

THE WORLD BANK
Enterprise Survey Bulgaria
Core Plus Services Module (2007)

A. CONTROL INFORMATION [TO BE COMPLETED BEFORE INTERVIEW]

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

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

| | |
|---------------|------------------------|
| A.2 a2 | Sampling Region |
| Sofia | 1 |
| Plovdiv | 2 |
| Varna | 3 |
| Burgas | 4 |

| |
|---------------------------------|
| A.3 City/town/village a3 |
| 1. |
| 2. |
| 3. |

| |
|----------------------------------|
| A.3 City/town/village a3x |
| |

| A.4 Industry | | Sampling sector a4a | Screener sector a4b |
|---------------------|-------------------------------|----------------------------|----------------------------|
| Manufacturing | Food | 15 | 15 |
| | Textiles | 17 | 17 |
| | Garments | 18 | 18 |
| | Chemicals | 24 | 24 |
| | Plastics & rubber | 25 | 25 |
| | Non metallic mineral products | 26 | 26 |
| | Basic metals | 27 | 27 |
| | Fabricate metal products | 28 | 28 |
| | Machinery and equipment | 29 | 29 |
| | Electronics (31 or 32) | 31 | 31 |
| | Other manufacturing | 2 | 2 |
| Services | Wholesale | 51 | 51 |
| | Retail | 52 | 52 |
| | IT | 72 | 72 |
| | Hotels and restaurants | 55 | 55 |
| | Other services | 50 | 50 |
| Other | Construction | 45 | 45 |
| | Transport (60-64) | 60 | 60 |

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

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

| | | |
|------------------------------|--------------------------|--------------------------|
| A.6 Size | Sampling size a6a | Screener Size a6b |
| 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.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 |

| | | |
|---|--|----|
| A.9 Establishment financial statements prepared separately of HQ statements | | a9 |
| Yes | | 1 |
| No | | 2 |
| Does not apply | | -7 |

| | | |
|---|--|------------|
| A.10 Establishment financial statements prepared separately of other establishments of same firm | | a10 |
| Yes | | 1 |
| No | | 2 |
| Does not apply | | -7 |

| | |
|--|-----------|
| A.11 If HQ, financial statements independent of the rest of establishments a11 | |
| Yes | 1 |
| No | 2 |
| Does not apply | -7 |

| |
|----------------------------------|
| A.12 Interviewer code a12 |
| |

| |
|---------------------------------|
| A.13 Supervisor code a13 |
| |

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

| Date (mm/dd) | Hour | Minutes | AM/PM |
|--------------|------|---------|-------|
| | | | |

a14

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING.

The goal of this survey is to gather information and opinions about the investment climate in Bulgaria. Ultimately, the information gathered here will help the World Bank to develop new policies and programs for Bulgaria 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

INTERVIEWER: READ THE FOLLOWING SENTENCE ONLY IF THE ESTABLISHMENT IS PART OF LARGER FIRM.

We begin by asking four questions that apply to the firm, not the establishment.

| | |
|------------|---|
| B.0 | Was this firm interviewed for the EBRD/World Bank survey in the year 2005? b0 |
|------------|---|

| | |
|------------|----|
| Yes | 1 |
| No | 2 |
| Don't know | -9 |

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

| | | |
|--|---|------------|
| a. Publicly listed company | 1 | b1 |
| b. Private held, limited liability company | 2 | |
| c. Sole proprietorship | 3 | b1x |
| d. Partnership | 4 | |
| e. Limited partnership | 5 | |
| f. Other (SPECIFY) _____ | 6 | |

| | | |
|------------|--|---------------------------------|
| B.2 | What percent of this firm is owned by each of the following: | INTERVIEWER: SHOW CARD 2 |
|------------|--|---------------------------------|

| | Percent |
|---|--------------|
| a. Private domestic individuals, companies or organizations | b2a % |
| b. Private foreign individuals, companies or organizations | b2b % |
| c. Government/State | b2c % |
| d. Other | b2d % |
| | 100% |

**INTERVIEWER: CHECK THAT TOTAL SUMS TO 100%
IF 100% IN b2c, STOP THE INTERVIEW**

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

| | Percent |
|----------------------------------|-------------|
| Percent held by largest owner(s) | b3 % |

| | |
|------------|-------------------------------|
| B.4 | Are any of the owners female? |
|------------|-------------------------------|

| | |
|------------|----|
| Yes | 1 |
| No | 2 |
| Don't know | -9 |

b4

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

I want to proceed by asking you about the establishment

| | |
|------------|---|
| B.5 | In what year did this establishment begin operations in this country? |
|------------|---|

| | |
|-------------------------------------|-------------|
| | Year |
| Year establishment began operations | 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 (include respondent when appropriate) |
|------------|--|

| | |
|---------------------------------|---------------|
| | Number |
| Full-time employees at start-up | b6 |

| | |
|-------------|--|
| B.6a | Was this establishment formally registered when it began operations in this country? |
|-------------|--|

| | |
|------------|----|
| Yes | 1 |
| No | 2 |
| Don't know | -9 |

GO TO QUESTION B.7

GO TO QUESTION B.7

b6a

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

| | |
|--|-------------|
| | Year |
| Year establishment formally registered | b6b |

INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR.

IF RESPONDENT DOES NOT KNOW, WRITE -9

IF ESTABLISHMENT HAS NEVER REGISTERED, WRITE -7.

| | |
|------------|--|
| B.7 | How many years of experience working in this service industry does the top manager have? |
|------------|--|

| | |
|--------------------------------|--------------|
| | Years |
| Manager's experience in sector | b7 |

INTERVIEWER: IF RESPONDENT SAID LESS THAN ONE YEAR, WRITE 1

| | |
|------------|---|
| B.8 | Does this establishment have an internationally-recognized quality certification? |
|------------|---|

INTERVIEWER: If there is need for clarification, some examples are: ISO 9000, 9002 or 14000

| | | |
|-------------------|-----------|--------------------|
| Yes | 1 | GO TO BG.C3 |
| No | 2 | |
| Still in process | -6 | GO TO BG.C3 |
| Don't know | -9 | |
| | | b8 |

| | |
|--------------|---|
| BGB.8 | b. <i>Would you</i> please indicate which one(s)? |
|--------------|---|

| | | |
|----------|---------------------------------|-------------------------------------|
| 1. ISO | | 1.Yes 2. No BGb8b1 |
| 2. Other | (please specify BGb8bx) | 1.Yes 2. No BGb8b2 |

C. INFRASTRUCTURE AND SERVICES

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

Now, we turn to the establishment's operations in fiscal year 2006.

The questions that follow assess how infrastructure and infrastructure services affect this establishment

BG.C3

a. In fiscal year 2006 what was the transport mode that this establishment used most frequently to ship its main input? **(SINGLE ANSWER)** **(SHOW CARD 3)**

| | | |
|-------------------------------------|----|--------------------------|
| a. Land transport other than rail | 1 | |
| b. Rail | 2 | |
| c. Air transport | 3 | |
| d. Maritime transport | 4 | |
| e. Combination of some of the above | 5 | |
| f. Does not apply | -7 | GO TO QUESTION C3 |
| g. Does not know | -9 | GO TO QUESTION C3 |
| | | BGc3a |

b. How would you rate the overall quality of the transport mode that this establishment used **the most** in fiscal year 2006 to ship its main input on a 1-5 scale, where 1 is very poor and 5 is very good?
(SHOW CARD 4)

BGc3b

| Quality | |
|------------|---|
| Very poor | 1 |
| Poor | 2 |
| Acceptable | 3 |
| Good | 4 |
| Very good | 5 |

C.3

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

| | | |
|-------------------|-----------|---------------------------|
| Yes | 1 | |
| No | 2 | |
| Don't know | -9 | GO TO QUESTION C.6 |
| | | GO TO QUESTION C.6 |
| | | c3 |

C.4

In reference to the application for an electrical connection, approximately what was the wait, in days, experienced to obtain that connection from the day this establishment applied for it to the day it received the service?

| Days | |
|--------------------------------|-----------|
| Wait for electrical connection | c4 |

**INTERVIEWER: IF THE RESPONDENT SAID LESS THAN ONE DAY, WRITE 1
IF STILL IN PROCESS, WRITE -6,
IF APPLICATION DENIED WRITE -5.**

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

| | |
|------------|----|
| Yes | 1 |
| No | 2 |
| Don't know | -9 |
| REF | -8 |

c5

| | |
|------------|---|
| C.6 | Over fiscal year 2006, did this establishment experience power outages? |
|------------|---|

| | |
|------------|----|
| Yes | 1 |
| No | 2 |
| Don't know | -9 |

GO TO QUESTION C.12

GO TO QUESTION C.12

c6

| | |
|------------|--|
| C.7 | In a typical month, over fiscal year 2006, how many power outages did this establishment experience? |
|------------|--|

| | Incidents per month |
|---------------------------------|---------------------|
| Average number of power outages | c7 |

IF 0, GO TO QUESTION C.12

| | |
|------------|---|
| C.8 | How long did the average power outage last? |
|------------|---|

| | Hours |
|----------------------------------|-----------|
| Average duration of power outage | c8 |

INTERVIEWER: IF THE RESPONDENT SAID LESS THAN ONE HOUR, WRITE 1

| | |
|------------|--|
| C.9 | For fiscal year 2006, please estimate the losses as percent of annual sales that resulted because of power outages or estimate total annual losses as a result of power outages? |
|------------|--|

| | Percent |
|--|--------------|
| Loss as percent of total annual sales due to power outages | c9a % |

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

| | LCUs |
|--|------------|
| Total annual losses due to power outages | c9b |

INTERVIEWER: IF THE RESPONDENT SAID NONE, WRITE 0

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

| | |
|------------|----|
| Yes | 1 |
| No | 2 |
| Don't know | -9 |

GO TO QUESTION C.19

GO TO QUESTION C.19

c12

| | |
|-------------|--|
| C.13 | In reference to the application for a water connection, approximately what was the wait, in days, experienced to obtain that connection from the day this establishment applied for it to the day it received the service? |
|-------------|--|

| | Days |
|---------------------------|------------|
| Wait for water connection | c13 |

INTERVIEWER: IF RESPONDENT SAID LESS THAN ONE DAY, WRITE 1

**IF STILL IN PROCESS, WRITE -6
IF APPLICATION DENIED, WRITE -5**

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

| | |
|------------|----|
| Yes | 1 |
| No | 2 |
| Don't know | -9 |
| REF | -8 |

c14

| | |
|-------------|---|
| C.19 | Over the last two years, did this establishment submit an application to obtain a telephone connection? |
|-------------|---|

| | |
|------------|----|
| Yes | 1 |
| No | 2 |
| Don't know | -9 |

**GO TO QUESTION C.22
GO TO QUESTION C.22**

c19

| | |
|-------------|--|
| C.20 | In reference to the application for a telephone connection, approximately what was the wait, in days, experienced to obtain that connection from the day this establishment applied for it to the day it received the service? |
|-------------|--|

| | |
|-------------------------------|-------------|
| | Days |
| Wait for telephone connection | c20 |

**INTERVIEWER: IF THE RESPONDENT SAID LESS THAN ONE DAY, WRITE 1
IF STILL IN PROCESS WRITE -6,
IF APPLICATION DENIED WRITE -5.**

| | |
|-------------|---|
| C.21 | In reference to that application for a telephone connection, was an informal gift or payment expected or requested? |
|-------------|---|

| | |
|------------|----|
| Yes | 1 |
| No | 2 |
| Don't know | -9 |
| REF | -8 |

c21

| | |
|-------------|--|
| C.22 | Now turning to the current situation. Thinking about the present time, does this establishment use any of the following in its communications with clients or suppliers? |
|-------------|--|

| | | Yes | No | Don't know |
|--------------------|-------------|-----|----|------------|
| a. E-mail | c22a | 1 | 2 | -9 |
| b. Its own website | c22b | 1 | 2 | -9 |

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

| | |
|------------|----|
| Yes | 1 |
| No | 2 |
| Don't know | -9 |

**GO TO QUESTION C.30
GO TO QUESTION C.30**

c23

| | |
|-------------|--|
| C.24 | Is this establishment's Internet connection used to: |
|-------------|--|

| | | Yes | No | Don't know | NA |
|---|---------------|-----|----|------------|----|
| a. Communicate with clients or suppliers | c24a | 1 | 2 | -9 | -7 |
| b. Order purchases for this establishment | c24b | 1 | 2 | -9 | -7 |
| c. Deliver services to this establishment's clients | c24c | 1 | 2 | -9 | -7 |
| d. Do research and develop ideas on new products and services | c24d | 1 | 2 | -9 | -7 |
| e. Interact with banks | BGc24e | 1 | 2 | -9 | -7 |

| | |
|-------------|---|
| C.25 | Over fiscal year 2006 , did this establishment experience unavailability of Internet connection? |
|-------------|---|

| | |
|------------|----|
| Yes | 1 |
| No | 2 |
| Don't know | -9 |

GO TO QUESTION C.28
GO TO QUESTION C.28

c25

| | |
|-------------|---|
| C.26 | In a typical month, over fiscal year 2006 , how many times has this establishment experienced unavailability of Internet connection? |
|-------------|---|

| | Incidents per month |
|---|---------------------|
| Number of times Internet connection unavailable | c26 |

IF 0, GO TO QUESTION C.28

| | |
|-------------|---|
| C.27 | In a typical month, over fiscal year 2006 , on average how long did the unavailability of an Internet connection last? |
|-------------|---|

| | |
|---|----------------|
| | Minutes |
| Average duration of unavailable Internet connection | c27 |

INTERVIEWER: IF THE RESPONDENT SAID LESS THAN 1 MINUTE, WRITE 1

| | |
|-------------|--|
| C.28 | Do concerns about the security of Internet connections or authentication of parties in a transaction affect the volume and/or nature of purchases that this establishment makes over the Internet? |
|-------------|--|

| | |
|-------------------|------------|
| Yes | 1 |
| No | 2 |
| NA | -7 |
| Don't know | -9 |
| | c28 |

| | |
|----------------|---|
| BGC.24f | Does this establishment use the Internet in its interactions with the Government? |
|----------------|---|

| | | |
|-------------------|-----------|---|
| Yes | 1 | GO TO QUESTION c.30 GO TO QUESTION c.30 BGc24f |
| No | 2 | |
| Don't know | -9 | |

Have you used Internet for any of the following interactions with the Government?

| | Yes | No | Don't know | |
|--|-----|----|-------------------|----------------|
| a. To carry out administrative procedures (licensing, permits, etc.) | 1 | 2 | -9 | BGc24f1 |
| b. To bid on procurement projects | 1 | 2 | -9 | BGc24f2 |
| c. To obtain information about the government in general | 1 | 2 | -9 | BGc24f3 |

| | |
|-------------|---|
| C.30 | Do you think that any of the following items is No Obstacle, a Minor Obstacle, a Moderate Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment? (SHOW CARD 5) |
|-------------|---|

| | No obstacle | Minor obstacle | Moderate obstacle | Major obstacle | Very Severe Obstacle | Don't Know | Does Not Apply |
|--|-------------|----------------|-------------------|----------------|----------------------|-------------------|-----------------------|
| a. Electricity c30a | 0 | 1 | 2 | 3 | 4 | -9 | -7 |
| b. Telecommunications c30b | 0 | 1 | 2 | 3 | 4 | -9 | -7 |
| c. Transportation of goods, supplies, and inputs d30a | 0 | 1 | 2 | 3 | 4 | -9 | -7 |

D. SALES AND SUPPLIES

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

The next topic to be covered is how and where this establishment makes its sales and how and from where this establishment obtains its supplies.

D.1 In fiscal year **2006**, what was this establishment's main product/service represented by the largest proportion of annual sales? Provide its description, ISIC code (**SHOW CARD 6**), and percent of total annual sales for each one.

| | Description | Code | % of total sales |
|----------|--------------|-------------|------------------|
| a. First | d1a1x | d1a2 | d1a3 |

D.2 In fiscal year **2006**, what were this establishment's total annual sales?

| | LCUs |
|--|-----------|
| Last complete fiscal year's total annual sales | d2 |

D.3 In fiscal year **2006**, what percent of this establishment's sales were: (**SHOW CARD 7**)

INTERVIEWER: THESE MUST BE ASKED IN THE ORDER THEY APPEAR ON THE TABLE

| | Percent | |
|--|--------------|------------------------------------|
| a. National sales | d3a % | IF 100, GO TO QUESTION D.17 |
| b. Indirect exports [sold domestically to third party that exports them] | d3b % | IF 100, GO TO QUESTION D.8 |
| c. Direct exports | d3c % | IF 0, GO TO QUESTION D.8 |
| | 100% | |

INTERVIEWER: CHECK THAT TOTAL SUMS TO 100%

D.4 In fiscal year **2006**, when this establishment exported goods directly, what was the average number of days that it took from the time this establishment's goods arrived to their main point of exit [e.g., port, airport] until the time these goods cleared customs?

D.5 And what was the longest number of days?

| | Days |
|---|-----------|
| Average number of days to clear customs | d4 |
| Longest number of days to clear customs | d5 |

INTERVIEWER: IF THE RESPONDENT SAID LESS THAN ONE DAY, WRITE 1

D.6 In fiscal year **2006**, what percent of the consignment value of the products exported directly was lost while in transit because of theft?

| | as % of consignment value |
|---------------------|---------------------------|
| Losses due to theft | d6 % |

INTERVIEWER: IF THE RESPONDENT SAID NO LOSSES, WRITE 0

| | |
|------------|---|
| D.7 | In fiscal year 2006 , what percent of the consignment value of the products exported directly was lost while in transit because of breakage or spoilage? |
|------------|---|

| | |
|------------------------------------|----------------------------------|
| | as % of consignment value |
| Losses due to breakage or spoilage | d7 % |

INTERVIEWER: IF THE RESPONDENT SAID NO LOSSES, WRITE 0

| | |
|------------|--|
| D.8 | In what year did this establishment first export directly or indirectly? |
|------------|--|

| | |
|---|-------------|
| | Year |
| When began exporting directly or indirectly | d8 |

INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR

| | |
|-------------|---|
| D.17 | Now thinking about your current experience, at the time this establishment receives delivery of its main sales item , on average how many days of inventory [days of sales] does this establishment have on hand? |
|-------------|---|

| | |
|---|-------------|
| | Days |
| Days of inventory of main sales item | d17 |

INTERVIEWER: IF RESPONDENT REQUIRES CLARIFICATION, DEFINE AS STOCK ON HAND

| | |
|-------------|--|
| D.30 | Do you think that customs and trade regulations are No Obstacle, a Minor Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment? |
| | (SHOW CARD 8) |

| | No Obstacle | Minor Obstacle | Moderate obstacle | Major obstacle | Very Severe Obstacle | Don't Know | Does Not Apply |
|--|----------------|-------------------|----------------------|-------------------|----------------------------|-----------------------|-------------------------------|
| Customs and trade regulations d30b | 0 | 1 | 2 | 3 | 4 | -9 | -7 |

E. DEGREE OF COMPETITION AND INNOVATION

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

Now we turn to the topic of competition and innovation.

| | |
|--------------|--|
| BGE.1 | For fiscal year 2006 , for the main market in which this establishment sold its main product\service, how many competitors did this establishment's main product/service line face? |
|--------------|--|

| | Code |
|-------------|------|
| None | 1 |
| One | 2 |
| 2-5 | 3 |
| More than 5 | 5 |
| Don't know | -9 |

BGe1

| | |
|---------------|---|
| BGE.2a | For fiscal year 2006 , for the main market in which this establishment sold its main product\line of service, would you please rate the level of competition faced by the establishment in a 1 to 3 scale, where 1 is low and 3 is high? |
|---------------|---|

| | Code |
|------------|------|
| Low | 1 |
| Medium | 2 |
| High | 3 |
| Don't know | -9 |

BGe2a

| | |
|---------------|--|
| BGE.2b | For fiscal year 2006 , the main competitors for the main product\line of service of this establishment were: |
|---------------|--|

| | Code |
|---------------------------|------|
| National | 1 |
| Foreign | 2 |
| Both national and foreign | 3 |
| Don't know | -9 |

BGe2b

| | |
|-------------|---|
| E.12 | In fiscal year 2006 , has this establishment reduced prices of its main product/service in response to price reductions by its domestic competitors? |
|-------------|---|

| | |
|----------------|----|
| Yes | 1 |
| No | 2 |
| Don't know | -9 |
| Does not apply | -7 |

e12

| | |
|-------------|--|
| E.13 | In fiscal year 2006 , has this establishment reduced prices of its main product\line of service in response to price reductions by its foreign competitors? |
|-------------|--|

| | |
|-----------------------|-----------|
| Yes | 1 |
| No | 2 |
| Don't know | -9 |
| Does not apply | -7 |

e13

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

| | |
|-------------------|-----------|
| Yes | 1 |
| No | 2 |
| Don't know | -9 |

e11

| | |
|--------------|--|
| BGE.3 | For fiscal year 2006 , what percentage of sales went to this establishment's most important client? |
|--------------|--|

| | |
|--|----------------|
| | Percent |
| | BGe3 |

| | |
|-------------|---|
| E.14 | In fiscal year 2006 , has this establishment introduced new lines of products\services or modified existing lines of products\services in response to pressures from domestic competitors? |
|-------------|---|

| | |
|-----------------------|-----------|
| Yes | 1 |
| No | 2 |
| Don't know | -9 |
| Does not apply | -7 |

e14

| | |
|-------------|--|
| E.15 | In fiscal year 2006 , has this establishment introduced new lines of products or modified existing lines of products in response to pressures from foreign competitors? |
|-------------|--|

| | |
|-----------------------|-----------|
| Yes | 1 |
| No | 2 |
| Don't know | -9 |
| Does not apply | -7 |

e15

| | |
|--------------|---|
| BGE.7 | During the last three years, did this establishment undertake any of the following initiatives? |
|--------------|---|

| | Undertaken | | | |
|--|------------|----|-----------|--------------|
| | Yes | No | DK | |
| a. Introduce any new or significantly improved product lines | 1 | 2 | -9 | BGe7e |
| b. Introduce any new or significantly improved process, including methods of supplying services and ways of delivering products? | 1 | 2 | -9 | BGe7f |

| | | | | |
|--|---|---|----|--------------|
| c. Agreed a new joint venture with foreign partner | 1 | 2 | -9 | BGe7c |
|--|---|---|----|--------------|

| | |
|--------------|---|
| BG.E9 | a. Has this establishment acquired new technology over the last two years that substantially changed the way its main inputs or supplies are acquired or its main products/services sold? |
|--------------|---|

| | |
|----------------------------|-----------|
| Yes | 1 |
| No | 2 |
| Don't know | -9 |
| GO TO QUESTION E.30 | |
| GO TO QUESTION E.30 | |
| BGe9 | |

| | |
|---------------------------------|---|
| E.30 | Please tell me if you think that the practices of competitors in the informal sector are No Obstacle, a Minor Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment. |
| INTERVIEWER: SHOW CARD 9 | |

| | No obstacle | Minor obstacle | Moderate obstacle | Major obstacle | Very Severe Obstacle | Do Not Know | Does Not Apply |
|--|-------------|----------------|-------------------|----------------|----------------------|--------------------|-----------------------|
| Practices of competitors in the informal sector e30 | 0 | 1 | 2 | 3 | 4 | -9 | -7 |

G. LAND

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

We change topics to questions about land issues.

G.1 Of the land occupied by this establishment, what percent is: **(SHOW CARD 10)**

| | Percent |
|---------------------------------|--------------|
| a. Owned by this establishment | g1a % |
| b. Leased by this establishment | g1b % |
| | 100% |

**INTERVIEWER: CHECK THAT TOTAL SUMS TO 100%
UNLESS RESPONDENT DOES NOT KNOW, IF IT IS A FLOOR IN A BUILDING, WRITE -7**

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 | -9 | GO TO QUESTION G.5 |
| | | g2 |

G.3 In reference to the application for a construction-related permit, approximately what was the wait, in days, experienced to obtain that permit from the day this establishment applied for it to the day it was granted?

| | Days |
|--|-----------|
| Wait for a construction-related permit | g3 |

**INTERVIEWER: IF THE RESPONDENT SAID LESS THAN ONE DAY, WRITE 1
IF STILL IN PROCESS, WRITE -6,
IF APPLICATION DENIED WRITE -5.**

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 | -9 |
| REF | -8 |
| | g4 |

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

Area

g5a

**INTERVIEWER: IF RESPONDENT DOES NOT KNOW, WRITE -9
SPECIFY UNITS**

| | |
|------------------------------------|------------|
| Square Feet | 1 |
| Square Yards | 2 |
| Square Meters | 3 |
| Other (SPECIFY) g5bx | 4 |
| | g5b |

| | |
|------------|--|
| G.6 | Of the buildings occupied by this establishment, what percent is owned and what percent is rented or leased? |
|------------|--|

| | Percent |
|---------------------------------|--------------|
| a. Owned by this establishment | g6a % |
| b. Leased by this establishment | g6b % |
| | 100% |

INTERVIEWER: CHECK THAT TOTAL SUMS TO 100%

| | |
|------------|---|
| G.7 | In the last three years, has this establishment acquired or attempted to acquire additional land or buildings to expand operations? |
|------------|---|

| | | |
|-------------------|-----------|--|
| Yes | 1 | GO TO QUESTION G.30 GO TO QUESTION G.30 |
| No | 2 | |
| Don't know | -9 | |
| | g7 | |

| | |
|------------|--|
| G.8 | In the last three years, has this establishment been unsuccessful in acquiring land or new premises? |
|------------|--|

| | | |
|-------------------|-----------|--|
| Yes | 1 | |
| No | 2 | |
| Don't know | -9 | |
| | g8 | |

| | |
|-------------|--|
| G.30 | Do you think that any of the following items is No Obstacle, a Minor Obstacle, a Moderate Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment? (SHOW CARD 11) |
|-------------|--|

| | | No obstacle | Minor obstacle | Moderate obstacle | Major obstacle | Very Severe Obstacle | Do Not Know | Does Not Apply |
|------------------------|-------------|-------------|----------------|-------------------|----------------|----------------------|--------------------|-----------------------|
| a. Access to land | g30a | 0 | 1 | 2 | 3 | 4 | -9 | -7 |
| b. Zoning restrictions | g30b | 0 | 1 | 2 | 3 | 4 | -9 | -7 |

I. CRIME

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

We now turn to questions on crime and how crime affects the operations of this establishment.

| | |
|------------|--|
| I.1 | In fiscal year 2006 , did this establishment pay for security, for example equipment, personnel, or professional security services? |
|------------|--|

| | |
|------------|----|
| Yes | 1 |
| No | 2 |
| Don't know | -9 |

GO TO QUESTION I.3

GO TO QUESTION I.3

i1

| | |
|------------|---|
| I.2 | In fiscal year 2006 , what percent of its total annual sales is paid for security, or what is the total annual cost of security? |
|------------|---|

| | Percent |
|--|--------------|
| Percent of total annual sales for security | i2a % |

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

| | LCUs |
|-------------------------------|------------|
| Total annual cost of security | i2b |

| | |
|------------|---|
| I.3 | In fiscal year 2006 , has this establishment experienced losses as a result of theft, robbery, vandalism or arson? |
|------------|---|

| | |
|------------|----|
| Yes | 1 |
| No | 2 |
| Don't know | -9 |

GO TO QUESTION I.30

GO TO QUESTION I.30

i3

| | |
|------------|--|
| I.4 | For fiscal year 2006 , what are the estimated losses as a result of theft, robbery, vandalism or arson that occurred on establishment's premises calculated as a percent of annual sales or the total annual value of the losses? |
|------------|--|

| | Percent |
|--|--------------|
| Losses from theft as percent of total annual sales | i4a % |

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

| | LCUs |
|---|------------|
| Total value of annual losses from theft | i4b |

| | |
|-------------|--|
| I.30 | Please tell me if you think that crime, theft and disorder is No Obstacle, a Minor Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment. (SHOW CARD 12) |
|-------------|--|

| | No obstacle | Minor obstacle | Moderate obstacle | Major obstacle | Very Severe Obstacle | Do Not Know | Does Not Apply |
|---|-------------|----------------|-------------------|----------------|----------------------|-------------|----------------|
| Street crime, theft and disorder i30 | 0 | 1 | 2 | 3 | 4 | -9 | -7 |

J. BUSINESS-GOVERNMENT RELATIONS

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

The following questions assess how establishments, such as this one, deal with government officials, their agencies, and the rules and regulations these agencies are designed to implement and enforce and the court system.

| | |
|------------|---|
| J.1 | <p>I am going to read some statements that describe the courts and the way government officials interpret laws and regulations that affect this establishment's business. For each statement, please tell me if you Strongly disagree, Tend to disagree, Tend to agree, or Strongly agree.</p> <p>[READ EACH DESCRIPTION] Do you Strongly disagree, Tend to disagree, Tend to agree, or Strongly agree?</p> <p style="text-align: right;">INTERVIEWER: SHOW CARD 13</p> |
|------------|---|

| | Strongly disagree | Tend to disagree | Tend to agree | Strongly agree | Don't know |
|---|-------------------|------------------|---------------|----------------|------------|
| "The court system is fair, impartial and uncorrupted" h7a | 1 | 2 | 3 | 4 | -9 |
| "Government officials' interpretations of the laws and regulations affecting this establishment are consistent and predictable." j1a | 1 | 2 | 3 | 4 | -9 |

| | |
|------------|---|
| J.2 | <p>In a typical week over the last 12 months, what percentage of total senior management's time was spent in dealing with requirements imposed by government regulations?</p> <p>[By senior management I mean managers, directors, and officers above direct supervisors of production/sales workers. Some examples of government regulations are taxes, customs, labor regulations, licensing and registration, including dealings with officials and completing forms]</p> |
|------------|---|

| | Percent |
|--|-------------|
| Senior management's time spent in dealing with regulations | j2 % |

INTERVIEWER: IF THE RESPONDENT SAID NO TIME WAS SPENT, WRITE 0

| | |
|------------|--|
| J.3 | Over the last 12 months, was this establishment visited and or inspected by tax officials? |
|------------|--|

| | | |
|------------|----|--|
| Yes | 1 | GO TO QUESTION J.6 GO TO QUESTION J.6 |
| No | 2 | |
| Don't know | -9 | |

j3

| | |
|------------|---|
| J.4 | Over the last 12 months, How many times was this establishment either inspected by tax officials or required to meet with them? |
|------------|---|

| | Number |
|---|-----------|
| Times inspected or met with tax officials | j4 |

| | |
|--------------|--|
| BGJ.4 | Over the last 12 months, how many different tax officials required to meet with them? |
|--------------|--|

| | Number |
|--|-------------|
| Number of different tax officials met | BGj4 |

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

| | | |
|------------|----|---------------------|
| Yes | 1 | |
| No | 2 | GO TO QUESTION J6.A |
| Don't know | -9 | GO TO QUESTION J6.A |
| REF | -8 | GO TO QUESTION J6.A |
| | | j5 |

| | |
|--------------|--|
| BGJ.5 | What was the amount of informal payment expected as a total from all meetings over the last 12 months? |
|--------------|--|

| | |
|---|------|
| | Leva |
| Total of informal payments from all meetings over 12 months | |
| Don't know | -9 |
| Refuse to respond | -8 |
| BGj5 | |

| | |
|-------------|--|
| J.6a | Over the last 12 months, has this establishment secured a government contract or attempted to secure a contract with the government? |
|-------------|--|

| | | |
|------------|----|--------------------|
| Yes | 1 | |
| No | 2 | GO TO QUESTION J.7 |
| Don't know | -9 | GO TO QUESTION J.7 |
| | | j6a |

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

| | |
|--|---------|
| | Percent |
| Percent of the contract value paid as informal payments or gifts | j6 % |

**INTERVIEWER: IF RESPONDENT SAID NO PAYMENTS/GIFTS ARE PAID, WRITE 0
IF RESPONDENT REFUSES TO RESPOND, WRITE -8**

| | |
|------------|--|
| 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 percent 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 |
| Percent of total annual sales paid as informal payment | j7a % |

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

| | |
|-------------------------------|------|
| | LCUs |
| Total annual informal payment | j7b |

INTERVIEWER: IF RESPONDENT SAID NO PAYMENTS/GIFTS ARE PAID, WRITE 0

IF RESPONDENT REFUSES TO RESPOND, WRITE -8

| | |
|--------------|--|
| BGJ.8 | It is said that many business establishments face difficulties when fully complying with taxes and regulations, what percent of total annual revenue would you estimate the typical firm in this establishment's line of business reports for tax purposes? |
|--------------|--|

| | |
|--|----------------|
| | Percent |
| Percent of total annual revenue reported | BGj8 |

INTERVIEWER: IF THE RESPONDENT REFUSES TO RESPOND, WRITE -8

| | |
|--------------|---|
| BGJ.9 | It is said that many business establishments face difficulties when fully complying with labor regulations, what percent of total workforce would you estimate the typical firm in this establishment's line of business reports for tax purposes? |
|--------------|---|

| | |
|-------------------------------------|----------------|
| | Percent |
| Percent of total workforce reported | BGj9 |

| | |
|-------------|--|
| 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 | -9 |

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

j10

| | |
|-------------|---|
| J.11 | In reference to the application for an import license, approximately what was the wait, in days, experienced to obtain that license from the day this establishment applied for it to the day it was granted? |
|-------------|---|

| | |
|-------------------------|-------------|
| | Days |
| Wait for import license | j11 |

**INTERVIEWER: IF THE RESPONDENT SAID LESS THAN ONE DAY, WRITE 1
IF STILL IN PROCESS, WRITE -6,
IF APPLICATION DENIED, WRITE-5.**

| | |
|-------------|--|
| 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 | -9 |
| REF | -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 | -9 |

**GO TO QUESTION BGJ.19
GO TO QUESTION BGJ.19**

j13

| | |
|-------------|--|
| J.14 | In reference to the application for an operating license, approximately what was the wait, in days, experienced to obtain that license from the day this establishment applied for it to the day it was granted? |
|-------------|--|

| | |
|----------------------------|-------------|
| | Days |
| Wait for operating license | j14 |

**INTERVIEWER: IF THE RESPONDENT SAID LESS THAN ONE DAY, WRITE 1
IF STILL IN PROCESS, WRITE -6,
IF APPLICATION DENIED, WRITE-5.**

| | |
|-------------|---|
| 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 | -9 |
| REF | -8 |

j15

| | |
|---------------|---|
| BGJ.19 | Over the last two years, did this establishment submit an application for a health certification? |
|---------------|---|

| | |
|-------------------|-----------|
| Yes | 1 |
| No | 2 |
| Don't know | -9 |

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

BGj19

| | |
|---------------|---|
| BGJ.20 | In reference to the application for a health certification, approximately what was the wait, in days, experienced to obtain that health certification from the day this establishment applied for it to the day it was granted? |
|---------------|---|

| | |
|-------------------------------|--------------|
| | Days |
| Wait for health certification | BGj20 |

| | |
|-------------|---|
| J.30 | <p>As I list some of many factors that can affect the current operations of a business, please look at this card and tell me if you think that each factor is No Obstacle, a Minor Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment.</p> <p style="text-align: center;">INTERVIEWER: SHOW CARD 14</p> <p>Is/Are [READ EACH CATEGORY] No Obstacle, a Minor Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment?</p> |
|-------------|---|

INTERVIEWER: ROTATE OPTIONS

| | | No obstacle | Minor obstacle | Moderate obstacle | Major obstacle | Very Severe Obstacle | Do Not Know | Does Not Apply |
|--------------------------------------|-------------|----------------|-------------------|----------------------|-------------------|----------------------------|-------------------|----------------------|
| a. Tax rates | j30a | 0 | 1 | 2 | 3 | 4 | -9 | -7 |
| b. Tax administration | j30b | 0 | 1 | 2 | 3 | 4 | -9 | -7 |
| c. Business licensing and permits | j30c | 0 | 1 | 2 | 3 | 4 | -9 | -7 |
| e. Political instability | j30e | 0 | 1 | 2 | 3 | 4 | -9 | -7 |
| f. Corruption | j30f | 0 | 1 | 2 | 3 | 4 | -9 | -7 |
| g. Courts | h30 | 0 | 1 | 2 | 3 | 4 | -9 | -7 |
| g. Regulation on hours of operation | j30g | 0 | 1 | 2 | 3 | 4 | -9 | -7 |
| h. Regulations on pricing & mark-ups | j30h | 0 | 1 | 2 | 3 | 4 | -9 | -7 |

K. FINANCE

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

I would like to ask you a few questions about how you finance the operations of this establishment.

| | |
|------------|--|
| K.1 | In fiscal year 2006 , what percent, as a proportion of the value of total annual purchases of material inputs or services, were: SHOW CARD 15 |
|------------|--|

| | Percent |
|----------------------------------|--------------|
| a. Paid for before the delivery? | k1a % |
| b. Paid for on delivery? | k1b % |
| c. Paid for after delivery? | k1c % |
| | 100 % |

INTERVIEWER: CHECK THAT TOTAL SUMS TO 100%

| | |
|------------|---|
| K.2 | In fiscal year 2006 , what percent of this establishment's total annual sales of its goods or services were: SHOW CARD 16 |
|------------|---|

| | Percent |
|----------------------------------|--------------|
| a. Paid for before the delivery? | k2a % |
| b. Paid for on delivery? | k2b % |
| c. Paid for after delivery? | k2c % |
| | 100% |

INTERVIEWER: CHECK THAT TOTAL SUMS TO 100%

| | |
|------------|---|
| K.3 | Over fiscal year 2006 , please estimate the proportion of this establishment's working capital that was financed from each of the following sources? INTERVIEWER: SHOW CARD 17 |
|------------|---|

| | Percent Sources of Working Capital |
|---|------------------------------------|
| a. Internal funds/Retained earnings | k3a % |
| b. Borrowed from banks (private or state owned) | k3bc % |
| e. Borrowed from non-bank financial institutions | k3e % |
| f. Purchases on credit from suppliers and advances from customers | k3f % |
| h. Other (moneylenders, relatives, friends etc) | k3hd % |
| | 100% |

INTERVIEWER: CHECK THAT TOTAL SUMS TO 100%

| | |
|------------|---|
| K.4 | In fiscal year 2006 , did this establishment purchase fixed assets, such as machinery, vehicles, equipment, land, buildings, improvements to leaseholds or owned properties? |
|------------|---|

| | |
|-------------------|-----------|
| Yes | 1 |
| No | 2 |
| Don't know | -9 |

GO TO QUESTION K.6

GO TO QUESTION K.6

k4

| | |
|------------|---|
| N.5 | In fiscal year 2006 , how much did this establishment spend on purchases of: |
|------------|---|

| | LCUs |
|--|------------|
| a. Machinery, vehicles and equipment (new and/or used) | n5a |
| b. Land and buildings | n5b |
| c. Information technology (computers, telecommunications, software) | n5c |

| | |
|------------|--|
| K.5 | Over fiscal year 2006 , please estimate the proportion of this establishment's purchase of fixed assets that was financed from each of the following sources? INTERVIEWER: SHOW CARD 18 |
|------------|--|

| | Percent Sources of Investment |
|---|-------------------------------|
| a. Internal funds/Retained earnings | k5a % |
| i. Owners' contributions or issued new equity shares | k5i % |
| j. Issued new debt (including commercial paper and debentures) | k5j % |
| b. Borrowed from banks (private or state owned) | k5bc % |
| e. Borrowed from non-bank financial institutions | k5e % |
| f. Purchases on credit from suppliers and advances from customers | k5f % |
| h. Other (moneylenders, relatives, friends etc) | k5hd % |
| | 100% |

INTERVIEWER: CHECK THAT TOTAL SUMS TO 100%

| | |
|------------|---|
| K.6 | Now let's talk about the establishment's current position. At this time, does this establishment have a checking and/or saving account? |
|------------|---|

| | |
|-------------------|-----------|
| Yes | 1 |
| No | 2 |
| Don't know | -9 |

k6

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

| | |
|-------------------|-----------|
| Yes | 1 |
| No | 2 |
| Don't know | -9 |

k7

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

| | |
|-------------------|-----------|
| Yes | 1 |
| No | 2 |
| Don't know | -9 |

GO TO QUESTION K.16

GO TO QUESTION K.16

k8

| | |
|------------|--|
| K.9 | Referring to this line of credit or loan what type of financial institution granted this loan? INTERVIEWER: SHOW CARD 19 |
|------------|--|

| | |
|---|----------|
| Private commercial banks | 1 |
| State-owned banks and/or government agency | 2 |
| Non-bank financial institutions which include microfinance institutions, credit cooperatives, credit unions, or finance companies | 3 |
| Other | 4 |

k9

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

| | |
|---|-------------|
| | Year |
| Year most recent loan/line of credit approved | k10 |

INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR

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

| | |
|--|-------------|
| | LCUs |
| Size of most recent loan/line of credit approved | k11 |

INTERVIEWER: IF RESPONDENT REFUSES TO RESPOND, WRITE -8

| | |
|-------------|---|
| K.12 | Referring only to this most recent line of credit or loan, how much time, in months, was this establishment granted to pay off the loan or line of credit when it was received? |
|-------------|---|

| | |
|--|---------------|
| | Months |
| Months to pay off most recent loan loan/line of credit | k12 |

INTERVIEWER: IF NO TIME TO PAY OFF WAS SPECIFIED, WRITE -5.

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

| | |
|-------------------|-----------|
| Yes | 1 |
| No | 2 |
| Don't know | -9 |

GO TO QUESTION K.16
GO TO QUESTION K.16

k13

| | |
|-------------|--|
| K.14 | Referring only to this most recent line of credit or loan, what type of collateral was required? INTERVIEWER: SHOW CARD 20 |
|-------------|--|

| Collateral | | Yes | No |
|--|-------------|------------|-----------|
| a. Land, buildings | k14a | 1 | 2 |
| b. Machinery and equipment including movables | k14b | 1 | 2 |
| c. Accounts receivable and inventories | k14c | 1 | 2 |
| d. Personal assets of owner (house etc.) | k14d | 1 | 2 |
| e. Collateral not included in categories above | k14e | 1 | 2 |

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

| | Percent |
|---|--------------|
| Value of collateral as percent of loan/line of credit value | k15 % |

| | |
|-------------|---|
| K.16 | Going back to the past, in fiscal year 2006 , did this establishment apply for new loans or new lines of credit? |
|-------------|---|

| | | |
|-------------------|-----------|----------------------------|
| Yes | 1 | GO TO QUESTION K.18 |
| No | 2 | |
| Don't know | -9 | |
| | | k16 |

| | |
|-------------|---|
| K.17 | What was the main reason why this establishment did not apply for line of credit or loan in fiscal year 2006 ? INTERVIEWER: SHOW CARD 21 |
|-------------|---|

| | | |
|--|---|----------------------------|
| No need for a loan – establishment has sufficient capital | 1 | GO TO QUESTION K.21 |
| 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 or maturity are insufficient | 5 | |
| Did not think it would be approved | 6 | |
| Other | 7 | |
| | | k17 |

| | |
|-------------|--|
| K.18 | In fiscal year 2006 , how many times did this establishment apply for loans or lines of credit? |
|-------------|--|

| | Number | IF 0 OR DOES NOT KNOW, GO TO QUESTION K.21 |
|-----------------------------|------------|---|
| Loan applications submitted | k18 | |

| | |
|-------------|--|
| K.19 | How many of those loan or line of credit applications were rejected? |
|-------------|--|

| | Number |
|----------------------------|------------|
| Loan applications rejected | k19 |

| | |
|-------------|---|
| K.21 | In fiscal year 2006 , did this establishment have its annual financial statement checked and certified by an external auditor? |
|-------------|---|

| | | |
|-------------------|-----------|------------|
| Yes | 1 | |
| No | 2 | |
| Don't know | -9 | |
| | | k21 |

| | |
|-------------|---|
| K.30 | Is access to financing , which includes availability and cost [interest rates, fees and collateral requirements] , No Obstacle, a Minor Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment? (SHOW CARD 22) |
|-------------|---|

| | | No obstacle | Minor obstacle | Moderate obstacle | Major obstacle | Very Severe Obstacle | Do Not Know | Does Not Apply |
|---------------------|------------|----------------|-------------------|----------------------|-------------------|----------------------------|----------------------------|-------------------------------|
| Access to financing | k30 | 0 | 1 | 2 | 3 | 4 | -9 | -7 |

L. LABOR

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

Now I would like to ask you a few questions about this establishment's employees.

L.1 At the end of fiscal year **2006**, how many permanent, full-time employees did this establishment employ?

INTERVIEWER: Permanent 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 (8 or more hours per day).

| | Number |
|--|-----------|
| Permanent, full-time employees end of last fiscal year | 11 |

BGL.2 Two fiscal years ago, in the year **2005**, how many permanent, full-time employees did this establishment employ?

| | Number |
|--|-------------|
| Permanent, full-time employees two complete fiscal years ago | BGL2 |

L.2 Three fiscal years ago, in the year **2004**, how many permanent, full-time employees did this establishment employ?

| | Number |
|---|-----------|
| Permanent, full-time employees three fiscal years ago | 12 |

INTERVIEWER: IF ESTABLISHMENT WAS NOT IN BUSINESS THREE YEARS AGO, WRITE -7

L.6 How many full-time seasonal or temporary employees did this establishment employ in fiscal year **2006**?

INTERVIEWER: Temporary/seasonal are defined as all paid short-term (i.e. for less than a fiscal year) employees with no guarantee of renewal of contract employment contract and that work 8 or more hours per day.

| | Number |
|--|-----------|
| Full-time seasonal/temporary employees last complete fiscal year | 16 |

**IF 0, GO TO QUESTION
BGL.8**

L.8 What was the average length of employment of all full-time temporary or seasonal employees in fiscal year **2006**?

| | Months |
|---|-----------|
| Average length full-time seasonal/temporary employment last fiscal year | L8 |

BGL.8 At the end of fiscal year **2006**, how many part-time employees were employed by the firm?

INTERVIEWER: Part time workers are defined as all paid employees that work less than 8 hours per day

Number

| | |
|------------------------|-------------|
| a. Part-time employees | BG18 |
|------------------------|-------------|

| | |
|--------------|--|
| BGL.9 | For what percent of this establishment's staff is English required to perform their tasks? |
|--------------|--|

| | Percent |
|--|-------------|
| Percent of staff for which English is required | BG19 |

| | |
|---------------|--|
| BGL.10 | Please rank the importance of these skills for your establishment. (SHOW CARD 23) |
|---------------|--|

| | 1=Not important at all 2=Moderately unimportant 3=Moderately Important 4=Extremely important |
|---|---|
| Basic computer skills. | BG110a |
| Good working knowledge of standard office software | BG110b |
| Facility with industry specific software | BG110c |
| Knowledge of hardware and maintenance, | BG110d |
| Advanced knowledge of programming and application or system architecture, | BG110e |

| | |
|---------------|---|
| BGL.14 | How did this establishment find the most recent new employee that it hired? |
|---------------|---|

| | |
|-----------------------------------|--------------|
| Through family/friends | 1 |
| Private placement office | 2 |
| Public placement office | 3 |
| Public announcement/advertisement | 4 |
| School-related network | 5 |
| Other | 6 |
| | BG114 |

| | |
|-------------|---|
| L.30 | <p>Are labor regulations No Obstacle, a Minor Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment?</p> <p>Is an inadequately educated workforce No Obstacle, a Minor Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment?</p> <p>INTERVIEWER: SHOW CARD 24</p> |
|-------------|---|

| | No obstacle | Minor obstacle | Moderate obstacle | Major obstacle | Very Severe Obstacle | Do Not Know | Does Not Apply |
|---|-------------|----------------|-------------------|----------------|----------------------|-------------|----------------|
| Labor regulations 130a | 0 | 1 | 2 | 3 | 4 | -9 | -7 |
| Inadequately educated workforce 130b | 0 | 1 | 2 | 3 | 4 | -9 | -7 |

M. INVESTMENT CLIMATE CONSTRAINTS TO THE ESTABLISHMENT

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 investment climate that affects your operations.

| | |
|------------|---|
| M.1 | You have indicated that several obstacles affect the operation and growth of this establishment. Here is a card with the obstacles I just listed [HAND RESPONDENT CARD 25 LISTING ALL FACTORS] . Please tell me the three that you think are currently the biggest problem, beginning with the worst of all three. |
|------------|---|

| OBSTACLES |
|--|
| 1-Access to finance (availability and cost) |
| 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-Transportation of goods, supplies, and inputs |

| Rank | |
|------------------------------|------------|
| Most serious obstacle | m1a |
| Second most serious obstacle | m1b |
| Third most serious obstacle | m1c |

N. PERFORMANCE

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

The purpose of the following questions is to allow us to estimate the performance of establishments like this one. Estimates are made at the aggregate level so the information you provide below will be compiled with the information from other establishments. It is important that this information be as accurate as possible.

Please provide the following information from the financial statements of this establishment.

N.2 For fiscal year **2006**, please provide the following information about this establishment: **(SHOW CARD 27)**

| | Values in Leva |
|---|----------------|
| | 2006 |
| a. Total annual cost of labor (including wages, salaries, bonuses, social payments) | n2a |
| b. Total annual costs of electricity | n2b |
| c. Total annual costs of communications services | n2c |
| d. Total annual cost of rental of land/buildings, equipment, furniture | n2d |
| i. Total annual cost of finished goods and materials purchased to resell | n2i |

BGN.3 In fiscal year **2005**, two fiscal year's ago, what was total annual sales for this establishment?

| | Leva |
|----------------------------|-------------|
| Total annual sales in 2005 | BGn3 |

INTERVIEWER: IF ESTABLISHMENT WAS NOT IN BUSINESS TWO YEARS AGO, WRITE -7

N.3 In fiscal year **2004**, three fiscal year's ago, what was total annual sales for this establishment?

| | LCUs |
|------------------------------------|-----------|
| Total annual sales three years ago | n3 |

INTERVIEWER: IF ESTABLISHMENT WAS NOT IN BUSINESS THREE YEARS AGO, WRITE -7

THE SURVEY ENDS HERE

THANK YOU VERY MUCH FOR YOUR COOPERATION.

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

| | | | |
|--------------|------|---------|-------|
| Date (mm/dd) | Hour | Minutes | AM/PM |
| | | | |

a15

INTERVIEWERS PLEASE ANSWER AT END OF THE INTERVIEW:

| | | |
|-------------|--|------------|
| A.16 | It is my perception that the questions regarding opinions and perceptions: | |
| | Truthful | 1 |
| | Somewhat truthful | 2 |
| | Not truthful | 3 |
| | | a16 |

| | | |
|-------------|--|------------|
| A.17 | The questions regarding figures (productivity and employment numbers): | |
| | Are taken directly from establishment records | 1 |
| | Are estimates computed with some precision | 2 |
| | Are arbitrary and unreliable numbers | 3 |
| | | a17 |

INTERVIEWER'S 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 |

STOP HERE

| | |
|----------------|---|
| Several visits | 3 |
|----------------|---|

a18

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

| Hour | Minutes |
|------|---------|
| | |

a19