



**THE
WORLD
BANK**

THE WORLD BANK
Enterprise Survey EAP
Manufacturing Module (2009)

A. CONTROL INFORMATION [TO BE COMPLETED BEFORE INTERVIEW]

| | |
|-----------------------------|---------------|
| A.0 Questionnaire a0 | Module |
| Manufacturing | 1 |

A.1 Country

| | |
|--|-----------|
| | a1 |
|--|-----------|

A.2

| | |
|----------|-------------------------------|
| | Sampling Region a2 |
| Region A | 1 |
| Region B | 2 |
| Region C | 3 |
| Region D | 4 |
| Region E | 5 |

A.3a

| | |
|----------|--|
| | Screener Region (coded ex post) a3a |
| Region A | 1 |
| Region B | 2 |
| Region C | 3 |
| Region D | 4 |
| Region E | 5 |

A.3x Name of city/town/village

| | |
|--|------------|
| | a3x |
|--|------------|

A.3 Size of locality a3

| | |
|--|---|
| Capital city | 1 |
| City with population over 1 million – other than capital | 2 |
| Over 250.000 to 1 million | 3 |
| 50.000 to 250.000 | 4 |
| Less than 50.000 | 5 |

A.4 Industry

| | | Sampling sector a4a | Screener sector a4b |
|--------------------------|----------------------------------|-------------------------------|-------------------------------|
| Manufacturing :Section D | Food | 15 | 15 |
| | Textiles | 17 | 17 |
| | Garments | 18 | 18 |
| | Chemicals | 24 | 24 |
| | Plastics & rubber | 25 | 25 |
| | Non metallic mineral products | 26 | 26 |
| | Basic metals | 27 | 27 |
| | Fabricated metal products | 28 | 28 |
| | Machinery and equipment | 29 | 29 |
| | Electronics (31 & 32) | 31 | 31 |
| Service | Retail | 52 | 52 |
| Other | Other manufacturing | 2 | 2 |
| | Wholesale | 51 | 51 |
| | IT | 72 | 72 |
| | Hotel and restaurants: section H | 55 | 55 |
| | Services of motor vehicles | 50 | 50 |
| | Construction Section F: | 45 | 45 |
| | Transport Section I: (60-64) | 60 | 60 |

A.5 Sector match between screener information and sample frame a5

| | |
|---|---|
| Yes, screener and sample frame info match | 1 |
| No, screener and sample frame do not match but establishment does activities which match both screener and sample frame | 2 |
| No, does not match | 3 |

A.6 Size

| | Sampling size a6a | Screener Size a6b |
|----------------------|-----------------------------|-----------------------------|
| Small >=5 and <=19 | 1 | 1 |
| Medium >=20 and <=99 | 2 | 2 |
| Large >=100 | 3 | 3 |

A.7 Establishment is part of a larger firm **a7**

| | |
|-----------------------|---|
| Yes | 1 |
| No, a firm on its own | 2 |

A.7a **a7a**

| | |
|---|--|
| Number of establishments that form the firm | |
|---|--|

A.8 Type of establishment **a8**

| | |
|---|-----------|
| HQ without production and/or sales in this location | 1 |
| HQ with production and/or sales in this location | 2 |
| Establishment physically separated from HQ and other establishments of the same firm | 3 |
| Establishment physically separated from HQ but with other establishments of the same firm | 4 |
| Does not apply | -7 |

A.9 Are establishment's financial statements prepared separately from HQ's statements? **a9**

| | |
|-----------------------|-----------|
| Yes | 1 |
| No | 2 |
| Does not apply | -7 |

A.10 Are establishment's financial statements prepared separately from other establishments of the same firm?

a10

| | |
|-----------------------|-----------|
| Yes | 1 |
| No | 2 |
| Does not apply | -7 |

A.11 If HQ, are financial statements independent from the rest of establishments? **a11**

| | |
|-----------------------|-----------|
| Yes | 1 |
| No | 2 |
| Does not apply | -7 |

A.12 Interviewer code **a12**

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

A.13 Supervisor code **a13**

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

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 |

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING.

The goal of this survey is to gather information and opinions about the business environment in PHILIPPINES]. Ultimately, 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.

B. GENERAL INFORMATION

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

The first few questions apply to the firm which your 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

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

| | | |
|--|----------------|-----------|
| | Percent | |
| Percentage held by largest owner or owners | % | |
| Don't know (spontaneous) | -9 | b3 |

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/State b2c | % | -9 |
| Other b2d | % | -9 |
| | 100% | |

IF 100% end interview

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

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

| | |
|---------------------------------|-----------|
| Yes | 1 |
| No | 2 |
| Don't know (spontaneous) | -9 |

b4

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 | | |
| Don't know (spontaneous) | -9 | b5 |

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 | | |
| Don't know (spontaneous) | -9 | b6 |

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 | | |
| Don't know (spontaneous) | -9 | |
| Never registered (spontaneous) | -7 | b6b |

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 | | |
| Less than one year | 1 | |
| Don't know (spontaneous) | -9 | b7 |

B.7a Is the Top Manager female?

| | | |
|---------------------------------|-----------|------------|
| Yes | 1 | |
| No | 2 | |
| Don't know (spontaneous) | -9 | b7a |

EAB.7 What is the Top Manager's highest completed level of education?

| | | |
|---|-----------|-------------|
| No Education | 1 | |
| Primary School | 2 | |
| Secondary School | 3 | |
| Vocational Training | 4 | |
| University degree (B.A., B.S., etc.) | 5 | |
| Graduate degree (M.B.A., M.S., Ph.D., etc.) from a university in this country | 6 | |
| Graduate degree (M.B.A., M.S., Ph.D., etc.) from a university abroad | 7 | |
| Don't Know | -9 | |
| | | EAb7 |

B.8 Does this establishment have an internationally-recognized quality certification?
(INTERVIEWER: if there is need for clarification, some examples are: ISO 9000, 9002 or 14000)

| | | |
|---------------------------------|-----------|-----------|
| Yes | 1 | |
| No | 2 | |
| Still in process | -6 | |
| Don't know (spontaneous) | -9 | b8 |

C. INFRASTRUCTURE AND SERVICES

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING.
 Now, we turn to the establishment's operations in fiscal year 2008

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

| | | |
|---------------------------------|-----------|--|
| Yes | 1 | GO TO QUESTION C.6 GO TO QUESTION C.6 |
| 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 | | |
| Less than one day | 1 | |
| Still in process | -6 | |
| Application denied | -5 | |
| Don't know (spontaneous) | -9 | c4 |

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 | |
| REF (spontaneous) | -8 | c5 |

C.6 Over fiscal year 2008, did this establishment experience power outages?

| | | |
|---------------------------------|-----------|--|
| Yes | 1 | GO TO QUESTION C.10 GO TO QUESTION C.10 |
| No | 2 | |
| Don't know (spontaneous) | -9 | |

c6

C.7 In a typical month, over fiscal year 2008, how many power outages did this establishment experience?

| | Number | |
|---|-----------|----------------------------------|
| Average number of power outages per month | | IF 0, GO TO QUESTION C.10 |
| Don't know (spontaneous) | -9 | c7 |

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

| | Hours | |
|-----------------------------------|--------------|-----------|
| Average duration of power outages | | |
| Less than one hour | 1 | |
| Don't know (spontaneous) | -9 | c8 |

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

| | Percentage | |
|---|-------------------|------------|
| Loss as percentage of total annual sales due to power outages | % | |
| None | 0 | |
| Don't know (spontaneous) | -9 | c9a |

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

| | Php | |
|------------------------------------|------------|------------|
| Annual losses due to power outages | | |
| None | 0 | |
| Don't know (spontaneous) | -9 | c9b |

C.10 Over the course of fiscal year 2008, did this establishment own or share a generator?

| | | |
|---------------------------------|-----------|------------|
| Yes | 1 | |
| No | 2 | |
| Don't know (spontaneous) | -9 | c10 |

GO TO QUESTION C.12
GO TO QUESTION C.12

C.11 In fiscal year 2008, what percentage of this establishment's electricity came from a generator or generators that the establishment owned or shared?

| | Percent | |
|--|----------------|------------|
| Percentage electricity from generators | % | |
| Don't know (spontaneous) | -9 | c11 |

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

| | | |
|-------------------|-----------|------------|
| Yes | 1 | |
| No | 2 | |
| Don't know | -9 | c12 |

GO TO QUESTION C.15
GO TO QUESTION C.15

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 | | |
| Less than one day | 1 | |
| Still in process | -6 | |
| Application denied | -5 | |
| Don't know (spontaneous) | -9 | c13 |

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

| | | |
|---------------------------------|-----------|------------|
| Yes | 1 | |
| No | 2 | |
| Don't know (spontaneous) | -9 | |
| REF (spontaneous) | -8 | c14 |

C.15 Over fiscal year 2008, did this establishment experience insufficient water supply for production?

| | | |
|---------------------------------|-----------|----------------------------|
| Yes | 1 | |
| No | 2 | |
| Don't know (spontaneous) | -9 | GO TO QUESTION C.19 |
| | | GO TO QUESTION C.19 |
| | | c15 |

C.16 In a typical month, over fiscal year **2008**, how many incidents of insufficient water supply did this establishment experience?

| | Number | |
|--|---------------|----------------------------------|
| Average number of incidents of water insufficiency per month | | IF 0, GO TO QUESTION C.19 |
| Don't know (spontaneous) | -9 | c16 |

C.17 How long did these incidents of insufficient water supply last on average?

| | Hours | |
|---|--------------|------------|
| Average duration of insufficient water supply | | |
| Less than one hour | 1 | |
| Don't know (spontaneous) | -9 | c17 |

C.18 In fiscal year **2008**, what percentage of this establishment's water supply, used in the production process, was from public sources?

| | Percent | |
|---------------------------|----------------|------------|
| Water from public sources | % | |
| None | 0 | c18 |

C.19 Over the last two years, did this establishment submit an application to obtain a telephone connection?

| | | |
|---------------------------------|-----------|--|
| Yes | 1 | GO TO QUESTION C.22 GO TO QUESTION C.22 |
| No | 2 | |
| Don't know (spontaneous) | -9 | |

c19

C.20 In reference to that application for a telephone 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 telephone connection | | |
| Less than one day | 1 | |
| Still in process | -6 | |
| Application denied | -5 | |
| Don't know (spontaneous) | -9 | c20 |

C.21 In reference to that application for a telephone connection, was an informal gift or payment expected or requested?

| | | |
|---------------------------------|-----------|------------|
| Yes | 1 | |
| No | 2 | |
| Don't know (spontaneous) | -9 | |
| REF (spontaneous) | -8 | c21 |

C.22 At the present time, does this establishment use any of the following:..?

| | Yes | No | Don't know (spontaneous) |
|---|-----|----|---------------------------------|
| E-mail to communicate with clients or suppliers c22a | 1 | 2 | -9 |
| Its own website c22b | 1 | 2 | -9 |

C.30 Is electricity No Obstacle, a Minor Obstacle, a Moderate Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment? **SHOW CARD 4**

| | No obstacle | Minor obstacle | Moderate obstacle | Major obstacle | Very Severe Obstacle | Don't Know (spontaneous) | Does Not Apply (spontaneous) |
|-------------------------|-------------|----------------|-------------------|----------------|----------------------|---------------------------------|-------------------------------------|
| Electricity c30a | 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 **2008**, what was this establishment’s main product, that is, the product that represented the largest proportion of annual sales (in Php)?

Description

| | |
|--|--------------|
| | d1a1x |
|--|--------------|

D.1a2 Using this card, please choose the 4-digit code that best applies to the main product of this establishment.
SHOW CARD 5

| | Code | |
|--------------------------|------|-------------|
| Code of main product | | |
| Don’t know (spontaneous) | -9 | d1a2 |

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

| | % | |
|---|----|-------------|
| Percentage of sales represented by main product | | |
| Don’t know (spontaneous) | -9 | d1a3 |

D.2 In fiscal year **2008**, what were this establishment’s total annual sales?

| | Phps | |
|---|------|-----------|
| Last complete fiscal year’s total sales | | |
| Don’t know (spontaneous) | -9 | d2 |

EAD.2a In fiscal year **2008**, this establishment’s production fall into which category?
SHOW CARD 6

| | | |
|---|----|--------------|
| Only goods for sale to final consumers | 1 | |
| Semi-finished goods which are used as inputs by other firms | 2 | |
| Mostly finished goods but also some semi-finished goods | 3 | |
| Mostly semi-finished goods but also some finished goods | 4 | |
| Don’t know (spontaneous) | -9 | EAd2a |

D.3 In fiscal year **2008**, what percentage of this establishment's sales were:
(INTERVIEWER: these must be asked in the order they appear on the table)
SHOW CARD 7

| | Percent | Don't know (spontaneous) | | |
|--|-------------|--------------------------|-------------------------------------|-----------------------------------|
| National sales d3a | % | -9 | IF 100, GO TO QUESTION EAd8n | |
| Indirect exports (sold domestically to third party that exports products) d3b | % | -9 | | IF 100, GO TO QUESTION D.8 |
| Direct exports d3c | % | -9 | | IF 0, GO TO QUESTION D.8 |
| | 100% | | | |

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

D.4 In fiscal year **2008**, when this establishment exported goods directly, how many days did it take on average from the time this establishment's goods arrived at their main point of exit (e.g., port, airport) until the time these goods cleared customs?

| | Days | |
|---|-----------|-----------|
| Average number of days to clear customs | | |
| Less than one day | 1 | |
| Don't know (spontaneous) | -9 | d4 |

D.6 In fiscal year **2008**, what percentage of the consignment value of the products exported directly was lost while in transit because of theft?

| | Percent | |
|--|-----------|-----------|
| Losses due to theft as percentage of consignment value | % | |
| No losses | 0 | |
| Don't know (spontaneous) | -9 | d6 |

D.7 In fiscal year **2008**, what percentage of the consignment value of the products exported directly was lost while in transit because of breakage or spoilage?

| | Percent | |
|---|-----------|-----------|
| Losses due to breakage or spoilage as percentage of consignment value | % | |
| No losses | 0 | |
| Don't know (spontaneous) | -9 | d7 |

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

| | Year | |
|--|-----------|-----------|
| Began exporting directly or indirectly | | |
| Don't know (spontaneous) | -9 | d8 |

EAD8a. In fiscal year **2008**, which country was the main recipient of exports value (direct or indirect) of this establishment?

| |
|----------------|
| Country |
| EAd8ax |

EAD8.b In which year did this establishment first export directly or indirectly to this country?

| | | |
|--|-------------|--------------|
| | Year | |
| Began exporting directly or indirectly to main recipient country | | |
| Don't know (spontaneous) | -9 | EAd8b |

EAD8.c Did this establishment ever have to stop export operations to the main recipient country?

| | | |
|---------------------------------|-----------|--|
| Yes | 1 | GO TO QUESTION EAD.8e GO TO QUESTION EAD.8e |
| No | 2 | |
| Don't know (spontaneous) | -9 | |

EAd8c

EAD8.d How many years did it take before you were able to resume exporting to that country?

| | | |
|---|--------------|--------------|
| | Years | |
| Years to resume exporting to that country | | |
| Less than 1 year | 1 | |
| Don't know (spontaneous) | -9 | EAd8d |

EAD.8e In fiscal year **2008**, what was the total value of exports (direct and indirect) to the main recipient country?

| | | |
|--|------------|--------------|
| | Php | |
| Total value of exports to main recipient country | | |
| Don't know (spontaneous) | -9 | EAd8e |

EAD.8g In fiscal year **2008**, which country was the second most important recipient of exports value (direct or indirect) of this establishment?

| | |
|--------------------------|---|
| Country | |
| Not Applicable -7 | EAd8gx GO TO QUESTION EAD.8k |

EAD.8h In which year did this establishment first export directly or indirectly to this country?

| | Year | |
|---|-----------|--------------|
| Began exporting directly or indirectly to second most important recipient country | | |
| Don't know (spontaneous) | -9 | EAd8h |

EAD8i In fiscal year **2008**, what was the total value of exports (direct and indirect) to the second most important export recipient country?

| | Php | |
|--|-----------|--------------|
| Total value of exports to second most important export recipient country | | |
| Don't know (spontaneous) | -9 | EAd8i |

EAD.8k In fiscal year **2008**, did this establishment introduce a new country as an export market?

| | | |
|---------------------------------|-----------|------------------------------|
| Yes | 1 | |
| No | 2 | GO TO QUESTION EAD.8m |
| Don't know (spontaneous) | -9 | GO TO QUESTION EAD.8m |

EAd8k

EAD.8l For this new country, is this establishment expecting that exporting will be
SHOW CARD 8

| | | |
|---------------------------------|-----------|--------------|
| Intermittent (Occasionally) | 1 | |
| On a regular basis | 2 | |
| Other | 3 | |
| Don't know (spontaneous) | -9 | EAd8l |

EAD.8m In general, are each of the following a reason for exporting?

| | Yes | No | Don't know (spontaneous) | |
|---|-----|----|--------------------------|---------|
| There is little or no domestic demand for this establishment's products | 1 | 2 | -9 | EAd8m1 |
| There is significant foreign demand for goods produced by this establishment | 1 | 2 | -9 | EAd8m2 |
| There are favorable government incentives when exporting | 1 | 2 | -9 | EAd8m3 |
| Exporting occurs due to an existing relationship between a parent firm and subsidiary | 1 | 2 | -9 | EAd8m4 |
| Other | 1 | 2 | -9 | EAd8m5 |
| <u>Other Specify</u> | | | | EAd8m5x |

SKIP TO D.10
if the firm is currently exporting

EAD.8n Are any of the following a reason why this establishment is not currently exporting?

| | Yes | No | Don't know (spontaneous) | |
|---|-----|----|--------------------------|---------|
| Foreign markets are too competitive | 1 | 2 | -9 | EAd8n1 |
| Weak customs facilities in Philippines | 1 | 2 | -9 | EAd8n3 |
| Weak transportation facilities in Philippines | 1 | 2 | -9 | EAd8n4 |
| This establishment is too small to export | 1 | 2 | -9 | EAd8n5 |
| Regulatory barriers faced by this establishment in Philippines | 1 | 2 | -9 | EAd8n6 |
| Financial constraints faced by this establishment | 1 | 2 | -9 | EAd8n7 |
| Other | 1 | 2 | -9 | EAd8n8 |
| <u>Other Specify</u> | | | | EAd8n8x |

D.10 In fiscal year **2008**, what percentage of the consignment 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 consignment value d10 | % |
| No losses | 0 |
| Don't know (spontaneous) | -9 |
| No internal shipments made | -7 |

D.11 In fiscal year **2008**, what percentage of the consignment 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 consignment value | % | |
| No losses | 0 | |
| Don't know (spontaneous) | -9 | |
| No internal shipments made | -7 | d11 |

D.12 In fiscal year **2008**, as a proportion of all material inputs or supplies purchased that year, what percentage of this establishment's material inputs or supplies were: **SHOW CARD 11**

| | Percent | Don't know (spontaneous) | |
|---|----------------|---------------------------------|---------------------------------|
| Material inputs or supplies of domestic origin d12a | % | -9 | |
| Material inputs or supplies of foreign origin d12b | % | -9 | IF 0, GO TO QUESTION d16 |
| | 100% | | |

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

D.13 Were any of the material inputs or supplies purchased in fiscal year **2008**, imported directly?

| | | |
|---------------------------------|-----------|--|
| Yes | 1 | GO TO QUESTION d16 GO TO QUESTION d16 |
| No | 2 | |
| Don't know (spontaneous) | -9 | |

d13

EAD.13a Did any inputs or supplies imported in **2008** come from the following country?
INTERVIEWER: READ OUT

| Country | Yes | No | Don't know (spontaneous) | |
|----------------|------------|-----------|---------------------------------|----------------|
| China | 1 | 2 | -9 | EAD13a1 |
| Indonesia | 1 | 2 | -9 | EAD13a3 |
| Vietnam | 1 | 2 | -9 | EAD13a4 |
| Cambodia | 1 | 2 | -9 | EAD13a5 |
| Thailand | 1 | 2 | -9 | EAD13a6 |
| Laos | 1 | 2 | -9 | EAD13a7 |
| Malaysia | 1 | 2 | -9 | EAD13a8 |

EAD.13b Are each of the following a reason for importing directly?

| | Yes | No | Don't know (spontaneous) | |
|--|-----|----|-----------------------------|---------|
| Cannot obtain inputs or supplies from domestic market | 1 | 2 | -9 | EAd13b1 |
| Cheaper to obtain inputs or supplies from abroad | 1 | 2 | -9 | EAd13b2 |
| The quality of the inputs or supplies is higher from abroad | 1 | 2 | -9 | EAd13b3 |
| Establishment is under a commercial agreement such as franchise or subsidiary relationship | 1 | 2 | -9 | EAd13b4 |
| Other | 1 | 2 | -9 | EAd13b5 |
| Other __Specify__ EAd13b5x | | | | |

D.14 In fiscal year **2008**, when this establishment imported material inputs or supplies, how many days did it take on average from the time these goods arrived to their point of entry (e.g. port, airport) until the time these goods could be claimed from customs?

| | Days | |
|---|-----------|------------|
| Average number of days to clear customs | | |
| Less than one day | 1 | |
| Don't know (spontaneous) | -9 | d14 |

D.16 At the present time, when this establishment receives delivery of its most important input, on average, how many days of inventory, measured in days of production, does this establishment keep?
(INTERVIEWER: if respondent requires clarification, define days of inventory as stock on hand)

| | Days | |
|---|-----------|------------|
| Days of inventory of most important input | | |
| Don't know (spontaneous) | -9 | d16 |

EAD.17 In the last two years, has this establishment opened a facility in the following countries?
INTERVIEWER: READ OUT

| Country | Yes | No | Don't know (spontaneous) | |
|-------------------------|-----|----|--------------------------|--|
| China EAd17a | 1 | 2 | -9 | IF 'YES' FOR ANY COUNTRY, GO TO QUESTION EAD.19 |
| Indonesia EAD17c | 1 | 2 | -9 | |
| Vietnam EAD17d | 1 | 2 | -9 | |
| Cambodia EAD17e | 1 | 2 | -9 | |
| Thailand EAD17f | 1 | 2 | -9 | |
| Laos EAD17g | 1 | 2 | -9 | |
| Malaysia EAD17h | 1 | 2 | -9 | |
| | | | | |

EAD.18 What was your primary reason for not opening a facility in these countries?
SHOW CARD 13

| | |
|--|-----------|
| Lack trust in partners in those countries | 1 |
| Insufficient capital for such an investment | 2 |
| Administrative barriers for investments abroad from Philippines | 3 |
| This establishment does well in the domestic market | 4 |
| Other | 5 |
| Don't know (spontaneous) | -9 |

EAd18 **GO TO QUESTION D.30**

EAD.19 What was your primary reason for opening a facility abroad? **SHOW CARD 13-B**

| | |
|--|-----------|
| Trade barriers make it easier to serve the market from that country directly | 1 |
| Incentives provided by recipient country | 2 |
| Profitable opportunities | 3 |
| Other | 4 |
| Don't know (spontaneous) | -9 |

EAd19

D.30 Is transport No Obstacle, a Minor Obstacle, a Moderate Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment?

Are customs and trade regulations No Obstacle, a Minor Obstacle, a Moderate obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment?
SHOW CARD 14

| | | No obstacle | Minor obstacle | Moderate obstacle | Major obstacle | Very Severe Obstacle | Don't Know (spontaneous) | Does Not Apply (spontaneous) |
|-------------------------------|-------------|-------------|----------------|-------------------|----------------|----------------------|--------------------------|------------------------------|
| Transport | d30a | 0 | 1 | 2 | 3 | 4 | -9 | -7 |
| Customs and trade regulations | d30b | 0 | 1 | 2 | 3 | 4 | -9 | -7 |

EAD.30 Are each of the following items No Obstacle, a Minor Obstacle, a Moderate Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment?"
SHOW CARD 14

| | No obstacle | Minor obstacle | Moderate obstacle | Major obstacle | Very Severe Obstacle | Don't Know (spontaneous) | Does Not Apply (spontaneous) |
|--|-------------|----------------|-------------------|----------------|----------------------|--------------------------|------------------------------|
| Port and airports operations and administration | 0 | 1 | 2 | 3 | 4 | -9 | -7 |
| Availability, cost and efficiency of international airport and air services | 0 | 1 | 2 | 3 | 4 | -9 | -7 |
| Availability cost and efficiency of international shipping services, excluding air | 0 | 1 | 2 | 3 | 4 | -9 | -7 |
| Telecommunication links with foreign suppliers and customers | 0 | 1 | 2 | 3 | 4 | -9 | -7 |

E. DEGREE OF COMPETITION

E.1 In fiscal year **2008**, which of the following was the main market in which this establishment sold its main product? **SHOW CARD 15**

| | |
|--|-----------|
| Local – main product sold mostly in same municipality where establishment is located | 1 |
| National – main product sold mostly across the country where establishment is located | 2 |
| International – main product sold mostly to nations outside country where establishment is located | 3 |
| Don't know (spontaneous) | -9 |

GO TO QUESTION E.6

GO TO QUESTION E.6

e1

E.2 In fiscal year **2008**, for the main market in which this establishment sold its main product, how many competitors did this establishment's main product face?

| | |
|---------------------------------|-----------|
| None | 1 |
| One | 2 |
| 2-5 | 3 |
| More than 5 | 4 |
| Don't know (spontaneous) | -9 |

e2

E.6 Does this establishment at present use technology licensed from a foreign-owned company, excluding office software?

| | |
|---------------------------------|-----------|
| Yes | 1 |
| No | 2 |
| Don't know (spontaneous) | -9 |

e6

E.7a Does this establishment have any patents registered abroad?

| | |
|---------------------------------|-----------|
| Yes | 1 |
| No | 2 |
| Don't know (spontaneous) | -9 |

e7a

E.7b Does this establishment have any patents registered in the **Philippines**?

| | |
|---------------------------------|-----------|
| Yes | 1 |
| No | 2 |
| Don't know (spontaneous) | -9 |

e7b

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

| | |
|---------------------------------|-----------|
| Yes | 1 |
| No | 2 |
| Don't know (spontaneous) | -9 |

e11

**E.30 Are practices of competitors in the informal sector No Obstacle, a Minor Obstacle, a Moderate Obstacle, Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment?
SHOW CARD 16**

| | No obstacle | Minor obstacle | Moderate obstacle | Major obstacle | Very Severe Obstacle | Do Not Know (spontaneous) | Does Not Apply (spontaneous) |
|--|-------------|----------------|-------------------|----------------|----------------------|----------------------------------|-------------------------------------|
| Practices of competitors in the informal sector e30 | 0 | 1 | 2 | 3 | 4 | -9 | -7 |

F. CAPACITY

F.1 In fiscal year **2008**, what was this establishment's output produced as a proportion of the maximum output possible if using all resources available (capacity utilization)?

| | | Percent |
|---------------------------------|-----------|----------------|
| Capacity utilization | % | |
| Don't know (spontaneous) | -9 | f1 |

F.2 In fiscal year **2008**, how many hours per week did this establishment normally operate?

| | | Hours |
|--------------------------------------|-----------|--------------|
| Typical hours of operation in a week | | |
| Don't know (spontaneous) | -9 | f2 |

G. LAND AND PERMITS

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

| | | |
|---------------------------------|-----------|--|
| Yes | 1 | GO TO QUESTION G.30 GO TO QUESTION G.30 |
| No | 2 | |
| Don't know (spontaneous) | -9 | |

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 |
| REF (spontaneous) | -8 |

g4

G.30 Is access to land No Obstacle, a Minor Obstacle, a Moderate Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment? **SHOW CARD 16**

| | | No obstacle | Minor obstacle | Moderate obstacle | Major obstacle | Very Severe Obstacle | Do Not Know (spontaneous) | Does Not Apply (spontaneous) |
|----------------|-------------|-------------|----------------|-------------------|----------------|----------------------|----------------------------------|-------------------------------------|
| Access to land | g30a | 0 | 1 | 2 | 3 | 4 | -9 | -7 |

I. CRIME

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

I.1 In fiscal year **2008**, did this establishment pay for security, for example equipment, personnel, or professional security services?

| | | |
|---------------------------------|-----------|--|
| 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 **2008**, 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 | % | |
| Don't know (spontaneous) | -9 | i2a |

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

| | | |
|---------------------------------|------------|------------|
| | Php | |
| Total annual cost of security | | |
| Don't know (spontaneous) | -9 | i2b |

I.3 In fiscal year **2008**, did this establishment experience losses as a result of theft, robbery, vandalism or arson?

| | | |
|---------------------------------|-----------|--|
| 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 **2008**, what were the estimated losses as a result of theft, robbery, vandalism or arson 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 | % | |
| Don't know (spontaneous) | -9 | i4a |

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

| | | |
|---------------------------------|------------|------------|
| | Php | |
| Total annual value of losses | | |
| Don't know (spontaneous) | -9 | i4b |

I.30 Are crime, theft and disorder No Obstacle, a Minor Obstacle, a Moderate Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment?
SHOW CARD 16

| | No obstacle | Minor obstacle | Moderate obstacle | Major Obstacle | Very Severe Obstacle | Do Not Know (spontaneous) | Does Not Apply (spontaneous) |
|--------------------------------------|-------------|----------------|-------------------|----------------|----------------------|---------------------------|------------------------------|
| 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 **2008**, what percentage, as a proportion of the value of total annual purchases of material inputs or services, were: **SHOW CARD 17**

| | Percent | Don't know (spontaneous) |
|---|--------------|-----------------------------|
| Paid for before the delivery? k1a | % | -9 |
| Paid for on delivery? k1b | % | -9 |
| Paid for after delivery? k1c | % | -9 |
| | 100 % | |

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

K.2 In fiscal year **2008**, what percentage of this establishment's total annual sales of its goods or services were: **SHOW CARD 17**

| | Percent | Don't know (spontaneous) |
|---|--------------|-----------------------------|
| Paid for before the delivery? k2a | % | -9 |
| Paid for on delivery? k2b | % | -9 |
| Paid for after delivery? k2c | % | -9 |
| | 100 % | |

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

K.3 Over fiscal year **2008**, please estimate the proportion of this establishment's working capital that was financed from each of the following sources?
INTERVIEWER: SHOW CARD 18

| | Percent | Don't know (spontaneous) |
|--|-------------|-----------------------------|
| Internal funds/Retained earnings K3a | % | -9 |
| Borrowed from banks (private and state-owned) K3bc | % | -9 |
| Borrowed from non-bank financial institutions 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 **2008**, did this establishment purchase any fixed assets, such as machinery, vehicles, equipment, land or buildings?

| | | |
|---------------------------------|-----------|--|
| Yes | 1 | GO TO QUESTION K.6 GO TO QUESTION K.6 |
| No | 2 | |
| Don't know (spontaneous) | -9 | |

k4

N.5 In fiscal year **2008**, how much did this establishment spend on purchases of:

| | Php | Don't know (spontaneous) |
|---|-----|---------------------------------|
| Machinery, vehicles, and equipment (new or used) n5a | | -9 |
| Land and buildings n5b | | -9 |

K.5 Over fiscal year **2008**, please estimate the proportion of this establishment's total purchase of fixed assets that was financed from each of the following sources:
SHOW CARD 19

| | Percent | Don't know (spontaneous) |
|---|-------------|---------------------------------|
| Internal funds or retained earnings k5a | % | -9 |
| Owners' contribution or issued new equity shares k5i | % | -9 |
| Borrowed from banks (private and state-owned) k5bc | % | -9 |
| Borrowed from non-bank financial institutions k5e | % | -9 |
| Purchases on credit from suppliers and advances from customers k5f | % | -9 |
| Other (moneylenders, friends, relatives, bonds, commercial papers etc) k5hdj | % | -9 |
| | 100% | |

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

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

| | | |
|---------------------------------|-----------|--|
| Yes | 1 | |
| No | 2 | |
| Don't know (spontaneous) | -9 | |

k6

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

| | | |
|---------------------------------|-----------|--|
| Yes | 1 | |
| No | 2 | |
| Don't know (spontaneous) | -9 | |

k7

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

| | | |
|---------------------------------|-----------|--|
| Yes | 1 | GO TO QUESTION K.16 GO TO QUESTION K.16 |
| No | 2 | |
| Don't know (spontaneous) | -9 | |

k8

K.9 Referring to the most recent line of credit or loan, what type of financial institution granted this loan? **SHOW CARD 22**

| | | |
|---|-----------|--|
| Private commercial banks | 1 | GO TO QUESTION K.16 GO TO QUESTION K.16 |
| State-owned banks or government agency | 2 | |
| Non-bank financial institutions which include microfinance institutions, credit cooperatives, credit unions, or finance companies | 3 | |
| Other | 4 | |
| Don't know (spontaneous) | -9 | |

k9

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

| | | |
|---|-------------|------------|
| | Year | |
| Year most recent loan/line of credit approved | | |
| Don't know (spontaneous) | -9 | k10 |

INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR

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

| | | |
|--|------------|------------|
| | Php | |
| Size of most recent loan/line of credit approved | | |
| REF (spontaneous) | -8 | |
| Don't know (spontaneous) | -9 | k11 |

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

| | | |
|---------------------------------|-----------|--|
| Yes | 1 | GO TO QUESTION K.16 GO TO QUESTION K.16 |
| No | 2 | |
| Don't know (spontaneous) | -9 | |

k13

K.14 Referring only to this most recent loan or line of credit, 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 |
| 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?

| | | Value |
|---------------------------------|--|-----------|
| Value of collateral | | |
| Don't know (spontaneous) | | -9 |

k15a

K.16 Referring again to the last fiscal year **2008**, did this establishment apply for any loans or lines of credit?

| | | |
|---------------------------------|-----------|----------------------------|
| Yes | 1 | GO TO QUESTION K.21 |
| No | 2 | |
| Don't know (spontaneous) | -9 | GO TO QUESTION K.21 |

k16

K.17 What was the **main** reason why this establishment did not apply for any line of credit or loan in fiscal year **2008**? **SHOW CARD 23**

| | |
|---|-----------|
| No need for a loan - establishment has sufficient capital | 1 |
| Application procedures for loans or lines of credit are complex | 2 |
| Interest rates are not favorable | 3 |
| Collateral requirements are too high | 4 |
| Size of loan and maturity are insufficient | 5 |
| Did not think it would be approved | 6 |
| Other | 7 |
| Don't know (spontaneous) | -9 |

k17

K.21 In fiscal year **2008**, 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

K.30 Is access to finance, which includes availability and cost, interest rates, fees and collateral requirements, No Obstacle, a Minor Obstacle, a Moderate Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment?
SHOW CARD 24

| | No obstacle | Minor obstacle | Moderate obstacle | Major obstacle | Very Severe Obstacle | Do Not Know (spontaneous) | Does Not Apply (spontaneous) |
|------------------------------|-------------|----------------|-------------------|----------------|----------------------|---------------------------|------------------------------|
| Access to finance k30 | 0 | 1 | 2 | 3 | 4 | -9 | -7 |

J. BUSINESS-GOVERNMENT RELATIONS

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:
 The following questions assess how establishments, such as this one, deal with government officials and their agencies.

J.1 I am going to read some statements that describe the courts system and how it could affect business. For each statement, 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 | Don't know (spontaneous) |
|--|------------|-------------------|------------------|---------------|----------------|--------------------------|
| "The court system is fair, impartial and uncorrupted." | h7a | 1 | 2 | 3 | 4 | -9 |

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

| | Percent |
|--|-----------|
| Senior management's time spent on dealing with regulations | % |
| No time was spent | 0 |
| Don't know (spontaneous) | -9 |
| | j2 |

J.3 Over the last year, was this establishment visited or inspected by tax officials?

| | | |
|---------------------------------|-----------|--|
| Yes | 1 | GO TO QUESTION J.6a GO TO QUESTION J.6a |
| No | 2 | |
| Don't know (spontaneous) | -9 | |
| | j3 | |

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

| | Number |
|---|-----------|
| Times inspected or met with tax officials | |
| Don't know (spontaneous) | -9 |
| | j4 |

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 |
| REF (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 | % | |
| Don't know (spontaneous) | -9 | |
| Refusal (spontaneous) | -8 | |
| No payments | 0 | j6 |

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 | % | |
| No payments/gifts are paid | 0 | |
| Don't know (spontaneous) | -9 | |
| Refusal (spontaneous) | -8 | j7a |

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

| | Php | |
|-----------------------------------|-----------|------------|
| Total annual informal payment | | |
| No payments/gifts are paid | 0 | |
| Don't know (spontaneous) | -9 | |
| Refusal (spontaneous) | -8 | j7b |

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

| | | |
|--------------------------|----|---------------------|
| Yes | 1 | |
| No | 2 | GO TO QUESTION J.13 |
| Don't know (spontaneous) | -9 | GO TO QUESTION J.13 |

j10

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

| | Days | |
|--------------------------|------|------------|
| Wait for import license | | |
| Less than one day | 1 | |
| Still in process | -6 | |
| Application denied | -5 | |
| Don't know (spontaneous) | -9 | j11 |

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 | |
| REF (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 | GO TO QUESTION J.30 |
| Don't know (spontaneous) | -9 | GO TO QUESTION J.30 |

j13

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

| | Days | |
|----------------------------|------|------------|
| Wait for operating license | | |
| Less than one day | 1 | |
| Still in process | -6 | |
| Application denied | -5 | |
| Don't know (spontaneous) | -9 | j14 |

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

| | |
|---------------------------------|-----------|
| Yes | 1 |
| No | 2 |
| Don't know (spontaneous) | -9 |
| Refusal (spontaneous) | -8 |

j15

J.30 As I list some factors that can affect the current operations of a business, please look at this card and tell me if you think that each factor is No Obstacle, a Minor Obstacle, a Moderate Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment.
SHOW CARD 26

ROTATE OPTIONS

| | | No obstacle | Minor obstacle | Moderate obstacle | Major obstacle | Very Severe Obstacle | Do Not Know (spontaneous) | Does Not Apply (spontaneous) |
|--------------------------------|-------------|-------------|----------------|-------------------|----------------|----------------------|----------------------------------|-------------------------------------|
| Tax rates | j30a | 0 | 1 | 2 | 3 | 4 | -9 | -7 |
| Tax administration | j30b | 0 | 1 | 2 | 3 | 4 | -9 | -7 |
| Business licensing and permits | j30c | 0 | 1 | 2 | 3 | 4 | -9 | -7 |
| Political instability | j30e | 0 | 1 | 2 | 3 | 4 | -9 | -7 |
| Corruption | j30f | 0 | 1 | 2 | 3 | 4 | -9 | -7 |
| Courts | h30 | 0 | 1 | 2 | 3 | 4 | -9 | -7 |

L. LABOR

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:
 Now I would like to ask you a few questions about this establishment's labour force.

L.1 At the end of fiscal year **2008**, how many permanent, full-time employees did this establishment employ? Please include all employees and managers
(INTERVIEWER: Permanent, full-time employees are defined as all paid 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 8 or more hours per day)
(INTERVIEWER: include interviewee if applicable).

| | Number | |
|--|--------|-----------|
| Permanent, full-time employees end of last fiscal year | | |
| Don't know (spontaneous) | -9 | 11 |

L.2 Three fiscal years ago, at the end of fiscal year **2006**, how many permanent, full-time employees did this establishment employ? Please include all employees and managers **(INTERVIEWER: include interviewee if applicable).**

| | Number | |
|---|--------|-----------|
| Permanent, full-time employees three fiscal years ago | | |
| If establishment was not in business three years ago | -7 | |
| Don't know (spontaneous) | -9 | 12 |

L.3 At the end of fiscal year **2008**, how many permanent, full-time employees were: **INTERVIEWER: READ EACH CATEGORY**

| | Number | Don't know (spontaneous) |
|---|--------|--------------------------|
| Production employees 13a | | -9 |
| Non-production employees [e.g., managers, administration, sales] 13b | | -9 |

L.4 At the end of fiscal year **2008**, how many permanent, full-time employees were: **INTERVIEWER: READ EACH CATEGORY**

| | Number | Don't know (spontaneous) |
|---|--------|--------------------------|
| Skilled production workers 14a | | -9 |
| Unskilled production workers 14b | | -9 |

L.5 At the end of fiscal year **2008**, how many permanent full-time employees of this establishment for the following categories were female?

| | Number | Don't know (spontaneous) |
|--|--------|-----------------------------|
| Female permanent full-time production employees 15a | | -9 |
| Female permanent full-time non-production employees 15b | | -9 |

L.6 How many full-time temporary employees did this establishment employ in fiscal year **2008**?
(INTERVIEWER: Full-time, temporary workers are all paid short-term (i.e. for less than a fiscal year) employees with no guarantee of renewal of contract employment and work 8 or more hours per day)

| | Number |
|--|--------|
| Full-time seasonal/temporary workers employed last fiscal year 16 | |
| Don't know (spontaneous) | -9 |

IF 0, GO TO QUESTION L.9

L.8 What was the average length of employment of all full-time temporary employees in fiscal year **2008**?

| | Months | |
|---|--------|-----------|
| Average length full-time seasonal/temporary employment last fiscal year | | |
| Less than one month | 1 | |
| Don't know (spontaneous) | -9 | 18 |

L.9 What is the average educational attainment of a typical production worker employed in this establishment?
INTERVIEWER: SHOW CARD 27

| | |
|---------------------------------|----|
| 0-3 years of education | 1 |
| 4-6 years of education | 2 |
| 7-9 years of education | 3 |
| 10-12 years of education | 4 |
| 13 years and above of education | 5 |
| Don't know | -9 |

19

L.10 Over fiscal year **2008**, did this establishment have formal training programs for its permanent, full-time employees?

| | |
|---------------------------------|----|
| Yes | 1 |
| No | 2 |
| Don't know (spontaneous) | -9 |

GO TO QUESTION 130a
GO TO QUESTION 130a

110

L.11 Referring to the training programs run over fiscal year **2008**, what percentage of permanent, full-time employees of the following categories received formal training?

| | Percent | If no employees in a category were trained | Don't know (spontaneous) |
|--|----------------|---|---------------------------------|
| Production full-time permanent employees trained I11a | % | 0 | -9 |
| Non-production full-time permanent employees trained I11b | % | 0 | -9 |

L.30 Are labor regulations No Obstacle, a Minor Obstacle, a Moderate Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment?

Is an inadequately educated workforce No Obstacle, a Minor Obstacle, a Moderate Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment?
INTERVIEWER: SHOW CARD 28

| | No obstacle | Minor obstacle | Moderate obstacle | Major obstacle | Very Severe Obstacle | Do Not Know (spontaneous) | Does Not Apply (spontaneous) |
|---|-------------|----------------|-------------------|----------------|----------------------|----------------------------------|-------------------------------------|
| Labor regulations I30a | 0 | 1 | 2 | 3 | 4 | -9 | -7 |
| Inadequately educated workforce I30b | 0 | 1 | 2 | 3 | 4 | -9 | -7 |

M. BUSINESS ENVIRONMENT

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

The next set of questions is designed to get a general picture of your opinion about the business environment that affects the operations of this establishment

M.1 Which of the following elements of the business environment, if any, currently represents the biggest obstacle faced by this establishment. SHOW CARD 29 DO NOT READ OUT OPTIONS

| |
|--|
| 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 m1d |
|---------------------|

N. PERFORMANCE

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

The purpose of the following questions is to allow us to estimate the productivity of establishments like this one. Estimates are made at the aggregate level so the information you provide below will be compiled with the information from other establishments. 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 For fiscal year **2008**, please provide the following information about this establishment: **SHOW CARD 30**

READ OUT

| | Php | Don't know (spontaneous) | REF (spontaneous) |
|--|------------|---------------------------------|--------------------------|
| Total annual cost of labor including wages, salaries, bonuses, social security payments n2a | | -9 | -8 |
| Total annual cost of raw materials and intermediate goods used in production n2e | | -9 | -8 |
| Total annual costs of fuel n2f | | -9 | -8 |
| Total annual costs of electricity n2b | | -9 | -8 |

N.3 In fiscal year **2006**, three fiscal years ago, what were total annual sales for this establishment?

| | Php | |
|---|------------|-----------|
| Total annual sales three years ago | | |
| If establishment was not in business three years ago | -7 | |
| Don't know (spontaneous) | -9 | n3 |

N.6 At the end of fiscal year **2008**, what was the net book value, that is the value of assets after depreciation, of the following:

| | Php | Don't know (spontaneous) | REF (spontaneous) |
|---|------------|-------------------------------------|------------------------------|
| Machinery, vehicles, and equipment n6a | | -9 | -8 |
| Land and buildings n6b | | -9 | -8 |

N.7 Hypothetically, if this establishment were to purchase the assets it uses now, in their current condition, how much would they cost?

| | Php | Don't know (spontaneous) |
|---|------------|-------------------------------------|
| Machinery, vehicles, and equipment n7a | | -9 |
| Land and buildings n7b | | -9 |

B.20 The World Bank might be interested in getting in touch with you to follow up on some aspects of this interview. Would you have any objection if we provide them with your contact information?

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

b20

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

| | Position in the firm | Years with the firm | Gender |
|--------------------------|-----------------------------|----------------------------|---------------|
| Main respondent | a15a1a | a15a2a | a15a3 |
| Second respondent | a15a1b | a15a2b | a15b3 |

THE SURVEY ENDS HERE
THANK YOU VERY MUCH FOR YOUR COOPERATION.

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

| Date (mm/dd) | Hour | Minutes | AM/PM |
|---------------------|-------------|----------------|--------------|
| | | | |

A15m/ a15d a15h a15min a15

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 |

a17

INTERVIEWER COMMENTS:

a17x

(Problems occurred/extraordinary circumstances which could influence results)

SUPERVISORS PLEASE ANSWER:

A.18 This questionnaire was completed in:

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

STOP HERE

a18

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

| | |
|---|---|
| Hour | Minutes |
| <input style="width: 40px; height: 20px;" type="text"/> | <input style="width: 40px; height: 20px;" type="text"/> |

a19h a19m a19