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THE WORLD BANK
Indicator Survey
Retail Questionnaire (2008)

A. CONTROL INFORMATION [TO BE COMPLETED BEFORE INTERVIEW]

A.0 Questionnaire a0	Module
Indicator	6

A.1 Country

a1

A.2

	Sampling Region a2
Region A	1
Region B	2
Region C	3
Region D	4

A.3a

	Screener Region (coded ex post) a3a
Region A	1
Region B	2
Region C	3
Region D	5

A.3x Name of city/town/village

a3x

A.3 Size of locality a3

Capital city	1
City with population over 1 million – other than capital	2
Over 250.000 to 1 million	3
50.000 to 250.000	4
Less than 50.000	5

A.4 Industry	Sampling sector a4a	Screener sector a4b
Manufacturing	1	1
Service	2	2

A.5 Sector match between screener information and sample frame a5

Yes, screener and sample frame info match	1
No, screener and sample frame do not match but establishment does activities which match both screener and sample frame	2
No, does not match	3

A.6 Size

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

A.7 Establishment is part of a larger firm a7

Yes	1
No, a firm on its own	2

A.7a

Number of establishments that form the firm	a7a
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A.8 Type of establishment a8

HQ without production and/or sales in this location	1
HQ with production and/or sales in this location	2
Establishment physically separated from HQ and other establishments of the same firm	3
Establishment physically separated from HQ but with other establishments of the same firm	4
Does not apply	-7

A.9 Are establishment's financial statements prepared separately from HQ's statements? a9

Yes	1
No	2
Does not apply	-7

A.10 Are establishment's financial statements prepared separately from other establishments of the same firm? a10

Yes	1
No	2
Does not apply	-7

A.11 If HQ, are financial statements independent from the rest of establishments? **a11**

Yes	1
No	2
Does not apply	-7

A.12 Interviewer code **a12**

A.13 Supervisor code **a13**

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

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

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING.

The goal of this survey is to gather information and opinions about the business environment in Lao. Ultimately, the information gathered here will help to develop new policies and programs that enhance employment and economic growth.

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

B. GENERAL INFORMATION

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

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

Shareholding company with shares traded in the stock market	1	SKIP TO B.2
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	b1

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/State	b2c %	-9
Other	b2d %	-9
	100%	

IF 100% end interview

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

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

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

b4

READ ONLY IF A7=1 (yes)

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

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

	Year
Year establishment began operations	b5
Don't know (spontaneous)	-9

INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR

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

	Number
Full-time employees at start-up	b6
Don't know (spontaneous)	-9

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

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

b6a

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

	Year
Year establishment formally registered	b6b
Don't know (spontaneous)	-9
Never registered (spontaneous)	-7

INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR.

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

	Years
Manager's experience in sector	b7
Less than one year	1
Don't know (spontaneous)	-9

EAB.7 What is the Top Manager's highest completed level of education?

No Education	1
Primary School	2
Secondary School	3
Vocational Training	4
University degree (B.A., B.S., etc.)	5
Graduate degree (M.B.A., M.S., Ph.D., etc.) from a university in this country	6
Graduate degree (M.B.A., M.S., Ph.D., etc.) from a university abroad	7
Don't Know	-9
	EAb7

B.8 Does this establishment have an internationally-recognized quality certification?
(INTERVIEWER: if there is need for clarification, some examples are: ISO 9000, 9002 or 14000)

Yes	1
No	2
Still in process	-6
Don't know (spontaneous)	-9

b8

C. INFRASTRUCTURE AND SERVICES

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING.
 Now, we turn to the establishment's operations in fiscal year **2008**.

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

Yes	1	GO TO QUESTION C.6 GO TO QUESTION C.6
No	2	
Don't know (spontaneous)	-9	

c3

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

	Days
Wait for electrical connection	c4
Less than one day	1
Still in process	-6
Application denied	-5
Don't know (spontaneous)	-9

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

Yes	1	GO TO QUESTION C.6 GO TO QUESTION C.6
No	2	
Don't know (spontaneous)	-9	
REF (spontaneous)	-8	

c5

C.6 Over fiscal year **2008**, did this establishment experience power outages?

Yes	1	GO TO QUESTION LA.C6 GO TO QUESTION LA.C6
No	2	
Don't know (spontaneous)	-9	

c6

C.7 In a typical month, over fiscal year **2008**, how many power outages did this establishment experience?

	Number	IF 0, GO TO QUESTION LA.C6
Average number of power outages per month	c7	
Don't know (spontaneous)	-9	

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

	Hours
Average duration of power outages	c8
Less than one hour	1
Don't know (spontaneous)	-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.

	Kip
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

	Kip
Annual losses due to power outages	c9b
None	0
Don't know (spontaneous)	-9

LA_C.6 Over fiscal year **2008**, have any of the following characteristics of electrical supply been inadequate to your establishment's business purposes?

	Yes	No	
Voltage	1	2	LAc6a
Frequency stability	1	2	LAc6b
Price	1	2	LAc6c

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

Yes	1	GO TO QUESTION C.16 GO TO QUESTION C.16
No	2	
Don't know	-9	

c12

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

	Days
Wait for water connection	c13
Less than one day	1
Still in process	-6
Application denied	-5

Don't know (spontaneous) -9

C.14 In reference to that application for a water connection, was an informal gift or payment expected or requested?

Yes	1
No	2
Don't know (spontaneous)	-9
REF (spontaneous)	-8

c14

C.19 Over the last two years, did this establishment submit an application to obtain a telephone connection?

Yes	1	GO TO QUESTION C.22 GO TO QUESTION C.22
No	2	
Don't know (spontaneous)	-9	

c19

C.20 In reference to that application for a telephone 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 telephone connection	c20
Less than one day	1
Still in process	-6
Application denied	-5
Don't know (spontaneous)	-9

C.21 In reference to that application for a telephone connection, was an informal gift or payment expected or requested?

Yes	1
No	2
Don't know (spontaneous)	-9
REF (spontaneous)	-8

c21

C.22 At the present time, does this establishment use any of the following?

	Yes	No	Don't know (spontaneous)
E-mail to communicate with clients or suppliers c22a	1	2	-9
Its own website c22b	1	2	-9

C.30 Is **electricity** No Obstacle, a Minor Obstacle, a Moderate Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment?
[SHOW CARD 4](#)

		No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	Don't Know (spontaneous)	Does Not Apply (spontaneous)
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 **2008**, what was this establishment's main product or service, that is, the product that represented the largest proportion of annual sales (in KIP)?

Description
d1a1x

D.1a2 Using this card, please choose the 4-digit code that best applies to the main product or service of this establishment.
SHOW CARD 5

	Code
Code of main product	d1a2
Don't know (spontaneous)	-9

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

	%
Percentage of sales represented by main product	d1a3
Don't know (spontaneous)	-9

D.2 In fiscal year **2008**, what were this establishment's total annual sales?

	Kip
Last complete fiscal year's total sales	D2
Don't know (spontaneous)	-9

D.3 In fiscal year **2008**, what percentage of this establishment's sales were:
(INTERVIEWER: these must be asked in the order they appear on the table)
SHOW CARD 6

	Percent	Don't know (spontaneous)	
National sales	d3a %	-9	IF 100, GO TO QUESTION LA_D.19
Indirect exports (sold domestically to third party that exports products)	d3b %	-9	
Direct exports	d3c %	-9	
	100%		IF 0, GO TO QUESTION D.8

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

D.4 In fiscal year **2008**, when this establishment exported goods directly, how many days did it take on average from the time this establishment’s goods arrived at their main point of exit (e.g., port, airport, customs warehouse at border checkpoint) until the time these goods cleared customs?

	Days
Average number of days to clear customs	D4
Less than one day	1
Don’t know (spontaneous)	-9

D.6 In fiscal year **2008**, what percentage of the consignment value of the products exported directly was lost while in transit because of theft?

	Percent
Losses due to theft as percentage of consignment value	d6 %
No losses	0
Don’t know (spontaneous)	-9

D.7 In fiscal year **2008**, what percentage of the consignment value of the products exported directly was lost while in transit because of breakage or spoilage?

	Percent
Losses due to breakage or spoilage as percentage of consignment value	d7 %
No losses	0
Don’t know (spontaneous)	-9

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

LA_D.19 Is each of the following a constraint to the expansion of this establishment?

	Yes	No	
Quality of existing roads	1	2	LAd19a
Availability of all-season roads	1	2	LAd19b
Availability of vehicles	1	2	LAd19c
Cost of vehicles	1	2	LAd19d
Other ___ Specify ___	1	2	LAd19e

D.30 Is **transport** No Obstacle, a Minor Obstacle, a Moderate Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment?

Are **customs and trade regulations** No Obstacle, a Minor Obstacle, a Moderate obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment? **SHOW CARD 8**

	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	Don't Know (spontaneous)	Does Not Apply (spontaneous)
Transport d30a	0	1	2	3	4	-9	-7
Customs and trade regulations d30b	0	1	2	3	4	-9	-7

E. DEGREE OF COMPETITION

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

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

e11

E.30 Are **practices of competitors in the informal sector** No Obstacle, a Minor Obstacle, a Moderate Obstacle, Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment?
[SHOW CARD 10](#)

	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	Do Not Know (spontaneous)	Does Not Apply (spontaneous)
Practices of competitors in the informal sector e30	0	1	2	3	4	-9	-7

G. LAND AND PERMITS

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

Yes	1	GO TO QUESTION G.30 GO TO QUESTION G.30
No	2	
Don't know (spontaneous)	-9	

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
Less than one day	1
Still in process	-6
Application denied	-5
Don't know (spontaneous)	-9

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

Yes	1	g4
No	2	
Don't know (spontaneous)	-9	
REF (spontaneous)	-8	

G.30 Is **access to land** No Obstacle, a Minor Obstacle, a Moderate Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment?
SHOW CARD 15

		No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	Do Not Know (spontaneous)	Does Not Apply (spontaneous)
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 **2008**, did this establishment pay for security, for example equipment, personnel, or professional security services?

Yes	1	GO TO QUESTION I.3 GO TO QUESTION I.3
No	2	
Don't know (spontaneous)	-9	

i1

I.2 In fiscal year **2008**, 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

	Kip
Total annual cost of security	i2b
Don't know (spontaneous)	-9

I.3 In fiscal year **2008**, did this establishment experience losses as a result of theft, robbery, vandalism or arson?

Yes	1	GO TO QUESTION I.30 GO TO QUESTION I.30
No	2	
Don't know (spontaneous)	-9	

i3

I.4 In fiscal year **2008**, what were the estimated losses as a result of theft, robbery, vandalism or arson that occurred on this establishment’s premises either as a percentage of total annual sales or as total annual losses?

	Percent
Losses as percentage of total annual sales	i4a %
Don't know (spontaneous)	-9

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

	Kip
Total annual value of losses	i4b
Don't know (spontaneous)	-9

I.30 Are **crime, theft and disorder** No Obstacle, a Minor Obstacle, a Moderate Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment? **SHOW CARD 15**

	No obstacle	Minor obstacle	Moderate obstacle	Major Obstacle	Very Severe Obstacle	Do Not Know (spontaneous)	Does Not Apply (spontaneous)
Crime, theft and disorder i30	0	1	2	3	4	-9	-7

K. FINANCE

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

K.1 In fiscal year **2008**, what percentage, as a proportion of the value of total annual purchases of material inputs or services, were: **SHOW CARD 16**

	Percent	Don't know (spontaneous)
Paid for before the delivery?	k1a %	-9
Paid for on delivery?	k1b %	-9
Paid for after delivery?	k1c %	-9
	100 %	

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

K.2 In fiscal year **2008**, what percentage of this establishment's total annual sales of its goods or services were: **SHOW CARD 16**

	Percent	Don't know (spontaneous)
Paid for before the delivery?	k2a %	-9
Paid for on delivery?	k2b %	-9
Paid for after delivery?	k2c %	-9
	100 %	

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

K.3 Over fiscal year **2008**, please estimate the proportion of this establishment's working capital that was financed from each of the following sources?

INTERVIEWER: SHOW CARD 17

	Percent	Don't know (spontaneous)
Internal funds/Retained earnings	k3a %	-9
Borrowed from banks (private and state-owned)	k3bc %	-9
Borrowed from non-bank financial institutions	k3e %	-9
Purchases on credit from suppliers and advances from customers	k3f %	-9
Other (moneylenders, friends, relatives, etc.)	k3hd %	-9
	100%	

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

K.4 In fiscal year **2008**, did this establishment purchase any fixed assets, such as machinery, vehicles, equipment, land or buildings?

Yes	1	GO TO QUESTION K.6 GO TO QUESTION K.6
No	2	
Don't know (spontaneous)	-9	

k4

N.5 In fiscal year **2008**, how much did this establishment spend on purchases of:

	Kip	Don't know (spontaneous)
Machinery, vehicles, and equipment (new or used)	n5a	-9
Land and buildings	n5b	-9

K.5 Over fiscal year **2008**, please estimate the proportion of this establishment's total purchase of fixed assets that was financed from each of the following sources:
SHOW CARD 17

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

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

K.6 Now let's talk about the establishment's current situation. At this time, does this establishment have a checking 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
No	2
Don't know (spontaneous)	-9

GO TO QUESTION K.16
GO TO QUESTION K.16

k8

K.9 Referring to the most recent line of credit or loan, what type of financial institution granted this loan? **SHOW CARD 19**

Private commercial banks	1
State-owned banks or government agency	2
Non-bank financial institutions which include microfinance institutions, credit cooperatives, credit unions, or finance companies	3
Other	4
Don't know (spontaneous)	-9

k9

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

	Year
Year most recent loan/line of credit approved	k10
Don't know (spontaneous)	-9

INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR

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

	Kip
Size of most recent loan/line of credit approved	k11
REF (spontaneous)	-8
Don't know (spontaneous)	-9

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

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

GO TO QUESTION K.16
GO TO QUESTION K.16

k13

K.14 Referring only to this most recent loan or line of credit, 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 ?

	Value
Value of collateral	k15a
Don't know (spontaneous)	-9

K.16 Referring again to the last fiscal year **2008**, did this establishment apply for any loans or lines of credit?

Yes	1	GO TO QUESTION K.18
No	2	
Don't know (spontaneous)	-9	

GO TO QUESTION K.18

k16

K.17 What was the **main** reason why this establishment did not apply for any line of credit or loan in fiscal year **2008**? **SHOW CARD 20**

No need for a loan - establishment has sufficient capital	1	GO TO QUESTION K.21
Application procedures for loans or lines of credit are complex	2	
Interest rates are not favorable	3	
Collateral requirements are too high	4	
Size of loan and maturity are insufficient	5	
Did not think it would be approved	6	
Other	7	
Don't know (spontaneous)	-9	

k17

K.18 In fiscal year **2008**, how many times did this establishment apply for loans or lines of credit?

	Number
Loan applications submitted	k18

K.19 How many of those loan or line of credit applications were rejected?

	Number
Loan applications rejected	k19

K.21 In fiscal year **2008**, 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 Is **access to finance**, which includes availability and cost, interest rates, fees and collateral requirements, No Obstacle, a Minor Obstacle, a Moderate Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment? **SHOW CARD 21**

		No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	Do Not Know (spontaneous)	Does Not Apply (spontaneous)
Access to finance	k30	0	1	2	3	4	-9	-7

J. BUSINESS-GOVERNMENT RELATIONS

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

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

J.1 I am going to read a statement that describes the courts system and how it could affect business. Please tell me if you Strongly disagree, Tend to disagree, Tend to agree, or Strongly agree. **SHOW CARD 22**

		Strongly disagree	Tend to disagree	Tend to agree	Strongly agree	Don't know (spontaneous)
"The court system is fair, impartial and uncorrupted." h7a		1	2	3	4	-9

J.2 In a typical week over the last year, what percentage of total senior management's time was spent on dealing with requirements imposed by government regulations?
 [By senior management I mean managers, directors, and officers above direct supervisors of production or sales workers. Some examples of government regulations are taxes, customs, labor regulations, licensing and registration, including dealings with officials and completing forms]

	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?

Yes	1	GO TO QUESTION LA_J.3 GO TO QUESTION LA_J.3
No	2	
Don't know (spontaneous)	-9	

j3

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

	Number
Times inspected or met with tax officials	j4
Don't know (spontaneous)	-9

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

Yes	1
No	2
Don't know (spontaneous)	-9
REF (spontaneous)	-8

j5

LA_J.3 Over the last year, was this establishment visited or inspected by non-tax government officials?

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

GO TO QUESTION J.6a
GO TO QUESTION J.6a

LAj3

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

	Number
Times inspected or met with tax officials	LAj4
Don't know (spontaneous)	-9

LA_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
REF (spontaneous)	-8

LAj5

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

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

GO TO QUESTION J.7
GO TO QUESTION J.7

j6a

J.6 When establishments like this one do business with the government, what percent of the contract value would be typically paid in informal payments or gifts to secure the contract?

	Percent
Percent of the contract value paid as informal payments or gifts	j6 %
Don't know (spontaneous)	-9
Refusal (spontaneous)	-8
No payments	0

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/gifts are paid	0
Don't know (spontaneous)	-9
Refusal (spontaneous)	-8

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

	Kip
Total annual informal payment	j7b
No payments/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
Don't know (spontaneous)	-9

GO TO QUESTION J.13
GO TO QUESTION 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
Less than one day	1
Still in process	-6
Application denied	-5
Don't know (spontaneous)	-9

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

Yes	1
No	2
Don't know (spontaneous)	-9
REF (spontaneous)	-8

j12

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

Yes	1
No	2

GO TO QUESTION LA_J.13b

J.30 As I list some factors that can affect the current operations of a business, please look at this card and tell me if you think that each factor is No Obstacle, a Minor Obstacle, a Moderate Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment.
[SHOW CARD 23](#)

ROTATE OPTIONS

		No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	Do Not Know (spontaneous)	Does Not Apply (spontaneous)
Tax rates	j30a	0	1	2	3	4	-9	-7
Tax administration	j30b	0	1	2	3	4	-9	-7
Business licensing and permits	j30c	0	1	2	3	4	-9	-7
Political instability	j30e	0	1	2	3	4	-9	-7
Corruption	j30f	0	1	2	3	4	-9	-7
Courts	h30	0	1	2	3	4	-9	-7

L. LABOR

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:
 Now I would like to ask you a few questions about this establishment's labour force.

L.1 At the end of fiscal year **2008**, how many permanent, full-time employees did this establishment employ? Please include all employees and managers (**INTERVIEWER: Permanent, full-time employees are defined as all paid employees that are contracted for a term of one or more fiscal years and/or have a guaranteed renewal of their employment contract and that work 8 or more hours per day**)
(INTERVIEWER: include interviewee if applicable).

	Number
Permanent, full-time employees end of last fiscal year	11
Don't know (spontaneous)	-9

L.2 Three fiscal years ago, at the end of fiscal year **2006**, how many permanent, full-time employees did this establishment employ? Please include all employees and managers (**INTERVIEWER: include interviewee if applicable**).

	Number
Permanent, full-time employees three fiscal years ago	12
If establishment was not in business three years ago	-7
Don't know (spontaneous)	-9

L.5 At the end of fiscal year **2008**, how many permanent full-time employees of this establishment were female?

	Number	Don't know (spontaneous)
Female permanent full-time employees	15	-9

L.6 How many full-time temporary employees did this establishment employ in fiscal year **2008**?
(INTERVIEWER: Full-time, temporary workers are all paid short-term (i.e. for less than a fiscal year) employees with no guarantee of renewal of contract employment and work 8 or more hours per day)

	Number
Full-time seasonal/temporary workers employed last fiscal year	16
Don't know (spontaneous)	-9

IF 0, GO TO QUESTION L.30

L.8 What was the average length of employment of all full-time temporary employees in fiscal year **2008**?

	Months
Average length full-time seasonal/temporary employment last fiscal year	18
Less than one month	1
Don't know (spontaneous)	-9

LA_L.10 In fiscal year **2008**, what was the average number of days of training a worker participated in?

	Days
Average number of days of training per worker	LA110
Don't know (spontaneous)	-9

LA_L.11 In your opinion has the training of staff increased the productivity of your establishment?

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

LA111

L.30 Are **labor regulations** No Obstacle, a Minor Obstacle, a Moderate Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment?

Is an **inadequately educated workforce** No Obstacle, a Minor Obstacle, a Moderate Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment?
INTERVIEWER: SHOW CARD 23

	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	Do Not Know (spontaneous)	Does Not Apply (spontaneous)
Labor regulations I30a	0	1	2	3	4	-9	-7
Inadequately educated workforce I30b	0	1	2	3	4	-9	-7

M. BUSINESS ENVIRONMENT

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

The next set of questions is designed to get a general picture of your opinion about the business environment that affects the operations of this establishment

M.1 Which of the following elements of the business environment, if any, currently represents the biggest obstacle faced by this establishment. **SHOW CARD 24**

1-Access to finance
2-Access to land
3-Business licensing and permits
4-Corruption
5-Courts
6-Crime, theft and disorder
7-Customs and trade regulations
8-Electricity
9-Inadequately educated workforce
10-Labor regulations
11-Political instability
12-Practices of competitors in the informal sector
13-Tax administration
14-Tax rates
15-Transport

Biggest obstacle	m1a
Don't know (spontaneous)	-9
Does not apply (spontaneous)	-7

Rotation	m1d
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N. PERFORMANCE

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

The purpose of the following questions is to allow us to estimate the productivity of establishments like this one. Estimates are made at the aggregate level so the information you provide below will be compiled with the information from other establishments. It is important that this information be as accurate as possible. The individual data are treated as confidential – the identity of your establishment will not be revealed at any point. Please provide the following information from the financial statements of this establishment.

N.2 For fiscal year **2008**, please provide the following information about this establishment: **SHOW CARD 25**

READ OUT

	Kip	Don't know (spontaneous)	REF (spontaneous)
Total annual cost of labor (including wages, salaries, bonuses, social security payments)	n2a	-9	-8
Total annual cost of finished goods and materials purchased for resell	n2i	-9	-8
Total annual costs of fuel	n2f	-9	-8
Total annual costs of electricity	n2b	-9	-8
Total annual costs of communications services	n2c	-9	-8
Total annual costs of water	n2h	-9	-8

N.3 In fiscal year **2006**, three fiscal years ago, what were total annual sales for this establishment?

	Kip
Total annual sales three years ago	n3
If establishment was not in business three years ago	-7
Don't know (spontaneous)	-9

N.4 In fiscal year **[insert last complete fiscal year]**, what was the approximate average monthly compensation, including benefits when applicable, for a full-time production employee?

	Kip
Average monthly compensation for full-time production employee	N4a
REF (spontaneous)	-8
Don't know (spontaneous)	-9

N.6 At the end of fiscal year **[insert last complete fiscal year]**, what was the net book value, that is the value of assets after depreciation, of the following:

	Kip	Don't know (spontaneous)	REF (spontaneous)
Machinery, vehicles, and equipment	n6a	-9	-8
Land and buildings	n6b	-9	-8

N.7 Hypothetically, if this establishment were to purchase the assets it uses now, in their current condition, how much would they cost?

	Kip	Don't know (spontaneous)
Machinery, vehicles, and equipment	n7a	-9
Land and buildings	n7b	-9

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

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

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

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

Date (mm/dd)	Hour	Minutes	AM/PM
a15m/ a15d	a15h	a15min	a15

INTERVIEWERS PLEASE ANSWER AT END OF THE INTERVIEW:

A.16 It is my perception that the responses to the questions regarding opinions and perceptions:

Truthful	1
Somewhat truthful	2
Not truthful	3

a16

A.17 The responses to the questions regarding figures (productivity and employment numbers):

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

a17

INTERVIEWER COMMENTS:

a17x

(Problems occurred/extraordinary circumstances which could influence results)

SUPERVISORS PLEASE ANSWER:

A.18	This questionnaire was completed in:
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One visit in face-to-face interview with one person	1
One visit in face-to-face interview with different managers/staff	2
Several visits	3

STOP HERE

a18

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

a19h
a19m
a19