

ENTERPRISE NO.

	CODE01	
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MANUFACTURING SURVEY

PRIVATE SECTOR FOUNDATION UGANDA

In association with

Regional Program on Enterprise Development

The World Bank

DATE _____

DATA ENTRY OPERATOR

ENTERED

CHECKED BY DATA ENTRY

CHECKED

APPROVED

SECTOR:

Agroindustry.....1
Chemicals and Paints.....2
Construction Materials.....3
Furniture.....4
Metals.....5
Paper, Printing, Publishing.....6
Plastic.....7
Textile and Leather.....8
Wood.....9

CODE02

LOCATION:

Central Region.....1
North East.....2
South West.....3

CODE03

NAME OF FIRM: **CODE04**

ADDRESS: **CODE05**

TELEPHONES:

 COE061/CODE062

TELEFAX: **CODE07**

OWNER OF THE FIRM (FOR A PROPRIETORSHIP): **CODE08**

IF INFORMAL, GET HOME ADDRESS:

 CODE09

RESPONDENT: **CODE10**

RESPONDENT'S POSITION **CODE11**

PERSON TO CONTACT: **CODE12**

INTERVIEWER (S): **CODE13**

FIRST VISIT

DATE AND TIME PROPOSED FOR THE VISIT

DAY	MONTH	TIME

SECOND VISIT

DATE AND TIME PROPOSED

DAY	MONTH	TIME

DATE OF THE INTERVIEW

DAY	MONTH	YEAR	TIME BEGUN	TIME FINISHED

DATE OF THE INTERVIEW

DAY	MONTH	YEAR	TIME BEGUN	TIME FINISHED

--

RESULT: COMPLETED 1
UNCOMPLETED 2
NO CONTACT 3

--

RESULT: COMPLETED 1
UNCOMPLETED 2
NO CONTACT 3

IF NOT COMPLETED, WHICH SECTIONS ARE NOT COMPLETED:

IF NOT COMPLETED, WHICH SECTIONS ARE NOT COMPLETED:

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DATA ENTRYDATA ENTRY OPERATOR: **CODE14**

DAY	MONTH	YEAR

GENERAL INSTRUCTIONS TO ENUMERATORS AND FIELD COORDINATORS

The questions in this survey should be answered by the owner or managing director. If the owner/managing director is not available, try to make an appointment with him/her at a later date to conduct the interview. With the owners/managing director's permission, other staff (e.g. the accountant) could answer parts of the questionnaire.

Before beginning the interview, thank the respondent for participating in this survey. Inform the respondent that the purpose of this survey is to gather data on firm characteristics across a wide range of firms (small, medium, large, foreign, local entrepreneurs) to evaluate productivity differentials across firms within a country and across countries. It is part of a study being conducted by the World Bank in collaboration with the Regional Program Enterprise Development to provide policy makers a strong firm perspective on ways to further improve the enabling environment for private firms and increase private investment in Uganda. Notably, the contribution of the business community in the 1998, World Bank Private Investment Survey led to strengthening of institutions in the financial sector, legal and regulatory sector, privatization, tax administration, the Uganda Bureau of Standards, Utility institutions among others. Emphasis has also been placed on fostering export growth and improving the infrastructure.

Also inform the respondent that the survey is not directly connected to any current project, and importantly, the information obtained here will be treated strictly confidentially, and neither the name of the respondent nor the name of the firm will be printed or used in any documents. The main results and tables will be aggregated to protect the confidentiality of the respondent's answers. Explain to the respondent, however, that we are happy to provide him/her with a final report of the results of the study, which will enable him/her to compare the firm's performance and experience with other firms in Uganda. Also inform the respondent that in order to know what specific programs and policies will assist the private sector and to assess the problems facing firms in Uganda, we have to ask some detailed and perhaps sensitive questions. The answers to these questions will be an important input when it comes to prescribing policies to improve the system.

IT IS IMPORTANT THAT YOU STRESS THE REASONS FOR THIS INTERVIEW AND ITS CONFIDENTIALITY.

Please state all monetary values in Uganda shilling. More generally, the enumerator should ensure that the unit of measurement is clearly recorded at all times and consistent throughout out the survey.

Explain to the respondent that the questionnaire consists of 8 sections. The first section deals with background information; Section 2 with production, investment, and market statistics; Section 3 with finance and credit; Section 4 with labor and worker training; Section 5 with technology; Section 6 with infrastructure; Section 7 with trade and exports; and Section 8 with business environment.

Throughout the questionnaire, we provide a short introduction to the different sections. This text should not necessarily be read to the respondent, but it is important that you explain its content.

Finally, inform the respondent that there are four types of questions: yes and no questions, questions with a fixed number of given alternatives, questions on quantitative information, and a few open-ended questions.

The sampling unit of this survey is the establishment rather than the firm. However, there are also a few items at the beginning of the questionnaire that relate to the firm to which a sampled establishment belongs. It is therefore important that enumerators have a clear grasp of the distinction between the two concepts and that they make sure the answers a respondent gives to each question relate to the right entity. An establishment is a production or service facility or unit with distinctive management and location. In the case of manufacturing industries, the term is synonymous with *plant* or *factory*. A company or a firm could have just one establishment or plant. It could also have two or more establishments or plants. The answers that respondents give to the first section of the questionnaire will reveal whether the enumerator is dealing with a single establishment or has approached the management of a multi-establishment company or firm. In a multi-establishment situation, most of the questions in the first section refer to the firm rather than any particular establishment of it, while questions in the rest of the questionnaire refer to one and only one of the establishments owned by the firm. In this case the enumerator must ensure that respondents give answers to questions in Section 2 onward *only* in relation to a particular establishment that has been identified by name or by location. This problem would not arise in a single-plant situation, because in that case responses to all items of the questionnaire would refer practically to the same entity.

PLEASE, MENTION HERE ANY OBSERVATION/COMMENT ON THE INTERVIEW AND PLEASE, DO NOT FORGET TO MENTION THE QUESTION AND THE SECTION IT REFERS TO.

[illegible]

SECTION I: ENTREPRENEURSHIP & BUSINESS HISTORY

THIS SECTION DEALS WITH GENERAL QUESTIONS REGARDING THE FIRMS AND THE OWNER/MANAGING DIRECTOR'S BACKGROUND. WE ARE INTERESTED IN THIS TYPE OF INFORMATION TO BE ABLE TO ANALYSE CHARACTERISTICS THAT MAY AFFECT THE FIRMS PERFORMANCE AND WILLINGNESS TO INVEST.

1. If this establishment is NOT the headquarters of your firm, in what city is the headquarters located? **S101**
- 1) Kampala/Entebbe 5)Mbarara/Masaka/Kabale
2) Jinja/Lugazi/Kakira 6)Other (specify **S101X**)
3) Mbale/Tororo/Iganga
4) Kasese/Fort Portal/Masindi

2. Is this establishment part of a company with one or more other plants?
Yes1
No, it is a stand-alone firm...2 **S102**

IF NO, GO TO QUESTION 6.

3. How many plants/establishments does your firm operate? **S1031**
- (a) in this industry **S1032**
(b) in other industries

4. Where are these establishments located? **S104**
- Uganda1
East Africa.....2
Other Africa.....3
Outside Africa.....4

THE NEXT FEW QUESTIONS REFER TO THE PARENT COMPANY.

5. What year did this establishment begin its operations? **S105**
(Refers to the parent company)

6. What year did this firm start operations in Uganda? **S106**
- YEAR**

7. What is the current legal status of your firm? **S107**
- Publicly listed company1
Publicly held, limited company.....2
Private held, limited company.....3
Partnership.....4
Sole proprietorship5
Cooperative6
Other7
(specify **S107X**)

8. Is your firm part of a family of firms or an industrial group? **S108**
- YES1
NO2

9. What percent of your firm is owned by:
- (a) State (%) **S109A**
(b) Private sector (domestic) (%) **S109B**
(c) Foreign private sector--African (%) **S109C**
(d) Foreign private sector--Other (%) **S109D**
(e) Other (%) **S109E**
(specify **S109EX**)

Total Must Add Up to 100 % (%) 100

10. If your firm is not state-owned at the moment, was it previously?

- Yes.....1
No2 **S109**

IF NO, GO TO QUESTION 12.

11. If Yes, what year was your firm privatized? **S110**
- GO TO QUESTION 14.** **YEAR**

Section I – ENTREPRENEURSHIP AND BUSINESS HISTORY

12. How was this firm acquired?

- Established..... 1
Bought it..... 2
Inherited it..... 3
Other..... 4

S106

13. If you started up this firm, what percent of the start-up finance came from the following sources?

- (a) Owner savings/internal funds (%) **S113A**
(b) Equity, sale of stock (%) **S113B**
(c) Bank loan (%) **S113C**
(d) Family or friends (%) **S113D**
(e) Money lenders (%) **S113E**
(f) Other informal sources (%) **S113F**
(g) Other (specify **S113GX**) (%) **S113G**

Total Must Add Up to 100 % (%) 100

14. What percentage of your firm does the largest shareholder or owner own?

PERCENT

S114

15. (a) Which of the following best describes the largest shareholder or owner in your firm?

S115A

CODES

- | | |
|---------------------|------------------------------------|
| 1. Individual | 7. Managers of the firm |
| 2. Family | 8. Employees of the firm |
| 3. Domestic Company | 9. Government of government agency |
| 4. Foreign Company | 10. Other (specify _____) |
| 5. Bank | |

IF ANSWER TO 15a IS 3-10, GO TO 16

(b) If the largest shareholder is an individual (or a family):

S115B

(i) Is this principal owner also the manager/director?

- Yes.....1
No.....2

(ii) Is the principal owner male?

S115C

- Yes1
No.....2

(iii) What is the ethnic origin of the principal/majority owners?

- African1
Asian2
Lebanese/Middle Eastern3
European/American4
Other.....5

S115D

(iv) What is the nationality of the majority shareholder?

- Kenyan.....1
Uganda2
Tanzanian3
Other African4
Other Non-African.....5

S115E

(v) **If answer to the previous question is 2**, which part of Uganda does the principal owner of firm come from?

- East.....1
North.....2
West.....3
Central.....4
South West.....5
Other Ugandan.....6
Other7

S115F

(Specify: **S115FX**)

(vi) **If the principal owner is not the managing director**, where does the principal owner reside?

S115G

- In the same location as firm.....1
In Uganda but different cities.....2
East Africa (Tanzania, Kenya).....3
In other Africa.....4
Other5

(Specify: **S115GX**)

Section I – ENTREPRENEURSHIP AND BUSINESS HISTORY

16. What is the highest level of education completed by the head (i.e., top manager) of this firm?

1=None

2=Primary school

3=Secondary school

4=Vocation Training, not included elsewhere

5=University first degree (BA, BSc., etc.)

6=University post-grad degree (Masters, PhD, etc.)

7= Other university program

S116

TO BE ANSWERED BY THE OWNER OF THE BUSINESS

17. Did you (the owner) ever work for a foreign-owned or foreign-managed firm?

Yes.....1

No.....2

S117

If yes, how many years did you work for these foreign firms

S117Y

18. How many years of experience did you have in this industry prior to establishing or acquiring this business?

S118

SECTION II: SALES, RAW MATERIALS, PRODUCTS, INVESTMENT

THE PURPOSE OF THIS SECTION IS TO COLLECT DATA ON SALES, RAW MATERIAL PURCHASES, AND INVESTMENT LEVELS. TO COMPARE FIRMS ACROSS SECTORS AND TO EVALUATE THE DIFFERENT CONSTRAINTS FACING FIRMS IN UGANDA, WE NEED INFORMATION ON SALES AND THE LEVEL OF INVESTMENTS. DATA IN THIS SECTION MUST BE REPORTED IN ANNUALIZED FIGURES. IF THE FIRM IS UNABLE TO PROVIDE ANNUAL DATA, THE INTERVIEWER SHOULD GENERATE ESTIMATED ANNUAL FIGURES BY USING A SEPARATE WORKSHEET.

A - SALES

1. What percentage of your annual domestic sales last year (i.e., 2001/2002) were sold to:

IF 2001/2002 is not available, please specify for which year the data refer to S201YEAR

- | | |
|--|----------------|
| (a) the government | <u>S201A</u> % |
| (b) state-owned or controlled enterprise | <u>S201B</u> % |
| (c) multinationals located in your country | <u>S201C</u> % |
| (d) your parent company or its subsidiaries | <u>S201D</u> % |
| (e) large domestic firms (300 or more workers) | <u>S201E</u> % |
| (f) other (small firms, individuals) | <u>S201F</u> % |

Total Must Add Up to 100 % (%) **100**

2. Between 2001–2002, what % of annual sales revenue of your firm was sold as:

	2002	2001
Direct exports	<u>S202A</u> %	<u>S202D</u> %
Exports through a distributor	<u>S202B</u> %	<u>S202E</u> %
Sales to domestic units	<u>S202C</u> %	<u>S202F</u> %

3. Complete the following sales information for the last financial year (i.e., 2002) about the **five most important** (by share sales revenue) products sold by your firm.

IF 2001/2002 is not available, please specify for which year the data refer to S203YEAR

a) Description	b) Unit	c) Quantity sold as per units stated	d) Total value of sales UShs (including Exports)	e) Percent of exports in value of total sales %	f) Sales of product as percent of total annual sales of the firm %
1) S203X1X	S203B1X	S203C1	S203D1	S203E1	S203F1
2) S203X2X	S203B2X	S203C2	S203D2	S203E2	S203F2
3) S203X3X	S203B3X	S203C3	S203D3	S203E3	S203F3
4) S203X4X	S203B4X	S203C4	S203D4	S203E4	S203F4
5) S203X5X	S203B5X	S203C5	S203D5	S203E5	S203F5

SECTION II: SALES, RAW MATERIALS, PRODUCTS, INVESTMENT

4. What percentage share of the national market is held by your main product line?

PERCENT

S204

B - RAW MATERIAL PURCHASES:

5. 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

S20501

6. What percentage of sales was lost last year due to:

	Domestic sales	Exports
Delivery delays from supplier	S206A %	S206D %
delays in transportation services?	S206B %	S206E %
Other causes	S206C %	S206F %

7. Ask the following information about the **five most important** raw materials (in terms of volume of total raw material purchases) for the latest financial year

IF 2001/2002 is not available, please specify for which year the data refer to _____

a) Description	b) Unit	c) Total quantity of purchases in 2002 as per units stated	d) Value of total annual purchases US\$	e) Percentage share of this material in annual purchase of all raw materials of this firm	f) Percent share of imports if any, in the value of purchases of this material
1) S207X1X	S207B1X	S207C1	S207D1	S207E1	S207F1
2) S207X2X	S207B2X	S207C2	S207D2	S207E2	S207F2
3) S207X3X	S207B3X	S207C3	S207D3	S207E3	S207F3
4) S207X4X	S207B4X	S207C4	S207D4	S207E4	S207F4
5) S207X5X	S207B5X	S207C5	S207D5	S207E5	S207F5

8. Approximately what percent of annual purchases of raw materials by your firm was from the following sources?

(a) your direct imports

(b) imported by distributors

(c) bought from domestic producers

Total

2002	2001
S208A %	S208D %
S208B %	S208E %
S208C %	S208F %
100%	100%

SECTION II: SALES, RAW MATERIALS, PRODUCTS, INVESTMENT

9. How many days of inventory of your most important input do you keep?

S209 Days

10. What percent of your purchased material inputs are below your acceptable quality standards **last year** (e.g, damaged supplies, lower than expected standard of goods, etc.) ?

S210 Percent

C - FINISHED PRODUCTS

11. How many days does your firm stock inventory of your most important product? (Important product in terms of sales volume)

S211 Days

12. 1. For your main product line, please estimate the number of competitors, suppliers, and buyers you have, and state whether they are domestic or foreign owned.

	Domestic Private Firms	Domestic State-Owned Firms	Foreign-Owned Firms
(a) Competitors	<u>S212A1</u>	<u>S212B1</u>	<u>S212C1</u>
(b) Suppliers	<u>S212A2</u>	<u>S212B2</u>	<u>S212C2</u>
(c) Buyers	<u>S212A3</u>	<u>S212B3</u>	<u>S212C3</u>

12. 2. According to you, what are the two most important factors that make YOUR COMPANY more competitive than its main challenger ?

1. **S21221** 2. **S21222**

(Do not read out this, code after the responder answers)

1. LOWER INPUT PRICE
2. LOWER PRODUCT PRICE
3. HIGHER QUALITY PRODUCT
4. DIFFERENTIATED PRODUCTS
5. BETTER PRODUCT REPUTATION
6. WELL-ESTABLISHED RELATIONS WITH REGULAR CLIENTS
7. BETTER LOCATION
8. MORE RELIABLE SUPPLIERS

9. BETTER DISTRIBUTION NETWORK
10. BETTER FINANCIAL SITUATION
11. BETTER ACCESS TO/COST OF CREDIT
12. FEWER PROBLEMS WITH REGULATIONS
13. MORE EFFECTIVE ADVERTISING
14. MORE EFFECTIVE SALES PERSONNEL
15. BETTER AFTER-SALE SERVICE
16. OTHER (SPECIFY: **S21221X/S21222X**)
17. DON'T KNOW

12.3. According to you, what are the two most important factors that make YOUR MAIN CHALLENGER more competitive than your company

1. **S21231** 2. **S21232** *(Use the same list as above)*

IF THE CODE 16 "OTHER" IS USED, PLEASE DON'T FORGET TO SPECIFY: **S21231X/S21232X**

SECTION II: SALES, RAW MATERIALS, PRODUCTS, INVESTMENT

D – INVESTMENT AND CAPACITY OF PRODUCTION

13. What was the amount of investment by this firm in buildings and equipment made in each of the last three years? All figures in Ugandan Shillings.

Year	Buildings	Equipment
	Amount	Amount
2002	S213A1	S213B1
2001	S213A2	S213B2
2000	S213A3	S213B3

14. Of the land and buildings occupied by this firm, what percent is owned or leased/rented?

	Land	Buildings
(a) Owned	<u>S214A1</u> %	<u>S214B1</u> %
(b) Leased or rented	<u>S214A201</u> %	<u>S214B201</u> %
=> IF Lease or Rent:		
Original duration:	<u>S214A3</u> %	<u>S214B3</u> % (YEARS)
Time left:	<u>S214A4</u> %	<u>S214B4</u> % (YEARS)
Renewable? Yes..1	<u>S214A5</u> %	<u>S214B5</u> %
No...2		

15. Have you sold any buildings or equipment in the last three years?

Yes.....1
No.....2

S215

16. If yes, how much did you receive from this sale/s?
Uganda shillings

S216A Buildings

S216B Equipment

SECTION II: SALES, RAW MATERIALS, PRODUCTS, INVESTMENT

17. How much did the following cost your firm during 2002 and 2001?

	2002	2001
1. Rent for machinery and equipment	S217A1	S217B1
2. Lease for machinery and equipment	S217A2	S217B2
3. Rent for land or buildings	S217A3	S217B3
4. Lease for land or buildings	S217A4	S217B4
5. Royalty or license fee to domestic companies	S217A5	S217B5
6. Royalty or license fee to foreign owned companies	S217A6	S217B6

18. a. **As of 2002**, what share, in terms of value, of the plant machinery and equipment is in the following age categories and how many more years can it be used.

	Age structure	Remaining Years of Use
a.	<5 years old S218A1 %	S218A5 years
b.	5-10 years old S218A2 %	S218A6 years
c.	11-20 years old S218A3 %	S218A7 years
d.	>20 years old S218A4 %	S218A8 years

TOTAL MUST ADD UP TO 100%

18.b. At what capacity did this plant produce in ... ?

Capacity utilization is the amount of output actually produced relative to the maximum amount that can be produced given your current capital stock and level of employment.

a. in 2002 S218B1 %	c. in 2000 S218B3 %
b. in 2001 S218B2 %	

19. What would be the cost of replacing all your machinery and equipment at the end of 2002 by acquiring new machines?
Quote market price, Uganda shillings

216B	Equipment
-------------	------------------

SECTION II: SALES, RAW MATERIALS, PRODUCTS, INVESTMENT

20. How much would you get if you sold all your machinery and equipment at the end of 2002?
 Uganda shillings **S220**
21. What would be the cost of replacing all your business premises or leasehold at the end of 2002?
 Uganda shillings **S221**
22. If you own your premises what is the estimated market rent that your plant would have paid for its business premises in 2002?
 Uganda shillings **S222**

E - FINANCIAL ACCOUNTS

23. Do you prepare annual budgets?
 Yes.....1
 No.....2 **S223**
24. Do you monitor annual budgets?
 Yes.....1
 No.....2 **S224**
25. When does this firm's fiscal year end? **S225** :Day and Month
26. Does this firm have its accounts audited by an outside agency?
 Yes.....1
 No.....2 **S226**
27. Does this firm keep accounts on an annual basis?
 Yes.....1
 No..... 2 **S227**

SECTION II: SALES, RAW MATERIALS, PRODUCTS, INVESTMENT

(USE SEPARATE WORKSHEET TO GENERATE ANNUAL FIGURES IF THE FIRM DOES NOT KEEP ACCOUNTS ON ANNUAL BASIS)

What were the annual totals of the following for your firm for the last 3 financial years?	USh		
	2002	2001	2000
28. Total sales	S228A	S228B	S228C
29. Total sales from manufactured goods (sales value)	S229A	S229B	S229C
30. Total cost of manufactured goods	S230A	S230B	S230C
31. Percentage of manufactured goods that came from FY opening inventories	S231A %	S231B %	S231C %
32. Value of sales from trading	S232A	S232B	S232C
33. Value of sales from services	S233A	S233B	S233C
34. Purchases of materials excluding fuel	S234A	S234B	S234C
35. Cost of energy:			
a) Electricity	S235A1	S235B1	S235C1
b) Fuel	S235A2	S235B2	S235C2
c) Other	S235A3	S235B3	S235C3
36. Direct Labor costs (incurred in the manufacturing process)			
a) Wages and salaries	S236A1	S236B1	S236C1
b) Allowances, bonus, other benefits	S236A2	S236B2	S236C2
37. Indirect labor costs (administrative labor costs)	S237A	S237B	S237C
38. Interest charges and financial fees	S238A	S238B	S238C
39. Other Overhead Cost – (excluding wages + salaries)	S239A	S239B	S239C
40. a) Depreciation for Land and building	S240A1	S240B1	S240C1
b) Depreciation for Machinery and Equipment	S240A2	S240B2	S240C2
41. Investment expenditure (US\$.)			
a) purchases of machinery and equipment or vehicles	S241A1	S241B1	S241C1
(b) sales of machinery or equipment you have been using	S241A2	S241B2	S241C2
(c) purchase land, buildings, and improvement in leasehold	S241A3	S241B3	S241C3

SECTION II: SALES, RAW MATERIALS, PRODUCTS, INVESTMENT

41. If applicable, what were your sales:

(a) in 1998UShs.

S241A

(b) in 1997UShs.

S241B

(c) in 1992.....UShs.

S241C

42. Approximately what share of profits was re-invested in your firm last year?

PERCENT

S242

43. In the last year, what percentage of your firm/establishment's sales are sold

a) for cash

S243A %

b) pre-paid

S243B %

c) on credit

S243C %

Total Must Add Up to 100 %

(%) 100

44.a What percentage of your sales are sold to government

PERCENT

S244A

b. Commercial terms.

	EXPORTS 1=FOB 2=CIF 3=CFR 4=Other (specify S244B1X)	IMPORTS 1=FOB 2=CIF 3=CFR 4=Other (specify S244B2X)
What in commercial terms do you use to price your ...	S244B1	S244B2

45. In the last year, what percent of your sales to:

a) Private customers result in overdue payments?

PERCENT

S245A

b) Gvt agencies or state-owned enterprises result in overdue payments?

S245B

46. How long does it typically take to resolve an overdue payment?

S246A

a) Private Customers **WEEKS**

b) Government agencies **WEEKS**

S246B

47. a) Do you use third party means to resolve payment disputes?

S247

Yes.....1

No.....2

If YES, do you use:

Yes.....1

No.....2

i) arbitration

S247A1

ii) commercial courts

S247A2

iii) Other(specify **S247AX**)

S247A3

b) What percentage of your firms invoiced sales was recovered through third parties?

PERCENT

S247B

c) On average, how many weeks (from submission to resolution) did such cases take to resolve?

S247C1

i) arbitration **WEEKS**

ii) commercial courts **WEEKS**

S247C2

iii) Other(specify **S247CX**) **WEEKS**

S247C3

SECTION III: CREDIT AND FINANCE

THE PURPOSE OF THIS SECTION IS TO COLLECT DATA ON CREDIT FACILITIES OBTAINED FROM FINANCIAL INSTITUTIONS AND SUPPLIERS. THE FINANCE MODULE IS STRUCTURED TO UNDERSTAND WHERE THE KEY SOURCES OF FINANCING ARE AND HOW THIS COMPARES ACROSS DIFFERENT TYPES OF FIRMS. DATA IN THIS SECTION WILL BE USED IN UNDERSTANDING THE TYPES OF FINANCING AND CONSTRAINTS WITHIN THE FINANCIAL SECTOR.

1. Do you purchase inputs on credit from suppliers?
Yes.....1
No.....2 => **Go to Question 5.** **S301**
2. **If yes, on average, last year, what percent of your inputs are purchased on credit?** **PERCENT** **S302**
3. **In the last year, when you bought on credit from your suppliers, on average how long did you have before you had to make payment?** **DAYS** **S30301**
4. Does the enterprise currently have any overdraft facilities?
Yes.....1
No.....2 => **Go to Question 12.** **S304**

Question 5 to 11 concern an overdraft in the MAIN/PRIMARY Bank serving the firm.

5. What is the current interest rate on overdrafts? **PERCENT** **S305**
6. What is the maximum amount of your overdraft facility?
US\$. **S306**
7. In the past year, i.e. 2002, for how many days have you utilized the maximum amount of your overdraft facility?
DAYS **S307**
8. Has this maximum changed over the last year (i.e., 2001)?
Increased..... 1
Decreased 2
Remained the Same 3 **S308**
9. If the amount increased, how much did the maximum amount increase by?
US\$. **S309**

10. What amount of an increase did you apply for? **S310** **US\$**

- a) For the most recent overdraft was a collateral of some sort required?
Yes 1
No.....2 **S311A**
- b) **If YES, which type of collateral was it?** **S311B**
Deposit.....1
Equivalent value of the inventory of finished products...2
Equivalent value of the equipment/machinery.....3
Other.....4
(specify **S311BX**)

12. Do you currently have a bank loan/ bank loans?
Yes 1
No.....2 **S312**

IF NO TO QUESTION 12, FILL IN QUESTION 23 ONWARDS

13. How many bank loans do you have? **NUMBER** **S313**
14. When did you get the latest loan? **YEAR** **S314**
15. Did the bank require collateral to obtain this latest loan?
Yes.....1
No.....2 **S315**
16. What percent of the collateral for this loan was in immovable property? E.g. land, buildings
PERCENT **S316**
17. What was the approximate value of collateral required as a percentage of the loan value?
PERCENT **S31701**

SECTION III: CREDIT AND FINANCE

18. What is the period of your latest loan? **YEAR** S318
19. How much is the principal of your latest loan? S319 USh
20. What is the annual rate of interest on this loan at the moment? **PERCENT** S320
21. What was the annual rate of interest initially? **PERCENT** S32101
22. How long did it take to get the loan from the time you applied for it?
WEEKS S322
23. Would your firm like to borrow more than it is able to at the current interest rate (is this firm credit constrained)?
Yes1
No2
S323
24. Has your firm ever applied for a bank loan?
Yes.....1 => Go to Question 26 onwards
No2
S324
25. If your firm has never applied for a bank loan, why not?
Inadequate collateral 1
Don't want to incur debt2
Process too difficult3
Didn't need one4
Didn't think I'd get one5
Interest rate too high6
Already heavily indebted7
Other.....8
(specify S325X)
S325
- IF THE ANSWER TO Q. 23 IS NO AND 24 IS FILLED IN, THEN GO TO Q.30.**
26. Was your application rejected?
Yes.....1
S326

- No.....2 => Go to Question 30 onwards
27. If an application for a loan was rejected, what was the reason given to you when the last application was turned? (UP TO 3 ANSWERS POSSIBLE) S327A/ S327B/ S327C
Lack of collateral.....1
Incompleteness of application2
Perceived lack of feasibility of project.....3
Other.....4
(Specify: S327AX / S327BX / S327CX)
28. What institution rejected the application?
INSTITUTION: S328 S329
29. When was the application rejected? **YEAR** S330
30. How long did it take the bank to reject the application from the time of submission? **WEEKS**
31. How many financial institutions does this firm currently do business with ? **NUMBER** S331
32. What share of your total borrowing (loans, accounts payable) is denominated in foreign currency? **PERCENT** S332
33. a) How do domestic companies usually pay you?
1=Cash
2=Cheque
3=Draft
4=Bank transfer
5=Other (Specify S333AX)
S333A
S333B
- b) How long does this form of payment take to clear? **DAYS** S333C1
- c) What is the associated cost of this means of payment – percentage of transaction or fixed charge? **PERCENT** S333C1
- FIXED CHARGE USh** S333C201

SECTION III: CREDIT AND FINANCE

34a) How do your foreign customers usually pay you?

- 1=Cash
2=Cheque
3=Draft

4=Bank transfer

5=Other (specify S334AX)

S334A

b) How long does this form of payment take to clear?

DAYS

S334B

c) What is the associated cost of this means of payment –
percentage of transaction or fixed charge?

PERCENT

S334C1

FIXED CHARGE US\$

S334C201

If fixed charge, please, specify the currency: S334CX

35. Does this firm (or the owner, if this firm is owned by a sole proprietor)
have any of the following accounts? Yes....1/No....2

(a) Current

S335A

(b) Savings

S335B

(c) Foreign Currency Account

S335C

(d) Foreign Bank Account

S335D

36. Please identify the contribution over the last year of each of the following
sources of financing for you establishment's:

- **Working Capital** (i.e., inventories, accounts receivable, and cash)
- **New Investments** (i.e., new land, buildings, machinery, and equipment)

Working Cap. New Invest.

- | | | |
|--|-------------------|-------------------|
| a. Internal funds or Retained earnings | <u>S336A1 %</u> | <u>S336B1 %</u> |
| b. Local commercial banks (loan, overdraft) | <u>S336A201 %</u> | <u>S336B201%</u> |
| c. Foreign owned commercial banks | <u>S336A3 %</u> | <u>S336B3 %</u> |
| d. Leasing arrangement | <u>S336A401 %</u> | <u>S336B401%</u> |
| e. Investment Funds/Special Development
Financing/Or Other State Services
/Gov/NGO/Donor sources | <u>S336A5 %</u> | <u>S336B6 %</u> |
| f. Trade credit (supplier or customer credit) | <u>S336A601 %</u> | <u>S336B601%</u> |
| g. Credit cards | <u>S336A7 %</u> | <u>S336B7 %</u> |
| h. Equity, sale of stock | <u>S336A801 %</u> | <u>S336B801%</u> |
| i. Family, friends | <u>S336A9 %</u> | <u>S336B9 %</u> |
| j. Informal sources (e.g. money lender) | <u>S336A1001%</u> | <u>S336B1001%</u> |
| k. Other (Specify: <u>S336AX / S336BX</u>) | <u>S336A11 %</u> | <u>S336B11 %</u> |

Total Must Add Up to 100 %

TOTAL

100%

100%

SECTION III: CREDIT AND FINANCE

37. Please list names of all the main banks that you have a financial relationship with.

Name of bank <i>List by decreasing order of importance WITH THE MOST IMPORTANT BANK FIRST</i>	Type of bank? 1=Private, local bank 2=Private, foreign 3=Govt. 4=Other (Specify: _____)	How long has firm/establishment had an account with this bank? IN YEARS	Any current outstanding/active loans with this bank? 1=Yes 2=No	Size of overdraft facility provided by this bank? (most current) US\$
1. S337X1	S337A1/ S337A1X	S337B1	S337C1	S337D1
2. S337X2	S337A2/ S337A2X	S337B2	S337C2	S337D2
3. S337X3	S337A3/ S337A3X	S337B3	S337C3	S337D3
4. S337X4	S337A4/ S337A4X	S337B4	S337C4	S337D4

38. Please tell us about any relationship your firm may have had with failed banks.

Institution	Did this establishment/firm have a banking relationship with this bank? 1=Yes 2=No	Did any of your major trading partners have a banking relationship with this bank? 1=Yes 2=No	Did the collapse of this institution affect your exports in any way? 1=Yes 2=No	Did the collapse of this institution affect employment in your firm/establishment in any way? 1=Yes 2=No
International Credit Bank	S338A1	S338B1	S338C1	S338D1
Uganda Cooperative Bank	S338A2	S338B2	S338C2	S338D2
Greenland Bank	S338A3	S338B3	S338C3	S338D3
Trust Bank	S338A4	S338B4	S338C4	S338D4

SECTION IV: LABOR AND TRAINING

THE PURPOSE OF THIS SECTION IS TO EVALUATE THE LEVELS OF EMPLOYMENT, PRODUCTIVITY LEVELS OF EMPLOYEES, WORKING CONDITIONS OF EMPLOYEES AND TO ASSESS THE SKILLS TRAINING REQUIRED TO IMPROVE THE INDUSTRIAL SECTOR.

A - STRUCTURE OF THE WORKFORCE

1. How many employees does your firm currently have (including managers)? **S401**

2. Of these current employees how many are:

Employees	Total
(a) Full-time (permanent)	S402A
(b) Full-time (casual)	S402B
(c) Part-time	S402C

3. What **number** of your permanent employees falls into each of the following categories?

(a) Age Range	Males	Females
Less than 30 years old	S403A1	S403A4
30-45 years old	S403A2	S403A5
More than 45 years old	S403A3	S403A6
(b) Education Range		
Primary School	S403B1	S403B5
Secondary School	S403B2	S403B6
More than secondary school	S403B3	S403B7
More than undergraduate degree	S403B4	S403B8

QUESTION 4 IS CRITICAL, DATA MUST BE OBTAINED

4. When your firm started its operations in Uganda, what was the total number of full-time paid employees?

NUMBER **S404**

5. How many full time/permanent employees did the firm have in total in the specified year/period? *If firm did not exist for any specific year, write NA*

Year/Period	Total No. of Employees
2002	S405A
2001	S405B
2000	S405C
1998	S405D
1997	S405E

6. If you could change the number of regular full-time workers you currently employ without any restrictions, how many people would you ideally employ?

NUMBER **S406**

7. What proportion of your management team comes from the following regions of Uganda?

East	<u>S407A %</u>
North	<u>S407B %</u>
West	<u>S407C %</u>
Central	<u>S407D %</u>
South West	<u>S407E %</u>

8. How many security personnel does this firm employ?

S408

9. How many workers are mainly devoted to generator operation and maintenance?

S409

10. a. In the firm, how many skilled staff (technicians, prof., managers) are:
- | | |
|--------------------|---------------------|
| Ugandan | <u>S410A</u> |
| Kenyan/Tanzanian | <u>S410B</u> |
| American/Europeans | <u>S410C</u> |
| Asian and Others | <u>S410D</u> |

SECTION IV: LABOR AND TRAINING

b. How many expatriates do you employ? **S410E** c. Percentage of female expatriates? **S410F** d. Main Position occupied? **S410G**

WHEN THIS QUESTION IS ASKED, THE INTERVIEWER SHOULD EXPLAIN EACH OF THE CATEGORIES TO THE RESPONDENT

Management

Proprietors (as Managers)
Employed Managers

Professionals (Require University Degree)

Engineers, scientists, etc
Economists, programmers, mathematicians, other professionals

Skilled Production Workers

Technicians (with diploma or other formal qualification)
Foremen and Supervisors
Machine maintenance and repair
(i.e. electricians, plumbers, welders, general repair workers)

Unskilled Production Workers

Other production workers

Non Production Workers

Health Worker
Office and Sales Workers
Service Workers
(i.e. cleaners, guards, food preparers and servers)

11. Of your total labor force, how many of the following types of full time/permanent workers are currently employed?

	Total Number of Permanent Employees	Number of Permanent Females Employees	Wage bill for the last fiscal year US\$	Total Compensation US\$
Management	S411A1	S411A2	S411A3	S411A4
Professionals	S411B1	S411B2	S411B3	S411B4
Skilled Production Workers	S411C1	S411C2	S411C3	S411C4
Unskilled Production Workers	S411D1	S411D2	S411D3	S411D4
Non-production workers	S411E1	S411E2	S411E3	S411E4
TOTAL:	S411T1	S411T2	S411T3	S411T4

12. Employees Turn-Over ?

	Permanent Full Time Employees	Temporary and Seasonal Workers
a) In 2002, how many new employees did your plant hire?	S412A1	S412B1
b) In 2002, how many permanent employees from your plant:		
i) were dismissed or laid off?	S412A2	S412B2
ii) left/resigned due to sickness or any other reason?	S412A3	S412B3
iii) retired	S412A4	S412B4
iv) died ?	S412A5	S412B5
c) Did the firm pay terminal benefits for any of these workers in 2002?	S412A6	S412B6
Yes 1 => Go to question 13 onwards		
No 2 => Go to question 14		

SECTION IV: LABOR AND TRAINING

13. How much in terminal benefits did the firm pay each category of worker in 2001/2002 ?

THIS TABLE MUST BE USED ONLY FOR NORMAL SEASON, FULL-TIME WORKERS.	Number of workers receiving benefit	Payment (UShs.)	Method of Payment One time Payment.....1 Multiple Payments.....2 Both.....3
Manager	S413A1	S413A2	S413A3
Professionals	S413B1	S413B2	S413B3
Skilled Production Workers	S413C1	S413C2	S413C3
Unskilled Production Workers	S413D1	S413D2	S413D3
Non-production workers	S413E1	S413E2	S413E3

B - EMPLOYEES BENEFITS

14. Does your firm provide any of the following benefits to employees? *Please proceed to column 3 to 5 if the respondent answers YES (=1) to the types of benefits in column 2.*

1	2	3	4	5		
Type of benefit	Benefit provided? Yes.....1 No.....2 (If yes, continue across the row; if no, go to next row.)	How is this benefit financed? 1=Company 2=Employee 3=Both 4=Other (specify_____)	Do you provide this benefit in- house? Yes.....1 No.....2 Both in house & External...3	Is the benefit provided to:		
				Managers and professionals? Yes.....1 No.....2	Other Employees ? Yes.....1 No.....2	Dependents of employees? Yes.....1 No.....2
Pension fund--annual payments until death	S413A1	S413A2/ S413A2X	S413A3	S413A4	S413A5	S413A6
Pension or provident fund--single payment upon termination	S413B1	S413B2/ S413B2X	S413B3	S413B4	S413B5	S413B6
Disability benefit	S413C1	S413C2/ S413C2X	S413C3	S413C4	S413C5	S413C6
Severance or service gratuity	S413D1	S413D2/ S413D2X	S413D3	S413D4	S413D5	S413D6
Reimbursement for funeral costs	S413E1	S413E2/ S413E2X	S413E3	S413E4	S413E5	S413E6
Death benefit	S413F1	S413F2/ S413F2X	S413F3	S413F4	S413F5	S413F6
Life insurance	S413G1	S413G2/ S413G2X	S413G3	S413G4	S413G5	S413G6
Contributions to National Social Security Fund	S413H1	S413H2/ S413H2X	S413H3	S413H4	S413H5	S413H6
Other death or retirement benefit (specify)	S413I1	S413I2/ S413I2X	S413I3	S413I4	S413I5	S413I6
Other (Specify: <u>S413JX</u>)	S413J1	S413J2/ S413J2X	S413J3	S413J4	S413J5	S413J6

SECTION IV: LABOR AND TRAINING

15. Does your firm provide any of the following health benefits to employees? *Please, proceed to column 3 and 4 if the respondent answers YES (=1) to the types of benefits.*

1	2	3	4		
			<i>Is the benefit provided to:</i>		
Type of benefit	Is this benefit provided? Yes.....1 No.....2 <i>If YES, continue across the row; if NO, go to next row.</i>	How do you finance this benefit? Company.....1 Employee.....2 Both.....3	Managers and professionals? Yes.....1 No.....2	Other Employees ? Yes.....1 No.....2	Dependents of employees? Yes.....1 No.....2
Health insurance (medical aid coverage)	S415A1	S415A2	S415A3	S415A4	S415A5
Medical care at company clinic	S415B1	S415B2	S415B3	S415B4	S415B5
Accident compensation or insurance (Worker Compensation)	S415C1	S415C2	S415C3	S415C4	S415C5
Other health or medical benefit (Specify: S415DX)	S415D1	S415D2	S415D3	S415D4	S415D5

C -EMPLOYEE HEALTH STATUS

16. Do you have a pre-employment health check for employees?

Yes 1
No..... 2

S416

SECTION IV: LABOR AND TRAINING

17. Did your firm undertake any activities in the last accounting year to prevent HIV/AIDS among employees?

Yes.....1
No.....2

S417

18. If YES to question 17, which types of activities were undertaken?

Yes.....1
No.....2

S418A

1) HIV prevention messages

S418B

2) Free condom distribution

S418C

2) Counseling for HIV/AIDS

S418D

3) Anonymous HIV testing

S418E

4) Fin. support of dependents of HIV-infected wks

S418F

5) Other (Specify: **S418FX**)

19. Is the HIV affecting your sales?

Yes.....1
No.....2

S419A

a) Increased Sales

S419B

b) Decreased Sales

S419C

c) No discernible change

S419D

d) Don't Know/Cannot Say

20. Is HIV affecting your workforce? (multiple YES answers possible)

Yes.....1
No.....2

a) Yes, high absenteeism among workers infected with HIV/AIDS

S420A

b) Yes, high absenteeism among workers who need to care for family members or friends infected with HIV/AIDS, or to attend funerals

S420B

c) Yes, high staff turnover due to sickness/deaths among workers with HIV/AIDS

S420C

d) No effect

S420D

e) Other (specify: **S420X**)

S420E

21. What is the total amount the firm has spent on medical expenses for staff in the past 12 months? **US\$.**

S421

22. Is sickness currently having an effect on your workforce?

Yes.....1
No.....2

a) Yes, has increased absenteeism among workers.

S422A

b) Yes, has increased absenteeism among workers who need to care for family members or friends.

S422B

c) High staff turnover due to sickness.

S422C

d) No effect

S422D

e) Other (Specify: **S422X**)

S422E

SECTION IV: LABOR AND TRAINING

D - LEVEL OF EMPLOYEE PRODUCTION

23. What was the average number of days the following types of employees were absent at work in 2002?

Type of employee	No. of days		Compared to the year before last, is this rate 1... higher 2...lower 3...the same?
	Authorised absence /leave (including vacation)	Unauthorized absence /leave	
Manager	S423A1	S423B1	S423C1
Professionals	S423A2	S423B2	S423C2
Skilled Production Workers	S423A3	S423B3	S423C3
Unskilled Production Workers	S423A4	S423B4	S423C4
Non-production workers	S423A5	S423B5	S423C5
Casual and Contract Labor	S423A6	S423B6	S423C6

24. How many days of production were lost to strikes and labor unrest in 2002?

S424

25. What percentage of your labor force belongs to a trade union?

a) Company union

S425A %

b) National/Industrial union

S425B %

26. Do non-union workers benefit from union-negotiated wages and benefits?

Yes1

No2

S426

SECTION IV: LABOR AND TRAINING

E – TRAINING OF EMPLOYEES

COMPANIES CAN TRAIN WORKERS AND IMPROVE THEIR SKILLS IN A VARIETY OF WAYS FOR EXAMPLE:

- (a) Formal instruction and courses in the company, provided by company training staff;
- (b) Formal training provided by material and machinery suppliers, technology licensors and joint-venture partners;
- (c) Sending workers to take courses at a school, university, technical institute, or an industry association training center; or
- (d) Informal in-plant instruction by supervisors and co-workers.

27. Did your firm offer formal training in 2002?

S427

Yes..... 1 => Fill the table below
No 2 => Go to section V

28. Information on Training		How many staff members of each of the following categories were formally trained in 2002?	What was the average number of weeks of training for each employee?	Main area of Training.
		NUMBER of EMPLOYEES	WEEKS	Production Technology.....1 Marketing.....2 Information Technology.....3 Management/Quality Technologies.....4 Intellectual Property.....5
a)	Manager	S428A1	S428A2	S428A3
b)	Professionals	S428B1	S428B2	S428B3
c)	Skilled Production Workers	S428C1	S428C2	S428C3
d)	Unskilled Production Workers	S428D1	S428D2	S428D3
e)	Non-production workers	S428E1	S428E2	S428E3

F – LABOR RELATIONS

28. What kind of labour shift did this firm follow in year 2001? S429

- 1. Single shift
- 2. Double shift
- 3. Other(Specify: S429X)

29. Out of a 8 hrs working day, how many hours is the typical employee working at present? S430 hours

30. What are the major problems with labour regulation on a scale from 1 to 4 with the following meaning:

	No Problem	Low			High			
		Degree of Obstacle					Not Appl	
a. Dealing with hiring procedures for local workers	0	1	2	3	4		N/A	<u>S431A</u>
b. Dealing with hiring procedures for foreign workers	0	1	2	3	4		N/A	<u>S431B</u>
c. Layoff procedures and cost of retrenchment	0	1	2	3	4		N/A	<u>S431C</u>
d. Limits on temporary hiring	0	1	2	3	4		N/A	<u>S431D</u>
e. Dealing with the Inspectorate of Labour	0	1	2	3	4		N/A	<u>S431E</u>
f. Other (Specify: <u>S431FX</u>)	0	1	2	3	4		N/A	<u>S431F</u>

SECTION V: TECHNOLOGY

THE PURPOSE OF THIS SECTION IS TO COLLECT DATA ON THE LEVEL AND DEPTH OF TECHNOLOGY IN UGANDA. DATA SOUGHT IN THIS SECTION WILL BE USED TO ASSESS THE STRENGTHS, WEAKNESSES AND CONSTRAINTS IN THE DIFFERENT AREAS OF TECHNOLOGY USE. THIS INFORMATION WILL GUIDE POLICY MAKERS ON CAPACITY BUILDING NEEDS AND PRESCRIBE POLICES THAT WILL IMPROVE TECHNOLOGY. THE DEFINITION OF TECHNOLOGY INCLUDES: TECHNOLOGY ASSOCIATED WITH PRODUCTION, INTELLECTUAL PROPERTY, INFORMATION TECHNOLOGIES, AND MANAGEMENT/QUALITY SYSTEMS I.E. SKILLS, KNOW-HOW.

1. Has the firm invested in technology in the past three years? **S501**

Yes 1

No 2 => Go To question 4

2. **IF Yes**, why did you do so?

S502A

S502B

3. What is the impact of this new technology on your firm? **S503**

Increased Productivity.....1

Reduction in workforce...2

Other.....3

(Specify: **S503X**)

4. What percent of your workforce uses a computer in their jobs? **S504**

PERCENT

5a) List the products your firm produces:

(i) **S505A**

(ii) **S505B**

(iii) **S505C**

(iv) **S505D**

(v) **S505E**

b) Of the products listed, what were the *new products* your firm introduced that involved changing the production process, in the last three years?

(i) **S505F**

(ii) **S505G**

(iii) **S505H**

(iv) **S505I**

(v) **S505J**

6. Over the last two years, what were the leading ways in which your establishment acquired technology?

Please identify which of the following is:

(a) The most important

S5061

(b) The second most important

S5062

(c) The third most important

S5063

CODES:

- 1) Embodied in new machinery or equipment
- 2) By hiring key personnel
- 3) Licensing or turnkey operations from international sources
- 4) Licensing or turnkey operations from domestic sources
- 5) Developed or adapted within the firm locally
- 6) Transferred from parent company
- 7) Developed in cooperation with client firms
- 8) Developed with equipment or machinery supplier
- 9) From a business or industry association
- 10) Trade Fairs
- 11) Study Tours
- 12) Consultants
- 13) From universities, public institutions
- 14) Adapted from competitors
- 15) Other (Specify: **S5061X / S5062X / S5063X**)

SECTION VI: INFRASTRUCTURE

THIS SECTION DEALS WITH YOUR PERCEPTION OF, AND EXPERIENCE WITH, PUBLICLY PROVIDED INFRASTRUCTURE IN UGANDA (I.E., UTILITIES AND TRANSPORT, WHETHER PROVIDED BY PUBLIC OR PRIVATE ORGANISATIONS).

1. Is this establishment located in an industrial estate (where the government or the private sector provides the infrastructure)?

Yes1

No2

S601

2. What is your perception of the infrastructure service?

	Please rank on a scale of 1 to 5 with the following meaning: Do not need.....0 Very Good.....1 Good.....2 Average.....3 Poor.....4 Very poor.....5 Not Available in the area...6
(a) Electricity	S602A
(b) Water	S602B
(c) Sealed Roads	S602C
(d1) Mobile Telecoms	S602D1
(d2) Land Telecoms	S602D2
(e) Waste Disposal	S602E
(f) Security (Police)	S602F
(g) Postal Service	S602G
(h) Air Freight Services	S602H
(i) Trucking Services	S602I
(j) Railways	S602J

3. Based on your experience over the **last two years**, what was the actual delay from the day you applied to the day you received the service. And was a gift or informal payment asked for or expected to obtain each of the following:

	Wait (DAYS)	Gift asked for/expected 1 = Yes 2 = No	If Yes, Value (UShs.)
(a) Mainline telephone connection	S603A1	S603B1	S603C1
(b) Electrical Connection	S603A2	S603B2	S603C2
(c) Construction Permit	S603A3	S603B3	S603C3
(d) Import License	S603A4	S603B4	S603C4
(e) Trading License	S603A5	S603B5	S603C5

4. Electricity

- (a) Did the firm provide its own power infrastructure? (excluding generators)

Yes1

No2

S604A

- (b) Does this firm have its own: Yes ...1/No...2

Generator

S604B1

Solar Power

S604B2

Hydro Power

S604B3

Other

S604B4

(Specify **S604B4X**)

SECTION VI: INFRASTRUCTURE

- (c) Does the firm own one or more generators?

Yes1

No2

S604C

If yes, what is the cost of the most recent generator purchased?

UShs.

S604C1

Which year did you purchase the generator?

Year

S604C2

- (d) What percentage of annual electricity use is self-generated?

PERCENT

S604D

- (e) What was the estimated annual cost in 2002 of generator fuel?

UShs.

S604E

- (f) If you use power from UEDCL what is your average cost per Kwh?

(Get last months bill and divide total amount by total Kwh

Include V.A.T)

UShs.

S604F

- (g) What percent of your production or merchandise value is lost due to power outages or surges from the public grid? *(Please include losses due to lost production time from the outage, time needed to reset machines and production that may be ruined due to processes being interrupted.)*

PERCENT

S604G

- (h) On how many days last year did your establishment experience the following and how long did it last?

	Days	Average duration (hours)
Power fluctuations	S604H1	S604H3
Power outages	S604H2	S604H4

5. Equipment.

- (a) Was any of your equipment damaged or destroyed because of power fluctuations?

Yes1

No2

S605A

- (b) If yes please give an estimate of the value of the damaged equipment

UShs.

S605B

6. Water

- a) For how many days last year did you experience insufficient water supply?

DAYS

S606A

- b) How many hours did each interruption last on average?

HOURS

S606B

7. Did the firm do any of the following? *Yes...1/No...2*

- (a) Build its own borehole or well?

S607A

- (b) Build its own water infrastructure?

S607B

- (c) Share its well with other firms or community?

S607C

- (d) If yes to any above, what percentage of annual water consumption is self-provided?

PERCENT

S607D

- (e) What was your annual cost of water consumption in 2002?

UShs.

S607E

8. Telecoms.

- (a) How much did this firm spend on providing its own telecoms infrastructure? (e.g. telephone sets, switchboard, installation charges, etc) specify year

YEAR

S608A1

SHS.

S608A2

SECTION VI: INFRASTRUCTURE

(b) Does this firm have Internet access?

Yes.....1

No.....2

S608B

c) Does your enterprise regularly use in its interactions with clients and suppliers? *Yes...1/No...2*

Mobile phone?

S608C1

E-mail?

S608C2

Website?

S608C3

d) How many days last year did your establishment NOT have main telephone service available?

DAYS

S608D

e) How many hours did each interruption last on average?

HOURS

S608E

9. Security.

How much did you spend in 2002 on the security infrastructure (e.g., fences, alarms, vehicles, etc.)?

SHS.

S609

10. Transport & Services

Yes.....1

No.....2

(a) roads?

S610A

(b) transportation for workers?

S610B

(c) freight transport?

S610C

(d) waste disposal?

S610D

(e) other?

(Specify: **S610EX**)

S610E

11. a. How do you arrange transport services for the delivery of finished products or raw materials? **(multiple answers possible)**

S611A

Directly contract with transporting company.....1

Hire transport intermediary (e.g. freight forwarder)..2

Own transportation.....3

Other (Specify: **S611AX**)...4

SECTION VI: INFRASTRUCTURE

b. If answer to (a) is 1, or 2 how frequently are transport services late in dropping off /picking up cargo for your plant for delivery?

	Outbound		Inbound	
	Sales to domestic markets/firms	Exports	Supplies from domestic sources	Direct Imports
Percentage of times	S611B1 %	S611B3 %	S611B5%	S611B7 %
If late, Main reasons?	S611B2	S611B4	S611B6	S611B8

12. In the last year, what is the average and maximum number of days that your shipment arrived late:

a) *At the gateway port in comparison with your planned schedule?*

	Imports at Gateway port (DAYS)	Exports at Gateway port (DAYS)
Average delay in the last year	S612A1	S612A3
Maximum delay in the last year	S612A2	S612A4

b) *At final destination (domestic and/ or international) in comparison with your planned schedule (in addition to the delay at arriving at the port for exports if applicable)?*

	Final destination (domestic) DAYS	Final destination (international) DAYS
Average delay in the last year	S612B1	S612B3
Maximum delay in the last year	S612B2	S612B4

13. In the last year, have **outgoing** shipments been rejected/ returned/ taken at discount prices because they reached late?

	Rejected	Returned	Discounted
As Percentage of Shipments	S613A	S613B	S613C

14. Of the total number of containers you ship/receive, what percentage is inspected? Exports **S614A** % Direct Imports **S614B** %

15. What percentage of your total exports are transported by?

	Percentage of total exports	SeaPort / AirPort name(s)
1. Ocean	S615A	S615C
2. Air	S615B	S615D

SECTION VI: INFRASTRUCTURE

16. a) Has your export shipment ever been left behind by the ocean/ air carrier, even though cargo reservation was made?

Yes.....1

No.....2

S616A

b) **If YES**, what percentage of the total value of your export shipments were left behind in the last year?

Ocean **S616B1** PERCENTAGE

Air **S616B201** PERCENTAGE

17. In the last year, what was ... needed for terminal processing at the AIRPORT for export shipments before flight departure. *(Only if firm ships by air)*

	Average Cost (Ush)	Informal Cost (Ush)	Average Time (HOURS)	Longest Time (HOURS)
Air CARGO	S617A	S617B	S617C	S617D

18. Please estimate the cost and time for transporting a **typical** consignment to a **typical final customer** (for domestic sales only) nearest storage/distribution point (for domestic sales) and/or to or gateway port (for exports) in the last year?

A - DOMESTIC MARKET	Do you have to make any payments?	Formal. Cost (average per consignment)	Average time last year	Maximum time last year
	None.....1 Formal payment...2 Informal payment..3 Both formal and Informal.....4	UShs	HOURS	HOURS
a. Preparatory activities: From receipt of order to the time that the goods are ready for pre-shipment preparation (packing, container stuffing, etc)	S618A1	S618A2	S618A3	S618A4
b. Pre-shipment activities: From the time that the goods are ready for inspection/ packing to the time that transportation services arrive at the plant	S618B1	S618B2	S618B3	S618B4
Loading/unloading at factory gate	S618C1	S618C2	S618C3	S618C4
Line hauling	Do you use? Truck.....1 Rail.....2 Waterways...3 Other.....4	Formal. Cost (average per consignment)	Average time last year	Maximum time last year
		UShs	HOURS	HOURS
	S618D1	S618D2	S618D3	S618D4

SECTION VI: INFRASTRUCTURE

B - EXPORTING FIRMS IN LANDLOCKED COUNTRY	Do you have to make any payments? None.....1 Formal payment...2 Informal payment...3 Both formal and Informal.....4	Formal. Cost (average per consignment) UShs	Informal Cost (average per consignment) UShs	Average time last year HOURS	Maximum time last year HOURS
Waiting Time to cross land border	S618E1	S618E2	S618E3	S618E4	S618E5
Custom Clearance	S618F1	S618F2	S618F3	S618F4	S618F5
C - EXPORTING FIRMS					
Waiting time to enter gateway port	S618G1	S618G2	S618G3	S618G4	S618G5
Port dues	S618H1	S618H2	S618H3	S618H4	S618H5
Customs clearance at port	S618I1	S618I2	S618I3	S618I4	S618I5
Terminal Handling (include time waiting for vessel/aircraft)	S618J1	S618J2	S618J3	S618J4	S618J5
Other	S618K1	S618K2	S618K3	S618K4	S618K5

19. a. **In the last year**, what percentage of your shipment and its corresponding value got lost and/or were damaged due to the following?

	Domestic transportation	International transportation
Total (% of shipment value lost or damaged last year)	S619A1	S619A4
MAIN REASON (USE CODES BELOW)	S619A201	S619A501
SECOND REASON (USE CODES BELOW)	S619A3	S619A6

Codes.

Theft.....1
Accident.....2
Damage during loading, unloading.....3
Damage due to delays.....4

Inclement weather.....5
Other.....6

SECTION VI: INFRASTRUCTURE

b. If you experienced cargo loss and/or damage, did you receive adequate compensation from the transport operator?

Yes.....1

No.....2

Use my own transport....3

S619B

c.1 **IF NO**, what is the most common reason given?

1. no carrier liability regime

2. carrier liability regime exists but not effectively enforced

3. limits of liability too low

4. Other

S619C1

c.2. If none of them, have you been compensated by your own insurance?

Yes.....1

No.....2

S619C2

SECTION VII: TRADE

IN THIS SECTION WE WOULD LIKE TO GATHER INFORMATION ON THE FIRM'S EXPORTS, IMPORTS AND OTHER TRADE TRANSACTIONS. DATA IN THIS SECTION WILL PROVIDE POLICY MAKERS WITH AN OVERVIEW OF THE CONSTRAINTS AFFECTING THE TRADE AND EXPORT SECTOR.

Exports

1. Were any of your products directly exported in 2002?
 Yes.....1
 No.....2

S701

IF NO, GO TO QUESTION 8.

2. Which year did you start exporting?

YEAR

S702

3. Which year did you start exporting to the following regions ?

Regions	Year you first exported to this region /country
a. West Europe	S703A
b. East Europe and central Asia	S703B
c. North America (USA & Canada)	S703C
d. North Africa/Middle East	S703D
e. Other Asia	S703E
f. Kenya	S703F
g. Tanzania	S703G
h. Other Africa	S703H
I. Other	S703I

Total Must Add Up to 100 %

4. How were your exports of products distributed between regions of destination in 2002?

Regions	Percent of value of exports
a. West Europe	S704A
b. East Europe and central Asia	S704B
c. North America (USA & Canada)	S704C
d. North Africa/Middle East	S704D
e. Other Asia	S704E
f. Kenya	S704F
g. Tanzania	S704G
h. Other Africa	S704H
I. Others	S704I

Total Must Add Up to 100 %

5. Which countries are the biggest destinations for your exports?
 (Rank by Decreasing Order)

a) **S705A**

b) **S705B**

c) **S705C**

SECTION VII: TRADE

6. Please answer the following questions about export-related facilities:

Facilities	Does your firm use this export benefit? Yes.....1 No.....2	Compared to when the facility was not available or used by your firm? Do you export more..... 1 Do you export the same amount.. 2 Do you export less..... 3	Comments For example: ○ Give reason why they do not use the facility. ○ Delays in days ○ Administrative Costs ○ Don't know about the service, etc.
(a) Manufacture-in-Bond Scheme	S706A1	S706A2	S706A3
(b) Customs Duty Drawback	S706B1	S706B2	S706B3
(c) Duty suspension on imported inputs/raw materials	S706C1	S706C2	S706C3
(d) Bonded warehouse or similar scheme	S706D1	S706D2	S706D3
(e)	S706E1	S706E2/ S706E2X	S706E3
(e) Export Credit Guarantee	S706E1	S706E2	S706E3
(f) Export Refinancing Scheme (BOU)	S706F1	S706F2	S706F3
(g) V.A.T Exemption on Manufacturing Equipment	S706G1	S706G2	S706G3
(h) Export Expansion Grant Scheme Fund (EEGF)	S706H1	S706H2	S706H3
(i) Other: (SPECIFY: S706IX)	S706I1	S706I2	S706I3

SECTION VII: TRADE

7. Please specify the average time and cost of clearing an outgoing container through a port (e.g., Bell, Inland, Shed, or Nakawa Ports).

Size of container	Time taken to clear(including pre-shipment inspection) (Days)	Longest time last year (Days)	Cost? US\$
20 foot	S707A1	S707B1	S707C1
40 foot	S707A2	S707B2	S707C2

Imports

8. Were any of your raw materials directly imported in 2001?

Yes1

No2

S708

IF NO, GO TO QUESTION 13

9. How were your imports of raw materials distributed between regions of origin in 2002?

	Regions	Percent of value of imports (%)
a.	West Europe	S709A
b.	East Europe and central Asia	S709B
c.	North America (USA & Canada)	S709C
d.	North Africa/Middle East	S709D
e.	Other Asia	S709E
f.	Kenya	S709F
g.	Tanzania	S709G
h.	Other Africa	S709H
i.	Others	S709I
	TOTAL	100%

10. Which year did you start importing from the following regions?

	Regions	Year you first imported from this region
a.	West Europe	S710A
b.	East Europe and central Asia	S710B
c.	North America (USA & Canada)	S710C
d.	North Africa/Middle East	S710D
e.	Other Asia	S710E
f.	Kenya	S710F
g.	Tanzania	S710G
h.	Other Africa	S710H
i.	Others	S710I

11. Do you use a clearing agent

Yes1

No2

S711

SECTION VII: TRADE

12. Please specify the average time and cost of clearing an incoming container through a port (e.g., Bell, Inland, Shed, or Nakawa Ports).

Size of container	Time taken to clear (Days)	Longest time last year (Days)	Cost? UShs
20 foot	S712A1	S712B1	S712C1
40 foot	S712A2	S712B2	S712C2

13. Please evaluate, using the indicated scale of 1 to 5 your perception of the following services and procedures. Where 1- Very Good, 5- Very poor

Issue	Please evaluate with this scale: Not applicable.....0 Very Good.....1 Average.....3 Very poor.....5
(a) Customs clearance for imported materials, parts and equipment	S713A
(b) Customs clearance and procedures related to exports, e.g pre-shipment inspection.	S713B
(c) Port (including airport) operations and administration	S713C
(d) International airport and air services	S713D
(e) International shipping services (excluding air)	S713E
(f) Telecommunication links with foreign suppliers and customers	S713F

SECTION VIII: BUSINESS ENVIRONMENT

IN THIS SECTION, WE WOULD LIKE TO KNOW YOUR PERCEPTIONS OF THE BUSINESS ENVIRONMENT, THE FUTURE ECONOMIC AND POLITICAL CLIMATE OF UGANDA, AS WELL AS YOUR INVESTMENT CONFIDENCE.

A - BUSINESS ENVIRONMENT

1. Please tell us if any of the following issues are a problem for the operation and growth of your business. If an issue poses a problem, please judge its severity as an obstacle on a five-point scale where:

0 = No obstacle 1 = Minor obstacle 2=Moderate Obstacle 3=Major Obstacle 4=Very Severe Obstacle DK = Don't know NA=Not applicable

	Issue	Rating
A	Telecommunications	S801A
B	Electricity	S801B
C	Transportation	S801C
D	Access to land	S801D
E	Tax rates	S801E
F	Tax administration	S801F
G	Customs & trade regulations	S801G
H	Labor regulations	S801H
I	Skills/education of workers	S801I
J	Business licensing & operating permits	S801J
K	Access to Finance (e.g. collateral)	S801K
L	Cost of Finance (e.g. interest rates)	S801L
M	Economic & Regulatory Policy Uncertainty	S801M
N	Macroeconomic Instability (inflation, exchange rates)	S801N
O	Corruption	S801O
P	Crime, theft, disorder	S801P
Q	Anti-competitive or informal practices	S801Q

2. How would you generally rate the efficiency of government or councils in delivering services (e.g., public utilities, public transportation, security, education, and health).

- 1...Very Inefficient
 2....Inefficient
 3... Somewhat inefficient
 4....Somewhat efficient
 5...Efficient
 6...Very efficient

S802

B - PUBLIC SERVICE REGULATIONS AND EFFICIENCY

3.

Regulations	Amongst senior managers, who is involved with resolving this regulation 1=Man Dir/Gen. Manager 2=Corporation Secretary 3=Chief Accountant 4=Production Manager, 5=Personal Manager 6=Other (specify)	Approximately, what percentage of this officer's time is spent dealing with the requirements imposed by this regulation (including dealings with officials, completing forms %
a. Labor regulations	S803A1/ S803A1X	S803B1
b. Licensing and Registration	S803A2/ S803A2X	S803B2
c. Taxes matters	S803A3/ S803A3X	S803B3
d. Environmental regulations	S803A4/ S803A4X	S803B4
e. Accounting regulations	S803A5/ S803A5X	S803B5

4. We have heard that firms are often required to make informal payments to public officials to "get things done" with regard to customs, taxes, licenses, regulations, services, and others.

- a) In 2002, what would you estimate as the total amount spent by establishments in your industry in "unofficial payments" for the following services?

Services	Costs US\$
Uganda Revenue Authority	S804A1
Public Utilities i.e. Power, Water and Sewage and Telephone	S804A2
Licenses from government institutions e.g. City Council	S804A3
Other (Specify: S804A4X)	S804A4
Other (Specify: S804A5X)	S804A5

- b) What estimated percentage of their annual revenue do the unofficial payments constitute?

PERCENT

S804B

SECTION VIII: BUSINESS ENVIRONMENT

Agency	Total days spent in inspections, required meetings with officials	% by Local authorities	Total cost of fines/value of goods seized? UShs	Was gift or Informal Payment requested? 1=Yes, 2=No	If Yes, how much did you have to pay? UShs
Tax Inspectorate	S806V1	S806I1	S806L1	S806C1	S806G1
Labor and Social Security	S806V2	S806I2	S806L2	S806C2	S806G2
Fire and Building Safety	S806V3	S806I3	S806L3	S806C3	S806G3
Sanitation/Epidemiology	S806V4	S806I4	S806L4	S806C4	S806G4
Municipal Police	S806V5	S806I5	S806L5	S806C5	S806G5
Environmental (NEMA)	S806V6	S806I6	S806L6	S806C6	S806G6
TOTAL, all agencies	S806V7	S806I7	S806L7	S806C7	S806G7

5. In many countries, firms are said to give unofficial, private payments or other benefits to public officials to gain advantages in the drafting of laws, decrees, regulations, and other binding government decisions. Using the following scale, to what extent have the following practices had a direct impact on your business?

(DK=Don't know 0 = No Impact 1 = Minor impact 2 = Moderate impact 3 = Major Impact 4 = Decisive Impact NA=Not Applicable)

	Payments to Public Official	Rank
<i>a</i>	Parliamentarians to affect their votes	S805A
<i>b</i>	Government officials to affect the content of government decrees	S805B
<i>c</i>	Judges to affect the decisions of criminal court cases	S805C
<i>d</i>	Judges to affect the decisions in commercial cases	S805D
<i>e</i>	Central bank officials to affect central bank policies and decision	S805E
<i>f</i>	Illegal contributions to political parties and/or election campaigns to affect the decisions of elected officials	S805F

how many days last year were spent in inspections and mandatory meetings with officials of each of the following agencies in the context of regulation of your business? And what were the costs associated with

these interactions?

6. On average, how many days last year were spent in inspections and mandatory meetings with officials of each of the following agencies in the context of regulation of your business? And what were the costs associated with these interactions?

C - REGULATIONS

SECTION VIII: BUSINESS ENVIRONMENT

7. When establishments in your industry do business with the government or local council, how much of the contract value is typically expected in gifts or informal payments to secure the contract?

PERCENT

S807

8. Think about national laws and regulations enacted in the **last two years** that have had 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?

Yes1

No2

S808A

(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?

(DK=Don't know NA = Not applicable 1 = Minor influence 2 = Moderate influence 3 = Major influence 4 = Decisive influence)

Groups that influenced regulations/laws	Level of influence
a) Your firm	S808B1
b) Other domestic firms	S808B2
c) Dominant firms or conglomerates in key sectors of the economy	S808B3
d) Individuals/firms with close personal ties to political leaders	S808B4
e) Foreign firms	S808B5
f) Business associations	S808B6
g) Labor unions	S808B7
h) Organized crime	S808B8
i) Regional or local government	S808B9
j) Military	S808B10
k) International development agencies or foreign governments	S808B11

9. Recognizing the difficulties many firms face in fully complying with taxes and regulations, what percentage of total sales would you estimate the typical firm in your area of activity reports for tax purposes?

PERCENT

S809

D - SECURITY

10. Please estimate your firm's costs (as a percent of its total sales) of providing:

(a) Security (equipment, personnel, and so on, excluding "protection payments")?

PERCENT

S810A

(b) "Protection" payments?

PERCENT

S810B

11. Did you lose any sales (percent of total sales) in 2002 due to theft, robbery, vandalism or arson? Yes.....1

No.....2

S811

IF YES

a) What share of the incidents did you report to the police?

PERCENT

S811A

b) Of these reported incidents, what percentage was solved (that is, the perpetrator was caught, etc.)?

PERCENT

S811B

SECTION VIII: BUSINESS ENVIRONMENT

E - INVESTMENT DECISION

Further private investment is partly determined by the predictability of government policies on key issues that affect private sector development. We would like to know whether you expect the present policies to be strengthened, to remain unchanged or to be reversed.

12. "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 1-6)?

1. Fully agree
2. Agree in most cases
3. Tend to agree
4. Tend to disagree
5. Disagree in most cases
6. Fully disagree

S812

13. "I am confident that the judicial system will enforce my contractual and property rights in business disputes." To what degree do you agree with this statement?

1. Fully agree
2. Agree in most cases
3. Tend to agree
4. Tend to disagree
5. Disagree in most cases
6. Fully disagree

S813

14. Please indicate your opinion of the likelihood of consistency of the following policies over the next 3 years, on a scale of 1-5. (1 = very consistent, 2 = fairly consistent, 3 = cannot say, 4 = fairly inconsistent, and 5 = very inconsistent)

Policy	Rank
1. Attraction of foreign investment	S814A
2. Privatization of state owned enterprises	S814B
3. Liberalisation of trade	S814C
4. Liberalisation of foreign exchange transactions	S814D
5. Improvement of tax administration	S814E
6. Flexible policy on employment of foreign workers	S814F
7. Improvement of the infrastructure facilities	S814G
8. Specific incentives for investments	S814H
9. Lowering bank interest rates	S814I
10. Promoting locally produced goods and services	S814J

Macroeconomic performance has a bearing on private sector development through its effects on investment levels, sales volumes and rate of return on investment. We would like to know your expectations on the macroeconomic indicators listed below.

15. Please indicate whether there is likely to be a change in the following over the next 3 years, on a scale of 1-5: (1 = very likely, 2 = likely, 3 = uncertain, 4 = unlikely, 5 = very unlikely)

Economic Indicator	Rank
1. Increase in the exchange rate (US\$)	S815A
2. Increase in the inflation rate	S815B
3. Overall increase in tax rates	S815C
4. Increase in GDP growth rate	S815D

16. (a) Is your establishment/firm a member of a business association or chamber of commerce?

Professional Association.....1
Other General Association2
Both.....3

S816A

- (b) Please indicate which services are provided by the business association or chamber you most closely associate with, and how important each service is to your firm.

(NP = Not provided 0 = no value; 1 = minor value; 2 = moderate value; 3 = major value; 4 = critical value to your firm)

Service	Value
(a) Lobbying government	S816B1
(b) Resolution of disputes (with officials, workers or other firms)	S816B2
(c) Information and/or contacts on domestic product and input markets	S816B3
(d) Information and/or contact on international product and input markets	S816B4
(e) Accrediting standards or quality of products; reputational benefits	S816B5
(f) Information on government regulations	S816B6

SECTION VIII: BUSINESS ENVIRONMENT

17. What are the three biggest obstacles to doing business in Uganda?

DO NOT READ THESE RESPONSES TO THE RESPONDENT, ASK THE QUESTION AND LET HIM/HER TELL YOU THE PROBLEMS. THEN CODE APPROPRIATE OR WRITE IN THE OTHER PROBLEMS BELOW.

NO PROBLEMS	0
OWNERSHIP REGULATIONS.....	1
TAX REGULATIONS AND/OR HIGH TAXES.....	2
SKILLED LABOR SHORTAGE	3
LABOR REGULATIONS.....	4
OBTAINING LAND AND BUILDINGS	5
FOREIGN CURRENCY REGULATIONS.....	6
LACK OF BUSINESS SUPPORT SERVICES	7
INADEQUATE SUPPLY OF INFRASTRUCTURE.....	8
UTILITY PRICES.....	9
INADEQUATE ACCESS TO CREDIT	10
IMPORT REGIME	11
HIGH COLLATERAL REQUIREMENTS	12
HIGH INTEREST RATES.....	13
INSUFFICIENT DEMAND FOR MY PRODUCTS.....	14
COMPETITION FROM IMPORTS.....	15
CRIME AND THEFT	16
OFFICIAL CORRUPTION	17
REGULATIONS FOR STARTING A BUSINESS, NEW OPERATIONS OR EXPANSION	18
BUREAUCRATIC BURDEN	19
SMUGGLING.....	20
COUNTERFEIT GOOD	21
OTHER (SPECIFY)	22

First	Second	Third
S817A	S817B	S817C

INSTRUCTIONS FOR INTERVIEWERS

WE SUGGEST YOU INTERVIEW 10 EMPLOYEES/WORKERS FROM EACH FIRM (OR AS MANY AS ARE AVAILABLE). PLEASE ALSO OBSERVE THE FOLLOWING GUIDELINES IN SELECTING WORKERS TO INTERVIEW:

(a) TRY TO INTERVIEW AT LEAST ONE WORKER IN EACH OF THE FOLLOWING CATEGORIES:

- Manager/Professional
- Technician
- Office Worker
- Sales/Service Worker
- Production Worker
- Line (Production) Supervisor

(b) IF THE FIRM EMPLOYS CASUAL WORKERS, ASK TO INTERVIEW AT LEAST ONE CASUAL WORKER.

Appendix A: Survey of a Sample of Workers

W O R K E R N U M B E R	1. What is your job now? CODE USING THE LABOR CATEGORIES BELOW	2. Where are you from? North..... 1 East 2 West 3 South West 4 Central..... 5 Europe 6 Asia..... 7 Middle East.....8 Other East Afr...9 Other Afr.....10 Other.....11 (Specify)	3. SEX MALE 1 FEMALE. 2	4. What is your age?	5. When did you leave school?	6. a What is the highest level of education you completed? NONE.....1 PRIMARY.....2 SECONDARY (O & A LEVEL, HCE).....3 TECHNICAL /VOCATIONAL.....4 BACHELORS DEGREE.5 MASTERS DEGREE OR HIGHER6 PROFESSIONAL.....7	6.b Number of years of schooling completed?	7. How long have you been working for this firm?	8. How many years work experience did you have before you started working in this firm?	9. Are you a permanent full-time employee? YES..... 1 NO..... 2
				YEARS	YEAR		YEARS	YEARS	YEARS	
1	SW0101	SW0201	SW0301	SW0401	SW0501	SW0601A	SW0601B	SW0701	SW0801	SW0901
2	SW0102	SW0202	SW0302	SW0402	SW0502	SW0602A	SW0602B	SW0702	SW0802	SW0902
3	SW0103	SW0203	SW0303	SW0403	SW0503	SW0603A	SW0603B	SW0703	SW0803	SW0903
4	SW0104	SW0204	SW0304	SW0404	SW0504	SW0604A	SW0604B	SW0704	SW0804	SW0904
5	SW0105	SW0205	SW0305	SW0405	SW0505	SW0605A	SW0605B	SW0705	SW0805	SW0905
6	SW0106	SW0206	SW0306	SW0406	SW0506	SW0606A	SW0606B	SW0706	SW0806	SW0906
7	SW0107	SW0207	SW0307	SW0407	SW0507	SW0607A	SW0607B	SW0707	SW0807	SW0907
8	SW0108	SW0208	SW0308	SW0408	SW0508	SW0608A	SW0608B	SW0708	SW0808	SW0908
9	SW0109	SW0209	SW0309	SW0409	SW0509	SW0609A	SW0609B	SW0709	SW0809	SW0909
10	SW0110	SW0210	SW0310	SW0410	SW0510	SW0610A	SW0610B	SW07010	SW0810	SW0910

Managers

Proprietors (as Managers)

Employed Managers

Professionals (Require University Degree)

Engineers, scientists, etc.

Economists, programmers, mathematicians, other professionals

Technicians (with diploma or other formal qualification)

Office and Sales Workers

1

2

3

4

5

6

Service Workers

(i.e. cleaners, guards, food preparers and servers)

Production Workers

Foremen and Supervisors

Other production workers

Machine maintenance and repair

(i.e. electricians, plumbers, welders, general repair workers)

Health Worker

7

8

9

10

11

Appendix A: Survey of a Sample of Workers

W O R K E R N U M B E R	10.	11.	12.	13.				14.				15.
	Are you a member of a trade union?	What was your job when you started in this firm?	How are you paid?	What is your current or usual wage/salary and current allowances?				What was your usual wage/salary when you started (including allowances)?				How much do you receive in bonuses each year (e.g. for attendance, production, merit, etc?)
	YES 1 NO 2	CODE USING THE LABOR CATEGORIES BELOW	HOURLY 1 DAILY 2 WEEKLY 3 MONTHLY 4 BY THE PIECE .. 5	UNIT:				UNIT:				
	Wages			Allowances		Wages		Allowances				
				Unit	UShs	Unit	UShs	Unit	UShs	Unit	UShs	UShs
1	SW1001	SW1101	SW1201	SW13WT01	SW13WB01	SW13AT01	SW13B01	SW14WT01	SW14WB01	SW14AT01	SW14B01	SW1501
2	SW1002	SW1102	SW1202	SW13WT02	SW13WB02	SW13AT02	SW13B02	SW14WT02	SW14WB02	SW14AT02	SW14B02	SW1502
3	SW1003	SW1103	SW1203	SW13WT03	SW13WB03	SW13AT03	SW13B03	SW14WT03	SW14WB03	SW14AT03	SW14B03	SW1503
4	SW1004	SW1104	SW1204	SW13WT04	SW13WB04	SW13AT04	SW13B04	SW14WT04	SW14WB04	SW14AT04	SW14B04	SW1504
5	SW1005	SW1105	SW1205	SW13WT05	SW13WB05	SW13AT05	SW13B05	SW14WT05	SW14WB05	SW14AT05	SW14B05	SW1505
6	SW1006	SW1106	SW1206	SW13WT06	SW13WB06	SW13AT06	SW13B06	SW14WT06	SW14WB06	SW14AT06	SW14B06	SW1506
7	SW1007	SW1107	SW1207	SW13WT07	SW13WB07	SW13AT07	SW13B07	SW14WT07	SW14WB07	SW14AT07	SW14B07	SW1507
8	SW1008	SW1108	SW1208	SW13WT08	SW13WB08	SW13AT08	SW13B08	SW14WT08	SW14WB08	SW14AT08	SW14B08	SW1508
9	SW1009	SW1109	SW1209	SW13WT09	SW13WB09	SW13AT09	SW13B09	SW14WT09	SW14WB09	SW14AT09	SW14B09	SW1509
10	SW1010	SW1110	SW1210	SW13WT10	SW13WB10	SW13AT10	SW13B10	SW14WT10	SW14WB10	SW14AT10	SW14B10	SW1510

Managers

- Proprietors (as Managers) 1
- Employed Managers 2
- Professionals (Require University Degree)**
- Engineers, scientists, etc. 3
- Economists, programmers, mathematicians, other professionals 4
- Technicians (with diploma or other formal qualification)** 5
- Office and Sales Workers** 6

Service Workers

- (i.e. cleaners, guards, food preparers and servers) 7
- Production Workers**
- Foremen and Supervisors 8
- Other production workers 9
- Machine maintenance and repair
- (i.e. electricians, plumbers, welders, general repair workers) 10
- Health Worker** 11

Appendix A: Survey of a Sample of Workers

W O R K E R N U M B E R	Do you receive any of the following allowances in-kind?			19. How many hours per week do you currently work for this firm? HOURS	20. Do you currently receive any? (Formal Training ONLY) Self Financed Training.. 1 Financed by the Firm Outside 2 Financed by the Firm inside 3	21. How much time did you spend on this/these training course(s) last Year ? NO OF DAYS	22. Did you receive formal training in the past? (Formal Training ONLY) Self Financed Training.. 1 Financed by the Firm Outside 2 Financed by the Firm inside 3	23. How many training courses have you taken in Total? Number	24. If you received training, did you receive higher wages after taking the course(s)? YES1 NO2
	16. Food?	17. Transportation?	18. Health clinic or a medical allowance?						
	YES..... 1 NO 2	YES..... 1 NO..... 2	YES1 NO2						
1	SW1601	SW1701	SW1801	SW1901	SW2001	SW2101	SW2201	SW2301	SW2401
2	SW1602	SW1702	SW1802	SW1902	SW2002	SW2102	SW2202	SW2302	SW2402
3	SW1603	SW1703	SW1803	SW1903	SW2003	SW2103	SW2203	SW2303	SW2403
4	SW1604	SW1704	SW1804	SW1904	SW2004	SW2104	SW2204	SW2304	SW2404
5	SW1605	SW1705	SW1805	SW1905	SW2005	SW2105	SW2205	SW2305	SW2405
6	SW1606	SW1706	SW1806	SW1906	SW2006	SW2106	SW2206	SW2306	SW2406
7	SW1607	SW1707	SW1807	SW1907	SW2007	SW2107	SW2207	SW2307	SW2407
8	SW1608	SW1708	SW1808	SW1908	SW2008	SW2108	SW2208	SW2308	SW2408
9	SW1609	SW1709	SW1809	SW1909	SW2009	SW2109	SW2209	SW2309	SW2409
10	SW1610	SW1710	SW1810	SW1910	SW2010	SW2110	SW2210	SW2310	SW2410

Appendix A: Survey of a Sample of Workers

W O R K E R N O.	25. Have you been ill at any time during the past 30 days? 1...YES 2...NO	26. How many days of work did you miss due to your being ill in the last 30 days?	27. How many days of work did you miss due to family members or friends being ill in the last 30 days?	28. If you or some member of your family were to fall seriously ill today, where would you ordinarily obtain treatment? USE CODE BELOW (More than one YES response is possible)	29. If you were to fall seriously ill today, which of the following financial arrangements for treating your illness would most apply to you? USE CODE BELOW	30. Is HIV/AIDS an important concern for you? 1) Not a concern 2) Small concern 3) Moderate concern 4) Big concern 5) Very big concern	31. Do you know where to be tested for HIV? 1...YES 2...NO	32. Would you be willing to pay to get tested for HIV at your firm, if the testing were voluntary and anonymous? 1...YES 2...NO	33. If YES, what is the maximum you would be willing to pay for it?
		days	days						UShs.
1	SW2501	SW2601	SW2701	SW2801A/SW2801B/SW2801C	SW2901	SW3001	SW3101	SW3201	SW3301
2	SW2502	SW2602	SW2702	SW2802A/SW2802B/SW2802C	SW2902	SW3002	SW3102	SW3202	SW3302
3	SW2503	SW2603	SW2703	SW2803A/SW2803B/SW2803C	SW2903	SW3003	SW3103	SW3203	SW3303
4	SW2504	SW2604	SW2704	SW2804A/SW2804B/SW2804C	SW2904	SW3004	SW3104	SW3204	SW3304
5	SW2505	SW2605	SW2705	SW2805A/SW2805B/SW2805C	SW2905	SW3005	SW3105	SW3205	SW3305
6	SW2506	SW2606	SW2706	SW2806A/SW2806B/SW2806C	SW2906	SW3006	SW3106	SW3206	SW3306
7	SW2507	SW2607	SW2707	SW2807A/SW2807B/SW2807C	SW2907	SW3007	SW3107	SW3207	SW3307
8	SW2508	SW2608	SW2708	SW2808A/SW2808B/SW2808C	SW2908	SW3008	SW3108	SW3208	SW3308
9	SW2509	SW2609	SW2709	SW2809A/SW2809B/SW2809C	SW2909	SW3009	SW3109	SW3209	SW3309
10	SW2510	SW2610	SW2710	SW2810A/SW2810B/SW2810C	SW2910	SW3010	SW3110	SW3210	SW3310

CODE FOR Q. 28

- 1...Health care facilities operated by the firm
- 2...Private health providers (including traditional healers)
- 3...Public facilities
- 4...Facilities of non-profit or charitable organizations
- 5...Other (specify in chart)

CODE FOR Q. 29

- 1...No significant out-of-pocket expenses necessary since treatment is free or low cost
- 2...High out-of-pocket expenses but reimbursed by employer fully or partially
- 3...High out-of-pocket expenses but reimbursed by insurance company fully or partially
- 4...High out-of-pocket expenses but financial support from friends/family not belonging to my household
- 5...High out-of-pocket expenses borne by my household
- 6...Other (specify in chart)