

**THE WORLD BANK ENTERPRISE SURVEY***Ireland Services Module (2020)*

**FIELDWORK SUPERVISORS AND MANAGEMENT ARE RESPONSIBLE FOR THE ACCURACY OF THIS SECTION.**

**INFORMATION ACQUIRED PRIOR TO SCREENING:**

<b>Sampling Information [CODES FROM WBG PROGRESS REPORT]</b>	
Sampling sector	<b>a4a</b>
Sampling size	<b>a6a</b>
Sampling location	<b>a2</b>
Frame level	<b>a1c</b>

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

<b>Screener Information</b>	
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>a6b</b>
Multi-establishment firm	<b>a7</b>
Panel	<b>panel</b>
Language	<b>a1a</b>

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**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>

**INTERVIEW BEGINS HERE**

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

The goal of this survey is to gather information and opinions about the business environment in **Ireland**. 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>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>Last completed month</b>
<b>COVa20m_1</b>

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**B. GENERAL INFORMATION**

**READ OUT THE FOLLOWING INTRODUCTORY SENTENCE ONLY IF A7 = 1 (yes):**  
**The first few questions apply to the firm which this establishment is part of.**

**B.1** What is this firm’s current legal status?  
**SHOW CARD 1 [NOTE FOR IMPLEMENTATION: THE OPTIONS USED IN EACH COUNTRY SHOULD REFLECT LOCAL CONDITIONS AND BE RECODED INTO THE CATEGORIES BELOW]**

Public Limited Companies (PLC)	1
Private Company Limited by Shares (LTD Company)	2
Designated Activity Company (DAC)	3
Sole Trader	4
Partnership	5
Limited Partnership Company (LP)	6
Company Limited by Guarantee (CLG)	7
<b>OTHER (SPONTANEOUS-SPECIFY) __ b1x __</b>	8
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**GO TO B.3a**

**b1**

**INTERVIEWER: PLEASE NOTE WHEN b1 IS 4 (SOLE TRADER), ENTER 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	<b>b3</b> %
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**B.3a** Is the largest owner also the top manager?

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

**b3a**

**EUB.1** How many businesses has the largest owner(s) previously owned prior to establishing, purchasing, or acquiring the current business ?

	Number
Number of businesses owned	<b>EUb1</b>
<b>NONE (THIS IS THE FIRST)</b>	<b>0</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

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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	<b>b2a</b> %	-9
Private foreign individuals, companies or organizations	<b>b2b</b> %	-9
Government or State	<b>b2c</b> %	-9
Other	<b>b2d</b> %	-9
	<b>100%</b>	

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

**GO TO EUB.2**

**GO TO EUB.2**

**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 of the firm is owned by females?

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

**EUB.2** What percentage of the firm is owned by the same family? (If more than one family, refer to the one with largest ownership)

	Percent
Percentage of family ownership	<b>EUb2%</b>
<b>NO FAMILY OWNERSHIP</b>	<b>0</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**GO TO EUB.4**

**GO TO EUB.4**

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**EUB.3** What percentage of the key management positions of this firm are occupied by members of this family?

	Percent
Percentage of family members in key management positions	<b>EUb3%</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**EUB.4** Has the owner, CEO, top manager, or any of the board members of this firm ever been elected or appointed to a political position in this country?

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

**EUb4**

**EUB.5** Is this firm part of a business membership organization, trade association, guild, chamber of commerce, or other business support group?

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

**GO TO B.5**  
**GO TO B.5**

**EUb5**

**EUB.6** Referring to the most important business association that this firm is part of, how useful are the following services provided to this firm?  
**SHOW CARD 3**

**INTERVIEWER: READ OUT EACH OPTION**

	Not at all useful	Not very useful	Somewhat useful	Very useful	(SPONTANEOUS)	
					<b>SERVICE NOT OFFERED</b>	<b>DON'T KNOW</b>
Information or contacts on international input and product markets <b>EUb6a</b>	1	2	3	4	<b>-7</b>	<b>-9</b>
Accrediting standards or quality of products <b>EUb6b</b>	1	2	3	4	<b>-7</b>	<b>-9</b>
Information on government regulations <b>EUb6c</b>	1	2	3	4	<b>-7</b>	<b>-9</b>
Influencing regulatory decision-making processes or "lobbying" <b>EUb6d</b>	1	2	3	4	<b>-7</b>	<b>-9</b>

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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	<b>b5</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR**

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

	Number
Full-time workers at start-up	<b>b6</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**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**

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

	Years
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.7a** Is the Top Manager female?

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

**b7a**

**EUB.7** What age is the top manager?

	Age
Age of top manager	<b>EUB7</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

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**EUB.8** Please indicate the highest level of educational attainment or professional qualification completed by the top manager.  
**SHOW CARD 4**

No formal education	1
Primary	2
Secondary/diploma	3
Secondary/technical/vocational training	4
Bachelor's degree	5
Post-graduate degree (Master or Doctorate)	6
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**EUB8**

**EUB.9** Was the top manager born a citizen of **[Ireland]**?

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

**EUB9**

**EUB.10** Does the top manager have previous experience working in a multinational firm or in a prominent national firm in this sector?

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

**EUB10**

**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
<b>STILL IN PROCESS</b>	<b>-6</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**GO TO C.3**

**GO TO C.3**

**b8**

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

Specify certifications	<b>b8x</b>
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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	
No	2	<i>GO TO C.6</i>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<i>GO TO C.6</i>

**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	<b>c4</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>

**C.5** In reference to that application for an electrical connection, 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>	

**c5**

**C.6** Over fiscal year **[Insert last complete fiscal year]**, did this establishment experience power outages?

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>

**c6**

**C.7** In a typical month, over fiscal year **[Insert last complete fiscal year]**, how many power outages did this establishment experience?

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

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

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**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	[Insert LCUs]	<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 fiscal year **[Insert last complete fiscal year]**, did this establishment own or share a generator?

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

**c10**

**C.11** In fiscal year **[Insert last complete fiscal year]**, what percentage of this establishment's electricity came from a generator or generators that the establishment owned or shared?

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

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

Yes	1	
No	2	<b>GO TO C.22b</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>GO TO C.22b</b>

**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?

	Days
Wait for water connection	<b>c13</b>
<b>LESS THAN ONE DAY</b>	<b>1</b>

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<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.14** In reference to that application for a water connection, 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>

**c14**

**C.22b** At the present time, does this establishment have its own website or social media page?

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

**c22b**

**COVC.4** Did this establishment experience any of the following changes in response to the COVID-19 outbreak? **INTERVIEWER: READ OUT**

	Yes	No	<b>DON'T KNOW (SPON.)</b>	<b>Don't know</b>
Started or increased business activity online? <b>COVc4a</b>	1	2	<b>-9</b>	<b>-99</b>

**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**

	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	<b>(SPONTANEOUS)</b> <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>

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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 fiscal year **[Insert last complete fiscal year]**, 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?  
**INTERVIEWER: PLEASE RECORD THE DESCRIPTION OF THE ACTIVITY AND PRODUCT IN DETAIL, FOR EXAMPLE, “RETAIL SALE OF WOMEN'S OUTDOOR CLOTHING” NOT JUST “CLOTHING”. IF MANY GOODS ARE SOLD, SUCH AS IN A GROCERY STORE OR PHARMACY, INDICATE THE TYPE OF STORE.**

	<b>d1a1a</b>	<b>DETAILED DESCRIPTION OF MAIN ACTIVITY AND PRODUCT</b>
Manufacturing of	1	<b>d1a1x</b>
Retail trade of	2	
Wholesale trade of	3	
Construction of	4	
Hotel or restaurant	5	
Provide services of	6	

**INTERVIEWER: IF D1A1A IS MANUFACTURING SELECT (1), REVIEW TO ENSURE CORRECT MODULE IS BEING ASKED**

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

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

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

**D.2** In fiscal year **[Insert last complete fiscal year]**, what were this establishment’s total annual sales for **all** products and services?

	<b>[Insert LCUs]</b>
"Total annual sales in fiscal year <b>[insert last complete fiscal year]</b> "	<b>d2</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**PLEASE ALSO WRITE OUT THE NUMBER (i.e. 50,000 AS FIFTY THOUSAND)**

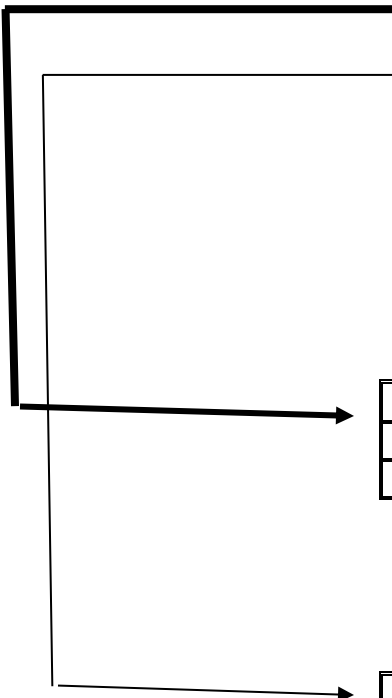
**d2x**

**COVB.2** Comparing this establishment's sales for [insert last completed month] with the same month in 2019, did sales increase, remain the same, or decrease?

Increase	1
Remain the same	2
Decrease	3
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>Don't know</b>	<b>-99</b>
	<b>COVb2a</b>

**GO TO QUESTION N.3**

**GO TO QUESTION N.3**



	Percent
By what percentage did the sales increase?	<b>COVb2b</b> %
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>Don't know</b>	<b>-99</b>

	Percent
By what percentage did the sales decrease?	<b>COVb2c</b> %
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>Don't know</b>	<b>-99</b>

**N.3** Looking back to fiscal year [Insert last complete fiscal year minus two], what were total annual sales for this establishment?

	[Insert LCUs]
Total annual sales in fiscal year [Insert last complete fiscal year minus two]	<b>n3</b>
<b>ESTABLISHMENT WAS NOT IN BUSINESS IN FISCAL YEAR [Insert last complete fiscal year minus two]</b>	<b>-7</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**EUD.1** Coming back to fiscal year [Insert last complete fiscal year], what percentage of this establishment's sales was sold by using each of the following methods:  
**SHOW CARD 6**

	Percent	<b>DON'T KNOW (SPONTANEOUS)</b>
Direct sales at the establishment's premises	<b>EUD1a</b> %	<b>-9</b>
Direct sales by phone and email orders	<b>EUD1b</b> %	<b>-9</b>

QUESTIONNAIRE NUMBER **id**

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Online channels (Web-based platforms, social media platforms, establishment's website, smartphone app)	<b>EUd1c</b> %	
Other	<b>EUd1d</b> %	<b>-9</b>
	<b>100%</b>	

**D.3** In fiscal year **[Insert last complete fiscal year]**, what percentage of this establishment's sales were:  
**SHOW CARD 7**

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

**IF 100, GO TO 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?

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

**INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR**

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

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

**GO TO D.12**

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

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

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**D.12** In fiscal year **[Insert last complete fiscal year]**, what percentage of this establishment’s material inputs, supplies, or finished goods and materials purchased to resell were:  
**SHOW CARD 8**

	Percent	DON'T KNOW (SPONTANEOUS)
Of domestic origin	<b>d12a</b> %	-9
Of foreign origin	<b>d12b</b> %	-9
	<b>100%</b>	

*IF 0, GO TO EUD.2*

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

**D.13** Were any of the material inputs, supplies, or finished goods and materials purchased to resell purchased in fiscal year **[Insert last complete fiscal year]** imported directly?

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

*GO TO EUD.2*

*GO TO EUD.2*

**d13**

**D.14** In fiscal year **[Insert last complete fiscal year]**, when this establishment imported material inputs or supplies, how many days did it take on average from the time these goods arrived to their point of entry (e.g. port, airport) until the time these goods could be claimed from customs?

	Days
Average number of days to clear customs	<b>d14</b>
<b>LESS THAN ONE DAY</b>	<b>1</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>DOES NOT APPLY (SPONTANEOUS)</b>	<b>-7</b>

*GO TO EUD.2*

**D.15a** In reference to when this establishment imported material inputs or supplies, in claiming these goods from customs was an informal gift or payment expected or requested?

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>REFUSAL (SPONTANENOUS)</b>	<b>-8</b>
<b>DOES NOT APPLY (SPONTANEOUS)</b>	<b>-7</b>

**d15a**

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**EUD.2** Currently, what is this establishment’s main technology to manage procurement and suppliers chain?  
**SHOW CARD 9**

Manual search of suppliers without storing supplier’s information in centralized database	1
Database of suppliers manually updated using computers with general purpose software	2
Supplier Relation Management software (SRM)	3
E-procurement with electronic orders integrated to specialized supply chain management systems	4
Other	5
<b>NOT APPLICABLE</b>	<b>-7</b>
<b>DON’T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**EUd2**

**EUD.3** Does this establishment engage in formal planning of service provision?

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

**GO TO EUD.6**  
**GO TO EUD.6**

**EUd3**

**EUD.4** What is the main method used by this establishment for planning service provision?  
**SHOW CARD 10**

Handwritten processes	1
Computers with standard software such as Excel or equivalent	2
Specialized software for demand forecasting or demand planning	3
Enterprise Resource Planning (ERP) or equivalent software integrated with other back office functions	4
Other	5
<b>DOES NOT APPLY (SPONTANEOUS)</b>	<b>-7</b>
<b>DON’T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**EUd4**

**EUD.6** Over the last three years, did any of these factors prevent this establishment from increasing its capacity of producing goods or offering services?  
**INTERVIEWER: READ OUT OPTIONS**

		Yes	No	<b>DON’T KNOW (SPONTANEOUS)</b>
Taxes and contribution rates	<b>EUd6a</b>	1	2	<b>-9</b>
Labor regulations about hiring and firing	<b>EUd6b</b>	1	2	<b>-9</b>
Market demand	<b>EUd6c</b>	1	2	<b>-9</b>

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**COVC.2** Comparing insert option for insert last completed month with the same month in 2019, did it (they) increase, remain the same, or decrease? **INTERVIEWER: READ OUT**

	Increase	Remain the same	Decrease	<b>DON'T KNOW (SPONTANEOUS)</b>	<b>Don't know</b>
The demand for this establishment's products and services <b>COVc2b</b>	1	2	3	<b>-9</b>	<b>-99</b>
This establishment's supply of inputs, raw materials, or finished goods and materials purchased to resell <b>COVc2c</b>	1	2	3	<b>-9</b>	<b>-99</b>

**D.30** Using the response options on the card; To what degree are each of the following an obstacle to the current operations of this establishment?  
**INTERVIEWER: READ OUT OPTIONS**  
**SHOW CARD 11**

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

**R. MANAGEMENT PRACTICES**

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

And now I would like to ask you about management practices in this establishment.

**R.1** Over fiscal year **[Insert last complete fiscal year]**, what best describes what happened at this establishment when a problem in the provision of services arose?  
**SHOW CARD 12**

**INTERVIEWER: SELECT "DOES NOT APPLY" (-7) IF THERE WERE NO PROBLEMS IN THE PRODUCTION PROCESS IN THE LAST COMPLETE FISCAL YEAR**

We fixed it but did not take further action	1
We fixed it and took action to make sure it did not happen again	2
We fixed it and took action to make sure that it did not happen again, and had a continuous improvement process to anticipate problems like these in advance	3
No action was taken	4
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>DOES NOT APPLY (SPONTANEOUS)</b>	<b>-7</b>

**r1**

**R.2** Over fiscal year **[Insert last complete fiscal year]**, did this establishment monitor any performance indicators?

Yes	1	
No	2	<b>GO TO R.4</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>GO TO R.4</b>

**r2**

**R.3** Over fiscal year **[Insert last complete fiscal year]**, how many performance indicators were monitored at this establishment?  
**INTERVIEWER: READ OUT**

1-2 indicators	1
3-9 indicators	2
10 or more indicators	3
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**r3**

**R.4** Over fiscal year **[Insert last complete fiscal year]**, did this establishment have service provision targets? Examples of service provision targets are: sales, customer satisfaction, efficiency, waste, or on-time delivery.

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

**r4**

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**R.5** Over fiscal year **[Insert last complete fiscal year]**, what best describes the time frame of service provision targets at this establishment?  
**SHOW CARD 13**

Main focus was on short term, less than one year	1
Main focus was on long term, one year or more	2
Combination of short-term and long-term targets	3
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**r5**

**R.6** Over fiscal year **[Insert last complete fiscal year]**, how easy or difficult was it for this establishment to achieve its service provision targets overall?  
**SHOW CARD 14**

Achieved without much effort	1
Achieved with some effort	2
Achieved with normal amount of effort	3
Achieved with more than normal effort	4
Only achieved with extraordinary effort	5
Targets were not achieved	6
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**r6**

**R.7** Over fiscal year **[Insert last complete fiscal year]**, who was aware of the service provision targets at this establishment?  
**SHOW CARD 15**

Only senior managers	1
Most managers and some production workers	2
Most managers and most production workers	3
All managers and most production workers	4
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**r7**

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**R.8** Over fiscal year **[Insert last complete fiscal year]**, did this establishment have performance bonuses for managers?

Yes	1	
No	2	<b>GO TO R.10</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>GO TO R.10</b>
		<b>r8</b>

**R.9** Over fiscal year **[Insert last complete fiscal year]**, what were managers' performance bonuses mostly based on?  
**INTERVIEWER: READ OUT**

**INTERVIEWER: IF THE ESTABLISHMENT IS NOT PART OF A MULTI-ESTABLISHMENT FIRM (A7 IS NO), THEN DO NOT USE OPTION 4**

Their own performance	1	
Their team's performance	2	
The establishment's performance	3	
The firm's performance	4	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	
		<b>r9</b>

**R.10** Over fiscal year **[Insert last complete fiscal year]**, what was the primary way non-managers were promoted at this establishment?  
**SHOW CARD 16**

**INTERVIEWER: SELECT "DOES NOT APPLY" (-7) IF THERE WERE NO PROMOTIONS OF NON-MANAGERS IN THE LAST COMPLETE FISCAL YEAR**

Based solely on performance and ability	1	
Based partly on performance and ability, and partly on other factors (for example, tenure or family connections)	2	
Based mainly on factors other than performance and ability (for example, tenure or family connections)	3	
Non-managers are normally not promoted	4	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	
<b>DOES NOT APPLY (SPONTANEOUS)</b>	<b>-7</b>	
		<b>r10</b>

**R.11** Over fiscal year **[Insert last complete fiscal year]**, when was an under-performing non-manager reassigned or dismissed?  
**SHOW CARD 17**

**INTERVIEWER: SELECT "DOES NOT APPLY" (-7) IF THERE WERE NO UNDER-PERFORMING NON-MANAGERS IN THE LAST COMPLETE FISCAL YEAR**

Within 6 months of identifying under-performance	1	
After 6 months of identifying under-performance	2	
Rarely or never	3	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	
<b>DOES NOT APPLY (SPONTANEOUS)</b>	<b>-7</b>	
		<b>r11</b>

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**E. DEGREE OF COMPETITION**

**PLEASE READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:**  
**I would now like to ask you some questions about the competition that this establishment faces.**

**E.1** In fiscal year **[Insert last complete fiscal year]**, which of the following was the main market in which this establishment sold its main product?  
**SHOW CARD 18**

Local – main product sold mostly in same municipality where establishment is located	1	
National – main product sold mostly across the country where establishment is located	2	
International	3	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>GO TO E.6</b>

<b>e1</b>
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**E.2** In fiscal year **[Insert last complete fiscal year]**, for the main market in which this establishment sold its main product, how many competitors did this establishment's main product face?

Number of competitors	<b>e2b</b>
<b>TOO MANY TO COUNT</b>	<b>-4</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**E.6** Does this establishment at present use technology licensed from a foreign-owned company, excluding office software?

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

<b>e6</b>
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**E.11** Does this establishment compete against unregistered or informal establishments?

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

<b>e11</b>
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<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 19</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>
Practices of competitors in the informal sector <b>e30</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>

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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.

**H.1** During the last three years, has this establishment introduced new or improved product or services?

Yes	1	<i>GO TO H.5</i>
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	

**h1**

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

Yes	1	<i>GO TO H.5</i>
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	

**h2**

**H.3** Please describe in detail the **main** new or improved product or service that this establishment introduced during the last three years.

The main new or improved product or service is the one that represented the largest proportion of this establishment’s sales in value (not volume) during the last three years.

**Description**

<b>DESCRIPTION SHOULD BE AS DETAILED AS POSSIBLE</b>	<b>h3x</b>
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**H.4** Please describe in detail how the **main** new or improved product or service is different than the most similar product or service, if any, previously produced by this establishment.

**INTERVIEWER: IF THERE IS NOTHING SIMILAR ENTER “COMPLETELY NEW”**

**Description**

<b>DESCRIPTION SHOULD BE AS DETAILED AS POSSIBLE</b>	<b>h4x</b>
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**H.5** During the last three years, has this establishment introduced any new or improved process? These include:  
 methods of manufacturing products or offering services;  
 logistics, delivery, or distribution methods for inputs, products, or services;  
 or supporting activities for processes?

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

**h5**

**H.6** Please describe in detail the **main** new or improved process that this establishment introduced during the last three years. The main innovative process is the innovative process that had the largest impact on the operations of the establishment during the last three years.

**Description**

<b>DESCRIPTION SHOULD BE AS DETAILED AS POSSIBLE</b>	<b>h6x</b>
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**H.7** Please describe in detail how the **main** new or improved process is different than the most similar process that is or was used by this establishment.

**IF THERE IS NOTHING SIMILAR ENTER "COMPLETELY NEW"**

**Description**

<b>DESCRIPTION SHOULD BE AS DETAILED AS POSSIBLE</b>	<b>h7x</b>
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**H.8** During fiscal year [**Insert last complete fiscal year**], did this establishment spend on research and development activities, either in-house or contracted with other companies, excluding market research surveys?

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

**h8**

**H.9** During fiscal year [**Insert last complete fiscal year**], how much did this establishment spend on research and development activities, either in-house or contracted with other companies?

	<b>[Insert LCUs]</b>
Cost of research and development activities	<b>h9</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

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**G. LAND AND PERMITS**

**PLEASE READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:  
Now I would like to turn to a different matter.**

**COVB.1a** Did this establishment close temporarily (suspended services or production) due to the COVID-19 outbreak?

Yes	1	
No	2	<i>GO TO B.2</i>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<i>GO TO B.2</i>
<b>Don't know</b>	<b>-99</b>	<i>GO TO B.2</i>
		<b>COVb1a</b>

**COVB.1b** For how many weeks has this establishment been closed (or was closed) due to the COVID-19 outbreak?

Weeks the establishment was closed	<b>COVb1b</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>Don't know</b>	<b>-99</b>

**G.6** Of the **buildings** occupied by this establishment, what percentage is owned by this establishment?

	<b>Percent</b>	<b>DON'T KNOW (SPONTANEOUS)</b>
Owned by this establishment	<b>g6a</b> %	<b>-9</b>

**G.1** Of the **land** occupied by this establishment, what percentage is owned by this establishment?

	<b>Percent</b>	<b>DON'T KNOW (SPONTANEOUS)</b>	<b>DOES NOT APPLY IS A FLOOR IN A BUILDING(SPONTANEOUS)</b>
Owned by this establishment	<b>g1a</b> %	<b>-9</b>	<b>-7</b>

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

Yes	1	
No	2	<i>GO TO G.5</i>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<i>GO TO G.5</i>
		<b>g2</b>

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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	<b>g3</b>
<b>LESS THAN ONE DAY</b>	<b>1</b>
<b>STILL IN PROCESS (SPONTANEOUS)</b>	<b>-6</b>
<b>APPLICATION DENIED (SPONTANEOUS)</b>	<b>-5</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

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

Yes	1	
No	2	
<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**

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

Area		
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>GO TO G30</b>

**g5a**

**SPECIFY UNITS**

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

**g5b**

**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 19**

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

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**I. CRIME**

**READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:**  
**We now turn to another topic.**

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

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

**GO TO I.3**  
**GO TO I.3**

**i1**

**I.2** In fiscal year **[Insert last complete fiscal year]**, 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>[Insert LCUs]</b>	<b>DON'T KNOW (SPONTANEOUS)</b>
Annual cost of security	<b>i2a</b> %		<b>i2b</b>	<b>-9</b>

**I.3** In fiscal year **[Insert last complete fiscal year]**, 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>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**GO TO I.30**  
**GO TO I.30**

**i3**

**I.4** In fiscal year **[Insert last complete fiscal year]**, what were the estimated losses as a result of theft, robbery, vandalism, arson, internet hacking or fraudulent internet transactions that occurred on this establishment's premises either as a percentage of total annual sales or as total annual losses?

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

QUESTIONNAIRE NUMBER **id**

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**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 19**

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

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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.3** Over fiscal year **[Insert last complete fiscal year]**, 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 20**

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

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

**K.4** In fiscal year **[Insert last complete fiscal year]**, did this establishment purchase any new or used fixed assets, such as machinery, vehicles, equipment, land or buildings, including expansion and renovations of existing structures?

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

<b>k4</b>
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**N.5** In fiscal year **[Insert last complete fiscal year]**, how much did this establishment spend on purchases of:  
**INTERVIEWER: READ OUT**

	[Insert LCUs]	DON'T KNOW (SPONTANEOUS)
New or used machinery, vehicles, and equipment?	<b>n5a</b>	-9
Land and buildings including expansion and renovations of existing structures?	<b>n5b</b>	-9

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**K.5** Over fiscal year **[Insert last complete fiscal year]**, please estimate the proportion or **[Insert LCU]** amount of this establishment’s total purchases of fixed assets that were financed from the following sources:  
**SHOW CARD 21**

	Percent	OR	Amount [Insert LCUs]	DON'T KNOW (SPONT ANEOU S)
Internal funds or retained earnings	<b>k5a</b> %		<b>k5a1</b>	<b>-9</b>
Owners’ contribution or issued new equity shares	<b>k5i</b> %		<b>k5i1</b>	<b>-9</b>
Borrowed from banks: private and state-owned	<b>k5bc</b> %		<b>k5bc1</b>	<b>-9</b>
Borrowed from non-bank financial institutions, which include microfinance institutions, credit cooperatives, credit unions, or finance companies	<b>k5e</b> %		<b>k5e1</b>	<b>-9</b>
Purchases on credit from suppliers and advances from customers	<b>k5f</b> %		<b>k5f1</b>	<b>-9</b>
Other, moneylenders, friends, relatives, bonds, etc	<b>k5hdj</b> %		<b>k5hdj1</b>	<b>-9</b>
	<b>100%</b>		<b>n5a+n5b</b>	

**INTERVIEWER: CHECK THAT TOTAL SUMS TO 100% OR THAT TOTAL SUM EQUALS TOTAL PURCHASES IN N5 UNLESS RESPONDENT DOES NOT KNOW**

**COVE.1** Since the outbreak of COVID-19, has/have this establishment’s **[insert option]** increased, remained the same, or decreased? **INTERVIEWER: READ OUT**

	Increased	Remained the same	Decreased	DON'T KNOW (SPON.)	Don't know
Liquidity or cash flow <b>COVe1a</b>	1	2	3	<b>-9</b>	<b>-99</b>

**ASK ONLY IF COVE1A = 3**

**COVE.2** Since the outbreak of COVID-19, what has been the main source this establishment has used to deal with cash flow shortages?

Loans from commercial banks	1
Loans from non-banking financial institutions (microfinance institutions, credit cooperatives, credit unions, or finance companies)	2
Equity finance (increase contributions or capital from existing owners/shareholders or issuing new shares)	3
Delaying payments to suppliers or workers	4
Government grants	5
None of the above	6
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>Don't know</b>	<b>-99</b>

**COVe2**

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**READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:**  
**Now let's talk about the establishment's present situation.**

**K.6** 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>

**k6**

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

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

**k7**

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

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

**k8**

**K.9** Referring to the most recent line of credit or loan, what type of financial institution granted this loan?  
**SHOW CARD 22**

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**

**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?

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

**INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR**

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

	<b>[Insert LCUs]</b>
Size of most recent line of credit or loan approved	<b>k11</b>
<b>REFUSAL (SPONTANEOUS)</b>	<b>-8</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

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

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

**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	<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>

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

	<b>[Insert LCUs]</b>
Value of collateral	<b>k15a</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

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

	<b>Number</b>	
Total number of open lines of credit and outstanding loans	<b>k15b</b>	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>GO TO K.15d</b>

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**K.15c** What is the total outstanding balance of all open lines of credit and loans held by this establishment?

	<b>[Insert LCUs]</b>
Total outstanding balance of all open lines of credit and loans	<b>k15c</b>
<b>REFUSAL (SPONTANEOUS)</b>	<b>-8</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

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

**k15d**

**K.16** Referring again to fiscal year **[Insert last complete fiscal year]**, 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 K.21</b>

**k16**

**K.17** What was the **main** reason why this establishment did not apply for any line of credit or loan?  
**SHOW CARD 23**

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

**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**

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>	

**k20a1**

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**K.21** In fiscal year **[Insert last complete fiscal year]**, did this establishment have its annual financial statements checked and certified by an external auditor?

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

**k21**

**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 24**

						<b>(SPONTANEOUS)</b>		
		No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	<b>DON'T KNOW</b>	<b>DOES NOT APPLY</b>
Access to finance	<b>k30</b>	0	1	2	3	4	<b>-9</b>	<b>-7</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.

<b>J.1</b>	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". <b>SHOW CARD 25</b>
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**(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>

<b>J.2</b>	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.)
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	<b>Percent</b>
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>

<b>J.3</b>	Over the last year, was this establishment visited or inspected by tax officials or required to meet with them?
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Yes	1	
No	2	<b>GO TO EUJ.1</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>GO TO EUJ.1</b>

**j3**

<b>J.4</b>	Over the last year, how many times was this establishment visited or inspected by tax officials or required to meet with them?
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	<b>Number</b>
Times inspected or met with tax officials	<b>j4</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

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**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**

**EUJ.1** Over the last year, did this establishment complete the process of paying of taxes entirely online?

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

**EUj1**

**EUJ.2** In reference to this establishment's experience with the process of paying taxes, please tell me if you Strongly disagree, Tend to disagree, Tend to agree, or Strongly agree with the following statements:  
**SHOW CARD 25**

<b>INTERVIEWER: READ OUT EACH OPTION</b>					<b>(SPONTANEOUS)</b>	
	Strongly disagree	Tend to disagree	Tend to agree	Strongly agree	<b>DON'T KNOW</b>	<b>DOES NOT APPLY</b>
Tax officials were professional and impartial <b>EUj2a</b>	1	2	3	4	<b>-9</b>	<b>-7</b>
Tax officials were transparent when making decisions regarding this establishment <b>EUj2b</b>	1	2	3	4	<b>-9</b>	<b>-7</b>
This establishment was able to voice complaints <b>EUj2c</b>	1	2	3	4	<b>-9</b>	<b>-7</b>

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

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

**GO TO J.7**  
**GO TO J.7**

**j6a**

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**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	<b>j6</b> %
<b>NO PAYMENTS</b>	<b>0</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>REFUSAL (SPONTANEOUS)</b>	<b>-8</b>

**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?

	As a percentage of sales	OR	[Insert LCUs]	NO PAYMENTS OR GIFTS ARE PAID	DON'T KNOW (SPONTANEOUS)	REFUSAL (SPONTANEOUS)
Informal payments or gifts	<b>j7a</b> %		<b>j7b</b>	<b>0</b>	<b>-9</b>	<b>-8</b>

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

Yes	1	<b>GO TO J.13</b>
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	

**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	<b>j11</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>

**J.12** In reference to that application for an import license, 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 submit an application to obtain an operating license?

Yes	1	<b>GO TO EUJ.5</b> <b>GO TO EUJ.5</b>
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	

**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	<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>

**EUJ.3** Was the application submitted online?

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

**EUj3**

**J.15** In reference to that application for an operating license, 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**

**EUJ.4** In reference to this establishment’s experience of the whole process of obtaining an operating license, please tell me if you Strongly disagree, Tend to disagree, Tend to agree, or Strongly agree with the following statements: **SHOW CARD 25**

<b>INTERVIEWER: READ OUT EACH OPTION</b>	<b>(SPONTANEOUS)</b>					
	Strongly disagree	Tend to disagree	Tend to agree	Strongly agree	<b>DON'T KNOW</b>	<b>DOES NOT APPLY</b>
Public officials were professional and impartial <b>EUj4a</b>	1	2	3	4	<b>-9</b>	<b>-7</b>
Public officials were transparent in making decisions regarding this establishment <b>EUj4b</b>	1	2	3	4	<b>-9</b>	<b>-7</b>
This establishment was able to voice complaints <b>EUj4c</b>	1	2	3	4	<b>-9</b>	<b>-7</b>

**EUJ.5** It is often said that firms make gifts or informal payments to public officials to gain advantages in the drafting of laws, decrees, regulations or other binding government decisions. Using the scale in the show card, please tell me to what extent have the following practices had a direct impact on this establishment. **SHOW CARD 26**

<b>INTERVIEWER: READ OUT EACH OPTION</b>	<b>(SPONTANEOUS)</b>						
	No impact	Minor impact	Moderate impact	Major impact	Very Major impact	<b>DON'T KNOW</b>	<b>DOES NOT APPLY</b>
Payments, gifts or exchange of favors with <b>parliamentarians to affect their votes</b> <b>EUj5a</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>
Payments, gifts or exchange of favors with <b>national government officials to affect the content of government decrees</b> <b>EUj5b</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>
Payments, gifts or exchange of favors with <b>local or regional government officials to affect their votes or content of local or regional decrees</b> <b>EUj5c</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>

**COVF.1** Since the outbreak of COVID-19, has this establishment received any national or local government support in response to the crisis?

Yes	1
No, but expect to receive it in the next 3 months	2
No	3
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>Don't know</b>	<b>-99</b>

**GO TO G.1**  
**GO TO G.1**  
**GO TO G.1**  
**COVF1**

**COVF.2** Did any of these measures involve any of the following:

	Yes	No	DON'T KNOW (SPON)	Don't know
Cash transfers for businesses <b>COVF2a</b>	1	2	-9	-99
Deferral of credit payments, rent or mortgage, suspension of interest payments, or rollover of debt. <b>COVF2b</b>	1	2	-9	-99
Access to new credit <b>COVF2c</b>	1	2	-9	-99
Fiscal exemptions or reductions <b>COVF2d</b>	1	2	-9	-99
Wage Subsidies <b>COVF2e</b>	1	2	-9	-99
Other (specify <b>COVF2fx</b> ) <b>COVF2f</b>	1	2		

**J.30** Using the response options on the card; To what degree are each of the following an obstacle to the current operations of this establishment?  
**INTERVIEWER: READ OUT OPTIONS**  
**SHOW CARD 27**

	POSITION	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	(SPONTANEOUS)	
							DON'T KNOW	DOES NOT APPLY
Tax rates <b>j30a</b>	<b>j30_taxrate_pos</b>	0	1	2	3	4	-9	-7
Tax administration <b>j30b</b>	<b>j30_taxadmin_pos</b>	0	1	2	3	4	-9	-7
Business licensing and permits <b>j30c</b>	<b>j30_permit_pos</b>	0	1	2	3	4	-9	-7
Political instability <b>j30e</b>	<b>j30_instability_pos</b>	0	1	2	3	4	-9	-7
Corruption <b>j30f</b>	<b>j30_corruption_pos</b>	0	1	2	3	4	-9	-7
Courts <b>h30</b>	<b>j30_courts_pos</b>	0	1	2	3	4	-9	-7
Occupational safety regulations <b>EUj6a</b>	<b>j30_safety_pos</b>	0	1	2	3	4	-9	-7

QUESTIONNAIRE NUMBER id

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Health and hygiene regulations EUj6b	<b>j30_health_pos</b>	0	1	2	3	4	-9	-7
Environmental regulations EUj6c	<b>j30_environment_pos</b>	0	1	2	3	4	-9	-7

**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 labor force. Should I continue with you or with the Human Resources department?**

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

**IF NO, CONTINUE WITH SECTION M WITH CURRENT RESPONDENT  
AND ASK L SECTION TO A HUMAN RESOURCES REPRESENTATIVE**

**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 fiscal year **[Insert last complete fiscal year]**, 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 last fiscal year	<b>11</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**L.2** Looking back, at the end of fiscal year **[Insert last complete fiscal year 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 last complete fiscal year minus two]</b>	<b>12</b>
<b>IF ESTABLISHMENT WAS NOT IN BUSINESS IN [Insert last complete fiscal year minus two]</b>	<b>-7</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**L.5** At the end of fiscal year **[Insert last complete fiscal year]**, in this establishment how many permanent, full-time workers were **female**?

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

**EUL.1** At the end of fiscal year **[Insert last complete fiscal year]**, what percentage, or how many, of the full-time permanent workers of the establishment were foreign citizens?

Please provide the percentage or number, not both.

	Percent	OR	Number
Full-time permanent workers that were foreign citizens	<b>EUI1a</b> %		<b>EUI1b</b>
<b>NONE</b>	<b>0</b>		<b>0</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>		<b>-9</b>

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**EUL.2** For the following types of skills, how do you rate the level of skills of this establishment’s current full-time permanent workers compared to the needs of the establishment?  
**SHOW CARD 28**

Randomize options		Below required	As required	Above required	(SPONTANEOUS)	
					DON'T KNOW	DOES NOT APPLY
Foreign languages	<b>EUI2a</b>	0	1	2	-9	-7
Interpersonal and communication skills	<b>EUI2b</b>	0	1	2	-9	-7
Problem solving or critical thinking	<b>EUI2c</b>	0	1	2	-9	-7
Managerial and leadership skills	<b>EUI2d</b>	0	1	2	-9	-7
Computer or general IT skills	<b>EUI2e</b>	0	1	2	-9	-7
Natural sciences, mathematics or engineering skills	<b>EUI2f</b>	0	1	2	-9	-7
Technical skills (other than IT), vocational, or job-specific skills	<b>EUI2g</b>	0	1	2	-9	-7

**L.6** How many full-time seasonal or temporary workers did this establishment have during **[Insert last complete fiscal year]**?  
  
 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.

	Number	
Full-time seasonal or temporary workers employed last fiscal year	<b>16</b>	
<b>NO FULL-TIME SEASONAL OR TEMPORARY WORKERS</b>	<b>0</b>	<b>GO TO L.9b</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>GO TO L.9b</b>

**L.6a** How many full-time seasonal or temporary workers during fiscal year **[Insert last complete fiscal year]**, were female?

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

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**L.8** What was the average length of employment of all full-time temporary workers in fiscal year **[Insert last complete fiscal year]**?

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

**COVD.3** Since the outbreak of the COVID-19, has the total number of this establishment's **[insert option]** increased, remained the same, or decreased?

	Increased	Remained the same	Decreased	<b>DON'T KNOW (SPON.)</b>	<b>Don't know</b>
Permanent workers <b>COVD3a</b>	1	2	3	<b>-9</b>	<b>-99</b>
Temporary workers <b>COVD3b</b>	1	2	3	<b>-9</b>	<b>-99</b>

**ASK ONLY IF COVD3B = 3**

**COVD.6** Since the outbreak of COVID-19, how many workers have been laid off due to the COVID-19 outbreak?

Number workers laid off	<b>COVD6</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>Don't know</b>	<b>-99</b>

**COVD.8** Since the outbreak of COVID-19, how many workers have been furloughed? **[insert equivalent local term for furlough]**

Number workers put on furlough <b>[insert equivalent local term for furlough]</b>	<b>COVD8</b>
<b>DOES NOT APPLY (SPONTANEOUS)</b>	<b>-7</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>Does not apply</b>	<b>-77</b>
<b>Don't know</b>	<b>-99</b>

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**L.9b** What percentage or how many of the full-time permanent workers employed at the end of fiscal year **[Insert last complete fiscal year]** completed secondary school?  
Please provide the percentage or number, not both.

	Percent	OR	Number
Percentage or number of full time permanent workers who completed secondary school	<b>19b</b> %		<b>19b1</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>		<b>-9</b>

**EUL.3** At the end of fiscal year **[Insert last complete fiscal year]**, what percentage or how many of the full-time permanent workers had a university degree?  
Please provide the percentage or number, not both.

	Percent	OR	Number
Percentage or number of full-time permanent workers with a university degree	<b>EUI3a</b> %		<b>EUI3b</b>
<b>NONE</b>	<b>0</b>		<b>0</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>		<b>-9</b>

**L.10** Over fiscal year **[Insert last complete fiscal year]**, did this establishment have formal training programs for its permanent, full-time workers?

Yes	1	<b>GO TO EUL.5</b>
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>GO TO EUL.6</b>

**110**

**EUL.4** What was the **main** reason why this establishment did not conduct any formal training programs for its permanent full-time employees?  
**SHOW CARD 29**

Too expensive or not cost efficient	1	<b>GO TO EUL.6</b>
Training programs or trainers were not available	2	<b>GO TO EUL.6</b>
Training would not be useful	3	<b>GO TO EUL.6</b>
If training provided, workers will leave for other firms	4	<b>GO TO EUL.6</b>
Cannot afford for my staff not to work while taking the training	5	<b>GO TO EUL.6</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>GO TO EUL.6</b>

**EUI4**

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**EUL.5** What was the primary focus of the formal training programs?  
**SHOW CARD 30**

Foreign languages	1
Interpersonal and communication skills	2
Problem solving or critical thinking	3
Managerial and leadership skills	4
Computer or general IT skills	5
Technical skills (other than IT), vocational, or job-specific skills	6
Other	7
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**EUI5**

**EUL.6** Over the last two completed fiscal years, did this establishment have any job vacancies?

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

**GO TO L.30**

**GO TO L.30**

**EUI6**

**EUL.7** Did the establishment encounter any of the following problems when trying to fill these vacancies?  
**READ EACH OPTION ALOUD**

Problem		Yes	No	<b>DON'T KNOW (SPONTANEOUS)</b>
There were no or few applicants	<b>EUI7a</b>	1	2	<b>-9</b>
Applicants lacked required skills	<b>EUI7b</b>	1	2	<b>-9</b>
Applicants rejected the offer	<b>EUI7c</b>	1	2	<b>-9</b>

**EUL.8** Over the last two years, using this card, please indicate the degree of difficulty in finding employees that have the following skills:  
**SHOW CARD 31**

Randomize options		Very easy	Easy	Difficult	Very difficult	<b>DON'T KNOW (SPONTANEOUS)</b>	<b>DOESN'T APPLY (SPONTANEOUS)</b>
Foreign languages	<b>EUL8a</b>	0	1	2	3	<b>-9</b>	<b>-7</b>
Interpersonal and communication skills	<b>EUI8b</b>	0	1	2	3	<b>-9</b>	<b>-7</b>
Problem solving or critical thinking	<b>EUI8c</b>	0	1	2	3	<b>-9</b>	<b>-7</b>

<b>0</b>								
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Managerial and leadership skills	<b>EUI8d</b>	0	1	2	3	<b>-9</b>	<b>-7</b>
Computer or general IT skills	<b>EUI8e</b>	0	1	2	3	<b>-9</b>	<b>-7</b>
Natural sciences, mathematics or engineering skills	<b>EUI8f</b>	0	1	2	3	<b>-9</b>	<b>-7</b>
Technical skills (other than IT), vocational, or job-specific skills	<b>EUI8g</b>	0	1	2	3	<b>-9</b>	<b>-7</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 32</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>I30a</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>
Inadequately educated workforce	<b>I30b</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>

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**IF RESPONDENT FOR SECTION L DIFFERS FROM MAIN RESPONDENT READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING.**

I would like to gather some information, including your name, position, and contact details. This information would be made available to the World Bank Group and may be used to send you a document summarizing the findings of this survey, potentially re-contact you for a follow-up for quality control within 9 months, or for a future round of this survey within 5 years.

Neither your name nor the name of your establishment will be used in any document based on this survey. Also, your personal details will not be stored together or linked to your survey answers apart from the potential quality control re-contact.

<b>GDPR.1b</b>	Do you consent to having this information provided to the World Bank Group?
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	<b>YES</b>	<b>NO</b>	
<b>Section L respondent</b>	1	2	<b>gdpr1b</b>

**A.15a Please complete the following information about the interviewee**

	<b>Position in the establishment</b>	<b>Years with the establishment</b>	<b>Gender</b>	<b>Email</b>
<b>Section L respondent</b>	<b>a15a1bx</b>	<b>a15a2b</b>	<b>a15b3</b>	<b>Email2x</b>

**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 (SPONTANEOUS)**

**IF RESPONDENT FOR SECTION L DIFFERS FROM MAIN RESPONDENT READ THE FOLLOWING AT THE END OF THE INTERVIEW WITH RESPONDENT FOR SECTION L**

Thank you very much on behalf of Ipsos and the World Bank Group. You can consult, correct, or delete the information you give at any time. At any moment, you can stop the processing of your information, have your information transferred to you, and withdraw your consent.

Interviewer instruction: if the respondent has questions, refer them to the privacy notice <https://survey.ipsos.be/privacynoticeWorldBankSurvey19040571.pdf>. This explains the purposes for processing their personal data as well as their rights under data protection regulations to access their personal data, withdraw consent, object to processing of your personal data and other required information.

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**M. BUSINESS ENVIRONMENT**

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

**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 with the financial department or accounting?**

**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.**

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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. 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..

**N.2** From this establishment’s Income Statement for fiscal year **[Insert last complete fiscal year]**, please provide the following information:  
**SHOW CARD 33**

**INTERVIEWER: READ OUT**

	<b>[Insert LCUs]</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 electricity	<b>n2b</b>	<b>-9</b>

**INTERVIEWER: ONLY ASK THE FOLLOWING QUESTION TO RETAIL ESTABLISHMENTS:**

Total annual cost of finished goods and materials purchased to resell	<b>n2i</b>	<b>-9</b>
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**COVG.2** Keeping the cost structure as it is now, how many weeks would this establishment be able to remain open if its sales stopped as of today?

Weeks the establishment would remain open	<b>COVg2</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>Don't know</b>	<b>-99</b>

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**IF RESPONDENT FOR SECTION N DIFFERS FROM MAIN RESPONDENT READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING.**

I would like to gather some information, including your name, position, and contact details. This information would be made available to the World Bank Group and may be used to send you a document summarizing the findings of this survey, potentially re-contact you for a follow-up for quality control within 9 months, or for a future round of this survey within 5 years.

Neither your name nor the name of your establishment will be used in any document based on this survey. Also, your personal details will not be stored together or linked to your survey answers apart from the potential quality control re-contact.

<b>GDPR.1c</b>	Do you consent to having this information provided to the World Bank Group?
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	<b>YES</b>	<b>NO</b>	
<b>Section N respondent</b>	1	2	<b>gdpr1c</b>

**A.15a Please complete the following information about the interviewee**

	<b>Position in the establishment</b>	<b>Years with the establishment</b>	<b>Gender</b>	<b>Email</b>
<b>Section N respondent</b>	<b>a15a1cx</b>	<b>a15a2c</b>	<b>a15c3</b>	<b>Email3x</b>

**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 (SPONTANEOUS)**

**IF RESPONDENT FOR SECTION N DIFFERS FROM MAIN RESPONDENT READ THE FOLLOWING AT THE END OF THE INTERVIEW WITH RESPONDENT FOR SECTION N**

Thank you very much on behalf of Ipsos and the World Bank Group. You can consult, correct, or delete the information you give at any time. At any moment, you can stop the processing of your information, have your information transferred to you, and withdraw your consent.

Interviewer instruction: if the respondent has questions, refer them to the privacy notice <https://survey.ipsos.be/privacynoticeWorldBankSurvey19040571.pdf>. This explains the purposes for processing their personal data as well as their rights under data protection regulations to access their personal data, withdraw consent, object to processing of your personal data and other required information.

**INTERVIEWER: IF SECTION L OR N WILL BE COMPLETED WITH A DIFFERENT RESPONDENT, PLEASE ARRANGE FOR THOSE TO BE COMPLETED.**

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**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.12 Interviewer code **a12**

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

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

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

I would like to gather some information, including your name, position, and contact details. This information would be made available to the World Bank Group and may be used to send you a document summarizing the findings of this survey, potentially re-contact you for a follow-up for quality control within 9 months, or for a future round of this survey within 5 years.

Neither your name nor the name of your establishment will be used in any document based on this survey. Also, your personal details will not be stored together or linked to your survey answers apart from the potential quality control re-contact.

<b>GDPR.1a</b>	Do you consent to having this information provided to the World Bank Group?
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	YES	NO	
<b>Main respondent</b>	1	2	<b>gdpr1a</b>

<b>A.15a1</b>	<b>Please indicate which option best describes the main respondents position:</b>
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Owner	1
President, Executive Director, or CEO	2
Chief Financial, Chief Operational Officer (CFO/COO)	3
Operational or plant manager	4
Sales or marketing manager	5
Accountant	6
Lawyer	7
Other Administrative	8
Other Management	9
Other (Specify) <u>  <b>a15alax</b>  </u>	10

**a15a1**

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**A.15a Please complete the following information about the interviewee(s)**

	Position in the establishment	Years with the establishment	Gender	Email
Main respondent		a15a2a	a15a3	Email1x

**ENTER 1 WHEN YEARS WITH THE ESTABLISHMENT IS LESS THAN ONE. FOR GENDER 1: MALE, 2: FEMALE, -8: REFUSAL**

**READ THE FOLLOWING TO THE RESPONDENT**

Thank you very much on behalf of Ipsos and the World Bank Group. You can consult, correct, or delete the information you give at any time. At any moment, you can stop the processing of your information, have your information transferred to you, and withdraw your consent.

Interviewer instruction: if the respondent has questions, refer them to the privacy notice <https://survey.ipsos.be/privacynoticeWorldBankSurvey19040571.pdf>. This explains the purposes for processing their personal data as well as their rights under data protection regulations to access their personal data, withdraw consent, object to processing of your personal data and other required information.

**INTERVIEWER: THE SURVEY ENDS HERE. PLEASE FILL OUT THEIR 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**

**INTERVIEWER COMMENTS:**

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

**A.18** This questionnaire was completed in:

QUESTIONNAIRE NUMBER **id**

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One visit in face-to-face interview with one person	1	<b>STOP HERE</b>
One visit in face-to-face interview with different managers/staff	2	
Several visits	3	

**a18**

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

<b>Hour</b>	<b>Minutes</b>
<b>a19h</b>	<b>a19m</b>

**SUPERVISOR SECTION**

**A.13** Supervisor code **a13**

**INFORMATION BASED ON LOCATION OF INTERVIEW (a3x). ENSURE A3X IS THE NAME OF AN OFFICIAL LOCALITY AND NOT A NEIGHBORHOOD**

Is this city the official capital city?	<b>a3b</b>	Is this city the main business city?	<b>a3c</b>	Size of locality	<b>a3</b>
Yes	1	Yes	1	City with population over 1 million	2
No	2	No	2	Over 250.000 to 1 million	3
				50.000 to 250.000	4
				Less than 50.000	5

**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.

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