)	-9

MNAQ.5 How was this firm established?
SHOW CARD 3

Privatization of a state-owned firm	1
Originally private, from time of start up	2
Private subsidiary of a formerly state-owned firm	3
Joint venture with foreign partner(s)	4
State-owned firm	5
Other (SPONTANEOUS - SPECIFY) (MNAq5x)	6

MNAq5

EGYB.5 Has this establishment ever had a (current or former) government official among its managers, owners, or board of directors?

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

EGYb5

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READ ONLY IF A7=1 (yes)

I want to proceed by asking you about this establishment only.

B.5 In what year did this establishment begin operations?

	Year
Year establishment began operations	b5
DON'T KNOW (SPONTANEOUS)	-9

INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR

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

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

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

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

b6a

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

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

TERMINATE

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

B.7a Is the Top Manager female?

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

b7a

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MNAB.7b What is the highest level of education completed by the Top Manager?
SHOW CARD 4

University degree or higher	1
Completed Secondary school including Vocational	2
Preparatory or Incomplete Secondary school	3
Completed Primary school	4
Incomplete Primary school or did not enter school	5
DON'T KNOW (SPONTANEOUS)	-9

MNAb7b

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
STILL IN PROCESS	-6
DON'T KNOW (SPONTANEOUS)	-9

SKIP TO C.3

SKIP TO C.3

b8

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

Specify Certifications	b8x
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C. INFRASTRUCTURE AND SERVICES

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING.
 Now, we turn to the establishment's operations

C.3 Over the last two years, did this establishment submit an application to obtain an electrical connection?

Yes	1	<i>GO TO QUESTION C.6</i> <i>GO TO QUESTION C.6</i>
No	2	
DON'T KNOW (SPONTANEOUS)	-9	

c3

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

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

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

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

c5

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

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

c6

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

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

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

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

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

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

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

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

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

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

c10

C.11 In fiscal year **2015**, what percentage of this establishment's electricity came from a generator or generators that the establishment owned or shared?

	Percent
Percentage electricity from generators	c11 %
DON'T KNOW (SPONTANEOUS)	-9

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

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

c12

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

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

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

Yes	1	c14
No	2	
DON'T KNOW (SPONTANEOUS)	-9	
REFUSAL (SPONTANENOUS)	-8	

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

Yes	1	c22a
No	2	
DON'T KNOW (SPONTANEOUS)	-9	

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

Yes	1	c22b
No	2	
DON'T KNOW (SPONTANEOUS)	-9	

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C.30	<p>Using the response options on the card; To what degree is Electricity an obstacle to the current operations of this establishment? SHOW CARD 5</p> <p>Using the response options on the card; To what degree is Telecommunications an obstacle to the current operations of this establishment? SHOW CARD 5</p>
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						(SPONTANEOUS)		
		No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	DON'T KNOW	DOES NOT APPLY
Electricity	c30a	0	1	2	3	4	-9	-7
Telecommunications	c30b	0	1	2	3	4	-9	-7
Water	EGYc30c	0	1	2	3	4	-9	-7

D. SALES AND SUPPLIES

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

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

d1a1a		DETAILED DESCRIPTION OF MAIN ACTIVITY AND PRODUCT
Manufacturing of	1	d1a1x
Retail trade of	2	
Wholesale trade of	3	
Construction of	4	
Hotel or restaurant	5	
Provide services of	6	

INTERVIEWER: IF MANUFACTURING CODE (1), REVIEW TO ENSURE CORRECT MODULE IS BEING ASKED

INTERVIEWER: THE FOLLOWING QUESTION IS NOT PART OF THE INTERVIEW. IT WILL BE FILLED OUT IN THE OFFICE

D.1a2 **PLEASE CHOOSE THE 4-DIGIT ISIC REV. 3.1 CODE THAT BEST APPLIES TO THE ESTABLISHMENT’S MAIN ACTIVITY AND PRODUCT.**

CODE OF THE MAIN PRODUCT AND ACTIVITY	Code
	d1a2

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

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

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

D.2 In fiscal year **2015**, what were this establishment’s total annual sales for **ALL** products and services?

	EGPs
Last complete fiscal year’s total sales	d2
DON’T KNOW (SPONTANEOUS)	-9
PLEASE ALSO WRITE OUT THE NUMBER (i.e. 50,000 as Fifty Thousand)	
	d2x

N.3 Looking back at the end of fiscal year **[insert last complete fiscal year minus two]**, what were total annual sales for this establishment?

	EGPs
Total annual sales three years ago	n3
IF ESTABLISHMENT WAS NOT IN BUSINESS THREE YEARS AGO	-7
DON’T KNOW (SPONTANEOUS)	-9

D.3 Coming back to fiscal year **2015**, what percentage of this establishment’s sales were: **(INTERVIEWER: SKIP PATTERNS MUST BE FOLLOWED IN THE ORDER THEY APPEAR IN THE TABLE) SHOW CARD 6**

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

IF 100, GO TO QUESTION D.10

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

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

	Year
Began exporting directly or indirectly	d8
DON’T KNOW (SPONTANEOUS)	-9

INTERVIEWER: WRITE YEAR USING 4 DIGITS

MNAD.8 In fiscal year **2015**, were the exports of this establishment constrained due to:
INTERVIEWER: READ OUT

	Yes	No	DON'T KNOW (SPONTANEOUS)
The value of the Egyptian pound MNAd8a	1	2	-9
Foreign exchange controls and restrictions MNAd8b	1	2	-9
Foreign demand for Egyptian exports MNAd8d	1	2	-9

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

	Percent
Losses due to theft as percentage of the value of the products d10 %	d10 %
NO LOSSES	0
DON'T KNOW (SPONTANEOUS)	-9
NO INTERNAL SHIPMENTS MADE (DOES NOT APPLY)	-7

GO TO QUESTION D.12

D.11 In fiscal year **2015**, what percentage of value of products this establishment shipped to supply domestic markets was lost while in transit because of breakage or spoilage?

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

D.12 In fiscal year **2015**, 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: **SHOW CARD 7**

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

IF 0, GO TO QUESTION EGYd16

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**, imported directly?

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

GO TO QUESTION EGYd16
GO TO QUESTION EGYd16

d13

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EGYd14 In which year did this establishment first import material inputs, supplies, or finished goods and materials purchased to resell?

	Year
Began importing	EGYd14
DON'T KNOW (SPONTANEOUS)	-9

INTERVIEWER: WRITE YEAR USING 4 DIGITS

D.14 In fiscal year **2015**, 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?

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

MNAD.14b In fiscal year **2015**, when this establishment imported material inputs, supplies, or finished goods and materials purchased to resell, , what was the **longest** number of days that it took from the time these goods arrived to their point of entry (e.g. port, airport) until the time these goods could be claimed from customs?

	Days
Longest number of days to clear customs	MNA d14b
LESS THAN ONE DAY	1
DON'T KNOW (SPONTANEOUS)	-9

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

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

d15a

EGYd13	In fiscal year 2015 , what was the main source country of this establishment's imported material inputs, supplies, or finished goods and materials purchased to resell? What were the second and third main source countries, if applicable?
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Main country source of imports	EGYd13ax
DON'T KNOW (SPONTANEOUS)	-9

Second Main country source of imports	EGYd13bx
DON'T KNOW (SPONTANEOUS)	-9
DOES NOT APPLY (SPONTANEOUS)	-7

Second Main country source of imports	EGYd13cx
DON'T KNOW (SPONTANEOUS)	-9
DOES NOT APPLY (SPONTANEOUS)	-7

INTERVIEWER: PROVIDE ONLY ONE COUNTRY FOR EACH ANSWER

EGY.d14	In fiscal year 2015 , were the imported material inputs, supplies, or finished goods and materials purchased to resell of this establishment constrained due to: INTERVIEWER: READ OUT
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	Yes	No	DON'T KNOW (SPONTANEOUS)
The value of the Egyptian pound EGYd14a	1	2	-9
Foreign exchange controls and restrictions EGYd14b	1	2	-9
Delays in clearing imports EGYd14c	1	2	-9
Procedures and requirements in clearing imports EGYd14d	1	2	-9
High cost to clear imports EGYd14e	1	2	-9
Inspections and other requirements to import EGYd14f	1	2	-9

EGYd15 Using the options on **SHOW CARD 8** please indicate the frequency with which these imports of of supplies were subject to:
INTERVIEWER: READ OUT

		Never	Rarely	Sometimes	Always	DON'T KNOW (SPONTANEOUS)
EGYd15a	Safety or other inspections	1	2	3	4	-9
EGYd15b	Labelling or packaging requirements	1	2	3	4	-9
EGYd15c	Restrictions due expiration requirements for perishable goods	1	2	3	4	-9
EGYd15d	Requirements that the seller of the supplies or inputs be registered with the Egyptian government	1	2	3	4	-9
EGYd15e	Written approval from a government ministry	1	2	3	4	-9

EGYd16 Prior to **2015**, did this establishment previously import material inputs, supplies, or finished goods and materials purchased to resell?

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

GO TO EGYd19

GO TO EGYd19

EGYd16

EGYd17 Prior to **2015**, did this establishment change the source, supplier, or amount of imported material inputs, supplies, or finished goods and materials purchased to resell due to **regulation requirements**?

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

EGYd17

EGYd18 Prior to **2015**, did this establishment change the source, supplier, or amount of imported material inputs, supplies, or finished goods and materials purchased to resell due to **foreign exchange controls**?

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

EGYd18

EGY.D.19 Please indicate which of the following best describes this establishment’s main supplier of material inputs, supplies, or finished goods and materials purchased to resell.
SHOW CARD XX

There is only one suppliers	1
There are multiple suppliers but it would be very costly to swtich suppliers	2
There are multiple suppliers and it would be not very costly to switch suppliers	
DON'T KNOW (SPONTANEOUS)	-9

EGYd19

EGY.D.20 It is sometimes said that establishments access foreign currencies at different exchange rates than the official one. Would you please estimate approximately how much more expensive as a percentage it would be to access foreign currency at an unofficial exchange rate?

Percentage difference	EGYd20
DON'T KNOW (SPONTANEOUS)	-9

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? **SHOW CARD 5**

	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	(SPONTANEOUS)	
						DON'T KNOW	DOES NOT APPLY
Transport d30a	0	1	2	3	4	-9	-7
Customs and trade regulations d30b	0	1	2	3	4	-9	-7
Foreign exchange controls EGYd30c	0	1	2	3	4	-9	-7
The value of the Egyptian pound EGYd30d	0	1	2	3	4	-9	-7

E. DEGREE OF COMPETITION

EGY.E.3	Please indicate which best describes the main competitor for this establishment. By “main” competitor, I mean the competitor(s) that most affect this establishment’s daily operations, in terms of pressures to compete on prices, products or services. SHOW CARD 9
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Foreign firms operating in Egypt	1
Private firms at national level or operating from other Governorate	2
Local private firms operating in the same Governorate	3
Imports from other countries	4
State owned enterprises	5
Informal sector firms	6
DON'T KNOW (SPONTANEOUS)	-9

EGYe3

MNAE.3	How important are each of the following influences on this establishment to reduce the production costs of existing products and/or to develop new products on a scale of 1 to 4, 1 being “Not at all important” and 4 being “Very important”. SHOW CARD 10
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	Not at all important	Slightly important	Fairly important	Very important	(SPONTANEOUS)	
					DON'T KNOW	DOES NOT APPLY
Pressure from domestic competitors MNAe3a	1	2	3	4	-9	-7
Pressure from foreign competitors MNAe3b	1	2	3	4	-9	-7

MNAQ.53a	Over the last three years has this establishment received any tax breaks or incentives in the form of reduced social security contributions, or VAT exemptions?
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Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

MNAq53a

MNAQ.53b	Over the last three years has this establishment received any access to land at a government-subsidized rate?
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Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

MNAq53b

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MNAQ.53c Over the last three years has this establishment received access to subsidized input or energy prices?

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

MNAq53c

MNAQ.53d Over the last three years has this establishment received direct subsidies, including wage subsidies, investment subsidies, and others?

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

MNAq53d

MNAE.20 By looking at card **[insert card number]** can you tell me which of the **practices of your competitors** included in the list, if any, currently represents the biggest obstacle faced by this establishment.

Please also indicate the **second** and **third** largest obstacle based on the practices of your competitors.

SHOW CARD 11

They avoid VAT or other sales taxes	1
They do not pay duties or observe trade regulations	2
They avoid labor taxes or regulations	3
They have favored access to credit	4
They have favored access to infrastructure services	5
They conspire to limit my access to markets and sales channels	6
They conspire to limit my access to inputs and supplies	7
None of the listed practices represent an obstacle for this establishment	8
DON'T KNOW (SPONTANEOUS)	-9

		DON'T KNOW (SPONTANEOUS)
Biggest obstacle due to competition	MNAe20a_s	-9
Second biggest obstacle due to competition	MNAe20b_s	-9
Third biggest obstacle due to competition	MNAe20c_s	-9

0									
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E.11 Does this establishment compete against unregistered or informal firms?

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

e11

E.30 Using the response options on the card; To what degree are **Practices of Competitors in the Informal Sector** an obstacle to the current operations of this establishment? **SHOW CARD 5**

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

0									
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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?

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

GO TO QUESTION H.5
GO TO QUESTION H.5
h1

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

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

h2

H.3 Please describe in detail the main new or significantly improved product or service that this establishment introduced during the last three years.
 The main new or significantly improved product or service is the one that represented the largest proportion of this establishment's sales in value (not volume) during the last three years.

Description

DESCRIPTION SHOULD BE AS DETAILED AS POSSIBLE

h3x

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

Description

DESCRIPTION SHOULD BE AS DETAILED AS POSSIBLE

h4x

0									
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EGYH.12 How did this establishment develop the main new or significantly improved product or service?
SHOW CARD 12

By adapting a product or service already sold or offered by another firm	1
By reproducing a product or service already sold or offered by another firm	2
This establishment originated this innovative product or service	3
By selling a product that was purchased to resell	4

EGYh12

EGYH.10 Did this establishment cooperate with any of the following institutions for developing this main new or significantly improved product or services?
READ EACH OPTION ALOUD

		Yes	No	DON'T KNOW (SPONT.)
Any domestic firms	EGYh10a	1	2	-9
Any foreign firms or a foreign-owned parent firm	EGYh10b	1	2	-9
Domestic academic or research institutions	EGYh10c	1	2	-9
Foreign academic or research institutions	EGYh10d	1	2	-9
Private consulting company or individuals	EGYh10e	1	2	-9
Government	EGYh10f	1	2	-9

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?

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

GO TO QUESTION H.8

h5

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

Description

DESCRIPTION SHOULD BE AS DETAILED AS POSSIBLE
h6x

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

DESCRIPTION SHOULD BE AS DETAILED AS POSSIBLE

h7x

H.8 During last fiscal year, did this establishment spend on formal research and development activities, either in-house or contracted with other companies, excluding market research surveys?

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

GO TO QUESTION F.1**GO TO QUESTION F.1****h8**

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

	EGP
Cost of formal research and development activities	h9
DON'T KNOW (SPONTANEOUS)	-9

EGY.H9 Were any of these formal research and development activities conducted with other establishments or institutions outside of Egypt?

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

EGYh9

G. LAND AND PERMITS

G.6 Of the buildings occupied by this establishment, what percentage is owned and what percentage is rented or leased? **SHOW CARD 13**

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

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

G.1 Of the **land** occupied by this establishment, what percent is: **SHOW CARD 14**

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

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

EGY.G.1 Is this establishment located in a designated industrial zone?

Yes	1	GO TO QUESTION G.2
No	2	GO TO QUESTION G.2
DOES NOT APPLY (SPONTANEOUS)	-9	GO TO QUESTION G.2
DON'T KNOW (SPONTANEOUS)	-9	GO TO QUESTION G.2
		EGYg1

EGY.G.2 What is the main reason this establishment is located in a designated industrial zone? **SHOW CARD XX**

Reduced cost or free access to land	1
Tax incentives or subsidies	2
Proximity to markets	3
Proximity to inputs	4
Proximity to labor	5
Other (EGYg2x)	6
DON'T KNOW (SPONTANEOUS)	-9

EGYg2

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

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

g2

G.3 In reference to that application for a construction-related permit, approximately how many days did it take to obtain it from the day of the application to the day the permit was granted?

	Days
Wait for a construction-related permit	g3
LESS THAN ONE DAY	1
STILL IN PROCESS	-6
APPLICATION DENIED	-5
DON'T KNOW (SPONTANEOUS)	-9

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

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

g4

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

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

Area		
DON'T KNOW (SPONTANEOUS)	-9	<i>GO TO G30</i>

g5a

SPECIFY UNITS

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

g5b

0								
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G.30 Using the response options on the card; To what degree is **Access to Land** an obstacle to the current operations of this establishment? **SHOW CARD 5**

						(SPONTANEOUS)		
		No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	DON'T KNOW	DOES NOT APPLY
Access to land	g30a	0	1	2	3	4	-9	-7
Price of available land	EGYg30b	0	1	2	3	4	-9	-7

0									
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I. CRIME

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

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

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

i1

I.2 In fiscal year **2015**, what percentage of this establishment's total annual sales was paid for security, or what was the total annual cost of security?

	Percent
Percentage of total annual sales for security	i2a %
DON'T KNOW (SPONTANEOUS)	-9

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

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

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

Yes	1	GO TO QUESTION I.30 GO TO QUESTION I.30
No	2	
DON'T KNOW (SPONTANEOUS)	-9	

i3

I.4 In fiscal year **2015**, what were the estimated losses as a result of theft, robbery, vandalism, arson or internet hacking that occurred on this establishment's premises either as a percentage of total annual sales or as total annual losses?

	Percent
Losses as percentage of total annual sales	i4a %
DON'T KNOW (SPONTANEOUS)	-9

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

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

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I.30 Using the response options on the card; To what degree is **Crime, Theft and Disorder** an obstacle to the current operations of this establishment? **SHOW CARD 5**

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

K. FINANCE

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:
I would like to ask you a few questions about how you finance the operations of this establishment.

K.1 In fiscal year **2015**, what percentage, as a proportion of the value of total annual purchases of material inputs or services was purchased on credit?

	Percent	DON'T KNOW (SPONTANEOUS)
Purchased on credit	k1c %	-9

K.2 In fiscal year **2015**, what percentage of this establishment's total annual sales of its goods or services was sold on credit?

	Percent	DON'T KNOW (SPONTANEOUS)
Sold on credit	k2c %	-9

K.3 Over fiscal year **2015**, please estimate the proportion of this establishment's working capital, that is the funds available for day-to-day operations, that was financed from each of the following sources?
SHOW CARD 15

	Percent	DON'T KNOW (SPONTANEOUS)
Internal funds or retained earnings	k3a %	-9
Borrowed from banks: private and state-owned	k3bc %	-9
Borrowed from non-bank financial institutions which include microfinance institutions, credit cooperatives, credit unions, or finance companies	k3e %	-9
Purchases on credit from suppliers and advances from customers	k3f %	-9
Other, moneylenders, friends, relatives, etc.	k3hd %	-9
	100%	

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

K.4 In fiscal year **2015**, 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	GO TO QUESTION K.4b GO TO QUESTION K.4b
No	2	
DON'T KNOW (SPONTANEOUS)	-9	

k4

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

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

K.5 Over fiscal year **2015**, please estimate the proportion of this establishment's total purchase of fixed assets that was financed from each of the following sources:
SHOW CARD 16

	Percent	OR	Amount EGP	DON'T KNOW (SPONTANEOUS)
Internal funds or retained earnings	k5a%		k5a1	-9
Owners' contribution or issued new equity shares	k5i %		k5i1	-9
Borrowed from banks: private and state-owned	k5bc%		k5bc1	-9
Borrowed from non-bank financial institutions	k5e %		k5e1	-9
Purchases on credit from suppliers and advances from customers	k5f %		k5f1	-9
Other, moneylenders, friends, relatives, bonds, etc	k5hdj%		k5hdj1	-9
	100%		n5A+n5B	

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

MNAK.4a In fiscal year **2015**, did this establishment lease any fixed assets, such as machinery, vehicles, equipment, land or buildings?

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

MNAk4a

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READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:
 Now I would like to ask you about the fiscal year before last.

K.4b In fiscal year [insert last complete fiscal year minus one], 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	<i>GO TO QUESTION K.6</i>
No	2	
DON'T KNOW (SPONTANEOUS)	-9	

k4b

N.5c In fiscal year [insert last complete fiscal year minus one], how much did this establishment spend on purchases of:
N.5d **INTERVIEWER: READ OUT**

	EGPs	DON'T KNOW (SPONTANEOUS)
New or used machinery, vehicles, and equipment?	n5c	-9
Land and buildings, including expansion and renovations of existing structures	n5d	-9

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:
 Now let's talk about the establishment's present situation.

K.6 At this time, does this establishment have a checking (current) or savings account?

Yes	1	k6
No	2	
DON'T KNOW (SPONTANEOUS)	-9	

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

Yes	1	k7
No	2	
DON'T KNOW (SPONTANEOUS)	-9	

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

Yes	1	<i>GO TO QUESTION K.9</i>
No	2	<i>GO TO QUESTION K.15d</i>
DON'T KNOW (SPONTANEOUS)	-9	

k8

0									
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MNAK.8c | What is the reason for not having a loan or line of credit currently? **SHOW CARD 17**

Because this establishment did not apply for a loan or line of credit	1	<i>GO TO QUESTION K.15d</i>
Because the last application for a loan or line of credit was turned down	2	
Because the approval of the application for a loan or line of credit is still pending	3	
DON'T KNOW (SPONTANEOUS)	-9	

MNAk8c

MNAK.8d | What was the **main** reason given when the application was turned down? **SHOW CARD 18**

Lack of accepted collateral	1	<i>GO TO QUESTION K.15d</i>
Incompleteness of application	2	
Perceived lack of profitability of project	3	
Credit history of the establishment or owner	4	
DON'T KNOW (SPONTANEOUS)	-9	

MNAk8d

K.9 | Referring to the most recent line of credit or loan, what type of financial institution granted this loan? **SHOW CARD 19**

Private commercial banks	1	<i>GO TO QUESTION EGY.K.10</i>
State-owned banks or government agency	2	
Non-bank financial institutions	3	
Other (___specify k9x ___)	4	
DON'T KNOW (SPONTANEOUS)	-9	

k9

MNAK.9a | Which bank provided the most recent line of credit or loan? **SHOW CARD 20**

Banque Misr SAE (The Bank of Egypt)	1
Commercial International Bank (Egypt) S.A.E.	2
Qatar National Bank	3
Arab African International Bank	4
HSBC Bank Egypt S A E	5
Banque du Caire SAE	6
Alexbank- Bank of Alexandria (Intesa Sanpaolo)	7
PBDAC- Principal Bank for Development and Agricultural Credit	8
Faisal Islamic Bank of Egypt	9
Credit Agricole Egypt	10
OTHER (SPONTANEOUS - SPECIFY)	11
DON'T KNOW (SPONTANEOUS)	-9

MNAk9a

OTHER | **MNAk9ax**

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EGY.K.10 Referring only to this most recent line of credit or loan, did this establishment compare multiple financing providers?

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

GO TO QUESTION K10
GO TO QUESTION K10

EGYk10

EGY.K.11 Please indicate the main reason why this establishment chose the financial provider of this most recent line of credit or loan **SHOW CARD 21**

Application procedures were clear and efficient	2
Interest rates were favorable	3
Collateral requirements were acceptable	4
Size of loan and maturity were sufficient	5
Thought application would be approved	6
Shariah compliant loan or line of credit	7
Other	8
DON'T KNOW (SPONTANEOUS)	-9

EGYk11

K.10 Referring only to this most recent line of credit or loan, in what year was the most recent line of credit or loan approved?

	Year
Year most recent line of credit or loan approved	k10
DON'T KNOW (SPONTANEOUS)	-9

INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR

EGY.K.12 Referring to the application for this most recent line of credit or loan, how months did it take from the time of the submission of the application until the loan was disbursed or the line of credit was open?

	Months
Months from application until disbursement	EGYk12
LESS THAN A MONTH	1
DON'T KNOW (SPONTANEOUS)	-9

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

	EGPs
Size of most recent line of credit or loan approved	k11
REFUSAL (SPONTANEOUS)	-8
DON'T KNOW (SPONTANEOUS)	-9

0									
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MNAQ.46f In what currency is the most recent line of credit or loan denominated?

EGP	1
Euro	2
US Dollar	3
OTHER (SPONTANEOUS - SPECIFY)	4

MNAq46f

OTHER	MNAq46fx
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MNAQ.46d What is the annual nominal interest rate (in percent) of the most recent line of credit or loan?
 (If the line of credit or loan uses principles of Islamic banking, estimate the additional annual cost or fees)
(INTERVIEWER: IF THE RESPONDENT SAYS THAT THE INTEREST RATE IS VARIABLE, PLEASE ASK THE RESPONDENT TO CALCULATE THE AVERAGE ANNUAL INTEREST RATE)

	Percent points	Decimals
Annual nominal interest rate (%)	MNAq46d	MNAq47d
REFUSAL (SPONTANEOUS)	-8	-8
DON'T KNOW (SPONTANEOUS)	-9	-9

MNAQ.46e What was the original duration of the most recent line of credit or loan in months?

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

MNAq46e

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

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

GO TO QUESTION MNAk15a1
GO TO QUESTION MNAk15a1

k13

0									
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K.14 Referring only to this most recent line of credit or loan, what type of collateral was required?
INTERVIEWER: READ OUT

Collateral	Yes	No	DON'T KNOW (SPONTANEOUS)
Land, buildings under ownership of the establishment k14a	1	2	-9
Machinery and equipment including movables k14b	1	2	-9
Accounts receivable and inventories k14c	1	2	-9
Personal assets of owner (house, etc.) k14d	1	2	-9
Third-party guarantee MNAk14f	1	2	-9
Other forms of collateral not included in the categories above k14e	1	2	-9

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

	EGPs
Value of collateral DON'T KNOW (SPONTANEOUS)	k15a -9

MNAk.15a1 What is the outstanding balance on this most recent line of credit or loan?

	EGPs
Outstanding balance on the most recent line of credit or loan REFUSAL (SPONTANEOUS)	-8
DON'T KNOW (SPONTANEOUS)	-9

MNAk15a1

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

	Number
Total number of open lines of credit or outstanding loans DON'T KNOW (SPONTANEOUS)	k15b -9

GO TO QUESTION K.15d

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

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

0									
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K.15d At this time, does the owner or owners of this establishment have any outstanding personal loans that are used to finance this establishment’s business activities?

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

k15d

K.16 Referring again to the last fiscal year **2015**, did this establishment apply for any lines of credit or loans?

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

GO TO QUESTION K.20

GO TO QUESTION EGYK20

k16

K.17 What was the **main** reason why this establishment did not apply for any line of credit or loan?
SHOW CARD 22

No need for a loan - establishment had sufficient capital	1
Application procedures were complex	2
Interest rates were not favorable	3
Collateral requirements were too high	4
Size of loan and maturity were insufficient	5
Did not think it would be approved	6
Lack of shariah compliant loan or line of credit	7
Other	8
DON'T KNOW (SPONTANEOUS)	-9

GO TO QUESTION EGYK20
GO TO QUESTION EGYK20

k17

MNAK.17 Please indicate if any of the following were the main reason this establishment had sufficient capital and no need for a loan?
SHOW CARD 23

Establishment has no plans for expansion of sales or production	1
Establishment has sufficient capital to cover planned expansion of sales or production	2
Establishment has lowered capital needs due to contracting sales or production	3
Other (specify MNAk17x)	4
DON'T KNOW (SPONTANEOUS)	-9

GO TO QUESTION EGYK20
GO TO QUESTION EGYK20
GO TO QUESTION EGYK20
GO TO QUESTION EGYK20
GO TO QUESTION EGYK20

MNAk17

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K.20 Referring only to this most recent application for a line of credit or loan, what was the outcome of that application?

Application was approved in full	1
Application was approved in part	2
Application was rejected	3
Application was withdrawn	4
APPLICATION STILL IN PROCESS	-6
DON'T KNOW (SPONTANEOUS)	-9

k20a1

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:
 Now let's talk about the establishment's present situation.

EGY.K.20 At this present time, does this establishment have any need for additional financial products?

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

GO TO QUESTION K.21
GO TO QUESTION K.21

EGYk20

EGY.K.21 Please indicate the financial product that would best meet this establishment's needs.
SHOW CARD 24

Loan	1
Line of credit	2
Checking (current) or savings account	3
Credit card	4
Guarantee	5
Letter of credit	6
Factoring	7
Leasing	8
Other (specify EGYk21x)	9
DON'T KNOW (SPONTANEOUS)	-9

EGYk21

K.21 In fiscal year **2015**, did this establishment have its annual financial statements checked and certified by an external auditor?

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

k21

0								
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K.30 Using the response options on the card; To what degree is **Access to Finance** an obstacle to the current operations of this establishment? **SHOW CARD 5**

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

J. BUSINESS-GOVERNMENT RELATIONS

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

The following questions assess how establishments, such as this one, deal with government officials and their agencies.

MNAQ.31e Has this establishment been to court as a **plaintiff** or as a **defendant** in the last three years?

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

MNAq31e

J.1 I am going to read a few statements describing the court system and how it could affect business. Please tell me if you Strongly disagree, Tend to disagree, Tend to agree, or Strongly agree.
SHOW CARD 25

	Strongly disagree	Tend to disagree	Tend to agree	Strongly agree	(SPONTANEOUS)	
					DON'T KNOW	DOES NOT APPLY
“The court system is fair, impartial and uncorrupted.” h7a	1	2	3	4	-9	-7
“The court system is quick.” MNAj1b	1	2	3	4	-9	-7
“The court system is able to enforce its decisions.” MNAj1c	1	2	3	4	-9	-7
“I’m confident that the court system will enforce this establishment’s contractual and property rights in business disputes.” MNAj1a	1	2	3	4	-9	-7
“In general, government officials’ interpretations of regulations affecting this establishment are consistent and predictable.” MNAj1d	1	2	3	4	-9	-7

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

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

EGYC.22c Has this establishment ever used online resources to better understand the relevant requirements of government regulation?

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

EGYc22c

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

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

GO TO QUESTION J.6a

GO TO QUESTION J.6a

j3

J.4 Over the last year, how many times was this establishment visited or inspected by tax officials or required to meet with them?

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

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

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

j5

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

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

GO TO QUESTION J.7

GO TO QUESTION J.7

j6a

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

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

0									
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J.7 It is said that establishments are sometimes required to make gifts or informal payments to public officials to “get things done” with regard to customs, taxes, licenses, regulations, services etc. On average, what percentage of total annual sales, or estimated total annual value, do establishments like this one pay in informal payments or gifts to public officials for this purpose?

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

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

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

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

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

j10

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

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

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

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

j12

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

Yes	1	
No	2	<i>GO TO QUESTION EGYj14</i>
DON'T KNOW (SPONTANEOUS)	-9	<i>GO TO QUESTION EGYj14</i>

j13

EGY.J.13x Please indicate with which agency this establishment submitted the application for an operating license

Agency for application for operating license	EGYj13x
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EGY.J12 What type of operating license was this application for?

Temporary	1	
Permanent	2	
NO OPERATING LICENSE (SPONTANEOUS)	-7	
DON'T KNOW (SPONTANEOUS)	-9	

EGYj12

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

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

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

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

j15

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EGY.J.14 Over the last two years, did this establishment submit an application to an industrial registry?

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

GO TO QUESTION EGY.J16

GO TO QUESTION EGY.J16

EGYj14

EGY.J.15 Approximately how many days did it take from the submission of this application until the establishment received confirmation of registration with the industrial registry?

	Days
Wait for confirmation	EGYj15
LESS THAN ONE DAY	1
STILL IN PROCESS	-6
APPLICATION DENIED	-5
DON'T KNOW (SPONTANEOUS)	-9

EGY.J.16 In the last two years, has this establishment used or received any of the following:
INTERVIEWER: READ OUT

	Yes	No	DON'T KNOW (SPONTANEOUS)	DOES NOT APPLY (SPONTANEOUS)
GAFI one-stop-shop in Cairo EGYj16a	1	2	-9	-7
GAFI one-stop-shop in another governorate EGYj16b	1	2	-9	-7
Industrial development authority EGYj16c	1	2	-9	-7
Social fund for development EGYj16d	1	2	-9	-7
The industrial zone authority or management company EGYj16e	1	2	-9	-7

J.30 Using the response options on the card; To what degree is/are **[INSERT OPTION]** an obstacle to the current operations of this establishment?
SHOW CARD 5

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

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

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

L.2 Looking back, at the end of fiscal year **[insert last complete fiscal year minus two]**, 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 [insert last complete fiscal year minus two]	12
IF ESTABLISHMENT WAS NOT IN BUSINESS IN [insert last complete fiscal year minus two]	-7
DON'T KNOW (SPONTANEOUS)	-9

MNAL.3 At the end of fiscal year **2015**, how many permanent, full-time individuals in this establishment were **younger than 30 years old**:

	Number younger than 30	DON'T KNOW (SPONTANEOUS)
Non-production workers younger than 30 years old	MNAI3b	-9

INTERVIEWER: CANNOT BE GREATER THAN L1

MNAL.4C Over the course of fiscal year **2015**, did the total wage cost of an average **permanent full-time** employee
(INTERVIEWER: READ EACH CATEGORY)

Increase	1
Decrease	2
Stay the same	3
DON'T KNOW (SPONTANEOUS)	-9

GO TO QUESTION MNAL. 4E
GO TO QUESTION L.5
GO TO QUESTION L.5

MNAI4c

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MNAL.4D Over the course of fiscal year **2015**, in percentage terms, how much did the total wage cost of an average **permanent full-time** employee **increase**?

	Percent	
Percentage increase in total wage cost of permanent full-time employee	%	<i>GO TO QUESTION L. 4F</i>
DON'T KNOW (SPONTANEOUS)	-9	<i>GO TO QUESTION L. 4F</i>

MNAI4d

MNAL.4E Over the course of fiscal year **2015**, in percentage terms, how much did the total wage cost of an average **permanent full-time** employee **decrease**?

	Percent	
Percentage decrease in total wage cost of permanent full-time employee	%	
DON'T KNOW (SPONTANEOUS)	-9	

MNAI4e

MNAL.4F The main reason for this change was: **SHOW CARD 26**

Changes in social contributions paid by the employer	1	
Changes in net wage paid by the employer to the employee	2	
Changes in bonuses and extra payments (not part of the regular wage)	3	
Other MNAI4fx	4	
DON'T KNOW (SPONTANEOUS)	-9	

MNAI4f

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

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

L.6 How many full-time seasonal or temporary employees did this establishment employ during **2015**? (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	16	
NO FULL-TIME SEASONAL OR TEMPORARY WORKERS	0	<i>GO TO QUESTION L.9b</i>
DON'T KNOW (SPONTANEOUS)	-9	<i>GO TO QUESTION L.9b</i>

L.6a How many full-time seasonal or temporary employees employed during **2015** were female?

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

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

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

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

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

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

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

110

EGY.L.12 Over fiscal year **2015**, did this establishment promote or hire any managers, that is staff responsible for overseeing the daily work of other employees in this establishment?

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

EG12

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EGY.L.13 Please indicate if any of the following were difficulties in hiring or promoting managers or highly skilled workers in this establishment. **INTERVIEWER: READ OUT**

	Yes	No	DON'T KNOW (SPONTANEOUS)
Qualified people are not available locally nor are willing to live locally EGYk13a	1	2	-9
Potential managers demand higher salaries than those provided by the firm EGYk13b	1	2	-9
Difficulty of Transportation to the establishment location EGYk13c	1	2	-9
Working conditions within the establishment EGYk13d	1	2	-9

L.30 Using the response options on the card; To what degree are **Labor Regulations** an obstacle to the current operations of this establishment? **SHOW CARD 5**

Using the response options on the card; To what degree is **an Inadequately Educated Workforce** an obstacle to the current operations of this establishment? **SHOW CARD 5**

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

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

M.1 By looking at card [insert card number] can you tell me which of the elements of the business environment included in the list, if any, currently represents the biggest obstacle faced by this establishment **SHOW CARD 27**
INTERVIEWER: DO NOT READ OUT

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

Biggest obstacle	m1a
DON'T KNOW (SPONTANEOUS)	-9
DOES NOT APPLY (SPONTANEOUS)	-7

Rotation (option 1, 2 or 3)	m1d
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N. PERFORMANCE

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

Now, we would like to ask you a few questions about the financial results of this establishment. It is important that this information be as accurate as possible. The individual data are treated as confidential – the identity of your establishment will not be revealed at any point. Please provide the following information from the financial statements of this establishment.

N.2 From this establishment’s Income Statement for fiscal year **2015**, please provide the following information: **SHOW CARD 28**

ENUMERATOR: ONLY ASK n2i TO RETAIL FIRMS.

READ OUT

	LCUs	DON'T KNOW (SPONTANEOUS)	REFUSAL (SPONTANEOUS)
Total annual cost of labor including wages, salaries, bonuses, social payments	n2a	-9	-8
Total annual cost of electricity	n2b	-9	-8
Total annual cost of finished goods and materials purchased to resell	n2i	-9	-8

EGY.n3 Referring to the total annual **cost of electricity** for this establishment for fiscal year **2015**, relative to fiscal year **2013** did the total cost increase, decrease, or stay the same?

Increase	1
Decrease	2
Stay the same	3
DON'T KNOW (SPONTANEOUS)	-9

END INTERVIEW

END INTERVIEW

EGYn3

EGY.n4 What was the total change in the **cost of electricity** for this establishment for fiscal year **2015**, relative to fiscal year **2013** did the total cost increase, decrease, or stay the same?
Please provide the answer in either percentage change or

Percentage change	EGYn4a
DON'T KNOW (SPONTANEOUS)	-9

INTERVIEWER: PROVIDE ONE, BUT NOT BOTH

Change in EGP	EGYn4b
DON'T KNOW (SPONTANEOUS)	-9

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

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

ENTER 1 WHEN YEARS WITH THE FIRM IS LESS THAN ONE. FOR GENDER 1: MALE, 2: FEMALE

THE SURVEY ENDS HERE

THANK YOU VERY MUCH FOR YOUR COOPERATION.

A.15 Time face-to-face interview ends:

Day (dd)	Month (mm)	Year (yyyy)	Hour (00 to 23)	Minutes (00 to 59)
a15d	a15m	a15y	a15h	a15min

INTERVIEWERS PLEASE ANSWER AT END OF THE INTERVIEW:

A.16 It is my perception that the responses to the questions regarding opinions and perceptions:

Truthful	1
Somewhat truthful	2
Not truthful	3

a16

A.17 The responses to the questions regarding figures (productivity and employment numbers):

Are taken directly from establishment records	1
Are estimates computed with some precision	2
Are arbitrary and unreliable numbers	3
Are in some case taken from books in some case estimates	4

a17

INTERVIEWER COMMENTS:

(Problems occurred/extraordinary circumstances which could influence results)	a17x
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QUESTIONNAIRE NUMBER **id**

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SUPERVISORS PLEASE ANSWER:

A.18	This questionnaire was completed in:
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One visit in face-to-face interview with one person	1
One visit in face-to-face interview with different managers/staff	2
Several visits	3

STOP HERE

a18

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

a19h

a19m