

THE WORLD BANK
Enterprise Survey Bulgaria
Core Module (2007)

A. CONTROL INFORMATION [TO BE COMPLETED BEFORE INTERVIEW]

A.0 Questionnaire a0	Module
Manufacturing	1
Services	2
Core	3

A.1 Country **a1**

A.2 a2	Sampling Region
Sofia	1
Plovdiv	2
Varna	3
Burgas	4

A.3 City/town/village **a3**

1.
2.
3.

A.3 City/town/village **a3x**

A.4 Industry		Sampling sector a4a	Screeners sector a4b
Manufacturing	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
	Fabricate metal products	28	28
	Machinery and equipment	29	29
	Electronics (31 & 32)	31	31
	Other manufacturing	2	2
Services	Wholesale	51	51
	Retail	52	52
	IT	72	72
	Hotels and restaurants	55	55
	Other services	50	50
Other	Construction	45	45
	Transport (60-64)	60	60

A.5 Sector match between screener information and sample frame a5	Code
Yes, screener and sample frame info match	1
No, screener and sample frame do not match but establishment does activities which match both screener and sample frame	2
No, does not match	3

A.6 Size	Sampling size a6a	Screeners Size a6b
Small ≥ 5 and ≤ 19	1	1
Medium ≥ 20 and ≤ 99	2	2
Large ≥ 100	3	3

A.7 Establishment is part of a larger firm **a7**

Yes	1
No, a firm on its own	2

A.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

A.9 Establishment financial statements prepared separately of HQ statements **a9**

Yes	1
No	2
Does not apply	-7

A.10 Establishment financial statements prepared separately of other establishments of same firm **a10**

Yes	1
No	2
Does not apply	-7

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

Yes	1
No	2
Does not apply	-7

A.12 Interviewer code: **a12**

A.13 Supervisor code: **a13**

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

Date (mm/dd)	Hour	Minutes	AM/PM

a14

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING.

The goal of this survey is to gather information and opinions about the investment climate in Bulgaria. Ultimately, the information gathered here will help the World Bank to develop new policies and programs for Bulgaria 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

INTERVIEWER: READ THE FOLLOWING SENTENCE ONLY IF THE ESTABLISHMENT IS PART OF A LARGER FIRM

We begin by asking four questions that apply to the firm, not the establishment.

B.0	Was this firm interviewed for the EBRD/World Bank survey in the year 2005?
------------	--

Yes	1
No	2
Don't know	-9

B.1	What is this firm's current legal status? (SHOW CARD 1)
------------	--

a. Publicly listed company	1	b1
b. Private held, limited company	2	
c. Sole proprietorship	3	b1x
d. Partnership	4	
e-Limited partnership	5	
f. Other (SPECIFY) _____	6	

B.2	What percent of this firm is owned by each of the following: (SHOW CARD 2)
------------	---

a. Private domestic individuals, companies or organizations	b2a %
b. Private foreign individuals, companies or organizations	b2b %
c. Government/State	b2c %
d. Other	b2d %
	100%

**INTERVIEWER: CHECK TOTAL ADDS UP TO 100%
IF 100% IN b2c, STOP THE INTERVIEW**

B.3	What percent of this firm does the largest owner/owners own?
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	Percent
Percent held by largest shareholder	b3

B.4	Are any of the owners female?
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Yes	1
No	2
Don't know	-9
	b4

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:
I want to proceed by asking you about this establishment.

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

	Year
Year establishment began operations	b5

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 (include respondent when appropriate)
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	At Start up
Number full-time employees	b6

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

Yes	1	GO TO QUESTION B.7
No	2	
Don't know	-9	GO TO QUESTION B.7
		b6a

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

	Year
Year establishment formally registered	b6b

INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR.
IF RESPONDENT DOES NOT KNOW, WRITE -9
IF ESTABLISHMENT HAS NEVER REGISTERED, WRITE -7.

B.7	How many years of experience working in this sector does the top manager have?
------------	--

	Years
Manager's experience in sector	b7

INTERVIEWER: IF RESPONDENT SAID LESS THAN ONE YEAR, WRITE 1

B.8	a. Does this establishment have an internationally-recognized quality certification? b8
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INTERVIEWER: If there is need for clarification, some examples are: ISO 9000, 9002 or 14000, HACCP for food, AATCC for textiles)

Yes	1	GO TO C3
No	2	
No, but application is in process	3	
Don't know	-9	GO TO C3

BGb.8	b. Would you please indicate which one(s)?
--------------	---

1. ISO	1. Yes	2. No	BGb8b1
2. Other (Please specify BGb8bx)	1. Yes	2. No	BGb8b2

C. INFRASTRUCTURE AND SERVICES

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

Now, we turn to the establishment's operations in fiscal year 2006.

The questions that follow assess how infrastructure and infrastructure services affect this establishment.

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	-9

GO TO QUESTION C.6

GO TO QUESTION C.6

c3

C.4	In reference to the application for an electrical connection, approximately what was the wait, in days, experienced to obtain that connection from the day this establishment applied for it to the day it received the service?
------------	--

	Days
Wait for electrical connection	c4

**INTERVIEWER: IF THE RESPONDENT SAID LESS THAN ONE DAY, WRITE 1
IF STILL IN PROCESS, WRITE -6
IF DENIED, WRITE -5**

C.5	In reference to that application for an electrical connection, was an informal gift or payment expected or requested?
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Yes	1
No	2
Don't know	-9
REF	-8

c5

C.6	Over fiscal year 2006, did this establishment experience power outages?
------------	---

Yes	1
No	2
Don't know	-9

GO TO QUESTION C.12

GO TO QUESTION C.12

c6

C.7	In a typical month, over fiscal year 2006 , how many power outages did this establishment experience?
------------	--

	Incidents per month
Average number of power outages	c7

INTERVIEWER: IF THE RESPONDENT SAID 0, GO TO QUESTION C.12

C.8	How long did the average power outage last?
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	Hours per incident
Average duration of power outage	c8

INTERVIEWER: IF THE RESPONDENT SAID LESS THAN ONE HOUR, WRITE 1

C.9	For fiscal year 2006 , please estimate the losses as percent of annual sales that resulted because of power outages or estimate total annual losses as a result of power outages?
------------	--

	Percent
Loss as percent of total annual sales due to power outages	c9a

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

	Leva
Total annual losses due to power outages	c9b

INTERVIEWER: IF THE RESPONDENT SAID NONE, WRITE 0

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

Yes	1	
No	2	GO TO QUESTION C.19
Don't know	-9	GO TO QUESTION C.19
		c12

C.13	In reference to the application for a water connection, approximately what was the wait, in days, experienced to obtain that connection from the day this establishment applied for it to the day it received the service?
-------------	--

	Days
Wait for water connection	c13

INTERVIEWER: IF RESPONDENT SAID LESS THAN ONE DAY, WRITE 1

INTERVIEWER: IF STILL IN PROCESS, WRITE -6

IF DENIED, WRITE -5

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

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

c14

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

Yes	1
No	2
Don't know	-9

GO TO QUESTION C.22

GO TO QUESTION C.22

c19

C.20	In reference to the application for a telephone connection, approximately what was the wait, in days, experienced to obtain that connection from the day this establishment applied for it to the day it received the service?
-------------	--

	Days
Wait for telephone connection	c20

**INTERVIEWER: IF THE RESPONDENT SAID LESS THAN ONE DAY, WRITE 1, IF STILL IN PROCESS WRITE -6
IF DENIED, WRITE -5**

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

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

c21

C.22	Now turning to the current situation. Thinking about the present time, does this establishment use any of the following in its communications with clients and suppliers?
-------------	---

		Yes	No	Don't know
a. E-mail	c22a	1	2	-9
b. Its own website	c22b	1	2	-9

BGC.24e	Does this establishment use the Internet in its interactions with banks?
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Yes	1
No	2
Don't know	-9

BGC.24f	Does this establishment use the Internet in its interactions with the Government?
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Yes	1	GO TO QUESTION c.30 GO TO QUESTION c.30
No	2	
Don't know	-9	
		BGc24f

Have you used Internet for any of the following interactions with the Government?

	Yes	No	Don't know	
a. To carry out administrative procedures (licensing, permits, etc)	1	2	-9	BGc24f1
b. To bid on procurement projects	1	2	-9	BGc24f2
c. To obtain information about the government in general	1	2	-9	BGc24f3

C.30	Do you think that any of the following items 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 5)
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	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	Don't Know	Does Not Apply
a. Transportation of goods, supplies, and inputs d30a	0	1	2	3	4	-9	-7
Electricity c30a	0	1	2	3	4	-9	-7

D. SALES AND SUPPLIES

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:
The next topic is sales and supplies of this establishment.

D.1 In fiscal year **2006**, what were this establishment's two main products/services represented by the largest proportion of annual sales? Provide its description, ISIC code (**SHOW CARD 6**), and percent of total annual sales for each one.

INTERVIEWER: FOR "CODE" SHOW LISTS OF ISIC-REV3, 4-DIGITS CODE OF THE CORRESPONDING SECTOR TO WHICH THE ESTABLISHMENT BELONGS.

	Description	Code	% of total sales
a. First	d1a1x	d1a2	d1a3

INTERVIEWER: TOTAL DOES NOT NECESSARILY ADD UP TO 100%

D.2 In fiscal year **2006**, what were this establishment's total annual sales?

	Leva
Last complete fiscal year's total sales	d2 Leva

D.3 In fiscal year **2006**, what percent of this establishment's sales were: (**SHOW CARD 7**)

a. National sales	d3a %	IF 100, GO TO QUESTION D30
b. Indirect exports [sold domestically to third party that exports them]	d3b %	IF 100, GO TO QUESTION D.8
c. Direct exports	d3c %	IF 0, GO TO QUESTION D.8
	100%	

INTERVIEWER: CHECK TOTAL ADDS UP TO 100%

D.4 In fiscal year **2006**, when this establishment **exported goods directly**, what was the average number of days that it took from the time this establishment's goods arrived to their **main point of exit** [e.g., port, airport] until the time these goods cleared customs?

D.5 And what was the longest number of days?

	Days
Average number of days to clear customs	d4
Longest number of days to clear customs	d5

INTERVIEWER: IF THE RESPONDENT SAID LESS THAN ONE DAY, WRITE 1

D.6 In fiscal year **2006**, what percent of the consignment value of the products **exported directly** was lost while in transit because of **theft**?

	As % of consignment value
Direct export losses due to theft	d6 %

INTERVIEWER: IF THE RESPONDENT SAID NO LOSSES, WRITE 0

D.7	In fiscal year 2006 , what percent of the consignment value of the products exported directly was lost while in transit because of breakage or spoilage ?
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	As % of consignment value
Direct export losses due to breakage or spoilage	d7 %

INTERVIEWER: IF THE RESPONDENT SAID NO LOSSES, WRITE 0

D.8	In what year did this establishment first export directly or indirectly?
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	Year
Year when the establishment began exporting directly or indirectly	d8

INTERVIEWER: WRITE FOUR DIGIT YEAR

D.30	Do you think that customs and trade regulations are No Obstacle, a Minor Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment?
	(SHOW CARD 9)

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

E. DEGREE OF COMPETITION AND INNOVATION

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

Now we turn to the topic of competition and innovation.

BGE.1	For fiscal year 2006 , for the main market in which this establishment sold its main product\service, how many competitors did this establishment's main product\service face?
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	Code
None	1
One	2
2-5	3
More than 5	5
Don't know	-9

BGe1

BGE.2a	For fiscal year 2006 , for the main market in which this establishment sold its main product\service, would you please rate the level of competition faced by the establishment in a 1 to 3 scale, where 1 is low and 3 is high?
---------------	---

	Code
Low	1
Medium	2
High	3
Don't know	-9

BGe2a

BGE.2b	For fiscal year 2006 , the main competitors for the main product\line of service of this establishment were:
---------------	--

	Code
National	1
Foreign	2
Both national and foreign	3
Don't know	-9

BGe2b

E.12	In fiscal year 2006 , has this establishment reduced prices of its main product\line of service in response to price reductions by its domestic competitors?
-------------	---

Yes	1
No	2
Don't know	-9
Does not apply	-7

e12

E.13	In fiscal year 2006 , has this establishment reduced prices of its main product\line of service in response to price reductions by its foreign competitors?
-------------	--

Yes	1
No	2
Don't know	-9
Does not apply	-7

e13

E.11	Does this establishment compete against unregistered or informal firms?
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Yes	1
No	2
Don't know	-9

e11

BGE.3	For fiscal year 2006 , what percentage of sales went to this establishment's most important client?
--------------	--

	Percent
	BGe3

BGE.7	During the last three years, did this establishment undertake any of the following initiatives?
--------------	---

	Undertaken			
	Yes	No	DK	
c. Agreed a new joint venture with foreign partner	1	2	-9	BGe7c

E.30	Do you think that the practices of competitors in the informal sector are No Obstacle, a Minor Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment?
-------------	--

(SHOW CARD 10)

E30	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	Do Not Know	Does Not Apply
Practices of competitors in the informal sector	0	1	2	3	4	-9	-7

G. LAND

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:
We change to questions about land issues.

G.1 Of the land occupied by this establishment, what percent is: **(SHOW CARD 12)**

Owned by this establishment	g1a %
Leased by this establishment	g1b %
	100%

**INTERVIEWER: UNLESS RESPONDENT DOES NOT KNOW, CHECK TOTAL SUMS
TO 100%
IF IT IS A FLOOR IN A BUILDING, WRITE -7**

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

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

g2

G.3 In reference to the application for a construction-related permit, approximately what was the wait, in days, experienced to obtain that permit from the day this establishment applied for it to the day it was granted?

	Days
Wait for a construction-related permit	g3

**INTERVIEWER: IF THE RESPONDENT SAID LESS THAN ONE DAY, WRITE 1
IF STILL IN PROCESS, WRITE -6
IF APPLICATION DENIED, WRITE -5**

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

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

G.30 Do you think that **access to land** is No Obstacle, a Minor Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment?

(SHOW CARD 13)

g30a	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	Do Not Know	Does Not Apply
Access to land	0	1	2	3	4	-9	-7

I. CRIME

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

Let's change the subject

I.1	In fiscal year 2006 , did this establishment pay for security, for example equipment, personnel, or professional security services?
------------	--

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

i1

I.2	In fiscal year 2006 , what percent of its total annual sales is paid for security, or what is the total annual cost of security?
------------	---

	Percent
Percent of total annual sales for security	i2a

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

	Leva
Total annual cost of security	i2b

I.3	In fiscal year 2006 , has this establishment experienced losses as a result of theft, robbery, vandalism or arson?
------------	---

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

i3

I.4	For fiscal year 2006 , what are the estimated losses as a result of theft, robbery, vandalism or arson that occurred on establishment's premises calculated as a percent of annual sales or the total annual value of the losses?
------------	--

	Percent
Losses from theft as percent of total annual sales	i4a

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

	Leva
Total annual value of losses from theft	i4b

I.30	Do you think that crime, theft and disorder are No Obstacle, a Minor Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment.
-------------	--

(SHOW CARD 14)

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

J. BUSINESS-GOVERNMENT RELATIONS

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

The following questions assess how establishments, such as this one, deal with government rules and regulations

J.1	<p>I am going to read some statements that describe the courts and the way government officials interpret laws and regulations that affect this establishment's business. For each statement, please tell me if you Strongly disagree, Tend to disagree, Tend to agree, or Strongly agree.</p> <p>[READ EACH DESCRIPTION] Do you Strongly disagree, Tend to disagree, Tend to agree, or Strongly agree?</p> <p style="text-align: right;">INTERVIEWER: SHOW CARD 15</p>
------------	---

	Strongly disagree	Tend to disagree	Tend to agree	Strongly agree	Don't know
"The court system is fair, impartial and uncorrupted" h7a	1	2	3	4	-9
"Government officials' interpretations of the laws and regulations affecting this establishment are consistent and predictable." j1a	1	2	3	4	-9

J.2	<p>In a typical week over the last 12 months, what percentage of total senior management's time was spent in dealing with requirements imposed by government regulations?</p> <p>(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)</p>
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	Percent
Senior management's time spent in dealing with regulations	j2 %

INTERVIEWER: IF THE RESPONDENT SAID NO TIME WAS SPENT, WRITE 0

J.3	Over the last 12 months , was this establishment visited and or inspected by tax officials?
------------	--

Yes	1
No	2
Don't know	-9

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

j3

J.4	Over the last 12 months , 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

BGJ.4	Over the last 12 months , how many different tax officials required to meet them?
--------------	--

	Number
Number of different tax officials met	BGj4

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

Yes	1	
No	2	GO TO QUESTION J.6a
Don't know	-9	GO TO QUESTION J.6a
REF	-8	GO TO QUESTION J.6a
		j5

BGJ.5	What was the amount of informal payment expected as a total from all meetings over the last 12 months?
--------------	--

	Leva
Total of informal payments from all meetings over 12 months	
Don't know	-9
Refuse to respond	-8
	BGj5

J.6a	Over the last 12 months, has this establishment secured a government contract or attempted to secure a contract with the government?
-------------	--

Yes	1	
No	2	GO TO QUESTION J.7
Don't know	-9	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

**INTERVIEWER: IF THE RESPONDENT SAID NO PAYMENTS/GIFTS ARE PAID,
WRITE 0
IF RESPONDENT REFUSES TO RESPOND, WRITE -8**

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 percent 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
Percent of total annual sales paid as informal payment	j7a

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

	Leva
Total annual informal payment	j7b

**INTERVIEWER: IF THE RESPONDENT SAID NO PAYMENTS/GIFTS ARE PAID,
WRITE 0
IF RESPONDENT REFUSES TO RESPOND, WRITE -8**

BGJ.8	It is said that many business establishments face difficulties when fully complying with taxes and regulations, what percent of total annual revenue would you estimate the typical firm in this establishment’s line of business reports for tax purposes?
--------------	--

	Percent
Percent of total annual revenue reported	BGj8

INTERVIEWER: IF THE RESPONDENT REFUSES TO RESPOND, WRITE -8

BGJ.9	It is said that many business establishments face difficulties when fully complying with labor regulations, what percent of total workforce would you estimate the typical firm in this establishment’s line of business reports for tax purposes?
--------------	---

	Percent
Percent of total workforce reported	BGj9

INTERVIEWER: IF THE RESPONDENT REFUSES TO RESPOND, WRITE -8

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

Yes	1	GO TO QUESTION J.13 GO TO QUESTION J.13
No	2	
Don't know	-9	

j10

J.11	In reference to the application for an import license, approximately what was the wait, in days, experienced to obtain that license from the day this establishment applied for it to the day it was granted?
-------------	---

	Days
Wait for import license	j11

INTERVIEWER: IF THE RESPONDENT SAID LESS THAN ONE DAY, WRITE 1
IF STILL IN PROCESS, WRITE -6
IF APPLICATION WAS DENIED, WRITE -5.

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

Yes	1	j12
No	2	
Don't know	-9	
REF	-8	

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

Yes	1	GO TO QUESTION BGJ.19 GO TO QUESTION BGJ.19
No	2	
Don't know	-9	

j13

J.14	In reference to the application for an operating license, approximately what was the wait, in days, experienced to obtain that license from the day this establishment applied for it to the day it was granted?
-------------	--

	Days
Wait for operating license	j14

INTERVIEWER: IF THE RESPONDENT SAID LESS THAN ONE DAY, WRITE 1
IF STILL IN PROCESS, WRITE -6
IF APPLICATION WAS DENIED, WRITE -5.

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

	requested?
--	------------

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

j15

BGJ.19	Over the last two years, did this establishment submit an application for a health certificate?
---------------	---

Yes	1
No	2
Don't know	-9

GO TO QUESTION BGJ.30

GO TO QUESTION BGJ.30

BGj19

BGJ.20	In reference to the application for a health certificate, approximately what was the wait, in days, experienced to obtain that health certification from the day this establishment applied for it to the day it was granted?
---------------	---

	Days
Wait for health certification	BGj20

INTERVIEWER: IF THE RESPONDENT SAID LESS THAN ONE DAY, WRITE 1, IF STILL IN PROCESS WRITE -6 IF APPLICATION WAS DENIED, WRITE -5.

J.30	As I list some of many 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 Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment. INTERVIEWER: SHOW CARD 16 Is/Are [READ EACH CATEGORY] No Obstacle, a Minor Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment?
-------------	--

INTERVIEWER: ROTATE OPTIONS

		No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	Do Not Know	Does Not Apply
a. Tax rates	j30a	0	1	2	3	4	-9	-7
b. Tax administration	j30b	0	1	2	3	4	-9	-7
c. Business licensing and permits	j30c	0	1	2	3	4	-9	-7
e. Political instability	j30e	0	1	2	3	4	-9	-7
f. Corruption	j30f	0	1	2	3	4	-9	-7
g. Courts	h30	0	1	2	3	4	-9	-7

K. FINANCE

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:
Let's move to another topic.

K.1	In fiscal year 2006 , what percent, as a proportion of the value of total annual purchases of material inputs or services, were: (SHOW CARD 17)
------------	--

a. Paid for before the delivery?	k1a %
b. Paid for on delivery?	k1b %
c. Paid for after delivery?	k1c %
	100%

INTERVIEWER: CHECK THAT TOTALS ARE 100%

K.2	In fiscal year 2006 , what percent of this establishment's total annual sales of its goods or services were: (SHOW CARD 18)
------------	--

a. Paid for before the delivery?	k2a %
b. Paid for on delivery?	k2b %
c. Paid for after delivery?	k2c %
	100%

INTERVIEWER: CHECK THAT TOTALS ARE 100%

K.3	Over fiscal year 2006 , please estimate the proportion of this establishment's working capital that was financed from each of the following sources? (SHOW CARD 19)
------------	---

	Percent Sources of Working Capital
a. Internal funds/Retained earnings	k3a %
b. Borrowed from banks (private and state-owned)	k3bc %
c. Borrowed from non-bank financial institutions	k3e %
f. Purchases on credit from suppliers and advances from customers	k3f %
h. Other (moneylenders, friends, relatives, others)	k3hd %
	100%

INTERVIEWER: CHECK THAT TOTALS ARE 100%

K.4	In fiscal year 2006 , did this establishment purchase fixed assets, such as machinery, vehicles, equipment, land or buildings?
------------	---

Yes	1
No	2
Don't know	-9

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

k4

N.5	In fiscal year 2006 , what was the total annual expenditure for purchases of:
------------	--

	Leva
a. Machinery, vehicles and equipment (new and/or used)	n5a
b. Land and buildings	n5b

K.5	Over fiscal year 2006 , please estimate the proportion of this establishment's purchase of fixed assets that was financed from each of the following sources? (SHOW CARD 20)
------------	--

	Percent Sources of Investment	
a. Internal funds/Retained earnings	k5a	%
i. Owners' contributions or issued new equity	k5i	%
j. Issued new debt (including commercial paper and debentures)	k5j	%
b. Borrowed from banks (private and state-owned)	k5bc	%
e. Borrowed from non-bank financial institutions	k5e	%
f. Purchases on credit from suppliers and advances from customers	k5f	%
h. Other (moneylenders, friends, relatives, other)	k5hd	%
	100%	

INTERVIEWER: CHECK THAT TOTALS ARE 100%

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

Yes	1
No	2
Don't know	-9
k6	

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

Yes	1
No	2
Don't know	-9
k7	

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

Yes	1	GO TO QUESTION K.16 GO TO QUESTION K.16
No	2	
Don't know	-9	
k8		

K.9	Referring to this a line of credit or loan what type of financial institution granted it? (SHOW CARD 21)
------------	---

Private commercial banks	1
State-owned banks and/or government agency	2
Non-bank financial institutions which include microfinance institutions, credit cooperatives, credit unions, or finance companies	3
Other	4

k9

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

	Year
Year most recent loan/line of credit approved	k10

INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR

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

	Leva
Size of most recent loan/line of credit approved	k11

INTERVIEWER: IF RESPONDENT REFUSES TO RESPOND, WRITE -8

K.12	Referring only to this most recent line of credit or loan, how much time, in months, was this establishment granted to pay off the loan or line of credit when it was received?
-------------	---

	Months
Months to pay off most recent loan/line of credit	k12

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

Yes	1
No	2
Don't know	-9

GO TO QUESTION K.16

GO TO QUESTION K.16

k13

K.14	Referring only to this most recent line of credit or loan, what type of collateral was required? (SHOW CARD 22)
-------------	--

Collateral	Yes	No
a. Land, buildings k14a	1	2
b. Machinery and equipment including movables k14b	1	2
c. Accounts receivable and inventories k14c	1	2
d. Personal assets of owner (house, etc.) k14d	1	2
e. Other k14e	1	2

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

	Percent
Value of collateral as percent of loan/line of credit value	k15

K.16	Going back to the past, in fiscal year 2006 , did this establishment apply for loans or lines of credit?
-------------	---

Yes	1	GO TO QUESTION K.18
No	2	
Don't know	-9	
		k16

K.17	If in fiscal year 2006 , this establishment did not apply for line of credit or loan, what was the main reason? (SHOW CARD 23)
-------------	--

No need for a loan - establishment has sufficient capital	1	GO TO QUESTION K.21
Application procedures for loans or line of credit are complex	2	
Interest rates are not favorable	3	
Collateral requirements for loans or line of credit are unattainable	4	
Size of loan or maturity are insufficient	5	
Did not think it would be approved	6	
Other	7	GO TO QUESTION K.21
		k17

K.18	In fiscal year 2006 , how many times did this establishment apply for loans or lines of credit?
-------------	--

	Number
Loan applications submitted	k18

INTERVIEWER: IF RESPONDENT DOES NOT KNOW OR SAYS 0, GO TO QUESTION K.21

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

	Number
Loan applications rejected	k19

K.21	In fiscal year 2006 , did this establishment have its annual financial statement checked and certified by an external auditor?
-------------	---

Yes	1
No	2
Don't know	-9

K21

K.30	Is access to financing , which includes availability and cost [interest rates, fees and collateral requirements], No Obstacle, a Minor Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment? (SHOW CARD 24)
-------------	--

k30	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	Do Not Know	Does Not Apply
Access to financing	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 employees. I'm going to ask you for levels of employment at different points in time.

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

Now I would like to ask you a few questions about this establishment's employees.

L.1	At the end of fiscal year 2006 , how many permanent, full-time employees did this establishment employ? Please include all employees and managers (include respondent when appropriate)
------------	--

INTERVIEWER: Permanent, full-time employees are defined as all paid employees that are contracted for a term of one or more fiscal years and/or have a guaranteed renewal of their employment contract and that work full time (8 or more hours per day).

	Number
Permanent, full-time employees end of last complete fiscal year	11

BGL.2	At the end of fiscal year 2005 , how many permanent, full-time employees did this establishment employ? Please include all employees and managers (include interviewee when appropriate)
--------------	--

	Number
Permanent, full-time employees two complete fiscal years ago	BG12

L.2	At the end of fiscal year 2004 , how many permanent, full-time employees did this establishment employ? Please include all employees and managers (include interviewee when appropriate)
------------	--

	Number
Permanent, full-time employees three complete fiscal years ago	12

INTERVIEWER: IF ESTABLISHMENT WAS NOT IN BUSINESS THREE YEARS AGO, WRITE -7

L.6	How many full-time temporary employees did this establishment employ in fiscal year 2006 ?
------------	---

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 contract and that work 8 or more hours per day.

	Number
Full-time seasonal/temporary employees employed last fiscal year	16

INTERVIEWER: IF RESPONDENT SAYS 0, GO TO QUESTION BGL.8

L.8	What was the average length of employment of all full-time seasonal or temporary employees in fiscal year 2006 ?
------------	--

	Months
Average length of full-time seasonal/temporary employment	18

INTERVIEWER: IF LESS THAN ONE MONTH, WRITE 1

BGL.8	At the end of fiscal year 2006 , how many part-time employees were employed by the firm?
--------------	---

INTERVIEWER: Part time workers are defined as all paid employees that work less than 8 hours per day

	Number
a. Part-time employees	BGL8

BGL.14	How did this establishment find the most recent new employee that it hired?
---------------	---

Through family/friends	1	
Private placement office	2	
Public placement office	3	
Public announcement/advertisement	4	
School-related network	5	
Other	6	BGL14

L.30	Do you think that any of the following items 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 26)
-------------	--

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

M. INVESTMENT CLIMATE CONSTRAINTS TO THE ESTABLISHMENT

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

The next set of questions is designed to get your opinion about the investment climate that affects your operations.

M.1	You have indicated that several obstacles affect the operation of this establishment. Here is a card with the obstacles I mentioned throughout the interview (GIVE TO THE RESPONDENT CARD LISTING ALL FACTORS) . Please tell me which three are the biggest obstacles, beginning with the most difficult obstacle of all. (SHOW CARD 27)
------------	--

OBSTACLES
1-Access to finance (availability and cost)
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-Transportation of goods, supplies, and inputs

Rank	
Most serious obstacle	m1a
Second most serious obstacle	m1b
Third most serious obstacle	m1c

N. PRODUCTIVITY

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

The purpose of the following questions is to allow us to estimate the productivity of establishments like this one. Estimates are made at the aggregate level so the information you provide below will be compiled with the information from other establishments. It is important that this information be as accurate as possible.

Please provide the following information from the financial statements of this establishment.

N.2	Please provide for each of the following items information about this establishment the book value in local currency for fiscal years 2006 and 2006: (SHOW CARD)
------------	---

	Values in Leva
	2006
a. Total annual cost of labor (including wages, salaries, bonuses, social payments)	n2a
b. Total annual costs of electricity	n2b
c. Total annual costs of communications services	n2c
d. Total annual cost of rental of land/buildings, equipment, furniture	n2d

BGN.3	In fiscal year 2005 , what were this establishment's total annual sales?
--------------	---

	Leva
Total annual sales in 2005	BGn3

INTERVIEWER: IF ESTABLISHMENT WAS NOT IN BUSINESS TWO YEARS AGO, WRITE -7

N.3	In fiscal year 2004 , what were this establishment's total annual sales?
------------	---

	Leva
Total annual sales in 2004	n3

INTERVIEWER: IF ESTABLISHMENT WAS NOT IN BUSINESS THREE YEARS AGO, WRITE -7

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

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

a15

INTERVIEWERS PLEASE ANSWER AT END OF THE INTERVIEW:

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

a16

A.17	The questions regarding figures (productivity and employment numbers):
-------------	--

a17

INTERVIEWER COMMENTS:

a17x

--

(Problems occurred/extraordinary circumstances which could influence results)

SUPERVISORS PLEASE ANSWER:

A.18	This questionnaire was completed in:
-------------	--------------------------------------

a18

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

a19