

REGION: \_\_\_\_\_ ( )  
 MUNICIPALITY: \_\_\_\_\_ ( )  
 LOCAL COMMUNITY: \_\_\_\_\_ ( )  
 INTERVIEWER: \_\_\_\_\_ ( )  
 SUPERVISOR: \_\_\_\_\_ ( )

*Good morning / afternoon/ evening, my name is \_\_\_\_\_ . I am working as an interviewer for research agency Strategic Marketing (Strateški Marketing) which is regularly conducting surveys on various topics. I would be grateful if you answered some questions for me. All the obtained data will be presented as aggregate data and will be used exclusively for the purposes of this project.*

Enterprise Code #

**Serbia and Montenegro 2003: Investment Climate Conditions, Regulatory Costs and Productivity**

The purpose of this survey is to better understand conditions in the local investment climate and how they affect firm-level productivity. The goal is to advise government on ways to change policies that hinder private establishments like yours and to develop new policies and programs that support productivity growth. Your answers should reflect only your experience of doing business in your country. Please note that the information obtained here will be treated confidentially. Neither your name nor the name of your firm will be used in any document based on this survey.

**BASIC INFORMATION**

<b>1</b>	What is the principal sector in which your firm operates? ONE ANSWER, SEE QUOTAS.	1. Manufacturing : main product line (e.g. textiles, chemicals)	<b>2</b>
		2. Services: main service provided _ (e.g. consulting, transportation)	
		3. Commerce (retail/wholesale trade)	
		4. Agriculture, hunting, fishing	
		5. Mining and Quarrying	
		6. Electricity, gas, water	
		7. Construction	
<b>2</b>	Where are your headquarters and your principal operating facilities located in this country? <i>(Code: 1=Capital City; 2=Other city of over 1 million population; 3=City of 250,000-1million, 4=City of 50,000-250,000; 5=Town or Location with less than 50,000 population)</i>	1. headquarters: _____(1-5)	<b>3</b>
		2. name of city _____	
		3. principal operating facilities: _____(1-5)	
		4. name of city _____	
<b>3</b>	In what year was your firm founded?	_____	<b>4</b>
		(year)	
<b>4</b>	What is the current legal status of your firm?	_____	<b>5</b>
		(year when started to operate inYugoslavia)	
		1. Publicly listed company	
		2. Private held, limited company	
		3. Partnership	
		4. Sole proprietorship	
5. Cooperative			
<b>5</b>	What percentage of your firm is owned by:	6. Other (specify: _____)	<b>6</b>
		1. <i>Private Sector</i>	
		a) domestic _____%	
		b) foreign _____%	
2. <i>Government/State</i>	_____%		
3. <i>Other</i>	_____%		
		100%	

<b>6</b>	a. Was your firm previously owned by the government (the state)?	1. yes 2. no	<b>6b</b> <b>7</b>
	b. If yes, when was it privatized?	1. _____ (year) 2. Privatisation underway	<b>7</b>
<b>7</b>	a) What percentage of your firm is owned by the principal owner (or shareholder)?	_____ %	<b>8</b>
	b) Is this principal owner also the manager/director?	1. yes 2. no	
	c) Is the principal owner male?	1. yes 2. no	
<b>8</b>	Does your firm have holdings or operations in other countries?	1. yes 2. no	<b>8b</b>
<b>8b</b>	How many establishments (separate operating facilities) does your firm have in this country?		<b>8c</b>
<b>8c</b>	Do you have other income generating activities beyond these main business lines?	1. yes 2. no	<b>8d</b> ----- <b>9</b>
<b>8d</b>	If YES, what percent of your workers time is accounted for by:	Manufacturing : _____% Services _____% Commerce (retail/wholesale trade): _____% Construction: _____%	<b>9</b>

**NOTE: For the remainder of this survey, please answer with respect to this establishment (factory, store or service outlet).**

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## **SALES AND SUPPLIES**

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<b>9</b>	a) What percent of your establishment's sales are:	1. sold domestically : _____ % 2. exported directly : _____ % 3. exported indirectly (through a distributor): _____ % = 100 %	<b>9.1</b>
	b) What was the year your establishment first exported?	_____ (year)	
	c) Approximately what percentage of your domestic sales are to	1. the government _____ % 2 state owned or controlled enterprise _____ % 3. multinationals located in your country _____ % 4. your parent company or affiliated subsidiaries _____ % 5. large domestic firms (those with approximately 300 plus workers) _____ % 6. other (sales to small firms, individuals, etc.) _____ % = 100 _____	
<b>9.1</b>	Which countries are the biggest destinations for your exports?	1. _____ 2. _____ 3. _____	<b>10</b>

<b>10</b>	What percent of your establishment's material inputs and supplies are:	1. purchased from domestic sources: _____% 2. imported directly: _____% 3. imported indirectly (through a distributor): _____% =100%	<b>11</b>	
<b>11</b>	At the time you receive delivery of your most important input or supply, how many days of inventory do you typically have on hand?	_____ days of inventory of main input	<b>12</b>	
<b>12</b>	What percent of material inputs and supplies are of lower than agreed upon quality?	_____ %	<b>13</b>	
<b>13</b>	What is the percentage of sales are lost due to delivery delays from suppliers?	_____ %	<b>14</b>	
<b>14</b>	Within your main product line, what share of the national market of these products is made up by the sales of your establishment?	_____ %	<b>15</b>	
<b>15</b>		Domestic Private	State-Owned Firms	Foreign Owned
	a) Over the last year, within your main product line, how many competitors do you have in the domestic market that are private domestic enterprises, state-owned enterprises or foreign-owned enterprises?			
	b. Over the last year, within your main product line, how many suppliers of your main supply or input do you have that are private domestic enterprises, state-owned enterprises or foreign-owned enterprises?			
	c. Over the last year, within your main product line, how many customers do you have that are private domestic enterprises, state-owned enterprises or foreign-owned enterprises?			
<b>15.1</b>	Now I would like to ask you a hypothetical question. If you were to raise your prices of your main product line or main line of services 10% above their current level in the domestic market (after allowing for any inflation) which of the following would best describe the result assuming that your competitors maintained their current prices?	_____ (select one of the options below). 1. Our customers would continue to buy from us in the same quantities as now 2. Our customers would continue to buy from us, but at slightly lower quantities 3. Our customers would continue to buy from us, but at much lower quantities 4. Our customers would stop buying from us.	<b>16</b>	

**INVESTMENT CLIMATE CONSTRAINTS TO THE ESTABLISHMENT**

<b>16</b>	Please judge on a four-point scale how problematic the following factors are for the operation and growth of your business. where "1" means it is no obstacle, "2" means a minor obstacle, "3" means a moderate obstacle, and, "4" means a major obstacle. How problematic is (read A-Q)? 0 = No obstacle 1 = Minor obstacle 2 = Moderate obstacle 3 = Major obstacle 4 = Very Severe Obstacle			<b>17</b>
		<u>No Problem</u>	<u>Degree of Obstacle</u>	
	A. Telecommunications	0	1 2 3 4	
	B. Electricity	0	1 2 3 4	
	C. Roads and ports	0	1 2 3 4	
	D. Access to Land	0	1 2 3 4	
	E. Tax rates	0	1 2 3 4	
	F. Tax administration	0	1 2 3 4	
	G. Customs and trade regulations	0	1 2 3 4	
	H. Labor regulations	0	1 2 3 4	
	I. Skills and education of available workers	0	1 2 3 4	
	J. Business licensing and registration	0	1 2 3 4	
	K. Access to Financing (e.g. collateral)	0	1 2 3 4	
	L. Cost of Financing (e.g. interest rates)	0	1 2 3 4	
	M. Economic policy uncertainty	0	1 2 3 4	
	N. Macro-economic instability (inflation, exchange rate)	0	1 2 3 4	
	O. Corruption	0	1 2 3 4	
P. Crime, theft and disorder	0	1 2 3 4		
Q. Unfair or informal competition	0	1 2 3 4		
R. Legal system/conflict resolution	0	1 2 3 4		

**INFRASTRUCTURE AND SERVICES**

<b>17</b>	During how many days last year did your establishment experience the following service interruptions, how long did they last, and what percent of your total sales value was lost last year due to: (*Please include losses due to lost production time from the outage, time needed to reset machines, and production and sales lost due to processes being	a) power outages or surges from the	days	__hrs	__%	<b>19</b>
		b) insufficient water supply?	__days	__hrs	__%	
		c) unavailable mainline telephone	__days	__hrs	__%	
		d) transport failures	__days	__hrs	__%	
<b>19</b>	a) Does your establishment own or share a generator?	1. Yes 2. No → <b>20</b>				<b>20</b>
	b) If YES, what percentage of your electricity comes from your own or a shared generator?	_____ %				
	c) If YES, what was its approximate initial cost?	1. _____ EUR 2. _____ Year of purchase				
	d) If YES, what is the cost of operation over the last year (including fuel and maintenance)?	_____ EUR				
<b>20</b>	What share of your firm's water supply do you get from:	1. municipal/public sources?	_____ %			<b>21</b>
		2. your own well or a shared well?	_____ %			
		3. purchased from private vendors	_____ %			
<b>21</b>	When you last acquired a telephone line, please estimate the time and total cost of setting up the connection (including any payment to speed up the process)?	1. year: _____ 2. the total cost was: _____ EUR 3. and the time was: _____ weeks				<b>22</b>

<b>22</b>	What percentage of your average shipment is lost due to breakage, theft, or spoilage?	_____ %					<b>23</b>		
<b>23</b>	Does your enterprise regularly use in its interactions with clients and suppliers?	a. Mobile phone?	1. Yes 2. No				<b>24</b>		
		b. E-mail?	1. Yes 2. No						
		c. Website? (Internet)	1. Yes 2. No						
<b>24</b>	Is your establishment/firm a member of a business association or local chamber of commerce?	1. Yes ----- 2. No					<b>25</b> <b>-----</b> <b>26</b>		
<b>25</b>	IF YES, for each of the following, please indicate if this is a service the business association or chamber that is most important to your firm provides, and if so, what the value of this service is to your firm?		Not Provided	no value	minor value	moderate value	major value	critical value to your firm	<b>26</b>
		A Lobbying government	NP	0	1	2	3	4	
		B Resolution of disputes (with officials, workers or other firms)	NP	0	1	2	3	4	
		C Information and/or contacts on domestic product and input markets	NP	0	1	2	3	4	
		D Information and/or contacts on international product and input markets	NP	0	1	2	3	4	
		E Accrediting standards or quality of products; reputational benefits	NP	0	1	2	3	4	
		F Information on government regulations	NP	0	1	2	3	4	
<b>26</b>	What percent of your workforce regularly uses a computer in their jobs?	_____ %					<b>27</b>		
<b>27</b>	For each of the following business services, please assess, for your establishment, whether it is available and affordable and evaluate the quality on a 1-4 scale where 1 is very good and 4 is very poor. (Quality: 1 = very good, 2 = somewhat good, 3 = somewhat poor, 4 = very poor, N/A=not applicable to my establishment)								
		<u>Available?</u>	<u>Affordable?</u>	<u>Quality?</u>					
	A. Engineering	1. Yes 2. No	1. Yes 2. No	1	2	3	4	N/O	
	B. Management consultants	1. Yes 2. No	1. Yes 2. No	1	2	3	4	N/O	
	C. Marketing	1. Yes 2. No	1. Yes 2. No	1	2	3	4	N/O	
	D. Accounting	1. Yes 2. No	1. Yes 2. No	1	2	3	4	N/O	
	E. Legal services	1. Yes 2. No	1. Yes 2. No	1	2	3	4	N/O	
	F. Insurance	1. Yes 2. No	1. Yes 2. No	1	2	3	4	N/O	
G. IT services	1. Yes 2. No	1. Yes 2. No	1	2	3	4	N/O		
<b>28</b>	<b>29</b>								

## FINANCE

<b>28</b>	Please identify the share (percentage) of your establishment's financing over the last year coming from each of the following sources ("show card"). * Working capital (i.e. inventories, accounts receivable and cash) ** New Investments (i.e. new land, buildings, machinery and equipment)	
		Working Capital*      Investments **
	1. Internal funds or Retained earnings	%      %
	2. Equity, sale of stock	%      %
	3 Local commercial banks (loan, overdraft)	%      %
	4. Local commercial banks (loan, overdraft)	%      %
	5. Local commercial banks (loan, overdraft)	%      %
	6. Local commercial banks (loan, overdraft)	%      %
	7. Local commercial banks (loan, overdraft)	%      %
	8. Customer credit (prepayments)	%      %
	9. Family or friends	%      %
	10. Money lenders or informal sources	%      %
	11. Credit cards	%      %
	12. Other (specify source): _____	%      %
	100%      100%	

<b>29</b>	Do you have an overdraft facility or line of credit?	1. yes ----- 2. no	<b>29.1</b> ----- <b>29.2</b>	
<b>29.1</b>	If YES, what percent is currently unused?	_____ %		
<b>Q 29.2-29.7: For the most recent loan or overdraft:</b>				
<b>29.2</b>	When was this financing approved (year)?	_____ years	<b>29.3</b>	
<b>29.3</b>	Did the financing require collateral or a deposit? x - no loan	1. Yes ----- 2. No N/A	<b>29.4</b> ----- <b>30</b>	
<b>29.4</b>	If yes, what share of collateral was:	1. Land and Buildings: _____ % 2. Machinery: _____ % 3. Intangible assets (accounts receivable, inventory): _____ % 4. Personal assets of owner/ manager (e.g. house): _____ %	<b>29.5</b>	
<b>29.5</b>	What was the approximate value of collateral required as a percentage of the loan value?	_____ %	<b>29.6</b>	
<b>29.6</b>	What is the loan's approximate annual cost/ rate of interest?	_____ %	<b>29.7</b>	
<b>29.7</b>	What is the duration (term) of the loan	_____ months	<b>30</b>	
<b>30</b>	How long does it take to clear the following payments through your financial institution? (i.e. until the recipient can draw the funds)?		<b>31</b>	
		Days		Charge (% of transaction)
	a) check	_____		_____ %
	b) domestic currency wire	_____		_____ %
	c) foreign currency wire	_____	_____ %	
<b>31</b>	Does your establishment have its annual financial statement reviewed by an external auditor?	1. Yes 2. No	<b>32</b>	

## LABOR RELATIONS

<b>32</b>	Within the last two years, how much time did it take to fill your most recent vacancy through external recruitment for a:	1. skilled technician?	_____ weeks	<b>33</b>
		2. production/service worker?	_____ weeks	
<b>33</b>	Do you offer formal (beyond "on the job") training to your employees?	1. Yes 2. No	<b>33a</b> <b>34</b>	
<b>33a</b>	What percentage of your employees received formal training in 2002?	<u>Skilled</u>	<u>Unskilled</u>	<b>33b</b>
		_____ %	_____ %	
<b>33b</b>	What was the average number of weeks of training for each employee?	_____ weeks	_____ weeks	<b>34</b>
<b>34</b>	If you could change the number of regular full-time workers you currently employ without any restrictions (i.e. without seeking permission, making severance payments etc.), what would be your optimal level of employment as a percent of your existing workforce? (e.g. 90% implies you would reduce your workforce by 10%, 110% means you want to expand by 10%)	_____ %	<b>35</b>	
<b>35</b>	What percent of your workforce is unionized?	_____ %	<b>36</b>	

<b>36</b>	How many days last year did you lose due to	a) strikes or other labor disputes?	_____ days	<b>37</b>
		b) civil unrest?	_____ days	
		c) employee absenteeism due to illness, death, funerals	_____ days	

### BUSINESS-GOVERNMENT RELATIONS

<b>37</b>	How would you generally rate the efficiency of government in delivering services (e.g. public utilities, public transportation, security, education and health). Would you rate it as (read <u>1-6</u> )?	1. Very efficient 2. Efficient 3. Somewhat efficient 4. Somewhat inefficient 5. Inefficient 6. Very inefficient	<b>38</b>					
<b>38</b>	How predictable are changes in rules, laws or regulations that materially affect your business? Would you say changes in rules, laws and regulations are (read <u>1-6</u> )?	1. Completely predictable 2. Highly predictable 3. Fairly predictable 4. Fairly unpredictable 5. Highly unpredictable 6. Completely unpredictable	<b>39</b>					
<b>39</b>	"In general, government officials' interpretations of regulations affecting my establishment are consistent and predictable." To what extent do you agree with this statement? Do you (read <u>1-6</u> )?	1. Fully agree 2. Agree in most cases 3. Tend to agree 4. Tend to disagree 5. Disagree in most cases 6. Fully disagree	<b>40</b>					
<b>40</b>	In general, how satisfied are you with the quality of regulations, administrative requirements and bureaucratic behavior affecting businesses in this country?	1. Very Satisfied 2. Satisfied 3. Somewhat Satisfied 4. Somewhat Dissatisfied 5. Dissatisfied 6. Very Dissatisfied	<b>41</b>					
<b>41</b>	Please judge whether the following regulatory areas are a problem for your establishment, and if so, how problematic are these different regulatory areas for the operation and growth of your business.						<b>42</b>	
		Not provided for my firm	No Obstacle	Minor obstacle	Moderate	Major obstacle		Very Severe Obstacle
	a) Registering a new enterprise	NP	0	1	2	3		4
	b) Procedures for access to land and premises	NP	0	1	2	3		4
	c) Fire safety regulations	NP	0	1	2	3		4
	d) Sanitary regulations	NP	0	1	2	3		4
	e) Business/Sectoral Licensing	NP	0	1	2	3		4
	f) Standards and certification	NP	0	1	2	3		4
	g) Customs	NP	0	1	2	3		4
	h) Tax administration		0	1	2	3		4
	i) Labor regulations		0	1	2	3		4
	j) Price regulations	NP	0	1	2	3		4
	k) Documentation requirements (forms, etc)		0	1	2	3		4
	l) Currency/ foreign exchange regulations	NP	0	1	2	3		4
m) Environmental Regulations	NP	0	1	2	3	4		
n) Inspections (of all types)		0	1	2	3	4		
o) Complexity, non-transparency of government policies		0	1	2	3	4		

<b>42</b>	What percentage of senior management's time per year is spent in dealing with requirements imposed by government regulations [e.g. taxes, customs, labor regulations, licensing and registration] including dealings with officials, completing forms, etc.?	_____ %	<b>43</b>
<b>43</b>	We've heard that establishments are often required to make informal payments to public officials to "get things done" with regard to customs, taxes, licenses, regulations, services etc. On average, what percent of annual revenues do establishments like yours typically pay in unofficial	_____ %	<b>44</b>

<b>44</b>	Based on the experience of your establishment over the last two years, what is the delay and irregular payments needed to obtain each of the following?			<b>45</b>
		<u>Delay/Wait (days)</u>	<u>Irregular Payments /Excess Costs</u>	
	1. to get a mainline telephone connection	_____ or N/O	_____ or N/O	
	2. to get an electrical connection	_____ or N/O	_____ or N/O	
	3. to get a water connection	_____ or N/O	_____ or N/O	
	4. to get government contracts	_____ or N/O	_____ or N/O	
	6. to get a construction permit	_____ or N/O	_____ or N/O	

<b>45</b>	How long did the most recent registration/re-registration process last (from the moment you started the process through the moment you got all the necessary documents)? Did you pay and how much during the registration process?
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	Total Time (Calendar Days)	Total Agency time (calendar days)	Did not register in this office	Yes, I paid. How much?			N/A or DK
				Total Cost	Official Fees	Unofficial payments, gifts	
a) Business court							<b>46</b>
b) State Registrar, Statistics Min							
c) Bank and ZOP							
d) NBJ							
e) Local authorities (for utilities)							
f) Foreign trade ministry							
g) Employment office							
h) Other _____							
a) Total for Registration							

<b>46</b>	Did you hire an outside company to help you complete registration procedures? _____	1. Yes 0. No	<b>46.1</b> <b>47</b>
<b>46.1</b>	If so how much was the professional fee?	_____ EUR	<b>47</b>

## LICENSING

<b>47</b>	<b>How many special licenses do you currently have?</b>	# Special Licenses _____					
		If "0" skip to <b>52</b>					
<b>47a</b>	If you have received any of the sector licenses listed below in the last 36 months, please answer the questions in the table.	Total Time (Calendar Days)	Total Agency time (Calendar days)	Total Cost	Official Fees at Agency	Unofficial payments, gifts	<b>52</b>
	1. Basic Activity License/Permit						
	2. Construction						
	3. Wholesale/Retail						
	4. Restaurant						

## PREMISES

<b>52</b>	What type of premises do you use, when did you start using them, do you own or lease (tick one)?							<b>53</b>
	Yes	Year	Own	Rent from city	Other rent	No	N/A	
a) Office	1		2	3	4	5	6	
b) Food products retail outlet	1		2	3	4	5	6	
c) Other products retail outlet	1		2	3	4	5	6	
d) Catering	1		2	3	4	5	6	
e) Services	1		2	3	4	5	6	
f) Manufacturing	1		2	3	4	5	6	
g) Storage	1		2	3	4	5	6	
h) Other _____	1		2	3	4	5	6	
<b>53</b>	Does the company own or rent the premises of its most important activity site and the plot of land under the building?				a)Premises /bldg	b)Land	<b>53.0</b>	
		1. Own			1	1		
		2. Rent from private owners /firms			2	2		
		3. Rent from government institution			3	3		
		4. Given without compensation by government			4	4		
		5. Occupied without right			5	5		
		6. Not applicable			6	6		
<b>53.0</b>	Did you have any experiences with purchase of land for the purpose of building premises during the past five years?	1. Yes 2. No					<b>53.1 54</b>	
<b>53.1</b>	For the company's most recent land acquisition procedure, please fill out the table below.	Total Time (Calendar Days)	Total Agency time (Calendar Days)	Total Cost	Official Fees at Agency	Unofficial payments, gifts	<b>54</b>	
	1. Total, Land Acquisition							
	2. Identify a suitable plot of land and contacting, dealing with owners							
	3. Obtaining land use permission							
	4. Obtaining a land survey							
	5. Registering title in the land office/ cadastre							
<b>54</b>	Before using your main premises did you				Yes	No		
	a. Construct them				1	2		
	b. Renovated/remodeled them				1	2		
	c. Changed the function				1	2		
<b>56.5</b>	For the company's most recent building construction permit process, please answer the questions in the table below.	Total Time (Calendar Days)	Total Agency time (Calendar days)	Total Cost	Official Fees at Agency	Unofficial payments, gifts	<b>57</b>	
	a. Total, Construction Permit and Approval							
	b. Design Approval							
	c. Construction Permit							
	d. Occupancy/Use Permit							

<b>57</b>	Did government agencies inspect actual construction/renovation process?	1. Yes, how much did it cost you _____ 2. No 3. Do not know				<b>58</b>		
<b>58</b>	Did you have to get any permits for use of your business premises?	1. Yes 2. No 3. Do not know				<b>59</b> <b>61</b> <b>61</b>		
<b>59</b>	How long did it take you to get these permits?	Days	_____			<b>60</b>		
		Staff time (person days)	_____					
<b>60</b>	Did you pay and how much did all the process cost you?					<b>60a</b>		
		Yes, I paid. How much?	No	Do not know	N/A			
	a. Official fees		1	2	3			
	b. Notary fees		1	2	3			
	c. Official payments other than fees		1	2	3			
	d. Hire a lawyer or a consultant		1	2	3			
	e. Gifts, Informal Payments, Bribes		1	2	3			
f. Total, if details unknown		1	2	3				
<b>60a</b>	If your company has obtained new utility hookups in the past 36 months, please answer the questions in the table below.	Simple connection = 0; expansion of capacity = 1	Total Time (Calendar Days)	Total Agency time (Calendar days)	Total Cost	Official Fees at Agency	Unofficial payments, gifts	<b>61</b>
	1. Total Utility Hookups	0 1						
	2. Electricity	0 1						
	3. Gas	0 1						
	4. Water/Sewer	0 1						
	5. Phone/Telecom	0 1						

### UVOZ I CARINA

<b>61</b>	Please estimate the yearly value of your imported inputs	_____ EUR "0" → <b>68</b> , other → <b>62</b>						
<b>62</b>	Were you required to receive a certificate showing that your imports are in accordance with your country's standards?	1. Yes					<b>63</b>	
		2. No					<b>65</b>	
<b>63</b>	What percentage of the total cost of imports did you pay for certification?	_____ %					<b>63</b>	
<b>64</b>	How many times per year do you apply for certificates?	_____					<b>65</b>	
<b>65</b>	The questions in the table below refer to an <b>average/typical</b> customs transaction. If you had such transactions within the last 12 months, please use your experience to answer the questions in the table below.							
	<i>Type of transaction</i>	incl. Queuing time)	Agency processing time (Hrs)	Total Costs	Official fees	Demurrage	payments	<b>65.1</b>
	<b>a) Total, of which</b>							
	b) Border police							
	c) veterinary & phytosanitary inspections							
d) Customs clearance								

<b>65. 1</b>	Did you use a customs brokerage or freight forward service?	1. Yes	<b>65.2</b>
		2. No	<b>66</b>
<b>65. 2</b>	If yes, how much was the fee as a percentage of the transaction value?	_____ %	<b>66</b>
<b>66</b>	What was the longest number of days in the last year that it took from the time your goods arrived in their point of entry (e.g. port, airport) until the time you could claim them from customs?	1. _____ days was the longest time in the last year 2. We don't import	<b>67</b>
<b>67</b>	How many times do you have import operations a year?	_____	<b>68</b>

### IZVOZ

<b>68</b>	Please estimate the value of your exports last year		_____ EUR "0" → <b>73</b> , other → <b>69</b>					
<b>69</b>	Please estimate the value of your exports last year							<b>69.1</b>
	<i>Type of transaction</i>	Total time (Hrs., incl. Queuing time)	Agency processing time (Hrs)	Total Costs	Official fees	Storage/ Demurrage	Unofficial payments	
	<b>a) Total, of which</b>							
	b) Border police							
	c) veterinary. & phyto-sanitary inspections							
	d) Customs clearance							
	e) VAT rebate							
<b>69. 1</b>	Did you use Customs mediation or forwarding services?		1. Yes 2. No					<b>69. 2</b> <b>70</b>
<b>69. 2</b>	If yes, which percent of transaction value did you pay for these services?		_____ %					<b>70</b>
<b>70</b>	How many times do you have export operations a year?		_____					<b>71</b>
<b>71a</b>	a. Are your exports subjects of any special regulations/ regime?		1. Yes 2. No					<b>71.b</b> <b>72</b>
<b>71b</b>	b. Do the special regulations decrease the volume of your export?		1. Yes 2. No 3. N/A					<b>72</b>
<b>72</b>	What was the longest number of days in the last year that it took from the time your goods arrived in their point of exit (e.g., port, airport) until the time they clear customs?		1. _____ days was the longest time in the last year 2. We don't export					<b>73</b>

### CERTIFICATION OF PRODUCTS OR SERVICES

<b>73</b>	Are you required to get certificates for your products or services in accordance with your country's standards?	1. yes 2. no 3. N/A	<b>74</b> <b>79</b> <b>79</b>
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<b>74</b>	Could you choose the following agencies to issue the certificate for your business?		<b>75</b>
	a) Analysis laboratory	1. Yes 2. No 3. N/A	
	b) Certificate issuing agency	1. Yes 2. No 3. N/A	
<b>75</b>	a) Your production line/services is certified	1. Yes 2. No 3. N/A	<b>76</b>
	b) Your goods are certified	1. Yes 2. No 3. N/A	
<b>76</b>	Please estimate the annual cost of certification?	_____ EUR	<b>77</b>
<b>77</b>	If you ever pay unofficially, how much annually?	_____ EUR	<b>78</b>
<b>78</b>	How much time is spent on getting certificate annually?	Days _____	<b>79</b>
		Staff time (person days) _____	

### INSPECTIONS

<b>79</b>	How many times was your business inspected in the last year?	"0" → <b>82</b> , others → <b>79a</b>					
<b>79a</b>	If your company has been inspected by government agencies during last 12 months, please answer the questions in the table below for an average/typical inspection.					<b>80</b>	
		No. of Inspections	Av. Duration (hrs) of Each	Cost of Fines or seized goods	Value of Gifts, Bribes		Number
	a. Tax Inspectorate						
	b. Customs Inspection						
	c. Labor and Social Security						
	d. Fire and Safety						
	e. Sanitation/Epidemiology						
	f. Local police						
	g. Environmental						
h. Other (please, specify) _____							
<b>80</b>	How did the number of inspections change compared to the previous year?	1. increased 2. decreased 3. stayed the same 4. do not know 5. N/A				<b>81</b>	
<b>81</b>	Due to claims of inspecting agencies, have you ever had:						
		Yes	For what period of time	Responsible agency			
	1. Seized books and documents	2. No 1.Yes →					
	2. Your bank account suspended	2. No 1.Yes →					
	3. License validity suspended/revoked	2. No 1.Yes →					
4. Your business operation suspended	2. No 1.Yes →						

## TAX ADMINISTRATION

<b>82</b>	How many different tax forms do you fill annually?	_____				<b>82.1</b>		
<b>82.1</b>	Did you submit ... ( <i>read out the type of tax</i> ) forms/ reports in the past 12 months? If so, please answer the questions in the table.					<b>84</b>		
		Declaration	No. of submissions per year	Days per submission				
	a) <b>Total taxes, of which...</b>	2. No 1. Yes→						
	b) Tax on profit	2. No 1. Yes→						
	c) Tax on transfer of absolute rights (5% on immovable property, 0, 3% on shares)	2. No 1. Yes→						
	d) Property Tax	2. No 1. Yes→						
	e) Land Tax	2. No 1. Yes→						
	f) Tax on sale of goods and services	2. No 1. Yes→						
	g) Income tax (14%)	2. No 1. Yes→						
g) Social Security (Pension) payments	2. No 1. Yes→							
h) Excise Tax	2. No 1. Yes→							
<b>84</b>	Please evaluate the following areas regarding tax administration, over the past 12 months (1=No problem, 2=Minor, 3=Moderate, 4=Major, 5=Very Severe)	a. Availability of information and updates on tax requirements	1	2	3	4	5	<b>85</b>
		b. Your treatment by tax authorities	1	2	3	4	5	
		c. Availability of information on tax requirements	1	2	3	4	5	
		d. Completing tax forms/ filing	1	2	3	4	5	
		e. Frequency of changes in rules and rates	1	2	3	4	5	
		f. Severity of Penalties	1	2	3	4	5	
		g. Effectiveness of Appeals mechanisms	1	2	3	4	5	
<b>85</b>	In preparation of your accounting and tax returns do you rely on the services of:					<b>85.1</b>		
		<i>Yes, how many?</i>	<i>No</i>	<i>N/A</i>				
	a. Full time employed accountants/lawyers	1. _____	2.	3.				
	b. Part time employed accountants/lawyers	1. _____	2.	3.				
	c. Informally contracted tax inspectors	1. _____	2.	3.				
<b>85.1</b>	Did you hire an outside accounting/audit firm?			1. Yes 2. No		<b>85.2</b> <b>85.3</b>		
<b>85.2</b>	If yes, What was their fee?			_____ EUR		<b>85.3</b>		
<b>85.3</b>	Were you assessed any fines by the tax authorities in the past 12 months?			1. Yes 2. No		<b>85.4</b> <b>86</b>		
<b>85.4</b>	If yes, how much?			_____ EUR		<b>86</b>		
<b>86</b>	Did you make any unofficial payments to tax officials in the past 12 months?			1. Yes 2. No		<b>86.1</b>		
<b>86.1</b>	If yes, how much?			_____ EUR		<b>87</b>		
<b>87</b>	Recognizing the difficulties many enterprises face in fully complying with taxes and regulations, what percentage of total sales would you estimate the typical establishment in your area of activity reports for tax purposes?			_____ %		<b>88</b>		
<b>88</b>	If you were eligible for a credit from the government how long did it take between the time you filed for the compensation and you received the money?					<b>88.1</b>		
	a) tax rebate	1. _____ days		2. Not Eligible				
	b) investment incentive	1. _____ days		2. Not Eligible				
	c) duty drawback	1. _____ days		2. Not Eligible				

<b>88.1</b>	In the past 36 months, has your firm been involved in any legal dispute with the authorities?	1. Yes 2. No	<b>88.2</b> <b>88.3</b>
<b>88.2</b>	If yes, in the last 36 months, how many of such disputes have been resolved in each of the following ways:	1. Through the courts 2. through arbitration/mediation 3. other	<b>88.3</b>
<b>88.3</b>	If you did not go to court to resolve disputes with authorities, why not?		<b>89</b>
	1. The problem was too small to go to the court	1. Yes      2. No	
	2. Court process is too long	1. Yes      2. No	
	3. Court decision will not be fair	1. Yes      2. No	
	4. Court decision will not be enforceable	1. Yes      2. No	
	5. Lack of money to pay lawyers	1. Yes      2. No	
	6. Necessity to pay bribes	1. Yes      2. No	
	7. Easier to settle out of court	1. Yes      2. No	
	8. Fear of retribution by authorities	1. Yes      2. No	

### LABOR REGULATION

<b>89</b>	Which of the following labor regulations, if any, apply to your firm?		<b>90.a</b>
	1. Minimum wage		
	2. Mandatory non-wage benefits		
	3. Social or other contributions paid on workers' behalf to the government.		
	4. Restrictions on laying off/terminating employees		
	5. Restrictions on hiring domestic labor		
	6. Restrictions on hiring expatriate workers		
<b>90.a</b>	How many of your regular workers have you laid off or fired in the last 1 year for poor performance or due to low demand?	_____ workers	<b>90.b</b>
<b>90.b</b>	How many of your regular workers would you like to have laid off or fired in the last year for poor performance or due to low demand?	_____ workers	<b>90.c</b>
<b>90.c</b>	If you did lay off any workers in the last year, on average how long did it take from the time you notified the worker until the time that the process was complete (including any court proceedings)?	_____ weeks	<b>90.d</b>
<b>90.d</b>	On average, how many (monthly) salaries must you pay a worker when terminating their employment for poor performance?	_____ salaries	<b>90.e</b>
<b>90.e</b>	In how many of the cases referred to in (a) did the worker contest the layoff or firing through a tribunal?	_____ cases	<b>91</b>

### GOVERNANCE

<b>91</b>	When establishments in your industry do business with the government, how much of the contract value must they offer in additional or unofficial payments to secure the contract?	1. _____ %	<b>91.1</b>
<b>91.1</b>	Think about national laws and regulations enacted in the <b>last two years</b> that have a substantial impact on your business: a. Did your firm seek to lobby government or otherwise influence the content of laws or regulations affecting it?	1. Yes 2. No	<b>91.2</b>

<b>91.2</b>	How much influence do you think the following groups actually had on recently enacted national laws and regulations that have a substantial impact on your business?:	<b>No impact</b>	<b>Minor influence</b>	<b>Moderate influence</b>	<b>Major influence</b>	<b>Decisive influence</b>	<b>Not Applicable</b>	<b>I don't know</b>	<b>92</b>
	1. Your firm	0	1	2	3	4	NA	DK	
	2. Other domestic firms	0	1	2	3	4	NA	DK	
	3. Dominant firms or conglomerates in key sectors of the economy	0	1	2	3	4	NA	DK	
	4. Individuals or firms with close personal ties to political leaders	0	1	2	3	4	NA	DK	
	5. Foreign firms	0	1	2	3	4	NA	DK	
	6. Business associations	0	1	2	3	4	NA	DK	
	7. Labor unions	0	1	2	3	4	NA	DK	
	8. Organized crime	0	1	2	3	4	NA	DK	
	9. Regional or local government	0	1	2	3	4	NA	DK	
	10. Military	0	1	2	3	4	NA	DK	
11. International development agencies or foreign governments	0	1	2	3	4	NA	DK		
<b>92</b>	In many countries, certain private groups use influence or bribes to unfairly influence public decisions and actions. Please rank the extent to which the exercise of unfair private influence or corruption in the following contexts has had a negative impact on your business, where:	<b>No impact</b>	<b>Minor impact</b>	<b>Moderate impact</b>	<b>Major impact</b>	<b>Decisive Impact</b>	<b>No answer</b>	<b>93</b>	
	a) Private payments or other benefits to Parliamentarians to affect their votes	0	1	2	3	4	NA		
	b) Private payments or other benefits to Government officials to affect the content of government decrees	0	1	2	3	4	NA		
	c) Private payments or other benefits to judges to affect the decisions of court cases	0	1	2	3	4	NA		
	d) Private payments or other benefits to government officials for tolerance of taxes and regulatory evasion	0	1	2	3	4	NA		
	e) Patronage (i.e. public officials hiring their friends and relatives into official positions)	0	1	2	3	4	NA		
	f) Illegal contributions to political parties and/or election campaigns to affect the decisions of elected officials	0	1	2	3	4	NA		
<b>93</b>	When a new law or regulation is being discussed that could have a substantial impact on your business, how much influence do each of the following groups have at the national level of government to try to influence the content of that law or regulation?	<b>Not applicable</b>	<b>never influential</b>	<b>seldom influential</b>	<b>somewhat influential</b>	<b>very influential</b>	<b>94</b>		
	a) Your firm	0	1	2	3	4			
	b) A business association to which you belong	0	1	2	3	4			
	c) A business association to which you do not belong	0	1	2	3	4			
	d) Key private economic players (e.g. business conglomerates, multinationals, prominent CEOs)	0	1	2	3	4			
	e) Labor unions	0	1	2	3	4			
	f) State owned enterprises	0	1	2	3	4			
g) Organized crime	0	1	2	3	4				
<b>94</b>	What percentage of private enterprises like yours would you estimate use a "roof" to deal with government taxation, regulation and administration?						_____ %	<b>95</b>	

## CONFLICT RESOLUTION / LEGAL ENVIRONMENT

<b>95</b>	"I am confident that the legal system will uphold my contract and property rights in business disputes." To what degree do you agree with this statement? Do you (read 1-6)?	1. Fully agree 2. Agree in most cases 3. Tend to agree 4. Tend to disagree 5. Disagree in most cases, OR 6. Fully disagree	<b>96</b>
<b>96</b>	a) What percent of your establishment's sales are pre-paid?	_____ %	<b>97</b>
	b) What percent of your establishment's sales are sold on credit (i.e. full payment is not due at the time of delivery)?	_____ %	
	c) What percent of your sales to private customers involve overdue payments from customers?	_____ %	
	d) What percent of your sales to government agencies or state-owned enterprises involve overdue payments from customers?	_____ %	
	e) How long does it typically take to resolve an overdue payment?	_____ weeks	
	f) Over the last 2 years, of these disputes over payments, what percent were resolved by court action?	_____ %	
	g) On average, how many weeks did those court cases take to resolve?	_____ weeks	

## CRIME

<b>97</b>	Please estimate your establishment's costs (as a percent of its total sales) of providing:	a) security (equipment, personnel, or professional security service)? _____ %	<b>98</b>
		b) protection payments (e.g. to organized crime to prevent violence)? _____ %	
<b>98</b>	a) Please estimate the losses (as a percent of total sales) of theft, robbery, vandalism or arson against your establishment in the last year?	_____ %	<b>99</b>
	b) What share of the incidents did you report to the police?	_____ %	
	c) Of these reported incidents, what share were solved (the perpetrator was caught, etc.)?	_____ %	

## CAPACITY, INNOVATION, LEARNING

<b>99</b>	What was this establishment's average capacity utilization over the last year? (Capacity utilization is the amount of output actually produced relative to the maximum amount that could be produced with your existing machinery and equipment and regular shifts.)	_____ %	<b>99.1</b>
<b>99.1</b>	How much have your sales changed (grown or declined) in each of the last 3 fiscal years?	a. 2000. 1. growth _____ % 2. decline _____ %	<b>99.2</b>
		b. 2001. 1. growth _____ % 2. decline _____ %	
		c. 2002. 1. growth _____ % 2. decline _____ %	
<b>99.2</b>	Approximately what share of net profits were re-invested in your establishment last year (that is, not distributed to owners or shareholders)?	_____ % (NP=No Profit)	<b>99.3</b>
<b>99.3</b>	Does your establishment use technology licensed from a foreign-owned company?	1. Yes 2. No	<b>100</b>
<b>100</b>	a) How many products does your establishment produce?	_____	<b>100.1</b>
	b) How many new products (i.e. those that involve a significant change in the production process) has your establishment introduced in the last three years?	_____	
<b>100.1</b>	Has your firm received ISO (e.g. 9000, 9002 or 14,000) certification?	1. Yes 2. No	<b>100.2</b>

<b>100.2</b>	Has your company undertaken any of the following initiatives in the last three years?		<b>101</b>
	a. Developed a major new product line	1. Yes 2. No	
	b. Upgraded an existing product line	1. Yes 2. No	
	c. Introduced new technology that has substantially changed the way that the main product is produced	1. Yes 2. No	
	d. Discontinued at least one product (not production) line	1. Yes 2. No	
	e. Opened of new plant	1. Yes 2. No	
	f. Closed at least one existing plant or outlet	1. Yes 2. No	
	g. Agreed a new joint venture with foreign partner	1. Yes 2. No	
	h. Obtained a new licensing agreement	1. Yes 2. No	
	i. Outsourced a major production activity that was previously conducted in-house	1. Yes 2. No	
	j. Brought in-house of a major production activity that was previously outsourced	1. Yes 2. No	
<b>101</b>	Over the last two years, what were the leading ways in which your establishment acquired technological innovations? Please tell me which of the following is: <b>(WRITE DOWN ON LINE THE NUMBER IN FRONT OF THE CORRESPONDING WAY)</b> . Card with the leading ways. 1. the most important: _____ 2. the second most important: _____ 3. the third most important: _____		<b>101.1</b>
	1. Embodied (i.e. in new machinery or equipment) 2. Licensing or turnkey operations from international sources 3. Licensing or turnkey operations from domestic sources 4. Developed or adapted within the establishment locally 5. Transferred from parent company 6. Developed in cooperation with client firms 7. Developed in cooperation with equipment or machinery supplier Consultants 8. From universities, public institutions (please specify ( _____ )) 9. Other (please specify: ( _____ )) 10. By hiring key personnel 11. From a business or industry assoc'n 12. Trade Fairs 13. Study Tours 14. Consultants		

<b>101.1</b>	Which of the following is the most important influence on your establishment to develop new products or services and markets? Pressure from: ONLY ONE ANSWER	1. domestic competitors 2. foreign competitors 3. customers 4. shareholders 5. creditors 6. government or gov't agencies	<b>101.2</b>
<b>101.2</b>	Which of the following is the most important influence on your establishment to develop new products or services and markets? Pressure from: ONLY ONE ANSWER	1. domestic competitors 2. foreign competitors 3. customers 4. shareholders 5. creditors 6. government or gov't agencies	<b>102</b>
<b>102</b>	What percent of the workforce at your establishment have the following education levels:		<b>102.1</b>
	a. Did not complete primary school (less than 6 years)	_____ %	
	b. 6-9 Years	_____ %	
	c. 10-12 Years	_____ %	
	d. More than 12 years (some university or higher)	_____ %	
<b>102.1</b>	Of those who did not complete primary school (6 years), what percent are female?	_____ %	<b>103</b>
<b>103</b>	What is the highest level of education of the top manager?	1. Did not complete secondary school 2. Secondary School 3. Vocation Training 4. Some university training 5. Graduate degree (BA, BSc etc.) 6. Post graduate degrees (Ph D, Masters)	<b>103.1</b>
<b>103.1</b>	What percent of your permanent skilled workers (including managers) are foreign nationals?	_____ %	<b>104</b>

<b>104</b>	What percent of the senior management is male?	_____ %	<b>105</b>
<b>105</b>	a) How many years of experience working in this sector did the founder have before establishing this establishment?	_____ years	<b>106</b>
	b. Of these, how many years were with a domestic firm?	_____ years	
	c. Of these, how many years were with a foreign firm ?	_____ years	
	Did any of these prior firms export?	_____ years	

### PRODUCTIVITY INFORMATION

Note: The following questions address the most recently completed fiscal year for your establishment.

<b>106</b>	How many permanent workers of the following types were employed in this <b>establishment/ plant</b> at the end of :	<b>2002.</b>		2002 Total Wages	<b>2001.</b>	<b>106.1</b>
		Total	Of which, % female	EUR	Total	
	a. Total					
	b. Management					
	c. Professionals					
	d. Skilled Production Workers					
	e. Unskilled Production Workers					
f. Non-production workers						
<b>106.1</b>	How many temporary were employed in this <b>establishment/ plant</b> at the end of:					<b>106.2</b>
<b>106.2</b>	Average length of employment for each temporary worker	1. During 2002. average months: _____ 2. During 2001. average months: _____				<b>107</b>
<b>107</b>	Please report the following sales and costs of production for this establishment ( <b>in thous. EUR</b> ):			<b>2002</b> <b>('000)</b>	<b>2001</b> <b>('000)</b>	<b>108</b>
	a) Total sales					
	b) Total Market Value of Production* * market value = total number of units produced x unit sales price					
	c) Direct raw material costs (excluding fuel) Purchases of electricity and fuels					
	e) Wages and salaries, benefits					
	f) Subcontracted work					
	g) All other costs, i.e.: overhead expenses, selling and general administration expenses, design dept., etc or depreciation					
<b>108</b>	Of the <u>other costs</u> you told me above, if possible, please provide me with the following breakdown			<b>2002</b> <b>('000)</b>	<b>2001</b> <b>('000)</b>	<b>109</b>
	1. Rent for machinery and equipment (if owned, please enter value of depreciation)					
	2. Rent for land or buildings (if owned, please enter value of depreciation)					
	3. Water					
	4. Telephones/Communications					
	5. Transport/Logistics					
	6. Maintenance and Repair					
	7. Interest Charges					
	8. Advertising					
9. Other _____						

109	How much did your establishment spend on additional machinery, equipment, vehicles, land and buildings in the fiscal year of...? ( IN THOUS. EUROS)	2002 ( '000)		2001 ( '000)		109.1
		amount ( '000)	of which % imported	amount ( '000)	of which % imported	
	1. Non-IT Machinery and equipment ( fixed assets without computers and computer programs)		%		%	
	2. IT Machinery and equipment (computers and computer programs)		%		%	
	3. Land, buildings and improvement in leasehold					
	4. Vehicles		%		%	
109.1	How much did your establishment spend (in thousands Local Currency Units) on design or R&D in 2002? [ <i>Spending includes wages and salaries of R&amp;D personnel, such as scientists and engineers; materials, education costs, and subcontracting costs.</i> ]			_____EUR		110
110	Please estimate the following assets of your establishment: (IN THOUS. EUROS)		2002 ( '000)	2001 ( '000)	THE END	
	Acquisition cost:	a. Machinery and equipment (inc. transport)				
		b. Land, buildings and leasehold improvement				
	Net book value: (minus amortization):	c. Machinery and equipment (inc. transport)				
		d. Land, buildings and leasehold improvement				
	Inventories and stocks:	e. Finished goods				
f. Raw materials						

**THE SURVEY ENDS HERE. THANK YOU FOR YOUR COOPERATION.**