

QUESTIONNAIRE NUMBER **id**

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The EBRD-EIB-World Bank Group Enterprise Survey
Spain Services Module (2021)

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

INFORMATION ACQUIRED PRIOR TO SCREENING:

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

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

 Screener Information	
Screener sector	a4b
Module	a0
Screener region	a3a
Name of City/town/village	a3x
Screener size	a6c
Multi-establishment firm	a7
Panel	panel
Language	a1a

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CAPI QUESTIONS BEGIN HERE

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

INFORMATION AUTOMATICALLY GENERATED

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

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

A.12 Interviewer code **a12** A.1A Language **a1a** A.1c Frame level **a1c**

	Establishment	1
	Firm	2

A.3x Name of City/town/village

a3x

INTERVIEWER

UPDATE IF INCORRECT

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING.

The goal of this survey is to gather information and opinions about the business environment in **Spain**. 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, and neither your name nor the name of your business will be used in any document based on this survey.

A. CONTROL INFORMATION

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

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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

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

GO TO B.2

b1

INTERVIEWER: PLEASE NOTE WHEN b1 IS 3 (SOLE PROPRIETORSHIP), 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	b3 %
DON'T KNOW (SPONTANEOUS)	-9

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

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

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

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	b4a%
DON'T KNOW (SPONTANEOUS)	-9

BMB.1 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	BMB1 %	
NO FAMILY OWNERSHIP	0	<i>GO TO BMB.3</i>
DON'T KNOW (SPONTANEOUS)	-9	<i>GO TO BMB.3</i>

BMB.2 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	BMB2%
DON'T KNOW (SPONTANEOUS)	-9

BMB.3 Does this firm have formalized, written business strategy with clear key performance indicators?

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

BMB3

BMB.4 Does the firm have a board of directors or a supervisory board?

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

BMb4

BMB.5 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
DON'T KNOW (SPONTANEOUS)	-9

BMb5

BMB.6 Is this firm part of a business membership organization, trade association, guild, chamber of commerce, or other business support group?

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

GO TO B.5

GO TO B.5

BMb6

BMB.7 Which is the most important business membership organization to which this firm belongs? (The most important business membership organization is the organization which has the greatest impact on the firm.)
SHOW CARD 3

Confederación Española de Organizaciones Empresariales (CEOE)	1
Confederación Española de la Pequeña y Mediana Empresa (CEPYME)	2
Confederación Española de Asociación de Jóvenes Empresarios (CEAJE)	3
Asociación Española de Franquiciadores (AEF)	4
Asociación de Fabricantes y Distribuidores (AECOC)	5
Cámara de Comercio de España	7
Other	6
DON'T KNOW (SPONTANEOUS)	-9

BMb7

BMB.8	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 4
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INTERVIEWER: READ OUT EACH OPTION

					(SPONTANEOUS)	
	Not at all useful	Not very useful	Somewhat useful	Very useful	SERVICE NOT OFFERED	DON'T KNOW
Information or contacts on international input and product markets BMb8a	1	2	3	4	-7	-9
Accrediting standards or quality of products BMb8b	1	2	3	4	-7	-9
Information on government regulations BMb8c	1	2	3	4	-7	-9
Influencing regulatory decision-making processes or "lobbying" BMb8d	1	2	3	4	-7	-9

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

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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

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	b7
ONE YEAR OR LESS	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	GO TO C.3
No	2	
STILL IN PROCESS	-6	GO TO C.3
DON'T KNOW (SPONTANEOUS)	-9	

b8

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

Specify certifications	b8x
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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>
DON'T KNOW (SPONTANEOUS)	-9	<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	c4
ONE DAY OR LESS	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	
No	2	
DON'T KNOW (SPONTANEOUS)	-9	
REFUSAL (SPONTANEOUS)	-8	

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>
DON'T KNOW (SPONTANEOUS)	-9	<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	c7	<i>IF 0, GO TO C.9</i>
DON'T KNOW (SPONTANEOUS)	-9	<i>GO TO C.9</i>

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

	Hours	Minutes
Average duration of power outages	c8a	c8b
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

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

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	GO TO C.12
DON'T KNOW (SPONTANEOUS)	-9	GO TO C.12

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	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	
No	2	GO TO C.22b
DON'T KNOW (SPONTANEOUS)	-9	GO TO C.22b

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	c13
ONE DAY OR LESS	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?

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

c14

C.22b At the present time, does this establishment have its own website?

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

c22b

COVC.4 Did this establishment start or increase business activity online in response to the COVID-19 outbreak? **INTERVIEWER: READ OUT**

Yes	1
No	2
Don't know (spontaneous)	-9

COVc4a

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

						(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

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.

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

INTERVIEWER: IF DIA1A 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?

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

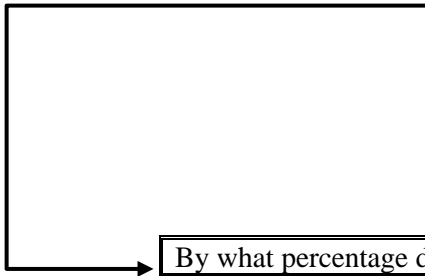
INTERVIEWER: PLEASE NOTE THAT THE NEXT QUESTION REFERS TO THE TOTAL SALES OF ALL PRODUCTS AND SERVICES

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

	EUR
Last complete fiscal year’s total sales	d2
DON'T KNOW (SPONTANEOUS)	-9
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	GO TO QUESTION N.3
Remain the same	2	
Decrease	3	GO TO QUESTION N.3
Don't know (spontaneous)	-9	
COVb2a		



	Percent
By what percentage did the sales increase?	COVb2b %
Don't know (spontaneous)	-9

	Percent
By what percentage did the sales decrease?	COVb2c %
Don't know (spontaneous)	-9

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

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

BMD.1a Considering the **next year**, are this establishment's total sales expected to increase, decrease, or stay the same?

Increase	1	GO TO D.3
Decrease	2	
Stay the same	3	GO TO D.3
DON'T KNOW (SPONTANEOUS)	-9	
BMd1a		

BMD.1b In percentage terms, what is the expected change in total sales?

	Percent
Percentage change	%
DON'T KNOW (SPONTANEOUS)	-9
BMd1b	

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D.3 Coming back to fiscal year **[Insert last complete fiscal year]**, 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 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: 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?

	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 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?

	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

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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 7

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

IF 0, GO TO D.30

**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	<i>GO TO D.30</i>
DON'T KNOW (SPONTANEOUS)	-9	<i>GO TO D.30</i>
		d13

D.14 In fiscal year **[Insert last complete fiscal year]**, when this establishment imported material inputs, supplies, or finished goods and materials purchased to resell, 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	d14
ONE DAY OR LESS	1
DON'T KNOW (SPONTANEOUS)	-9
DOES NOT APPLY (SPONTANEOUS)	-7

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
DON'T KNOW (SPONTANEOUS)	-9
REFUSAL (SPONTANENOUS)	-8
DOES NOT APPLY (SPONTANEOUS)	-7
	d15a

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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	DON'T KNOW (SPONTANEOUS)
The demand for this establishment's products and services COVc2b	1	2	3	-9
This establishment's supply of inputs, raw materials, or finished goods and materials purchased to resell COVc2c	1	2	3	-9

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 8

	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	(SPONTANEOUS)	
						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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R. MANAGEMENT PRACTICES

INTERVIEWER: PLEASE ASK THE FOLLOWING QUESTIONS ONLY TO FIRMS WITH 20+ EMPLOYEES.

PLEASE READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:
And now I would like to ask you about management practices in this establishment.

BMR.1 Over the last complete 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 9

INTERVIEWER: SELECT “DOES NOT APPLY” (-7) IF THERE WERE NO PROBLEMS IN THE PROVISION OF SERVICES 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
DON'T KNOW (SPONTANEOUS)	-9
DOES NOT APPLY (SPONTANEOUS)	-7

BMr1

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

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

GO TO BMR.4
GO TO BMR.4

BMr2

BMR.3 Over the last complete 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
DON'T KNOW (SPONTANEOUS)	-9

BMr3

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BMR.4 Over the last complete 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	GO TO BMR.8 GO TO BMR.8
No	2	
DON'T KNOW (SPONTANEOUS)	-9	

BMr4

BMR.5 Over the last complete fiscal year **[Insert last complete fiscal year]**, what best describes the time frame of service provision targets at this establishment?
SHOW CARD 10

Main focus was on short term, less than one year	1	BMr5
Main focus was on long term, one year or more	2	
Combination of short-term and long-term targets	3	
DON'T KNOW (SPONTANEOUS)	-9	

BMR.6 Over the last complete 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 11

Achieved without much effort	1	BMr6
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	
DON'T KNOW (SPONTANEOUS)	-9	

BMR.7 Over the last complete fiscal year **[Insert last complete fiscal year]**, who was aware of the service provision targets at this establishment?
SHOW CARD 12

Only senior managers	1	BMr7
Most managers and some workers	2	
Most managers and most workers	3	
All managers and most workers	4	
DON'T KNOW (SPONTANEOUS)	-9	

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

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

GO TO BMR.10
GO TO BMR.10

BMr8

BMR.9 Over the last complete 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
DON'T KNOW (SPONTANEOUS)	-9

BMr9

BMR.10 Over the last complete fiscal year [Insert last complete fiscal year], what was the primary way non-managers were promoted at this establishment?
SHOW CARD 13

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

BMr10

BMR.11 Over the last complete fiscal year [Insert last complete fiscal year], when was an under-performing non-manager reassigned or dismissed?
SHOW CARD 14

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

BMr11

E. DEGREE OF COMPETITION

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 15

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	
DON'T KNOW (SPONTANEOUS)	-9	GO TO E.6

e1

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	e2b
TOO MANY TO COUNT	-4
DON'T KNOW (SPONTANEOUS)	-9

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

Yes	1	
No	2	
DON'T KNOW (SPONTANEOUS)	-9	e6

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

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 16

	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

0									
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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 products or services?

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

h1

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

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

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

DESCRIPTION SHOULD BE AS DETAILED AS POSSIBLE

h3x

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

DESCRIPTION SHOULD BE AS DETAILED AS POSSIBLE

h4x

0									
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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	<i>GO TO BMh.1</i>
No	2	
DON'T KNOW (SPONTANEOUS)	-9	

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

DESCRIPTION SHOULD BE AS DETAILED AS POSSIBLE

h6x

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

DESCRIPTION SHOULD BE AS DETAILED AS POSSIBLE

h7x

BMh.1 Over the last three years, did this establishment spend on the acquisition of external knowledge? This includes the purchase or licensing of patents and non-patented inventions, know-how, and other types of knowledge from other businesses or organizations.

Yes	1	BMh1
No	2	
DON'T KNOW (SPONTANEOUS)	-9	

0									
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BMh.2 Over the last three years, did this establishment spend on research and development activities within the establishment?

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

BMh2

BMh.3 Over the last three years, did this establishment spend on research and development activities contracted with other companies?

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

BMh3

IF BMh2 AND BMh3 ARE BOTH NO (BMh2 = 2 and BMh3 = 2) GO TO BMT.1
IF ANY OF BMh2 AND BMh3 IS YES OR DON'T KNOW, READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING.
Now, we return to the last complete fiscal year, that is fiscal year [Insert last complete fiscal year].

H.8 During last 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
DON'T KNOW (SPONTANEOUS)	-9

GO TO BMT.1
GO TO BMT.1

h8

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

	EUR
Cost of research and development activities	h9
DON'T KNOW (SPONTANEOUS)	-9

0									
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F. CAPACITY

COVB.1a	Did this establishment close temporarily (suspended services or production), due to the COVID-19 outbreak?
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Yes	1	
No	2	<i>GO TO BMT.1</i>
Don't know (spontaneous)	-9	<i>GO TO BMT.1</i>

COVb1a

COVB.1b	For how many weeks has this establishment been closed (or was closed) due to the COVID-19 outbreak?
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Weeks the establishment was closed	COVb1b
Don't know (spontaneous)	-9

T. TIME USE OF TOP MANAGER**READ OUT THIS SECTION ONLY IF a6c IS 50 OR MORE****READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:****We now turn to another topic.**

BMT.1 In a typical week, how often does the top manager meet with one or more of the following: Chief Operating Officer (COO), Chief Administrative Officer (CAO), Chief Marketing Officer (CMO), Board members, Business Unit managers, or managers from a parent company?
SHOW CARD 17

Never	1
Once a week	2
Between 2 and 4 times a week	3
Daily	4
More than once a day	5
DON'T KNOW (SPONTANEOUS)	-9

BMt1

BMT.2 In a typical week, how often does the top manager meet with suppliers?
SHOW CARD 17

Never	1
Once a week	2
Between 2 and 4 times a week	3
Daily	4
More than once a day	5
DON'T KNOW (SPONTANEOUS)	-9

BMt2

BMT.3 In a typical week, how often does the top manager meet with employees involved in provision of services (e.g. sales)?
SHOW CARD 17

Never	1
Once a week	2
Between 2 and 4 times a week	3
Daily	4
More than once a day	5
DON'T KNOW (SPONTANEOUS)	-9

BMt3

0									
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BMT.4 In a typical week, how many meetings that involve the top manager include more than one other participant?
SHOW CARD 18

Fewer than 5 meetings	1
Between 5 and 10 meetings	2
Between 11 and 15 meetings	3
Between 16 and 20 meetings	4
More than 20 meetings	5
DON'T KNOW (SPONTANEOUS)	-9

BMt4

BMT.5 In a typical week, how many meetings that involve the top manager last longer than one hour?
SHOW CARD 18

Fewer than 5 meetings	1
Between 5 and 10 meetings	2
Between 11 and 15 meetings	3
Between 16 and 20 meetings	4
More than 20 meetings	5
DON'T KNOW (SPONTANEOUS)	-9

BMt5

0									
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G. LAND AND PERMITS

G.6 Of the **buildings** occupied by this establishment, what percentage is:
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 percentage 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	
No	2	GO TO G.5
DON'T KNOW (SPONTANEOUS)	-9	GO TO G.5
		g2

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
ONE DAY OR LESS	1
STILL IN PROCESS	-6
APPLICATION DENIED	-5
DON'T KNOW (SPONTANEOUS)	-9

0									
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G.4 In reference to that application for a construction-related permit, was an informal gift or payment expected or requested?

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

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	
DON'T KNOW (SPONTANEOUS)	-9

GO TO G30

g5a

SPECIFY UNITS

Square Feet	1
Square Yards	2
Square Meters	3
OTHER (SPECIFY) _____ g5bx _____	4

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 20

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

I. CRIME

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

I.1 In 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	GO TO I.3
DON'T KNOW (SPONTANEOUS)	-9	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?

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

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

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

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	GO TO I.30
DON'T KNOW (SPONTANEOUS)	-9	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?

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

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

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

0								
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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 20](#)

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

K. FINANCE

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:
I would like to ask you a few questions about how you finance the operations of this establishment.

K.1 In fiscal year **[Insert last complete fiscal year]**, what percentage 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 fiscal year **[Insert last complete fiscal year]**, 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 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 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
Government grants	BMk3a %	-9
Issued bonds	BMk3b %	-9
Other, moneylenders, friends, relatives, etc.	BMk3hd %	-9
	100%	

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

BMK.2 Over fiscal year **[Insert last complete fiscal year]**, please estimate the proportion of this establishment's working capital that was financed by the same group to which this establishment belongs.

INTERVIEWER: SELECT "DOES NOT APPLY" (-7) IF ESTABLISHMENT DOES NOT BELONG TO ANY GROUP

	Percent
From the same group	BMk2
DOES NOT APPLY (SPONTANEOUS)	-7
DON'T KNOW (SPONTANEOUS)	-9

0									
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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	GO TO BMK.5
No	2	
DON'T KNOW (SPONTANEOUS)	-9	

k4

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

	EUR	DON'T KNOW (SPONTANEOUS)
New or used machinery, vehicles, and equipment?	n5a	-9
Land and buildings including expansion and renovations of existing structures?	n5b	-9

K.5 Over fiscal year [Insert last complete fiscal year], please estimate the proportion or EUR amount of this establishment's total purchases of fixed assets that were financed from the following sources:
SHOW CARD 22

	Percent	OR	Amount EUR	DON'T KNOW (SPONTANEOUS)
Internal funds or retained earnings	k5a%		k5a1	-9
Owners' contribution or issued new equity shares	k5i %		k5i1	-9
Borrowed from banks: private and state-owned	k5bc%		k5bc1	-9
Borrowed from non-bank financial institutions, which, include microfinance institutions, credit cooperatives, credit unions, or finance companies	k5e %		k5e1	-9
Purchases on credit from suppliers and advances from customers	k5f %		k5f1	-9
Government grants	BMk5a %		BMk5a1	-9
Issued bonds	BMk5b %		BMk5b1	-9
Other, moneylenders, friends, relatives, etc.	BMk5hdj%		BMk5hdj1	-9
	100%		n5A+n5B	

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

0									
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BMK.4 Over fiscal year **[Insert last complete fiscal year]**, please estimate the proportion of this establishment’s total purchase of fixed assets that was financed by the same group to which this establishment belongs.

INTERVIEWER: SELECT “DOES NOT APPLY” (-7) IF ESTABLISHMENT DOES NOT BELONG TO ANY GROUP

	Percent
From the same group	BMk4
DOES NOT APPLY (SPONTANEOUS)	-7
DON’T KNOW (SPONTANEOUS)	-9

BMK.5 In fiscal year **[Insert last complete fiscal year]**, did this establishment use any assets, such as machinery, vehicles, equipment, land or buildings, under leasing?

Yes	1	BMk5
No	2	
DON’T KNOW (SPONTANEOUS)	-9	

BMK.6 In fiscal year **[Insert last complete fiscal year]**, did this establishment purchase or acquire any trademarks, copyrights, patents, licenses, service contracts, franchise agreements, or other intangible assets?

Yes	1	BMk6
No	2	
DON’T KNOW (SPONTANEOUS)	-9	

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

COVE.1 Since the outbreak of COVID-19, has this establishment’s **liquidity or cash flow availability** increased, remained the same, decreased?

	Increased	Remained the same	Decreased	Don’t know (spontaneous)
Liquidity or Cash flow COVe1a	1	2	3	-9

0									
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NOTE: 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
DON'T KNOW (SPONTANEOUS)	-9

COVe2

K.6 At this time, does this establishment have a checking (current) or savings account?

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

k6

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

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

k7

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

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

k8

BMK.7 What is the reason for not having a loan or line of credit at the moment?
SHOW CARD 23

Because this establishment did not apply for a loan or line of credit	1	GO TO K.15d
Because the last application for a loan or line of credit was turned down	2	GO TO K.15d
Because the approval of the application for a loan or line of credit is still pending	3	GO TO K.15d
DON'T KNOW (SPONTANEOUS)	x-9	GO TO K.15d

BMk7

K.9	Referring to the most recent line of credit or loan, what type of financial institution granted this loan? SHOW CARD 24
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Private commercial banks	1	
State-owned banks or government agency	2	
Non-bank financial institutions	3	GO TO K.10
Other	4	GO TO K.10
DON'T KNOW (SPONTANEOUS)	-9	GO TO K.10
		k9

BMK.8	Which bank provided the most recent line of credit or loan? SHOW CARD 25
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Banco Santander	1	
Banco Bilbao Vizcaya Argentaria (BBVA)	2	
Caixabank	3	
Banco de Sabadell	4	
Bankia	5	
Banco Popular Español	6	
Bankinter	7	
Unicaja banco	8	
Ibercaja banco	9	
Kutxabank	10	
OTHER (SPONTANEOUS-SPECIFY) __BMk8x	11	
DON'T KNOW (SPONTANEOUS)	-9	
		BMk8

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 credit or loan, what was its value at the time of approval?
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	EUR
Size of most recent line of credit or loan approved	k11
REFUSAL (SPONTANEOUS)	-8
DON'T KNOW (SPONTANEOUS)	-9

0									
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BMK.9 In what currency is the most recent line of credit or loan denominated?

Euro	2
US Dollar	3
OTHER (SPONTANEOUS-SPECIFY) <u>BMk9x</u>	4
DON'T KNOW (SPONTANEOUS)	-9

BMk9

BMK.10 What was the original duration of the most recent line of credit or loan in months?

	Months
Duration	
REFUSAL (SPONTANEOUS)	-8
DON'T KNOW (SPONTANEOUS)	-9

BMk10

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 K.15b

GO TO 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

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

	EUR
Value of collateral	k15a
DON'T KNOW (SPONTANEOUS)	-9

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

	Number
Total number of open lines of credit and outstanding loans	k15b
DON'T KNOW (SPONTANEOUS)	-9

GO TO K.15d

0									
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K.15c What is the total outstanding balance of all open lines of credit and loans held by this establishment?

	EUR
Total outstanding balance of all open lines of credit and 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 fiscal year **[Insert last complete fiscal year]**, did this establishment apply for any lines of credit or loans?

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

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

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	
APPLICATION STILL IN PROCESS	-6	
DON'T KNOW (SPONTANEOUS)	-9	

k20a1

0									
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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
DON'T KNOW (SPONTANEOUS)	-9

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 27](#)

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

0									
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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 Please tell me if you Strongly disagree, Tend to disagree, Tend to agree, or Strongly agree with the statement: "The court system is fair, impartial and uncorrupted".
SHOW CARD 28

					(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 sales workers.)

	Percent
Senior management's time spent on dealing with regulations	j2 %
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 or required to meet with them?

Yes	1	
No	2	GO TO BMJ.1
DON'T KNOW (SPONTANEOUS)	-9	GO TO BMJ.1
		j3

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

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

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

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

BMJ.1 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 28

INTERVIEWER: READ OUT EACH OPTION	POSITION	Strongly disagree	Tend to disagree	Tend to agree	Strongly agree	(SPONTANEOUS)	
						DON'T KNOW	DOES NOT APPLY
BMj1a Tax officials were professional and impartial	BMj1_tax_impartial_pos	1	2	3	4	-9	-7
BMj1b Tax officials were transparent when making decisions regarding this establishment	BMj1_tax_transparent_pos	1	2	3	4	-9	-7
BMj1c This establishment was able to voice complaints	BMj1_tax_disagree_pos	1	2	3	4	-9	-7

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

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

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

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

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

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
ONE DAY OR LESS	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

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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	GO TO BMJ.3
DON'T KNOW (SPONTANEOUS)	-9	GO TO BMJ.3

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
ONE DAY OR LESS	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

BMJ.2 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 28

INTERVIEWER: READ OUT EACH OPTION	POSITION	Strongly disagree	Tend to disagree	Tend to agree	Strongly agree	(SPONTANEOUS)	
						DON'T KNOW	DOES NOT APPLY
Public officials were professional and impartial BMj2a	BMj2_license_impartial_pos	1	2	3	4	-9	-7
Public officials were transparent in making decisions regarding this establishment BMj2b	BMj2_license_transparent_pos	1	2	3	4	-9	-7
This establishment was able to voice complaints BMj2c	BMj2_license_disagree_pos	1	2	3	4	-9	-7

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

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BMJ.3	<p>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.</p> <p>Using the scale in the show card, please tell me to what extent have the following practices had a direct impact on this establishment.</p> <p>SHOW CARD 29</p>
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INTERVIEWER: READ OUT EACH OPTION	POSITION						(SPONTANEOUS)	
		No impact	Minor impact	Moderate impact	Major impact	Very Major impact	DON'T KNOW	DOES NOT APPLY
Payments, gifts or exchange of favors with parliamentarians to affect their votes BMj3a	BMj3_parliamentarian_pos	0	1	2	3	4	-9	-7
Payments, gifts or exchange of favors with national government officials to affect the content of government decrees BMj3b	BMj3_natgov_pos	0	1	2	3	4	-9	-7
Payments, gifts or exchange of favors with local or regional government officials to affect their votes or content of local or regional decrees BMj3c	BMj3_locgov_pos	0	1	2	3	4	-9	-7

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

COVF.1	Since the outbreak of COVID-19, has this establishment received any national or local government support in response to the crisis?
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Yes	1
No, but expect to receive it in the next 3 months	2
No	3
Don't know (spontaneous)	-9

COVF1

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INTERVIEWER: ASK IF COVF.1=1 OR IF COVF.1=2

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

	Yes	No	DON'T KNOW (SPONTANEOUS)
Cash transfers for businesses COVF2a	1	2	-9
Deferral of credit payments, rent or mortgage, suspension of interest payments, or rollover of debt. COVF2b	1	2	-9
Access to new credit COVF2c	1	2	-9
Fiscal exemptions or reductions COVF2d	1	2	-9
Wage Subsidies COVF2e	1	2	-9
Extension or permitted delay of tax payment COVF2g	1	2	-9
Extension or permitted delay pf social security contributions COVF2h	1	2	-9
Other (specify COVF2fx) COVF2f	1	2	-9

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 30

	POSITION	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	(SPONTANEOUS)	
							DON'T KNOW	DOES NOT APPLY
Tax rates j30a	j30_taxrate_pos	0	1	2	3	4	-9	-7
Tax administration j30b	j30_taxad_min_pos	0	1	2	3	4	-9	-7
Business licensing and permits j30c	j30_permit_pos	0	1	2	3	4	-9	-7
Political instability j30e	j30_instability_pos	0	1	2	3	4	-9	-7
Corruption j30f	j30_corruption_pos	0	1	2	3	4	-9	-7
Courts h30	j30_courts_pos	0	1	2	3	4	-9	-7
Occupational safety regulations BMj4a	j30_safety_pos	0	1	2	3	4	-9	-7
Health and hygiene regulations BMj4b	j30_health_pos	0	1	2	3	4	-9	-7
Environmental regulations BMj4c	j30_environment_pos	0	1	2	3	4	-9	-7

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

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BMJ.5 From the perspective of this establishment, for the next three years, which **one** of the following areas of public spending should be the highest priority?
SHOW CARD 31

Transport	1
Energy	2
Environment	3
Education	4
Health	5
Information and Communication Technology	6
OTHER (SPONTANEOUS-SPECIFY) ___ BMj5x ___	7
DON'T KNOW (SPONTANEOUS)	-9

BMj5

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 employees and managers.

Permanent, full-time employees are defined as all employees that are employed 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	11
DON'T KNOW (SPONTANEOUS)	-9

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 employees and managers.
INTERVIEWER: INCLUDE INTERVIEWEE IF APPLICABLE

	Number
Permanent, full-time workers in [Insert last complete fiscal year minus two]	12
IF ESTABLISHMENT WAS NOT IN BUSINESS IN [Insert last complete fiscal year minus two]	-7
DON'T KNOW (SPONTANEOUS)	-9

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

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

Full-time, temporary workers are all short-term, that is for less than a year, employees with no guarantee of renewal of employment and work full-time

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

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

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

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

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

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

	Increased	Remained the same	Decreased	Don't know (spontaneous)
Permanent workers COVD3a	1	2	3	-9
Temporary workers COVD3b	1	2	3	-9

NOTE: ASK COVID.6 AND COVID.8 ONLY IF COVID.3A = 3 OR COVID.3B = 3

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

Number workers laid off	COVID6
Don't know (spontaneous)	-9

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

Number workers put on furlough [insert equivalent local term for furlough]	COVID8
Does not apply (spontaneous)	-7
Don't know (spontaneous)	-9

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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	19b		19b1
DON'T KNOW (SPONTANEOUS)	-9		-9

BML.1 What percentage or how many of this establishment's permanent full-time employees employed at the end of fiscal year **[Insert last complete fiscal year]** had a university degree?
Please provide the percentage or number, not both.

	Percent	OR	Number
Percentage or number of permanent full-time employees with a university degree	BMI1a %		BMI1b
NO ONE HAS A UNIVERSITY DEGREE	0		0
DON'T KNOW (SPONTANEOUS)	-9		-9

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

Yes	1	GO TO I30a GO TO I30a
No	2	
DON'T KNOW (SPONTANEOUS)	-9	

I10

BML.2 What was the primary focus of the formal training programs?
(If there were more than one training please refer to the one with highest total cost)
SHOW CARD 32

Numeracy or math skills	1
Problem solving or critical thinking skills	2
Foreign language skills	3
Managerial and leadership skills	4
Interpersonal and communication skills	5
Job-specific technical skills	6
Other	7
DON'T KNOW (SPONTANEOUS)	-9

BMI2

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L.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 33

						(SPONTANEOUS)		
		No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	DON'T KNOW	DOES NOT APPLY
Labor regulations	130a	0	1	2	3	4	-9	-7
Inadequately educated workforce	130b	0	1	2	3	4	-9	-7

M. BUSINESS ENVIRONMENT

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

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

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

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 34

INTERVIEWER: READ OUT

	EUR	DON'T KNOW (SPONTANEOUS)
Total annual cost of labor including wages, salaries, bonuses, social security payments	n2a	-9
Total annual cost of electricity	n2b	-9
Total annual cost of fuel	n2f	-9

INTERVIEWER: ONLY ASK THE FOLLOWING QUESTION TO RETAIL ESTABLISHMENTS:

Total annual cost of finished goods and materials purchased to resell	n2i	-9
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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	COVG2
DON'T KNOW (SPONTANEOUS)	-9

POST-INTERVIEW INFORMATION FROM MAIN MODULE

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

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

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING.
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I would like to gather some information, including your name, position, and contact details. This information would be transferred from [contractor] to our client, the World Bank Group, the EBRD and the EIB, and may be used to send you a document summarizing the findings of this survey and potentially re-contact you for a future round of this survey or a follow-up. Neither your name nor the name of your establishment will be used in any document based on this survey.

GDPR.1	Do you agree to transfer your personal information to the World Bank Group, the EBRD and the EIB?
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	YES	NO	
Main respondent	1	2	gdpr1a
Second respondent	1	2	gdpr1b
Third respondent	1	2	gdpr1c

A.15a1	Please indicate which option best describes the main respondents position:
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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> a15a1ax </u>	10
REFUSAL (SPONTANEOUS)	-8

a15a1a

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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
Second respondent	a15a1bx	a15a2b	a15b3	Email2x
Third respondent	a15a1cx	a15a2c	a15c3	Email3x

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

PLEASE FILL OUT THE REMAINING INFORMATION ON YOUR OWN

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

Truthful	1
Somewhat truthful	2
Not truthful	3

a16

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

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

a17

A.18 THIS QUESTIONNAIRE WAS COMPLETED IN:

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

GO TO A17x

a18

A.19 IF OPTION 2 OR 3 IN A.18, ESTIMATE DURATION OF THE WHOLE INTERVIEW

Hour	Minutes

a19h a19m

QUESTIONNAIRE NUMBER **id**

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**PLEASE FILL OUT ON YOUR OWN:
INTERVIEWER COMMENTS:**

	a17x
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SUPERVISOR SECTION

A.13 Supervisor code **a13**

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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?	a3b	Is this city the main business city?	a3c	Size of locality	a3
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.
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	Code
CODE OF THE MAIN PRODUCT AND ACTIVITY	d1a2