

QUESTIONNAIRE NUMBER **id**

0								
---	--	--	--	--	--	--	--	--

## THE WORLD BANK ENTERPRISE SURVEY

*Peru Manufacturing (2017)*

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

### **INFORMATION ACQUIRED PRIOR TO SCREENING:**

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

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

A.4 Industry		Screeners sector <b>a4b</b>	Questionnaire <b>a0</b> <b>FROM A4B</b>
Manufacturing	Food	15	1 - manufacturing
	Tobacco	16	
	Textiles	17	
	Garments	18	
	Leather	19	
	Wood	20	
	Paper	21	
	Publishing, printing, and Recorded media	22	
	Refined petroleum product	23	
	Chemicals	24	
	Plastics & rubber	25	
	Non metallic mineral products	26	
	Basic metals	27	
	Fabricated metal products	28	
	Machinery and equipment (29-30)	29	
	Electronics (31-32)	31	
	Precision instruments	33	
	Transport machines (34-35)	34	
	Furniture	36	
	Recycling	37	
<b>Retail</b>	Retail	52	2 - retail
<b>Other Services</b>	Wholesale	51	3 - other services
	IT	72	
	Hotel and restaurants: section H	55	
	Services of motor vehicles	50	
	Construction Section F:	45	
	Transport Section I: (60-64)	60	

A.3a	Screeners Region <b>a3a</b>	A.6	Screeners Size <b>a6b</b>
Lima	1	Small $\geq 5$ and $\leq 19$	1
Arequipa	2	Medium $\geq 20$ and $\leq 99$	2
Chiclayo	3	Large $\geq 100$	3
Trujillo	4		
Piura	5		

**CAPI QUESTIONS BEGIN HERE****A. CONTROL INFORMATION [TO BE COMPLETED AT THE TIME OF THE INTERVIEW]****INFORMATION AUTOMATICALLY GENERATED**

<b>GPS COORDINATES</b>	Degrees North (Latitude)	<b>lat</b>
	Degrees East (Longitude)	<b>lon</b>

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

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

A.12 Interviewer code **a12** A.1A Language **a1a** A.1c Frame level **a1c**

		Establishment	1
		Firm	2

A.3x Name of City/town/village

**INTERVIEWR****a3x****UPDATE IF INCORRECT****READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING.**

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

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

**A. CONTROL INFORMATION****A7D ONLY APPLIES TO FIRM-LEVEL SAMPLE FRAMES**

A.7d	<b>INTERVIEW THE ESTABLISHMENT THAT REPRESENTS THE LARGEST SHARE OF PRODUCTION OR SALES, WHICH ALSO MAINTAINS ITS OWN SALES, EMPLOYMENT, AND COST RECORDS.</b>
------	--

Address and name of the establishment	<b>a7dx</b>	<b>GO TO A.20</b>
---------------------------------------	-------------	-------------------

A.7	Is this establishment part of a larger firm? (larger firms include several distinct locations or establishments, including branch offices or production, distribution, or sales sites)
-----	--

Yes	1	<b>SKIP TO A.20</b>
No	2	
		<b>a7</b>

0								
---	--	--	--	--	--	--	--	--

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

Number of establishments	a7a
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

A.7b Is this establishment the headquarters location?

Yes	1	<b>SKIP TO A9</b>
No	2	
		<b>a7b</b>

A.11 Are the financial statements of the headquarters location separate from the rest of the other establishments?

		<u><b>ESTABLISHMENT- LEVEL FRAME:</b></u>	<u><b>FIRM-LEVEL FRAME:</b></u>
Yes	1	<b>SKIP TO A.20</b>	<b>SKIP TO A.20</b>
No	2		
		<b>a11</b>	

A.7c Does this headquarters location engage in production or sales at this location?

		<u><b>ESTABLISHMENT- LEVEL FRAME:</b></u>	<u><b>FIRM-LEVEL FRAME:</b></u>
Yes	1	<b>SKIP TO A.20</b>	<b>SKIP TO A.20</b>
No	2	<b>TERMINATE</b>	
		<b>a7c</b>	

A.9 Are this establishment's financial statements prepared separately from headquarters' statements?

		<u><b>ESTABLISHMENT- LEVEL FRAME:</b></u>	<u><b>FIRM-LEVEL FRAME:</b></u>
Yes	1	<b>TERMINATE</b>	<b>ENSURE THAT EMPLOYMENT, SALES, AND COST NUMBERS ARE AT THE ESTABLISHMENT LEVEL</b>
No	2		<b>INTERVIEW HQ</b>
		<b>a9</b>	

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

<b>Year</b>	<b>Month</b>	<b>Day</b>
<b>a20y</b>	<b>a20m</b>	<b>a20d</b>

**B. GENERAL INFORMATION****READ OUT THE FOLLOWING INTRODUCTORY SENTENCE ONLY IF A7 = 1 (yes):****The first few questions apply to the firm which this establishment is part of.****B.1** What is this firm's current legal status? **SHOW CARD 1**

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

**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?

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

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

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

**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
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**SKIP TO B.5****SKIP TO B.5****b4**

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

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

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

**READ ONLY IF A7=1 (yes) AND A1C=1 (establishment)**

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

**READ ONLY IF A7=1 (yes) AND A1C=2 (firm)**

I want to proceed by asking you about the establishment representing the largest amount of sales or production.

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

	Year
Year establishment began operations	<b>b5</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**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	<b>b6</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

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

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**b6a**

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

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

**TERMINATE**

**INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR.**

<b>B.7</b>	How many years of experience working in this sector does the Top Manager have?
------------	--

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

<b>B.7a</b>	Is the Top Manager female?
-------------	----------------------------

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

<b>b7a</b>
------------

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

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

**SKIP TO C.3**

**SKIP TO C.3**

<b>b8</b>
-----------

<b>B.8x</b>	Please specify the internationally-recognized quality certifications
-------------	--

Specify Certifications	<b>b8x</b>
------------------------	------------

**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
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**GO TO QUESTION C.6****GO TO QUESTION C.6****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?

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

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

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>REFUSAL (SPONTANEOUS)</b>	<b>-8</b>

**c5**

**C.6** Over fiscal year **[insert last complete fiscal year]**, did this establishment experience power outages?

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**GO TO QUESTION C.10****GO TO QUESTION C.10****c6**



**C.7** In a typical month, over fiscal year **[insert last complete fiscal year]**, how many power outages did this establishment experience?

	Number
Number of power outages in a typical month	<b>c7</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

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

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

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

**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	<b>c9a</b> %
<b>NONE</b>	<b>0</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**PROVIDE EITHER ONE OR THE OTHER, NOT BOTH**

	Dollars
Annual losses due to power outages	<b>c9b</b>
<b>NONE</b>	<b>0</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**C.10** Over the course of fiscal year **[insert last complete fiscal year]**, did this establishment own or share a generator?

Yes	1	
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	
	<b>c10</b>	

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

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

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

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

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**GO TO QUESTION C.15**

**GO TO QUESTION C.15**

**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	<b>c13</b>
<b>LESS THAN ONE DAY</b>	<b>1</b>
<b>STILL IN PROCESS</b>	<b>-6</b>
<b>APPLICATION DENIED</b>	<b>-5</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

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

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

**c14**

**C.15** Over fiscal year **[insert last complete fiscal year]**, did this establishment experience insufficient water supply for production?

Yes	1
No	2
The establishment does not use water for production	<b>-7</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**GO TO QUESTION C.22a**

**GO TO QUESTION C.22a**

**GO TO QUESTION C.22a**

**c15**

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

	Number
Number of incidents of water insufficiency in a typical month	<b>c16</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**GO TO QUESTION C.22a**

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

	Hours
Average duration of insufficient water supply	<b>c17</b>
<b>LESS THAN ONE HOUR</b>	<b>1</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

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

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**c22a**

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

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**c22b**

<b>C.30</b>	Using the response options on the card; To what degree is <b>Electricity</b> an obstacle to the current operations of this establishment? <b>SHOW CARD 3</b>
	Using the response options on the card; To what degree is <b>Telecommunications</b> an obstacle to the current operations of this establishment? <b>SHOW CARD 3</b>

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

**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 [insert last complete fiscal year], what was this establishment's main activity and product, that is, the activity and product that represented the largest proportion of annual sales?  
**ENUMERATOR: PLEASE SPECIFY THE ACTIVITY AND PRODUCT IN DETAIL, FOR EX., "LEATHER SHOE MANUFACTURING" NOT JUST SHOES' MANUFACTURING**

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

**INTERVIEWER: IF D1A1A IS SERVICES CODE (2-6), REVIEW TO ENSURE CORRECT MODULE IS BEING ASKED**

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

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

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

**D.2** In fiscal year [insert last complete fiscal year], what were this establishment's total annual sales for **ALL** products and services?

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

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

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

<b>ASC.N3</b>	From the beginning of fiscal year <b>[insert last complete fiscal year minus two]</b> through the end of fiscal year <b>[insert last complete fiscal year]</b> , did the price this establishment charges for its main good or service increase, decrease, or stay the same
---------------	---

Increase	<b>1</b>	
Decrease	<b>2</b>	
Stay the same	<b>3</b>	<b>GO TO QUESTION D.3</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>GO TO QUESTION D.3</b>
		<b>ASCn3</b>

<b>ASC.N4</b>	In percentage terms, how much did this price change?
---------------	--

		Percent
Percentage <b>change</b>		%
<b>DON'T KNOW (SPONTANEOUS)</b>		<b>-9</b>
		<b>ASCn4</b>

<b>ASC.N5</b>	Please indicate the <b>main</b> reason for this change <b>SHOW CARD 4</b>
---------------	--

Changes in the costs of supplies or material inputs	<b>1</b>	
Change in demand	<b>2</b>	<b>GO TO QUESTION D.3</b>
Changes in taxes or the cost of regulation	<b>3</b>	<b>GO TO QUESTION D.3</b>
Pressures from domestic competitors	<b>4</b>	<b>GO TO QUESTION D.3</b>
Pressures from foreign competitors	<b>5</b>	<b>GO TO QUESTION D.3</b>
Events disrupting typical operations	<b>6</b>	<b>GO TO QUESTION D.3</b>
Other	<b>7</b>	<b>GO TO QUESTION D.3</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>GO TO QUESTION D.3</b>
		<b>ASCn5</b>

<b>ASC.N5b</b>	In percentage terms, how much did the price of supplies or material inputs change?
----------------	--

	Percent	
Percentage <b>change</b>	<b>%</b>	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	
		<b>ASCn5b</b>

<b>D.3</b>	Coming back to fiscal year <b>[insert last complete fiscal year]</b> , what percentage of this establishment's sales were: <b>(INTERVIEWER: SKIP PATTERNS MUST BE FOLLOWED IN THE ORDER THEY APPEAR IN THE TABLE)</b> <b>SHOW CARD 4</b>
------------	--

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

*IF 100, GO TO QUESTION D.10**IF 100, GO TO QUESTION D.8**IF 0, GO TO QUESTION D.8*

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

<b>D.4</b>	In fiscal year <b>[insert last complete fiscal year]</b> , when this establishment exported goods directly, how many days did it take on average from the time this establishment's goods arrived at their main point of exit (e.g., port, airport) until the time these goods cleared customs?
------------	---

	Days
Average number of days to clear customs	<b>d4</b>
<b>LESS THAN ONE DAY</b>	<b>1</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>DOES NOT APPLY</b>	<b>-7</b>

<b>D.5a</b>	In reference to when this establishment exported goods directly, in clearing these goods through customs was an informal gift or payment expected or requested?
-------------	---

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

**d5a**

<b>D.6</b>	In fiscal year <b>[insert last complete fiscal year]</b> , what percentage of the value of the products exported directly was lost while in transit because of theft?
------------	---

	Percent
Losses due to theft as percentage of the value of the products	<b>d6</b> %
<b>NO LOSSES</b>	<b>0</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>DOES NOT APPLY</b>	<b>-7</b>

<b>D.7</b>	In fiscal year <b>[insert last complete fiscal year]</b> , what percentage of the value of the products exported directly was lost while in transit because of breakage or spoilage?
------------	--

	Percent
Losses due to breakage or spoilage as percentage of the value of the products	<b>d7</b> %
<b>NO LOSSES</b>	<b>0</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>DOES NOT APPLY</b>	<b>-7</b>

<b>D.8</b>	In which year did this establishment first export directly or indirectly?
------------	---

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

**INTERVIEWER: WRITE YEAR USING 4 DIGITS**

<b>D.10</b>	In fiscal year <b>[insert last complete fiscal year]</b> , 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	<b>d10</b> %
<b>NO LOSSES</b>	<b>0</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>NO INTERNAL SHIPMENTS MADE (DOES NOT APPLY)</b>	<b>-7</b>

**GO TO QUESTION  
D.12**

<b>D.11</b>	In fiscal year <b>[insert last complete fiscal year]</b> , 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	<b>d11</b> %
<b>NO LOSSES</b>	<b>0</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>NO INTERNAL SHIPMENTS MADE (DOES NOT APPLY)</b>	<b>-7</b>

<b>D.12</b>	In fiscal year <b>[insert last complete fiscal year]</b> , as a proportion of all material inputs or supplies purchased that year, what percentage of this establishment's material inputs or supplies were: <b>SHOW CARD 5</b>
-------------	--

	Percent	<b>DON'T KNOW (SPONTANEOUS)</b>
Material inputs or supplies of domestic origin	<b>d12a</b> %	<b>-9</b>
Material inputs or supplies of foreign origin	<b>d12b</b> %	<b>-9</b>
	<b>100%</b>	

**IF 0, GO TO QUESTION ASC.D5**

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

**D.13** Were any of the material inputs or supplies purchased in fiscal year [insert last complete fiscal year], imported directly?

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**GO TO QUESTION ASCD.5**

**GO TO QUESTION ASCD.5**

**d13**

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

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

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

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

**d15a**

**INTERVIEWER READ THE FOLLOWING BEFORE PROCEEDING:** I would now like to ask about this establishment's relationships and interactions with all of its suppliers.

**ASCD.5** In fiscal year [insert last complete fiscal year], what percentage of material inputs or supplies were obtained from suppliers from whom this establishment receives **inputs or supplies more than once a year**?

	Percent
Percent	<b>ASCd5</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**ASCD.6** In fiscal year [insert last complete fiscal year], what percentage of material inputs or supplies were **tailored to the specific needs** of this establishment to the extent that finding a new supplier would entail **substantial time and costs**?

	Percent
Percent	<b>ASCd6</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>



<b>ASCD.7</b>	In fiscal year <b>[insert last complete fiscal year]</b> , what percentage of this establishment's material inputs or supplies were provided as mutually agreed, that is without problems, disputes, or delays?
---------------	---

	<b>Percent</b>
Percent	<b>ASCD7 %</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

<b>ASCD.8</b>	Please indicate to what degree this establishment's suppliers are prevented from fulfilling 7 agreements because of circumstances beyond their control. <b>SHOW CARD 7</b>
---------------	--

	Not at all	Slightly	Moderately	Very much	Extremely	<b>DON'T KNOW (SPONTANEOUS)</b>
<b>ASCD8</b>	1	2	3	4	5	<b>-9</b>

<b>ASCD.9</b>	When making agreements with <b>suppliers</b> , please indicate to what degree each of the following is <b>effective in resolving or preventing</b> problems. <b>[READ OUT OPTIONS] SHOW CARD 8</b>
---------------	--

	Not at all	Slightly	Moderately	Very much	Extremely	<b>DON'T KNOW (SPONTANEOUS)</b>
Personal relationship and trust <b>ASCD9a</b>	1	2	3	4	5	<b>-9</b>
Mutual interest in maintaining business relationship, without involving others <b>ASCD9b</b>	1	2	3	4	5	<b>-9</b>
Paid, private dispute resolution <b>ASCD9d</b>	1	2	3	4	5	<b>-9</b>
Assistance of government officials <b>ASCD9e</b>	1	2	3	4	5	<b>-9</b>
Intervention of other third-parties (excluding paid, private dispute resolution and government officials) <b>ASCD9c</b>	1	2	3	4	5	<b>-9</b>
Legal system <b>ASCD9f</b>	1	2	3	4	5	<b>-9</b>

**INTERVIEWER READ THE FOLLOWING BEFORE PROCEEDING:** I would now like to ask about this establishment's relationships and interactions with all of its customers.

<b>ASCD.14</b>	In fiscal year <b>[insert last complete fiscal year]</b> , what percentage of goods or services were provided to customers to whom this establishment <b>provides goods or services more than once a year?</b>
----------------	--

	<b>Percent</b>
Percent	<b>ASCd14</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

<b>ASCD.15</b>	In fiscal year <b>[insert last complete fiscal year]</b> , what percentage of goods or services were <b>tailored to the specific needs</b> of customers to the extent that finding new customers would entail <b>substantial time and costs?</b>
----------------	--

	<b>Percent</b>
Percent	<b>ASCd15</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

<b>ASCD.16</b>	In fiscal year <b>[insert last complete fiscal year]</b> , what percentage of goods or services were provided to customers as mutually agreed, that is without problems, disputes, or delays?
----------------	---

	<b>Percent</b>
Percent	<b>ASCd16 %</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

<b>ASCD.17</b>	Please indicate to what degree this establishment's customers are prevented from fulfilling agreements because of circumstances beyond their control. <b>SHOW CARD 7</b>
----------------	--

	Not at all	Slightly	Moderately	Very much	Extremely	<b>DON'T KNOW (SPONTANEOUS)</b>
<b>ASCd17</b>	1	2	3	4	5	<b>-9</b>

<b>ASCD.18</b>	When making agreements with <b>customers</b> , please indicate to what degree each of the following is <b>effective in resolving or preventing</b> problems. <b>[READ OUT OPTIONS]</b> <b>SHOW CARD 8</b>
----------------	--

	Not at all	Slightly	Moderately	Very much	Extremely	<b>DON'T KNOW (SPONTANEOUS)</b>
Personal relationship and trust <b>ASCd18a</b>	1	2	3	4	5	<b>-9</b>
Mutual interest in maintaining business relationship, without involving others <b>ASCd18b</b>	1	2	3	4	5	<b>-9</b>
Paid, private dispute resolution <b>ASCd18d</b>	1	2	3	4	5	<b>-9</b>
Assistance of government officials <b>ASCd18e</b>	1	2	3	4	5	<b>-9</b>
Intervention of other third-parties (excluding private dispute resolution and government officials) <b>ASCd18c</b>	1	2	3	4	5	<b>-9</b>
Legal system <b>ASCd18f</b>	1	2	3	4	5	<b>-9</b>

<b>D.30</b>	Using the response options on the card; To what degree is/are <b>[INSERT OPTION]</b> an obstacle to the current operations of this establishment? <b>SHOW CARD 3</b>
-------------	--

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

**R. MANAGEMENT PRACTICES**

**INTERVIEWER: PLEASE READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:**

And now I would like to ask you about management practices in this establishment.

**R.1** Over the last complete fiscal year **[insert last complete fiscal year]**, what best describes what happened at this establishment when a problem in the production process or provision of services arose?  
**SHOW CARD 9**

We fixed it but did not take further action	1
We fixed it and took action to make sure it did not happen again	2
We fixed it and took action to make sure that it did not happen again, and had a continuous improvement process to anticipate problems like these in advance	3
No action was taken	4
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**ASCr1**

**R.2** Over the last complete fiscal year **[insert last complete fiscal year]**, how many production or service provision performance indicators were monitored at this establishment?  
**SHOW CARD 10**

1-2 production performance indicators	1
3-9 production performance indicators	2
10 or more production performance indicators	3
No production performance indicators	4
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**ASCr2**

**R.7** Over the last complete fiscal year **[insert last complete fiscal year]**, how easy or difficult was it for this establishment to achieve its production or service provision targets? Examples of production or service provision targets are: production, quality, efficiency, waste, on-time delivery.  
**SHOW CARD 11**

Possible to achieve without much effort	1
Possible to achieve with some effort	2
Possible to achieve with normal amount of effort	3
Possible to achieve with more than normal effort	4
Only possible to achieve with extraordinary effort	5
No production or service provision targets	6
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**ASCr7**

<b>R.8</b>	Over the last complete fiscal year <b>[insert last complete fiscal year]</b> , who was aware of the production or service provision targets at this establishment? <b>SHOW CARD 12</b>
------------	---

Only senior managers	1
Most managers and some workers	2
Most managers and most workers	3
All managers and most workers	4
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

ASCr8

**ASC.ROT.R11 SELECTED FOR FILTER TREATMENT**

Selected	1
Not selected	2

**GO TO E1****ASCrotr11****ANSWER IF ASC.ROT.R11=1 (SELECTED)**

<b>R.11.1</b>	Does this establishment offer performance bonuses to managers?
---------------	--

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**GO TO E1****GO TO E1****ASCr111****ANSWER IF ASC.ROT.R11=1 (SELECTED)**

<b>R.11.2</b>	Over the last complete fiscal year <b>[insert last complete fiscal year]</b> , what were managers' performance bonuses usually based on?  <b>INTERVIEWER: INCLUDE ANY TYPE OF TARGET, INCLUDING TARGETS BASED ON PRODUCTION, SALES, THE FIRM'S STOCK PRICE, ETC.</b>  <b>SHOW CARD 13</b>
---------------	---

Their own performance as measured by targets	1
Their team or shift performance as measured by targets	2
Their establishment's performance as measured by targets	3
Their company's performance as measured by targets	4
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>DOES NOT APPLY (SPONTANEOUS)</b>	<b>-7</b>

**ASCr112**

0								
---	--	--	--	--	--	--	--	--

**ANSWER IF ROT.R11=2 (NOT SELECTED)**

<b>R.11</b>	<p>Over the last complete fiscal year <b>[insert last complete fiscal year]</b>, what were managers' performance bonuses usually based on?</p> <p><b>INTERVIEWER: INCLUDE ANY TYPE OF TARGET, INCLUDING TARGETS BASED ON PRODUCTION, SALES, THE FIRM'S STOCK PRICE, ETC.</b></p> <p><b>SHOW CARD 14</b></p>
-------------	---

Their own performance as measured by targets	1
Their team or shift performance as measured by targets	2
Their establishment's performance as measured by targets	3
Their company's performance as measured by targets	4
No performance bonuses	5
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>DOES NOT APPLY (SPONTANEOUS)</b>	<b>-7</b>

**ASCr11**

**E. DEGREE OF COMPETITION**

**E.1** In fiscal year **[insert last complete fiscal year]**, which of the following was the main market in which this establishment sold its main product?

**SHOW CARD 15**

Local – main product sold mostly in same municipality where establishment is located	1
National – main product sold mostly across the country where establishment is located	2
International	3
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**GO TO QUESTION E.6**

**GO TO QUESTION E.6**

**e1**

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

Number of competitors	<b>e2b</b>
<b>TOO MANY TO COUNT</b>	<b>-4</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

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

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**e6**

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

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**GO TO ASCe13**

**e11**

**ASC.E12** Which of the following practices of unregistered or informal firms affects your establishment the most? **SHOW CARD 16**

No effects from informal or unregistered firms	0
Copyright, trademark, or patent infringement	1
Fraudulent product certifications	2
Tax avoidance	3
Hiring of informal labor	4
Undercutting prices	5
Other effect ( <b>Specify _____ ASCe12x</b> )	6
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**ASCe12**

<b>ASCE.13</b>	Does this establishment compete against registered firms selling goods or services without records or receipt?
----------------	--

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**ASCe13**

<b>ASCE.14</b>	Does this establishment compete against registered firms hiring workers without formal contracts?
----------------	---

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**ASCe14**

<b>E.30</b>	Using the response options on the card; To what degree are <b>Practices of Competitors in the Informal Sector</b> an obstacle to the current operations of this establishment? <b>SHOW CARD 3</b>
-------------	---

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



**H. INNOVATION****READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING**

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

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

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

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

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

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**h2**

**ASCH.2** Were any of the new or significantly improved products or services introduced because of specific customer requests or direct demands?

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**ASCh2**

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

**Description****DESCRIPTION SHOULD BE AS DETAILED AS POSSIBLE****h3x**

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

**Description****DESCRIPTION SHOULD BE AS DETAILED AS POSSIBLE****h4x**

<b>H.5</b>	During the last three years, has this establishment introduced any new or significantly improved process? These include: methods of manufacturing products or offering services; logistics, delivery, or distribution methods for inputs, products, or services; or supporting activities for processes?
------------	---

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**GO TO QUESTION H8****GO TO QUESTION H8****h5**

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

**Description****DESCRIPTION SHOULD BE AS DETAILED AS POSSIBLE****h6x**

<b>H.7</b>	Please describe in detail how the <b>main</b> new or significantly improved process is different than the most similar process that is or was used by this establishment <b>IF THERE IS NOTHING SIMILAR WRITE “COMPLETELY NEW”</b>
------------	---

**Description****DESCRIPTION SHOULD BE AS DETAILED AS POSSIBLE****h7x**

0								
---	--	--	--	--	--	--	--	--

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

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

*GO TO QUESTION ASC.H10**GO TO QUESTION ASC.H10***h8**

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

	Dollars
Cost of formal research and development activities	<b>h9</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

<b>ASC.H10</b>	During last fiscal year, did this establishment spend on any of the following? <b>READ OPTIONS</b>
----------------	---

	Yes	No	<b>DON'T KNOW (SPONTANEOUS)</b>
Software development and database activities <b>ASCh10a</b>	1	2	<b>-9</b>
Intellectual property related activities <b>ASCh10b</b>	1	2	<b>-9</b>
Design and other creative work <b>ASCh10c</b>	1	2	<b>-9</b>
Marketing and branding of new products or services <b>ASCh10d</b>	1	2	<b>-9</b>
Organizational development <b>ASCh10e</b>	1	2	<b>-9</b>

---

**F. CAPACITY**


---

<b>F.1</b>	In fiscal year <b>[insert last complete fiscal year]</b> , what was this establishment's output produced as a proportion of the maximum output possible if using all the resources available (capacity utilization)?
------------	--

	Percent
Capacity utilization	<b>f1</b> %
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

<b>F.2</b>	In fiscal year <b>[insert last complete fiscal year]</b> , how many hours per week did this establishment normally operate? <b>(INTERVIEWER: RESPONSE CANNOT BE GREATER THAN 168 HOURS)</b>
------------	---

	Hours
Typical hours of operation in a week	<b>f2</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**G. LAND AND PERMITS**

<b>G.6</b>	Of the buildings occupied by this establishment, what percentage is owned and what percentage is rented or leased? <b>SHOW CARD 17</b>
------------	--

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

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

<b>G.1</b>	Of the <b>land</b> occupied by this establishment, what percent is: <b>SHOW CARD 17</b>
------------	---

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

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

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

Yes	1	
No	2	<b>GO TO QUESTION G.30</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>GO TO QUESTION G.30</b>
	<b>g2</b>	

<b>G.3</b>	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	<b>g3</b>
<b>LESS THAN ONE DAY</b>	<b>1</b>
<b>STILL IN PROCESS</b>	<b>-6</b>
<b>APPLICATION DENIED</b>	<b>-5</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

0								
---	--	--	--	--	--	--	--	--

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

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>REFUSAL (SPONTANEOUS)</b>	<b>-8</b>

**g4**

<b>G.30</b>	Using the response options on the card; To what degree is <b>Access to Land</b> an obstacle to the current operations of this establishment? <b>SHOW CARD 3</b>
-------------	---

						<b>(SPONTANEOUS)</b>	
						<b>DON'T KNOW</b>	<b>DOES NOT APPLY</b>
						<b>-9</b>	<b>-7</b>
Access to land	<b>g30a</b>	0	1	2	3	4	

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

**I.1** In fiscal year **[insert last complete fiscal year]**, did this establishment pay for security, for example equipment, personnel, or professional security services including internet security?

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

**i1**

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

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

**PROVIDE EITHER ONE OR THE OTHER, NOT BOTH**

	<b>Dollars</b>
Total annual cost of security	<b>i2b</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

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

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

**i3**

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

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

**PROVIDE EITHER ONE OR THE OTHER, NOT BOTH**

	<b>Dollars</b>
Total annual value of losses	<b>i4b</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

id

0									
---	--	--	--	--	--	--	--	--	--

**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 3**

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



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

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

	Percent	DON'T KNOW (SPONTANEOUS)
Purchased on credit	<b>k1c</b> %	<b>-9</b>

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

	Percent	DON'T KNOW (SPONTANEOUS)
Sold on credit	<b>k2c</b> %	<b>-9</b>

**K.3** Over fiscal year **[insert last complete fiscal year]**, please estimate the proportion of this establishment's working capital, that is the funds available for day-to-day operations, that was financed from each of the following sources? **SHOW CARD 18**

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

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

**K.4** In fiscal year **[insert last complete fiscal year]**, did this establishment purchase any new or used fixed assets, such as machinery, vehicles, equipment, land or buildings, including expansion and renovations of existing structures?

Yes	1	
No	2	
DON'T KNOW (SPONTANEOUS)	<b>-9</b>	
		<b>k4</b>

**GO TO QUESTION K.4b**  
**GO TO QUESTION K.4b**

0								
---	--	--	--	--	--	--	--	--

<b>N.5A</b>	In fiscal year <b>[insert last complete fiscal year]</b> , how much did this establishment spend on purchases of: <b>INTERVIEWER: READ OUT</b>
-------------	---

	<b>Dollars</b>	<b>DON'T KNOW (SPONTANEOUS)</b>
New or used machinery, vehicles, and equipment	<b>n5a</b>	<b>-9</b>

**IF 0, GO TO  
QUESTION N.5B**

**GO TO QUESTION  
N.5B**

<b>ASCN.6</b>	Were any of these purchases for upgrading machinery, vehicles, and equipment spent on upgrades or for acquiring new technology associated with new or significantly improved products or services?
---------------	--

Yes	1	
No	2	<b>SKIP N.5B</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>SKIP N.5B</b>
		<b>ASCn6</b>

<b>ASCN.7</b>	What percent of total purchases of new or used machinery, vehicles, and equipment, was spent on upgrades or acquiring new technology associated with new or significantly improved products or services?
---------------	--

	<b>%</b>	<b>DON'T KNOW (SPONTANEOUS)</b>
Percent	<b>ASCn7</b>	<b>-9</b>

<b>N.5B</b>	In fiscal year <b>2015</b> , how much did this establishment spend on purchases of and buildings, including expansion and renovations of existing structures?
-------------	---

	<b>Dollars</b>	<b>DON'T KNOW (SPONTANEOUS)</b>
Land and buildings, including expansion and renovations of existing structures?	<b>n5b</b>	<b>-9</b>

<b>K.5</b>	Over fiscal year <b>[insert last complete fiscal year]</b> , please estimate the proportion of this establishment's total purchase of fixed assets that was financed from each of the following sources: <b>SHOW CARD 19</b>
------------	---

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

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

**READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:**

**In the following questions, we are inquiring about the second last complete fiscal year.**

<b>K.4b</b>	In fiscal year <b>[insert last complete fiscal year minus one]</b> , did this establishment purchase any new or used fixed assets, such as machinery, vehicles, equipment, land or buildings, including expansion and renovations of existing structures?
-------------	---

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**GO TO QUESTION K.6**  
**GO TO QUESTION K.6**

**k4b**

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

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

**READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:****Now let's talk about the establishment's present situation.****K.6** At this time, does this establishment have a checking (current) or savings account?

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**k6****K.7** At this time, does this establishment have an overdraft facility?

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**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
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**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 20**

Private commercial banks	1
State-owned banks or government agency	2
Non-bank financial institutions	3
Other	4
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**GO TO QUESTION ASC.K9****GO TO QUESTION ASC.K9****GO TO QUESTION ASC.K9****k9**

<b>ASCK.8</b>	Which bank provided the most recent line of credit or loan? <b>SHOW CARD 21</b>
---------------	--

BCP	1
BBVA	2
InterBank	3
Scotiabank	4
Mi Banco	5
De Comercio	6
Financiero	7
Banbif	8
Saga	9
Ripley	10
<b>OTHER (SPONTANEOUS - SPECIFY)</b>	<b>11</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**ASCK8**

<b>OTHER</b>	<b>ASCK8ax</b>
--------------	----------------

<b>ASCK.9</b>	Referring to the most recent line of credit or loan, was the loan granted as part of a government-supported program?
---------------	--

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**ASCK9**

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

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

**INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR**

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

	<b>Dollars</b>
Size of most recent line of credit or loan approved	<b>k11</b>
<b>REFUSAL (SPONTANEOUS)</b>	<b>-8</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

<b>ASCK.13</b>	Referring only to this most recent line of credit or loan, what was the maturity (in months) agreed at the time of approval?
----------------	--

	months
Maturity (in months) of most recent line of credit or loan approved	<b>ASCK13</b>
<b>REFUSAL (SPONTANEOUS)</b>	<b>-8</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

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

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**GO TO QUESTION K.15b**

**GO TO QUESTION K.15b**

**k13**

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

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

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

	Dollars
Value of collateral	<b>k15a</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

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

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

**GO TO QUESTION K.15d**

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

	Dollars
Total value of open lines of credit or outstanding loans <b>k15c</b>	
<b>REFUSAL (SPONTANEOUS)</b>	<b>-8</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

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

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**k15d**

<b>K.16</b>	Referring again to the last fiscal year <b>[insert last complete fiscal year]</b> , did this establishment apply for any lines of credit or loans?
-------------	--

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**GO TO QUESTION ASC.K18**

**GO TO QUESTION ASC.K.22**

**k16**

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

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

**GO TO QUESTION ASC.K22**

**k17**

<b>ASC.K17</b>	Did this establishment consider completing application steps for a loan or line of credit online?
----------------	---

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**GO TO QUESTION ASC.K.19**

**GO TO QUESTION ASC.K22**

**GO TO QUESTION ASC.K22**

**ASCk17**

<b>ASC.K18</b>	Referring only to this most recent application for a line of credit or loan, was the application completed partially or entirely online?
----------------	--

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**GO TO QUESTION K.20**

**GO TO QUESTION K.20**

**ASCk18**

<b>ASCK.19</b>	What was the main reason for not completing the application online? <b>SHOW CARD 23</b>
----------------	--

Option to complete application online was not available	1
The process was too complex	2
Lack of a reliable or secure internet connection	3
Uncertainty about the legal status of this financing mechanism	4
Reluctance to share the required business or personal data online	5
Other	7
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**ASCK19****ENUMERATOR: IF K16 IS "NO" GO TO ASC.K22**

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

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

**k20a1**



**ASCK22**k21

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

**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** Please tell me if you Strongly disagree, Tend to disagree, Tend to agree, or Strongly agree with the statement: "The court system is fair, impartial and uncorrupted".  
**SHOW CARD 24**

					(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 or sales workers. Some examples of government regulations are taxes, customs, labor regulations, licensing and registration, including dealings with officials and completing forms)

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

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

Yes	1	<b>GO TO QUESTION J.6a</b> <b>GO TO QUESTION J.6a</b>
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	-9	
		<b>j3</b>

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

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

<b>ASC. ROT.J5</b>	<b>SELECTED FOR SELF-REPORTED ANSWER EXPERIMENT</b>
--------------------	---

Selected	1
Not selected	2

**ASCrotj5**

<b>J.5</b>	In any of these inspections or meetings was a gift or informal payment expected or requested?
------------	---

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>REFUSAL (SPONTANEOUS)</b>	<b>-8</b>

**j5**

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

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

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

**j6a**

<b>J.6</b>	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	<b>j6</b> %
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>REFUSAL (SPONTANEOUS)</b>	<b>-8</b>
<b>NO PAYMENTS</b>	<b>0</b>

**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	<b>j7a</b> %
<b>NO PAYMENTS OR GIFTS ARE PAID</b>	<b>0</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>REFUSAL (SPONTANEOUS)</b>	<b>-8</b>

**PROVIDE EITHER ONE OR THE OTHER, NOT BOTH**

	Dollars
Total annual informal payment	<b>j7b</b>
<b>NO PAYMENTS OR GIFTS ARE PAID</b>	<b>0</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>REFUSAL (SPONTANEOUS)</b>	<b>-8</b>

**J.10**

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

Yes	1	
No	2	<b>GO TO QUESTION J.13</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>GO TO QUESTION J.13</b>
		<b>j10</b>

**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	<b>j11</b>
<b>LESS THAN ONE DAY</b>	<b>1</b>
<b>STILL IN PROCESS</b>	<b>-6</b>
<b>APPLICATION DENIED</b>	<b>-5</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**J.12**

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

Yes	1	
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	
<b>REFUSAL (SPONTANEOUS)</b>	<b>-8</b>	
		<b>j12</b>

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

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**GO TO QUESTION ASC.J16**

**GO TO QUESTION ASC.J16**

**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	<b>j14</b>
<b>LESS THAN ONE DAY</b>	<b>1</b>
<b>STILL IN PROCESS</b>	<b>-6</b>
<b>APPLICATION DENIED</b>	<b>-5</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

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

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>REFUSAL (SPONTANEOUS)</b>	<b>-8</b>

**j15**

**ASC.J16** Does this establishment currently belong to an industry organization or business association?

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**SKIP TO J.30**

**SKIP TO J.30**

**ASCj16**

**ASC.J17** Please indicate which of the following describes **the main** industry organization or business association **SHOW CARD 25**

National chamber of commerce	1
Local chamber of commerce	2
Industry-specific trade association	3
Labor union	4
Other	5
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**ASCj17**

<b>ASC.J18</b>	Does this establishment (or the firm to which it belongs) make regular financial contributions to this association?
----------------	---

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**ASCj18**

<b>ASC.J19</b>	Does the senior management of this establishment (or the firm to which it belongs) make regularly spend time interacting with this association?
----------------	---

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**ASCj19**

<b>ASC.J20</b>	Please indicate if this association: <b>READ OPTIONS</b>
----------------	---

	Yes	No	(SPONTANEOUS)	
			<b>DON'T KNOW</b>	<b>DOES NOT APPLY</b>
Provides information to members about market trends, new technologies or new products <b>ASCj20a</b>	1	2	<b>-9</b>	<b>-7</b>
Provides information to members about laws, regulations and judicial decisions <b>ASCj20b</b>	1	2	<b>-9</b>	<b>-7</b>
Offers members networking opportunities <b>ASCj20c</b>	1	2	<b>-9</b>	<b>-7</b>
Engage in lobbying and other political activity to influence laws and regulations that affect your industry <b>ASCj20d</b>	1	2	<b>-9</b>	<b>-7</b>

<b>J.30</b>	Using the response options on the card; To what degree is/are <b>[INSERT OPTION]</b> an obstacle to the current operations of this establishment? <b>SHOW CARD 3</b>
-------------	---

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

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

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

- L.2** Looking back, at the end of fiscal year [insert last complete fiscal year minus two], how many permanent, full-time individuals worked in this establishment? Please include all employees and managers **(INTERVIEWER: INCLUDE INTERVIEWEE IF APPLICABLE).**

	Number
Permanent, full-time workers in [insert last complete fiscal year minus two]	<b>12</b>
<b>IF ESTABLISHMENT WAS NOT IN BUSINESS IN [insert last complete fiscal year minus two]</b>	<b>-7</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

- L.3** Coming back to fiscal year [insert last complete fiscal year], at the end of the fiscal year, how many permanent, full-time individuals in this establishment were: **(INTERVIEWER: READ EACH CATEGORY)**

	Number	<b>DON'T KNOW (SPONTANEOUS)</b>
Production workers	<b>13a</b>	<b>-9</b>
Non-production workers [e.g., managers, administration, sales]	<b>13b</b>	<b>-9</b>

- L.4** At the end of fiscal year [insert last complete financial year], how many permanent, full-time individuals working in this establishment were: **INTERVIEWER: READ EACH CATEGORY**

	Number	<b>DON'T KNOW (SPONTANEOUS)</b>
Highly skilled production workers, professionals whose tasks require extensive theoretical and technical knowledge	<b>14a1</b>	<b>-9</b>
Semi-skilled production workers, technicians whose tasks require some level of mechanical or technical knowledge	<b>14a2</b>	<b>-9</b>
Unskilled production workers, whose tasks involve no specialized knowledge	<b>14b</b>	<b>-9</b>

<b>L.5</b>	At the end of fiscal year <b>[insert last complete fiscal year]</b> , how many permanent full-time individuals working in this establishment in the following categories were female? <b>READ OPTIONS</b>
------------	--

	Number	DON'T KNOW (SPONTANEOUS)
Female permanent full-time production workers	<b>15a</b>	<b>-9</b>
Female permanent full-time non-production workers	<b>15b</b>	<b>-9</b>

<b>L.6</b>	How many full-time seasonal or temporary employees did this establishment employ during <b>[insert last complete fiscal year]</b> ? (Full-time, temporary workers are all short-term (i.e. for less than a year) employees with no guarantee of renewal of employment and work full-time)
------------	--

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

**GO TO QUESTION L.9b****GO TO QUESTION L.9b**

<b>L.6a</b>	How many full-time seasonal or temporary employees employed during <b>[insert last complete fiscal year]</b> were female?
-------------	---

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

<b>L.8</b>	What was the average length of employment of all full-time temporary employees in fiscal year <b>[insert last complete fiscal year]</b> ?
------------	---

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

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

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



<b>L.10</b>	Over fiscal year <b>[insert last complete fiscal year]</b> , did this establishment have formal training programs for its permanent, full-time employees?
-------------	---

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**GO TO QUESTION I30a****GO TO QUESTION I30a****I10**

<b>L.11</b>	Referring to the training programs run over fiscal year <b>[insert last complete fiscal year]</b> , what percentage of permanent, full-time employees of the following categories received formal training? If easier please provide the total numbers (provide one or the other but not both)
-------------	--

	Percent	OR	NUMBER	IF NO EMPLOYEES IN A CATEGORY WERE TRAINED	DON'T KNOW (SPONTANEOUS)
Production full-time permanent employees trained	<b>I11a</b> %		<b>I11a1</b>	<b>0</b>	<b>-9</b>
Non-production full-time permanent employees trained	<b>I11b</b> %		<b>I11b1</b>	<b>0</b>	<b>-9</b>

<b>L.30</b>	Using the response options on the card; To what degree are <b>Labor Regulations</b> an obstacle to the current operations of this establishment? <b>SHOW CARD 3</b>
	Using the response options on the card; To what degree is <b>an Inadequately Educated Workforce</b> an obstacle to the current operations of this establishment? <b>SHOW CARD 3</b>

		No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	(SPONTANEOUS) DON'T KNOW	DOES NOT APPLY
Labor regulations <b>I30a</b>		0	1	2	3	4	<b>-9</b>	<b>-7</b>
Inadequately educated workforce <b>I30b</b>		0	1	2	3	4	<b>-9</b>	<b>-7</b>

---

**M. BUSINESS ENVIRONMENT**


---



---

**READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:**

---

<b>M.1</b>	By looking at <b>options on the tablet</b> can you tell me which of the elements of the business environment included in the list, if any, currently represents the biggest obstacle faced by this establishment <b>INTERVIEWER: DO NOT READ OUT</b>
------------	---

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

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

**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 [insert last complete fiscal year], please provide the following information: **SHOW CARD 26**

	Dollars	DON'T KNOW (SPONTANEOUS)
Total annual cost of labor including wages, salaries, bonuses, social security payments	n2a	-9
Total annual cost of raw materials and intermediate goods used in production	n2e	-9
Total annual cost of electricity	n2b	-9
<b>TOTAL COST OF SALES SHOULD INCLUDE ALL ABOVE COSTS AND OTHER COSTS NOT LISTED ABOVE</b>		
Total cost of sales	n2p	-9

**ASC.N8** From the beginning of fiscal year [insert last complete fiscal year minus two] through the end of fiscal year [insert last complete fiscal year], did the total cost of sales of this establishment increase, decrease, or stay the same?

Increase	1	<b>GO TO QUESTION N6 GO TO QUESTION N6 ASCn8</b>
Decrease	2	
Stay the same	3	
DON'T KNOW (SPONTANEOUS)	-9	

**ASC.N9** In percentage terms, how much did the cost of sales change?

	Percent	<b>ASCn9</b>
Percentage change	%	
DON'T KNOW (SPONTANEOUS)	-9	

**N.6** From this establishment's Balance Sheet for fiscal year **2015**, what was the net book value, that is the value of assets after depreciation, of the following:

	Dollars	DON'T KNOW (SPONTANEOUS)
Machinery, vehicles, and equipment	n6a	-9

QUESTIONNAIRE NUMBER **id**

0								
---	--	--	--	--	--	--	--	--

<b>N.7</b>	Hypothetically, if this establishment were to purchase the assets it <b>uses now</b> , in their current condition and regardless of whether the establishment owns them or not, how much would they cost, independently of whether they are owned, rented or leased?
------------	--

	<b>Dollars</b>	<b>DON'T KNOW (SPONTANEOUS)</b>
Machinery, vehicles, and equipment	<b>n7a</b>	<b>-9</b>

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

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

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

THE SURVEY ENDS HERE

THANK YOU VERY MUCH FOR YOUR COOPERATION.

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

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

**INTERVIEWERS PLEASE ANSWER AT END OF THE INTERVIEW:**

<b>A.16</b>	It is my perception that the responses to the questions regarding opinions and perceptions:
-------------	---

Truthful	1
Somewhat truthful	2
Not truthful	3

a16

<b>A.17</b>	The responses to the questions regarding figures (productivity and employment numbers):
-------------	---

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

a17

**INTERVIEWER COMMENTS:**

a17x

(Problems occurred/extraordinary circumstances which could influence results)

**SUPERVISORS PLEASE ANSWER:**

**PLEASE ENSURE THAT ALL VALUES ARE VERIFIED. REVIEW SALES VALUES, ACCOUNTING FIGURES, AND DESCRIPTIONS TO ENSURE ACCURACY.**

**A.18** This questionnaire was completed in:

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

**STOP HERE****a18**

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

Hour	Minutes

**a19h****a19m**

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

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

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

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

CODE OF THE MAIN PRODUCT AND ACTIVITY	Code
	<b>d1a2</b>

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

**A.13** Supervisor code**a13**

--