

THE WORLD BANK

Enterprise Survey
Core Module (2009)

A. CONTROL INFORMATION [TO BE COMPLETED BEFORE INTERVIEW]

A.0 Questionnaire a0	Module
Core	3

Over 250.000 to 1 million	3
50.000 to 250.000	4
Less than 50.000	5

a.1 Country	a1
Argentina	1
Bolivia	2
Colombia	3
México	4
Panamá	5
Perú	6
Paraguay	7
Uruguay	8
Venezuela	9

A.1a Language

a1a

A.2

	Sampling Region a2
Region A	1
Region B	2
Region C	3
Region D	4
Region E	5

A.3a

	Screener Region (coded ex post) a3a
Region A	1
Region B	2
Region C	3
Region D	4
Region E	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

A.4 Industry

		Sampling sector a4a	Screener sector a4b
Manufacturing :Section D	Food	15	15
	Textiles	17	17
	Garments	18	18
	Chemicals	24	24
	Plastics & rubber	25	25
	Non metallic mineral products	26	26
	Basic metals	27	27
	Fabricated metal products	28	28
	Machinery and equipment	29	29
	Electronics (31 & 32)	31	31
	Other manufacturing	2	2
Service	Retail	52	52
Other			
	Wholesale	51	51
	IT	72	72
	Hotel and restaurants: section H	55	55
	Services of motor vehicles	50	50
	Construction Section F:	45	45
	Transport Section I: (60-64)	60	60

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 still does activities that match the sample frame	2
No, does not match	3

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

A.12 Interviewer code **a12**

A.13 Supervisor code **a13**

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.11a

Number of establishments, including the headquarters, included in the financial statements kept in the headquarters	a11a
Does not apply	-7

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

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

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING.

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

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

B. GENERAL INFORMATION

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

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

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

Shareholding company with shares trade in the stock market	1
Shareholding company with non-traded shares or shares traded privately	2
Sole proprietorship	3
Partnership (including limited liability companies)	4
Limited partnership	5
Other (spontaneous - specify) b1x	6
Don't know (spontaneous)	-9

SKIP TO B.2

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

JRB1 Are you the founder or one of the founders of this establishment?

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

**GO TO QUESTION B5
GO TO QUESTION B5**

JRb1

JRB2 Prior to starting this establishment's business, what was your previous occupation?
SHOW CARD 3

Employed in an establishment owned by your family in a managerial position	1
Employed in an establishment owned by your family in a non-managerial position	2
Employed in an establishment owned by someone else outside your family in a managerial position	3
Employed in an establishment owned by someone else outside your family in a non-managerial	4
Self-employed	5
Unemployed	6
Don't know (spontaneous)	-9

**GO TO QUESTION JRB5
GO TO QUESTION JRB5**

SERIAL NUMBER

JRb2

JRB3 When you left the prior establishment, how many full-time employees did the establishment have?

JRb3

	Number	Don't know (spontaneous)
Full-time employees in the previous occupation establishment		-9

JRB4 Was your prior establishment formally registered? JRb4

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

JRB5 Did you start this establishment's business due to lack of better employment opportunities?

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

JRb5

JRB6 Choosing from the following list, which best describes the idea that motivated this establishment's business? SHOW CARD 4

You replicated a product or idea encountered in your previous occupations	1
You modified a product or idea encountered in your previous occupations	2
You replicated a product or idea developed by other firms outside your previous occupations	3
You modified a product or idea developed by other firms outside your previous occupations	4
You developed a new product or idea	5
Don't know (spontaneous)	-9

JRb6

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?

SERIAL NUMBER

	Year	Answer in 2006
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)
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	Number
Full-time employees at start-up	b6
Don't know (spontaneous)	-9

JRB7	How many full-time employees at start-up were family members of the founder? JRb7
-------------	--

	Number
Family members employees at start-up	
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	Answer in 2006
Year establishment formally registered	b6b	
Don't know (spontaneous)	-9	
Never registered (spontaneous)	-7	

INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR.

JR.B8	By looking at the card, please indicate which of the following is the most important factor that motivated your decision to register JRb8 SHOW CARD 5
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SERIAL NUMBER

Less gifts or informal payments to officials	1
More access to government programs or services	2
Better access to financing	3
Better access to skilled workers	4
Customers or suppliers only deal with registered firms	5
Comply with the law	6
Other reasons not included above	7
Don't know (spontaneous)	-9

B.7	How many years of experience working in this sector does the Top Manager have?
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	Years
Manager's experience in sector	b7
Less than one year	1
Don't know (spontaneous)	-9

B.7a	Is the Top Manager female?
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Yes	1
No	2
Don't know (spontaneous)	-9

b7a

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)
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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 **[insert last complete fiscal year]**.

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

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

GO TO QUESTION C.6

GO TO QUESTION C.6

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

c5

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

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

GO TO QUESTION C.10

GO TO QUESTION C.10

c6

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

	Number
Average number of power outages per month	c7
Don't know (spontaneous)	-9

IF 0, GO TO QUESTION C.10

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.

	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

	LCUs
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
Don't know (spontaneous)	-9

GO TO QUESTION C.12

GO TO QUESTION 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
Don't know	-9

GO TO QUESTION C.19

GO TO QUESTION C.19

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?
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	Days
Wait for water connection	c13
Less than one day	1
Still in process	-6
Application denied	-5
Don't know (spontaneous)	-9

C.14	In reference to that application for a water connection, was an informal gift or payment expected or requested?
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Yes	1
No	2
Don't know (spontaneous)	-9
REF (spontaneous)	-8

c14

C.19	Over the last two years, did this establishment submit an application to obtain a telephone connection?
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Yes	1
No	2
Don't know (spontaneous)	-9

GO TO QUESTION C.22
GO TO QUESTION C.22

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

c21

C.22a At the present time, does this establishment use e-mail to communicate with clients or suppliers?

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

C22a

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

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

C22b

C.23 Does this establishment have a high-speed Internet connection on its premises?

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

GO TO QUESTION C.28
GO TO QUESTION C.28

c23

C.24 Is this establishment's Internet connection used to:

INTERVIEWER: READ EACH OPTION ALOUD

		Yes	No	Don't Know (spontaneous)	NA (spontaneous)
Make purchases for this establishment	c24b	1	2	-9	-7
Deliver services to this establishment's clients	c24c	1	2	-9	-7
Do research and develop ideas on new products and services	c24d	1	2	-9	-7

C.28 Does this establishment currently use cell phones for the operations of the establishment?

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

GO TO QUESTION C.30
GO TO QUESTION C.30

c28

C.29	The majority of cell phones used for the operations of the establishment are? SHOW CARD 6
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Purchased and air use paid by the establishment	1
Purchased by the establishment but air time is paid by the staff	2
Purchased by the staff but air time is paid by the establishment	3
Purchased and air time paid by the staff	4
Don't know (spontaneous)	-9

c29

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? Is Telecommunications 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 7
-------------	---

	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
Telecommunications c30b	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 product or service, that is, the product that represented the largest proportion of annual sales ?

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 8

	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 **[insert last complete fiscal year]**, what were this establishment's total annual sales?

	LCUs
Last complete fiscal year's total sales	d2
Don't know (spontaneous)	-9

JRD2 In fiscal year **[insert last complete fiscal year]**, what percentage of this establishment's total annual sales were paid in cash?

	%
Percentage of sales paid in cash	JRd2
Don't know (spontaneous)	-9

D.3 In fiscal year **[insert last complete fiscal year]**, what percentage of this establishment's sales were:
(INTERVIEWER: these must be asked in the order they appear on the table)
SHOW CARD 9

	Percent	Don't know (spontaneous)
National sales	d3a %	-9
Indirect exports (sold domestically to third party that exports products)	d3b %	-9

IF 100, GO TO QUESTION D.30

IF 100, GO TO QUESTION D.8

SERIAL NUMBER

Direct exports	d3c %	-9	IF 0, GO TO QUESTION D.8
	100%		

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

D.4	In fiscal year [insert last complete fiscal year] , 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) until the time these goods cleared customs?
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	Days
Average number of days to clear customs	d4
Less than one day	1
Don't know (spontaneous)	-9

D.6	In fiscal year [insert last complete fiscal year] , what percentage of the value of the products exported directly was lost while in transit because of theft?
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	Percent
Losses due to theft as percentage of product value	d6 %
No losses	0
Don't know (spontaneous)	-9

D.7	In fiscal year [insert last complete fiscal year] , what percentage of the 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 the product 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

SERIAL NUMBER

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 10
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	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. INNOVATION AND DEGREE OF COMPETITION

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

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

e11

JRE.12 Does this establishment compete against registered firms selling goods or services without records or receipt?

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

JRe12

JRE.13 Does this establishment compete against registered firms hiring workers without formal contracts?

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

JRe13

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.1	Of the land occupied by this establishment, what percent is: SHOW CARD 11
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	Percent
Owned by this establishment	g1a %
Leased by this establishment	g1b %
Other	g1c %
It is a floor in a building	-7
Don't know (spontaneous)	-9
	100%

INTERVIEWER: CHECK THAT TOTAL SUMS TO 100%

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

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

GO TO QUESTION G.30

GO TO QUESTION G.30

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

g4

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 30
-------------	--

SERIAL NUMBER

		No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	Do Not Know (sponta neous)	Does Not Apply (sponta neous)
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?

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

GO TO QUESTION I.3

GO TO QUESTION 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

	LCUs
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 or arson?

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

GO TO QUESTION I.30

GO TO QUESTION 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 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

	LCUs
Total annual value of losses	i4b

SERIAL NUMBER

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 12](#)

	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 **[insert last complete fiscal year]**, what percentage, as a proportion of the value of total annual purchases of material inputs or services, were:
SHOW CARD 13

	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 **[insert last complete fiscal year]**, what percentage of this establishment's total annual sales of its goods or services were: **SHOW CARD 14**

	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 **[insert last complete fiscal year]**, please estimate the proportion of this establishment's working capital that was financed from each of the following sources?

INTERVIEWER: SHOW CARD 15

	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 [insert last complete fiscal year] , did this establishment purchase any fixed assets, such as machinery, vehicles, equipment, land or buildings?
------------	---

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

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

k4

N.5	In fiscal year [insert last complete fiscal year] , how much did this establishment spend on purchases of:
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	LCUs	Don't know (spontaneous)
Land and buildings	n5b	-9
Machinery, vehicles, and equipment (new or used)	n5a	-9

K.5	Over fiscal year [insert last complete fiscal year] , please estimate the proportion of this establishment's total purchase of fixed assets that was financed from each of the following sources: SHOW CARD 16
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	Percent	Don't know (spontaneous)
Internal funds or retained earnings	k5a %	-9
Owners' contribution or issued new equity shares	k5i %	-9
Borrowed from banks (private and state-owned)	k5bc %	-9
Borrowed from non-bank financial institutions	k5e %	-9
Purchases on credit from suppliers and advances from customers	k5f %	-9
Other (moneylenders, friends, relatives, bonds, etc)	k5hdj %	-9
	100%	

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

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

Yes	1
No	2

SERIAL NUMBER

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
k8	

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

K.9 Referring to the most recent line of credit or loan, what type of financial institution granted this loan? **SHOW CARD 17**

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?

	LCUs
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

GO TO QUESTION K.16

SERIAL NUMBER

Don't know (spontaneous)

-9

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

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

K.16	Referring again to the last fiscal year [insert last complete fiscal year] , did this establishment apply for any loans or lines of credit?
-------------	--

Yes	1	GO TO QUESTION K.21
No	2	
Don't know (spontaneous)	-9	GO TO QUESTION K.21
		k16

K.17	What was the main reason why this establishment did not apply for any line of credit or loan? SHOW CARD 18
-------------	---

No need for a loan - establishment had sufficient capital	1
Application procedures were complex	2
Interest rates were not favorable	3
Collateral requirements were too high	4
Size of loan and maturity were insufficient	5
Did not think it would be approved	6
Other	7
Don't know (spontaneous)	-9

k17

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?
-------------	--

SERIAL NUMBER

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 19**

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

P. BUSINESS DEVELOPMENT SERVICES

LAC.P1	Over the last three years, did this establishment use any services or programs to improve quality control or training to obtain quality certification?
---------------	--

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

GO TO QUESTION LAC.P3
GO TO QUESTION LAC.P3

LACp1

LAC.P2	How were these services and programs financed? READ OPTIONS
---------------	--

Entirely financed by this establishment's internal resources or other private firm resources	1
Partially financed by public sector support resources	2
Entirely financed by public sector support resources	3
Don't know (spontaneous)	-9

LACp2

LAC.P3	In the next three years, this establishment envisages to use any services or programs to improve quality control or training to obtain quality certification?
---------------	---

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

LACp3

LAC.P4	Over the last three years, did this establishment use any services or programs to make business alliances with other suppliers or clients?
---------------	--

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

GO TO QUESTION LAC.P6
GO TO QUESTION LAC.P6

LACp4

LAC.P5	How were these services and programs financed? READ OPTIONS
---------------	--

Entirely financed by this establishment's internal resources or other private firm resources	1
Partially financed by public sector support resources	2
Entirely financed by public sector support resources	3
Don't know (spontaneous)	-9

LACp5

LAC.P6	In the next three years, this establishment envisages to use any services or programs to make business alliances with other suppliers or clients?
---------------	---

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

LACp6

LAC.P7	Over the last three years, did this establishment use any services or programs to support innovation?
---------------	---

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

GO TO QUESTION LAC.P9
GO TO QUESTION LAC.P9

LACp7

LAC.P8	How were these services and programs financed? READ OPTIONS
---------------	--

Entirely financed by this establishment's internal resources or other private firm resources	1
Partially financed by public sector support resources	2
Entirely financed by public sector support resources	3
Don't know (spontaneous)	-9

LACp8

LAC.P9	In the next three years, this establishment envisages to use any services or programs to support innovation?
---------------	--

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

LACp9

LAC.P10	Over the last three years, did this establishment use any services or programs to promote exports?
----------------	--

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

GO TO QUESTION LAC.P12
GO TO QUESTION LAC.P12

LACp10

LAC.P11	How were these services and programs financed? READ OPTIONS
----------------	--

Entirely financed by this establishment's internal resources or other private firm resources	1
Partially financed by public sector support resources	2
Entirely financed by public sector support resources	3
Don't know (spontaneous)	-9

LACp9

LAC.P12	In the next three years, this establishment envisages to use any services or programs to promote exports?
----------------	---

Yes	1
No	2

SERIAL NUMBER

Don't know (spontaneous)	-9	LACp12
---------------------------------	----	---------------

LAC.P13	Over the last three years, did this establishment use any programs, technical assistance or training on information technology, management, accounting or other functions as marketing, logistics etc
----------------	---

Yes	1	GO TO QUESTION LAC.P15 GO TO QUESTION LAC.P15 LACp13
No	2	
Don't know (spontaneous)	-9	

LAC.P14	How were these programs financed? READ OPTIONS
----------------	---

Entirely financed by this establishment's internal resources or other private firm resources	1	LACp14
Partially financed by public sector support resources	2	
Entirely financed by public sector support resources	3	
Don't know (spontaneous)	-9	

LAC.P15	In the next three years, this establishment envisages to use any programs, technical assistance or training on information technology, management, accounting or other functions as marketing, logistics etc.?
----------------	--

Yes	1	LACp15
No	2	
Don't know (spontaneous)	-9	

INTERVIEWER: ASK QUESTION LAC.P16 ONLY IF THE ESTABLISHMENT USES ANY OF THE SERVICES OR PROGRAMS LISTED ABOVE (AT LEAST ONE ANSWER "YES" TO THE FOLLOWING FIVE QUESTIONS):

LAC.P1

SERIAL NUMBER

LAC.P4
LAC.P7
LAC.P10
LAC.P13

IF NOT (ANSWER IS “NO” TO QUESTIONS LAC.P1 , - LAC.P4 , - LAC.P7 , - LAC.P10 , - LAC.P13),GO TO THE NEXT SECTION.

LAC.P16	Have any of the programs and services used in the last three years by this establishment had any of the following impacts?
----------------	--

	Yes	No	Don't know (spontaneous)
Increased number of goods or services offered by this establishment LACp16a	1	2	-9
Opened new foreign markets LACp16b	1	2	-9
Increased sales in domestic market LACp16c	1	2	-9
Improved quality of goods or services LACp16d	1	2	-9
Reduced unit production costs LACp16e	1	2	-9
Reduced energy consumption (electricity, gas, etc) LACp16f	1	2	-9
Obtained quality certification or export certification LACp16g	1	2	-9

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 some statements that describe the courts system and how it could affect business. For each statement, please tell me if you Strongly disagree, Tend to disagree, Tend to agree, or Strongly agree. **SHOW CARD 20**

		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/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
No	2
Don't know (spontaneous)	-9

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

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

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

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

	LCUs
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
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

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

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

GO TO QUESTION J.30
GO TO QUESTION J.30

j13

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

	Days
Wait for operating license	j14
Less than one day	1
Still in process	-6
Application denied	-5
Don't know (spontaneous)	-9

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

SERIAL NUMBER

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

j15

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 21](#)

ROTATE OPTIONS

		No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	Do Not Know (spontane- ous)	Does Not Apply (spontan- eous)
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 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. INTERVIEWER: include interviewee if applicable. (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)
------------	--

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

L.2	Three fiscal years ago, at the end of fiscal year 2007, 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 2007	12
If establishment was not in business three years ago	-7
Don't know (spontaneous)	-9

L.5	At the end of fiscal year [insert last complete fiscal year], how many permanent full-time individuals were female?
------------	---

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

L.6	How many full-time temporary employees did this establishment employ in fiscal year [insert last complete fiscal year]? (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 or temporary workers employed last fiscal year	16
Don't know (spontaneous)	-9

IF 0, GO TO QUESTION L.9b

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

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

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

	Percent
Percentage of full time permanent workers who completed secondary school	19b
Don't know (spontaneous)	-9

LAC.L9C	What is the percentage of full time permanent workers who has at least a bachelor degree at the end of fiscal year 2009 ?
----------------	--

	Percent
Labor force with a bachelor degree or more LAC19c	
No one have bachelor degree or more	0
Don't know (spontaneous)	-9

LACL.10a	Does this establishment currently have any unfilled vacancies?
-----------------	--

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

GO TO QUESTION LACL.10d
GO TO QUESTION LACL.10d

LAC110a

LACL.10b	How many unfilled vacancies does this establishment currently have?
-----------------	---

Number	Don't know (spontan

SERIAL NUMBER

		eous)
Establishment current unfilled vacancies LACI10b		-9

LACL.10c	Have any of these unfilled vacancies being vacant for more than four months?
-----------------	--

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

LACI10c

LACL.10d	Please estimate which of the two is the most difficult skill to find when filling vacancies? LACI10d READ OPTIONS
-----------------	---

Social skills such as communication skills, customer handling skills, or teamwork skills	1
Technical skills such as foreign language skills, problem solving skills, administrative skills, operational skills	2
Don't know (spontaneous)	-9

LACL.10e	Throughout the next 12 months, how many unfilled vacancies does this establishment expect to have? LACI10e
-----------------	---

	Number	Don't know (spontaneous)
Unfilled vacancies within the next 12 months		-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
No	2
Don't know (spontaneous)	-9

GO TO QUESTION LAC.L18
GO TO QUESTION LAC.L19

I10

LAC.L12	Referring to the training programs run over fiscal year [insert last complete fiscal year] , did this establishment offered any external training partially or fully funded by the government? LACI12
----------------	--

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

GO TO QUESTION LAC.L14
GO TO QUESTION LAC.L14

LAC.L13	Referring to the external training programs partially or fully funded by the government, can you please estimate how many hours were spent on average during the last fiscal year [insert last complete fiscal year] ? LACI13
----------------	---

	Hours	Don't know (spontaneous)
External training funded by the government		-9

LAC.L14	Referring to the training programs run over fiscal year [insert last complete fiscal year] , did this establishment offered any external training partially or fully funded by this establishment? LACI14
----------------	--

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

GO TO QUESTION LAC.L16
GO TO QUESTION LAC.L16

LAC.L15	Referring to the external training programs partially or fully funded by this establishment, can you please estimate how many hours were spent on average during the last fiscal year [insert last complete fiscal year] ? LACI15
----------------	---

	Hours	Don't know (spontaneous)
External training funded by this establishment		-9

LAC.L16	Referring to the training programs run over fiscal year [insert last complete fiscal year] , did this establishment offered any internal training programs? LACI16
----------------	---

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

GO TO QUESTION LAC.L19
GO TO QUESTION LAC.L19

LAC.L17	Referring to the internal training program, can you please estimate how many hours were spent on average during the last fiscal year [insert last complete fiscal year] ? LACI17
----------------	--

	Hours	Don't know (spontaneous)
Internal training program		-9

GO TO QUESTION LAC.L19

LAC.L18	What was the main reason why this establishment did not run any training programs during fiscal year [insert last complete fiscal year] ? SHOW CARD 25
----------------	---

The benefits of training are smaller than the costs	1
The firm cannot afford the optimal level of training	2
The firm is afraid of investing in workers that after the training may leave the firm	3
The firm does not have enough information about training programs	4
Other	5
Don't know (spontaneous)	-9

LACI18

LAC.L19	Please estimate which of the following categories requires the most to be trained?
----------------	--

Professional and managers	1
Technicians	2
Both categories require the same amount of training	3
Don't know (spontaneous)	-9

LACI19

LAC.L20	Over the last three years, did this establishment receive any public support (financial or other types of assistance) for training-related activities?
----------------	--

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

LACI20

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 (sponta neous)	Does Not Apply (sponta neous)
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:

M.1	By looking at card [insert card number] can you tell me which of the elements of the business environment included in the list, 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 (option 1, 2 or 3)	m1d
-----------------------------	------------

N. PERFORMANCE

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

Now we would like to ask you a few questions about the financial results of this establishment.
It is important that this information be as accurate as possible. The 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 [insert last complete fiscal year] , what was the total annual cost of labor including wages, salaries, bonuses and social payments
------------	--

	LCUs	Don't know (spontaneous)
Total annual cost of labor including wages, salaries, bonuses, social payments	n2a	-9

N.3	In fiscal year in 2007, three fiscal years ago, what were total annual sales for this establishment?
------------	--

	LCUs
Total annual sales in 2007	n3
If establishment was not in business three years ago	-7
Don't know (spontaneous)	-9

ONLY FOR PANEL INTERVIEWS

PC1	INTERVIEWER: CHECK IF THE ANSWERS PROVIDED FOR QUESTIONS B5 AND B6.b IN 2006 AND 2010 ARE THE SAME OR NOT. IF NOT, MENTION THE ANSWERS PROVIDED IN 2006 AND 2010 AND ASK: could you please tell me which information is correct?
------------	---

	B.5	B6.b
Answers in 2010 and 2006 are the same IF BOTH (B.5 AND B6.B) COINCIDE WITH 2006 GO TO QUESTION RRN.8	1	1
Answer in 2010 is incorrect and answer in 2006 is correct CORRECT THE 2010 ANSWER IN THE QUESTIONNAIRE AND GO TO PC2	2	2
Answer in 2010 is correct and answer in 2006 is incorrect GO TO PC2	3	3
Answer in 2010 is incorrect and answer in 2006 is incorrect CORRECT THE ANSWER IN 2010 IN THIS QUESTIONNAIRE AND GO TO PC2	4	4

SERIAL NUMBER

No answer for 2006 GO TO PC2	5	5
	pc1a	pc1b

PC2	INTERVIEWER: IF ANY OF THE TWO RESPONSES (B.5 AND/OR B6.B) DOES NOT MATCH WITH THE RESPONSE FROM 2006, COMPLETE PC2
------------	--

1- Name of the establishment pc2a	
2- Address of the establishment pc2b	
3- Telephone of the establishment pc2c	

RRN.8	Choosing from the following list, please tell me how often you do something that is formally illegal in any aspect of your life.? MOSTRAR TARJETA 29
--------------	---

Never	Seldom	Someti mes	Often	Very often	No sabe	No correspon de
0	1	2	3	4	-9	-7

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:

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

SERIAL NUMBER

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:

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

STOP HERE

a18

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

Hour	Minutes

a19h

a19m

a19