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<p><b>THE WORLD BANK MICRO-ENTERPRISE SURVEY</b> <i>Democratic Republic of Congo 2024</i></p>
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**FIELDWORK SUPERVISORS AND MANAGEMENT ARE RESPONSIBLE FOR THE ACCURACY OF THIS SECTION.**

**INFORMATION ACQUIRED PRIOR TO SCREENING:**

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

QUESTIONNAIRE NUMBER **id**

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

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Screener Information	
Screener sector	<b>a4b</b>
Module	<b>a0</b>
Screener region	<b>a3a</b>
Name of City/town/village	<b>a3x</b>
Screener size	<b>a6c</b>
Language	<b>a1a</b>

**CAPI QUESTIONS BEGIN HERE**

**A. CONTROL INFORMATION TO BE COMPLETED AT THE TIME OF THE INTERVIEW**

**INFORMATION AUTOMATICALLY GENERATED**

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

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

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

**A.12 Interviewer code** **a12** **A.1A Language** **a1a**

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**A.3x Name of City/town/village**

<b>a3x</b>
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**INTERVIEWER**

**UPDATE IF  
INCORRECT**

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

The goal of this survey is to gather information and opinions about the business environment in **Democratic Republic of Congo**. The information gathered here will help to develop new policies and programs that enhance employment and economic growth. The information and opinions you provide will be anonymized. Neither your name nor the name of your business will be used in any document based on this survey.

**A. CONTROL INFORMATION**

<b>M_R.1</b>	Does this establishment keep written business records of its costs and sales?
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Yes	1	
No	2	<i>SKIP TO B.1</i>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<i>SKIP TO B.1</i>
		<b>mr1</b>

<b>A.20</b>	On which calendar date did the last completed fiscal year end?
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<b>Year</b>	<b>Month</b>	<b>Day</b>
<b>a20y</b>	<b>a20m</b>	<b>a20d</b>

<b>Reference period</b>	<b>IF r4=1, REFERENCE PERIOD IS THE FISCAL YEAR IN A20; IF R4=2 OR -9, REFERENCE PERIOD IS THE LAST TWELVEVE MONTHS.</b>
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**B. GENERAL INFORMATION**

<b>B.1</b>	What is this firm's current legal status? <b>SHOW CARD 1</b>
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Shareholding company with shares traded in the stock market	1
Shareholding company with non-traded shares or shares traded privately	2
Sole proprietorship	3
Partnership	4
Limited partnership	5
<b>OTHER (SPONTANEOUS-SPECIFY) ___ b1x ___</b>	6
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**GO TO B.3a**

**b1**

**INTERVIEWER: PLEASE NOTE WHEN b1 IS 3 (SOLE PROPRIETORSHIP), ENTER 100% FOR QUESTION b3.**

<b>B.3</b>	What percentage of this firm does the largest owner or owners own?
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	Percent
Percentage held by largest owner or owners	<b>b3</b> %
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

<b>B.3a</b>	Is the largest owner also the Top Manager?
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Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**b3a**

<b>B.4</b>	Amongst the owners of the firm, are there any females?
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Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**GO TO M\_B.1**

**GO TO M\_B.1**

**b4**

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

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

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

**M\_B.1** Is this establishment part of a firm that has multiple locations?

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

**mb1**

**READ ONLY IF M\_B.1 = 1 (YES)**

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

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

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

**INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR**

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

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

**TERMINATE**

**INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR**

**DRCB.1** Currently, is this business or activity a member of or part of any organized association such as a market association, a professional association, Rotating Savings and Credit association (ROSCA), or industry association?

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

<b>DRCb1</b>
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<b>DRCB.2</b>	What is the main benefit that this business or activity gains from being a member of his association? <b>INTERVIEWER: READ OUT</b>
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Receive training	1
Information on markets for the products/services, or inputs or supplies	2
Better access to financing or loans	3
The association negotiates better with national and local government authorities	4
Other	5
<b>DON'T KNOW (SPONTANEOUS)</b>	-9

<b>DRCb2</b>
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<b>M_B.3</b>	Did the main owner start this business or activity?
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Yes	1	<b>GO TO M_B.5</b>
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	-9	

<b>mb3</b>
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<b>M_B.4</b>	How did the main owner acquire ownership of this business or activity? <b>INTERVIEWER: READ OUT</b>
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Purchased an existing business	1	<b>GO TO M_B.6</b>
Joined an existing family business	2	<b>GO TO M_B.6</b>
Joined an existing non-family business	3	<b>GO TO M_B.6</b>
<b>OTHER (SPONTANEOUS)</b>	4	<b>GO TO M_B.6</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	-9	<b>GO TO M_B.6</b>

<b>mb4</b>
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<b>M_B.5</b>	What was the main reasons for <b>starting</b> business? <b>SHOW CARD 2</b>
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The opportunity to start and develop a profitable business	1
To have a secondary source of income	2
Convenience of location and/or hours	3
Unable to find another source of income	4
Other reasons (specify <b>mb5x</b> )	5

NOT APPLICABLE (OWNER JOINED THE ACTIVITY)	-7
DON'T KNOW (SPONTANEOUS)	-9

**mb5**

<b>M_B.6</b>	What was the main source of funding used to start/acquire this business or activity: <b>SHOW CARD 3</b>
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Own funds	1
Moneylenders	2
Microfinance institutions	3
Banks	4
Friends or relatives	5
Other sources	6
NOT APPLICABLE (OWNER JOINED THE ACTIVITY)	-7
DON'T KNOW (SPONTANEOUS)	-9

**mb6**

<b>M_B.7</b>	What was the main owner's occupation prior to this business or activity? <b>SHOW CARD 4</b>
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Employed in the same type of business or activity	1
Employed in a different type of business or activity	2
Self-employed in a different type of business or activity	3
Self-employed in the same type of business or activity	4
Unemployed	5
Other (e.g., housewife, student, etc.)	6
DON'T KNOW (SPONTANEOUS)	-9

**mb7**

<b>M_B.8</b>	For how many years has the main owner lived in this city?
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	Number of Years
Number of years	<b>mb8</b>
ENTIRE LIFE	-5
DON'T KNOW (SPONTANEOUS)	-9

<b>M_B.12</b>	What is main owner's highest level of completed education? <b>INTERVIEWER - READ OUT</b> <b>TO BE TAILORED FOR EACH COUNTRY FOLLOWING THE LOCAL EDUCATIONAL SYSTEM</b>
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No school	1
Incomplete primary	2
Complete primary	3
Incomplete secondary (grades before university)	4
Complete secondary (grades before university)	5
Complete vocational training (post-secondary, pre-tertiary)	6
Incomplete tertiary	7
Complete tertiary	8
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**mb12**

<b>DRCB.3</b>	What is highest level of completed education of the <b>largest owner's's</b> parents? [Answer option to b tailored to DRC] <b>INTERVIEWER: READ OUT</b>
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No schooling	1
Incomplete primary school	2
Incomplete lower secondary school (intermediate baccalaureate)	3
Incomplete upper secondary school (secondary school certificate)	4
Complete upper secondary school (secondary school certificate)	5
Incomplete tertiary school (university bachelors or technical diploma)	6
Complete tertiary school (university bachelors or technical diploma)	7
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**DRCb3**

<b>DRCB.4</b>	Did either of the <b>largest owner's</b> parents own a business, or do they currently own a business?
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Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**DRCb4**

<b>M_B.9</b>	How many people live in main owner's household other than the main owner?
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	<b>Number</b>
Number of household members	<b>mb9</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

<b>M_B.10</b>	Does the main owner currently have a job with a wage? <b>INTERVIEWER: INCLUDE EMPLOYMENT IN EITHER THE PRIVATE OR PUBLIC SECTOR</b>
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Yes	1	<b>GO TO B.7</b>
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	

<b>mb10</b>
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<b>M_B.11</b>	If offered a full-time employment with a regular monthly wage that is comparable to the current monthly earning from this business or activity, would the main owner be willing to leave the current business or activity and take the full-time employment with a regular wage?
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Yes	1	<b>mb11</b>
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	

<b>B.7</b>	How many years of experience working in this sector does the Top Manager have?
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	<b>Years</b>
Manager's experience in sector	<b>b7</b>
<b>LESS THAN ONE YEAR</b>	<b>1</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

<b>B.7a</b>	Is the Top Manager female?
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Yes	1	<b>b7a</b>
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	

## C. INFRASTRUCTURE AND SERVICES

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

Now, we turn to the establishment's operations

<b>DRC.C</b> <b>1</b>	Is this establishment connected to the electricity grid?
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Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**DRCc1a**ASK if **DRCc1a ==1**

<b>DRC.C</b> <b>2</b>	How did this establishment obtain its electricity connection?  <b>READ OUT</b>
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Through an application to S NEL (Société Nationale d'Éle ctricité)	1
Through an arrangement with a neighbor or another establishmen	2
Other	3
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**DRCc2**

<b>DRC.C</b> <b>3</b>	How does this establishment pay for electricity from the grid?  <b>READ OUT</b>
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Direct billing from SNEL	1
Prepaid electricity meter	2
Cost-sharing agreement with neighbor or another establishmen	3
No payment for electricity	4
Included in the rent	5
Other	6
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**DRCc3**

**C.3** Over the last two years, did this establishment apply to obtain an electrical connection?

Yes	1	
No	2	<b>GO TO C.6</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>GO TO C.6</b>
		<b>c3</b>

**C.4** Approximately how many days did it take to obtain it from the day of the application to the day the service was received?

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

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

Yes	1	
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	
<b>REFUSAL (SPONTANEOUS)</b>	<b>-8</b>	
		<b>c5</b>

**DRC.C**  
**4** What was the **main** reason why this establishment did not obtain for electricity connection through SNEL? **READ OUT**

High cost of official connection	1	
Getting electricity takes too long	2	
Corruption within the utility service	3	
Electrical grid is not available in the area	4	
Other	5	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	
		<b>DRCc4</b>

**C.6** Over **[Insert reference period]**, did this establishment experience power outages? (outages that do not affect production are not included)

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Yes	1	
No	2	<i>GO TO C.10</i>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<i>GO TO C.10</i>
		<b>c6</b>

**C.7** In a typical month, how many power outages did this establishment experience?

	Number	
Number of power outages in a typical month	<b>c7</b>	<i>IF 0, GO TO C.9</i>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<i>GO TO C.9</i>

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

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

**C.9** Please estimate the losses that resulted from power outages either as a percentage of total annual sales or as total annual losses.

	Percent	OR	LCU	<b>DON'T KNOW (SPONTANEOUS)</b>
Annual losses due to power outages	<b>c9a %</b>		<b>c9b</b>	<b>-9</b>

**C.10** Over the course of **[Insert reference period]**, did this establishment own or share a generator?

Yes	1	
No	2	<i>GO TO C.12</i>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<i>GO TO C.12</i>
		<b>c10</b>

**DRC.C 5** What is the main source of electricity for this establishment?  
**READ OUT**

Grid from SNEL (Société Nationale d'Électricité)	1
Private generator	2
Solar power	3
Other renewable sources (e.g., wind)	4
No regular source of electricity	5
Coal or wood fuels (wood, charcoal, others)	6
Other	7
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**DRCc5**

**C.11** What percentage of this establishment's electricity came from those generators?

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

**DRC.C 6** Is this establishment connected to the public water utility from Régie de Distribution d'Eau (REGIDESO)?

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

**DRCc6**

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

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

**GO TO C.15**

**GO TO C.15**

**c12**

**C.13** Approximately how many days did it take to obtain it from the day of the application to the day the service was received?

One day or less	1
Application denied	-5
Still in process	-6
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**c13**

<b>C.14</b>	In reference to that application, was an informal gift or payment expected or requested?
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Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>REFUSAL (SPONTANENOUS)</b>	<b>-8</b>

**c14**

<b>C.15</b>	Over <b>[Insert reference period]</b> , did this establishment experience insufficient water supply for production?
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Yes	1
No	2
The establishment does not use water for production	<b>-7</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**c15**

<b>DRC.C</b> <b>7</b>	What is the main source of water for this establishment?  READ OUT
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Public water supply (REGIDESO)	1
Private boreholes and wells	2
Rivers and lakes	3
Water delivery services	4
Rain water harvesting	5
Other	6
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**DRCc7**

<b>DRC.C</b> <b>8</b>	How does this establishment primarily manage its waste?  READ OUT
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Collected by the municipal waster management service	1
Collected by a private waste management company	2
Disposed of independently (e.g., own landfill, burning, burying)	3
Recycled or repurposed internally	4
Disposed of in nearby public areas (e.g., streets, rivers, empty plots)	5

Other	6
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**DRCc8**

**M\_C.44** Over the course of **[Insert reference period]**, did this establishment share the following resources?

	Yes	No	<b>DON'T KNOW (SPONTANEOUS)</b>
Equipment/tools <b>mc44b</b>	1	2	<b>-9</b>
Machineries <b>mc44c</b>	1	2	<b>-9</b>

**M\_C.43** At the present time, for business purposes, does this establishment use:

	Yes	No	<b>DON'T KNOW (SPONTANEOUS)</b>
Internet <b>mc43a</b>	1	2	<b>-9</b>
Social Media or website for business purposes <b>mc43c</b>	1	2	<b>-9</b>
Platforms to sell online <b>mc43d</b>	1	2	<b>-9</b>
Platforms to buy online <b>mc43e</b>	1	2	<b>-9</b>

**IF NO, GO TO QUESTION C.30**

**C.30** Using the response options on the card; To what degree is **each of the following** an obstacle to the current operations of this establishment?  
**SHOW CARD 5**

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



**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.**

<b>D.1a1</b>	In <b>[Insert reference period]</b> , what was this establishment's main activity and product, that is, the activity and product that represented the largest proportion of annual sales? <b>INTERVIEWER: PLEASE RECORD THE DESCRIPTION OF THE ACTIVITY AND PRODUCT IN DETAIL, FOR EXAMPLE, "LEATHER SHOE MANUFACTURING' NOT JUST SHOE MANUFACTURING".</b>
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	<b>d1a1a</b>	<b>DETAILED DESCRIPTION OF MAIN ACTIVITY AND PRODUCT</b>
Manufacturing	1	<b>d1a1x</b>
Retail trade	2	
Wholesale trade	3	
Construction	4	
Hotel or restaurant	5	
Provide services	6	

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

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

<b>D.2</b>	In <b>[Insert reference period]</b> , what were this establishment's total annual sales for <b><u>all</u></b> products and services?
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	<b>LCU</b>
Last reference period's total sales	<b>d2</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>PLEASE ALSO WRITE OUT THE NUMBER (i.e. 50,000 AS FIFTY THOUSAND)</b>	
	<b>d2x</b>

<b>N.3</b>	Looking back to <b>[Insert reference period minus two]</b> , what were total annual sales for this establishment?
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	LCU
Total annual sales in <b>[Insert reference period minus two]</b>	<b>n3</b>
<b>ESTABLISHMENT WAS NOT IN BUSINESS IN REFERENCE PERIOD [Insert reference period minus two]</b>	<b>-7</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

<b>M_D.3</b>	To your knowledge, does this business sell or provide services to other businesses?
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Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
	<b>md3</b>

<b>D.3</b>	Coming back to <b>[Insert reference period]</b> , did this establishment export, directly or indirectly (sold domestically to third party that exports products)?
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Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
	<b>d3</b>

<b>D.12</b>	In fiscal year <b>[Insert reference period]</b> , what percentage of this establishment's purchases of material inputs or supplies were: <b>SHOW CARD 6</b>
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	<b>Percent</b>	<b>DON'T KNOW (SPONTANEOUS)</b>
Of domestic origin	<b>d12a</b> %	<b>-9</b>
Of foreign origin	<b>d12b</b> %	<b>-9</b>
	<b>100%</b>	

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

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

Now, for the next few questions, we turn to sales for the last completed month.

**M\_D.4** In **[Insert last completed month]**, what were the **total** sales of this establishment?

	LCU
Last month's total sales	<b>md4</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**M\_D.6** In a **regular** month last year, what were total sales of this establishment?

	LCU
Regular month's total sales	<b>md6</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**M\_D.7** In the month with the **lowest** sales for this establishment last year, how much were its total sales?

	LCU
Slowest month's total sales	<b>md7</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**M\_D.8** In the month with the **highest** sales for this establishment last year, how much were its total sales?

	LCU
The highest total sales in a month	<b>md8</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

<b>DRCD.4</b>	Which of the following is the <b>main</b> customer for this business or activity? <b>INTERVIEWER: READ OUT</b>
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Final consumers (individual/people)	1
Businesses with fewer than 5 employees	2
Businesses with 5 or more employees	3
Others	4
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**GO to DRcd6**  
**GO to DRcd6**

**DRcd4**

<b>DRCD.5</b>	Does this establishment sale to businesses?
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Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**DRcd5**

<b>DRCD.6</b>	Where does this business or activity <b>mainly</b> buy its inputs, goods or supplies for this business? <b>INTERVIEWER: READ OUT</b>
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Buy from one person business or individuals	1
Buy from business with 2 or more employees	2
I produce it by myself	3
Others	4
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**DRcd6**

<b>DRCD.7</b>	Does this establishment sell products or services to foreign firms?
---------------	---

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

**DRCd7**

<b>DRCD.8</b>	Does this establishment buy its inputs, raw materials or supplies from foreign firms?
---------------	---

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

**DRCd8**

---

**IR. BUSINESS PRACTICES**

---

<b>IR.1</b>	In the last three months, has this establishment done any of the following: <b>INTERVIEWER: READ OUT</b>
-------------	---

	Yes	No	<b>DON'T KNOW (SPONTANEOUS)</b>
Visited one of its competitor businesses to see what products they have available for sale <b>ir1a</b>	1	2	<b>-9</b>
Asked existing customers whether there are any other products this establishment should sell or produce <b>ir1b</b>	1	2	<b>-9</b>
Talked with former customers to find out why they have stopped buying from this establishment <b>ir1c</b>	1	2	<b>-9</b>
Used any special offer to attract customers <b>ir1d</b>	1	2	<b>-9</b>
Asked suppliers which products are selling well <b>ir1e</b>	1	2	<b>-9</b>

<b>IR.2</b>	In the last three months, has this establishment attempted to negotiate with a supplier for a lower price?
-------------	--

Yes	1
No	2
<b>DOES NOT APPLY</b>	<b>-7</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**ir2**

<b>IR.3</b>	How frequently does this establishment run out of stock of inventories or raw materials? <b>INTERVIEWER: READ OUT</b>
-------------	--

Never, it always has enough on hand	1
Rarely	2
Frequently, at least once every three months	3
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**ir3**

<b>IR.6</b>	Does this establishment have a written budget for monthly costs, such as rent, electricity, maintenance, transport and other costs?
-------------	---

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

**ir6**

<b>IR.7</b>	Does this establishment have a target for sales over the next year?
-------------	---

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

**GO TO I\_R.9**

**GO TO I\_R.9**

**ir7**

<b>IR.8</b>	How frequently does this establishment compare actual sales with target sales? <b>INTERVIEWER: READ OUT</b>
-------------	--

Never or do not compare	1
Once a year or less frequent	2
Two or three times a year	3
Monthly or more often	4
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**ir8**

<b>IR.9</b>	Has this establishment made a budget of the costs it is likely to face next year?
-------------	---

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

QUESTIONNAIRE NUMBER **id**

0									
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**ir9**

<b>IR.10</b>	Does this establishment prepare a profit and loss statement at least once a year?
--------------	---

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

**ir10**

<b>DRCIR.1</b>	Which of the following is the most important type of skills to succeed in this business? <b>INTERVIEWER: READ OUT</b>
----------------	--

Interpersonal and communication skills	1
Problem solving or critical thinking	2
Foreign languages	3
Managerial and leadership skills	4
Record keeping skills	5
Computer or general IT skills	6
Sales skills	7
Technical skills	8
<b>OTHER (SPONTANEOUS-SPECIFY)</b>	9
<b>__DRCir1x</b>	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**GO TO E.11**

**DRCir1**

<b>DRCIR.2</b>	How do you rate the <b>[piped in with the most important skill selected in the previous question]</b> skills of individuals working in this business or activity compared to the needs of the business or activity?
----------------	---

			(SPONTANEOUS)	
			<b>DON'T KNOW</b>	<b>DOES NOT APPLY</b>
			<b>-9</b>	<b>-7</b>
<b>piped in with the most important skill selected in the previous question</b>	<b>DRCir2</b>			



## E. DEGREE OF COMPETITION

<b>E.11</b>	Does this establishment compete against unregistered or informal establishments?
-------------	--

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

**e11**

<b>E.30</b>	Using the response options on the card; To what degree are <b>Practices of Competitors in the Informal Sector</b> an obstacle to the current operations of this establishment? <b>SHOW CARD 7</b>
-------------	--

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

QUESTIONNAIRE NUMBER **id**

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

---

**F. CAPACITY**

---

<b>M_F.2</b>	In <b>[Insert reference period]</b> , how many hours per week did this establishment normally operate?
--------------	--

	Hours
Typical hours of operation in a week	<b>mf2</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**INTERVIEWER: RESPONSE CANNOT BE GREATER THAN 168 HOURS**

**G. LAND AND PERMITS**

<b>DRC.g1</b>	Is the facility occupied by this establishment owned or rented <b>INTERVIEWER: READ ONE BY ONE</b>
---------------	---

Rented	1
Owned	2
<b>Partially owned</b>	<b>3</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**DRC**  
**g1**

<b>DRC.g2</b>	What is the type of premise where business takes place <b>INTERVIEWER: READ ONE BY ONE</b>
---------------	---

Household/home	1
Non-household	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**DRC**  
**g2**

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

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

**GO TO G.5**  
**GO TO G.5**  
**g2**

<b>DRCG.3</b>	What was the main reason why this establishment did not apply for a construction permit? <b>INTERVIEWER: READ OUT</b>
---------------	--

No need to apply	1
Application procedures were complex	2
Getting a construction permit takes too long	3
Cost associated getting construction permit is too high	4
To avoid corruption	5
Other	6
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**DRCg3**

Skip if DRCg1==1

<b>G.3</b>	Approximately how many days did it take to obtain it from the day of the application to the day the permit was granted?
------------	---

	Days
Wait for a construction-related permit	<b>g3</b>
<b>ONE DAY OR LESS</b>	<b>1</b>
<b>STILL IN PROCESS</b>	<b>-6</b>
<b>APPLICATION DENIED</b>	<b>-5</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

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

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

**g4**

**INTERVIEWER: ASK THE FOLLOWING QUESTION ONLY FOR RETAIL ESTABLISHMENTS. OTHERWISE GO TO G.30**

<b>G.5</b>	What is the total selling area of this establishment?
------------	---

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

**GO TO G.30**

**g5a**

**SPECIFY UNITS**

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

**g5b**

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

<b>G.30</b>	Using the response options on the card; To what degree is <b>Access to Land</b> an obstacle to the current operations of this establishment? <b>SHOW CARD 7</b>
-------------	--

						(SPONTANEOUS)		
		No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	DON'T KNOW	DOES NOT APPLY
Access to land	g30a	0	1	2	3	4	-9	-7

**I. CRIME**

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

**We now turn to another topic.**

**I.1** In **[Insert reference period]**, did this establishment pay for security, for example equipment, personnel, or professional security services including internet security?

Yes	1	
No	2	<b>GO TO I.3</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>GO TO I.3</b>
		<b>i1</b>

**I.2** What percentage of this establishment's total annual sales was paid for security, or what was the total annual cost of security?

	<b>As a percentage of sales</b>	<b>OR</b>	<b>LCU</b>	<b>DON'T KNOW (SPONTANEOUS)</b>
Annual cost of security	<b>i2a</b> %		<b>i2b</b>	<b>-9</b>

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

Yes	1	
No	2	<b>GO TO I.30</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>GO TO I.30</b>
		<b>i3</b>

**I.4** Please estimate those losses either as a percentage of total annual sales or as total annual losses?

	<b>As a percentage of sales</b>	<b>OR</b>	<b>LCU</b>	<b>DON'T KNOW (SPONTANEOUS)</b>
Annual losses	<b>i4a</b> %		<b>i4b</b>	<b>-9</b>

**DRCI.1** Over the last **twelve months**, were this business or activity affected by crime or violence?

QUESTIONNAIRE NUMBER **id**

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

Yes	1	<b>GO to I.30</b> <b>GO to I.30</b> <b>DRCi1</b>
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	

<b>DRCI.2</b>	Over the last <b>twelve months</b> , was this establishment forced to take any of the following decisions because of crime or violence affecting this business or activity? <b>INTERVIEWER: READ OUT</b>
---------------	---

	Yes	No	<b>DON'T KNOW (SPONTANEOUS)</b>
Change or reduce its operating hours <b>DRCi2a</b>	1	2	<b>-9</b>
Change its location to a safer area <b>DRCi2b</b>	1	2	<b>-9</b>
Participate in a local community watch group <b>DRCi2c</b>	1	2	<b>-9</b>
Increase spending on security compared to previous level <b>DRCi2d</b>	1	2	<b>-9</b>

<b>I.30</b>	Using the response options on the card; To what degree is <b>Crime, Theft and Disorder</b> an obstacle to the current operations of this establishment? <b>SHOW CARD 7</b>
-------------	---

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

---

**GC. GREEN ECONOMY AND CLIMATE CHANGE**

---

<b>GC.1</b>	Over the last three years, has this establishment experienced damage of physical assets or revenue losses due to any of the following climate or weather events? <b>INTERVIEWER: READ OUT OPTIONS</b>
-------------	--

	Yes	No	DON'T KNOW (SPONTANEOUS)
Floods (including flash floods and riverine floods) <b>gc1a</b>	1	2	-9
Storms (including hurricanes or tornados, cyclones, high winds) <b>gc1b</b>	1	2	-9
Droughts <b>gc1c</b>	1	2	-9
Very high temperatures <b>gc1d</b>	1	2	-9
	1	2	-9
Landslides <b>gc1e</b>	1	2	-9
Wildfires <b>gc1f</b>	1	2	-9
Volcanic activity <b>gc1g</b>	1	2	-9

<b>GC.2</b>	As a result of these events, has this establishment experienced any of the following? <b>INTERVIEWER: READ OUT OPTIONS</b>
-------------	---

	Yes	No	DON'T KNOW (SPONTANEOUS)
Illness among its staff <b>gc2a</b>	1	2	-9
Loss of life among its staff <b>gc2b</b>	1	2	-9

<b>GC.6</b>	In the last three years, has this establishment adopted any of the following measures or made any of the following investments to adapt to climate risks? <b>INTERVIEWER: READ OUT OPTIONS</b>
-------------	--

	Yes	No	DON'T KNOW (SPONTANEOUS)
Upgraded buildings or facilities for climate resilience <b>gc6a</b>	1	2	-9



Relocated to a less climate-vulnerable area <b>gc6b</b>	1	2	-9
Changed the products or services offered <b>gc6c</b>	1	2	-9
Adjusted work hours to cope with climate impacts <b>gc6d</b>	1	2	-9
Adjusted work hours to cope with climate impacts <b>gc6e</b>	1	2	-9
Provided training to employees on climate risk management <b>gc6f</b>	1	2	-9
Other gc6g	1	2	-9

## 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.

**I\_K.4** In **[Insert reference period]**, did this establishment finance its day-to-day operations by using:  
**INTERVIEWER: READ ONE BY ONE**

	Yes	No	DON'T KNOW (SPONTANEOUS)
Moneylenders <b>ik4b</b>	1	2	-9
Microfinance institutions <b>ik4c</b>	1	2	-9
Banks <b>ik4d</b>	1	2	-9
Friends or relatives <b>ik4e</b>	1	2	-9

**I\_K.3b** In **[Insert reference period]**, did this establishment buy inputs, goods or supplies on credit?

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

**ik3b**

**I\_K.3c** In **[Insert reference period]**, did this establishment receive advances from customers?

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

**ik3c**

**I\_K.5** In **[Insert reference period]**, did this establishment sell goods or services on credit?

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

**ik5**

<b>M_K.5a</b>	In <b>[Insert reference period]</b> , did this establishment buy any new or used machinery or equipment, vehicles or other means of transport for this establishment?
---------------	---

Yes	1	
No	2	<b>GO TO QUESTION M_K.40</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>GO TO QUESTION M_K.40</b>
<b>mk5a</b>		

<b>M_K.7</b>	How much did this establishment spend on purchases of: <b>INTERVIEWER: READ OUT</b>
--------------	--

	LCU	DOES NOT APPLY	DON'T KNOW
Machinery and equipment, new or used	<b>mk7a</b>	<b>-7</b>	<b>-9</b>
Vehicles and other means of transport, new or used	<b>mk7b</b>	<b>-7</b>	<b>-9</b>

<b>I_K.8</b>	Has this establishment financed these purchases by using: <b>INTERVIEWER: READ ONE BY ONE</b>
--------------	--

		Yes	No	DON'T KNOW (SPONTANEOUS)
Moneylenders	<b>ik8b</b>	1	2	<b>-9</b>
Microfinance institutions	<b>ik8c</b>	1	2	<b>-9</b>
Banks	<b>ik8d</b>	1	2	<b>-9</b>
Friends or relatives	<b>ik8e</b>	1	2	<b>-9</b>

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

Now let's talk about the establishment's present situation.

<b>M_K.40</b>	At this time, does this establishment have a checking (current) or savings account?
---------------	---

Yes	1	
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	
<b>mk40</b>		

<b>I_K.11</b>	Does the main owner use a separate bank account for the household?
---------------	--

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

**ik11**

<b>I_K.11a</b>	In its current operations, does the establishment use <b>[mobile money]</b> ? <b>“MOBILE MONEY” TO BE TAILORED TO HOW IT IS COMMONLY KNOWN IN EACH COUNTRY</b>
----------------	---

Yes	1	<b>GO TO K.8</b> <b>GO TO K.8</b>
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	

**ik11a**

<b>I_K.11</b>	Does this business or activity use <b>[mobile money]</b> to do the following: <b>INTERVIEWER: READ OUT</b>
---------------	---

		Yes	No	<b>DON'T KNOW (SPONTANEOUS)</b>
Pay suppliers	<b>ik11b</b>	1	2	<b>-9</b>
Save	<b>ik11c</b>	1	2	<b>-9</b>
Pay utility bills	<b>ik11d</b>	1	2	<b>-9</b>
Receive payments from customers	<b>ik11e</b>	1	2	<b>-9</b>
Pay loans	<b>ik11f</b>	1	2	<b>-9</b>
Pay its workers, including family members	<b>ik11g</b>	1	2	<b>-9</b>

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

Yes	1	<b>GO TO K.15d</b> <b>GO TO K.15d</b>
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	

**k8**

<b>K.9</b>	Referring to the most recent line of credit or loan, what type of financial institution granted this loan? <b>SHOW CARD 8</b>
------------	--

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

**k9**

<b>K.13</b>	Did this financing require collateral?
-------------	--

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

**GO TO K.15d**

**GO TO K.15d**

**k13**

<b>K.14</b>	What type of collateral was required? <b>INTERVIEWER: READ OUT</b>
-------------	---

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

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

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

**k15d**

<b>K.16</b>	Referring again to <b>[Insert reference period]</b> , did this establishment apply for any lines of credit or loans?
-------------	--

Yes	1	<b>GO TO K.20</b>
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>GO TO H.7a</b>
		<b>k16</b>

<b>K.17</b>	What was the <b>main</b> reason why this establishment did not apply for any line of credit or loan? <b>SHOW CARD 9</b>
-------------	--

No need for a loan - establishment had enough capital	1	<b>GO TO H.7a</b>
Application procedures were complex	2	<b>GO TO H.7a</b>
Interest rates were not favorable	3	<b>GO TO H.7a</b>
Collateral requirements were too high	4	<b>GO TO H.7a</b>
Size of loan and maturity were insufficient	5	<b>GO TO H.7a</b>
Did not think it would be approved	6	<b>GO TO H.7a</b>
Other	7	<b>GO TO H.7a</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>GO TO H.7a</b>
		<b>k17</b>

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

Application was approved in full	1	
Application was approved in part	2	
Application was rejected	3	
Application was withdrawn	4	
<b>APPLICATION STILL IN PROCESS</b>	<b>-6</b>	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	
		<b>k20a1</b>

## J. BUSINESS-GOVERNMENT RELATIONS

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

The following questions assess how establishments, such as this one, deal with government officials and their agencies.

**H.7a**

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

**SHOW CARD 10**

**(SPONTANEOUS)**

	Strongly disagree	Tend to disagree	Tend to agree	Strongly agree	<b>DON'T KNOW</b>	<b>DOES NOT APPLY</b>
"The court system is fair, impartial and uncorrupted." <b>h7a</b>	1	2	3	4	<b>-9</b>	<b>-7</b>

**J.2**

In a typical week over the last year, what percentage of total senior management's time was spent on dealing with requirements imposed by government regulations?  
(By senior management I mean managers, directors, and officers above direct supervisors of production or sales workers.)

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

**J.3**

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

Yes	1	
No	2	<b>GO TO J.10</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>GO TO J.10</b>
		<b>j3</b>

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

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

**j5**

**J.10** Over the last two years, did this establishment apply to obtain an import license?

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

**GO TO J.13**  
**GO TO J.13**

**j10**

**J.12** In reference to that application, was an informal gift or payment expected or requested?

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

**j12**

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

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

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

**j13**



<b>J.14</b>	Approximately how many days did it take to obtain it from the day of the application to the day it was granted?
-------------	---

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

<b>J.15</b>	In reference to that application, was an informal gift or payment expected or requested?
-------------	--

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

**j15**

<b>J.30</b>	Using the response options on the card; To what degree are each of the following an obstacle to the current operations of this establishment? <b>INTERVIEWER: READ OUT OPTIONS</b> <b>SHOW CARD 11</b>
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		No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	(SPONTANEOUS)	
	<b>POSITION</b>						<b>DON'T KNOW</b>	<b>DOES NOT APPLY</b>
Tax rates <b>j30a</b>	<b>j30_taxrate_pos</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>
Tax administration <b>j30b</b>	<b>j30_taxadmin_pos</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>
Business licensing and permits <b>j30c</b>	<b>j30_permit_pos</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>
Corruption <b>j30f</b>	<b>j30_corruption_pos</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>

**NOTE: ROTATION POSITIONS VARY AS THE LIST OF OPTIONS IS RANDOMIZED**

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<b>M_J.31</b>	It is said that establishments in <b>[Insert Country]</b> sometimes report only part of their labor cost for the purposes of taxes related to labor. On average, what percentage of the labor cost do establishments like this one report?
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	Percent
Percentage of labor cost reported	<b>mj31%</b>
<b>REFUSAL (SPONTANEOUS)</b>	<b>-8</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**L. LABOR**

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

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

- L.1** At the end of **[Insert reference period]**, how many permanent, full-time individuals worked in this establishment? Please include all workers and managers.
- Permanent, full-time workers are defined as all workers that work for a term of one or more fiscal years and/or have a guaranteed renewal of their employment and that work a full shift.
- INTERVIEWER: INCLUDE INTERVIEWEE IF APPLICABLE**

	Number
Permanent, full-time workers at the end of reference period	<b>11</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

- L.2** Looking back, at the end of **[Insert reference period minus two]**, how many permanent, full-time individuals worked in this establishment? Please include all workers and managers.
- INTERVIEWER: INCLUDE INTERVIEWEE IF APPLICABLE**

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

- L.5** At the end of **[Insert reference period]**, how many permanent, full-time individuals that worked in this establishment were **female**?

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

<b>L.6</b>	<p>How many full-time seasonal or temporary workers did this establishment have during <b>[Insert reference period]</b>?</p> <p>Full-time, seasonal or temporary workers are all short-term that is for less than a year, workers with no guarantee of renewal of employment and work full-time.</p>
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	Number	
Full-time seasonal or temporary workers employed	<b>16</b>	
<b>NO FULL-TIME SEASONAL OR TEMPORARY WORKERS</b>	<b>0</b>	<b>GO TO M_L.1</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>GO TO M_L.1</b>

<b>L.6a</b>	How many of them were female?
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	Number
Full-time female seasonal or temporary workers employed	<b>16a</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

<b>L.8</b>	What was the average length of employment of these full-time seasonal or temporary workers?
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	Months
Average length full-time seasonal or temporary employment, in months	<b>18</b>
<b>LESS THAN ONE MONTH</b>	<b>1</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING.**  
**Now, for the next few questions, we turn to employment for the last completed month**

<b>M_L.1</b>	<p>In <b>[Insert last completed month]</b>, how many people worked in this business, including paid and unpaid workers?</p> <p><b>INTERVIEWER: INCLUDE FAMILY MEMBERS, OWNER AND RESPONDENT IF APPLICABLE.</b></p>
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	Number	<b>DON'T KNOW (SPONTANEOUS)</b>
Paid and unpaid	<b>m11</b>	<b>-9</b>

**(INTERVIEWER: CHECK THAT THE NUMBER IS AT LEAST ONE)**

<b>M_L.3</b>	<p>In a <b>regular month</b> last year, how many people worked in this establishment, including paid and unpaid workers?</p> <p><b>INTERVIEWER: INCLUDE FAMILY MEMBERS, OWNER AND RESPONDENT IF APPLICABLE.</b></p>
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	Number	DON'T KNOW (SPONTANEOUS)
Paid and unpaid	<b>ml3</b>	<b>-9</b>

**INTERVIEWER: CHECK THAT THE NUMBER IS AT LEAST ONE**

<b>M_L.4</b>	<p>In the <b>month with the highest number of people working</b> over the last year, how many people worked in this business, including paid and unpaid workers? <b>INTERVIEWER: INCLUDE FAMILY MEMBERS, OWNER AND RESPONDENT IF APPLICABLE.</b></p>
--------------	--

	Number	DON'T KNOW (SPONTANEOUS)
Paid and unpaid	<b>ml4</b>	<b>-9</b>

**INTERVIEWER: CHECK THAT THE NUMBER IS AT LEAST ONE**

<b>M_L.5</b>	<p>In the <b>month with the lowest number of people working</b> over the last year, how many people worked in this business, including paid and unpaid workers?<b>INTERVIEWER: INCLUDE FAMILY MEMBERS, OWNER AND RESPONDENT IF APPLICABLE.</b></p>
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	Number	DON'T KNOW (SPONTANEOUS)
Paid and unpaid	<b>ml5</b>	<b>-9</b>

**INTERVIEWER: CHECK THAT THE NUMBER IS AT LEAST ONE**

<b>L.7</b>	<p>How many of the people working in this business or activity (including <b>[owner]</b>) have the following skills?</p> <p><b>INTERVIEWER: READ OUT</b></p>
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	Number	DON'T KNOW (SPONTANEOUS)
Can read	<b>l7a</b>	<b>-9</b>
Can write	<b>l7b</b>	<b>-9</b>

QUESTIONNAIRE NUMBER **id**

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Can use a computer	<b>l7c</b>	<b>-9</b>
Can speak a language other than their native language	<b>L7d</b>	<b>-9</b>

<b>L.30</b>	Using the response options on the card; To what degree are each of the following an obstacle to the current operations of this establishment? <b>INTERVIEWER: READ OUT OPTIONS</b> <b>SHOW CARD 11</b>
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	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	<b>(SPONTANEOUS)</b>	
						<b>DON'T KNOW</b>	<b>DOES NOT APPLY</b>
Labor regulations <b>l30a</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>

<b>M_L.40</b>	What percentage of its labor cost does this establishment report for the purposes of payroll taxes?
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	<b>Percent</b>
Percentage of labor costs reported	<b>ml40</b> %
<b>REFUSAL (SPONTANEOUS)</b>	<b>-8</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**M. BUSINESS ENVIRONMENT**

**M.1** By looking at the list of elements of the business environment please tell me which one, if any, currently represents the biggest obstacle faced by this establishment.  
**INTERVIEWER: SHOW RANDOMIZED LIST TO THE RESPONDENT. DO NOT READ OPTIONS.**

	<b>POSITION</b>
1-Access to finance	<b>m1a_finance_pos</b>
2-Access to land	<b>m1a_land_pos</b>
3-Business licensing and permits	<b>m1a_permit_pos</b>
4-Corruption	<b>m1a_corruption_pos</b>
5-Courts	<b>m1a_courts_pos</b>
6-Crime, theft and disorder	<b>m1a_crime_pos</b>
7-Customs and trade regulations	<b>m1a_trade_pos</b>
8-Electricity	<b>m1a_electricity_pos</b>
9-Inadequately educated workforce	<b>m1a_workforce_pos</b>
10-Labor regulations	<b>m1a_labor_pos</b>
11-Political instability	<b>m1a_instability_pos</b>
12-Practices of competitors in the informal sector	<b>m1a_informal_pos</b>
13-Tax administration	<b>m1a_taxadmin_pos</b>
14-Tax rates	<b>m1a_taxrate_pos</b>
15-Transport	<b>m1a_transport_pos</b>

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

**NOTE: ROTATION POSITIONS VARY AS THE LIST OF OPTIONS IS RANDOMIZED**

**INTERVIEWER READ OUT:**

I would like to ask you a few questions about this establishment's financial results. All these responses will be anonymized, and neither you nor the firm will be identified. Should I continue with you or someone else?

**IF YES, CONTINUE WITH SECTION N WITH CURRENT RESPONDENT**

**IF NO, CONCLUDE WITH THE RESPONDENT AND ENSURE THAT ALL SECTIONS (INLCUDING L AND N) ARE COMPLETE**

**N. PERFORMANCE****READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:**

Now, we would like to ask you a few questions about the financial results of this establishment. It is important that this information be as accurate as possible. All information you provide will be anonymized, and neither your name nor the name of your establishment will be used in any document based on this survey.

<b>N.2</b>	<p>From this establishment's Income Statement for <b>[Insert reference period]</b>, please provide the following information:</p> <p><b>INTERVIEWER: ONLY ASK IF M_R1=1</b></p> <p><b>SHOW CARD 12</b></p>
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**INTERVIEWER: READ OUT**

	<b>LCU</b>	<b>DON'T KNOW (SPONTANEOUS)</b>
Total annual cost of labor including wages, salaries, bonuses, social security payments	<b>n2a</b>	<b>-9</b>
Total annual cost of raw materials and intermediate goods used in production	<b>n2e</b>	<b>-9</b>

<b>M_N.2</b>	<p>In <b>[Insert last completed month]</b>, what was the:</p> <p><b>INTERVIEWER: ONLY ASK IF M_R.1=2, OR M_R.1=-9</b></p> <p><b>SHOW CARD 13</b></p>
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**INTERVIEWER: READ OUT**

	<b>LCU</b>	<b>DON'T KNOW (SPONTANEOUS)</b>
Total cost of labor including wages, salaries, bonuses, social security payments	<b>mn2a</b>	<b>-9</b>
Total cost of raw materials and intermediate goods used in production	<b>mn2e</b>	<b>-9</b>

<b>M_N.7</b>	<p>Hypothetically, if this establishment were to purchase all the machinery, vehicles, and equipment it <b>uses now</b>, in their current condition and regardless of whether the establishment owns them or not, how much would they cost, independently of whether they are owned, rented or leased?</p>
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	<b>LCU</b>	<b>DON'T KNOW (SPONTANEOUS)</b>
Machinery, vehicles, and equipment	<b>mn7</b>	<b>-9</b>



QUESTIONNAIRE NUMBER **id**

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<b>M_N.8</b>	In <b>[insert last completed month]</b> , what were the <b>total</b> cost of finished goods and materials purchased to resell by this establishment?
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	<b>LCU</b>
Total cost of finished goods and materials purchased to resell in the last completed month	<b>mn8</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**POST-INTERVIEW INFORMATION**

**INTERVIEWER READ AT THE END OF THE INTERVIEW:**

The survey ends here. I would like to gather a few final details. Thank you for your time and cooperation.

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

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

ENTER -8 IF RESPONDENT REFUSES (SPONTANEOUS)  
 ENTER 1 WHEN YEARS WITH THE ESTABLISHMENT IS LESS THAN ONE.  
 FOR GENDER 1: MALE, 2: FEMALE, -8: REFUSAL

**INTERVIEWER: THE SURVEY ENDS HERE.  
 PLEASE FILL OUT THE REMAINING INFORMATION ON YOUR OWN**

**A.16 IT IS MY PERCEPTION THAT THE RESPONSES TO THE QUESTIONS REGARDING OPINIONS AND PERCEPTIONS WERE:**

Truthful	1
Somewhat truthful	2
Not truthful	3

**a16**

**A.17 THE RESPONSES TO THE QUESTIONS REGARDING FIGURES (PRODUCTIVITY AND EMPLOYMENT NUMBERS) WERE:**

Taken directly from establishment records	1
Estimates computed with some precision	2
Arbitrary and unreliable numbers	3
In some case taken from books and in some case estimates	4

**a17**

**A.18 THIS QUESTIONNAIRE WAS COMPLETED IN:**

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

**GO TO A17x**

**a18**

QUESTIONNAIRE NUMBER **id**

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<b>A.19</b>	<b>IF OPTION 2 OR 3 IN A.18, ESTIMATE DURATION OF THE WHOLE INTERVIEW</b>
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<b>Hour</b>	<b>Minutes</b>

**a19h**

**a19m**

**INTERVIEWER COMMENTS:**

	<b>a17x</b>
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(Problems occurred/extraordinary circumstances which could influence results)

QUESTIONNAIRE NUMBER **id**

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**SUPERVISOR SECTION**

**A.13** Supervisor code

**a13**

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**SUPERVISOR: THE DESCRIPTION OF THE ESTABLISHMENT'S MAIN PRODUCT AND ACTIVITY IS PROVIDED IN d1a1x. PLEASE REVIEW d1a1x IN ORDER TO IDENTIFY THE CORRESPONDING SECTOR CODE IN d1a2**

**D.1a2**

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

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