ETUDE ECONOMIQUE CONSEIL

PRODUCTIVITY & INVESTMENT CLIMATE SURVEY

Residual Questionnaire

Country:	**Botswana (2)**			
Questionnaire ID:	**3**	idquest		
Establishment ID Code:	estid			
Supervisor Call Back	**Yes**		**No**	
	callback			

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PRODUCTIVITY & INVESTMENT CLIMATE SURVEY — A - CONTROL INFORMATION

Establishment	est				
Address	addr	Phone		tel	
City	city	**Region** (see table below)		reg	
Respondant	resp	Interviewer		**Code**:	intcode
		Sample Frame		**Reality**	
Industry code (see table below)				industry	
Size (see table below)		sampsize		screensize	
Stratum (see table below)		sampstrat		screenstrat	
		Yes	**No**	**No, but some shared activities**	
Is the actual stratum the same as the sample stratum?		stratmatch			
				Yes	**No**
Is the establishment part of a larger firm?				multiest	
If **yes**, does your establishment maintain financial information specific to this establishment?				fins	
Supervisor				**Code:**	super

Region	
Gaborone	1
Francistown	2
Region C	3
Region D	4

Industry code		
Manufacturing	Food	1
	Garments	2
	Textiles	3
	Machinery & Equipment	4
	Chemicals	5
	Electronics	6
	Non-metallic minerals	7
	Wood, wood products and furniture	8
	Metal and Metal products	9
	Other Manufacturing	10
Retail	Retail	11
Rest of the Universe	Information Technology	12
	Construction & Transport	13
	Hotels and restaurants	14
	Other	15

Stratum		
Manufacturing	Food	1
	Garment	2
	Other Mfg	3
	Retail	4
	Rest of the universe	5

Size	
Small (5-19 employees)	1
Medium (20-99 employees)	2
Large (100 employees and more)	3

Month(MM)	Day(DD)	Hour	Minutes	AM/PM
startmonth	startday	starthour	startmin	startampm

Note: Questions 1 through 3 apply to your entire firm, including all its establishments

B1)

What is the current **legal status** of your firm? (see table below)	b1

Legal status	
Publicly listed company	1
Private held, limited company	2
Sole proprietorship	3
Partnership	4
Other (specify):	5
b1x	

B2) What percentage of your firm is owned by:

Private domestic individuals, companies or organizations	b2a	%
Private foreign individuals, companies or organizations	b2b	%
Government/State	b2c	%
Other	b2d	%
Total	**100%**	

B3)

What percentage of this firm does the largest shareholder(s) own?	b3a %	
Are any of the principal owners:	**Yes**	**No**
- Female?	b3b1	
- Of African origin?	b3b2	
- Of Indian origin?	b3b3	
- Of Lebanese or Middle Eastern origin?	b3b4	
- Of other Asian origin?	b3b5	
- Of European origin?	b3b6	
- Of other origin?	b3b7	

Note: The following questions only apply to this establishment.

B4)

What is the highest **level of education** of the top manager? (see table below)	b4a
How many years has the top manager worked:	
- In a managerial function in this sector?	b4b years
- For the Government or for Government agencies (including State-Owned Enterprises)	SA_b7a years
In what year did this establishment begin operations in this country?	b4c

Level of education			
1	No education	7	Some university training
2	Started but did not complete primary school	8	Graduate degree (BA, BSc etc.)
3	Primary school	9	Masters of Business Administration (MBA) from university in this country
4	Started but did not complete secondary school	10	Masters of Business Administration (MBA) from university in another country
5	Secondary School	11	Other post graduate degree (Ph.D, Masters) from university in this country
6	Vocational Training	12	Other post graduate degree (Ph.D, Masters) from university in another country

C1) RESERVED FOR MANUFACTURING QUESTIONNAIRE

C2)

In **2005** :	
What percentage of your establishment's sales were:	
- Paid for before delivery	c2a1 %
- Paid for on delivery	c2a2 %
- Paid for after delivery	c2a3 %
Total	**100%**
What percentage of the total payments you received were in the form of non-cash payments through the formal financial sector (checks, direct deposits, or credit cards)?	c2c %
Approximately, what **percentage** of this establishment's total output went to its principal buyer? (see table below)	c2d
Who was the **principal buyer** for this establishment's output? (see table below)	c2e

Percentage	
Less than 5%	1
5% - 10%	2
11% - 25%	3
26% - 50%	4
51% - 99%	5
100%	6

Principal buyer	
Your parent company or affiliated establishments	1
Large private firms (more than 100 workers)	2
Medium private firms (20-100 workers)	3
Small private firms (less than 20 workers)	4
Individuals	5
Government or government agencies (including state-owned enterprises)	6
Others	7

C3) RESERVED FOR MANUFACTURING QUESTIONNAIRE

C4)

In its communications with clients and suppliers, does your establishment currently use:	**Yes**	**No**
- E-mail?	c4a	
- Its own website?	c4b	

C5)

For **2005,** considering this establishment's main sales item :	
What was its local market share?	c5b %
What was its national market share?	c5c %

C6) In **2005**, what percentage of your establishment's sales were:

National sales	c6a %	of which percentage sold to the Government or Government agencies (including State-Owned Enterprises)?	SA_d10a %	
Direct exports	c6b %	In what year did you begin exporting directly?	c6b1	
Indirect exports (see definition)	c6c %	In what year did you begin exporting indirectly?	c6c1	If **Direct exports** = 0%, go to **D1**
Total	**100%**			

Indirect exports
Goods sold domestically to another firm who then exports them.

C7) If you **exported directly** in **2005**,

What percentage of the consignment value of the products shipped was lost while in transit because of breakage or spoilage?	c7c %
What percentage of the consignment value of the products shipped was lost while in transit because of theft?	c7d %
For the main point of exit in 2005:	
- What was the average number of days it took you to clear customs? (see definition below)	c7g1 Days
- What was the longest number of days it took you to clear customs?	c7g2 Days

Days to clear customs
From the time your goods arrived at their point of exit (e.g. port, airport) until the time they cleared customs.

D1) RESERVED FOR MANUFACTURING QUESTIONNAIRE

D2) RESERVED FOR MANUFACTURING QUESTIONNAIRE

D3)

In **2005**, what percentage of total annual purchases of material inputs or services, were:		
- Paid for before delivery?	d3a	%
- Paid for on delivery?	d3b	%
- Paid for after delivery?	d3c	%
Total		**100%**

D4)

Just prior to receiving a delivery of your main sales item, how many days of inventory (days of sales) does your establishment typically have on hand?	d4a	Days
For how many years have you known the primary supplier of the main sales item used in **2005**?	d4b	Years

E1)

E2)

	Yes	No
Does this establishment have an internationally-recognized quality certification (ISO 9000, 9002, 14000 and/or SEI CMM certificate for IT firms, etc.)?	e2b	

F1) a) Do you think that the following present any **obstacle** to the current operations of your establishment? (See table below and show card):

1	Telecommunications	f1a1
2	Electricity	f1a2
3	Transportation	f1a3
4	Access to land	f1a4
5	Tax rates	f1a5
6	Tax administration	f1a6
7	Customs and Trade Regulations	f1a7
8	Functioning of the courts	f1a8
9	Labor Regulations	f1a9
10	Inadequately educated workforce	f1a10
11	Business licensing and Permits	f1a11
12	Access to finance (availability and cost)	f1a12
13	Political instability	f1a13
14	Macroeconomic instability	f1a14
15	Corruption	f1a15
16	Crime, theft and disorder	f1a16
17	Practices of competitors in the informal sector	f1a17

Obstacle	
No Obstacle	1
Minor Obstacle	2
Moderate Obstacle	3
Major Obstacle	4
Very Severe Obstacle	5

b) Among all of the above issues, please indicate which one constitutes:

The most serious obstacle	f1b1
The second most serious obstacle	f1b2
The third most serious obstacle	f1b3

G1)

In **2005**, did your establishment experience:	**Yes**	**No**	**If yes,**			
			How many times in a typical month?	How long did each occurrence last on average?	What were your total losses for the year as a result,	
					as a % of annual sales	or as a total amount
Power outages?	g1a1		g1a2	g1a3 hrs	g1a4 %	g1a5 BWP

G2)

G3)

G4)

G5)

G6)

G7)

G8)

	Yes	**No**
In **2005**, did this establishment pay for security (equipment, personnel, or professional security services)?	g8a	
- If **yes**, how much was spent? (calculated as total annual cost or as a percentage of annual sales)	g8b1 BWP	g8b2 %

G9)

	Yes	**No**
In **2005**, did this establishment experience losses as a result of theft, robbery, vandalism or arson?	g9a	
- If **yes**, what were the estimated losses? (calculated as the total annual value or as a percentage of annual sales)	g9b1 BWP	g9b2 %

H1)

To what extent do you **agree or disagree** with the following characteristics of the court system when resolving business disputes (see definition below)? (See table below)	**Rating**
- Fair, impartial and uncorrupted	h1a
- Quick	h1b
- Affordable	h1c
- Able to enforce its decision	h1d

Business disputes
Matters of payment for goods or services, liability and property right enforcement. Labor disputes are not included.

Agree or disagree	
Strongly disagree	1
Tend to disagree	2
Tend to agree	3
Strongly agree	4

H2)

	Yes	**No**		
In the last 2 years, did your establishment have a payment dispute over payments owed to it in which a third party (such as arbiters, collecting agency or judicial system) was involved?	h2a			If **no**, go to I1
If **yes**, was the court system used to resolve it?	h2b			If **no**, go to I1
	Yes	**No**	**Still in process**	
If **yes,** was a court judgment made?	h2c			If **no** or **still in process**, go to I1
- If **yes**, how many weeks did it take the courts to come to judgment on this dispute (from the day the establishment first took court action until the moment a judgment was made)?		h2d weeks		
	Yes	**No**	**Still in process**	
- Was the decision of the court enforced?	h2e			
If **yes**, how many weeks did the enforcement of the court judgment take?		h2f weeks		

I1)

Over the last 12 months, in a typical week, what percentage of total senior management's time was spent in dealing with requirements imposed by government regulations? (see definition below)	i1a	%
To what extent do you **agree or disagree** with the following statements? (see table below and show card)		
- Government officials' interpretations of the laws and regulations affecting this establishment are consistent and predictable	i1b1	
- It is common for establishments in this line of business to have to pay informal payments/gifts to get things done with regard to customs, taxes, licenses, regulations, etc.	i1b2	
- Establishments in this line of business know in advance about how much this informal payment/gift is to get things done.	i1b3	
We've heard 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 annual value, do establishments like this one pay in informal payments/gifts to public officials for this purpose?	i1c1 %	i1c2 BWP
When establishments like this one do business with the government, what percentage of the contract value would typically be paid in informal payments/gifts to secure the contract?	i1d	%

Agree or disagree	
Strongly disagree	1
Tend to disagree	2
Tend to agree	3
Strongly Agree	4

Senior Management
Managers, directors, and officers above direct supervisors of production/sales workers.

Government regulations
For example : taxes, customs, labor regulations, licensing and registration, including dealings with officials and completing forms

I2)

In the last 2 years, did you request:	**Yes**	**No**	**If yes, how many days did it take to obtain? If still in process, write "SIP"**	**If yes, was a gift or informal payment ever expected/requested?**	
				Yes	**No**
A mainline telephone connection	i2a1		i2a2 Days	i2a3	
An electrical connection	i2b1		i2b2 Days	i2b3	
A construction-related permit	i2d1		i2d2 Days	i2d3	
An import license	i2e1		i2e2 Days	i2e3	
An operating license	i2f1		i2f2 Days	i2f3	

I3)

	Yes	**No**
Over the last 12 months, was this establishment visited by, inspected by, or required to meet with tax officials?	i3a	
- If **yes**, how many times?	i3b	
	Yes	**No**
- In any of these visits, inspections or meetings, was a gift or informal payment expected/requested?	i3c	

I4)

What percentage of total annual sales would you estimate a typical establishment in your sector of activity reports for tax purposes?	i4	%

Please refer to the following definitions for this section

Definitions	
Skilled production workers :	Persons involved directly in the production process or at a supervisor level and whom management considers to be skilled
Unskilled production workers :	Persons involved in production processes but whom management considers to be unskilled.
Non production workers :	Management, professional, support, administrative, sale employees and others
Temporary/seasonal workforce	All paid short-term (i.e. for less than a fiscal year) employees that work 8 or more hours per day with no guarantee of renewal of employment contract)
Permanent workforce	All paid employees that work 8 or more hours per day and that are contracted for a term of one or more fiscal years and/or have a guaranteed renewal of their employment contract.
Part-time workers	All paid workers that work less than 8 hours per day

J1)

How many full-time employees did this establishment employ when it started operations?	j1

J2)

Please describe the **full-time permanent workforce** of your establishment:	**Total**
Total number of employees at the end of **2005**	j2a
Total number of employees at the end of **2002**	j2c
In **2005**, what percentage of the total payments that your establishment made to your employees were in the form of non-cash payments through the formal financial sector (ex. checks, direct deposits, or credit card)?	j2e %

J3)

Please describe the **full-time seasonal/temporary workforce** of your establishment in **2005**	
Total number of seasonal/temporary employees :	j3a
- Percentage of which are female:	j3b %
Average length of employment (months)	j3c Months

J4)

At the end of **2005**, how many **part-time** workers did you employ?	j4a

J5)

What percentage of the total workforce would you estimate the typical establishment in your line of business declares for tax purposes?	j5 %

J6)

How did this establishment find its most recent employee? (see table below and show card)	j6a				
What percentage of your workforce is currently unionized?	j6b %				
	Yes, to hire	**Yes, to fire**	**Yes, to both**	**No**	
In 2005, did labor regulations affect your decisions about hiring or firing permanent employees in a significant way?	j6c				If **no** go to J7
If **yes**, if you had not had to comply with labor regulations, would you have:	**Yes**	**No**			
– Hired workers?	j6d				
If **yes**, how many?	j6e				
– Fired workers?	j6f				
If **yes**, how many?	j6g				

New employees			
1	Through family/friends	4	Public announcement/advertisement
2	Public placement office	5	School-related network
3	Private placement office	6	Other (Specify)
			j6ax

J7)

J8)

J9)

In **2005**, did your establishment undertake any of the following activities to prevent HIV/AIDS among employees?	**Yes**	**No**
- HIV prevention messages	j9a	
- Free condom distribution	j9b	
- Anonymous HIV testing	j9c	

J10)

In the past 24 months, has your workforce been affected in any of the following ways:	**Yes**	**No**
- High absenteeism among workers due to sickness	j10a	
- High absenteeism among workers who need to care for family members or friends due to sickness	j10b	
- High absenteeism among workers due to HIV/AIDS	j10c	
- High absenteeism among workers who need to care for family members or friends due to HIV/AIDS	j10d	

K1)

	Yes	No
In **2005**, did this establishment have its annual financial statements checked and certified by an external auditor?	k1a	
Does this establishment currently have a checking and/or saving account?	k1b	
Of the land occupied by this establishment, what percentage does it :		
- Own	k1c1 %	
- Lease	k1c2 %	
- Other (specify): k1c3x	k1c3 %	

K2)

	Yes	No
Does your establishment have an overdraft facility?	k2a	
- If **yes**, what is the average annual interest rate?	k2b %	

K3)

For **2005**, please estimate the proportion of financing from the sources below for :	**Working capital (Current assets)**	**Did you purchase Fixed assets in 2005?**		
		Yes	**No**	If **No**, go to **K4**
		k3a		
		Purchases of fixed assets		
Internal funds/Retained earnings	k3a1 %	k3a2 %		
Borrowed from private commercial banks	k3b1 %	k3b2 %		
Borrowed from state-owned banks and/or government agency	k3c1 %	k3c2 %		
Borrowed from non-bank financial institutions	k3d1 %	k3d2 %		
Purchases on credit from suppliers and advances from customers	k3e1 %	k3e2 %		
Borrowed from family/friends	k3f1 %	k3f2 %		
Borrowed from informal sources (e.g., moneylenders)	k3g1 %	k3g2 %		
Issued new equity (shares)		k3h2 %		
Issued new debt (including commercial paper and debentures)		k3i2 %		
Other (Specify): k3j1x k3j2x	k3j1 %	k3j2 %		
Total	**100%**	**100%**		

Current assets
Inventory, accounts receivable and cash accounts

Fixed assets
Machinery, vehicles, equipment, land, or buildings

K4)

	Yes	No	
Does your establishment currently have a line of credit or loan from a financial institution?	k4a		If **No**, go to K5
If **yes**, for the most recent line of credit or loan which is still current:	**Line of credit**	**Loan**	
- Is it a line of credit or a loan?	k4b		
- What year was it approved?	k4c		
- What was the amount at the time of approval?	k4d BWP		
- What is the average annual interest rate?	k4e %		
- What is the total duration (term) in months?	k4f Months		
- What is the name of the financial institution that granted the line of credit or the loan?	k4g		
- What **type of financial institution** granted the line of credit or the loan? (see table below)	k4h		
	Yes	**No**	
Did your financial institution require collateral?	k4i		If **No**, go to K5
If **yes**, which of the following assets were required as collateral:	**Yes**	**No**	
- Land, buildings	k4j1		
- Machinery and equipment including movables	k4j2		
- Accounts receivable and inventories	k4j3		
- Personal assets of owner (house, etc.)	k4j4		
- Other (Specify): k4j5x	k4j5		
- If **yes**, what was the approximate value of the collateral required as a percentage of the amount of the loan or line of credit?	k4k %		Go to K5

Type of financial institution	
Private commercial banks	1
State-owned banks and/or government agency	2
Non-bank financial institutions (microfinance institution, credit cooperative, credit union, finance company)	3
Other	4

K5)

	Yes	No	
In **2005**, did this establishment apply for loans or lines of credit?	k5a		If **No**, go to K6
- If **yes**, how many applications were submitted?	k5b		
- How many of those applications were rejected?	k5c		If **0**, go to L1
- What was the most common **reason** given by the lender for those rejections? (see table and show card)	k5d		Go to L1

Reason cited by lender	
Collateral or cosigners unacceptable	1
Insufficient profitability	2
Problems with credit history/report	3
Incompleteness of loan application	4
Concerns about level of debt already incurred	5
Other objections	6

K6)

If your establishment did not apply for a line of credit or a loan, what was the **main reason**? (see table below and show card)	k6

Main reason	
No need for a loan - establishment has sufficient capital	1
Application procedures for loans or line of credit are complex	2
Interest rates are not favorable	3
Collateral requirements for loans or line of credit are unattainable	4
Size of loan and maturity are insufficient	5
Did not think it would be approved	6
Other	7

L1)

	2005 (BWP)	2002 (BWP)
What were the total sales of your establishment in:	l1b	l1c

L2)

Please provide the following information on your establishment's costs:	2005 (BWP)
- Total cost of labor, including wages, salaries and bonuses and social payments	l2b
- Total cost of rental of land/buildings, equipment, furniture	l2d

L3)

Please provide the following information on your establishment's costs:	2005 (BWP)
- Electricity	l3a
- Communications services	l3e

L4)

In **2005**, how much did your establishment spend on purchases of:	2005 (BWP)
- Machinery, vehicles and equipment (new and/or used)	l4a
- Land and buildings	l4b

COMPLETE THE FOLLOWING QUESTIONS AFTER THE INTERVIEW HAS BEEN COMPLETED

Month(MM)	Day(DD)	Hour	Minutes	AM/PM
endmonth	endday	endhour	endmin	endampm

I perceive the answers to questions regarding **opinions and perceptions** to be (see table below):	m1			
The answers to questions regarding **figures** (productivity and employment numbers) (see table below):	m2			
This **questionnaire** was completed in (see table below):	m3a			
- If **2** or **3**, estimate the duration of the whole interview	m3b1	h	m3b2	min

Opinions and Perceptions	
Truthful (reflect real opinions)	1
Somewhat truthful	2
Not truthful	3

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

Questionnaire	
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

Interviewer comments:

comments