

QUESTIONNAIRE NUMBER **id**
 RECORD NUMBER **recnumber**
 PREFERENCE NUMBER **preference**

0									
						0	0		

ROTATION
rotation

THE WORLD BANK
 Enterprise Survey
 Manufacturing Module (DRC 2013)

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

A. CONTROL INFORMATION [TO BE COMPLETED BEFORE INTERVIEW]

A.0 Questionnaire a0	Module
Manufacturing	1

A.3c Is this city the main business city? a3c	
Yes	1
No	2

A.1 Country

a1

A.3 Size of locality a3	
City with population over 1 million	2
Over 250.000 to 1 million	3
50.000 to 250.000	4
Less than 50.000	5

A.1a Language

a1a

A.2	Sampling Region a2
RDC de l'ouest: Boma, Kinshasa, Kikwit, Matadi	1
RDC de l'est: Kisangani, Butembo, Goma, Bukavu	2
RDC du centre: Kananga, Mbuji-Mayi	3
RDC du sud : Lubumbashi, Linkasi	4

A.4 Industry	Sampling sector a4a	Screener sector a4b
Manufacturing :Section D	Food	15
	Tobacco	16
	Textiles	17
	Garments	18
	Leather	19
	Wood	20
	Paper	21
	Publishing, printing, and Recorded media	22
	Refined petroleum product	23
	Chemicals	24
	Plastics & rubber	25
	Non metallic mineral products	26
	Basic metals	27
	Fabricated metal products	28
	Machinery and equipment (29 & 30)	29
	Electronics (31 & 32)	31
Precision instruments	33	
Transport machines (34&35)	34	
Furniture	36	
Recycling	37	
Retail	Retail	52
Other Services	Wholesale	51
	IT	72
	Hotel and restaurants: section H	55
	Services of motor vehicles	50
	Construction Section F:	45
	Transport Section I: (60-64)	60

A.3a	Screener Region (coded ex post) a3a
RDC de l'ouest: Boma, Kinshasa, Kikwit, Matadi	1
RDC de l'est: Kisangani, Butembo, Goma, Bukavu	2
RDC du centre: Kananga, Mbuji-Mayi	3
RDC du sud : Lubumbashi, Linkasi	4

A.3x Name of city/town/village

a3x

A.3b Is this city the official capital city? a3b	
Yes	1
No	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 still does activities that match sample frame	2
No, does not match	3

A.12 Interviewer code **a12**

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A.13 Supervisor code **a13**

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A.6 Size

	Sampling size a6a	Screener Size a6b
Micro <5	0	0
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 both HQ and other establishments of the same firm	3
Establishment physically separated from HQ but located 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

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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 the Democratic Republic of Congo. The information gathered here will help the World 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	4
Limited partnership	5
OTHER (SPONTANEOUS-SPECIFY) <u> b1x </u>	6
DON'T KNOW (SPONTANEOUS)	-9

SKIP TO B.2

b1

INTERVIEWER: PLEASE NOTE WHEN b1 IS 3 (SOLE PROPRIETORSHIP), WRITE 100% FOR QUESTION b3.

B.3 What percentage of this firm does the largest owner or owners own?

	Percent
Percentage held by largest owner or owners	b3 %
DON'T KNOW (SPONTANEOUS)	-9

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B.2 What percentage of this firm is owned by each of the following: **SHOW CARD 2**

	Percent	DON'T KNOW (SPONTANEOUS)
Private domestic individuals, companies or organizations	b2a %	-9
Private foreign individuals, companies or organizations	b2b %	-9
Government or State	b2c %	-9
Other	b2d %	-9
	100%	

IF 100% END INTERVIEW

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

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

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

b4

B.4a What percentage of the firm is owned by females?

	Percentage
Percentage of female ownership	b4a%
DON'T KNOW (SPONTANEOUS)	-9

READ ONLY IF A7=1 (yes)
I want to proceed by asking you about this establishment only.

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

	Year
Year establishment began operations	b5
DON'T KNOW (SPONTANEOUS)	-9

INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR

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

	Number
Full-time employees at start-up	b6
DON'T KNOW (SPONTANEOUS)	-9

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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

GO TO QUESTION B.7
GO TO QUESTION B.7

INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR.

DRCB.1 When this establishment was formally registered was permission from the spouse of any married female owner requested for the business to be registered by the **Ministère de l'économie nationale** ?

Yes	1
No	2
DOESN'T APPLY (NOT MARRIED FEMALE OWNERS)	-7
DON'T KNOW (SPONTANEOUS)	-9

DRCb1

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

DRCB.2 What is the main reason why the Top Manager decided to work in this sector? **SHOW CARD 3**

Followed the path of a relative or a friend	1
Expectation of high profitability	2
Personal aspirations	3
Flexible working schedule	4
It was not possible or too difficult to work in another sector	5
DON'T KNOW (SPONTANEOUS)	-9

DRCb2

B.7a Is the Top Manager female?

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

b7a

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DRCB.3 Is the Top Manager also the owner or one of the owners of the firm?

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

DRCb3

DRCB.4 Is the Top Manager married?

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

DRCb4

B.8 Does this establishment have an internationally-recognized quality certification?
(INTERVIEWER: SOME EXAMPLES ARE ISO 9000 or 14000, or HACCP)

Yes	1
No	2
STILL IN PROCESS	-6
DON'T KNOW (SPONTANEOUS)	-9

b8

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C. INFRASTRUCTURE AND SERVICES

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING.

Now, we turn to the establishment's operations

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

Yes	1	<i>GO TO QUESTION C.6</i> <i>GO TO QUESTION C.6</i>
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	c5
No	2	
DON'T KNOW (SPONTANEOUS)	-9	
REFUSAL (SPONTANEOUS)	-8	

C.6 Over fiscal year **2012**, did this establishment experience power outages?

Yes	1	<i>GO TO QUESTION C.10</i> <i>GO TO QUESTION C.10</i>
No	2	
DON'T KNOW (SPONTANEOUS)	-9	

c6

C.7 In a typical month, over fiscal year **2012**, how many power outages did this establishment experience?

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

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

QUESTIONNAIRE NUMBER

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

	Hours
Average duration of power outages in hours	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 **2012**, did this establishment own or share a generator?

Yes	1	GO TO QUESTION C.12 GO TO QUESTION C.12
No	2	
DON'T KNOW (SPONTANEOUS)	-9	

c10

C.11 In fiscal year **2012**, 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	GO TO QUESTION C.15 GO TO QUESTION C.15
No	2	
DON'T KNOW (SPONTANEOUS)	-9	

c12

QUESTIONNAIRE NUMBER

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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	c14
No	2	
DON'T KNOW (SPONTANEOUS)	-9	
REFUSAL (SPONTANENOUS)	-8	

C.15 Over fiscal year **2012**, did this establishment experience insufficient water supply for production?

Yes	1	c15
No	2	
The establishment does not use water for production	-7	
DON'T KNOW (SPONTANEOUS)	-9	

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

C.16 In a typical month, over fiscal year **2012**, how many incidents of insufficient water supply did this establishment experience?

	Number	
Number of incidents of water insufficiency in a typical month	c16	<i>IF 0, GO TO QUESTION C.22a</i> <i>GO TO QUESTION C.22a</i>
DON'T KNOW (SPONTANEOUS)	-9	

C.17 How long did these incidents of insufficient water supply last on average?

	Hours
Average duration of insufficient water supply	c17
LESS THAN ONE HOUR	1
DON'T KNOW (SPONTANEOUS)	-9

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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 have its own website?

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

c22b

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

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

c28

C.30	Using the response options on the card; To what degree is Electricity an obstacle to the current operations of this establishment? SHOW CARD 4
	Using the response options on the card; To what degree is Telecommunications an obstacle to the current operations of this establishment? SHOW CARD 4

						(SPONTANEOUS)		
		No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	DON'T KNOW	DOES NOT APPLY
Electricity	c30a	0	1	2	3	4	-9	-7
Telecommunications	c30b	0	1	2	3	4	-9	-7

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D. SALES AND SUPPLIES

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:
 The next topic to be covered is how and where this establishment makes its sales.

D.1a1 In fiscal year **2012**, what was this establishment’s main activity and product, that is, the activity and product that represented the largest proportion of annual sales?
ENUMERATOR: PLEASE SPECIFY THE ACTIVITY AND PRODUCT IN DETAIL, FOR EX., “LEATHER SHOE MANUFACTURING” NOT JUST SHOES’ MANUFACTURING

Description	
	d1a1x

INTERVIEWER: THE FOLLOWING QUESTION IS NOT PART OF THE INTERVIEW. IT WILL BE FILLED OUT IN THE OFFICE

D.1a2 PLEASE CHOOSE THE 4 DIGIT ISIC REV. 3.1 CODE THAT BEST APPLIES TO THE ESTABLISHMENT’S MAIN ACTIVITY AND PRODUCT.

	Code
CODE OF THE MAIN PRODUCT AND ACTIVITY	d1a2

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

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

QUESTIONNAIRE NUMBER

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

D.2 In fiscal year **2012**, what were this establishment’s total annual sales for **ALL** products and services?

	LCUs
Last complete fiscal year’s total sales	d2
DON’T KNOW (SPONTANEOUS)	-9
PLEASE ALSO WRITE OUT THE NUMBER (i.e. 50,000 as Fifty Thousand)	
	d2x

N.3 In fiscal year **2010**, three fiscal years ago, what were total annual sales for this establishment?

	LCUs
Total annual sales three years ago	n3
IF ESTABLISHMENT WAS NOT IN BUSINESS THREE YEARS AGO	-7
DON’T KNOW (SPONTANEOUS)	-9

D.3 In fiscal year **2012**, what percentage of this establishment’s sales were:
(INTERVIEWER: SKIP PATTERNS MUST BE FOLLOWED IN THE ORDER THEY APPEAR IN THE TABLE)
SHOW CARD 5

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

IF 100, GO TO QUESTION D.10
IF 100, GO TO QUESTION D.8
IF 0, GO TO QUESTION D.8

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

D.4 In fiscal year **2012**, 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?

	Days
Average number of days to clear customs	d4
LESS THAN ONE DAY	1
DON’T KNOW (SPONTANEOUS)	-9
DOES NOT APPLY	-7

QUESTIONNAIRE NUMBER

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D.6 In fiscal year **2012**, what percentage of the value of the products exported directly was lost while in transit because of theft?

	Percent
Losses due to theft as percentage of the value of the products	d6 %
NO LOSSES	0
DON'T KNOW (SPONTANEOUS)	-9
DOES NOT APPLY	-7

D.7 In fiscal year **2012**, 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 value of the products	d7 %
NO LOSSES	0
DON'T KNOW (SPONTANEOUS)	-9
DOES NOT APPLY	-7

D.8 In which year did this establishment first export directly or indirectly?

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

INTERVIEWER: WRITE YEAR USING 4 DIGITS

D.10 In fiscal year **2012**, what percentage of the value of products this establishment shipped to supply domestic markets was lost while in transit because of theft?

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

GO TO QUESTION D.12

D.11 In fiscal year **2012**, what percentage of value of products this establishment shipped to supply domestic markets was lost while in transit because of breakage or spoilage?

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

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D.12 In fiscal year **2012**, as a proportion of all material inputs or supplies purchased that year, what percentage of this establishment’s material inputs or supplies were: **SHOW CARD 6**

	Percent	DON'T KNOW (SPONTANEOUS)
Material inputs or supplies of domestic origin	d12a %	-9
Material inputs or supplies of foreign origin	d12b %	-9
	100%	

IF 0, GO TO QUESTION D.16

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

D.13 Were any of the material inputs or supplies purchased in fiscal year **2012**, imported directly?

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

GO TO QUESTION D.16
GO TO QUESTION D.16

d13

D.14 In fiscal year **2012**, when this establishment imported material inputs or supplies, how many days did it take on average from the time these goods arrived to their point of entry (e.g. port, airport) until the time these goods could be claimed from customs?

	Days
Average number of days to clear customs	d14
LESS THAN ONE DAY	1
DON'T KNOW (SPONTANEOUS)	-9

D.16 At the present time, when this establishment receives delivery of its most important input, on average, how many days of inventory, measured in days of production, does this establishment keep?
(INTERVIEWER: IF RESPONDENT REQUIRES CLARIFICATION, DEFINE AS STOCK ON HAND)

	Days
Days of inventory of most important input	d16
DON'T KNOW (SPONTANEOUS)	-9

DRCD.2 During last fiscal year, when this establishment signed any type of contract, was a co-signature from the spouse of any married female owners or top manager required when these contracts were signed?

Yes	1
No	2
THERE ARE NOT FEMALE OWNERS OR TOP MANAGER	-7
NO CONTRACTS WERE SIGNED	-8
DON'T KNOW (SPONTANEOUS)	-9

GO TO QUESTION D.30
GO TO QUESTION D.30
GO TO QUESTION D.30
GO TO QUESTION D.30

DRCd2

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DRCD.3 How long did it take, on average, to obtain the required co-signature?

	Days
Average number of days to get written permission or consent	DRCd3
DON'T KNOW (SPONTANEOUS)	-9

D.30 Using the response options on the card; To what degree is **Transport** an obstacle to the current operations of this establishment? **SHOW CARD 7**

Using the response options on the card; To what degree is **Customs and Trade Regulation** an obstacle to the current operations of this establishment? **SHOW CARD 7**

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

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**INTERVIEWER: THE FOLLOWING QUESTIONS ARE ASKED ONLY IF a4b=15
OTHERWISE GO TO QUESTION E.1**

DRCD.4 What are the two main agricultural products processed by this establishment? **SHOW CARD 8**

1- Palm oil
2- Cassava
3- Rice
4- Coffee
5- Groundnuts
6- Soy
7- Maize
8- Cocoa
9- Banana
10. Other (specify)_ DRCd4x _____
11. None

		DON'T KNOW (SPONT.)
Main agricultural product	DRCd4a	-9
Second main agricultural product	DRCd4a	-9

DRCD.5 In fiscal year **2012**, what percentage of the main agricultural product processed by this establishment was bought from each of the following suppliers? **SHOW CARD 9**

	Percent	DON'T KNOW (SPONT.)
Cooperatives or farmers associations	DRCd5a %	-9
Individual farmers	DRCd5b %	-9
Traders and middlemen	DRCd5c %	-9
Production of own raw materials	DRCd5d %	-9
Other	DRCd5e %	-9
	100%	

INTERVIEWER: CHECK THAT TOTAL SUMS TO 100%

DRCD.6 Does this establishment belong to one or more associations which link together producers and processors within your *filière*?

Yes, one association	1	
Yes, more than one association	2	
No	3	GO TO QUESTION DRCD.12
DON'T KNOW (SPONTANEOUS)	-9	GO TO QUESTION DRCD.12
		DRCd6

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DRCD.7 In what year did this establishment join this association (or the association considered as the most relevant for this establishment’s business)?

	Year
Year establishment join association	DRCd7
DON'T KNOW (SPONTANEOUS)	-9

DRCD.8 In fiscal year **2012** how much did this establishment pay in annual membership fees (if any) to the association?

	LCUs
Annual membership fees	DRCd8
NONE	0
DON'T KNOW (SPONTANEOUS)	-9

DRCD.9 In fiscal year **2012** how many times did this association meet? **SHOW CARD 10**

Monthly	1
Bimonthly	2
Quarterly	3
Annually	4
Not predetermined schedule	5
Other	6
DON'T KNOW (SPONTANEOUS)	-9

DRCd8

DRCD.10 What is the main benefits for this establishment from being part of this association? **SHOW CARD 11**

- | |
|--|
| 1- Predictability and stability in access to raw materials |
| 2- Predictability and stability in prices |
| 3- Technical support from other association members |
| 4- Credit from other association members |
| 5- Technical support from non-association members |
| 6- Credit from non-association members |
| 7- Greater bargaining power |
| 8- No benefits |
| 10. Other |

Main benefits	DRCd10
DON'T KNOW (SPONTANEOUS)	-9

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DRCD.11 Using the response options on the card; To what degree is the Participation in this association beneficial to the current operations of this establishment? **SHOW CARD 12**

	No benefit	Minor benefit	Moderate benefit	Major benefit	Very relevant benefit	(SPONTANEOUS)	
						DON'T KNOW	DOES NOT APPLY
Participation in business association DCRd11	0	1	2	3	4	-9	-7

DRCD.12 What is the average distance in kilometers from this establishment to farms or cooperatives from which inputs are bought?

	KM	
Average distance in kilometers	DRCd12	
DOESN'T APPLY (ESTABLISHMENT ONLY USES ITS ONW PRODUCTS AS INPUT)	-7	GO TO QUESTION DRCD.14
DON'T KNOW (SPONTANEOUS)	-9	GO TO QUESTION DRCD.14

DRCD.13 How long would it take, on average, to travel this distance by road?

	Minutes
Time to travel distance by road	DRCd13
DON'T KNOW (SPONTANEOUS)	-9

DRCD.14 Consider this establishment's sales. Please provide the percentage breakdown for the means of transportation used. What percentage were transported to the customer via **SHOW CARD 13**

	Percent	DON'T KNOW (SPONTANEOUS)
Road	DRCd14a%	-9
Rail	DRCd14b%	-9
River	DRCd14c%	-9
Air	DRCd14d%	-9
Sea	DRCd14e%	-9
	100%	

INTERVIEWER: CHECK THAT TOTAL SUMS TO 100%

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DRCD.15 In fiscal year **2012** did this establishment sell its product to an intermediary?

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

DRCd15

DRCD.16 Consider the unit price (for example per kg or per ton) that this establishment's main product is finally sold for, what percentage of that price would you estimate is spent on transport from this establishment to the costumer?

	Percent
Estimated percentage spent on transport	DRCd16%
DON'T KNOW (SPONTANEOUS)	-9

DRCD.17 As per your knowledge, is there any warehouse close to this establishment's location which can be used to store raw materials or finished products before or after processing

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

*GO TO QUESTION E.1
GO TO QUESTION E.1*

DCRd17

DRCD.18 In fiscal year **2012** did this establishment utilize any of these warehouses?

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

DCRd18

DRCD.19 Referring to the warehouse most recently used by this establishment to store raw materials or finished products, who is the owner of the warehouse? **SHOW CARD 14**

This establishment	1
Cooperative or farmer association	2
Another firm	3
A group of firms	4
Local government	5
Other	6
DON'T KNOW (SPONTANEOUS)	-9

DCRd19

QUESTIONNAIRE NUMBER

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E. DEGREE OF COMPETITION

E.1 In fiscal year **2012**, which of the following was the main market in which this establishment sold its main product?
SHOW CARD 15

Local – main product sold mostly in same municipality where establishment is located	1
National – main product sold mostly across the country where establishment is located	2
International	3
DON'T KNOW (SPONTANEOUS)	-9

GO TO QUESTION E.6
GO TO QUESTION E.6

e1

E.2 In fiscal year **2012**, for the main market in which this establishment sold its main product, how many competitors did this establishment's main product face?

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

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

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

e6

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

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

e11

E.30 Using the response options on the card; To what degree are **Practices of Competitors in the Informal Sector** an obstacle to the current operations of this establishment? **SHOW CARD 16**

	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	(SPONTANEOUS) DON'T KNOW	(SPONTANEOUS) DOES NOT APPLY
Practices of competitors in the informal sector e30	0	1	2	3	4	-9	-7

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H. INNOVATION

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING

And now we switch to a different topic. In this section “new” means new to the establishment but not necessarily new to the market.

INTERVIEWER: SHOW CARDS IN THIS SECTION CONTAIN EXAMPLES OF INNOVATIONS. THEY ARE MEANT AS EXAMPLES ONLY - THEY DO NOT CONTAIN ALL POSSIBLE INNOVATIONS.

H.1 During the last three years, has this establishment introduced **new** or **significantly improved** products or services?
SHOW CARD 17

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

GO TO QUESTION H.3
GO TO QUESTION H.3

h1

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

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

h2

H.3 During the last three years, has this establishment introduced any **new** or **significantly improved** methods of manufacturing products or offering services? **SHOW CARD 18**

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

h3

H.4a During the last three years, has this establishment introduced any **new** or **significantly improved** logistics, delivery, or distribution methods for inputs, products, or services?
SHOW CARD 19

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

h4a

QUESTIONNAIRE NUMBER

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H.4b During the last three years, has this establishment introduced any **new** or **significantly improved** supporting activities for your processes, such as maintenance systems or operations for purchasing, accounting, or computing?
SHOW CARD 20

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

h4b

H.5 During the last three years, has this establishment introduced any **new** or **significantly improved** organizational structures or management practices? **SHOW CARD 21**

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

h5

H.6 During the last three years, has this establishment introduced **new** or **significantly improved** marketing methods? **SHOW CARD 22**

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

h6

H.7 During the last three years, did this establishment spend on formal research and development activities, either in-house or contracted with other companies?
SHOW CARD 23

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

h7

H.8 During the last three years, did this establishment give employees some time to develop or try out a new approach or new idea about products or services, business process, firm management, or marketing?

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

h8

QUESTIONNAIRE NUMBER

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F. CAPACITY

F.1	In fiscal year 2012 , what was this establishment's output produced as a proportion of the maximum output possible if using all the resources available (capacity utilization)?
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	Percent
Capacity utilization	f1 %
DON'T KNOW (SPONTANEOUS)	-9

F.2	In fiscal year 2012 , how many hours per week did this establishment normally operate? (INTERVIEWER: RESPONSE CANNOT BE GREATER THAN 168 HOURS)
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	Hours
Typical hours of operation in a week	f2
DON'T KNOW (SPONTANEOUS)	-9

QUESTIONNAIRE NUMBER

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G. LAND AND PERMITS

G.6 Of the buildings occupied by this establishment, what percentage is owned and what percentage is rented or leased? **SHOW CARD 24**

	Percent	DON'T KNOW (SPONTANEOUS)
Owned by this establishment	g6a %	-9
Rented or leased by this establishment	g6b %	-9
Other	g6c %	-9
	100%	

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

G.1 Of the land occupied by this establishment, what percent is: **SHOW CARD 24**

	Percent	DON'T KNOW (SPONT.)	FLOOR IN A BUILDING (SPONT.)
Owned by this establishment	g1a %	-9	-7
Rented or leased by this establishment	g1b %	-9	-7
Other	g1c %	-9	-7
	100%		

INTERVIEWER: CHECK THAT TOTAL SUMS TO 100% UNLESS RESPONDENT DOES NOT KNOW OR ESTABLISHMENT IS A FLOOR IN A BUILDING

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

Yes	1	
No	2	GO TO QUESTION G.30
DON'T KNOW (SPONTANEOUS)	-9	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

QUESTIONNAIRE NUMBER

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

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

g4

G.30 Using the response options on the card; To what degree is **Access to Land** an obstacle to the current operations of this establishment? **SHOW CARD 25**

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

QUESTIONNAIRE NUMBER

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I. CRIME

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

I.1 In fiscal year **2012**, did this establishment pay for security, for example equipment, personnel, or professional security services?

Yes	1	<i>GO TO QUESTION I.3</i> <i>GO TO QUESTION I.3</i>
No	2	
DON'T KNOW (SPONTANEOUS)	-9	

i1

I.2 In fiscal year **2012**, 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 **2012**, did this establishment experience losses as a result of theft, robbery, vandalism or arson on this establishment's premises?

Yes	1	<i>GO TO QUESTION I.30</i> <i>GO TO QUESTION I.30</i>
No	2	
DON'T KNOW (SPONTANEOUS)	-9	

i3

I.4 In fiscal year **2012**, 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
DON'T KNOW (SPONTANEOUS)	-9

QUESTIONNAIRE NUMBER

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I.30	Using the response options on the card; To what degree is Crime, Theft and Disorder an obstacle to the current operations of this establishment? SHOW CARD 25
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						(SPONTANEOUS)		
		No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	DON'T KNOW	DOES NOT APPLY
Crime, theft and disorder	i30	0	1	2	3	4	-9	-7

QUESTIONNAIRE NUMBER

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K. FINANCE

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

K.1 In fiscal year **2012**, what percentage, as a proportion of the value of total annual purchases of material inputs or services was purchased on credit?

	Percent	DON'T KNOW (SPONTANEOUS)
Purchased on credit	k1c %	-9

K.2 In fiscal year **2012**, what percentage of this establishment's total annual sales of its goods or services was sold on credit?

	Percent	DON'T KNOW (SPONTANEOUS)
Sold on credit	k2c %	-9

K.3 Over fiscal year **2012**, please estimate the proportion of this establishment's working capital, that is its day-to-day operations, that was financed from each of the following sources? **SHOW CARD 26**

	Percent	DON'T KNOW (SPONTANEOUS)
Internal funds or retained earnings	k3a %	-9
Borrowed from banks: private and state-owned	k3bc %	-9
Borrowed from non-bank financial institutions which include microfinance institutions, credit cooperatives, credit unions, or finance companies	k3e %	-9
Purchases on credit from suppliers and advances from customers	k3f %	-9
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 **2012**, did this establishment purchase any fixed assets, such as machinery, vehicles, equipment, land or buildings (new or used)?

Yes	1	GO TO QUESTION K.6 GO TO QUESTION K.6
No	2	
DON'T KNOW (SPONTANEOUS)	-9	

k4

QUESTIONNAIRE NUMBER

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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.15d
GO TO QUESTION K.15d

k8

DRCK.3 Referring to the most recent line of credit or loan, was the line of credit or loan requested by any married female owner or top manager?

Yes	1
No	2
THERE ARE NOT FEMALE OWNERS OR TOP MANAGER	-7
DON'T KNOW (SPONTANEOUS)	-9

GO TO QUESTION K.9
GO TO QUESTION K.9
GO TO QUESTION K.9

DRCK3

DRCK.4 Was permission required from the spouse of any married female owner or top manager to be able to request or sign the most recent line of credit or loan?

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

DRCK4

K.9 Referring to the most recent line of credit or loan, what type of financial institution granted this loan? **SHOW CARD 28**

Private commercial banks	1
State-owned banks or government agency	2
Non-bank financial institutions	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 or line of credit approved	k10
DON'T KNOW (SPONTANEOUS)	-9

INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR

QUESTIONNAIRE NUMBER

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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 or line of credit approved	k11
REFUSAL (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	<i>GO TO QUESTION K.15b</i> <i>GO TO QUESTION K.15b</i>
No	2	
DON'T KNOW (SPONTANEOUS)	-9	

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 (SPONT.)
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?

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

DRCK.5 Referring only to this most recent line of credit or loan, was permission required for any married female owners or top manager to be able to use any property as collateral?

Yes	1	DRCK5
No	2	
DOESN'T APPLY (THERE ARE NOT FEMALE OWNERS OR TOP MANAGER)	-7	
DON'T KNOW (SPONTANEOUS)	-9	

QUESTIONNAIRE NUMBER

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

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

IF 1, GO TO QUESTION K.15d

GO TO QUESTION K.15d

K.15c What is the total value of outstanding loans or lines of credit held by this establishment?

	LCUs
Total value of loans outstanding	k15c
REFUSAL (SPONTANEOUS)	-8
DON'T KNOW (SPONTANEOUS)	-9

K.15d At this time, does the owner or owners of this establishment have any outstanding personal loans that are used to finance this establishment's business activities?

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

k15d

K.16 Referring again to the last fiscal year **2012**, did this establishment apply for any loans or lines of credit?

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

GO TO QUESTION K.20

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 29

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
Permission from family member was required and not given	7
Other	8
DON'T KNOW (SPONTANEOUS)	-9

GO TO QUESTION K.21

k17

QUESTIONNAIRE NUMBER

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K.20 Referring only to this most recent application for a line of credit or loan, what was the outcome of that application?

Application was approved	1
Application was rejected	2
APPLICATION STILL IN PROCESS	-6
DON'T KNOW (SPONTANEOUS)	-9

k20a

K.21 In fiscal year **2012**, did this establishment have its annual financial statements checked and certified by an external auditor?

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

k21

K.30 Using the response options on the card; To what degree is **Access to Finance** an obstacle to the current operations of this establishment? **SHOW CARD 30**

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

QUESTIONNAIRE NUMBER

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J. BUSINESS-GOVERNMENT RELATIONS

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

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

J.1 I am going to read one statement describing 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 31**

					(SPONTANEOUS)					
					Strongly disagree	Tend to disagree	Tend to agree	Strongly agree	DON'T KNOW	DOES NOT APPLY
"The court system is fair, impartial and uncorrupted." h7a					1	2	3	4	-9	-7

J.2 In a typical week over the last year, what percentage of total senior management's time was spent on dealing with requirements imposed by government regulations?
(By senior management I mean managers, directors, and officers above direct supervisors of 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 J.6a GO TO QUESTION J.6a
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

QUESTIONNAIRE NUMBER

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

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

QUESTIONNAIRE NUMBER

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

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

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	
REFUSAL (SPONTANEOUS)	-8	

j12

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

Yes	1	<i>GO TO QUESTION J.30</i> <i>GO TO QUESTION J.30</i>
No	2	
DON'T KNOW (SPONTANEOUS)	-9	

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

QUESTIONNAIRE NUMBER

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J.15	In reference to that application for an operating license, was an informal gift or payment expected or requested?
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Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9
REFUSAL (SPONTANEOUS)	-8

j15

J.30	Using the response options on the card; To what degree is/are [INSERT OPTION] an obstacle to the current operations of this establishment? SHOW CARD 32
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ROTATE OPTIONS								(SPONTANEOUS)	
		No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	DON'T KNOW	DOES NOT APPLY	
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	

QUESTIONNAIRE NUMBER

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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 **2012**, how many permanent, full-time individuals worked in this establishment? Please include all employees and managers
 (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 a full shift)
(INTERVIEWER: INCLUDE INTERVIWEE IF APPLICABLE).

	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 **2010**, how many permanent, full-time individuals work in this establishment? Please include all employees and managers **(INTERVIEWER: INCLUDE INTERVIWEE IF APPLICABLE).**

	Number
Permanent, full-time workers three fiscal years ago	12
IF ESTABLISHMENT WAS NOT IN BUSINESS THREE YEARS AGO	-7
DON'T KNOW (SPONTANEOUS)	-9

L.3 At the end of fiscal year **2012**, how many permanent, full-time individuals in this establishment were: **(INTERVIEWER: READ EACH CATEGORY)**

	Number	DON'T KNOW (SPONTANEOUS)
Production workers	13a	-9
Non-production workers [e.g., managers, administration, sales]	13b	-9

L.4 At the end of fiscal year **2012**, how many permanent, full-time individuals working in this establishment were: **INTERVIEWER: READ EACH CATEGORY**

	Number	DON'T KNOW (SPONTANEOUS)
Skilled production workers	14a	-9
Unskilled production workers	14b	-9

QUESTIONNAIRE NUMBER

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L.5 At the end of fiscal year **2012**, how many permanent full-time individuals working in this establishment in the following categories were female?

	Number	DON'T KNOW (SPONT.)
Female permanent full-time production workers	15a	-9
Female permanent full-time non-production workers	15b	-9

INTERVIEWER IF BOTH ANSWERS ARE ZERO, THEN GO TO QUESTION L.6

DRCL.1 Are female permanent full-time employees working in this establishment entitled to take maternity leave?

Yes	1	GO TO QUESTION DRCL.4
No	2	
DON'T KNOW (SPONTANEOUS)	-9	

DRCL1

DRCL.2 Over the last two years, how many female full-time permanent employees were eligible for maternity leave?

	Number	
Total number female employees eligible for maternity leave	DRC12	IF 0 GO TO QUESTION DRCL.4
DON'T KNOW (SPONTANEOUS)	-9	GO TO QUESTION DRCL.4

DRCL.3 Out of those eligible how many female full-time permanent employees made use of the maternity leave?

	Number
Total number female employees that used maternity leave	DRC13
DON'T KNOW (SPONTANEOUS)	-9

DRCL.4 Is there any work-related activity in this establishment that female employees are forbidden to perform?

Yes	1	DRCL4
No	2	
DON'T KNOW (SPONTANEOUS)	-9	

QUESTIONNAIRE NUMBER

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L.6 How many full-time temporary employees did this establishment employ throughout **2012**?
(Full-time, temporary workers are all paid short-term (i.e. for less than a year) employees with no guarantee of renewal of contract employment and work full-time)

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

GO TO QUESTION L.9a

GO TO QUESTION L.9a

L.6a How many full-time temporary employees employed throughout **2012** were female?

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

L.8 What was the average length of employment of all full-time temporary employees in fiscal year **2012**?

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

L.9a What is the average number of years of education of a typical permanent full-time production worker employed in this establishment?

	Number
Average number of years of education of typical production worker	19a
DON'T KNOW (SPONTANEOUS)	-9

L.9a2 What is the average number of years of education of a typical female permanent full-time production worker employed in this establishment?

	Number
Average number of years of education of typical female production worker	19a2
DON'T KNOW (SPONTANEOUS)	-9
NO FEMALE PRODUCTION WORKERS	-7

QUESTIONNAIRE NUMBER

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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

L.10 Over fiscal year **2012**, did this establishment have formal training programs for its permanent, full-time employees?

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

110

L.11 Referring to the training programs run over fiscal year **2012**, what percentage of permanent, full-time employees of the following categories received formal training?

	Percent	IF NO EMPLOYEES IN A CATEGORY WERE TRAINED	DON'T KNOW (SPONT.)
Production full-time permanent employees trained	111a %	0	-9
Non-production full-time permanent employees trained	111b %	0	-9

DRCL.5 Over the last two years, did this establishment hire any employee?

Yes	1	GO TO QUESTION DRC L.9 GO TO QUESTION DRCL.9
No	2	
DON'T KNOW (SPONTANEOUS)	-9	

DRC15

DRCL.6 Was any of the employees hired over the last two years a married woman?

Yes	1	GO TO QUESTION DRC L.8 GO TO QUESTION DRCL.9
No	2	
DON'T KNOW (SPONTANEOUS)	-9	

DRC16

DRCL.7 Was permission from the spouse required for this establishment to be able to hire any of these married women?

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

DRC17

QUESTIONNAIRE NUMBER

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DRCL.14 Over the last two years, did any of this establishment's male permanent full-time employees retire?

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

GO TO QUESTION DRCL.16
GO TO QUESTION DRCL.16

DRCI14

DRCL.15 What was the average age of the male permanent full-time employees which retired from this establishment over the last two years?

	Age
Average age of male employees that retired	DRCI15
DON'T KNOW (SPONTANEOUS)	-9

DRCL.16 Over the last two years, did any of this establishment's female permanent full-time employees retire?

Yes	1
No	2
DOESN'T HAVE PERMANNET FULL TIME FEMALE EMPLOYEES	-7
DON'T KNOW (SPONTANEOUS)	-9

GO TO QUESTION L.30
GO TO QUESTION L.30
GO TO QUESTION L.30

DRCI16

DRCL.17 What was the average age of the female permanent full-time employees which retired from this establishment over the last two years?

	Age
Average age of female employees that retired	DRCI17
DON'T KNOW (SPONTANEOUS)	-9

QUESTIONNAIRE NUMBER

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L.30	Using the response options on the card; To what degree are Labor Regulations an obstacle to the current operations of this establishment? SHOW CARD 32
	Using the response options on the card; To what degree is an Inadequately Educated Workforce an obstacle to the current operations of this establishment? SHOW CARD 32

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

QUESTIONNAIRE NUMBER

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M. BUSINESS ENVIRONMENT

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

M.1 By looking at card 33 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 33**
INTERVIEWER: DO NOT READ OUT

- | |
|--|
| 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

Rotation (option 1, 2 or 3)	m1d
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N. PERFORMANCE

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

Now, we would like to ask you a few questions about the financial results of this establishment. It is important that this information be as accurate as possible. 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 From this establishment’s Income Statement for fiscal year **2012**, please provide the following information: **SHOW CARD 34**

	LCUs	DON'T KNOW (SPONTANEOUS)
Total annual cost of labor including wages, salaries, bonuses, social security payments	n2a	-9
Total annual cost of raw materials and intermediate goods used in production	n2e	-9
Total annual costs of fuel	n2f	-9
Total annual costs of electricity	n2b	-9
Total rental cost of machinery, vehicles and equipment	n2ra	-9
Total rental cost of land and buildings	n2rb	-9
Other cost of production not included above	n2j	-9

N.6 From this establishment’s Balance Sheet for fiscal year **2012**, what was the net book value, that is the value of assets after depreciation, of the following:

	LCUs	DON'T KNOW (SPONTANEOUS)
Machinery, vehicles, and equipment	n6a	-9
Land and buildings	n6b	-9

N.7 Hypothetically, if this establishment were to purchase the assets it **uses now**, in their current condition and regardless of whether the establishment owns them or not, how much would they cost, independently of whether they are owned, rented or leased?

	LCUs	DON'T KNOW (SPONTANEOUS)
Machinery, vehicles, and equipment	n7a	-9
Land and buildings	n7b	-9

QUESTIONNAIRE NUMBER

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

	Position in the firm	Years with the firm	Gender
Main respondent	a15a1ax	a15a2a	a15a3
Second respondent	a15a1bx	a15a2b	a15b3
Third respondent	a15a1cx	a15a2c	a15c3

ENTER 1 WHEN YEARS WITH THE FIRM IS LESS THAN ONE. FOR GENDER 1: MALE, 2: FEMALE

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

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
Are in some cases taken from the books and in some cases estimated	4

a17

INTERVIEWER COMMENTS:

<div style="text-align: right; margin-bottom: 10px;">a17x</div>

QUESTIONNAIRE NUMBER

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(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**