

THE WORLD BANK
Enterprise Survey - NEPAL
Services Module (2013)

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

A. CONTROL INFORMATION [TO BE COMPLETED BEFORE INTERVIEW]

A.0 Questionnaire a0	Module
If firm is Retail firm	2
If firm is a Services (non-Retail) firm	3

50.000 to 250.000	4
Less than 50.000	5

A.1 Country

a1=96

A.1a Language

a1a

A.2

	Sampling Region a2
West	1
Central	2
East	3

A.3a

	Screener Region (coded ex post) a3a
West	1
Central	2
East	3

A.3x Name of city/town/village

a3x

A.3b Is this city the official capital city? a3b

Yes	1
No	2

A.3c Is this city the main business city? a3c

Yes	1
No	2

A.3 Size of locality a3

City with population over 1 million	2
Over 250.000 to 1 million	3

A.4 Industry

		Sampling sector a4a	Screener sector a4b
Manufacturing :Section D	Food	15	15
	Tobacco	16	16
	Textiles	17	17
	Garments	18	18
	Leather	19	19
	Wood	20	20
	Paper	21	21
	Publishing, printing, and Recorded media	22	22
	Refined petroleum product	23	23
	Chemicals	24	24
	Plastics & rubber	25	25
	Non metallic mineral products	26	26
	Basic metals	27	27
	Fabricated metal products	28	28
	Machinery and equipment (29 & 30)	29	29
	Electronics (31 & 32)	31	31
	Precision instruments	33	33
Transport machines (34&35)	34	34	
Furniture	36	36	
Recycling	37	37	
Retail	Retail	52	52
Other Services	Wholesale	51	51
	IT	72	72
	Hotel and restaurants: section H	55	55
	Services of motor vehicles	50	50
	Construction Section F:	45	45
	Transport Section I: (60-64)	60	60

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

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

--

A.13 Supervisor code

a13

--

A.6 Size	Sampling size a6a	Screener Size a6b
Micro<5	0	0
Small >=5 and <=19	1	1
Medium >=20 and <=99	2	2
Large >=100	3	3

A.7 Establishment is part of a larger firm a7

Yes	1
No, a firm on its own	2

A.7a

Number of establishments that form the firm	a7a
---	-----

A.8 Type of establishment a8

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

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

Yes	1
No	2
DOES NOT APPLY	-7

A.10 Are establishment's financial statements prepared separately from other establishments of the same firm? a10

Yes	1
No	2
DOES NOT APPLY	-7

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

Yes	1
No	2
DOES NOT APPLY	-7

A.12 Interviewer code a12

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

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

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING.

The goal of this survey is to gather information and opinions about the business environment in Nepal. The information gathered here will help to develop new policies and programs that enhance employment and economic growth.

The information obtained here will be held in the strictest confidentiality. Neither your name nor the name of your business will be used in any document based on this survey.

B. GENERAL INFORMATION

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

The first few questions apply to the firm which your establishment is part of.

B.1 | What is this firm's current legal status? **SHOW CARD 1**

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

SKIP TO B.2

b1

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

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

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

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

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

IF 100% END INTERVIEW

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

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

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

b4

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

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

READ ONLY IF A7=1 (yes)

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

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

	Year	Answer from previous round
Year establishment began operations	b5	
DON'T KNOW (SPONTANEOUS)	-9	

INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR

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

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

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

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

b6a

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

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

INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR.

B.7 How many years of experience working in this sector does the Top Manager have?

	Years
Manager's experience in sector	b7
LESS THAN ONE YEAR	1
DON'T KNOW (SPONTANEOUS)	-9

B.7a Is the Top Manager female?

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

b7a

NPLB.7b Is this firm a member of the following organizations?
SHOW CARD 3

Chamber of Commerce / Industry	1
Business Association	2
Both of the above organizations	3
None of the above	4
Don't know (spontaneous)	-9

NPLb7b

B.8 Does this establishment have an internationally-recognized quality certification?
(INTERVIEWER: SOME EXAMPLES ARE ISO 9000 or 14000, or HACCP)

Yes	1
No	2
STILL IN PROCESS	-6
DON'T KNOW (SPONTANEOUS)	-9

b8

SARB.9 Is this establishment located in an export processing zone or other industrial park?

Export Processing Zone	1
Industrial Park	2
None of the above	3
DON'T KNOW (SPONTANEOUS)	-9

SARB9

C. INFRASTRUCTURE AND SERVICES

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING.

Now, we turn to the establishment's operations

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

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

c3

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

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

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

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

c5

C.6 Over fiscal year **2011/2012**, did this establishment experience power outages?

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

c6

C.7 In a typical month, over fiscal year **2011/2012**, how many power outages did this establishment experience?

	Number
Average number of power outages per month	c7
DON'T KNOW (SPONTANEOUS)	-9

IF 0, GO TO QUESTION C.9
GO TO QUESTION C.9

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

	Hours
Average duration of power outages	c8
LESS THAN ONE HOUR	1
DON'T KNOW (SPONTANEOUS)	-9

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

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

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

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

C.10 Over the course of fiscal year **2011/2012**, did this establishment own or share a generator?

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

c10

C.11 In fiscal year **2011/2012**, what percentage of this establishment's electricity came from a generator or generators that the establishment owned or shared?

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

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

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

c12

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

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

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

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

c14

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

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

c22a

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

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

c22b

C.28	Does this establishment currently use cell phones for the operations of the establishment?
-------------	--

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

c28

C.30 Using the response options on the card; To what degree is **Electricity** an obstacle to the current operations of this establishment? **SHOW CARD 4**

Using the response options on the card; To what degree are **Telecommunications** an obstacle to the current operations of this establishment? **SHOW CARD 4**

						(SPONTANEOUS)						
						DON'T KNOW	DOES NOT APPLY					
						No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle		
Electricity	c30a	0	1	2	3	4	-9	-7				
Telecommunications	c30b	0	1	2	3	4	-9	-7				

D. SALES AND SUPPLIES

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

D.1a1 In fiscal year **2011/2012**, what was this establishment’s main activity, product or service, that is, the activity, product or service that represented the largest proportion of annual sales
ENUMERATOR: PLEASE SPECIFY THE ACTIVITY AND PRODUCT IN DETAIL, FOR EX., “SELLING HOUSEHOLD GROCERIES” NOT JUST “SELLING FOOD”

Description **d1a1x**

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

D.1a2 **PLEASE CHOOSE THE 4 DIGIT CODE THAT BEST APPLIES TO THE ESTABLISHMENT’S MAIN ACTIVITY OR PRODUCT.**

CODE OF THE MAIN PRODUCT AND ACTIVITY	Code d1a2
--	----------------------------

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

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

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

D.2 In fiscal year **2011/2012**, what were this establishment’s total annual sales for all products and services?

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

N.3 In fiscal year **2009/2010**, three fiscal years ago, what were total annual sales for this establishment?

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

D.3 In fiscal year **2011/2012**, what percentage of this establishment's sales were:
SHOW CARD 5

	Percent	DON'T KNOW (SPONTANEOUS)	
National sales	d3a %	-9	<i>IF 100% GO TO QUESTION D.10</i>
Indirect exports (sold domestically to third party that exports products)	d3b %	-9	<i>IF 100, GO TO QUESTION D.8</i>
Direct exports	d3c %	-9	<i>IF 0, GO TO QUESTION D.8</i>
	100%		

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

SARD.3 In fiscal year **2011/2012**, what percent of this establishment's direct export revenue were from the following countries:
SHOW CARD 6

	Percent
India	SARd3a
Afghanistan, Pakistan, Bhutan, Bangladesh, Sri Lanka, Maldives	SARd3b
China and Hong Kong	SARd3c
Europe and America and Canada	SARd3d
Other countries	SARd3e
	100%

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

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

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

INTERVIEWER: WRITE YEAR USING 4 DIGITS

D.10 In fiscal year **2011/2012**, what percentage of the value of products this establishment shipped to supply domestic markets was lost while in transit because of theft?

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

GO TO QUESTION SARD.11

D.11 In fiscal year **2011/2012**, what percentage of value of products this establishment shipped to supply domestic markets was lost while in transit because of breakage or spoilage?

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

SARD.11 Considering road transportation, using the options on this card, please choose the biggest transportation obstacle by road, for businesses in your country.
SHOW CARD 8

The network and quality of roads	1
Cost and availability of fuel	2
Road closures due to strikes and protests	3
Time and distance to markets	4
Lack of competition in transportation companies	5
Availability and quality of transport vehicles	6
DON'T KNOW (SPONTANEOUS)	-9

SARd11

SARD.23 What two business services would most help increase your domestic sales. Here is a list of possible services- please tell me the two that are the most important.
SHOW CARD 14

- | |
|---|
| 1- Worker training |
| 5- Marketing and advertising services |
| 6- Information about domestic markets |
| 7- Assistance with improving IT capabilities |
| 8- Reforming domestic regulations that affect access to markets |
| 9- Other (specify) <u> SARd23x </u> |

	Business service	SPONTANEOUS DON'T KNOW
Most important business service	SARd23a2	-9
Second most important business service	SARd23b2	-9

SARD.24 Does your local chamber of commerce or industry association support your business in obtaining the services previously identified?
INTERVIEWER: READ OUT

Organization	Yes	No	(SPONTANEOUS)	
			DON'T KNOW	DOES NOT APPLY
Local chamber of commerce SARd24a	1	2	-9	-7
Industry association SARd24b	1	2	-9	-7

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

D.17 At the present time, when this establishment receives its **main sales item**, on average, how many days of inventory measured in days of sales, does this establishment keep?
(INTERVIEWER: IF RESPONDENT REQUIRES CLARIFICATION, DEFINE AS STOCK ON HAND)

	Days
Days of inventory of main sales item	d17
DON'T KNOW (SPONTANEOUS)	-9

D.30 Using the response options on the card; To what degree is **Transport** an obstacle to the current operations of this establishment? **SHOW CARD 15**

Using the response options on the card; To what degree is **Customs and Trade Regulation** an obstacle to the current operations of this establishment? **SHOW CARD 15**

						(SPONTANEOUS)						
						DON'T KNOW	DOES NOT APPLY					
						No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle		
Transport	d30a	0	1	2	3	4	-9	-7				
Customs and trade regulations	d30b	0	1	2	3	4	-9	-7				

SARD.31 Using the response options on the card; To what degree is/are **[INSERT OPTION]** an obstacle to the current operations of this establishment?
SHOW CARD 15

						(SPONTANEOUS)						
						DON'T KNOW	DOES NOT APPLY					
						No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle		
Lack of an ISO certification	SARd31a	0	1	2	3	4	-9	-7				
Access to inputs and supplies	SARd31b	0	1	2	3	4	-9	-7				
Current currency exchange rates	SARd31d	0	1	2	3	4	-9	-7				
Price increases in fuel, electricity, and raw materials	SARd31e	0	1	2	3	4	-9	-7				
Availability of storage facilities, including cold storage facilities and warehouses	SARd31f	0	1	2	3	4	-9	-7				

E. DEGREE OF COMPETITION

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

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

e11

E.30 Using the response options on the card; To what degree are **Practices of Competitors in the Informal Sector** an obstacle to the current operations of this establishment? **SHOW CARD 15**

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

H. INNOVATION

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING

And now we switch to a different topic. In this section “new” means new to the establishment but not necessarily new to the market.

H.1 During the last three years, has this establishment introduced **new** or **significantly improved** products or services?
SHOW CARD 18

INTERVIEWER: SHOW CARDS IN THIS SECTION CONTAIN EXAMPLES OF INNOVATIONS. THEY ARE MEANT AS EXAMPLES ONLY - THEY DO NOT CONTAIN ALL POSSIBLE INNOVATIONS.

Yes	1	<i>GO TO QUESTION H.3</i>
No	2	
DON'T KNOW (SPONTANEOUS)	-9	

h1

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

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

h2

H.3 During the last three years, has this establishment introduced any **new** or **significantly improved** methods of manufacturing products or offering services? **SHOW CARD 19**

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

h3

H.4a During the last three years, has this establishment introduced any **new** or **significantly improved** logistics, delivery, or distribution methods for inputs, products, or services?
SHOW CARD 20

Yes	1
-----	---

No	2
DON'T KNOW (SPONTANEOUS)	-9

H4a

H.4b During the last three years, has this establishment introduced any **new** or **significantly improved** supporting activities for your processes, such as maintenance systems or operations for purchasing, accounting, or computing? **SHOW CARD 21**

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

h4b

H.5 During the last three years, has this establishment introduced any **new** or **significantly improved** organizational structures or management practices? **SHOW CARD 22**

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

h5

H.6 During the last three years, has this establishment introduced **new** or **significantly improved** marketing methods? **SHOW CARD 23**

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

h6

H.7 During the last three years, did this establishment spend on formal research and development activities, either in-house or contracted with other companies? **SHOW CARD 24**

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

h7

H.8	During the last three years, did this establishment give employees some time to develop or try out a new approach or new idea about products or services, business process, firm management, or marketing?
------------	--

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

h8

G. LAND AND PERMITS

G.1 Of the land occupied by this establishment, what percent is: **SHOW CARD 25**

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

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

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

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

g2

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

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

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

Yes	1	g4
No	2	
DON'T KNOW (SPONTANEOUS)	-9	
REFUSE (SPONTANEOUS)	-8	

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

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

Area	
DON'T KNOW (SPONTANEOUS)	-9

g5a

SPECIFY UNITS

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

g5b

G.6 Of the buildings occupied by this establishment, what percentage is owned and what percentage is rented or leased? **SHOW CARD 25**

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

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

G.30 Using the response options on the card; To what degree is **Access to Land** an obstacle to the current operations of this establishment?
SHOW CARD 26

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

I. CRIME

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

I.1 In fiscal year **2011/2012**, did this establishment pay for security, for example equipment, personnel, or professional security services?

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

i1

I.2 In fiscal year **2011/2012**, what percentage of this establishment's total annual sales was paid for security, or what was the total annual cost of security?

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

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

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

NPLI.2a Regarding security, who does this establishment primarily seek protection against?
SHOW CARD 27

Political activists	1	NPLi2a
Labor activists	2	
Organized crime	3	
Unaffiliated criminals seeking petty theft	4	
Other	5	
Don't know (spontaneous)	-9	

NPLI.2b Who does this establishment primarily pay to provide protection?
SHOW CARD 28

Security firm or hired guard(s)	1	NPLi2b
Security consortium set up at the community level	2	
Political party	3	
Local police	4	
Organized crime	5	
Other	6	
Don't know (spontaneous)	-9	

I.3 In fiscal year **2011/2012**, did this establishment experience losses as a result of theft, robbery, vandalism or arson on this establishment's premises?

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

GO TO QUESTION I.30
GO TO QUESTION I.30

i3

I.4 In fiscal year **2011/2012**, what were the estimated losses as a result of theft, robbery, vandalism or arson that occurred on this establishment's premises either as a percentage of total annual sales or as total annual losses?

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

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

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

I.30 Using the response options on the card; To what degree is **Crime, Theft and Disorder** an obstacle to the current operations of this establishment?
SHOW CARD 29

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

K. FINANCE

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

K.1 In fiscal year **2011/2012**, what percentage, as a proportion of the value of total annual purchases of material inputs or services, were purchased on credit?

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

K.2 In fiscal year **2011/2012**, what percentage of this establishment's total annual sales of its goods or services were sold on credit?

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

K.3 Over fiscal year **2011/2012**, please estimate the proportion of this establishment's working capital, that is its day-to-day operations, that was financed from each of the following sources?
SHOW CARD 30

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

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

K.4 In fiscal year **2011/2012**, did this establishment purchase any fixed assets, such as machinery, vehicles, equipment, land or buildings?

Yes	1	GO TO QUESTION K.6 GO TO QUESTION K.6
No	2	
DON'T KNOW (SPONTANEOUS)	-9	

k4

N.5 In fiscal year **2011/2012**, how much did this establishment spend on purchases of:

	Rs	DON'T KNOW (SPONTANEOUS)
Machinery, vehicles, and equipment (new or used)	n5a	-9
Land and buildings	n5b	-9

K.5 Over fiscal year **2011/2012**, please estimate the proportion of this establishment's total purchase of fixed assets that was financed from each of the following sources:
SHOW CARD 31

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

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

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

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

k6

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

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

k7

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

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

GO TO QUESTION K.15d
GO TO QUESTION K.15d

k8

K.9 Referring to the most recent line of credit or loan, what type of financial institution granted this loan? **SHOW CARD 32**

Private commercial banks	1
State-owned banks or government agency	2

Non-bank financial institutions	3
Other	4
DON'T KNOW (SPONTANEOUS)	-9

k9

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

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

INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR

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

	Rs
Size of most recent loan/line of credit approved	k11
REFUSE (SPONTANEOUS)	-8
DON'T KNOW (SPONTANEOUS)	-9

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

Yes	1	GO TO QUESTION K.15b GO TO QUESTION K.15b
No	2	
DON'T KNOW (SPONTANEOUS)	-9	

k13

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

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

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

	Rs
Value of collateral	k15 a

DON'T KNOW (SPONTANEOUS)	-9
---------------------------------	-----------

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

	Number	
Total number of loans outstanding	k15b	<i>IF 1, GO TO QUESTION K.15d GO TO QUESTION K.15d</i>
DON'T KNOW (SPONTANEOUS)	-9	

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

	Rs
Total value of loans outstanding	k15c
REFUSAL	-8
DON'T KNOW (SPONTANEOUS)	-9

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

Yes	1	k15d
No	2	
DON'T KNOW (SPONTANEOUS)	-9	

K.16 Referring again to the last fiscal year **2011/2012**, did this establishment apply for any loans or lines of credit?

Yes	1	<i>GO TO QUESTION K.20</i>
No	2	
DON'T KNOW (SPONTANEOUS)	-9	<i>GO TO QUESTION K.21</i>

k16

K.17 What was the **main** reason why this establishment did not apply for any line of credit or loan?
SHOW CARD 33

No need for a loan - establishment had sufficient capital	1	<i>GO TO QUESTION K.21 GO TO QUESTION K.21 GO TO QUESTION K.21 GO TO QUESTION K.21 GO TO QUESTION K.21</i>
Application procedures were complex	2	
Interest rates were not favorable	3	
Collateral requirements were too high	4	
Size of loan and maturity were insufficient	5	

Did not think it would be approved	6	<i>GO TO QUESTION K.21</i>
Other	7	
DON'T KNOW (SPONTANEOUS)	-9	

k17

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

Application was approved	1
Application was rejected	2
APPLICATION STILL IN PROCESS	-6
DON'T KNOW (SPONTANEOUS)	-9

k20a

K.21 In fiscal year **2011/2012**, did this establishment have its annual financial statements checked and certified by an external auditor?

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

k21

K.30 Using the response options on the card; To what degree is **Access to Finance** an obstacle to the current operations of this establishment?
SHOW CARD 34

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

J. BUSINESS-GOVERNMENT RELATIONS

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

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

J.1 I am going to read one statement describing the courts system and how it could affect business. Please tell me if you Strongly disagree, Tend to disagree, Tend to agree, or Strongly agree.
SHOW CARD 35

					(SPONTANEOUS)					
					Strongly disagree	Tend to disagree	Tend to agree	Strongly agree	DON'T KNOW	DOES NOT APPLY
"The court system is fair, impartial and uncorrupted." h7a					1	2	3	4	-9	-7

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

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

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

Yes	1	GO TO QUESTION J.6a GO TO QUESTION J.6a
No	2	
DON'T KNOW (SPONTANEOUS)	-9	

j3

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

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

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

Yes	1
-----	---

No	2
DON'T KNOW (SPONTANEOUS)	-9
REFUSE (SPONTANEOUS)	-8

j5

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

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

GO TO QUESTION J.7
GO TO QUESTION J.7

j6a

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

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

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

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

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

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

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

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

GO TO QUESTION J.13
GO TO QUESTION J.13

j10

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

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

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

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

j12

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

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

GO TO QUESTION J.30
GO TO QUESTION J.30

j13

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

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

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

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

j15

J.30 Using the response options on the card; To what degree is/are **[INSERT OPTION]** an obstacle to the current operations of this establishment?
SHOW CARD 36

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

L. LABOR

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

L.1 At the end of fiscal year **2011/2012**, how many permanent, full-time individual worked in this establishment? Please include all employees and managers (Permanent, full-time employees are defined as all paid employees that are contracted for a term of one or more fiscal years and/or have a guaranteed renewal of their employment contract and that work a full shift)
(INTERVIEWER: INCLUDE INTERVIWEE IF APPLICABLE).

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

L.2 Three fiscal years ago, at the end of fiscal year **2009/2010**, how many permanent, full-time individuals worked in this establishment? Please include all employees and managers
(INTERVIEWER: INCLUDE INTERVIWEE IF APPLICABLE).

	Number
Permanent, full-time workers three fiscal years ago	12
IF ESTABLISHMENT WAS NOT IN BUSINESS THREE YEARS AGO	-7
DON'T KNOW (SPONTANEOUS)	-9

L.5 At the end of fiscal year **2011/2012**, how many permanent full-time individuals that worked in this establishment were female?

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

L.6 How many full-time temporary employees did this establishment employ throughout **2011/2012**? (Full-time, temporary workers are all paid short-term (i.e. for less than a year) employees with no guarantee of renewal of contract employment and work full-time)

	Number
Full-time seasonal or temporary workers employed last fiscal year	16
NO FULL-TIME SEASONAL OR TEMPORARY WORKERS	0
DON'T KNOW (SPONTANEOUS)	-9

GO TO QUESTION L.9b

GO TO QUESTION L.9b

L.6a How many full-time temporary employees employed throughout **2011/2012** were female?

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

L.8 What was the average length of employment of all full-time temporary employees in fiscal year **2011/2012**?

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

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

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

L.10 Over fiscal year **2011/2012**, did this establishment have formal training programs for its permanent, full-time employees?

Yes	1	GO TO QUESTION SARL.12 GO TO QUESTION SARL.12
No	2	
DON'T KNOW (SPONTANEOUS)	-9	

110

SARL.10a What was the primary focus of the formal training programs?
SHOW CARD 37

Managerial training	1
Sales and customer relations	2
Teamwork and leadership skills	3
Technical skills	4
Other training	5
DON'T KNOW (SPONTANEOUS)	-9

SAR110a

SARL.10b Who was the primary provider of these training programs?
SHOW CARD 38

Chamber of commerce or industry association	1
Private provider	2
Government agency	3
Our company- this was in-house training	4
Other organization	5
DON'T KNOW (SPONTANEOUS)	-9

SAR110b

ENUMERATOR: ASK THE FOLLOWING QUESTION ONLY FOR FIRMS WITHOUT TRAINING PROGRAMS. OTHERWISE SKIP TO SARL.13

SARL.12 Please indicate the principal reason for the lack of training programs?
SHOW CARD 39

Lack of external agencies that can provide training	1
Lack of relevant training programs related to this establishment's work	2
The quality of available training programs is low	3
High cost of training programs	4
No need for formal training programs	5
Unaware of training programs	6
DON'T KNOW (SPONTANEOUS)	-9

SAR112

SARL.13 In your experience of hiring **non-managerial employees**, are any of the following constraints to hiring women?

INTERVIEWER: READ EACH OPTION ALOUD

	Yes	No	DON'T KNOW (SPONTANEOUS)
Challenges of working with women due to their family commitments SAR113a	1	2	-9
Challenges of hiring women given government regulations such as working hours and maternity leave SAR113b	1	2	-9
Hiring women could cause disruption in the working environment SAR113c	1	2	-9

Required benefits and other expenses such as providing separate workplace facilities for women make them more expensive employees SARI13d	1	2	-9
---	---	---	-----------

NPLL.14 Over fiscal year **2011/2012**, what percentage of this establishment's total workforce were members of trade unions?

	Percentage
Percentage of total workforce were trade union members	NPL114
Don't know (spontaneous)	-9

NPLL.15 Over fiscal year **2011/2012**, did the establishment lose any working days to any trade union actions?

Yes	1	GO TO QUESTION NPLL.18 GO TO QUESTION NPLL.18
No	2	
Don't know (spontaneous)	-9	

NPL115

NPLL.16 During fiscal year **2011/2012**, how many days of operation did this establishment lose due to trade union activities?
INTERVIEWER: READ OUT

	Days	Don't know (spontaneous)
Days lost to trade union activities	NPL116	-9

NPLL.17 During fiscal year **2011/2012**, what was the main disputed issue that led to trade union actions?
SHOW CARD 40

Political problems (in the country, district, town, village, etc.)	1
Working hours	2
Salaries	3
Working conditions	4
Leave	5
Benefits	6
Hiring and firing conditions	7
Skill development	8
Don't know	-9

NPLI17

NPLL.18 During fiscal year **2011/2012**, how many days of operation did this establishment lose due to:
INTERVIEWER: READ OUT

	Days	Don't know (spontaneous)
Civil unrest	NPLI18a	-9
Employee absenteeism	NPLI18b	-9

L.30 Using the response options on the card; To what degree are **Labor Regulations** an obstacle to the current operations of this establishment? **SHOW CARD 41**

Using the response options on the card; To what degree is **an Inadequately Educated Workforce** an obstacle to the current operations of this establishment? **SHOW CARD 41**

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

M. BUSINESS ENVIRONMENT

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

M.1	By looking at SHOW CARD 42 can you tell me which of elements of the business environment included in the list, if any, currently represents the biggest obstacle faced by this establishment SHOW CARD 42 INTERVIEWER: DO NOT READ OUT
------------	---

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

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

Rotation (option 1, 2 or 3)	m1d
-----------------------------	------------

N. PERFORMANCE

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

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

N.2 From this establishment’s Income Statement for fiscal year **2011/2012**, please provide the following information:

READ OUT	Rs	DON'T KNOW (SPONTANEOUS)
Total annual cost of labor including wages, salaries, bonuses, social payments	n2a	-9
Total annual costs of electricity	n2b	-9
ENUMERATOR: ASK THE FOLLOWING QUESTION ONLY FOR RETAIL FIRMS.		
Total annual cost of finished goods and materials purchased to resell	n2i	-9

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

	Position in the firm	Years with the firm	Gender
Main respondent	a15a1a	a15a2a	a15a3
Second respondent	a15a1b	a15a2b	a15b3
Third respondent	a15a1cx	a15a2c	a15c3

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

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

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

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

INTERVIEWERS PLEASE ANSWER AT END OF THE INTERVIEW:

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

Truthful	1
Somewhat truthful	2
Not truthful	3

a16

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

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

a17

INTERVIEWER COMMENTS:

a17x

(Problems occurred/extraordinary circumstances which could influence results)

SUPERVISORS PLEASE ANSWER:

A.18 This questionnaire was completed in:

One visit in face-to-face interview with one person	1	<i>STOP HERE</i>
One visit in face-to-face interview with different managers/staff	2	
Several visits	3	

a18

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

Hour	Minutes

a19h

a19m