

QUESTIONNAIRE NUMBER **id**
 RECORD NUMBER **recnumber**
 PREFERENCE NUMBER **preference**

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						0	0		

ROTATION
rotation

THE WORLD BANK
BHUTAN Enterprise Survey
Services Questionnaire (2015)

GPS Coordinates	
Degrees North (Latitude)	lat
Degrees East (Longitude)	lon

A. CONTROL INFORMATION [TO BE COMPLETED BEFORE INTERVIEW]

A.0 Questionnaire a0	Module
If firm is a Retail firm	2
If firm is a Services (non-Retail) firm	3

A.2	Sampling Region a2
Thimphu/Paro	1
Phuentsholing	2
Gelephu/Sarpang	3
Samdrup Jongkhar	4

A.3a	Screeener Region (coded ex post) a3a
Thimphu/Paro	1
Phuentsholing	2
Gelephu/Sarpang	3
Samdrup Jongkhar	4

A.3x Name of city/town/village

A.4 Industry		Sampling sector a4a	Screeener sector a4b
Manufacturing :Section D	Food	15	15
	Tobacco	16	16
	Textiles	17	17
	Garments	18	18
	Leather	19	19
	Wood	20	20
	Paper	21	21
	Publishing, printing, and Recorded media	22	22
	Refined petroleum product	23	23
	Chemicals	24	24
	Plastics & rubber	25	25
	Non metallic mineral products	26	26
	Basic metals	27	27
	Fabricated metal products	28	28
	Machinery and equipment (29 & 30)	29	29
	Electronics (31 & 32)	31	31
	Precision instruments	33	33
	Transport machines (34&35)	34	34
Furniture	36	36	
Recycling	37	37	
Retail	Retail	52	52
Other Services	Wholesale	51	51
	IT	72	72
	Hotel and restaurants: section H	55	55
	Services of motor vehicles	50	50
	Construction, Section F:	45	45
	Land transport	60	60
	Water transport	61	61
	Air transport	62	62
	Warehousing, supporting travel activities (touristic)	63	63
	Courier and telecommunications	64	64

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A.6 Size	Sampling size a6a	Screener Size a6b
Micro<5	0	0
Small >=5 and <=19	1	1
Medium >=20 and <=99	2	2
Large >=100	3	3

A.12 Interviewer code **a12**

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A.13 Supervisor code **a13**

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

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

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING.

The goal of this survey is to gather information and opinions about the business environment in [insert country name]. The information gathered here will help to develop new policies and programs that enhance employment and economic growth.

The information obtained here will be held in the strictest confidentiality. Neither your name nor the name of your business will be used in any document based on this survey.

B. GENERAL INFORMATION

READ OUT THE FOLLOWING INTRODUCTORY SENTENCE ONLY IF A7 = 1 (yes):

The first few questions apply to the firm which your establishment is part of.

B.1 What is this firm's current legal status? **SHOW CARD 1**

Shareholding company with shares trade in the stock market	1
Shareholding company with non-traded shares or shares traded privately	2
Sole proprietorship	3
Partnership	4
Limited partnership	5
OTHER (SPONTANEOUS-SPECIFY) ___ b1x ___	6
DON'T KNOW (SPONTANEOUS)	-9

SKIP TO B.2

b1

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

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

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

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

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

IF 100% END INTERVIEW

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

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

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

SKIP TO BHB.31
SKIP TO BHB.31

b4

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

B.4a What percentage of the firm is owned by females?

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

BHB.31 Regarding the principal owner of this firm, how did they acquire this firm?

They started this firm	1
They inherited this firm	2
They bought this firm from someone else	3
Other means of acquisition	4
DON'T KNOW (SPONTANEOUS)	-9

BHb31

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BHB.32 What is the principal owner's age?

	Years
Age of principal owner	BHb32
DON'T KNOW (SPONTANEOUS)	-9

BHB.33 What is his/her highest level of education?
SHOW CARD 3

None	1
Primary school	2
Lower secondary school	3
Middle secondary school	4
Higher secondary school	5
VTI training	6
Diploma	7
University bachelor degree	8
University graduate degree (Masters,PhD)	9
Other	10
DON'T KNOW (SPONTANEOUS)	-9

BHb33

BHB.34 Where was he/she born?
SHOW CARD 4

Bumthang	1
Chukha	2
Dagana	3
Gasa	4
Haa	5
Lhuentse	6
Mongar	7
Paro	8
Pemagatshel	9
Punakha	10
Samdrup Jongkhar	11
Samtse	12
Sarpang	13
Thimphu	14
Trashigang	15
Trashiyangtse	16
Trongsa	17
Tsirang	18
Wangdue Phodrang	19
Zhemgang	20
Outside of Bhutan	21
DON'T KNOW (SPONTANEOUS)	-9

BHb34

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READ ONLY IF A7=1 (yes)

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

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

	Year
Year establishment began operations	b5
DON'T KNOW (SPONTANEOUS)	-9

INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR

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

	Number
Full-time employees at start-up	b6
DON'T KNOW (SPONTANEOUS)	-9

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

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

b6a

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

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

INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR.

BHB.35 Is this establishment registered with the Company Registry or the Registrar of Companies (ROC)?

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

BHb35

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BHB.36 Does this establishment have a license?

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

GO TO QUESTION B.7
GO TO QUESTION B.7

BHb36

BHB.37 Please specify which type of license.

Type of license
DON'T KNOW (SPONTANEOUS)

BHb37x

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

	Years
Manager's experience in sector	b7
LESS THAN ONE YEAR	1
DON'T KNOW (SPONTANEOUS)	-9

B.7a Is the Top Manager female?

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

b7a

B.8 Does this establishment have an internationally-recognized quality certification?
(INTERVIEWER: SOME EXAMPLES ARE ISO 9000 or 14000, or HACCP)

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

SKIP TO C.3

SKIP TO C.3

b8

B.8x Please specify the internationally-recognized quality certifications

Specify Certifications	b8x
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BHb.9	As we move to later sections of this survey, I will ask you questions referring to the last completed fiscal year. Was this establishment's last completed fiscal year January to December 2014 or was it July 2013 to June 2014??
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January to December 2014	1
July 2013 to June 2014	2

BHbyear

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C. INFRASTRUCTURE AND SERVICES

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING.

Now, we turn to the establishment's operations

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

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

c3

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

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

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

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

C.6 Over year **2014**, did this establishment experience power outages?

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

c6

C.7 In a typical month, over year **2014**, how many power outages did this establishment experience?

	Number
Number of power outages in a typical month	c7
DON'T KNOW (SPONTANEOUS)	-9

IF 0, GO TO QUESTION C.9
GO TO QUESTION C.9

QUESTIONNAIRE NUMBER

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

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

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

	Percent
Loss as percentage of total annual sales due to power outages	c9a %
NONE	0
DON'T KNOW (SPONTANEOUS)	-9

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

	Nu.
Annual losses due to power outages	c9b
NONE	0
DON'T KNOW (SPONTANEOUS)	-9

C.10 Over the course of year **2014**, did this establishment own or share a generator?

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

c10

C.11 In year **2014**, what percentage of this establishment's electricity came from a generator or generators that the establishment owned or shared?

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

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

Yes	1	GO TO QUESTION C.22a GO TO QUESTION C.22a
No	2	
DON'T KNOW (SPONTANEOUS)	-9	

c12

C.13 In reference to that application for a water connection, approximately how many days did it take to obtain it from the day of the application to the day the service was received?

QUESTIONNAIRE NUMBER

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	Days
Wait for water connection	c13
LESS THAN ONE DAY	1
STILL IN PROCESS	-6
APPLICATION DENIED	-5
DON'T KNOW (SPONTANEOUS)	-9

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

c14

C.22a	At the present time, does this establishment use e-mail to communicate with clients or suppliers?
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Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

c22a

C.22b	At the present time, does this establishment have its own website?
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Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

c22b

BHc.3	Over the last three years, has this establishment invested in hardware, software, or networking technology?
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Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

BHc3

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

Using the response options on the card; To what degree are **Telecommunications** an obstacle to the current operations of this establishment? **SHOW CARD 5**

						(SPONTANEOUS)		
		No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	DON'T KNOW	DOES NOT APPLY
Electricity	c30a	0	1	2	3	4	-9	-7
Telecommunications	c30b	0	1	2	3	4	-9	-7

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D. SALES AND SUPPLIES

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:
The next topic to be covered is how and where this establishment makes its sales.

D.1a1 In year **2014**, what was this establishment’s main activity, product or service, that is, the activity, product or service that represented the largest proportion of annual sales
ENUMERATOR: PLEASE SPECIFY THE ACTIVITY AND PRODUCT IN DETAIL, FOR EX., “DATA CONSULTING IT SERVICES” NOT JUST IT SERVICES

Description	d1a1x
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INTERVIEWER: THE FOLLOWING QUESTION IS NOT PART OF THE INTERVIEW. IT WILL BE FILLED OUT IN THE OFFICE

D.1a2 **PLEASE CHOOSE THE 4-DIGIT ISIC REV. 3.1 CODE THAT BEST APPLIES TO THE ESTABLISHMENT’S MAIN ACTIVITY AND PRODUCT.**

CODE OF THE MAIN PRODUCT AND ACTIVITY	Code
	d1a2

D.1a3 What percentage of total sales does the main product or activity o represent?

	Percent
Percentage of sales represented by main activity or product	d1a3
DON'T KNOW (SPONTANEOUS)	-9

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

D.2 In year **2014**, what were this establishment’s total annual sales for **ALL** products and services?

	Nu.
Last complete year’s total sales	d2
DON'T KNOW (SPONTANEOUS)	-9
PLEASE ALSO WRITE OUT THE NUMBER (i.e. 50,000 as Fifty Thousand)	
	d2x

BHD.7 In year **2015**, do you anticipate that your sales will increase, decrease, or not change?

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Increase	1
Decrease	2
Not change	3
DON'T KNOW (SPONTANEOUS)	-9

BHd7

N.3 Looking back at the end of year **2012**, what were total annual sales for this establishment?

	Nu.
Total annual sales three years ago	n3
IF ESTABLISHMENT WAS NOT IN BUSINESS THREE YEARS AGO	-7
DON'T KNOW (SPONTANEOUS)	-9

D.3 Coming back to year **2014**, what percentage of this establishment's sales were:
SHOW CARD 6

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

IF 100% GO TO QUESTION D.10

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

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

	Year
Began exporting directly or indirectly	d8
DON'T KNOW (SPONTANEOUS)	-9

INTERVIEWER: WRITE YEAR USING 4 DIGITS

D.10 In year **2014**, what percentage of the value of products this establishment shipped to supply domestic markets was lost while in transit because of theft?

	Percent
Losses due to theft as percentage of the value of the products	d10 %
NO LOSSES	0
DON'T KNOW (SPONTANEOUS)	-9
NO INTERNAL SHIPMENTS MADE (DOES NOT APPLY)	-7

GO TO QUESTION SARD.11

QUESTIONNAIRE NUMBER

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D.11 In year **2014**, what percentage of value of products this establishment shipped to supply domestic markets was lost while in transit because of breakage or spoilage?

	Percent
Losses due to breakage or spoilage as percentage of the value of the products	d11 %
NO LOSSES	0
DON'T KNOW (SPONTANEOUS)	-9
NO INTERNAL SHIPMENTS MADE (DOES NOT APPLY)	-7

SARD.11 Considering road transportation, using the options on this card, please choose the biggest transportation obstacle by road, for businesses in your country.
SHOW CARD 7

The network and quality of roads	1
Cost and availability of fuel	2
Road closures due to strikes and protests	3
Time and distance to markets	4
Lack of competition in transportation companies	5
Availability and quality of transport vehicles	6
DON'T KNOW (SPONTANEOUS)	-9

SARd11

ENUMERATOR: ASK THE FOLLOWING QUESTION ONLY FOR RETAIL ESTABLISHMENTS. OTHERWISE SKIP TO D.30

D.17 At the present time, when this establishment receives its **main sales item**, on average, how many days of inventory measured in days of sales, does this establishment keep?
(INTERVIEWER: IF RESPONDENT REQUIRES CLARIFICATION, DEFINE AS STOCK ON HAND)

	Days
Days of inventory of main sales item	d17
DON'T KNOW (SPONTANEOUS)	-9

QUESTIONNAIRE NUMBER

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D.30	Using the response options on the card; To what degree is Transport an obstacle to the current operations of this establishment? SHOW CARD 9
	Using the response options on the card; To what degree is Customs and Trade Regulation an obstacle to the current operations of this establishment? SHOW CARD 9

						(SPONTANEOUS)		
		No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	DON'T KNOW	DOES NOT APPLY
Transport	d30a	0	1	2	3	4	-9	-7
Customs and trade regulations	d30b	0	1	2	3	4	-9	-7

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E. DEGREE OF COMPETITION

BHE.10 Is this establishment currently employing foreign consultants or advisors?

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

BHe10

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

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

e11

E.30 Using the response options on the card; To what degree are **Practices of Competitors in the Informal Sector** an obstacle to the current operations of this establishment?
SHOW CARD 11

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

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H. INNOVATION

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING

And now we switch to a different topic. In this section “new” means new to the establishment but not necessarily new to the market.

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

H.1 During the last three years, has this establishment introduced new or significantly improved products or services?
SHOW CARD 12

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

GO TO QUESTION H.3

GO TO QUESTION H.3

h1

H.2 Were any of the new or significantly improved products or services also new for the establishment's main market?

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

h2

H.3 During the last three years, has this establishment introduced any new or significantly improved methods of manufacturing products or offering services? **SHOW CARD 13**

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

h3

H.4a During the last three years, has this establishment introduced any new or significantly improved logistics, delivery, or distribution methods for inputs, products, or services?
SHOW CARD 14

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

H4a

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H.4b During the last three years, has this establishment introduced any new or significantly improved supporting activities for your processes, such as maintenance systems or operations for purchasing, accounting, or computing?
SHOW CARD 15

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

h4b

H.5 During the last three years, has this establishment introduced any new or significantly improved organizational structures or management practices? **SHOW CARD 16**

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

h5

H.6 During the last three years, has this establishment introduced new or significantly improved marketing methods? **SHOW CARD 17**

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

h6

H.7 During the last three years, did this establishment spend on formal research and development activities, either in-house or contracted with other companies, excluding market research surveys?
SHOW CARD 18

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

GO TO QUESTION G.6
GO TO QUESTION G.6

h7

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H.8	In year 2014 , how much did this establishment spend on formal research and development activities, either in-house or contracted with other companies?
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	Nu.
Cost of formal research and development activities	h8
NONE (SPONTANEOUS)	0
DON'T KNOW (SPONTANEOUS)	-9

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G. LAND AND PERMITS

G.6 Of the **buildings** occupied by this establishment, what percentage is owned and what percentage is rented or leased? **SHOW CARD 19**

	Percent	DON'T KNOW (SPONTANEOUS)
Owned by this establishment	g6a %	-9
Rented or leased by this establishment	g6b %	-9
Other	g6c %	-9
	100%	

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

G.1 Of the **land** occupied by this establishment, what percent is: **SHOW CARD 19**

	Percent	DON'T KNOW (SPONTANEOUS)	DOES NOT APPLY IS A FLOOR IN A BUILDING (SPONTANEOUS)
Owned by this establishment	g1a %	-9	-7
Rented or leased by this establishment	g1b %	-9	-7
Other	g1c %	-9	-7
	100%		

INTERVIEWER: CHECK THAT TOTAL SUMS TO 100% UNLESS RESPONDENT DOES NOT KNOW OR IF ESTABLISHMENT OCCUPIES A FLOOR IN A BUILDING

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

Yes	1	GO TO QUESTION G.5 GO TO QUESTION G.5
No	2	
DON'T KNOW (SPONTANEOUS)	-9	
	g2	

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G.3 In reference to that application for a construction-related permit, approximately how many days did it take to obtain it from the day of the application to the day the permit was granted?

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

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

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

ENUMERATOR: ASK THE FOLLOWING QUESTION ONLY FOR RETAIL FIRMS. OTHERWISE SKIP TO G.30

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

Area		g5a
DON'T KNOW (SPONTANEOUS)	-9	

SPECIFY UNITS

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

G.30 Using the response options on the card; To what degree is **Access to Land** an obstacle to the current operations of this establishment? **SHOW CARD 20**

						(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

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I. CRIME

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

We now turn to another topic.

I.1 In year **2014**, did this establishment pay for security, for example equipment, personnel, or professional security services?

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

i1

I.2 In year **2014**, what percentage of this establishment's total annual sales was paid for security, or what was the total annual cost of security?

	Percent
Percentage of total annual sales for security	i2a %
DON'T KNOW (SPONTANEOUS)	-9

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

	Nu.
Total annual cost of security	i2b
DON'T KNOW (SPONTANEOUS)	-9

I.3 In year **2014**, did this establishment experience losses as a result of theft, robbery, vandalism or arson on this establishment's premises?

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

i3

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I.4 In year **2014**, what were the estimated losses as a result of theft, robbery, vandalism or arson that occurred on this establishment's premises either as a percentage of total annual sales or as total annual losses?

	Percent
Losses as percentage of total annual sales	i4a %
DON'T KNOW (SPONTANEOUS)	-9

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

	Nu.
Total annual value of losses	i4b
DON'T KNOW (SPONTANEOUS)	-9

I.30 Using the response options on the card; To what degree is **Crime, Theft and Disorder** an obstacle to the current operations of this establishment? **SHOW CARD 20**

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

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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 year **2014**, what percentage, as a proportion of the value of total annual purchases of material inputs or services, was purchased on credit?

	Percent	DON'T KNOW (SPONTANEOUS)
Purchased on credit?	k1c %	-9

K.2 In year **2014**, what percentage of this establishment's total annual sales of its goods or services was sold on credit?

	Percent	DON'T KNOW (SPONTANEOUS)
Sold on credit?	k2c %	-9

K.3 Over year **2014**, please estimate the proportion of this establishment's working capital, that is the funds available for day-to-day operations, that was financed from each of the following sources?
SHOW CARD 21

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

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

K.4 In year **2014**, did this establishment purchase any new or used fixed assets, such as machinery, vehicles, equipment, land or buildings?

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

GO TO QUESTION K.6
GO TO QUESTION K.6

k4

QUESTIONNAIRE NUMBER

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BHK.11 What was the main reason for not purchasing any fixed assets?
SHOW CARD 22

No need	1	GO TO QUESTION K.6
Perceived lack of market demand	2	GO TO QUESTION K.6
High costs and poor availability of finance	3	GO TO QUESTION K.6
Insufficient internal capital	4	GO TO QUESTION K.6
Other reason	5	GO TO QUESTION K.6
DON'T KNOW (SPONTANEOUS)	-9	GO TO QUESTION K.6
		BHk11

N.5 In year **2014**, how much did this establishment spend on purchases of:
INTERVIEWER: READ OUT

	Nu.	DON'T KNOW (SPONTANEOUS)
New or used machinery, vehicles, and equipment	n5a	-9
Land and buildings	n5b	-9

K.5 Over year **2014**, please estimate the proportion of this establishment's total purchase of fixed assets that was financed from each of the following sources:
SHOW CARD 23

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

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

K.6 Now let's talk about the establishment's present situation. At this time, does this establishment have a checking (current) or savings account?

Yes	1	
No	2	GO TO QUESTION K.7
DON'T KNOW (SPONTANEOUS)	-9	GO TO QUESTION K.7
		k6

QUESTIONNAIRE NUMBER

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BHK.38 With which bank does this establishment have the checking (current) or savings account? If the establishment has accounts with multiple banks, please choose the bank most frequently used.
SHOW CARD 24

Bhutan National Bank Limited	1
Bank of Bhutan Limited	2
TBank Limited	3
Druk Punjab Bank	4
Bhutan Development Bank Limited	5
Other	6
DON'T KNOW (SPONTANEOUS)	-9

BHk38

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

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

GO TO QUESTION K.8
GO TO QUESTION K.8

k7

BHK.12 What is the maximum amount of your overdraft facility?

	Nu.
Maximum amount of your overdraft facility BHk12	
REFUSAL (SPONTANEOUS)	-8
DON'T KNOW (SPONTANEOUS)	-9

BHK.13 Over year **2014**, how many times have you utilized the maximum amount of your overdraft facility?

	Number
Number of times utilized maximum amount of overdraft facility BHk13	
REFUSAL (SPONTANEOUS)	-8
DON'T KNOW (SPONTANEOUS)	-9

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

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

GO TO QUESTION K.15d
GO TO QUESTION K.15d

k8

K.9 Referring to the most recent line of credit or loan, what type of financial institution granted this loan? **SHOW CARD 25**

QUESTIONNAIRE NUMBER

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

k9

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

	Year
Year most recent line of credit or loan approved	k10
DON'T KNOW (SPONTANEOUS)	-9

INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR

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

	Nu.
Size of most recent line of credit or loan approved	k11
REFUSAL (SPONTANEOUS)	-8
DON'T KNOW (SPONTANEOUS)	-9

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 (SPONTANEOUS)	-9

GO TO QUESTION K.15b
GO TO QUESTION K.15b

k13

K.14 Referring only to this most recent line of credit or loan, what type of collateral was required?
INTERVIEWER: READ OUT

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

QUESTIONNAIRE NUMBER

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

	Nu.
Value of collateral	k15 a
DON'T KNOW (SPONTANEOUS)	-9

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

	Number	
Total number of open lines of credit or outstanding loans	k15b	
DON'T KNOW (SPONTANEOUS)	-9	GO TO QUESTION K.15d

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

	Nu.
Total value of open lines of credit or outstanding loans	k15c
REFUSAL (SPONTANEOUS)	-8
DON'T KNOW (SPONTANEOUS)	-9

K.15d 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	
DON'T KNOW (SPONTANEOUS)	-9	k15d

K.16 Referring again to the last year **2014**, did this establishment apply for any lines of credit or loans?

Yes	1	GO TO QUESTION K.20
No	2	
DON'T KNOW (SPONTANEOUS)	-9	GO TO QUESTION K.21
		k16

K.17 What was the **main** reason why this establishment did not apply for any line of credit or loan?
SHOW CARD 26

QUESTIONNAIRE NUMBER

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

k17

K.20 Referring only to this most recent application for a line of credit or loan, what was the outcome of that application?
INTERVIEWER: READ OUT THE ANSWER OPTIONS

Application was approved in full	1	<i>GO TO QUESTION K.21</i>
Application was approved in part	2	<i>GO TO QUESTION K.21</i>
Application was rejected	3	
Application was withdrawn	4	<i>GO TO QUESTION K.21</i>
APPLICATION STILL IN PROCESS	-6	<i>GO TO QUESTION K.21</i>
DON'T KNOW (SPONTANEOUS)	-9	<i>GO TO QUESTION K.21</i>

k20a1

BHK.17 What was the main reason the lender provided for the rejection?
SHOW CARD 27

Unacceptable collateral or cosigners	1
Insufficient profitability	2
Problems with credit history	3
Incomplete loan application	4
Too much debt already	5
Other reason not listed above	6
DON'T KNOW (SPONTANEOUS)	-9

BHk17

K.21 In year **2014**, did this establishment have its annual financial statements checked and certified by an external auditor?

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

k21

QUESTIONNAIRE NUMBER

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K.30	Using the response options on the card; To what degree is Access to Finance an obstacle to the current operations of this establishment? SHOW CARD 28
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						(SPONTANEOUS)		
		No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	DON'T KNOW	DOES NOT APPLY
Access to finance	k30	0	1	2	3	4	-9	-7

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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.

J.1	I am going to read one statement describing the courts system and how it could affect business. Please tell me if you Strongly disagree, Tend to disagree, Tend to agree, or Strongly agree. SHOW CARD 29
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					(SPONTANEOUS)					
					Strongly disagree	Tend to disagree	Tend to agree	Strongly agree	DON'T KNOW	DOES NOT APPLY
"The court system is fair, impartial and uncorrupted." h7a					1	2	3	4	-9	-7

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/sales workers. Some examples of government regulations are taxes, customs, labor regulations, licensing and registration, including dealings with officials and completing forms)
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	Percent
Senior management's time spent on dealing with regulations	j2 %
NO TIME WAS SPENT	0
DON'T KNOW (SPONTANEOUS)	-9

BHJ.18	In particular, last year, what percentage of total senior management's time was spent on dealing with environmental regulations?
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	Percent
Senior management's time spent on dealing with environmental regulations BHj18	%
NO TIME WAS SPENT	0
DON'T KNOW (SPONTANEOUS)	-9

J.3	Over the last year, was this establishment visited or inspected by tax officials?
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Yes	1	GO TO QUESTION J.6a GO TO QUESTION J.6a
No	2	
DON'T KNOW (SPONTANEOUS)	-9	

j3

QUESTIONNAIRE NUMBER

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

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

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

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

j5

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

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

GO TO QUESTION J.7
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 %
DON'T KNOW (SPONTANEOUS)	-9
REFUSAL (SPONTANEOUS)	-8
NO PAYMENTS	0

QUESTIONNAIRE NUMBER

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

	Percent
Percentage of total annual sales paid as informal payment	j7a %
NO PAYMENTS OR GIFTS ARE PAID	0
DON'T KNOW (SPONTANEOUS)	-9
REFUSAL (SPONTANEOUS)	-8

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

	Nu.
Total annual informal payment	j7b
NO PAYMENTS OR GIFTS ARE PAID	0
DON'T KNOW (SPONTANEOUS)	-9
REFUSAL (SPONTANEOUS)	-8

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

Yes	1	GO TO QUESTION J.13 GO TO QUESTION J.13
No	2	
DON'T KNOW (SPONTANEOUS)	-9	

j10

J.11 Approximately how many days did it take to obtain this import license from the day of the application to the day it was granted?

	Days
Wait for import license	j11
LESS THAN ONE DAY	1
STILL IN PROCESS	-6
APPLICATION DENIED	-5
DON'T KNOW (SPONTANEOUS)	-9

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

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

j12

QUESTIONNAIRE NUMBER

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

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

GO TO QUESTION J.30

GO TO QUESTION J.30

j13

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

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

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

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

j15

J.30 Using the response options on the card; To what degree is/are **[INSERT OPTION]** an obstacle to the current operations of this establishment?
SHOW CARD 30

ROTATE OPTIONS		No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	(SPONTANEOUS)	
							DON'T KNOW	DOES NOT APPLY
Tax rates	j30a	0	1	2	3	4	-9	-7
Tax administration	j30b	0	1	2	3	4	-9	-7
Business licensing and permits	j30c	0	1	2	3	4	-9	-7
Political instability	j30e	0	1	2	3	4	-9	-7
Corruption	j30f	0	1	2	3	4	-9	-7
Courts	h30	0	1	2	3	4	-9	-7

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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 year **2014**, how many permanent, full-time individual worked in this establishment? Please include all employees and managers (Permanent, full-time employees are defined as all employees that are employed for a term of one or more 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 end of last year	11
DON'T KNOW (SPONTANEOUS)	-9

BHL.24 At the beginning of year **2014**, how many permanent, full-time individuals worked in this establishment? Please include all employees and managers.

	Number
Permanent, full-time employees beginning of year 2014 BH124	
DON'T KNOW (SPONTANEOUS)	-9

BHL.25 How many permanent, full-time employees have left this establishment during year **2014**?

	Number
Permanent, full-time employees have left during year 2014 BH125	
DON'T KNOW (SPONTANEOUS)	-9

L.2 Looking back, at the end of year **2012**, how many permanent, full-time individuals worked in this establishment? Please include all employees and managers **(INTERVIEWER: INCLUDE INTERVIEWEE IF APPLICABLE).**

	Number
Permanent, full-time workers end of year 2012	12
IF ESTABLISHMENT WAS NOT IN BUSINESS in year 2012	-7
DON'T KNOW (SPONTANEOUS)	-9

L.5 Coming back to year **2014**, how many permanent full-time individuals that worked in this establishment were female?

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

QUESTIONNAIRE NUMBER

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BHL.26 | At the end of year **2014**, how many full-time foreign employees did you have that were:

	Number	DON'T KNOW (SPONTANEOUS)
Unskilled, full-time foreign employees BH126		-9
Highly or semi-skilled, full-time foreign employees BH127		-9

L.6 | How many full-time seasonal or temporary employees did this establishment employ during **2014**?
(Full-time, temporary workers are all short-term (i.e. for less than a year) employees with no guarantee of renewal of contract employment and work full-time)

	Number
Full-time seasonal or temporary workers employed last year	16
NO FULL-TIME SEASONAL OR TEMPORARY WORKERS	0
DON'T KNOW (SPONTANEOUS)	-9

GO TO QUESTION L.9b

GO TO QUESTION L.9b

L.6a | How many full-time seasonal or temporary employees employed during **2014** were female?

	Number
Full-time female seasonal or temporary workers employed last year	16a
DON'T KNOW (SPONTANEOUS)	-9

L.8 | What was the average length of employment of all full-time temporary employees in year **2014**?

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

L.9b | What is the percentage of full-time permanent workers who completed higher secondary school?

	Percent
Percentage of full-time permanent workers who completed higher secondary school	19b
DON'T KNOW (SPONTANEOUS)	-9

QUESTIONNAIRE NUMBER

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L.10 Over year **2014**, did this establishment have formal training programs for its permanent, full-time employees?

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

GO TO QUESTION SARL.12
GO TO QUESTION SARL.12

110

SARL.10a What was the primary focus of the formal training programs in year **2014**?
SHOW CARD 31

Managerial training	1
Sales and customer relations	2
Teamwork and leadership skills	3
Technical skills	4
Other training	5
DON'T KNOW (SPONTANEOUS)	-9

SAR110a

SARL.10b Who was the primary provider of the formal training programs in year **2014**?
SHOW CARD 32

Chamber of commerce or industry association	1
Private provider	2
Government agency	3
Our company- this was in-house training	4
Other organization	5
DON'T KNOW (SPONTANEOUS)	-9

SAR110b

ENUMERATOR: ASK THE FOLLOWING QUESTION ONLY FOR FIRMS WITHOUT TRAINING PROGRAMS. OTHERWISE SKIP TO BHL.39

QUESTIONNAIRE NUMBER

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SARL.12 Please indicate the principle reason for the lack of training programs?
SHOW CARD 33

Lack of external agencies that can provide training	1
Lack of relevant training programs related to this establishment's work	2
The quality of available training programs is low	3
High cost of training programs	4
No need for formal training programs	5
Unaware of training programs	6
Other (Spontaneous)	7
DON'T KNOW (SPONTANEOUS)	-9

SAR112

BHL.39 During year **2014**, has this establishment tried to hire someone?

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

GO TO QUESTION BHL.45

BHI39

BHL.40 During year **2014**, how many permanent, full-time employees did this establishment actually hire?

	Number
Permanent, full-time employees hired during last year	BHI40
DON'T KNOW (SPONTANEOUS)	-9

BHL.41 Referring to the last position for which you tried to hire during year **2014**, which category of employees did this establishment want to hire?

Highly or semi-skilled employee	1
Unskilled employee	2
DON'T KNOW (SPONTANEOUS)	-9

BHI41b

QUESTIONNAIRE NUMBER

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BHL.42 Referring again to the last position for which you tried to hire during year **2014**, what methods did this establishment use to find workers?
INTERVIEWER: READ OUT

Collateral	Yes	No	DON'T KNOW (SPONTANEOUS)
Public employment agency BH142a	1	2	-9
Job fairs BH142b	1	2	-9
Offers to experienced people in other firms BH142c	1	2	-9
Recommendations from university / schools careers' office BH142d	1	2	-9
Recommendations from social network (friends / relatives / others) BH142e	1	2	-9
Private headhunters BH142f	1	2	-9
Media / internet BH142g	1	2	-9
Employee contacted you BH142h	1	2	-9
Recommendations from existing employees BH142i	1	2	-9
Other method not listed above BH142j	1	2	-9

BHL.43 Referring again to the last position for which you tried to hire during year **2014**, did this establishment encounter any problems when trying to hire?

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

GO TO QUESTION BHL.45

BH143

BHL.44 Looking at show card 34, what were the two most severe problems that this establishment encountered?
SHOW CARD 34
INTERVIEWER: DO NOT READ OUT

- | |
|---|
| 1 - There were no or few applicants |
| 2 - Applicants lacked required skills |
| 3 - Applicants expected wages higher than what we could offer |
| 4 - Applicants did not like working conditions |
| 5 - Applications preferred public sector jobs |
| 6 - Competition from other employers |
| 7 - Poor career progression prospects discouraged applicants |
| 8 - Applicants did not like that the job would entail shift work/unsociable hours |
| 9 - Applicants did not like that the job would entail seasonal work |
| 10 - Applicants did not like our geographic location |

Most severe problem	BH144a
Second most severe problem	BH144b

QUESTIONNAIRE NUMBER

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BHL.45 Does this establishment have any difficulty in retaining staff?

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

GO TO QUESTION BHL.47

BHI45

BHL.46 Looking at show card 35, what were the two most important reasons why it is difficult to retain staff?
SHOW CARD 35
INTERVIEWER: DO NOT READ OUT

- | |
|--|
| 1 - Wages offered are lower than those of other firms |
| 2 - Unattractive conditions of employment |
| 3 - Geographic location of firm |
| 4 - Lack of career progression |
| 5 - Long/Unsocial hours |
| 6 - Workers prefer public sector jobs |
| 7 - Too much competition from other employers |
| 8 - Not enough people interested in this type of work |
| 9 - Staff don't want long term commitment |
| 10 - Training is not being provided |
| 11 - Disputes and lack of teamwork amongst employees |
| 12 - Supervisors and managers have poor human resource management skills |
| 13 - The wrong type of workers were hired originally (mismatch with job description) |

Most important reason	BHI46a
Second most important reason	BHI46b

QUESTIONNAIRE NUMBER

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BHL.47 Using the response options on the card, how do you rate the skill level of the establishment's skilled full-time permanent employees trained compared to what the establishment needs for the following types of skills?
SHOW CARD 36

								(SPONTANEOUS)	
		Far below required	Below required	As required	Above required	Far above required	DON'T KNOW	DOES NOT APPLY	
Ability to read and write in English	BHI47a	0	1	2	3	4	-9	-7	
Mathematics skills	BHI47b	0	1	2	3	4	-9	-7	
Computer skills	BHI47c	0	1	2	3	4	-9	-7	
Job-specific technical skills	BHI47d	0	1	2	3	4	-9	-7	
Communicatio n Skills	BHI47e	0	1	2	3	4	-9	-7	
Leadership skills	BHI47f	0	1	2	3	4	-9	-7	
Team work skills	BHI47g	0	1	2	3	4	-9	-7	
Creative and critical thinking	BHI47h	0	1	2	3	4	-9	-7	
Problem solving skills	BHI47i	0	1	2	3	4	-9	-7	
Ability to work independently	BHI47j	0	1	2	3	4	-9	-7	
Time management skills	BHI47k	0	1	2	3	4	-9	-7	

QUESTIONNAIRE NUMBER

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L.30 Using the response options on the card; To what degree are **Labor Regulations** an obstacle to the current operations of this establishment? **SHOW CARD 37**

Using the response options on the card; To what degree is **an Inadequately Educated Workforce** an obstacle to the current operations of this establishment? **SHOW CARD 37**

	(SPONTANEOUS)						
	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	DON'T KNOW	DOES NOT APPLY
Labor regulations I30a	0	1	2	3	4	-9	-7
Inadequately educated workforce I30b	0	1	2	3	4	-9	-7

BHL.48 Using the response options on the card; To what degree are the following labor factors an obstacle to the current operations of this establishment? **SHOW CARD 37**

		(SPONTANEOUS)						
		No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	DON'T KNOW	DOES NOT APPLY
Employment protection legislation	BH148a	0	1	2	3	4	-9	-7
Availability of skilled manpower	BH148b	0	1	2	3	4	-9	-7
Availability of unskilled manpower	BH148c	0	1	2	3	4	-9	-7
General education of workers	BH148d	0	1	2	3	4	-9	-7
Technical education/vocational training of workers	BH148e	0	1	2	3	4	-9	-7
Finding workers with previous industry-specific experience	BH148f	0	1	2	3	4	-9	-7
High employee turnover	BH148g	0	1	2	3	4	-9	-7
Salary costs	BH148h	0	1	2	3	4	-9	-7
Restrictiveness of immigration rules	BH148i	0	1	2	3	4	-9	-7

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M. BUSINESS ENVIRONMENT

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

M.1	By looking at card 38 can you tell me which of elements of the business environment included in the list, if any, currently represents the biggest obstacle faced by this establishment SHOW CARD 38 INTERVIEWER: DO NOT READ OUT
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1-Access to finance
2-Access to land
3-Business licensing and permits
4-Corruption
5-Courts
6-Crime, theft and disorder
7-Customs and trade regulations
8-Electricity
9-Inadequately educated workforce
10-Labor regulations
11-Political instability
12-Practices of competitors in the informal sector
13-Tax administration
14-Tax rates
15-Transport

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

Rotation (option 1, 2 or 3)	m1d
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N. PERFORMANCE

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

Now, we would like to ask you a few questions about the financial results of this establishment. It is important that this information be as accurate as possible. The individual data are treated as confidential – the identity of your establishment will not be revealed at any point. Please provide the following information from the financial statements of this establishment.

N.2 From this establishment's Income Statement for year **2014**, please provide the following information:

READ OUT	Nu.	DON'T KNOW (SPONTANEOUS)
Total annual cost of labor including wages, salaries, bonuses, social payments	n2a	-9
ENUMERATOR: ASK THE FOLLOWING QUESTION ONLY FOR RETAIL/WHOLESALE ESTABLISHMENTS.		
Beginning inventory, July 1 st 2013	BHn56	
Ending inventory, June 30 th 2014	BHn57	
Total annual cost of finished goods and materials purchased to resell	n2i	-9
Total annual cost of transportation for finished goods and materials purchased to resell	BHn58	
Total cost of sales	n2p	-9

BHN.49 Is the principal owner of this establishment currently paying Personal Income Tax (PIT)?

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

BHn49

BHN.50 Is this establishment currently paying taxes on income to the RGoB?

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

GO TO QUESTION BHN.52
GO TO QUESTION BHN.52
BHn50

BHN.51 Which kind of income tax does this establishment pay, either Business Income Tax or Corporate Income Tax?

Business Income Tax (BIT)	1	
Corporate Income Tax (CIT)	2	
DON'T KNOW (SPONTANEOUS)	-9	

BHn51

QUESTIONNAIRE NUMBER

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BHN.52 Is this establishment currently benefitting from a tax holiday?

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

FORMAL INTERVIEW ENDS, GO TO A.15a
FORMAL INTERVIEW ENDS, GO TO A.15a
BHn52

BHN.53 On which tax is the main tax holiday applied to?

Personal Income Tax (PIT)	1
Business Income Tax (BIT)	2
Corporate Income Tax (CIT)	3
Taxes which are not based on income	4
DON'T KNOW (SPONTANEOUS)	-9

BHn53

BHN.54 Please specify the main tax holidays which this establishment is benefitting from?

Specify name or type of tax holiday	BHn54x
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A.15a Please complete the following information about the interviewee(s)

	Position in the firm	Years with the firm	Gender
Main respondent	a15a1a	a15a2a	a15a3
Second respondent	a15a1b	a15a2b	a15b3
Third respondent	a15a1cx	a15a2c	a15c3

ENTER 1 WHEN YEARS WITH THE FIRM IS LESS THAN ONE. FOR GENDER 1: MALE, 2: FEMALE

THE SURVEY ENDS HERE
THANK YOU VERY MUCH FOR YOUR COOPERATION.

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

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

QUESTIONNAIRE NUMBER

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INTERVIEWERS PLEASE ANSWER AT END OF THE INTERVIEW:

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):

Are taken directly from establishment records	1
Are estimates computed with some precision	2
Are arbitrary and unreliable numbers	3
Are in some case taken from books in some case estimates	4

a17

INTERVIEWER COMMENTS:

a17x

(Problems occurred/extraordinary circumstances which could influence results)

SUPERVISORS PLEASE ANSWER:

A.18 This questionnaire was completed in:

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

STOP HERE

a18

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

Hour	Minutes

a19h a19m