

**BUSINESS ENVIRONMENT AND ENTERPRISE PERFORMANCE SURVEY
SCREENER QUESTIONNAIRE**

(Telephone Interview)

Card number	1-2	
Serial number	3-6	serialno

country	
Country	107
Germany	1
Portugal	2
Greece	3
South Korea	4
Vietnam	5

		germany
		108
IF Germany	Former West Germany	1
	Former East Germany	2

		city
	City or Town	109
	Capital	1
	Other, over 1 million	2
	Other,250,000-1,000,000	3
	Other, 50,000-250,000	4
CHECK LOCATION: “SMALL CITY OR COUNTRYSIDE” QUOTA	Under 50,000	5

Good morning/afternoon/evening We have been commissioned by the European Bank of Reconstruction and Development, in cooperation with the World Bank to carry out a survey of business in our country. They want to understand better the conditions for doing business in your country.. I am calling froma market research company. Could I please speak to the person who normally represents the company for official purposes, that is who normally deals with banks or government agencies/institutions?

IF PERSON IS UNAVAILABLE, ARRANGE A CONVENIENT TIME AND CALL BACK. WHEN PUT THROUGH, CONTINUE.

Good morning/afternoon/evening. I am from a market research company. We are carrying out a survey of business like yours on behalf of the European Bank of Reconstruction and Development in cooperation with the World Bank. For classification purposes, could you please answer some preliminary questions? Thank you.

S.1	Do you normally represent this company when dealing with banks or government institutions?
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		S1
		110
GO TO S.1a	Yes	1
ASK TO BE PUT THROUGH TO CORRECT PERSON AND REINTRODUCE	No	2

S.1a	In what year did your firm begin operations in this country?
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Year:	111-114
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INTERVIEWER: IF THE FIRM BEGAN OPERATIONS IN 2002, 2003 OR 2004 THANK AND TERMINATE

S.2	What is the legal status of this company? ONLY ONE ANSWER ALLOWED
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		S2a	s2b
		115-116	119
CHECK PRIVATE SECTOR QUOTA	Single proprietorship	01	1
	Partnership	02	
	Cooperative	03	
	Corporation, privately held	04	
	Corporation listed on a stock exchange	05	
CHECK WITH SUPERVISOR	Other private sector (Specify).....	06	2
CHECK STATE-OWNED QUOTA	State/municipal/district-owned enterprise	07	
	Corporatised state-owned enterprise	08	
CHECK WITH SUPERVISOR	Other state owned (Specify).....	09	
TERMINATE	Charity		
	Don't know		

S2c	
Other.....	117-118

S.3	How would you best describe your firm's main area of activity in terms of annual sales? ONLY ONE ANSWER ALLOWED
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		s3	
		ISIC DIVISION	120-121
CHECK INDUSTRY QUOTA	Mining and quarrying	Section C: 10-14	01
	Construction	Section F: 45	02
	Manufacturing	Section D: 15-37	03
CHECK SERVICES QUOTA	Transport storage and communication	Section I: 60-64	04
	Wholesale and retail trade; repair of motor vehicles, motorcycles and personal and household goods	Section G: 50-52	05
	Real estate, renting and business services	Section K: 70-74	06
	Hotels and restaurants	Section H: 55	07
	Other services***	Section O: See note	08
TERMINATE	Health, education, welfare		
	Government agency, public administration		
	Agriculture, hunting, forestry, fishing		
	Electricity, gas, water and waste water		
	Financial intermediation		

***Other services include the following:

Motion picture and video activities, radio and television activities, other entertainment activities, news agency activities, washing and dry cleaning, hairdressing, funeral and related activities, other service activities

S.3a What percentage of your firm's annual sales come from the main area of activity you mentioned above?

S3a

.....%.	122-124
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INTERVIEWER: IF THE % OF ANNUAL SALES FROM THE MAIN AREA OF ACTIVITY IS LESS THAN 70% THANK AND TERMINATE

S.3b Could you please specify your firm's main product line or main line of service in terms of sales?

S3b

.....	125-128
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S.4 How many full-time employees work for this company today?

S4a

s4b

		129	130
THANK & TERMINATE	None		
	1		
CHECK SIZE:"SMALL FIRM" QUOTA	2-10	1	1
	11-49	2	
CHECK SIZE:"MEDIUM SIZE FIRM "QUOTA	50-99	3	2
	100-249	4	
CHECK SIZE:"LARGE SIZE FIRM "QUOTA	250-499	5	3
	500-999	6	
	1000-9999	7	
THANK & TERMINATE	10,000 or more		

S.5 What percentage of your firm is owned by: **READ OUT OPTIONS**

Private individual(s)/ domestic company(s)/organization(s)	%	131-133	S5a
Private individual(s)/foreign company(s)/organization(s)	%	134-136	S5b
Government/State	%	137-139	S5c
Other	%	140-142	S5d

CHECK THAT THE TOTAL IS 100%

CHECK "FOREIGN OWNERSHIP" QUOTA

INTERVIEWER: IF IN S.5 FOR PRIVATE FOREIGN IS NOT EQUAL TO 0 GO TO S.6, ELSE GO TO S.7

S.6	What is the nationality of this foreign Individual(s) company(s)/organization(s)? MULTIPLE ANSWERS ALLOWED
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S6a	
	143-150
Austria	01
Belgium	02
Canada	03
China	04
Denmark	05
Finland	06
France	07
Germany	08
Greece	09
Hungary	10
Italy	11
Japan	12
Korea	13
Netherlands	14
Russia	15
Spain	16
Sweden	17
Turkey	18
UK	19
USA	20
Vietnam	21
Thailand	22
Philippines	23
Indonesia	24
Malaysia	25
Cambodia	26
Other (specify).....	27
Don't know	99

S6b	
	151-154
Other.....	

S.7	Does your firm currently sell its products or services directly to customers outside the country?
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S7		
		155
GO TO S.8	Yes	1
GO TO S.9	No	2
	Don't know	3

S.8	What percentage of your total sales do such exports represent?
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S8	
.....%	156-158

CHECK “EXPORTER” QUOTA

S.9	Can you please tell me where the headquarters of the firm are located? READ OUT OPTIONS
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S9

	159
At this site	1
Elsewhere in this country	2
In a foreign country	3

S.10	How many establishments (separate operating facilities) including this one does your firm have in this country?
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S10

Number of establishments:.....	160-161
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S.11	Does your firm have holdings or operations in other countries?
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S11

	162
Yes	1
No	2
Don't know	3

Would it possible to arrange a time to see you and ask more detailed questions, please? The interview will take about one hour.

INTERVIEWER: RECORD THE DETAILS OF THE RESPONDENT AND ARRANGE A TIME FOR THE MAIN INTERVIEW

NAME OF RESPONDENT:_____

ADDRESS OF COMPANY:_____

COMPANY NAME:_____

TELEPHONE:_____

NAME OF INTERVIEWER:_____

BUSINESS ENVIRONMENT AND ENTERPRISE PERFORMANCE SURVEY
MAIN QUESTIONNAIRE
(Face-to-face interview)

The purpose of this survey is to better understand constraints that hinder the development of businesses like yours. This study is being conducted in five countries in Western Europe and East Asia by the European Bank for Reconstruction and Development in cooperation with the World Bank. The goal is to better understand conditions for doing business in your country and to compare these conditions with those in the countries of Eastern Europe and Central Asia that have been assessed through similar surveys. This research will be used to help advise governments in Eastern Europe and Central Asia on ways to change policies and practices that impose an undue burden on private firms and to develop new projects and programmes that strengthen support for enterprise growth. Your answers should reflect only your perception and experience of doing business in your country.

I would like to assure you, that the information obtained here will be treated strictly anonymously and confidentially. Neither your name nor the name of your firm will be used in any document based on this survey. Neither the European Bank for Reconstruction and Development nor the World Bank nor any Governmental organisation will be informed of any individual firm's responses or participation in this survey.

I WOULD LIKE TO START BY ASKING SOME GENERAL QUESTIONS ABOUT YOU AND THIS ORGANISATION.

Q.1	What is your job title? Please note that even if you have more than one job title we are interested in the title/responsibilities that you regard as the most important.
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Q1

	208
Chief Executive/President/Vice President	1
Owner/proprietor	2
Partner	3
Director	4
General Manager	5
Manager	6
Finance Officer	7

INTERVIEWER: IF NOT ONE OF THE ABOVE, STOP AND ASK TO SEE THE APPROPRIATE PERSON

Q.2	What percentage of your sales comes from the following sectors in which your establishment operates?
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Mining and quarrying	%	209-211	Q2a
Construction	%	212-214	Q2b
Manufacturing	%	215-217	Q2c
Transport storage and communication	%	218-220	Q2d
Wholesale, retail, repairs	%	221-223	Q2e
Real estate, renting and business services	%	224-226	Q2f
Hotels and restaurants	%	227-229	Q2g
Other	%	230-232	Q2h

CHECK THAT THE TOTAL IS 100%

Q.3a What percentage of your firm does the largest shareholder(s) own?

Q3a

.....%	233-235
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Q.3b How many shareholders hold this percentage share of the firm? Please give me the number

Q3b

Number of shareholders holding this percentage share of the firm:.....	236-237
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Q.4a Which of the following best describes the largest shareholder(s) in your firm?

▪ **INTERVIEWER: SHOW CARD: 1 - MULTIPLE ANSWER**

Q4aa	
238-245	
Individual	01
Family	02
General public	03
Domestic company	04
Foreign company	05
Bank	06
Investment fund	07
Managers of the firm	08
Employees of the firm	09
Government or government agency	10
Other (SPECIFY)	11
Don't know	12

Q4ab

Other:.....	246-247
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INTERVIEWER: IF THE LARGEST SHAREHOLDER IS AN INDIVIDUAL OR FAMILY MEMBER (CODES 01 OR 02) ASK Q.4b ELSE GO THE INSTRUCTION BEFORE Q.5

Q.4b Is the individual or family member also the manager/director of this firm?

Q4b		
248		
GO TO Q4c	Yes	1
	No	2

INTERVIEWER: IF NO SKIP TO THE INSTRUCTION BEFORE Q.5

Q.4c Is the principal owner (or one of the principal owners) a female?

Q4c	
249	
Yes	1
No	2

INTERVIEWER: ASK Q.5 IF COMPANY IS PRIVATE (I.E. SCREENER QUESTIONNAIRE QUESTION S.2 CODES 1-6) ELSE GO TO Q.7

Q.5	How was your firm established?
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▪ **INTERVIEWER: SHOW CARD: 2 - ONE ANSWER ONLY**

		Q5a
		250
GO TO Q.6	Privatisation of a state-owned firm	1
GO TO Q.7	Originally private, from time of start up (I.E., NO STATE-OWNED PREDECESSOR)	2
	Private subsidiary of a formerly state-owned firm	3
	Joint venture with foreign partner(s)	4
	Other (SPECIFY).....	5
		Q5b
Other:.....		251

Q.6	What year was the privatisation completed?
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Q6	
Year privatisation was completed:	252-255

I WOULD NOW ASK SOME QUESTIONS ABOUT THE SALES OF YOUR FIRM AND ITS SUPPLIERS

Q.7	What percentage of your firm's sales are:
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Sold domestically	%	256-258	Q7a
Exported directly	%	259-261	Q7b
Exported indirectly through a distributor	%	262-264	Q7c

CHECK THAT THE TOTAL IS 100%

INTERVIEWER: IF IN Q7 THE FIRM EXPORTS DIRECTLY, ASK Q.8, ELSE GO TO Q.9

Q.8	What was the average and the longest number of days over the last 12 months that it took from the time your goods arrived in their point of exit (eg, port, airport) until the time they cleared customs?
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	Days		
On average		265-267	Q8a
The longest time over the last 12 months		268-270	Q8b

INTERVIEWER: IF THE RESPONDENT SAID NO DELAYS - WRITE 000

INTERVIEWER: IF IN Q.7 THE RESPONDENT SAID ZERO DOMESTIC SALES GO TO Q15

Q.9 What percentage of your domestic sales are to:

Government or government agencies (excluding state-owned enterprises)	%	308-310	Q9a
State owned or controlled enterprises	%	311-313	Q9b
Multinationals located in your country (not including your parent company, if applicable)	%	314-316	Q9c
Your firm's parent company or affiliated subsidiaries	%	317-319	Q9d
Large private domestic firms (those with approximately 250 plus workers) (not including your parent company, if applicable)	%	320-322	Q9e
Other (sales to small firms, individuals, etc.)	%	323-325	Q9f

CHECK THAT THE TOTAL IS 100%

Q.10 How important is competition from imports in the market for you main product line or main line of services in the domestic market?

▪ **INTERVIEWER: SHOW CARD: 3 – ONE ANSWER ONLY**

Q10	
	326
Not important	1
Slightly important	2
Fairly important	3
Very important	4
Extremely important	5
These products cannot be imported	6
Don't know	7

Comment [A1]:

Q.11 Now I would like to ask you a hypothetical question. If you were to raise your prices of your main product line or main line of services 10% above their current level in the domestic market (after allowing for any inflation) which of the following would best describe the result assuming that your competitors maintained their current prices?

▪ **INTERVIEWER: SHOW CARD: 4– ONE ANSWER ONLY**

Q11	
	327
Our customers would continue to buy from us in the same quantities as now	1
Our customers would continue to buy from us, but at slightly lower quantities	2
Customers would continue to buy from us, but at much lower quantities	3
Many of our customers would buy from our competitors instead	4

Q.12a Does your firm compete in the national market (i.e. whole country) for its main product line or service or does it serve primarily the local market (i.e. region, city, or neighborhood) ?

Q.12b	What percentage of the national market does your firm have in terms of sales for its main product line or service?
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Q.12c	What percentage of the local market does your firm have in terms of sales for its main product line or service?
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		Q12a			Q12b & Q12c		
		Yes	No		% of sales		
IF YES ASK Q12b	National market	1	2	328	Q12a1	%	329-331
IF YES ASK Q12c	Local market	1	2	332	Q12a2	%	333-335

Q.13a	Thinking of your firm's main product line or main line of services in the relevant domestic market (i.e. whole country, region, city or neighbourhood), how many competitors do you currently face and how many did you face 36 months ago?
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▪ **INTERVIEWER: SHOW CARD: 5 - ONE ANSWER ONLY**

	Q13a1		q13a2	
	Currently	336	36 months ago	337
GO TO Q.14	None	1	None	1
GO TO Q.13b	1 – 3	2	1 – 3	2
GO TO Q.14	4 or more	3	4 or more	3

Q.13b	Please give me the exact number of your competitors
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Q13b1		q13b2	
Currently	Number	338	36 months ago
			Number
			339

Q.14	Considering your main product line or main line of services in the domestic market, by what margin does your sales price exceed your operating costs (i.e., the cost material inputs plus wage costs but not overheads and depreciation)
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Q14	
.....%	340-342

Q.15	What percentage of your firm's material inputs and supplies are:
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Purchased from domestic sources	%	343-345	Q15a
Imported directly	%	346-348	Q15b
Imported indirectly through a distributor	%	349-351	Q15c

CHECK THAT THE TOTAL IS 100%

INTERVIEWER: IF IN Q15 THE FIRM IMPORTS DIRECTLY, ASK Q.16, ELSE GO TO Q.17

Q.16	What was the average and the longest number of days over the last 12 months that it took from the time your goods arrived in their point of entry (e.g. port, airport) until the time you could claimed them from customs?
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	DAYS	
--	-------------	--

On average		352-354	Q16a
The longest time over the last 12 months		355-357	Q16b

INTERVIEWER: IF THE RESPONDENT SAID NO DELAYS - WRITE 000

Q.17	At the time you receive delivery of your most important input or supply, how many days of stock do you typically have on hand?
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Q17

Days of inventory of main input or supply.....	358-360
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Q.19	Now I would like to ask you another hypothetical question. If your main supplier were to raise the price of its main product line or main line of services 10% above its current level in the domestic market (after allowing for any inflation) which of the following would best describe your firm's reaction assuming that other suppliers maintained their current prices?
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▪ **INTERVIEWER: SHOW CARD: 6 - ONE ANSWER ONLY**

Q19

	361
My firm would continue to buy from the supplier in the same quantities as now	1
My firm would continue to buy from the supplier, but at slightly lower quantities	2
My firm would continue to buy from the supplier, but at much lower quantities	3
My firm would buy from other suppliers instead	4

Q.20	Has your company undertaken any of the following initiatives during the last 36 months? INTERVIEWER: FOR EACH INITIATIVE ANSWERED "YES" ASK: And how important in retrospect was this initiative for the survival and/or growth of your company over that period?
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▪ **INTERVIEWER: SHOW CARD: 7**

♦ **Not important: 1, Slightly important: 2, Fairly important: 3, Very important: 4, Extremely important: 5, Don't know: 6**

	Undertaken				How important							
	Yes	No										
Changed the identity of the main material input supplier	1	2	362	Q20a1	1	2	3	4	5	6	365	
Changed the identity of the main customers (>20% of sales)	1	2	363	Q20a2	1	2	3	4	5	6	366	
Exported to a new country	1	2	364	Q20a3	1	2	3	4	5	6	367	

Q.21	How important are the following as potential sources of information about new customers for your firm?
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▪ **INTERVIEWER: SHOW CARD: 8**

♦ **Not important: 1, Slightly important: 2, Fairly important: 3, Very important: 4, Extremely important: 5, Don't know: 6**

Family and friends	1 2 3 4 5 6	408	Q21a
Former employees who now work for a potential customer or supplier	1 2 3 4 5 6	409	Q21b
Prior employment of managers by a potential customer or supplier	1 2 3 4 5 6	410	Q21c
Existing customers or suppliers	1 2 3 4 5 6	411	Q21d
Government agencies	1 2 3 4 5 6	412	Q21e
Business associations/chambers of commerce	1 2 3 4 5 6	413	Q21f
Trade fairs and other public sources of information	1 2 3 4 5 6	414	Q21g

Q.22 How important are the following as potential sources of information about new suppliers for your firm?

- **INTERVIEWER: SHOW CARD: 9**
- ♦ **Not important: 1, Slightly important: 2, Fairly important: 3, Very important: 4, Extremely important: 5, Don't know: 6**

Family and friends	1 2 3 4 5 6	415	Q22a
Former employees who now work for a potential customer or supplier	1 2 3 4 5 6	416	Q22b
Prior employment of managers by a potential customer or supplier	1 2 3 4 5 6	417	Q22c
Existing customers or suppliers	1 2 3 4 5 6	418	Q22d
Government agencies	1 2 3 4 5 6	419	Q22e
Business associations/chambers of commerce	1 2 3 4 5 6	420	Q22f
Trade fairs and other public sources of information	1 2 3 4 5 6	421	Q22g

I WOULD NOW LIKE TO ASK YOU SOME QUESTIONS ABOUT INFRASTRUCTURE SERVICES

Q.23 How many days over the last 12 months did your establishment experience the following service interruptions, and how long did they last (average duration in hours/day),

	Days		Average duration (hours/day)		
Power outages or surges from the public grid?		422-424	Q23a1		425-426
Insufficient water supply?		427-429	Q23a2		430-431
Unavailable mainline telephone service?		432-434	Q23a3		435-436

INTERVIEWER: IF THE RESPONDENT SAID NONE FOR ANY OF THE ABOVE - WRITE 000

Q.24 Does your firm regularly use in its interactions with clients and suppliers any of the following?

	Yes	No		
Fixed line telephone	1	2	437	Q24a
Fax	1	2	438	Q24b
Mobile telephone	1	2	439	Q24c
Email	1	2	440	Q24d

Internet	1	2	441	Q24e
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Q.25	Based on the experience of your firm over the last 36 months, how many days did you wait from the date of application to obtain each of the following?
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	Number of days		
A fixed line telephone connection		442-444	Q25a
An electrical connection		445-447	Q25b

INTERVIEWER: IF THE RESPONDENT SAID NO WAIT/EXPERIENCE OR SERVICE INCLUDED AS PART OF PROPERTY RENTAL - WRITE 000

Q.26	What percentage of the value of products your establishment shipped over the last 12 months was lost while in transit due to breakage, spoilage or theft?
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	Per cent of consignment value		
Products shipped and sold in the domestic market	%	448-450	Q26a
Products exported directly by your firm	%	451-453	Q26b

INTERVIEWER: IF THE RESPONDENT SAID NO LOSSES - WRITE 000

NOW I WOULD LIKE YOU TO THINK ABOUT THE JUDICIARY, PAYMENT TERMS OF YOUR FIRM AND LAW ENFORCEMENT

Q.27	How often do you associate the following descriptions with the court system in resolving business disputes?
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▪ **INTERVIEWER: SHOW CARD: 10**

	Never	Seldom	Sometimes	Frequently	Usually	Always	Do not know		
Fair and impartial	1	2	3	4	5	6	7	454	Q27a
Honest/uncorrupted	1	2	3	4	5	6	7	455	Q27b
Quick	1	2	3	4	5	6	7	456	Q27c
Affordable	1	2	3	4	5	6	7	457	Q27d
Able to enforce its decisions	1	2	3	4	5	6	7	458	Q27e

Q.28	To what degree do you agree with this statement? "I am confident that the legal system will uphold my contract and property rights in business disputes".
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▪ **INTERVIEWER: SHOW CARD: 11**

Strongly disagree	Disagree in most cases	Tend to disagree	Tend to agree	Agree in most cases	Strongly agree	Don't know	Q28
1	2	3	4	5	6	7	459

Q.29	What percentage of your firm's sales' in value terms over the last 12 months were
-------------	---

Paid before the delivery of your products or services	%	460-462	Q29a
Paid on delivery of your products or services	%	463-465	Q29b
Sold on credit (payment due after the time of delivery of your products or services)	%	466-468	Q29c

CHECK THAT TOTALS ARE 100%

Q.30	What percentage of your firm's purchases of material inputs or services in value terms over the last 12 months were:
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Paid before the delivery of your products or services	%	469-471	Q30a
Paid on delivery of your products or services	%	472-474	Q30b
Purchased on credit (payment due after the time of delivery of your products or services)	%	475-477	Q30c

CHECK THAT TOTALS ARE 100%

Q.31a	Have you had to resolve an overdue payment in the last 36 months?
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Q31a		
508		
GO TO Q.31b	Yes	1
GO TO Q.31d	No	2

Q.31b	How long did it typically take (in weeks) to resolve an overdue payment?
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Q31b	
Weeks:.....	509-510

Q.31c	Of these disputes over payments, what percentage was resolved by court action?
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Q31c	
.....%	511-513

INTERVIEWER: IF THE RESPONDENT SAID NONE – WRITE 000

Q.31d	How many cases in civil or commercial arbitration courts have involved your firm either as a plaintiff or defendant in the last 36 months?
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	Number of cases		
Plaintiff		514-515	Q31da
Defendant		516-517	Q31db

INTERVIEWER: IF THE RESPONDENT SAID NO CASES - WRITE 00

Q.32a	Do you pay for security (e.g., equipment, personnel, or professional security services)? If yes, what percent of your total annual sales do you pay?
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	Make payments		Q32a1	% of total annual sales	Q32a2
	Yes	No			
Security (e.g., equipment, personnel, or professional security services)	1	2	518	<input type="text"/> <input type="text"/> <input type="text"/> %	519-521

Q.32b	Do firms in your line of business pay for protection payments (e.g., to organised crime to prevent violence or property damage)? If yes, what percent of total annual sales are customarily paid?
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	Make payments		Q32b1	% of total annual sales	Q32b2
	Yes	No			
Protection payments (e.g., organised crime to prevent violence or property damage)	1	2	522	<input type="text"/> <input type="text"/> <input type="text"/> %	523-525

Q.33	Have you had any losses as a result of theft, robbery, vandalism or arson against your firm over the last 12 months? If yes, what were your estimated losses as a percent of your sales over the last 12 months?
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Had losses		Q33a	Losses as a % of total sales over the last 12 months	Q33b
Yes	No			
1	2	526	<input type="text"/> <input type="text"/> <input type="text"/> %	527-529

NOW I WOULD LIKE YOU TO THINK ABOUT THE GOVERNMENT POLICIES, LAWS AND REGULATIONS GOVERNING YOUR BUSINESS

Q.34 To what degree do you agree with the following statements?

▪ **INTERVIEWER: SHOW CARD: 12**

	Strongly disagree	Disagree in most cases	Tend to disagree	Tend to agree	Agree in most cases	Strongly agree	Don't know		
Information on the laws and regulations affecting my firm is easy to obtain	1	2	3	4	5	6	7	530	Q34a
Interpretations of the laws and regulations affecting my firm are consistent and predictable	1	2	3	4	5	6	7	531	Q34b

Q.35 What percent of senior management's time over the last 12 months was spent in dealing with public officials about the application and interpretation of laws and regulations and to get or to maintain access to public services?

Q35

<input type="text"/> <input type="text"/> . <input type="text"/> %	532-534
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INTERVIEWER: IF THE RESPONDENT SAID NO TIME WAS SPENT – WRITE 00.0

Q.35a How often is the following statement true? "If a government agent acts against the rules I can usually go to another official or to his superior and get the correct treatment without recourse to unofficial payments/gifts."

▪ **INTERVIEWER: SHOW CARD: 13**

Never	Seldom	Sometimes	Frequently	Usually	Always	Don't know	Q35a
1	2	3	4	5	6	7	535

Q.36a Is your firm a member of a business association or chamber of commerce?

Q36a

		536
GO TO Q.36b	Yes	1
GO TO Q.37	No	2

Q.36b	What services do you receive from the association or associations to which you belong, and what is the value of these services to your firm? “Critical value to your firm” should be placed on services that significantly reduce the costs of your firm or significantly increase the sales of your firm.
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▪ **INTERVIEWER: SHOW CARD: 14**

	No value	Minor value	Moderate value	Major value	Critical value to your firm	Not provided		
Lobbying government	0	1	2	3	4	5	537	Q36ba
Resolution of disputes (with officials, workers or other firms)	0	1	2	3	4	5	538	Q36bb
Information and/or contacts on domestic product and input markets	0	1	2	3	4	5	539	Q36bc
Information and/or contacts on international product and input markets	0	1	2	3	4	5	540	Q36bd
Accrediting standards or quality of products; reputational benefits	0	1	2	3	4	5	541	Q36be
Information on government regulations	0	1	2	3	4	5	542	Q36bf

Q.37	Thinking about national laws and regulations enacted over the last 12 months that had a substantial impact on your business, did your firm seek to influence the content of laws or regulations affecting it?
-------------	---

Q37	
543	
Yes	1
No	2

Q.38	Thinking about local or regional laws and regulations enacted over the last 12 months that had a substantial impact on your business, did your firm seek to influence the content of laws or regulations affecting it?
-------------	--

Q38	
544	
Yes	1
No	2

Q.38b	How many times in the last 12 months was your establishment either inspected by the following agencies or required to meet with officials from these agencies? What was the average duration of these inspections/meetings?
--------------	---

				<i>Interviewer: If Inspection/meeting, Yes Complete These Columns</i>			
	Inspections/meetings carried out			Number of inspections/meetings over the last 12 months		Average duration of inspections/meetings (hours/visit)	
	YES	NO					
Tax inspectorate	1	2	Q38b1 608		Q38ba1 609-610		Q38bb1 611-612
Labor and social security	1	2	Q38b2 613		Q38ba2 614-615		Q38bb2 616-617
Fire & building safety	1	2	Q38b3 618		Q38ba3 619-620		Q38bb3 621-622
Sanitation/ Epidemiology	1	2	Q38b4 623		Q38ba4 624-625		Q38bb4 626-627
Municipal police	1	2	Q38b5 628		Q38ba5 629-630		Q38bb5 631-632
Environmental	1	2	Q38b6 633		Q38ba6 634-635		Q38bb6 636-637
Customs agency	1	2	Q38b7 638		Q38ba7 639-640		Q38bb7 641-642

WE NOW WANT TO ASK YOUR OPINION ON “UNOFFICIAL PAYMENTS” TO OFFICIALS IN THIS COUNTRY. CAN I PLEASE REASSURE YOU THAT:

We are interested in your opinions in a personal capacity

We do not imply in any way that your company makes unofficial payments/gifts

We recognise that your company neither approves of nor condones the use of unofficial payments/gifts

The responses that you give will be aggregated and presented in purely statistical terms; any comments you give me cannot be attributed to either you or your company

Q.39	Thinking about officials, would you say the following statements are always, usually, frequently, sometimes, seldom or never true?
-------------	--

▪ **INTERVIEWER: SHOW CARD: 15**

	Never	Seldom	Sometimes	Frequently	Usually	Always	Don't know		
"It is common for firms in my line of business to have to pay some irregular "additional payments/gifts" to get things done " with regard to customs, taxes, licenses, regulations, services etc	1	2	3	4	5	6	7	643	Q39a
"Firms in my line of business usually know in advance about	1	2	3	4	5	6	7	644	Q39b

how much this 'additional payment/gifts' is									
--	--	--	--	--	--	--	--	--	--

Q.40	On average, what percent of total annual sales do firm's like yours typically pay in unofficial payments/gifts to public officials?
-------------	---

Q40

<input type="text"/> <input type="text"/> <input type="text"/> . <input type="text"/> %	645-647
---	----------------

INTERVIEWER: IF THE RESPONDENT SAID NO PAYMENTS ARE MADE – WRITE 00.0

Q.41	Thinking now of unofficial payments/gifts that a firm like yours would make in a given year, could you please tell me how often would they make payments/gifts for the following purposes
-------------	---

▪ **INTERVIEWER: SHOW CARD: 16**

	Never	Seldom	Sometimes	Frequently	Usually	Always	Don't know		
To get connected to and maintain public services (electricity and telephone)	1	2	3	4	5	6	7	648	Q41a
To obtain business licenses and permits	1	2	3	4	5	6	7	649	Q41b
To obtain government contracts	1	2	3	4	5	6	7	650	Q41c
To deal with occupational health and safety inspections	1	2	3	4	5	6	7	651	Q41d
To deal with fire and building inspections	1	2	3	4	5	6	7	652	Q41e
To deal with environmental inspections	1	2	3	4	5	6	7	653	Q41f
To deal with taxes and tax collection	1	2	3	4	5	6	7	654	Q41g
To deal with customs/imports	1	2	3	4	5	6	7	655	Q41h
To deal with courts	1	2	3	4	5	6	7	656	Q41i
To influence the content of new legislation rules decrees etc.	1	2	3	4	5	6	7	657	Q41j

Q.42	When firms in your industry do business with the government, what percent of the contract value would be typically paid in additional or unofficial payments/gifts to secure the contract?
-------------	--

Q42

<input type="text"/> <input type="text"/> <input type="text"/> . <input type="text"/> %	658-660
---	----------------

INTERVIEWER: IF THE RESPONDENT SAID NO PAYMENTS/GIFTS ARE PAID – WRITE 00.0

Q.43a	Recognising the difficulties that many firms face in fully complying with taxes and regulations, what percentage of total annual sales would you estimate the typical firm in your area of business reports for tax purposes?
--------------	---

Q43a

.....%	661-663
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Q.43b	Recognising the difficulties that many firms face in fully complying with labour regulations, what percentage of total workforce would you estimate the typical firm in your area of business reports for tax purposes?
--------------	---

Q43b

.....%	664-666
--------	----------------

Q.44	It is often said that firms make unofficial payments/gifts, private payments or other benefits to public officials to gain advantages in the drafting of laws, decrees, regulations, and other binding government decisions. To what extent have the following practices had a direct impact on your business.
-------------	--

▪ **INTERVIEWER: SHOW CARD: 17**

	No impact	Minor impact	Moderate impact	Major impact	Decisive Impact	Don't know		
Private payments/gifts or other benefits to Parliamentarians to affect their votes	0	1	2	3	4	5	667	Q44a
Private payments/gifts or other benefits to Government officials to affect the content of government decrees	0	1	2	3	4	5	668	Q44b
Private payments/gifts or other benefits to local or regional government officials to affect their votes or content of government decrees	0	1	2	3	4	5	669	Q44c

I WOULD NOW LIKE TO ASK SOME QUESTIONS ABOUT THE FINANCING OF YOUR FIRM

Q.45	What proportion of your firm's working capital and new fixed investment has been financed from each of the following sources, over the last 12 months?
-------------	--

▪ **INTERVIEWER: SHOW CARD: 18**

	Working capital (i.e. inventories, accounts receivable, cash)		New investments (i.e. new land, buildings, machinery, equipment)	
Internal funds/Retained earnings	%	Q45a1 708-710	%	Q45b1 808-810
Equity (i.e. issue new shares)	%	Q45a2 711-713	%	Q45b2 811-813
Borrowing from local private commercial banks	%	Q45a3 714-716	%	Q45b3 814-816
Borrowing from foreign banks	%	Q45a4 717-719	%	Q45b4 817-819
Borrowing from state-owned banks, including state development banks	%	Q45a5 720-722	%	Q45b5 820-822
Loans from family/friends	%	Q45a6 723-725	%	Q45b6 823-825
Money lenders or other informal sources (other than family/friends)	%	Q45a7 726-728	%	Q45b7 826-828
Trade credit from suppliers	%	Q45a8 729-731	%	Q45b8 829-831
Trade credit from customers	%	Q45a9 732-734	%	Q45b9 832-834
Credit cards	%	Q45a10 735-737	%	Q45b10 835-837
Leasing arrangement	%	Q45a11 738-740	%	Q45b11 838-840
The government (other than state-owned banks)	%	Q45a12 741-743	%	Q45b12 841-843
Other (SPECIFY SOURCES):.....	%	Q45a13 744-746	%	Q45b13 844-846
CHECK THAT TOTALS ARE 100%		100%		
Other		Q45a14 747-749		Q45b14 847-849

Q.46a	Thinking of the most recent bank loan you obtained, did the financing require collateral?
--------------	---

		Q46a
		908
GO TO Q.46b	Yes	1
GO TO Q.46d	No	2
GO TO Q.47a	No loan	3

Q.46b	What kind of collateral (e.g., land, buildings, machinery, your home) was required? MULTIPLE ANSWER ALLOWED
--------------	---

		Q46b1
		909-913
Land		1
Buildings		2

Machinery	3
Personal assets of owner (house etc.)	4
Other (Specify).....	5
Q46b2	
Other:	914

Q.46c What was the approximate value of the collateral required as a percentage of the loan value?

Q46c	
.....%	915-917

Q.46d What is the loan's annual cost (i.e., rate of interest)?

Q46d	
<input type="text"/> <input type="text"/> <input type="text"/> %	918-920

Q.46e What is the duration of the loan in months?

Q46e	
Months:.....	921-923

Q.46f Was the loan denominated in local or foreign currency?

Q46f	
	924
Local currency	1
Foreign currency	2

Q.46g On what date was the loan received?

Q46g1		q46g2	
Month	925-926	Year	927-930

Q.46h How many days did it take to agree the loan with the bank from the date of application?

Q46h	
Days:.....	931-933

INTERVIEWER GO TO Q.48

Q.47a If your firm does not currently have a loan, what was the reason?

		Q47a
		934
GO TO Q.47b	Because the firm did not apply for a loan	1
GO TO Q.47c	Because the application was turned down	2
GO TO Q.48	Because the application for the loans is still pending	3

Q.47b If your firm did not apply for a loan, what was the main reason?

▪ **INTERVIEWER: SHOW CARD: 19 – MULTIPLE ANSWERS**

Q47b1	
935-939	
Does not need a loan	1
Application procedures for bank loans are too burdensome	2
Collateral requirements for bank loans are too strict	3
Interest rates are too high	4
It is necessary to make informal payments to get bank loans	5
Did not think it would be approved	6
Others (Specify)	7
Q47b2	
Other	940

INTERVIEWER: GO TO Q.48

Q.47c	If the loan application of your firm was rejected, what was the main reason?
--------------	--

▪ **INTERVIEWER: SHOW CARD: 20 – MULTIPLE ANSWER**

Q47c1	
941-944	
Lack of acceptable collateral	1
Perceived lack of profitability of the firm	2
Inadequate credit history of the firm	3
Incompleteness of the loan application	4
Others (Specify)	5
Q47c2	
Other	945

Q.48	Does your firm use international accounting standards (IAS) as provided by the International Accounting Standards Board or US GAAP or national accounting standards as provided by the Ministry of Finance or securities regulator?
-------------	---

	Yes	No	Don't Know		
International Accounting Standards	1	2	3	946	Q48a
US GAAP	1	2	3	947	Q48b
National Accounting Standards	1	2	3	948	Q48c

Q.49	Does your firm have its annual financial statement checked and certified by an external auditor?
-------------	--

Q49	
949	
Yes	1
No	2
Don't know	3

Q.50	What share of your sales to your customers (in per cent) over the last 12 months was ultimately settled by:
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Q.51	What share of your purchases from suppliers (in per cent) over the last 12 months was ultimately settled by:
-------------	--

	Q.50 Customers				Q.51 Suppliers		
Cash or bank transfer (cash settlement)	%	1008-1010	Q50a	%	1023-1025	Q	
Bills of exchange (e.g., veksels)	%	1011-1013	Q50b	%	1026-1028	Q	
Debt swaps or offsets	%	1014-1016	Q50c	%	1029-1031	Q	
Exchange of goods for goods	%	1017-1019	Q50d	%	1032-1034	Q	
Other	%	1020-1022	Q50e	%	1035-1037	Q	

CHECK THAT TOTALS ARE 100% 100%

Q.52	Does your firm currently have any payments overdue (by more than 90 days) to each of the following. If yes, what is the amount of the overdue payments as a % of your total annual sales?
-------------	---

	Yes	No	Don't know			If yes, % of total annual sales		
Utilities	1	2	3	1038	Q52a1	%	1039-1041	Q52b1
Taxes	1	2	3	1042	Q52b2	%	1043-1045	Q52b2
Employees	1	2	3	1046	Q52c3	%	1047-1049	Q52b3
Material input suppliers	1	2	3	1050	Q52d4	%	1051-1053	Q52b4

Q.53	Over the last 36 months has your firm received any subsidies from the national government, EU sources regional/local governments or any other sources? If yes, on average, over the last 36 months what was the amount of these subsidies as a percent of the average sales during this period?
-------------	---

	Yes	No	Don't know			If YES, % of total annual sales		
National government	1	2	3	1054	Q53a1	%	1055-1057	Q53b1
Regional or local government	1	2	3	1058	Q53a2	%	1059-1061	Q53b2
EU sources	1	2	3	1062	Q53a3	%	1063-1065	Q53b3
Other (SPECIFY)	1	2	3	1066	Q53a4	%	1067-1069	Q53b4

I WOULD NOW LIKE TO ASK YOU QUESTIONS ABOUT THE OVERALL BUSINESS ENVIRONMENT IN YOUR COUNTRY AND HOW IT AFFECTS YOUR FIRM

Q.54	Can you tell me how problematic are these different factors for the operation and growth of your business.
-------------	--

▪ **INTERVIEWER: SHOW CARD: 21**

	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Don't Know		
Access to financing (e.g., collateral required or financing not available from banks)	1	2	3	4	5	1108	Q54a
Cost of financing (e.g., interest rates and charges)	1	2	3	4	5	1109	Q54b
Telecommunications	1	2	3	4	5	1110	Q54c
Electricity	1	2	3	4	5	1111	Q54d
Transportation	1	2	3	4	5	1112	Q54e
Access to land	1	2	3	4	5	1113	Q54f
Title or leasing of land	1	2	3	4	5	1114	Q54g
Tax rates	1	2	3	4	5	1115	Q54h
Tax administration	1	2	3	4	5	1116	Q54i
Customs and trade regulations	1	2	3	4	5	1117	Q54j
Business licensing and permits	1	2	3	4	5	1118	Q54k
Labour regulations	1	2	3	4	5	1119	Q54l
Skills and education of available workers	1	2	3	4	5	1120	Q54m
Uncertainty about regulatory policies	1	2	3	4	5	1121	Q54n
Macroeconomic instability (inflation, exchange rate)	1	2	3	4	5	1122	Q54o
Functioning of the judiciary	1	2	3	4	5	1123	Q54p
Corruption	1	2	3	4	5	1124	Q54q
Street crime, theft and disorder	1	2	3	4	5	1125	Q54r
Organised crime	1	2	3	4	5	1126	Q54s
Anti-competitive practices of other producers	1	2	3	4	5	1127	Q54t
Other (Specify)	1	2	3	4	5	1128	Q54u
Other:						1129-1130	Q54v

I WOULD NOW LIKE TO ASK YOU SOME QUESTIONS ABOUT THE PERFORMANCE OF YOUR FIRM AND ITS INVESTMENT ACTIVITIES

Q.55 Over the last 36 months how have the following changed (increased/decreased) and what is the percent of change for your company, in real terms (i.e., after allowing for inflation):

	Increase	Decrease	No change			% change		
Sales	1	2	3	1131	Q55a1	%	1132-1134	Q55b1
Exports	1	2	3	1135	Q55a2	%	1136-1138	Q55b2
Fixed assets (e.g., land, buildings, machinery and equipment)	1	2	3	1139	Q55a3	%	1140-1142	Q55b3
Material inputs	1	2	3	1143	Q55a4	%	1144-1146	Q55b4

Q.56 Over the last 36 months has your firm merged with or acquired another firm or sold one or more of its existing establishments?

	Yes	No	Don't know		
Merged with another firm	1	2	3	1147	Q56a
Acquired another firm	1	2	3	1148	Q56b
Sold one or more of your firm's existing establishments	1	2	3	1149	Q56c

Q.57 For classification purposes please could you tell me:

	Local currency (000's)	EUROS (000's)	
The projected estimate of your firm's total sales to the end of 2004			Q57a 1208-1214
The projected estimate of the replacement value of the physical production assets used by your firm (land, building, equipment) to the end of 2004			Q57b 1215-1221
The projected estimate of the material input costs and bought in components/services corresponding to your firm's total sales to the end of 2004			Q57c 1222-1228

INTERVIEWER: OBTAIN THE ABOVE VALUES IN ONE OF THE TWO CURRENCIES (I.E EITHER LOCAL OR IN EUROS).

Q.58 Could you please tell me how much your firm is projected to spend in 2004 on each of the following:

	Local currency (000's)	EUROS (000's)	
New buildings, machinery and equipment			Q58a 1229-1235
Research and development (including wages and salaries of R&D personnel, materials, R&D related education and training costs)			Q58b 1236-1242
Advertising and marketing (including wages and salaries for in-house advertising & marketing personnel)			Q58c 1243-1249

INTERVIEWER: OBTAIN THE ABOVE VALUES IN ONE OF THE TWO CURRENCIES (I.E EITHER LOCAL OR IN EUROS).

Q.59 What percentage of your total profits earned in 2003 were or will be invested in the firm in 2004?

Q59a

..... %		1250-1252
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Q59b

No profit in 2003	1	1253
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INTERVIEWERS IF THE RESPONDENT WILL NOT RE-INVEST ANY OF THE PROFITS WRITE 000

Q.60 Has your company undertaken any of the following initiatives over the last 36 months?
INTERVIEWER: FOR EACH INITIATIVE ANSWERED “YES” ASK: And how important in retrospect was this initiative for the survival and/or growth of your company over that period?

- **INTERVIEWER: SHOW CARD: 22**
- ♦ **Not important: 1, Slightly important: 2, Fairly important: 3, Very important: 4, Extremely important: 5, Don't know: 6**

	Undertaken				How important							
	Yes	No			1	2	3	4	5	6		
Developed successfully a major new product line	1	2	1254	Q60a1	1	2	3	4	5	6	1262	Q60b1
Upgraded an existing product line	1	2	1255	Q60a2	1	2	3	4	5	6	1263	Q60b2
Discontinued at least one product (not production) line	1	2	1256	Q60a3	1	2	3	4	5	6	1264	Q60b3
Agreed to a new joint venture with foreign partner	1	2	1257	Q60a4	1	2	3	4	5	6	1265	Q60b4
Obtained a new product licensing agreement	1	2	1258	Q60a5	1	2	3	4	5	6	1266	Q60b5
Outsourced a major production activity that was previously conducted in-house	1	2	1259	Q60a6	1	2	3	4	5	6	1267	Q60b6
Brought in-house of a major production activity that was previously outsourced	1	2	1260	Q60a7	1	2	3	4	5	6	1268	Q60b7
Obtained a new quality accreditation (ISO 9000, 9002 or 14,000, AGCCP, etc)	1	2	1261	Q60a8	1	2	3	4	5	6	1269	Q60b8

Q.61a Has your firm acquired new production technology over the last 36 months?

Q61a		
1270		
GO TO Q.61b	Yes	1
GO TO Q.62	No	2
	Don't know	3

Q.61b What was the most important way your firm acquired this new technology, choosing from the list below?

▪ **INTERVIEWER: SHOW CARD: 23 - ONE ANSWER ONLY**

Q61b	
1271-1272	
Embodied in new machinery and equipment	01
Hired key personnel/consultants with the technological expertise	02
New license or turnkey operations from international sources	03
New licensing or turnkey operations from domestic sources	04
Developed or adapted with the firm	05
Transferred from the parent company	06
Developed in cooperation with customers	07
Developed in cooperation with suppliers	08
Obtained from a business or industry association	09
Obtained from universities or public institutions	10

Q.62 Which of the following best describes the organisation of departments (in terms of the allocation of responsibilities, budgetary resources and staff) within your firm over the last 36 months?

▪ **INTERVIEWER: SHOW CARD: 24 - ONE ANSWER ONLY**

Q62	
1308	
My firm is organised in much the same way as it was 36 months ago	1
My firm has had some reallocation of responsibility and resources between departments	2
My firm has had major reallocations of responsibility and resources between departments	3
My firm has had a completely new organisational structure	4
Don't know	5

Q.63 How would you rate the importance of each of the following factors on key decisions about your business with respect to "Developing new products or services and markets":

▪ **INTERVIEWER: SHOW CARD: 25**

	Not at all important	Slightly important	Fairly important	Very important	Don't Know		
Pressure from domestic competitors	1	2	3	4	5	1309	Q63a1
Pressure from foreign competitors	1	2	3	4	5	1310	Q63a2
Pressure from customers	1	2	3	4	5	1311	Q63a3

Q.64 How would you rate the importance of each of the following factors on key decisions about your business with respect to "Reducing the production costs of existing products or services":

▪ INTERVIEWER: SHOW CARD: 26

	Not at all important	Slightly important	Fairly important	Very important	Don't know		
Pressure from domestic competitors	1	2	3	4	5	1312	Q64a
Pressure from foreign competitors	1	2	3	4	5	1313	Q64b
Pressure from customers	1	2	3	4	5	1314	Q64c

Q.65	In your judgement, what is your firm's current output in comparison with the maximum output possible using its facilities/man power at the time? If you are using the facilities/man power to the full, answer 100%; if output was 60% of capacity, answer 60%. What was the capacity utilisation 36 months ago?
-------------	--

	Current capacity of utilisation	Q65a	Capacity utilisation 36 months ago	Q65b
Level of utilisation of facilities/man power	%	1315-1317	%	1318-1320

I WOULD NOW LIKE TO ASK YOU SOME QUESTIONS ABOUT THE EMPLOYEES OF YOUR FIRM

Q.66	How many permanent, full-time employees does your firm have now and how many did it have 36 months ago? (give an estimate number)
-------------	---

Now	Q66a	36 months ago	Q66b
	1321-1324		1325-1328

Q.67	How many part-time or temporary employees does your firm have now and how many did it have 36 months ago? (give an estimate number)
-------------	---

Now	Q67a	36 months ago	Q67b
	1329-1332		1333-1336

INTERVIEWER: IF IN ANY OF THE YEARS THE RESPONDENT SAID NO PART-TIME – WRITE 00000 WHERE APPLICABLE

Q.68	What percentage of your current permanent, full-time workers are managers, professionals, skilled workers, unskilled workers or non-production workers? What was the percentage 36 months ago?
-------------	--

	Now			36 months ago		
Managers (excluding those involve in shop floor supervision)	%	1337-1339	Q68a1	%	1352-1354	
Professionals (e.g., accountants, engineers, scientists)	%	1340-1342	Q68a2	%	1355-1357	
Skilled workers	%	1343-1345	Q68a3	%	1358-1360	
Unskilled workers	%	1346-1348	Q68a4	%	1361-1363	
Non-production workers (e.g., administration, sales)	%	1349-1351	Q68a5	%	1364-1366	

CHECK THAT THE TOTALS ARE 100%

100%

Q.69	What percentage of the workforce at your firm has education levels up to primary school, a vocational qualification, a secondary school qualification or some university education? What was the percentage in 36 months ago?
-------------	---

	Now			36 months ago		
Up to primary school	%	1408-1410	Q69a1	%	1420-1422	
Vocational qualification	%	1411-1413	Q69a2	%	1423-1425	
Secondary school qualification	%	1414-1416	Q69a3	%	1426-1428	
Some university education or higher	%	1417-1419	Q69a4	%	1429-1431	

CHECK THAT THE TOTALS ARE

100%

100%

Q.70 How much time did it take to fill your most recent vacancy for a:

	Weeks		
Manager (excluding those involve in shop floor supervision)?		1432-1434	Q70a
Professional (e.g., accountants, engineers, scientists)?		1435-1437	Q70b
Skilled worker?		1438-1440	Q70c
Unskilled worker?		1441-1443	Q70d
Non-production worker (e.g., administration, sales)?		1444-1446	Q70e

Q.71 Does your firm offer formal training to your employees? If yes, what percent of employees in each category received training over the last 12 months?

	Yes	No	Don't know			If YES, % Trained		
Skilled workers	1	2	3	1447	Q71a1	%	1448-1450	Q71b1
Unskilled workers	1	2	3	1451	Q71a2	%	1452-1454	Q71b2
Non-production workers	1	2	3	1455	Q71a3	%	1456-1458	Q71b3

INTERVIEWER: IF NO % OF EMPLOYEES IN A CATEGORY WAS TRAINED OVER THE LAST 12 MONTHS – WRITE 000, WHERE APPLICABLE

Q.72 How many working days did your firm lose over the last 12 months due to:

	Days		
Strikes or other labour disputes?		1459-1461	Q72a
Civil unrest		1462-1464	Q72b

INTERVIEWER; IF NO DAYS LOST – WRITE 000, WHERE APPLICABLE

Q.73	Now, I would like to ask you a hypothetical question. If you could change the number of regular full-time workers your firm currently employs without any restrictions (i.e. without seeking permission, making severance payments etc.), what would be your optimal level of employment as a percent of your existing workforce? (e.g., 90% implies you would reduce your workforce by 10%, 110% means you want to expand by 10%)
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Q73	
.....%	1465-1467

INTERVIEWER THANK RESPONDENT:

Thank you very much for having taken the time to complete this questionnaire. The information on your perceptions is a very important input for the evaluation of conditions in the business environment and private sector relations with government, as well as for the formulation of policy advice.

INTERVIEWER: READ TO THE RESPONDENT:

WE MAY REPEAT THIS SURVEY IN ABOUT 2-3 YEARS TIME IN ORDER TO SEE HOW THE BUSINESS ENVIRONEMENT HAS CHANGED. TO THIS END, WE WOULD LIKE TO ESTABLISH A PANEL OF COMPANIES AND WOULD ASK FOR YOUR PERMISSION TO INCLUDE YOUR COMPANY'S NAME, ADDRESS, AND TELEPHONE NUMBER IN A COFIDENTIAL DATABASE. THIS INFORMATION MAY BE USED BY OUR COMPANY OR A DIFFERENT RESEARCH AGENCY IN ORDER TO INTERVIEW YOU AGAIN IN 2-3 YEARS TIME. DO WE HAVE YOUR PERMISSION TO INCLUDE THE ABOVE-MENTIONED COMPANY DETAILS IN OUR DATABASE?

Permission granted	1	1468
Permission refused	2	

INTERVIEWERS COMMENTS

(Problems occurred/extraordinary circumstances which could influence results)

I certify that this interview has been personally carried out by me with the respondent. I further certify that all the information included herein is truthful and correct.

I understand that any discrepancies during back-checking of this questionnaire will result in the cancellation of this interview.

INTERVIEWER'S SIGNATURE:

DATE:

CARD 1 - Q.4

Individual
Family
Domestic company
Foreign company
Bank
Investment fund
Managers of the firm
Employees of the firm
Government or government agency

CARD 2 – Q5. & Q.9

Privatisation of a state-owned firm
Originally private, from time of start up (i.e., no state-owned predecessor)
Private subsidiary of a formerly state-owned firm
Joint venture with foreign partner(s)

CARD 3 - Q.10

Not important
Slightly important
Fairly important
Very important
Extremely important
These products cannot be imported

CARD 4 – Q11

Our customers would continue to buy from us in the same quantities as now
Our customers would continue to buy from us, but at slightly lower quantities
Customers would continue to buy from us, but at much lower quantities
Many of our customers would buy from our competitors instead

CARD 5 - Q.13a

None
1-3
4 or more

CARD 6 - Q19

My firm will continue to buy from the supplier in the same quantities as now
My firm would continue to buy from the supplier but at slightly lower quantities
My firm would continue to buy from the supplier, but at much lower quantities
My firm would buy from other suppliers instead

CARD 7 – Q.20

Not important
Slightly important
Fairly important
Very important
Extremely important

CARD 8 – Q.21

Not important
Slightly important
Fairly important
Very important
Extremely important

CARD 9 – Q.22

Not important
Slightly important
Fairly important
Very important
Extremely important

CARD 10 - Q.27

Never
Seldom
Sometimes
Frequently
Usually
Always

CARD 11 - Q.28

Strongly disagree
Disagree in most cases
Tend to disagree
Tend to agree
Agree in most cases
Strongly agree

CARD 12 - Q.34

Strongly disagree
Disagree in most cases
Tend to disagree
Tend to agree
Agree in most cases
Strongly agree

CARD 13 - Q.35a

Never
Seldom
Sometimes
Frequently
Usually
Always

CARD 14 - Q.36b

No value
Minor value
Moderate value
Major value
Critical value to your firm
Not provided

CARD 15 - Q.39

Never
Seldom
Sometimes
Frequently
Usually
Always

CARD 16 - Q.41

Never
Seldom
Sometimes
Frequently
Usually
Always

CARD 17 - Q.44

No impact
Minor impact
Moderate impact
Major impact
Decisive impact

CARD 18 - Q.45

Internal funds/Retained earnings
Equity (i.e. issue new shares)
Borrowing from local private commercial banks
Borrowing from foreign banks
Borrowing from state-owned banks, including state development banks
Borrowing from foreign banks
Loans from family/friends
Money lenders or other informal sources (other than family/friends)
Trade credit from suppliers
Trade credit from customers
Credit cards
Leasing arrangement
The government (other than state-owned banks)

CARD 19 - Q.47b

Does not need a loan
Application procedure of bank loans are too burdensome
Collateral requirements for bank loans are too strict
Interest rates are too high
It is necessary to make informal payments to get bank loans
Did not think it would be approved

CARD 20 - Q.47c

Lack of acceptable collateral
Perceived lack of profitability of the firm
Inadequate credit history of the firm
Incompleteness of the loan application

CARD 21 - Q.54

No obstacle
Minor obstacle
Moderate obstacle
Major obstacle

CARD 22 – Q.60

Not important
Slightly important
Fairly important
Very important
Extremely important

CARD 23 - Q.61b

Embodied in new machinery and equipment
Hired key personnel/consultants with the technological expertise
New license or turnkey operations from international sources
New licensing or turnkey operation from domestic sources
Developed or adapted with the firm
Transferred from the parent company
Developed in cooperation with customers
Developed in cooperation with suppliers
Obtained from a business or industry association
Obtained from universities or public institutions

CARD 24 - Q.62

My firm is organised in much the same way as it was in 2002

My firm has had some reallocation of responsibility & resources between departments

My firm has had major reallocations of responsibility & resources between departments

My firm has had a completely new organisational structure

CARD 25 - Q.63

Not at all important
Slightly important
Fairly important
Very important

CARD 26 - Q.64

Not at all important
Slightly important
Fairly important
Very important