



## Central Business Register Manual

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# Chapter One: Introduction

## 1.1 Background

The Zimbabwe National Statistics Agency, ZIMSTAT, is in the process of updating a Central Business Register, CBR. A CBR is a database of enterprises/establishments operating in the economy covering all industries and geographical regions engaged in the production of goods and/or services. The CBR is an important statistical tool that besides providing a master frame for conducting sample surveys also provides basic statistics such as employment by sex, turnover by industry, sector and region. A register of good quality will help to improve the efficiency of the National Statistical System, which in turn shall help to reduce response burden on the businesses.

You are being trained as an interviewer for the CBR. After the training course, which will take at least a week to complete, interviewers will go to different parts of the country collecting data from establishments.

The training course will be listening to lectures on how to fill in the questionnaires correctly. You will also be conducting practice interviews with other trainees and randomly selected establishments. You will be given periodic tests, and the questionnaires that you complete will be edited to check for completeness and accuracy.

You should study this manual and learn its contents since this will reduce the amount of time needed for training.

## 1.2 Objectives of the CBR

The objectives of the survey would be:

- To create a comprehensive list of establishments and enterprises
- To establish a business directory based on the CBR for public use
- To provide a master frame for the economic and social censuses and surveys such as:
  - Census of Industrial Production (CIP) (Manufacturing, Mining & Quarrying, Construction, Electricity and Water Supply and Distribution)
  - Quarterly Employment Inquiry (QEI)
  - Volume of Manufacturing Index (VMI)
  - Business Tendency Survey (BTS)
  - Census of Services (CoS)
  - Census of Transport (CoT)
  - Information and Communications Technologies Survey (ICTS)
- To derive basic economic statistics such as number of employees, turnover, etc.

## 1.3 Data Items Covered by the Questionnaire

The CBR collects information on the following data items:

- ❖ Particulars of Business
- ❖ Operating status of the Enterprise
- ❖ Year of Commencement of Business
- ❖ Share ownership
- ❖ Multi-Units ownership
- ❖ Institutional Sector of Enterprise
- ❖ Type of Ownership of Enterprise
- ❖ Main Industry in which Enterprise Operates
- ❖ Principal lines of services offered

- ❖ Turnover
- ❖ Number of persons engaged by the establishment
- ❖ Wages/salaries and other benefits

## 1.4 Uses of Information Obtained from the CBR

Statistical business registers are used in five main ways:

- For the detection and construction of statistical units;
- As a tool for the preparation and coordination of surveys and for grossing-up survey
- As a source of information for statistics and analysis of the business population
- As a tool for the mobilisation of administrative data;
- As an integration and dissemination tool.

## 1.5 Legal Issues

The CBR is to be conducted under the Census and Statistics Act, Chapter 10:29 of 2007

## 1.6 Method of Data Collection

- ❖ The self-enumeration method which requires the establishment's contact persons to fill in the questionnaires will be applied. The completed questionnaires must be returned to the Agency by or by handing over to the field staff.
- ❖ Field staff will also be required to make follow ups on all unreturned questionnaires during and after the survey period.

## 1.7 DATA SOURCES FOR DEVELOPING AND UPDATING THE CBR

There are two main sources of data for setting up or updating a business register. These are the primary and secondary data sources.

### Primary data sources

The main sources under this category are businesses and register update establishment surveys.

### Secondary data sources

The main sources under this category are Administrative records.

For the purposes of this manual, administrative records are defined as sources containing information that is not primarily collected for statistical purposes. This wide definition allows the consideration of virtually the whole range of non-survey inputs to business registers, regardless of origin.

The most commonly used sources relate to taxation systems such as Value Added Tax (VAT), and personal income tax or to compulsory business registration systems. Information can also be obtained in some cases from private sector business data providers or utility company records.

## **Why Use Administrative Sources?**

The main advantage of administrative sources over survey data is usually cost. Surveys are very expensive, particularly if involve the use of personal interviews. Administrative sources are often “free”, particularly if they originate from the public sector. If there is a charge for the administrative data, it is often still cheaper than collecting the same information via a survey.

## **2.0 Chapter Two: Data Collection Procedure and Roles of Field and Head Office Staff**

### **2.1 Introduction**

This chapter gives guidelines on how the data will be collected, from preparation, administering and collection of the survey questionnaire. It also looks at the roles of field and head office staff.

### **2.2 Preparing for visits**

Your supervisor will give you a list of establishments in particular areas that you will be responsible for. You will be required to visit each of these establishments in the areas personally. Before you start your visits ensure you prepare adequately as follows:

1. Identify the establishment to be visited. Ensure that you are able to physically locate each establishment on your list. If you are not able to identify, please consult your supervisor.
2. In order to conduct your data collection successfully, ensure that you carry the following materials:
  - Letter of Introduction
  - Official Identification
  - Establishment list and contact details
  - Data collection instruction manual
  - Survey questionnaire
  - A bag
  - Stationery such as notebook, pens, pencils, erasers.

### **2.3 What to do when you arrive at the establishment**

#### **i. Identifying the Main Respondent**

Before beginning the interview, you will need to identify who your main respondent will be. The main respondent is usually the person in charge of the establishment. The person in-charge may refer you to another knowledgeable person within the establishment who will in turn be your main respondent. The main respondent may be the owner or operator/manager of the establishment.

#### **ii. Conducting the Interview**

The ultimate success of an interview depends on many factors, visible and invisible, often occurring before a data collector begins the interview. It is therefore important for data collectors to understand some of these factors to ensure the highest level of survey participation.

The persons you will be interviewing in the context of this exercise are business owners, managing directors, accountants, human resource managers and other senior establishment officers. Keep in mind at all times that their time is precious, that they are used to or expect to deal with professional people and that they are generally reluctant to provide information on their establishment unless they are completely reassured that the information will be treated with the strictest confidentiality. This means that you must dress and conduct yourself professionally and be respectful of the time that he or she allows by conducting the interview as efficiently as possible.

The first thing the respondent will want to know is who you are and what the objective of your visit is. You will receive an official letter of introduction indicating who the purpose of the survey.

You are expected from the onset to identify yourself by name and explain the purpose of your visit. Your starting line may be along these lines:

*My name is \_\_\_\_\_. I am a representative of the ZIMSTAT. I am here to leave a CBR questionnaire for the year 2012 for you to complete. I will be returning to collect the completed questionnaire in ..... days. Please do not hesitate to ask for assistance in the completion of the questionnaire. All the information you provide in this questionnaire is strictly confidential and no individual establishment data can be recognised.*

### 2.3 Agenda of visit

Before you start to plan your work, ensure that you know exactly how much time you have for an interview. This is important because you will have to cover each of the points below, and the course of the meeting will determine how much time you spend on each:

- ❖ Explain what the questionnaire asks for by going through it with the respondent, answering questions on concepts or specific questions on the questionnaire.
- ❖ Agree on the date for completion and collection of the form, preferably before the deadline.

### 2.4 Recording information after visit

To save time and for effective plan of follow-up, please record the following after each visit or phone call:

- ❖ Date of visit or phone call
- ❖ Name and title of contact person/s
- ❖ Contact details
- ❖ Outcome of the meeting and necessary follow-up
- ❖ Agreed date for completion or collection of questionnaire

### 2.5 Address all outstanding matters from the visit or call

Ideally, revisits should be kept to a minimum to save time and avoid respondent 'fatigue'. However, you may need to contact an establishment to explain questions and concepts that you could not deal with at your first visit, agree on the due date and method of collection, or follow up other outstanding matters.

## 2.6 Possible situations you may encounter during fieldwork

You may encounter the following situations during fieldwork:

- ❖ Establishment may have re-located: If you are getting information that the establishment has moved from the physical location on your list to another location within your work area, enumerate it like any other establishment in your work area. If the new location is outside your work area, indicate that on your list and hand over this information to your team leader who in turn will reassign the establishment
- ❖ Establishment changed name or contact details: Write both names on the questionnaire. The old name should be in brackets.
- ❖ Establishment closed: Indicate on your list. No further action.
- ❖ Establishment in your work area, but not on your list: Update your list and enumerate it.
- ❖ Establishment temporarily closed: Find out when it is likely to open. If it will open while fieldwork will still be ongoing, go back to the establishment.
- ❖ Two or more establishments have merged, within your work area: Indicate the new name. On your list, indicate which establishments have merged.

## 2.7 Collecting survey questionnaires

- ❖ Remind respondents before deadline

Maintaining regular contacts with respondents is very essential. You will therefore spend a considerable amount of time before the due date phoning, faxing and e-mailing the contacts.

- ❖ Remind respondents at deadline

You are to continue phoning, faxing and e-mailing until and including deadline, if necessary. This would be to agree a second (or third) deadline or, if the questionnaire is completed, to collect it.

## 2.8 Follow-up

Kindly inform your respondent that you will be making follow-up of the questionnaires later to seek clarifications or get more information, if necessary. However, enumerators are urged to complete the questionnaire on the spot (be this at the first or subsequent contact), ensuring that all necessary checks are done. This speeds up the quantity and quality of response, and reduces survey fatigue and financial costs. Make sure when you leave the establishment with a completed questionnaire, you are satisfied that it is edited and ready for a supervisor's checking.

## 2.9 Dealing with non-response

When making contacts, you will also need to determine reasons for non-response, so that the appropriate steps can be taken. Non-response can either mean non-return of a questionnaire or submission of a blank or 'nil' return. If this is due to:

- ❖ Lack of time: you will remind the respondent of the need to supply data in a timely manner, and the legal obligation to do so.
- ❖ Accounts not ready: accounts are usually ready by March. If not, please request data that is not audited or a best estimate.
- ❖ Not understanding the questionnaire: you will address questions with a personal visit. This is an excellent opportunity to try to complete the questionnaire on the spot.
- ❖ Suspicion: Despite all efforts, there will always be respondents who will have no desire whatsoever to be interviewed and cannot be swayed otherwise. But keep in mind that sometimes, what may be perceived as a flat refusal could just be a veiled request for additional assurance. Assessing when each case applies requires considerable judgment on the part of you the data collector. If the respondent sincerely does not want to be interviewed, politely leave without any threats. Such an attitude will facilitate a second attempt by your supervisor.
- ❖ Delay by employee providing data: As with administration, the most effective channel is through senior management, especially if you obtained their commitment to have the form ready for collection by a given date. If you establish that the task has been delegated to a junior officer, then that person is your first contact. If after 2 or 3 reminders they have not met the agreed deadline, you can apply pressure most effectively by reverting to senior management.

## 2.4 Roles of Field Staff and Head office Staff

### The Enumerator

The enumerator mainly performs the under mentioned tasks among others:

#### 2.1.1 Preparatory work

- ❖ Attending the training of enumerators' workshop so as to learn the work procedures etc.
- ❖ Continue with the reading of the manual in order to comprehend the logistics and technical issues of the CBR.
- ❖ Publicizing the CBR exercise in your area of work
- ❖ Collection of fieldwork materials
- ❖ Reconnaissance
- ❖ Preparing the itinerary and, where necessary, make appointments accordingly

#### 2.1.2 Field Work

- ❖ Identifying establishments
- ❖ Despatching questionnaires to establishments
- ❖ Writing down the date of despatch/handing over and collecting the questionnaire in the notebook so that he/she can be sure to visit again on appointment day. *Please keep your appointment to maintain a good reputation*
- ❖ Record any changes pertaining to the principal activity of the establishment
- ❖ Alerting the team leader of problems encountered during the data collection exercise.
- ❖ Collecting the questionnaires. Please use the check checklist to ensure all sections of the questionnaire are completed.

### Post Survey Period



After the survey period the enumerator should make sure that he/she:

- ❖ Compiles and submits a written report on the CBR fieldwork proceedings and outcome to the team leader (giving some recommendations where needed).
- ❖ Arrange questionnaires in order and pack them before submitting them to the team leader
- ❖ Submits all questionnaires (completed and blank) to the team leader.
- ❖ Checks the number of questionnaires that he/she has against the register to see if no company has been omitted.
- ❖ Checks again on errors of omission.

## The Team Leader

Team leaders also play an important role in the data collection process. They ensure the timely collection of data by directly supervising enumerators in their respective areas. The quality of data obtained to a greater extent depends on the quality of the team leader's supervision. The aim of supervision is to minimise the occurrence of errors and ensure the CBR objectives are met. Hence, the supervision of the data collection activity should be thoroughly planned and carefully executed. This brings about the need to emphasize on the team leader's role.

Each team leader must be well informed about all the details of the CBR manual and, should be able to complete the questionnaire. He/she is also required to know details regarding the areas from which the enumerators will be operating and the enumerator's details.

Always bear in mind that "close supervision is the key to successful data collection." Hence, supervision of the enumerator's work should be an integral and important part of exercise which aims at collecting high quality data.

### *Before Data Collection*

Field contact between the team leader and the enumerator must be established. The enumerator should know where and how to get in touch with his or her team leader and vice versa. Before data collection the team leader should:

- ❖ Attend the training of enumerator's workshop so as to understand the objectives of the CBR and, familiarise himself or herself with the manual and questionnaire.
- ❖ Familiarize with the areas assigned to enumerators under his/her control.
- ❖ Publicise the CBR exercise.
- ❖ Visit all areas under his/her supervision to check if enumerators have carried out the survey preparatory work according to instructions.
- ❖ Ensure each enumerator has prepared an itinerary and, where necessary, have made appointments accordingly.
- ❖ Prepare a work-plan describing his/her movement in the areas where he/she will be supervising. A copy of the work-plan should be given to the Provincial Supervisor.
- ❖ Distribute field work materials to enumerators.
- ❖ Respond to any questions the enumerator may have regarding the survey.

The team leader should express it upon all enumerators that a high standard of work is expected and that checks exist to make sure that accuracy is achieved.

### **Note:**

It should be remembered however, that no instructions will cover every eventuality. There will be occasions when you have to use your own discretion. Ensure that any action taken conforms to the laid down procedures and regulations and that it will not compromise the results of the survey.

### *During Data Collection*

- ❖ Act as contact between the provincial supervisor and the enumerator.
- ❖ The team leader should take along with him/her additional supplies of questionnaires and other materials.
- ❖ If extra questionnaires or other materials are given out to enumerators, the number issued out should be noted down.
- ❖ Enumerators must sign to acknowledge receipt of these materials.
- ❖ Ask the enumerator if he/she has experienced any refusals. It is the team leader's responsibility to convince establishments to complete the questionnaires, failure of which the case has to immediately be brought to the attention of the provincial supervisor.
- ❖ Quality control of questionnaires: the team leader should check on both coverage and content errors. Coverage errors occur whenever establishments are missed whilst content errors occur when the information collected has some missing values. Checks made during data collection are primarily aimed at improving the data collection process as it is taking place. To help the team leader in this work, a Quality Control Form has been provided.
- ❖ The team leader should maintain high levels of discipline and ensure that assigned duties are carried out fully.
- ❖ Check and review completed questionnaires for completeness and consistency.
- ❖ Check on all work diaries for enumerators.
- ❖ Stand-in for ill enumerators.

### *2.1.3 After Data Collection*

- ❖ Collect all questionnaires and other survey documents from the enumerators.
- ❖ Ensure that all questionnaires issued to the enumerators are accounted for.
- ❖ Arrange questionnaires in order and perform the necessary checks as instructed.
- ❖ Compile and submit a written report to the Provincial Supervisor providing recommendations where need be.

## **The Provincial Supervisor**

Team leaders are accountable to provincial supervisors for the efficient conduct of any data collection. Provincial supervisors will ensure timely collection of the data by direct supervision of team leaders. Since the provincial supervisor is responsible for both the administrative and technical aspects of data collection, he/she has to plan well before on how best data can be collected in the province.

The supervisor has to visit the team leaders on a regular basis so as to monitor progress and check on the quality of data being collected. Details of the provincial supervisor's duties before, during and after data collection are as summarized below:

- ❖ Attend both the training of trainers and the training of enumerator's workshop.
- ❖ Publicity of the CBR exercise.
- ❖ Ensuring that there are realistic itineraries of all team leaders based on the enumerators' itineraries. It is therefore important that the provincial supervisor should have copies of the enumerators' itineraries.
- ❖ Implement on-the-spot checking strategy by visiting establishments.
- ❖ Edit/check and review completed questionnaires for completeness and consistency. Both field and office editing are important.
- ❖ Help solve problems to do with the understanding of concepts, difficult respondents and refusals.
- ❖ Check on all work diaries of team leaders.
- ❖ Compile and submit a written report to Head Office.
- ❖ Maintain high levels of discipline and ensure that assigned duties are carried out fully.
- ❖ Quality control of questionnaires. Supervisors have a special responsibility of ensuring high quality of work is produced within their provinces.

- ❖ Collect all questionnaires and other survey documents from the team leaders ensuring all questionnaires issued have been accounted for.
- ❖ Submit questionnaires to head office on time.

## Head Office Personnel

Head office personnel also have their critical role to play for the survey to be implemented successfully. A summary of their duties is as summarised below:

- ❖ Planning for the implementation of data collection.
- ❖ Training the trainers
- ❖ Ensure both the training of trainers and the training of enumerators' reports are produced
- ❖ Publicity at national level
- ❖ Prepare field work materials
- ❖ Oversee the data collection process
- ❖ Ensure adequate materials are despatched to the provinces on time.
- ❖ Ensure all questionnaires received from the provinces are accounted for
- ❖ Ensure correct coding and editing of all questionnaires
- ❖ Supervise the data entry and data cleaning process

# Chapter Three: Concepts and Definitions

It is most likely that during fieldwork, some respondents will ask for assistance in completing the questionnaire. Therefore, as part of fieldwork responsibilities, concepts and definitions used in collecting CRB data is important.

## 3.1 Co-operative

Cooperatives are set up by producers for purposes of marketing their collective output. The profits of such cooperatives are distributed in accordance with their agreed rules and not necessarily in proportion to shares held, but effectively they operate like corporations.

## 3.2 Corporation

A corporation is defined as a legal entity created for the purpose of producing goods or services for the market that may be a source of profit or other financial gain to its owner(s). It is collectively owned by the shareholders who have the authority to appoint directors responsible for its general management. Corporations can be private or public for example a private limited company.

## 3.3 Enterprise

An enterprise is defined as an institutional unit engaged in the production of goods and/or services. An institutional unit is an economic entity that is capable in its own right of owning assets, incurring liabilities and engaging in economic activities and in transactions with other entities.

## 3.4 Establishment

An establishment is an enterprise or part of an enterprise that is situated in a single location and in which one or predominantly one kind of economic activity is carried out. It is usually identified with an individual workplace in which a particular kind of productive activity is carried out, for example a shop, transport depot, bank or clinic

## 3.5 Expenditure

This section seeks to identify the “running expenses” of an establishment.

## 3.6 Financial Corporations Sector

The sector includes all resident corporations, **that is, corporations based within the borders of Zimbabwe** whose principal activity is providing financial services including financial intermediation, insurance and pension fund services; units that provide activities that facilitate financial intermediation and, Non Profit-making Institutions (NPIs) engaged in market production of a financial nature.

## 3.7 General Government Sector

The general government sector consists mainly of central and local government units together with social security funds imposed and controlled by those units. It also includes NPIs engaged in non-market production and are controlled by government units or social security funds.

## 3.8 Household Sector

Households are institutional units consisting of one individual or a group of individuals. Hence a household business is an establishment that is directly owned and controlled by members of the household either individually or in partnership with others.. The principal functions of households are to supply labour, to undertake final consumption and, as entrepreneurs, to produce market goods and non-financial (and possibly financial) services. The fixed assets of a household business do not belong to the enterprise, but to the owner(s). The owner(s) of a household business is personally liable, without limit for any debts or obligations incurred in the course of production.

## 3.9 Institutional Unit

An institutional unit may be defined as an economic entity that is capable in its own right of owning assets,

incurring liabilities and engaging in economic activities and in transactions with other entities. There are two main types of units in the real world that may qualify as institutional units, namely persons or groups of persons in the form of households, and legal or social entities.

### **Institutional Sector**

An institutional sector is formed from a group of institutional units which are based on principal functions, behaviours and objectives. The institutional unit is an economic entity that is capable, in its own right, of owning assets, incurring liabilities, engaging in economic activities and in transactions with other entities. All resident institutional units are allocated to one and only one sector.

### **3.10 Non-Financial Corporations Sector**

Non-financial corporations are institutional units that are principally engaged in the production of market goods and non-financial services.

### **3.11 Non-profit institution (NPI)**

A non-profit institution (NPI) is a legal or social entity created for the purpose of producing goods and services whose status does not permit it to be a source of income, profit or other financial gain for the units that establish, control or finance them. The NPI has no shareholders with a claim on the profits or equity and its members are not entitled to a share in any profits or surplus generated by its productive activities. Examples of NPI's are some of the non-governmental organizations (NGO's).

### **3.12 Non-Profit institutions Serving Households (NPISH) Sector**

The non-profit institutions serving households sector consists of all resident non profit institutions, except those controlled by government, that provide non-market goods or services to households or to the community at large.

### **3.13 Partnership**

This refers to a group of individuals who agree to contract and carry on a business with the objective of making a profit. The business is managed by all or anyone acting for all parties. A trading partnership must comprise at least two members and should not exceed a maximum of twenty members.

### **3.14 Period covered by the return**

This is the period during which the establishment has been in operation during the reference period.

### **3.15 Principal kind of activity**

The principal activity of an enterprise/establishment is the activity whose value added exceeds that of any other activity carried out within the same unit. Value added is computed by subtracting costs, such as labour compensation, supplies and materials used, and capital costs from outputs.

### **3.16 Private Limited Company**

This is a private corporation established to undertake a business with the objective of making a profit. The shares are closely held by the shareholders of the corporation who have control over its operations. A private Limited Company is registered with limited liability.

### **3.17 Public Limited Company**

A Public Limited Company is also a private corporation established with limited liability by a minimum of two persons to operate the business with the objective of making a profit. The shares in a Public Limited Company are openly held and, in the case of a company listed on the Stock Exchange, the shares are freely transferable.

### **3.18 Sole Proprietorship**

This refers to a business owned and operated by one person for his own profit. The owner has the exclusive right to control the operations of the establishment.

### **3.19 Type of economic organisation**

The characteristic for this item is intended to indicate whether the establishment is a single- or multi-establishment enterprise. For multi-establishment enterprises, the number and list of establishments with their physical addresses and other contact details is required for the update of registers.

### **3.20 Unincorporated Enterprise:**

These are units set up for producing goods or services that are not incorporated as legal entities separately from their owners. They may include public agencies that are part of general government or sole proprietorships and partnerships owned by households. Some unincorporated enterprises may behave in much the same way as corporations and such entities will be treated as quasi-corporations if they have complete sets of accounts, including balance sheets.

# Chapter Four: Questionnaire Content

## 4.1 Introduction

The CBR questionnaire is very brief. Only thirteen (13) key questions have been asked. This was meant to ensure that to the greatest extent possible, data collectors would be able to get all the information ‘on the spot’. This chapter gives instructions on how the questionnaire should be filled in.

## 4.1 Identification particulars

These should be entered on each questionnaire prior to the interview. The supervisor should ensure that the data collector completes all entries.

### Province

Enter the province code in the box provided.

### District

Enter the district code in the box provided.

### Ward

Enter the ward code in the box provided.

### Sector

Enter the land use sector code in the box provided.

### Enumeration Area (EA)

Enter the EA code in the box provided.

## Q 1 Establishment details

Write down the name of the establishment in the space provided e.g. OK Zimbabwe PLC, Include the postal and physical addresses, telephone/fax and email address. Ensure that the physical address is detailed enough, that is, having the number and street name.

In rural areas write down the name of the business centre the establishment operate from.

## Q2: Operating Status

### *Dormant company*

A company can be defined as dormant when its transactions have been limited to payment for shares taken by subscribers to the memorandum of association, fees paid to the Register of Companies for a change of company name, the re-registration of a company and filing annual returns and payment made in respect of

civil penalties imposed by the Registrar of Companies for delivering accounts to the Registrar after the statutory time allowed for filing.

- *Operating*

Company conducting business

- *Not yet Operating*

A company registered but not yet conducting business

**Q3: Year Establishment started operating**

Enter in the boxes provided, day, month and year (in full) of commencement of operations for the establishment. For example, 21 06 2007.

**Q4: Calendar/Financial Year**

A calendar year is the one-year period that begins on January 1 and ends on December 31, based on the commonly used Gregorian calendar. For individual and corporate taxation purposes, a calendar year will generally comprise all of the year's financial information used to calculate income tax payable. Most individuals and many companies use the calendar year as their fiscal year, or the one-year period on which their payable taxes are calculated. However, some companies choose to report their taxes based on a fiscal year (e.g. starting on April 1 and ending on March 31) to better conform to seasonality patterns or other accounting concerns applicable to their businesses. A fiscal year is a 12-month period over which a company budgets its spending. A fiscal year does not always begin in January and end in December; it may run over any period of 12 months. The fiscal year is referred to by the date in which it ends. For example, if a company's fiscal year ends October 31, 2012, then everything between November 1, 2011 and October 31, 2012 would be referred to as FY 2012.

**Q5: Ownership**

Circle the appropriate answer and give the correct mailing address.

**Q6: Institutional Sector**

Note that these are institutional sectors as defined by the System of National Accounts (2008). Institutional sectors consist of institutional units, grouped together, on the basis of their principal functions, behaviour and objectives. The institutional units are the fundamental economic units that can engage in the full range of transactions and are capable of owning assets and incurring liabilities on their own behalf.

Every establishment will fall in one of these categories

- *Financial Corporations*: these are institutional units that are principally engaged in financial services including insurance and pension fund services.
- *The Non-Profit Institutions Serving Households (NPISHs)*: the *sector consists of* legal entities that are principally engaged in the production of non-market services for households or the community at large and, whose main resources are voluntary contributions.
- *Non-Financial Corporations*: these are institutional units principally engaged in the production of market goods and non-financial services
- *The Household sector*: this consists of establishments that are directly owned and controlled by members of the household either individually or in partnership with others.



- *The General Government* sector consists of central and local government units; social security funds; and non-profit institutions that are controlled and mainly financed by government units or social security funds engaged in non-market production.
- *Other:* This includes establishments, which fall under non-profit making bodies like burial society, international organizations and foreign embassies and all others not mentioned above.

## **Q7: Type of Ownership**

*Sole proprietorship:* A sole proprietorship is a business owned by one person for-profit. The owner may operate the business alone or may employ others. The owner of the business has unlimited liability for the debts incurred by the business.

*Private:* These are privately owned/controlled establishments.

*Central Government:* Government ministries and departments

*Local authorities/government:* Includes Rural District Councils, Municipalities, Town Boards, Chiefs, etc.

*Parastatals:* These are quasi-government establishments. This category include:

Air Zimbabwe (AZ)  
 AgriBank  
 Agricultural Rural and Development Authority (ARDA)  
 Central Mechanical Equipment Department (CMED)  
 Civil Aviation Authority (CAAZ)  
 Cold Storage Commission  
 Environmental Management Agency (EMA)  
 Grain Marketing Board (GMB)  
 Industrial Development Corporation (IDC)  
 Minerals Marketing Corporation of Zimbabwe (MMCZ)  
 National Arts Council  
 National Free Library of Zimbabwe  
 National Oil Company of Zimbabwe (NOCZIM)  
 National Railways of Zimbabwe (NRZ)  
 National Social Security Authority (NSSA)  
 Net One  
 People's Own Savings Bank (POSB)  
 Printflow  
 Reserve Bank of Zimbabwe (RBZ)  
 Small Enterprises Development Corporation (SEDCO)  
 Sports and Recreation Commission (SRC)  
 State Enterprise Restructuring Agency (SERA)  
 State Procurement Board  
 State Lotteries  
 Tobacco Industry and Marketing Board (TIMB)  
 Urban Development Corporation (UDC)  
 Zimbabwe Broadcasting Holdings (ZBH)  
 Zimbabwe Electricity Supply Authority (ZESA)  
 Zimbabwe Investment Agency (ZIA)

Zimbabwe Iron and Steel Company (ZISCOSTEEL)  
Zimbabwe Mineral Development Corporation (ZMDC)  
Zimbabwe Postal Services (ZIMPOST)  
Zimbabwe National Statistics Agency (ZIMSTAT)  
Zimbabwe National Water Authority (ZINWA)  
Zimbabwe Revenue Authority (ZIMRA)  
Zimbabwe Schools Examinations Council (ZIMSEC)  
Zimbabwe Tourism Authority (ZTA)  
Zimbabwe United Passenger Company (ZUPCO)

*Partnership:* A partnership is a business owned by two or more people. In most forms of partnerships, each partner has unlimited liability for the debts incurred by the business. The three typical classifications of for-profit partnerships are general partnerships, limited partnerships, and limited liability partnerships.

*Co-operative:* The term co-operative in brief means working together; the term may be split into Co-, which means together and operative, which means work. In a cooperative, each member takes part on an equal footing with other members in determining the organization of production, sales and/or other work of the establishment, the investments and the distribution of the proceeds of the establishment amongst their members. In other words, in the current context of the institutional sector of an establishment, the term “co-operative” only refers to those where its members work together and split the returns between all members. Only record producers’ cooperative as the answer when these conditions are met. An example would be a brick moulding cooperative where all members jointly buy inputs, work together to make bricks, and then split the profit between them.

#### *Non-profit institution (NPI)*

A non-profit institution (NPI) is a legal or social entity created for the purpose of producing goods and services whose status does not permit it to be a source of income, profit or other financial gain for the units that establish, control or finance them. The NPI has no shareholders with a claim on the profits or equity and its members are not entitled to a share in any profits or surplus generated by its productive activities. Examples of NPI’s are some of the non-governmental organizations (NGO’s).

### **Q8: Majority Share Ownership**

The question captures ownership of the majority shares

### **Q9: Main Economic Activity According to ISIC**

The description of the main economic activity of the establishment is one of the important items to be carefully recorded. The description should be adequately elaborated to enable proper classification and coding of the establishment’s activity during scrutiny and coding stage.

It should also be borne in mind that recording of broad description of activity such as ‘manufacture of dairy products’ will not be sufficient. Greater details such as ‘manufacture of milk powder, ice cream powder’ or ‘manufacture of baby milk food’ should be recorded in order to carry out proper coding of industrial activities.

Write down the full description of the main economic activity that the particular establishment is engaged in. The economic activity of an establishment is the process of coming up with the final product/service that it provides.

#### **Q10: Main Economic Activity**

This question seeks to establish the main activity of the enterprise/establishment and any secondary activities if the enterprise/establishment is involved in more than one activity

The main activity is the one that contributes the highest percent to turnover. Give description in two or more words, e.g.

*“Tobacco Processing”*

*“Gold Mining”*

*Cement Manufacturing”*

*“Tax Administration”*

#### **Q11: Turnover (value of sales)**

Turnover in this context refers to the annual sales volume. Record the actual amount of the total sales/income (turnover), in United States Dollars, of the establishment during the 2011 financial year.

Record all amounts in full; they should be rounded off to the nearest dollar..

Note that for the establishment to give you an accurate figure of their turnover, they will have to make reference to their financial records. This may imply that you will have to make several call-backs to obtain this information. If they say the accounts are not ready, ask for unaudited figures, or the best estimate.

For District Councils and other non-market producers such as churches, NGOs, NPIs, etc, collect their expenditure since non-market output is valued at costs. Their expenditure will be used as a substitute for turnover.

#### **Q12 (a): Number of Employees**

Ask for the total number of employees (including working proprietors) as at 31st December 2012. All those that were on leave should be included. Note that we are not asking for a period of time but a point in time (that particular day, how many employees were in existence).

The total number of employees should be broken down by sex. Record the number of male and female employees in the boxes provided.

#### **Q12 (b) Wages/Salaries**

*Include payments in cash or in kind made to members of staff who resigned or were discharged from work during the calendar year 2012.*

Wages and salaries paid to employees in cash include basic wages & salaries, encashment of leave days or paid holidays, payment for overtime, dearness, compensatory, house-rent and other allowances, regular bonuses such as production bonus, incentive bonus, commissions, etc which are paid more or less regularly for each pay period. The amount of salaries & wages paid during the accounting year should be taken as gross, i.e. before deductions for fines, damages, taxes, provident-fund contributions etc.

13 This question seeks to establish those enterprises that operates a number of establishments and their physical locations.

**Declaration and Contact Details**

Ensure that these are field in.

## APPENDIX 1

### THE GEO-CODE SYSTEM

PROVINCE	DISTRICT		WARD		SECTOR		EA		

#### ❖ *Province*

The first digit (1) defines the province to which an area belongs. Provinces in this case refer to the ten existing provinces. Below is a code list for provinces only:

0 = Bulawayo	5 = Matabeleland North
1 = Manicaland	6 = Matabeleland South
2 = Mashonaland Central	7 = Midlands
3 = Mashonaland East	8 = Masvingo
4 = Mashonaland West	9 = Harare

#### ❖ *District*

The second and third digits (2 & 3) define the Rural and Urban Council Areas within each province. Within each province there is an administrative district serial numbered from 01 continuing alphabetical order until all districts in a province have been assigned codes.

Urban Council Areas are given separate codes in the “district block” of the geo-code system. The serial codes to be given within a province would start from 21 and continue upwards until all such areas have been covered

#### ❖ *Ward*

All wards within a given Rural District/Urban Council are given a serial code starting with 01 and continuing upwards until all wards have been covered.

#### ❖ *Sector*

The sixth digit gives the land use type of area that is covered by the particular EA. The codes are as follows:

1 = Communal Land	6 = Administrative Centres (Districts)
2 = Small Scale Commercial Farming Area	7 = Growth Point
3 = Large Scale Commercial Farming Area	8 = Other Urban areas e.g. mine
4 = Resettlement Area	9 = State land e.g. national park
5 = Urban Council Area	0 = Special Category EA-Army Camp

The seventh digit will be assigned a value of 0.

## APPENDIX 2 QUALITY CONTROL FORM

PROV		DIST		WARD		SECT		E.A.			ENT. NUMBER						EST. NUMBER			

	Tick (✓)
(a) Was the identification section completed correctly?	
(b) Were the business details provided fully?	
(c) Was the operating status and period completed correctly?	
(d) Was the type of economic organization completed?	
(e) Was the institutional sector completed?	
(f) Was the control of establishment completed?	
(g) Was the type of ownership completed?	
(h) Was the main industry completed	
(i) Was the main kind of activity completed?	
(j) Was the section on number of persons engaged completed?	
(k) Was the section on wages/salaries paid during the year completed?	
<b>Comments.....</b>    Name of Enumerator..... Name of Team Leader.....Date..... Name of Supervisor.....Date.....	

## APPENDIX 3: CBR 2011 VISIT RECORD FORM

# VISIT RECORD FORM

PROV		DIST		WARD		SECT		E.A.			ENT. NUMBER					EST. NUMBER			

INTERVIEWER NAME	
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	VISIT 1	VISIT 2	VISIT 3	VISIT 4	VISIT 5	VISIT 6	FINAL CODE
Visit Date: dd/mm							
Questionnaire Result							
Field Notes							

RESULT CODES
<b>Respondent Interview</b>
[1] Questionnaire Dispatched
[2] Questionnaire Dispatched and Completed
[3] Questionnaire Completed
[4] Questionnaire Incomplete
[5] Unoccupied/ Vacant/ Abandoned
[6] No One Available
[7] Company Not Found
[8] Refused
[9] Postponed
[10] Other (Specify)