

QUESTIONNAIRE NUMBER
RECORD NUMBER
PREFERENCE NUMBER
ROTATION NUMBER

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

BUSINESS ENVIRONMENT AND ENTERPRISE PERFORMANCE SURVEY
The European Bank for Reconstruction and Development and the World Bank
Enterprise Survey
Retail Module (2012)

GPS Coordinates [INTERVIEWER, DO NOT ENTER THE DATA]

| | | | | | |
|-----------|---------------|---|---|--|------------|
| Latitude | poslat | N | S | | lat |
| Longitude | poslon | E | W | | lon |

A. CONTROL INFORMATION [TO BE COMPLETED BEFORE INTERVIEW]

| | | |
|--------------------------|-----------|---------------|
| A.0 Questionnaire | a0 | Module |
| Retail | | 2 |

| | |
|--------------------|-----------|
| A.1 Country | a1 |
| | |

| | |
|---------------------------------------|------------|
| A.1a Language of the interview | a1a |
| | |

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

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

| | |
|---------------------------------------|------------|
| A.3x Name of city/town/village | a3x |
| | |

| | |
|---|------------|
| A.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 – other than capital | 2 |
| Over 250.000 to 1 million | 3 |
| 50.000 to 250.000 | 4 |
| Less than 50.000 | 5 |

QUESTIONNAIRE NUMBER

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

| A.4 Industry | | Sampling sector a4a | Screener sector a4b | |
|---------------------------------|---|----------------------------------|-------------------------------|----|
| Manufacturing: Section D | Food | 15 | 15 | |
| | Wood | 20 | 20 | |
| | Publishing, printing and recorded media | 22 | 22 | |
| | Chemicals | 24 | 24 | |
| | Plastics & rubber | 25 | 25 | |
| | Non metallic mineral products | 26 | 26 | |
| | Fabricated metal products | 28 | 28 | |
| | Machinery and equipment | 29 | 29 | |
| | Electronics | 31 | 31 | |
| | Precision instruments | 33 | 33 | |
| | Furniture | 36 | 36 | |
| | Other manufacturing | Tobacco products | 16 | 16 |
| | | Textiles | 17 | 17 |
| | | Garments | 18 | 18 |
| | | Tanning & leather | 19 | 19 |
| | | Paper & paper products | 21 | 21 |
| | | Coke & refined petroleum | 23 | 23 |
| | | Basic metals | 27 | 27 |
| | | Office machinery | 30 | 30 |
| | | Communication equipment | 32 | 32 |
| | | Motor vehicles | 34 | 34 |
| | | Other transport equipment | 35 | 35 |
| | | Recycling | 37 | 37 |
| | | Retail | Retail | 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 (60-62) | | 60 | 60 | |
| Supporting transport activities | | 63 | 63 | |
| Post and telecommunications | | 64 | 64 | |

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.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 | a7a |
| Number of establishments that form the firm | |

A.8 Type of establishment

| | |
|---|-----------|
| | a8 |
| HQ without production and/or sales in this location | 1 |
| HQ with production and/or sales in this location | 2 |
| Establishment physically separated from HQ and other establishments of the same firm | 3 |
| Establishment physically separated from HQ but with other establishments of the same firm | 4 |
| DOES NOT APPLY | -7 |

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

| | |
|-----------------------|-----------|
| | a9 |
| Yes | 1 |
| No | 2 |
| DOES NOT APPLY | -7 |

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

| | |
|-----------------------|------------|
| | a10 |
| Yes | 1 |
| No | 2 |
| DOES NOT APPLY | -7 |

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

| | |
|-----------------------|------------|
| | a11 |
| Yes | 1 |
| No | 2 |
| DOES NOT APPLY | -7 |

QUESTIONNAIRE NUMBER

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

A.11a Number of establishments - counting the headquarters - included in the financial statements kept in national HQ

| | |
|--------------------------|-------------|
| | a11a |
| Number of establishments | |
| ONE | 1 |
| DOES NOT APPLY | -7 |

A.12 Interviewer code

| | |
|--|------------|
| | a12 |
|--|------------|

A.13 Supervisor code

| | |
|--|------------|
| | a13 |
|--|------------|

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

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

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING.

The goal of this survey is to gather information and opinions about the business environment in [insert country name]. 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 traded 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) | 6 |
| DON'T KNOW (SPONTANEOUS) | -9 |

GO TO QUESTION B.2

b1

Other

b1x

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

QUESTIONNAIRE NUMBER

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

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

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

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

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

IF 100% END INTERVIEW

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

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

| | | |
|---------------------------------|-----------|-----------|
| Yes | 1 | |
| No | 2 | |
| DON'T KNOW (SPONTANEOUS) | -9 | |
| | | b4 |

GO TO QUESTION Q.5
GO TO QUESTION Q.5

B.4a What percentage of the firm is owned by females? **[NON-RUSSIA ONLY]**

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

QUESTIONNAIRE NUMBER

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

Q.5 How was this firm established?
SHOW CARD 3

| | |
|---|----------|
| Privatization of a state-owned firm | 1 |
| Originally private, from time of start up | 2 |
| Private subsidiary of a formerly state-owned firm | 3 |
| Joint venture with foreign partner(s) | 4 |
| State-owned firm | 5 |
| OTHER (SPONTANEOUS - SPECIFY) | 6 |

ECAq5

| | |
|--------------|--|
| Other | |
|--------------|--|

ECAq5x

READ ONLY IF A7=1 (yes)
I want to proceed by asking you about this establishment only.

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

| | |
|-------------------------------------|-------------|
| | Year |
| Year establishment began operations | |
| DON'T KNOW (SPONTANEOUS) | -9 |

b5

INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR

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

| | |
|---|---------------|
| | Number |
| Number of full-time employees at start-up | |
| DON'T KNOW (SPONTANEOUS) | -9 |

b6

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

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

b6a

QUESTIONNAIRE NUMBER

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

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

| | Year |
|--|-----------|
| Year establishment formally registered | |
| DON'T KNOW (SPONTANEOUS) | -9 |
| NEVER REGISTERED (SPONTANEOUS) | -7 |

b6b

INTERVIEWER: WRITE YEAR USING 4 DIGITS.

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

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

b7

B.7a Is the Top Manager female?

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

b7a

B.8 Does this establishment have an internationally-recognized quality certification?
(INTERVIEWER: IF THERE IS NEED FOR CLARIFICATION, SOME EXAMPLES ARE: ISO 9000, 9002 14000, OR HACCP)

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

b8

QUESTIONNAIRE NUMBER

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

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

c3

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

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

c4

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

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

c5

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

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

c6

QUESTIONNAIRE NUMBER

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

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

| | Number | |
|---|-----------|---|
| Average number of power outages per month | | IF 0, GO TO QUESTION C.9 GO TO QUESTION C.9 c7 |
| DON'T KNOW (SPONTANEOUS) | -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

| | LCUs | |
|---|-----------|--------------------------------------|
| Annual losses of total sales due to power outages | | c9b |
| NONE | 0 | |
| DON'T KNOW (SPONTANEOUS) | -9 | |

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

| | | |
|---------------------------------|-----------|--|
| Yes | 1 | GO TO QUESTION C.12 GO TO QUESTION C.12 c10 |
| No | 2 | |
| DON'T KNOW (SPONTANEOUS) | -9 | |

QUESTIONNAIRE NUMBER

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

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 of electricity from generators | % |
| DON'T KNOW (SPONTANEOUS) | -9 |

| |
|------------|
| c11 |
|------------|

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

| | | |
|---------------------------------|-----------|--|
| Yes | 1 | <i>GO TO QUESTION C.22a</i> <i>GO TO QUESTION C.22a</i> |
| 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 | |
| LESS THAN ONE DAY | 1 |
| STILL IN PROCESS | -6 |
| APPLICATION DENIED | -5 |
| DON'T KNOW (SPONTANEOUS) | -9 |

| |
|------------|
| c13 |
|------------|

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

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

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

QUESTIONNAIRE NUMBER

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

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

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

c22b

C.23 Does this establishment have a high-speed Internet connection on its premises?

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

c23

C.28 Does this establishment currently use cell phones for the operations of the establishment?
[NON-RUSSIA ONLY]

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

c28

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

| | |
|-------------------------------------|-----------|
| No obstacle | 0 |
| Minor obstacle | 1 |
| Moderate obstacle | 2 |
| Major obstacle | 3 |
| Very severe obstacle | 4 |
| DON'T KNOW (SPONTANEOUS) | -9 |
| DOES NOT APPLY (SPONTANEOUS) | -7 |

GO TO QUESTION C.30b

GO TO QUESTION C.30b

GO TO QUESTION C.30b

c30a

C.31a1 Would this establishment's total annual costs increase, remain the same or decrease over the next fiscal year if electricity is no longer an obstacle?

| | |
|---------------------------------|-----------|
| Increase | 1 |
| Remain the same | 2 |
| Decrease | 3 |
| DON'T KNOW (SPONTANEOUS) | -9 |

GO TO QUESTION C.30b

GO TO QUESTION C.31a3

GO TO QUESTION C.30b

QUESTIONNAIRE NUMBER

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

ECAc31a1

C.31a2 By what percentage would this establishment's total annual costs INCREASE in the next fiscal year?

| | Percent |
|---|----------------|
| Expected percentage INCREASE in total annual cost in the next fiscal year | % |
| DON'T KNOW (SPONTANEOUS) | -9 |

GO TO QUESTION C.30b

GO TO QUESTION C.30b

ECAc31a2

C.31a3 By what percentage would this establishment's total annual costs DECREASE in the next fiscal year?

| | Percent |
|---|----------------|
| Expected percentage DECREASE in total annual cost in the next fiscal year | % |
| DON'T KNOW (SPONTANEOUS) | -9 |

ECAc31a3

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

| | |
|-------------------------------------|-----------|
| No obstacle | 0 |
| Minor obstacle | 1 |
| Moderate obstacle | 2 |
| Major obstacle | 3 |
| Very severe obstacle | 4 |
| DON'T KNOW (SPONTANEOUS) | -9 |
| DOES NOT APPLY (SPONTANEOUS) | -7 |

c30b

QUESTIONNAIRE NUMBER

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

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 service, that is, the service that represented the largest proportion of annual sales?
(INTERVIEWER: PLEASE SPECIFY THE ACTIVITY AND MAIN PRODUCT OR SERVICE IN AS MUCH DETAIL AS POSSIBLE, FOR EX., RETAIL SALE OF CLOTHING.)

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 ISIC REV. 3.1 CODE THAT BEST APPLIES TO THE ESTABLISHMENT'S MAIN ACTIVITY AND PRODUCT OR SERVICE**

| | |
|---|-------------|
| | Code |
| CODE OF THE MAIN PRODUCT OR SERVICE AND ACTIVITY | |

d1a2

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

| | |
|---|----------------|
| | Percent |
| Percentage of sales represented by main service | % |
| DON'T KNOW (SPONTANEOUS) | -9 |

d1a3

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

QUESTIONNAIRE NUMBER

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

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

| | | |
|---|-------------|--|
| | LCUs | |
| Last complete fiscal year's total sales | | |
| DON'T KNOW (SPONTANEOUS) | -9 | |

| |
|-----------|
| d2 |
|-----------|

| |
|---|
| PLEASE ALSO WRITE OUT THE NUMBER (I.E. 50,000 AS FIFTY THOUSAND) |
| |
| d2x |

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

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

| |
|-----------|
| n3 |
|-----------|

D.3 In fiscal year **[insert last complete fiscal year]**, what percentage of this establishment's sales were: **(INTERVIEWER: THESE MUST BE ASKED IN THE ORDER THEY APPEAR ON THE TABLE)**
SHOW CARD 5

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

IF 100, GO TO QUESTION D.10

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

QUESTIONNAIRE NUMBER

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

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

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

d8

INTERVIEWER: WRITE YEAR USING 4 DIGITS.

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

GO TO QUESTION D.17

d10

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

d11

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 DAYS OF INVENTORY AS STOCK IN HAND)

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

d17

QUESTIONNAIRE NUMBER

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

| | |
|--------------|---|
| D.30a | Using the response options on the card; To what degree is Transport an obstacle to the current operations of this establishment? SHOW CARD 6 |
|--------------|---|

| | |
|-------------------------------------|-----------|
| No obstacle | 0 |
| Minor obstacle | 1 |
| Moderate obstacle | 2 |
| Major obstacle | 3 |
| Very severe obstacle | 4 |
| DON'T KNOW (SPONTANEOUS) | -9 |
| DOES NOT APPLY (SPONTANEOUS) | -7 |

d30a

| | |
|--------------|---|
| D.30b | Using the response options on the card; To what degree are Customs and Trade Regulation an obstacle to the current operations of this establishment? SHOW CARD 6 |
|--------------|---|

| | |
|-------------------------------------|-----------|
| No obstacle | 0 |
| Minor obstacle | 1 |
| Moderate obstacle | 2 |
| Major obstacle | 3 |
| Very severe obstacle | 4 |
| DON'T KNOW (SPONTANEOUS) | -9 |
| DOES NOT APPLY (SPONTANEOUS) | -7 |

GO TO QUESTION E.1

GO TO QUESTION E.1

GO TO QUESTION E.1

d30b

| | |
|---------------|---|
| D.31b1 | Would this establishment's total annual costs increase, remain the same or decrease over the next fiscal year if customs and trade regulations are no longer an obstacle? |
|---------------|---|

| | |
|---------------------------------|-----------|
| Increase | 1 |
| Remain the same | 2 |
| Decrease | 3 |
| DON'T KNOW (SPONTANEOUS) | -9 |

GO TO QUESTION E.1

GO TO QUESTION D.31b3

GO TO QUESTION E.1

ECAd31b1

| | |
|---------------|--|
| D.31b2 | By what percentage would this establishment's total annual costs INCREASE in the next fiscal year? |
|---------------|--|

| | Percent |
|---|----------------|
| Expected percentage INCREASE in total annual cost in the next fiscal year | % |
| DON'T KNOW (SPONTANEOUS) | -9 |

GO TO QUESTION E.1

GO TO QUESTION E.1

ECAd31b2

QUESTIONNAIRE NUMBER

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

| | |
|---------------|--|
| D.31b3 | By what percentage would this establishment's total annual costs DECREASE in the next fiscal year? |
|---------------|--|

| | Percent |
|---|-----------|
| Expected percentage DECREASE in total annual cost in the next fiscal year | % |
| DON'T KNOW (SPONTANEOUS) | -9 |

ECAd31b3

QUESTIONNAIRE NUMBER

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

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 service?
SHOW CARD 7

| | |
|--|-----------|
| Local – main service sold mostly in same municipality where establishment is located | 1 |
| National – main service sold mostly across the country where establishment is located | 2 |
| International - main service sold mostly to nations outside country where establishment is located | 3 |
| DON'T KNOW (SPONTANEOUS) | -9 |

GO TO QUESTION E.6

GO TO QUESTION E.6

e1

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

| | |
|--|-----------|
| Number of competitors | |
| TOO MANY TO COUNT (SPONTANEOUS) | -4 |
| DON'T KNOW (SPONTANEOUS) | -9 |

e2b

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

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

e6

Q.53 Over the last three years has this establishment received any subsidies from the national, regional or local governments or European Union sources?

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

ECAq53

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

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

e11

QUESTIONNAIRE NUMBER

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

| | |
|-------------|--|
| 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 8 |
|-------------|--|

| | |
|-------------------------------------|-----------|
| No obstacle | 0 |
| Minor obstacle | 1 |
| Moderate obstacle | 2 |
| Major obstacle | 3 |
| Very severe obstacle | 4 |
| DON'T KNOW (SPONTANEOUS) | -9 |
| DOES NOT APPLY (SPONTANEOUS) | -7 |

| |
|------------|
| e30 |
|------------|

QUESTIONNAIRE NUMBER

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

H. INNOVATION

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING

And now we switch to a different topic. In this section “new” means products, services, processes, practices, methods etc. that are new to the firm but not necessarily new to the market or other firms, and it could have been originally developed by other firms

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

INTERVIEWER: PLEASE WRITE THE RESPONSES BELOW AS WELL AS COPY THEM TO THE DECISION MATRIX.

Goods and services innovation

H.1 During the last three years, has this establishment introduced **new** or **significantly improved** products or services? Please exclude the simple resale of new goods purchased from others and changes of a solely aesthetic nature.
SHOW CARD 9

| | | |
|---------------------------------|-----------|--|
| Yes | 1 | COMPLETE INNOVATION ELIGIBILITY SHEET GO TO QUESTION H.3 GO TO QUESTION H.3 |
| No | 2 | |
| DON'T KNOW (SPONTANEOUS) | -9 | |

h1

H.2 Were any of the **new** or **significantly improved** products or services of this establishment new to one of this establishment’s markets?

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

h2

Process innovation

H.3 During the last three years, has this establishment introduced any **new** or **significantly improved** methods for the production or supply of products or services?
SHOW CARD 10

| | | |
|---------------------------------|-----------|--|
| Yes | 1 | COMPLETE INNOVATION ELIGIBILITY SHEET |
| No | 2 | |
| DON'T KNOW (SPONTANEOUS) | -9 | |

h3

QUESTIONNAIRE NUMBER

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

Organisational innovation

| | |
|------------|---|
| H.4 | During the last three years, has this establishment introduced any new or significantly improved organizational or management practices or structures? SHOW CARD 11 |
|------------|---|

| | | |
|---------------------------------|-----------|--|
| Yes | 1 | <i>COMPLETE INNOVATION ELIGIBILITY SHEET</i> |
| No | 2 | |
| DON'T KNOW (SPONTANEOUS) | -9 | |

h4

Marketing innovation

| | |
|------------|--|
| H.5 | During the last three years, has this establishment introduced new or significantly improved marketing methods? SHOW CARD 12 |
|------------|--|

| | | |
|---------------------------------|-----------|--|
| Yes | 1 | <i>COMPLETE INNOVATION ELIGIBILITY SHEET</i> |
| No | 2 | |
| DON'T KNOW (SPONTANEOUS) | -9 | |

h5

Innovation activity

| | |
|------------|--|
| H.6 | During the last three years, did this establishment spend on research and development activities, either in-house or contracted with other companies (outsourced)? |
|------------|--|

(INTERVIEWER: Research and development (R&D) is defined as creative work undertaken on a systematic basis in order to increase the stock of knowledge. For example, laboratory research for a new chemical compound of paint would be research and development while market research surveys or internet surfing would not be research and development.)

| | | |
|---------------------------------|-----------|--|
| Yes | 1 | <i>COMPLETE INNOVATION ELIGIBILITY SHEET</i> |
| No | 2 | |
| DON'T KNOW (SPONTANEOUS) | -9 | |

h6

| | |
|------------|---|
| H.7 | During the last three years, has this establishment introduced any new or significantly improved logistical or business support processes? SHOW CARD 13 |
|------------|---|

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

ECAh4

QUESTIONNAIRE NUMBER

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

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

ECAh8

QUESTIONNAIRE NUMBER

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

G. LAND AND PERMITS

G.1 Of the land occupied by this establishment, what percent is:
SHOW CARD 14

| | Percent | SPONTANEOUS | | |
|--|---------|----------------|------------|------------|
| | | DOES NOT APPLY | DON'T KNOW | |
| Owned by this establishment | % | -7 | -9 | g1a |
| Rented or leased by this establishment | % | -7 | -9 | g1b |
| Other | % | -7 | -9 | g1c |
| 100% | | | | |

**INTERVIEWER: CHECK THAT TOTAL SUMS TO 100%
IF RESPONDENT DOES NOT KNOW, SELECT "DON'T KNOW"
IF ESTABLISHMENT OCCUPIES A FLOOR IN A BUILDING, SELECT "DOES NOT APPLY"**

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

| | | |
|---------------------------------|-----------|---------------------------|
| Yes | 1 | |
| No | 2 | GO TO QUESTION G.5 |
| DON'T KNOW (SPONTANEOUS) | -9 | GO TO QUESTION G.5 |
| | | 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 | | |
| LESS THAN ONE DAY | 1 | |
| STILL IN PROCESS | -6 | |
| APPLICATION DENIED | -5 | |
| DON'T KNOW (SPONTANEOUS) | -9 | |
| | | g3 |

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

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

QUESTIONNAIRE NUMBER

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

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

| | | |
|---------------------------------|-----------|---------------------------|
| Area | | |
| DON'T KNOW (SPONTANEOUS) | -9 | GO TO QUESTION G.6 |
| | | g5a |

SPECIFY UNITS

| | |
|------------------------------------|------------|
| Square Feet | 1 |
| Square Yards | 2 |
| Square Meters | 3 |
| OTHER (SPECIFY) <u>g5bx</u> | 4 |
| | g5b |

| | |
|--|-------------|
| | g5bx |
|--|-------------|

G.6 Of the buildings occupied by this establishment, what percentage is owned and what percentage is rented or leased?
SHOW CARD 15

| | Percent | DON'T KNOW (SPONTANEOUS) | |
|--|-------------|--------------------------|------------|
| Owned by this establishment | % | -9 | g6a |
| Rented or leased by this establishment | % | -9 | g6b |
| Other | % | -9 | g6c |
| | 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 16

| | |
|-------------------------------------|-------------|
| No obstacle | 0 |
| Minor obstacle | 1 |
| Moderate obstacle | 2 |
| Major obstacle | 3 |
| Very severe obstacle | 4 |
| DON'T KNOW (SPONTANEOUS) | -9 |
| DOES NOT APPLY (SPONTANEOUS) | -7 |
| | g30a |

QUESTIONNAIRE NUMBER

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

I. CRIME

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

We now turn to questions on 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?

| | | |
|---------------------------------|-----------|--|
| 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 **[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?

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

i2a

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

| | LCUs |
|---------------------------------|-------------|
| Total annual cost of security | |
| DON'T KNOW (SPONTANEOUS) | -9 |

i2b

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

| | | |
|---------------------------------|-----------|--|
| Yes | 1 | GO TO QUESTION I.30 GO TO QUESTION I.30 |
| No | 2 | |
| DON'T KNOW (SPONTANEOUS) | -9 | |

i3

QUESTIONNAIRE NUMBER

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

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

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

i4a

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

| | LCUs |
|---------------------------------|-----------|
| Total annual value of losses | |
| DON'T KNOW (SPONTANEOUS) | -9 |

i4b

| | |
|-------------|--|
| 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 17 |
|-------------|--|

| | | |
|-------------------------------------|-----------|---------------------------|
| No obstacle | 0 | GO TO QUESTION K.1 |
| Minor obstacle | 1 | |
| Moderate obstacle | 2 | |
| Major obstacle | 3 | |
| Very severe obstacle | 4 | |
| DON'T KNOW (SPONTANEOUS) | -9 | GO TO QUESTION K.1 |
| DOES NOT APPLY (SPONTANEOUS) | -7 | GO TO QUESTION K.1 |

i30

| | |
|---------------|---|
| I.31a1 | Would this establishment’s total annual costs increase, remain the same or decrease over the next fiscal year if crime, theft, and disorder is no longer an obstacle? |
|---------------|---|

| | | |
|---------------------------------|-----------|---------------------------|
| Increase | 1 | GO TO QUESTION K.1 |
| Remain the same | 2 | |
| Decrease | 3 | |
| DON'T KNOW (SPONTANEOUS) | -9 | GO TO QUESTION K.1 |

ECAi31a1

QUESTIONNAIRE NUMBER

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

| | |
|---------------|--|
| I.31a2 | By what percentage would this establishment's total annual costs INCREASE in the next fiscal year? |
|---------------|--|

| | Percent | |
|---|----------------|----------------------------------|
| Expected percentage INCREASE in total annual cost in the next fiscal year | % | <i>GO TO QUESTION K.1</i> |
| DON'T KNOW (SPONTANEOUS) | -9 | <i>GO TO QUESTION K.1</i> |

| |
|-----------------|
| ECAi31a2 |
|-----------------|

| | |
|---------------|--|
| I.31a3 | By what percentage would this establishment's total annual costs DECREASE in the next fiscal year? |
|---------------|--|

| | Percent | |
|---|----------------|--|
| Expected percentage DECREASE in total annual cost in the next fiscal year | % | |
| DON'T KNOW (SPONTANEOUS) | -9 | |

| |
|-----------------|
| ECAi31a3 |
|-----------------|

QUESTIONNAIRE NUMBER

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

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 of material inputs or services were purchased on credit - paid after delivery?

| | Percent | |
|---------------------------------|----------------|------------|
| Paid after delivery? | % | |
| DON'T KNOW (SPONTANEOUS) | -9 | k1c |

K.2 In fiscal year **[insert last complete fiscal year]**, what percentage of this establishment's total annual sales of goods and services were sold on credit - paid after delivery?

| | Percent | |
|---------------------------------|----------------|------------|
| Paid after delivery? | % | |
| DON'T KNOW (SPONTANEOUS) | -9 | k2c |

K.3 Over fiscal year **[insert last complete fiscal year]**, please estimate the proportion of this establishment's working capital that was financed from each of the following sources:
(INTERVIEWER: WORKING CAPITAL IS THE MONEY AVAILABLE TO THE ESTABLISHMENT FOR DAY-TO-DAY OPERATIONS)
SHOW CARD 18

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

**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 fixed assets, such as machinery, vehicles, equipment, land or buildings?

| | | |
|---------------------------------|-----------|----------------------------|
| Yes | 1 | |
| No | 2 | GO TO QUESTION K.4a |
| DON'T KNOW (SPONTANEOUS) | -9 | GO TO QUESTION K.4a |
| | | k4 |

QUESTIONNAIRE NUMBER

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

N.5 In fiscal year [insert last complete fiscal year], how much did this establishment spend on purchases of:

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

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

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

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

K.4a In fiscal year [insert last complete fiscal year], did this establishment lease any fixed assets, such as machinery, vehicles, equipment, land or buildings?

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

ECAk4a

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

QUESTIONNAIRE NUMBER

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

| | |
|------------|---|
| K.7 | At this time, does this establishment have an overdraft facility? (INTERVIEWER: THE QUESTION IS ASKING ABOUT THE EXISTENCE OF AN AGREEMENT WITH A BANK THAT AN OVERDRAFT IS POSSIBLE) |
|------------|---|

| | |
|---------------------------------|-----------|
| 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 20 |
|------------|---|

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

GO TO QUESTION K.10
GO TO QUESTION K.10
GO TO QUESTION K.10

k9

| | |
|-------------|--|
| K.9a | Which bank provided the most recent line of credit or loan? SHOW CARD 21 |
|-------------|--|

| | |
|--------------------------------------|-----------|
| Bank 1 | 1 |
| Bank 2 | 2 |
| Bank 3 | 3 |
| Bank 4 | 4 |
| Bank 5 | 5 |
| Bank 6 | 6 |
| Bank 7 | 7 |
| Bank 8 | 8 |
| Bank 9 | 9 |
| Bank 10 | 10 |
| OTHER (SPONTANEOUS - SPECIFY) | 11 |
| DON'T KNOW (SPONTANEOUS) | -9 |

ECAk9a

| | |
|--------------|--|
| Other | |
|--------------|--|

ECAk9ax

QUESTIONNAIRE NUMBER

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

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 or line of credit was approved | |
| DON'T KNOW (SPONTANEOUS) | -9 |

k10

INTERVIEWER: WRITE YEAR USING 4 DIGITS.

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

| | LCUs |
|---|-----------|
| Size of most recent loan or line of credit approved | |
| REFUSAL (SPONTANEOUS) | -8 |
| DON'T KNOW (SPONTANEOUS) | -9 |

k11

Q.46f In what currency is the most recent line of credit or loan denominated?

| | |
|--------------------------------------|----------|
| Local currency | 1 |
| Euro | 2 |
| US Dollar | 3 |
| OTHER (SPONTANEOUS - SPECIFY) | 4 |

ECAq46f

| | |
|--------------|--|
| Other | |
|--------------|--|

ECAq46fx

Q.46d What is the annual nominal interest rate (in percent) of the most recent line of credit or loan?
(INTERVIEWER: IF THE RESPONDENT SAYS THAT THE INTEREST RATE IS VARIABLE, PLEASE ASK THE RESPONDENT TO CALCULATE THE AVERAGE ANNUAL INTEREST RATE)

| | Percent |
|----------------------------------|-----------|
| Annual nominal interest rate (%) | |
| REFUSAL (SPONTANEOUS) | -8 |
| DON'T KNOW (SPONTANEOUS) | -9 |

ECAq46d

QUESTIONNAIRE NUMBER

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

Q.46e What was the original duration of the most recent line of credit or loan in months?

| | Months |
|---------------------------------|-----------|
| Duration | |
| REFUSAL (SPONTANEOUS) | -8 |
| DON'T KNOW (SPONTANEOUS) | -9 |

ECAq46e

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

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

GO TO QUESTION K.15a1

GO TO QUESTION K.15a1

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 | 1 | 2 | -9 | k14a |
| Machinery and equipment including movables | 1 | 2 | -9 | k14b |
| Accounts receivable and inventories | 1 | 2 | -9 | k14c |
| Personal assets of owner (house, etc.) | 1 | 2 | -9 | k14d |
| Other forms of collateral not included in the categories above | 1 | 2 | -9 | k14e |

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

| | LCUs |
|---------------------------------|-----------|
| Value of collateral | |
| DON'T KNOW (SPONTANEOUS) | -9 |

k15a

K.15a1 What is the outstanding balance on this most recent line of credit or loan?

| | LCUs |
|---|-----------|
| Outstanding balance on the most recent line of credit or loan | |
| REFUSAL (SPONTANEOUS) | -8 |
| DON'T KNOW (SPONTANEOUS) | -9 |

ECAk15a1

QUESTIONNAIRE NUMBER

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

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

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

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

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

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

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

K.16 Referring again to fiscal year **[insert last complete fiscal year]**, 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 22
INTERVIEWER: ONE ANSWER ONLY

| | | |
|---|-----------|----------------------------|
| No need for a loan - establishment had sufficient capital | 1 | <i>GO TO QUESTION K.21</i> |
| Application procedures were complex | 2 | <i>GO TO QUESTION K.21</i> |
| Interest rates were not favorable | 3 | <i>GO TO QUESTION K.21</i> |
| Collateral requirements were too high | 4 | <i>GO TO QUESTION K.21</i> |
| Size of loan and maturity were insufficient | 5 | <i>GO TO QUESTION K.21</i> |
| It is necessary to make informal payments to get bank loans | 6 | <i>GO TO QUESTION K.21</i> |
| Did not think it would be approved | 7 | <i>GO TO QUESTION K.21</i> |
| Other | 8 | <i>GO TO QUESTION K.21</i> |
| DON'T KNOW (SPONTANEOUS) | -9 | <i>GO TO QUESTION K.21</i> |
| ECAk17 | | |

QUESTIONNAIRE NUMBER

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

| | |
|-------------|--|
| 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 WITHDRAWN BY THE ESTABLISHMENT | -3 |
| APPLICATION STILL IN PROCESS | -6 |
| DON'T KNOW (SPONTANEOUS) | -9 |

k20a

| | |
|-------------|--|
| K.21 | In fiscal year [insert last complete fiscal year] , 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 23 |
|-------------|--|

| | |
|-------------------------------------|-----------|
| No obstacle | 0 |
| Minor obstacle | 1 |
| Moderate obstacle | 2 |
| Major obstacle | 3 |
| Very severe obstacle | 4 |
| DON'T KNOW (SPONTANEOUS) | -9 |
| DOES NOT APPLY (SPONTANEOUS) | -7 |

k30

QUESTIONNAIRE NUMBER

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

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.

Q.31e Has this establishment been to court as a **plaintiff** or as a **defendant** in the last three years?

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

ECAq31e

J.1

I am going to read some statements that describe the court system and how it could affect businesses. For each of them, could you please tell me if you Strongly disagree, Tend to disagree, Tend to agree, or Strongly agree.

SHOW CARD 24

| | Strongly disagree | Tend to disagree | Tend to agree | Strongly agree | DON'T KNOW (SPONTANEOUS) | |
|--|-------------------|------------------|---------------|----------------|---------------------------------|---------------|
| "The court system is fair, impartial and uncorrupted." | 1 | 2 | 3 | 4 | -9 | h7a |
| "The court system is quick." | 1 | 2 | 3 | 4 | -9 | ECAj1b |
| "The court system is able to enforce its decisions." | 1 | 2 | 3 | 4 | -9 | ECAj1c |

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 | % |
| NO TIME WAS SPENT | 0 |
| DON'T KNOW (SPONTANEOUS) | -9 |

j2

QUESTIONNAIRE NUMBER

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

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

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

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

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

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

| | | |
|---------------------------------|-----------|-----------|
| Yes | 1 | |
| No | 2 | |
| DON'T KNOW (SPONTANEOUS) | -9 | |
| REFUSAL (SPONTANEOUS) | -8 | |
| | | j5 |

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

| | | |
|---------------------------------|-----------|---------------------------|
| Yes | 1 | <i>GO TO QUESTION J.7</i> |
| No | 2 | |
| DON'T KNOW (SPONTANEOUS) | -9 | |
| | | 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 | % | |
| NO PAYMENTS | 0 | |
| DON'T KNOW (SPONTANEOUS) | -9 | |
| REFUSAL (SPONTANEOUS) | -8 | |
| | | j6 |

QUESTIONNAIRE NUMBER

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

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

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

j7a

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

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

j7b

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

| | |
|---------------------------------|-----------|
| Yes | 1 |
| No | 2 |
| 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 | |
| LESS THAN ONE DAY | 1 |
| STILL IN PROCESS | -6 |
| APPLICATION DENIED | -5 |
| DON'T KNOW (SPONTANEOUS) | -9 |

j11

QUESTIONNAIRE NUMBER

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

| | |
|-------------|--|
| 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 |
| REFUSAL (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.30a
GO TO QUESTION J.30a

j13

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

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

j14

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

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

j15

QUESTIONNAIRE NUMBER

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

| | |
|--------------|---|
| J.30a | Using the response options on the card; To what degree are tax rates an obstacle to the current operations of this establishment? SHOW CARD 25 |
|--------------|---|

| | |
|-------------------------------------|-----------|
| No obstacle | 0 |
| Minor obstacle | 1 |
| Moderate obstacle | 2 |
| Major obstacle | 3 |
| Very severe obstacle | 4 |
| DON'T KNOW (SPONTANEOUS) | -9 |
| DOES NOT APPLY (SPONTANEOUS) | -7 |

j30a

| | |
|--------------|---|
| J.30b | Using the response options on the card; To what degree is tax administration an obstacle to the current operations of this establishment? SHOW CARD 25 |
|--------------|---|

| | |
|-------------------------------------|-----------|
| No obstacle | 0 |
| Minor obstacle | 1 |
| Moderate obstacle | 2 |
| Major obstacle | 3 |
| Very severe obstacle | 4 |
| DON'T KNOW (SPONTANEOUS) | -9 |
| DOES NOT APPLY (SPONTANEOUS) | -7 |

GO TO QUESTION J.30c

GO TO QUESTION J.30c

GO TO QUESTION J.30c

j30b

| | |
|---------------|---|
| J.31b1 | Would this establishment's total annual costs increase, remain the same or decrease over the next fiscal year if tax administration is no longer an obstacle? |
|---------------|---|

| | |
|---------------------------------|-----------|
| Increase | 1 |
| Remain the same | 2 |
| Decrease | 3 |
| DON'T KNOW (SPONTANEOUS) | -9 |

GO TO QUESTION J.30c

GO TO QUESTION J.31b3

GO TO QUESTION J.30c

ECAj31b1

| | |
|---------------|--|
| J.31b2 | By what percentage would this establishment's total annual costs INCREASE in the next fiscal year? |
|---------------|--|

| | Percent |
|---|----------------|
| Expected percentage INCREASE in total annual cost in the next fiscal year | % |
| DON'T KNOW (SPONTANEOUS) | -9 |

GO TO QUESTION J.30c

GO TO QUESTION J.30c

ECAj31b2

QUESTIONNAIRE NUMBER

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

J.31b3 By what percentage would this establishment's total annual costs DECREASE in the next fiscal year?

| | Percent | |
|--|-----------|-----------------|
| Expected percentage DECREASE in total annual costs in the next fiscal year | % | |
| DON'T KNOW (SPONTANEOUS) | -9 | ECAj31b3 |

J.30c Using the response options on the card; To what degree are **business licensing and permits** an obstacle to the current operations of this establishment?
SHOW CARD 25

| | | |
|-------------------------------------|-----------|-----------------------------|
| No obstacle | 0 | <i>GO TO QUESTION J.30e</i> |
| Minor obstacle | 1 | |
| Moderate obstacle | 2 | |
| Major obstacle | 3 | |
| Very severe obstacle | 4 | |
| DON'T KNOW (SPONTANEOUS) | -9 | <i>GO TO QUESTION J.30e</i> |
| DOES NOT APPLY (SPONTANEOUS) | -7 | <i>GO TO QUESTION J.30e</i> |

j30c

J.31c1 Would this establishment's total annual costs increase, remain the same or decrease over the next fiscal year if business licensing and permits are no longer an obstacle?

| | | |
|---------------------------------|-----------|------------------------------|
| Increase | 1 | <i>GO TO QUESTION J.30e</i> |
| Remain the same | 2 | <i>GO TO QUESTION J.31c3</i> |
| Decrease | 3 | <i>GO TO QUESTION J.30e</i> |
| DON'T KNOW (SPONTANEOUS) | -9 | <i>GO TO QUESTION J.30e</i> |

ECAj31c1

J.31c2 By what percentage would this establishment's total annual costs INCREASE in the next fiscal year?

| | Percent | |
|---|-----------|-----------------------------|
| Expected percentage INCREASE in total annual cost in the next fiscal year | % | <i>GO TO QUESTION J.30e</i> |
| DON'T KNOW (SPONTANEOUS) | -9 | <i>GO TO QUESTION J.30e</i> |

ECAj31c2

QUESTIONNAIRE NUMBER

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

J.31c3 By what percentage would this establishment's total annual costs DECREASE in the next fiscal year?

| | Percent |
|--|-----------|
| Expected percentage DECREASE in total annual costs in the next fiscal year | % |
| DON'T KNOW (SPONTANEOUS) | -9 |

ECAj31c3

J.30e Using the response options on the card; To what degree is **political instability** an obstacle to the current operations of this establishment?
SHOW CARD 25

| | |
|-------------------------------------|-----------|
| No obstacle | 0 |
| Minor obstacle | 1 |
| Moderate obstacle | 2 |
| Major obstacle | 3 |
| Very severe obstacle | 4 |
| DON'T KNOW (SPONTANEOUS) | -9 |
| DOES NOT APPLY (SPONTANEOUS) | -7 |

j30e

J.30f Using the response options on the card; To what degree is **corruption** an obstacle to the current operations of this establishment?
SHOW CARD 25

| | |
|-------------------------------------|-----------|
| No obstacle | 0 |
| Minor obstacle | 1 |
| Moderate obstacle | 2 |
| Major obstacle | 3 |
| Very severe obstacle | 4 |
| DON'T KNOW (SPONTANEOUS) | -9 |
| DOES NOT APPLY (SPONTANEOUS) | -7 |

GO TO QUESTION H.30

GO TO QUESTION H.30

GO TO QUESTION H.30

j30f

J.31f1 Would this establishment's total annual costs increase, remain the same or decrease over the next fiscal year if corruption is no longer an obstacle?

| | |
|---------------------------------|-----------|
| Increase | 1 |
| Remain the same | 2 |
| Decrease | 3 |
| DON'T KNOW (SPONTANEOUS) | -9 |

GO TO QUESTION H.30

GO TO QUESTION J.31f3

GO TO QUESTION H.30

ECAj31f1

QUESTIONNAIRE NUMBER

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

| | |
|---------------|--|
| J.31f2 | By what percentage would this establishment's total annual costs INCREASE in the next fiscal year? |
|---------------|--|

| | Percent | |
|---|----------------|----------------------------|
| Expected percentage INCREASE in total annual cost in the next fiscal year | % | <i>GO TO QUESTION H.30</i> |
| DON'T KNOW (SPONTANEOUS) | -9 | <i>GO TO QUESTION H.30</i> |

ECAj31f2

| | |
|---------------|--|
| J.31f3 | By what percentage would this establishment's total annual costs DECREASE in the next fiscal year? |
|---------------|--|

| | Percent | |
|--|----------------|--|
| Expected percentage DECREASE in total annual costs in the next fiscal year | % | |
| DON'T KNOW (SPONTANEOUS) | -9 | |

ECAj31f3

| | |
|-------------|--|
| H.30 | Using the response options on the card; To what degree are courts an obstacle to the current operations of this establishment? SHOW CARD 25 |
|-------------|--|

| | | |
|-------------------------------------|-----------|----------------------------|
| No obstacle | 0 | <i>GO TO QUESTION Q.39</i> |
| Minor obstacle | 1 | |
| Moderate obstacle | 2 | |
| Major obstacle | 3 | |
| Very severe obstacle | 4 | |
| DON'T KNOW (SPONTANEOUS) | -9 | <i>GO TO QUESTION Q.39</i> |
| DOES NOT APPLY (SPONTANEOUS) | -7 | <i>GO TO QUESTION Q.39</i> |

h30

| | |
|---------------|--|
| H.31a1 | Would this establishment's total annual costs increase, remain the same or decrease over the next fiscal year if courts are no longer an obstacle? |
|---------------|--|

| | | |
|---------------------------------|-----------|------------------------------|
| Increase | 1 | <i>GO TO QUESTION Q.39</i> |
| Remain the same | 2 | <i>GO TO QUESTION H.31a3</i> |
| Decrease | 3 | <i>GO TO QUESTION Q.39</i> |
| DON'T KNOW (SPONTANEOUS) | -9 | <i>GO TO QUESTION Q.39</i> |

ECAh31a1

QUESTIONNAIRE NUMBER

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

| | |
|---------------|--|
| H.31a2 | By what percentage would this establishment's total annual costs INCREASE in the next fiscal year? |
|---------------|--|

| | Percent | |
|---|----------------|----------------------------|
| Expected percentage INCREASE in total annual cost in the next fiscal year | % | <i>GO TO QUESTION Q.39</i> |
| DON'T KNOW (SPONTANEOUS) | -9 | <i>GO TO QUESTION Q.39</i> |
| | | ECAh31a2 |

| | |
|---------------|--|
| H.31a3 | By what percentage would this establishment's total annual costs DECREASE in the next fiscal year? |
|---------------|--|

| | Percent | |
|--|----------------|-----------------|
| Expected percentage DECREASE in total annual costs in the next fiscal year | % | |
| DON'T KNOW (SPONTANEOUS) | -9 | |
| | | ECAh31a3 |

QUESTIONNAIRE NUMBER

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

X.

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:
To conclude the topic on regulations

| | |
|-------------|---|
| Q.39 | Thinking about officials, would you say the following statement is always, very frequently, frequently, sometimes, seldom or never true? SHOW CARD 26 |
|-------------|---|

| | Never | Seldom | Sometimes | Frequently | Very frequently | Always | DON'T KNOW (SPONTANEOUS) |
|--|-------|--------|-----------|------------|-----------------|--------|--------------------------|
| It is common for firms in my line of business to have to pay some irregular "additional payments or gifts" to get things done with regard to customs, taxes, licenses, regulations, services etc | 1 | 2 | 3 | 4 | 5 | 6 | -9 |

ECAq39

| | |
|-------------|--|
| Q.41 | Thinking now of unofficial payments/gifts that establishments like this one would make in a given year, please tell me how often would they make payments/gifts for the following purposes: SHOW CARD 27 |
|-------------|--|

READ OUT

| | Never | Seldom | Sometimes | Frequently | Very frequently | Always | DON'T KNOW (SPONTANEOUS) | |
|---------------------------------------|-------|--------|-----------|------------|-----------------|--------|--------------------------|----------------|
| To deal with customs/imports | 1 | 2 | 3 | 4 | 5 | 6 | -9 | ECAq41a |
| To deal with courts | 1 | 2 | 3 | 4 | 5 | 6 | -9 | ECAq41b |
| To deal with taxes and tax collection | 1 | 2 | 3 | 4 | 5 | 6 | -9 | ECAq41c |

QUESTIONNAIRE NUMBER

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

| | |
|-------------|---|
| Q.44 | <p>It is often said that firms make unofficial payments/gifts, private payments or other benefits to public officials to gain advantages in the drafting of laws, decrees, regulations, and other binding government decisions. To what extent have the following practices had a direct impact on this establishment?</p> <p>SHOW CARD 28</p> |
|-------------|---|

| | No impact | Minor impact | Moderate impact | Major impact | Decisive impact | SPONTANEOUS | | |
|---|-----------|--------------|-----------------|--------------|-----------------|-------------|----------------|----------------|
| | | | | | | DON'T KNOW | DOES NOT APPLY | |
| Private payments/gifts or other benefits to Parliamentarians to affect their votes | 1 | 2 | 3 | 4 | 5 | -9 | -7 | ECAq44a |
| Private payments/gifts or other benefits to Government officials to affect the content of government decrees | 1 | 2 | 3 | 4 | 5 | -9 | -7 | ECAq44b |
| Private payments/gifts or other benefits to local or regional government officials to affect their votes or content of government decrees | 1 | 2 | 3 | 4 | 5 | -9 | -7 | ECAq44c |

QUESTIONNAIRE NUMBER

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

R. USE OF CONSULTING SERVICES

R.16a In the last three complete fiscal years, how many times has this establishment hired an external consultant (such as management consultant, engineer, architect, accountant)?
(INTERVIEWER: EXTERNAL ACCOUNTANTS HIRED SOLELY TO PREPARE THE COMPANY'S FINANCIAL STATEMENTS (OUTSOURCED ACCOUNTING) ARE NOT CONSIDERED TO BE EXTERNAL CONSULTANTS.)

| | | |
|---|-----------|----------------------------|
| Number of times this establishment hired an external consultant | | |
| NO EXTERNAL CONSULTANTS HIRED | 0 | GO TO QUESTION R.20 |
| DON'T KNOW (SPONTANEOUS) | -9 | GO TO QUESTION L.1 |

ECAr16a

R.17 What kind of consulting services were provided?

| INTERVIEWER: READ EACH OPTION ALOUD | Yes | No | (SPONTANEOUS) | | |
|--|------------|-----------|----------------------|-----------------------|----------------|
| | | | DON'T KNOW | DOES NOT APPLY | |
| Business skills improvements (finance, marketing, communication, basic HR, business plan) | 1 | 2 | -9 | -7 | ECAr17a |
| Business process improvements (informational/accounting system or introduction of quality standard) | 1 | 2 | -9 | -7 | ECAr17b |
| More sophisticated projects (restructuring, feasibility study, environmental management and energy efficiency) | 1 | 2 | -9 | -7 | ECAr17c |

R.18 Were any of these external consultants hired from [insert country name] consulting firms?

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

ECAr18

QUESTIONNAIRE NUMBER

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

| | |
|-------------|---|
| R.20 | What was the main reason why this establishment did not hire an external consultant? SHOW CARD 29 |
|-------------|---|

| | |
|---|-----------|
| No need for external consultants | 1 |
| External consultants are too expensive | 2 |
| External consultants do not offer the services needed | 3 |
| There are no external consultants available | 4 |
| Not aware of consultancy services offered | 5 |
| OTHER (SPONTANEOUS – SPECIFY) | 6 |
| DON'T KNOW (SPONTANEOUS) | -9 |
| DOES NOT APPLY (SPONTANEOUS) | -7 |

ECAr20

| | |
|--------------|--|
| Other | |
|--------------|--|

ECAr20x

QUESTIONNAIRE NUMBER

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

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 **(INTERVIEWER: INCLUDE INTERVIEWEE IF APPLICABLE)**
 (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 full-time)

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

11

L.2 Three fiscal years ago, at the end of fiscal year **[insert three complete fiscal years ago]**, 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 three fiscal years ago | |
| THE ESTABLISHMENT WAS NOT IN BUSINESS THREE YEARS AGO | -7 |
| DON'T KNOW (SPONTANEOUS) | -9 |

12

L.5 At the end of fiscal year **[insert last complete fiscal year]**, how many permanent full-time individuals working in this establishment were female?

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

15

QUESTIONNAIRE NUMBER

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

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

| | Number | |
|---|-----------|----------------------------|
| Full-time seasonal or temporary workers employed last fiscal year | | |
| NO FULL-TIME SEASONAL OR TEMPORARY WORKERS | 0 | GO TO QUESTION Q.69 |
| DON'T KNOW (SPONTANEOUS) | -9 | GO TO QUESTION Q.69 |
| | | 16 |

L.6a How many full-time temporary employees employed throughout fiscal year **[insert last complete fiscal year]**, were females?

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

L.8 What was the average length of employment of all full-time temporary employees in fiscal year **[insert last complete fiscal year]** in months?
(INTERVIEWER: THIS CANNOT BE MORE THAN 12 MONTHS.)

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

Q.69 What percent of this establishment's permanent full-time employees employed at the end of fiscal year **[insert last complete fiscal year]** had a university degree?

| | Percent | |
|--|-----------|---------------|
| Percentage of permanent full-time employees with a university degree | | % |
| NO ONE HAS A UNIVERSITY DEGREE | 0 | |
| DON'T KNOW (SPONTANEOUS) | -9 | |
| | | ECAq69 |

QUESTIONNAIRE NUMBER

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

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

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

110

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

| | |
|-------------------------------------|-----------|
| No obstacle | 0 |
| Minor obstacle | 1 |
| Moderate obstacle | 2 |
| Major obstacle | 3 |
| Very severe obstacle | 4 |
| DON'T KNOW (SPONTANEOUS) | -9 |
| DOES NOT APPLY (SPONTANEOUS) | -7 |

GO TO QUESTION L.30b

GO TO QUESTION L.30b
GO TO QUESTION L.30b

130a

L.31a1 Would this establishment's total annual costs increase, remain the same or decrease over the next fiscal year if labor regulations are no longer an obstacle?

| | |
|---------------------------------|-----------|
| Increase | 1 |
| Remain the same | 2 |
| Decrease | 3 |
| DON'T KNOW (SPONTANEOUS) | -9 |

GO TO QUESTION L.30b
GO TO QUESTION L.31a3
GO TO QUESTION L.30b

ECAI31a1

L.31a2 By what percentage would this establishment's total annual costs INCREASE in the next fiscal year?

| | Percent |
|---|----------------|
| Expected percentage INCREASE in total annual cost in the next fiscal year | % |
| DON'T KNOW (SPONTANEOUS) | -9 |

GO TO QUESTION L.30b
GO TO QUESTION L.30b

ECAI31a2

QUESTIONNAIRE NUMBER

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

L.31a3 By what percentage would this establishment’s total annual costs **DECREASE** in the next fiscal year?

| | Percent |
|---|----------------|
| Expected percentage DECREASE in total annual costs in the next fiscal year | % |
| DON'T KNOW (SPONTANEOUS) | -9 |

ECAI31a3

L.30b 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 30

| | |
|-------------------------------------|-----------|
| No obstacle | 0 |
| Minor obstacle | 1 |
| Moderate obstacle | 2 |
| Major obstacle | 3 |
| Very severe obstacle | 4 |
| DON'T KNOW (SPONTANEOUS) | -9 |
| DOES NOT APPLY (SPONTANEOUS) | -7 |

GO TO QUESTION M.1

GO TO QUESTION M.1

GO TO QUESTION M.1

I30b

L.31b1 Would this establishment’s total annual **sales** increase, remain the same or decrease over the next fiscal year if an inadequately educated workforce is no longer an obstacle?

| | |
|---------------------------------|-----------|
| Increase | 1 |
| Remain the same | 2 |
| Decrease | 3 |
| DON'T KNOW (SPONTANEOUS) | -9 |

GO TO QUESTION M.1

GO TO QUESTION L.31b3

GO TO QUESTION M.1

ECAI31b1

L.31b2 By what percentage would this establishment’s total annual **sales** **INCREASE** in the next fiscal year?

| | Percent |
|---|----------------|
| Expected percentage INCREASE in total annual sales in the next fiscal year | % |
| DON'T KNOW (SPONTANEOUS) | -9 |

GO TO QUESTION M.1

GO TO QUESTION M.1

ECAI31b2

QUESTIONNAIRE NUMBER

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

| | |
|---------------|---|
| L.31b3 | By what percentage would this establishment's total annual sales DECREASE in the next fiscal year? |
|---------------|---|

| | Percent |
|--|----------------|
| Expected percentage DECREASE in total annual sales in the next fiscal year | % |
| DON'T KNOW (SPONTANEOUS) | -9 |

| |
|-----------------|
| ECA131b3 |
|-----------------|

QUESTIONNAIRE NUMBER

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

M. BUSINESS ENVIRONMENT

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

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

| | |
|------------|---|
| M.1 | By looking at card [insert card number] 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? SHOW CARD 31 (WRITE THE ROTATION BELOW) 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 | |
| DON'T KNOW (SPONTANEOUS) | -9 |
| DOES NOT APPLY (SPONTANEOUS) | -7 |

m1a

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

m1d

QUESTIONNAIRE NUMBER

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

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 about this establishment: SHOW CARD 32 |
|------------|--|

READ OUT

| | LCUs | DON'T KNOW (SPONTANEOUS) | |
|--|------|-----------------------------|------------|
| Total annual cost of labor including wages, salaries, bonuses, social payments | | -9 | n2a |
| Total annual costs of electricity | | -9 | n2b |
| Total annual cost of finished goods and materials purchased to resell | | -9 | n2i |

QUESTIONNAIRE NUMBER

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

S. EXPECTATIONS

S.1a In the next fiscal year, do you expect this establishment's annual sales to increase, stay the same or decrease?

| | |
|---------------------------------|-----------|
| Increase | 1 |
| Stay the same | 2 |
| Decrease | 3 |
| DON'T KNOW (SPONTANEOUS) | -9 |

*GO TO QUESTION VIN.1
GO TO QUESTION S.1c
GO TO QUESTION VIN.1*

ECAs1a

S.1b By what percentage do you expect this establishment's annual sales to INCREASE?

| | Percent |
|--|-----------|
| Expected percentage INCREASE in annual sales | % |
| DON'T KNOW (SPONTANEOUS) | -9 |

*GO TO QUESTION VIN.1
GO TO QUESTION VIN.1*

ECAs1b

S.1c By what percentage do you expect this establishment's annual sales to DECREASE?

| | Percent |
|--|-----------|
| Expected percentage DECREASE in annual sales | % |
| DON'T KNOW (SPONTANEOUS) | -9 |

ECAs1c

QUESTIONNAIRE NUMBER

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

VIN. PERCEPTIONS OF OBSTACLES

THE FOLLOWING QUESTION IS AIMED AT UNDERSTANDING HOW BUSINESS PERCEIVE BRIBES

| | |
|--------------|---|
| VIN.1 | <p>Imagine there are 5 towns, and for each town please imagine a firm which is of similar size as yours. The firm needs to get a permit from the authorities. The situation regarding bribes somewhat differs across the towns.</p> <p style="color: blue;">(INTERVIEWER: READ THE SITUATIONS FROM THE FIRST COLUMN)</p> <p style="color: blue;">SHOW CARD 33</p> |
|--------------|---|

| | No obstacle | Minor obstacle | Moderate obstacle | Major obstacle | Very severe obstacle | SPONTANEOUS | |
|---|-------------|----------------|-------------------|----------------|----------------------|-------------|---------------|
| | | | | | | DON'T KNOW | DOESN'T APPLY |
| READ OUT | | | | | | | |
| In town #1, it is not difficult to obtain the permit without giving a bribe, but a bribe can facilitate or speed up obtaining the permit. To what extent would you say that in this town corruption is an obstacle to the current operations of the firm? vin1a | 0 | 1 | 2 | 3 | 4 | -9 | -7 |
| In town #2, the bureaucrats who grant permits never take bribes . It is possible to get the permit following the rules even though it may take a long time. To what extent would you say that in this town corruption is an obstacle to the current operations of the firm? vin1b | 0 | 1 | 2 | 3 | 4 | -9 | -7 |
| In town #3 it is very difficult to obtain permits without paying a bribe . But even when you make a payment, the success is not guaranteed . To what extent would you say that in this town corruption is an obstacle to the current operations of the firm? vin1c | 0 | 1 | 2 | 3 | 4 | -9 | -7 |
| In town #4 it is very difficult to obtain permits without the informal payments . But when you make a payment, the success is guaranteed . To what extent would you say that in this town, corruption is an obstacle to the current operations of the firm? vin1d | 0 | 1 | 2 | 3 | 4 | -9 | -7 |
| In town #5, the situation in general is the same as in town #4 . Besides that, it is known that the upper-level bureaucracy of this town is involved in illegal activities. To what extent would you say that in this town, corruption is an obstacle to the current operations of the firm? vin1e | 0 | 1 | 2 | 3 | 4 | -9 | -7 |

QUESTIONNAIRE NUMBER

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

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

| Main respondent | | |
|------------------------------|--|------------------|
| Position in the firm | | a15a1ax |
| Years with the firm | | a15a2a |
| Years in the position | | ECAa15a4a |
| Gender | | a15a3 |

1=LESS THAN ONE YEAR
1=LESS THAN ONE YEAR
1=MALE, 2=FEMALE
DO NOT READ OUT

| Second respondent | | DOES NOT APPLY |
|------------------------------|--|-----------------------|
| Position in the firm | | -7 |
| Years with the firm | | -7 |
| Years in the position | | -7 |
| Gender | | -7 |

| | | |
|--|--|------------------|
| | | a15a1bx |
| | | a15a2b |
| | | ECAa15a4b |
| | | a15b3 |

1=LESS THAN ONE YEAR
1=LESS THAN ONE YEAR
1=MALE, 2=FEMALE
DO NOT READ OUT

| Third respondent | | DOES NOT APPLY |
|------------------------------|--|-----------------------|
| Position in the firm | | -7 |
| Years with the firm | | -7 |
| Years in the position | | -7 |
| Gender | | -7 |

| | | |
|--|--|------------------|
| | | a15a1cx |
| | | a15a2c |
| | | ECAa15a4c |
| | | a15c3 |

1=LESS THAN ONE YEAR
1=LESS THAN ONE YEAR
1=MALE, 2=FEMALE
DO NOT READ OUT

INTERVIEWER: PLEASE CHECK WHETHER THE ESTABLISHMENT IS ELIGIBLE FOR THE INNOVATION MODULE – REFER TO THE DECISION MATRIX.

IF ESTABLISHMENT IS ELIGIBLE, PROCEED TO THE INNOVATION MODULE.

**IF ESTABLISHMENT IS NOT ELIGIBLE, THEN 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 |

QUESTIONNAIRE NUMBER

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

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 |
| Are partially taken directly from establishment records and partially estimated | 4 |

a17

INTERVIEWER COMMENTS:

a17x

(Problems occurred/extraordinary circumstances which could influence results)

SUPERVISORS PLEASE ANSWER:

A.18 This questionnaire was completed in:

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

STOP HERE

a18

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

| | |
|-------------|----------------|
| Hour | Minutes |
| | |
| a19h | a19m |