

**WORLD BANK**  
**THE STUDY OF COMPETITIVENESS, TECHNOLOGY & FIRM LINKAGES**

**Manufacturing Sectors**  
**Questions for the Senior Manager of the main production facility of the firm**

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industry code: code11 \_\_\_\_\_

city code: code12 \_\_\_\_\_

district code: code13 \_\_\_\_\_

enumerator code: code14 \_\_\_\_\_

firm id: code4 \_\_\_\_\_

**INTERVIEWER : Read the following statements to the respondent**

**Please be assured that the confidentiality of responses will be respected.** In any analysis or report, the World Bank will only use information aggregated across firms. No company or respondent names will ever be disclosed. Asia Market Intelligence has been appointed to collect the responses and is under contractual obligation not to share the information with clients or to use it for other purposes.

**Thank you for your participation in this study. Your cooperation is much appreciated.**

**INTERVIEWER NOTE :**

In answering this survey please do NOT leave ANY entries blank. If a quantity is requested and the amount is zero, then please record "0." If a question is asked which is not applicable, then please respond with "N.A." If they refuse to answer, please code "REF".

(M) indicates multiple answers allowed, (S) indicates only a single answer.

The questions are to be answered regarding a single plant. If the manager oversees multiple plants, the plant that is seen as the most innovative (i.e. newest technology, recent investments etc.) should be selected.

**INTERVIEWER : Please circle ONE code of the following "industry sectors" and "subsectors" that applies to the company, and then ask the following questions with reference ONLY to that industry sub-sector. Ask respondent for confirmation.**

**Industry sectors and subsectors : (S)**

**1 Apparel and Leather Goods**

- 1 Cut and Sew Apparel Manufacturing
- 2 Leather and Hide Tanning and Finishing
- 3 Leather and Allied Product Manufacturing
- 4 Apparel Knitting Mills

## 2 Electronic Equipment

- 5 Computer and Peripheral Equipment Manufacturing
- 6 Communications Equipment Manufacturing
- 7 Audio and Video Equipment Manufacturing

## 3 Electronic Components

- 8 Electron Tube Manufacturing
- 9 Bare Printed Circuit Board Manufacturing
- 10 Semiconductor and Related Device Manufacturing
- 11 Printed Circuit Assembly (Electronic Assembly) Manufacturing
- 12 Electronic Capacitor, Resistor, Coil, Transformer, Connector Manufacturing

## 4 Consumer Products

- 13 Household Cooking Appliance Manufacturing
- 14 Household Refrigerator and Home Freezer Manufacturing
- 15 Household Laundry Equipment Manufacturing
- 16 Small Electrical Appliance Manufacturing

## 5 Vehicles and Vehicle parts

- 17 Motor Vehicle Manufacturing
- 18 Motor Vehicle Body and Trailer Manufacturing
- 19 Motor Vehicle Parts  
Gasoline Engine and Engine Parts  
Electrical and Electronic Equipment  
Steering and Suspension Components  
Brake System  
Transmission and Power Train Parts  
Seating and Interior Trim  
Metal Stamping
- 20 Motorcycle, Bicycle, and Parts Manufacturing

### A. GENERAL INFORMATION

A1 In what year was this **plant established**? \_\_\_\_\_ ma1

Following are questions concerning your plant's business lines. For the purpose of this survey a business line is a type of business activity that is defined more narrowly than an industry subsector.

A2a What is your main **business line in 2000** (i.e. the business line which has the largest sales in 2000)?  
\_\_\_\_\_ ma2a

A2b How many **types of products** do you have in your **main business line** in 2000?  
\_\_\_\_\_ types ma2b

A2c How many **types of product** do you supply in 2000? \_\_\_\_\_ types ma2c  
(THIS IS FOR ALL BUSINESS LINES, NOT ONLY THE MAIN BUSINESS LINE)

The next questions refer to your plant's main business line. (REFER TO QUESTION A2a)

A3 In 2000, what percentage of your **plant's total sales is accounted for by your main business line**?  
\_\_\_\_\_ % ma3

A4 In 2000, what percentage of the total sales in the domestic market are supplied by your firm? \_\_\_\_\_ % ma4

A5 In 2000, what percentage of the total sales in the domestic market are supplied by imports? \_\_\_\_\_ % ma5

A6a In 2000, how many **competitors** do you have with your main business line? \_\_\_\_\_ competitors ma6a

A6b *Of those competitors, how many are:*

- 1 Wholly owned foreign subsidiaries? \_\_\_\_\_ ma6b1  
 2 Domestic firms that have foreign ownership? \_\_\_\_\_ ma6b2  
 3 Domestic firms that have no foreign ownership? \_\_\_\_\_ ma6b3

A7a *Among those number of competitors mentioned earlier, how many of them are **new competitors** that first began production since the beginning of 1998?* \_\_\_\_\_ new competitors ma7a

A7b *Of these new competitors, how many are:*

- 1 Wholly owned foreign subsidiaries? \_\_\_\_\_ ma7b1  
 2 Domestic firms that have foreign ownership? \_\_\_\_\_ ma7b2  
 3 Domestic firms that have no foreign ownership? \_\_\_\_\_ ma7b3

A8 *Considering all your **competitors**, what percentage have **located their plants** :*

- 1 In the same district as your plant ma81 %  
 2 Outside your district but in the same city area as your plant ma82 %  
 3 Outside your city area but in the same country as your plant ma83 %  
 4 Overseas ma84 %  
 100%

A9 *Please tell us about the number of your products that have been certified by different standard setting bodies. Please code "N.A." if no such certification exists for your business.*

- ISO 9000 (or 9001, 9002, 9003, or 9004) certification  
 Other forms of internationally-agreed certification  
 Certification by a national body  
 Certification by a foreign body for the purposes of exporting to that foreign nation. Specify nation:... ma9x1  
 Specify nation:... ma9x2  
 Specify nation:... ma9x3

Number of certified products	
Total	Number certified since Jan 1, 1998
ma9a1	ma9b1
ma9a2	ma9b2
ma9a3	ma9b3
1 ma9a4	ma9b4
2 ma9a5	ma9b5
3 ma9a6	ma9b6

A10 *How much money would a new firm have to spend in order to build a production plant and to set up a marketing and distribution operation which competes with your own? (USE LOCAL CURRENCY, in 000's)* \_\_\_\_\_ ma10

A12 *Do you have a **foreign partner** ?* (S) ma12

Yes 1  
 No 2 → GO TO A13

A12a *IF YES:*

- 1 *What percentage is the **foreign partner ownership share** ?* \_\_\_\_\_ % ma12a1  
 2 *In what year was the **relationship established** ?* \_\_\_\_\_ ma12a2  
 3 *What is the **nationality** of your (principal) foreign partner?* \_\_\_\_\_ ma12a3

A13 (SHOWCARD) Since January 1, 1999, please indicate if your plant has engaged in any of the following **activities with a foreign firm located abroad.** (no need to fill if service firms)

		Yes	No	Don't know	Refuse	
a	Your plant <b>produces parts, subassemblies, or other inputs</b> to production for the foreign firm	1	2	8	9	ma13a
b	Your plant manufactures <b>final products</b> for the foreign firm	1	2	8	9	ma13b
c	Your plant manufactures products to <b>the specifications of the foreign firm</b>	1	2	8	9	ma13c
d	Your plant produces goods of <b>your own design</b> that are used as inputs in a foreign firm's production process	1	2	8	9	
d1	IF YES, what share of revenues are generated by these <b>in-house designs</b> ? ma13d1 _____ (% revenues)					ma13d
e	Are <b>parts</b> used by your plant <b>supplied by the foreign firm</b>	1	2	8	9	
e1	IF YES, what share of material costs do these parts supplied by the foreign firm represent? ma13e1 _____ (% material cost)					ma13e
f	Your plant <b>provides design services</b> or engages in <b>R and D</b> for the foreign firm	1	2	8	9	ma13f

A14

(service firms: no need to fill in question A14 to A16)

A14a and c What **production process** is used at your facility in year 2000? And in 1995? (M)

A14b and d For each of the technology that is used in year 2000, is it **automated**? And in 1995? (CIRCLE IF YES)

"Automated" does not simply mean mechanized, but that there is substantial computer control of the processes or mechanization that requires minimal intervention or supervision by workers.

	A14a	A14b	A14c	A14d
	Used in 2000	Automated in 2000	Used in 1995	Automated in 1995
1 Semiconductor or LCD fabrication	1 ma14a1	1 ma14b1	1 ma14c1	1 ma14d1
2 Semiconductor assembly	2 ma14a2	2 ma14b2	2 ma14c2	2 ma14d2
3 Circuit board assembly	3 ma14a3	3 ma14b3	3 ma14c3	3 ma14d3
4 Product assembly (except sewing)	4 ma14a4	4 ma14b4	4 ma14c4	4 ma14d4
5 Product or component testing	5 ma14a5	5 ma14b5	5 ma14c5	5 ma14d5
6 Metal forging	6 ma14a6	6 ma14b6	6 ma14c6	6 ma14d6
7 Metal stamping/bending	7 ma14a7	7 ma14b7	7 ma14c7	7 ma14d7
8 Metal machining	8 ma14a8	8 ma14b8	8 ma14c8	8 ma14d8
9 Welding	9 ma14a9	9 ma14b9	9 ma14c9	9 ma14d9
10 Painting/finishing	10 ma14a10	10 ma14b1	10 ma14c10	10 ma14d10
11 Plastic injection molding or extrusion	11 ma14a11	11 ma14b1	11 ma14c11	11 ma14d11
12 Fabric cutting	12 ma14a12	12 ma14b1	12 ma14c12	12 ma14d12
13 Sewing	13 ma14a13	13 ma14b1	13 ma14c13	13 ma14d13
14 Leather cutting	14 ma14a14	14 ma14b1	14 ma14c14	14 ma14d14
15 Leather sewing or glueing	15 ma14a15	15 ma14b1	15 ma14c15	15 ma14d15
16 Other (please describe) ..... ma14x	16 ma14a16	16 ma14b1	16 ma14c16	16 ma14d16

A15 **the percentage** (in terms of the original or net value of the fixed assets) of **computer controlled**

production machines in use in 1998 ( )?

1. in 2000 ma15a \_\_\_\_\_ % 2. 1998: ma15b \_\_\_\_\_ %

A16a What was your plant's **capacity utilization** in....?

- a Year 2000 \_\_\_\_\_ % ma16aa
- b Year 1999 \_\_\_\_\_ % ma16ab
- c Year 1998 \_\_\_\_\_ % ma16ac
- d Year 1997 \_\_\_\_\_ % ma16ad

A16b In this industry subsection how many shifts per day constitute 100% capacity utilization? \_\_\_\_\_ ma16b

B. INNOVATION

(SHOWCARD) For the purposes of this survey a new product is one which was introduced or produced for the first time after January 1, 1998 **AND** meets at least **ONE** of the following criteria:  
i. was subsequently sold at a price at least 5% higher or lower than the products the firm sold on January 1, 1998  
ii. increased the sales of your main business line by more than 2%

B1 What **types of innovation** have you introduced in your plant since the beginning of 1998? (M)

- |  |   |   |         |      |
|--|---|---|---------|------|
| Introduced new products in an existing business line | 1 | → | To B2   | mb11 |
| Entered new business line                            | 2 | → | To B3   | mb12 |
| New process improvements                             | 3 | } | → To B4 | mb13 |
| New management techniques                            | 4 |   |         | mb14 |
| New quality controls in production                   | 5 |   |         | mb15 |

IF CODE 1 IS CIRCLED IN B1, ASK B2 IF NOT, GO TO B3  
Now, we are going to ask some questions about **the** introduction of new types of products within the main business line.

B2a Within your main business line, how many **new products** have you introduced since the beginning of 1998? \_\_\_\_\_ number mb2a

B3a Did you introduce new products in 2000?

1	Yes	mb3a
2	No	→ GO TO B3b

**For new products introduced in 2000...**

...what percent of **total sales** did they account for in 2000? \_\_\_\_\_ % of 2000 total sales mb3a1  
...what percent of **total exports** did they account for in 2000? \_\_\_\_\_ % of 2000 total exports mb3a2

B3b Did you introduce new products in 1999?

1	Yes	mb3b
2	No	→ GO TO B3c

**For new products introduced in 1999...**

...what percent of **total sales** did they account for in 1999? \_\_\_\_\_ % of 1999 total sales mb3b1

...what percent of **total exports** did they account for in 1999? \_\_\_\_\_ % of 1999 total export mb3b3

B3c
Did you introduce new products in 1998?

1

Yes

mb3c

2

No

→

GO TO B4

**For new products introduced in 1998...**  
...what percent of **total sales** did they account for in 1998?

\_\_\_\_\_

% of 1998 total sales

mb3c1

...what percent of **total exports** did they account for in 1998?

\_\_\_\_\_

% of 1998 total export

mb3c4

IF CODE 1,2 AND/OR 3 IS CIRCLED AT B1, ASK B4. IF NOT, GO TO B5  
(B4a-b: SHOWCARD)  
You said that your plant has recently introduced new products and/or new process improvement since the beginning of 1998.

B4a
In **what ways** has your plant introduced **new products** since the beginning of 1998?
(M)

B4b
And in **what ways** has your plant introduced new process improvements since the beginning of 1998?
(M)

		B4a	B4b
		New Product	New Process Improvement
1	Developed or adapted in house	mb4a1	mb4b1
2	Transferred from another company in the same corporate group	mb4a2	mb4b2
3	Developed in cooperation with a supplier	mb4a3	mb4b3
4	Developed in cooperation with direct competitors	mb4a4	mb4b4
5	Developed in cooperation with client firms	mb4a5	mb4b5
6	Purchased new machines/technology to improve your plant's	mb4a6	mb4b6
7	Purchased new machines/technology to improve your plant's	mb4a7	mb4b7
8	Introduced your own version of a product already supplied (by another firm) on the national market	mb4a8	mb4b8
9	Introduced your own version of a product already supplied (by another firm) on the international market	mb4a9	mb4b9
10	Licensed technology or process from foreign firm	mb4a10	mb4b10
11	Implemented idea after hiring key personnel	mb4a11	mb4b11
12	Implemented idea from a business or industry association	mb4a12	mb4b12
13	Implemented idea after attending conferences/seminars	mb4a13	mb4b13
14	Implemented idea from a published article	mb4a14	mb4b14
15	Implemented idea after undertaking a study tours	mb4a15	mb4b15
16	Implemented idea recommended by consultants	mb4a16	mb4b16
17	Implemented idea from universities, public institutions	mb4a17	mb4b17

B5
Within your main business line, how many types of product have you **terminated** since the beginning of 1998?

\_\_\_\_\_

number

mb5

B6a
Do you have any patents?

1

YES

mb6a

2

NO

→

GO TO B8

- B6b *Have you acquired **patents in your home country in the last 3 years?*** 1 YES mb6b  
2 NO → GO TO B7
- B6c *In year 2000.....*  
B6d *And in year 1999....*  
B6e *And in year 1998....*

	B6c	B6d	B6e
	2000	1999	1998
1 Number of patents applied for	mb6c1	mb6d1	mb6e1
2 Number of patents actually granted	mb6c2	mb6d2	mb6e2
4 Average time taken to receive a decision on a patent filed in this year <b>(IN MONTHS)</b>	mb6c4	mb6d4	mb6e4

- B7a *Have you acquired patents **in the United States in the last 3 years?*** 1 YES mb7a  
2 NO → GO TO B8
- B7b *In year 2000.....*  
B7c *And in year 1999....*  
B7d *And in year 1998....*

	B7b	B7c	B7d
	2000	1999	1998
1 Number of patents applied for	mb7b1	mb7c1	mb7d1
2 Number of patents actually granted	mb7b2	mb7c2	mb7d2
4 Average time taken to receive a decision on a patent filed in this year <b>(IN MONTHS)</b>	mb7b4	mb7c4	mb7d4

- B8a *Did you have a contractual or long-standing relationship with any of the following in year 2000 **to perform R&D for your plant ?***

B8b And in 1999...?

B8c And in 1998...?

	B8a	B8b	B8c
<b>Organization</b>	2000	1999	1998
1 Local university	mb8a1 1	mb8b1 1	mb8c1 1
2 Government research institution	mb8a2 2	mb8b2 2	mb8c2 2
3 Private research institution	mb8a3 3	mb8b3 3	mb8c3 3
4 Private companies	mb8a4 4	mb8b4 4	mb8c4 4

- B9a *In the last two years how many **managers (deputy department director or above)** the **company hired to work at this plant?*** \_\_\_\_\_ persons mb9a

B9b *And how many of them are **foreign educated ?*** \_\_\_\_\_ persons mb9b

### C. MARKET ENVIRONMENT

- C1 Considering your main business line, on average, how much have you changed prices over a year? (S)  
(0=no change; positive=% increase; negative=% decrease)
- |                     |           |        |
|---------------------|-----------|--------|
| % change on average | year 2000 | mc1_00 |
| % change on average | year 1999 | mc1_99 |
| % change on average | year 1998 | mc1_98 |

- C2 *In promoting your company and products, do you **advertise** .....* (M)
- |                 |   |      |
|-----------------|---|------|
| On the internet | 1 | mc21 |
| In newspapers   | 2 | mc22 |
| On billboards   | 3 | mc23 |
| In magazines    | 4 | mc24 |
| On TV           | 5 | mc25 |
| On radio        | 6 | mc26 |

### Constraints on the ability to grow

- C3 (SHOWCARD) *Please **choose 5 most important factors** that potentially constrain your plant's **ability to grow** in the domestic market. Please rank up to 5 factors, with "1" as the most important and "5" as fifth most important.* (M)

	Factors	Rank
a	Cost or quality of the postal system	mc3a
b	Cost or quality of telecoms	mc3b
c	Cost or quality of transportation	mc3c
d	Cost or quality of electricity	mc3d
e	High labor costs of skilled personnel, including technicians	mc3e
f	Quality of available skilled personnel, including technicians	mc3f
g	National government's regulations on licensing, certification, and qualification	mc3g
h	Local government's regulations on licensing, certification, and qualification	mc3h
i	National government's taxes	mc3i
j	Local or non-national government taxes	mc3j
k	Difficulties on establishing distribution outlets	mc3k
n	Lack of after-sales service providers	mc3n
o	<b>financial constraints when expanding the production capacity</b>	mc3o

### External Technical Assistance

- C4 *Please indicate what types of technical assistance from external source that were received by your plant in 2000.* (M)

	Yes	No	N.A.	
a R & D	1	2	3	mc4a
b Quality Control	1	2	3	mc4b
c Troubleshooting	1	2	3	mc4c
d Testing	1	2	3	mc4d
e Design	1	2	3	mc4e

### Membership in Business Associations

- C5 *Is your firm a member of a **business association** ?* (S) mc5
- |     |   |   |          |
|-----|---|---|----------|
| Yes | 1 | → | GO TO C7 |
| No  | 2 | → | GO TO C6 |



C6 Is the **reason** that your firm does not belong to any business association because: (S) mc6

There is no association of relevance in your line of business	1	} → GO TO D1
Membership fee is too expensive	2	
other reasons	3	

C7 Which **functions** does the most important business association that you belong to perform on a regular basis (in regards to general members, not only to your firm in particular)? (M)

Helps members get market information	1	mc71
Helps members acquire important inputs	2	mc72
Helps members get access to credit	3	mc73
Defines standards and/or monitors quality and performance	4	mc74
Accredits members to suppliers or customers	5	mc75
Helps resolve disputes	6	mc76
Representation of members' views and concerns to the Government	7	mc77
Technical assistance	8	mc78
Helps stabilize competitive conditions in domestic markets	9	mc79

C8 Does this association include any of the following as **members**? (M)

Your suppliers	1	mc81
Your customers	2	mc82
Financial institutions	4	mc84

C9 Please give the approximate shares of your capital from the following sources:

a	retained earnings/internal funds	_____ %	mc9a
b	letter of credit	_____ %	mc9b
c	supplier credit	_____ %	mc9c
d	bank loan(s)	_____ %	mc9d
e	loan from other financial institution (e.g. credit union, finance company etc.)	_____ %	mc9e
f	loan from a parent or partner company	_____ %	mc9f
g	equity finance	_____ %	mc9g
h	personal, family, friends	_____ %	mc9h
i	other (specify): _____ mc9x	_____ %	mc9i
		100%	

#### D. RELATIONS WITH CLIENTS

D1 Please provide information on the **buyers** of the products in your main business line during the fiscal year of 2000.

Total number of clients (distributors, retailers): \_\_\_\_\_ clients md1

D2 Measured by sales, where are the purchasers of the products in your main business line **located**? Please give the percentage between the following 4 locations:

Within the same district as your plant	_____ %	md21
Outside the same district as your plant but within the same city	_____ %	md22
Within your country but outside the city where your plant is located	_____ %	md23
Overseas	_____ %	md24
100%		

D3 How do you **communicate** with your clients? Please give the percentage from the following media:

Phone/Fax: \_\_\_\_\_% md31  
 In Person: \_\_\_\_\_% md32  
 Internet: \_\_\_\_\_% md33  
 Letter: \_\_\_\_\_% md34  
 Other \_\_\_\_\_% md35  
 Total 100%

D4 On average, how long has your firm done business with clients in your main business line? (S) md4

Less than 1 year 1  
 1 year - less than 2 years 2  
 2 years - less than 3 years 3  
 3 years - less than 4 years 4  
 4 or more years 5

D5 Generally, do you enter into **written contracts** with your clients? (S) md5

Yes 1  
 No 2

D6 How many clients have you had a major **dispute** with during the year 2000? \_\_\_\_\_ clients md6

D7 For such disputes, what share were finally resolved through court action, arbitration and negotiation? (M)

Court Action \_\_\_\_\_% md71  
 Arbitration \_\_\_\_\_% md72  
 Negotiation \_\_\_\_\_% md73  
 100%

We are interested to learn about how you deliver your goods to your buyers.

D8 Do you hire a trading company or another firm to handle the logistics associated with delivery? (S) md8

1 YES → What share of sales do they oversee the delivery of? \_\_\_\_\_% md81

IF 100 %, SKIP TO E1

IF LESS THAN 100%, ASK NEXT QUESTIONS WITH REFERENCE TO  
 THOSE GOODS WHOSE DELIVERY THE FIRM ITSELF OVERSEES)

2 NO → GO TO D9

D9 This question asks about the use of different modes of transportation for delivery: surface, shipping, air.

Please consider the primary mode of transportation for each delivery. That is, if a good is ultimately sent by ship but is transported to the port by truck, please include that delivery in 'shipping'.

For each of the primary modes of transportation please give:

- the share of sales that are primarily delivered by this mode (CODE '0' IF MODE IS NOT USED)
- the number of times the mode of transportation is used (CIRCLE EITHER 'WEEK' OR 'MONTH')
- the cost of using that mode of transportation as a percentage of the value of the sales

Primary Mode of Delivering Goods to Buyers	Share of sales	Times used (Circle either code)	Cost as % of sales
i. surface delivery (e.g. trucks, rail)	md9a1 %	md9c1 times a month	md9d1 %
ii. shipping	md9a2 %	md9c2 times a month	md9d2 %
iii. air	md9a3 %	md9c3 times a month	md9d3 %

## E. RELATIONS WITH SUPPLIERS

### Suppliers of Raw Materials

Please provide information on the suppliers of the raw material that you spent the most money on and regularly purchased during 2000 (non-labor).

E1 Total **number of suppliers** of this raw material that you bought from: \_\_\_\_\_ suppliers me1

E2 Measured by expenditures, where are your plant's suppliers **located**?

Please give the percentage between the following 4 locations:

Within the same district as your plant	_____ %	me21
Outside the same district as your plant but within the same city	_____ %	me22
Within your country but outside the city where your plant is located	_____ %	me23
Overseas	_____ %	me24
	100%	

E3 How do you **communicate** with your suppliers? Please give the percentage from the following media:

Phone/Fax:	_____ %	me31
In Person:	_____ %	me32
Internet:	_____ %	me33
Letter:	_____ %	me34
Other	_____ %	me35
Total	100%	

E4 On average, **how long** has your firm done business with the major suppliers of your most costly non-labor input? (S) me4

Less than 1 year	1
1 year - less than 2 years	2
2 years - less than 3 years	3
3 years - less than 4 years	4
4 or more years	5

E5 Generally, do you enter into **written contracts** with your suppliers? (S) me5

Yes	1
No	2

E6 How many suppliers have you had a major **dispute** with during the year 2000? \_\_\_\_\_ suppliers me6

E7 For such disputes with suppliers, what share were finally resolved through court action, arbitration and negotiation?

Court Action	_____ %	me71	(M)
Arbitration	_____ %	me72	
Negotiation	_____ %	me73	
	100%		

(no need to answer questions E8 to E11 for service sector firms)

E8 Do you purchase directly from individual suppliers (rather than a wholesale distributor)?

me8	1 YES	→	What share of total inputs or materials do you buy directly? me81 _____ %
	ASK NEXT QUESTIONS WITH REFERENCE TO THESE INPUTS		
	2 NO	→	SKIP TO E10

- E9 This question asks about different modes by which inputs or supplies are transported: surface, shipping, air. Please consider the primary mode of transportation for each delivery. That is, if an input is first shipped to the country and then brought by truck to your firm, please include as 'shipping'.  
For each of the primary modes of transportation please give:
- a) the share of purchases of inputs or supplies that are primarily delivered by this mode  
(CODE '0' IF MODE IS NOT USED)
  - b) the number of times the mode of transportation is used (CIRCLE EITHER 'WEEK' OR 'MONTH')
  - c) the average delivery cost as a share of purchase price to your firm of using that mode of transportation

Primary Mode of Receiving Goods from Suppliers	Share of purchases	Times received (Circle either code)	Cost as % of purchase
i. surface delivery (e.g. trucks, rail)	me9a1 %	me9c1 times a month	me9d1 %
ii. shipping	me9a2 %	me9c2 times a month	me9d2 %
iii. air	me9a3 %	me9c3 times a month	me9d3 %

**Suppliers of Services (e.g. marketing, IT, transportation or back office services, but not auditing or legal services)**

Please provide information on the suppliers of that service which your plant spent the most money on in 2000.

E10 Total **number of suppliers** of this service that you bought from: \_\_\_\_\_ suppliers me10

E11 Measured by expenditures, where are these suppliers **located**? Give the percentage between :

Within the same district as your plant \_\_\_\_\_ % me111  
Outside the same district as your plant but within the same city \_\_\_\_\_ % me112  
Within your country but outside the city where your plant is located \_\_\_\_\_ % me113  
Overseas \_\_\_\_\_ % me114  
100%

## F. LOCATION OF MANUFACTURING PLANT

F1 (SHOWCARD) Please list in order of importance, with "1" as the most important and "5" as the fifth most important, up to 5 factors that....

F1a positively influenced the choice of your plant's location when it was first established (M)

F1b would be advantages for locating a new plant in this location today (M)

The purpose of this question is to understand whether there have been any changes in the advantages of this location since your plant was established here, so the selection can differ by time period.

	F1a	F1b
Reason	Reasons your plant was located here when plant was established	Advantages for locating here now
1 Local market size	mf1a1	mf1b1
2 Proximity to other firms in the same line of business	mf1a2	mf1b2
3 Low rents or cost of buying property	mf1a3	mf1b3
4 Proximity to local universities and research institutes	mf1a4	mf1b4
5 Existence of strong linkages between this locale and firms and researchers located abroad	mf1a5	mf1b5
6 Quality of local transport infrastructure	mf1a6	mf1b6
7 Quality of local telecoms infrastructure	mf1a7	mf1b7

8	Supply of skilled workers	mf1a8	mf1b8
9	Supply of unskilled workers	mf1a9	mf1b9
10	possibility of expanding new products	mf1a10	mf1b10
11	Availability of government services	mf1a11	mf1b11
12	Quality of locally provided financial services	mf1a12	mf1b12
13	Proximity to suppliers	mf1a13	mf1b13
14	Proximity to clients	mf1a14	mf1b14
15	Proximity to distribution channels	mf1a15	mf1b15
16	Quality of local housing, schools, and social network	mf1a16	mf1b16
17	Levels of local pollution and other environmental problems	mf1a17	mf1b17
18	Fewer regulatory requirements and taxes based on government's assignment	mf1a18	mf1b18
		mf1a21	mf1b21
19	Other (please specify) ....mf1x	mf1a19	mf1b19
20	Don't know	mf1a20	mf1b20

G1 *In 2000, excluding trade-related permits or your firm's dealings with the tax authorities, what percentage of your managers' time was spent dealing with obtaining and maintaining these licenses, permits and regulatory requirements?* % mq1

G10 How many times in a year do you **lose power** from the public services? \_\_\_\_\_ times mg10

## H. INTERNATIONAL TRADE

H1 Is your plant located in an **industrial park/export processing zone** ? (S) mh1

Yes            1  
No             2

H3 Did you **export products** produced by your plant in the past 2 years? (S) mh3

Yes            1      —————> TO H3a AND SKIP H3b  
No             2      —————> TO H3b

(H3a-b: SHOWCARD)

H3a Which of the following factors **negatively affects** on your plant's export operations and profitability?  
Please rank up to 3 main factors in order of their importance. With "1" as the most important and "3" as third most important.

H3b Among factors listed here, please specify factors that **inhibit you from exporting**. Please rank up to 3 main factors in order of their importance. With "1" as the most important and "3" as third most important.

		H3a/H3b
	Factors	Rank
1	Shipping and transport costs	mh31
3	Cost of meeting foreign legal and product standards	mh33
4	Inability to produce to potential clients' standards, specifications, and schedule	mh34
5	Cannot match prices of domestic competitors who export	mh35
6	Cannot match prices of foreign competitors	mh36
7	Foreign clients demand upgrades and changes in specifications too frequently	mh37
8	Recovering payments from abroad is difficult	mh38
9	Supplying the domestic market is relatively more profitable	mh39
10	Costs of establishing a foreign distribution network (and where applicable after sales service)	mh310
	<b>domestic demand is too high to be satisfied</b>	
11	Domestic content requirements	mh311

(service firms: no need to answer H4 and H5)

H4 In 2000, on **average** how many days did it take for your shipments of **exports to clear local customs** ?  
\_\_\_\_\_ days mh4

H5 In 2000, what was the **longest amount of time** that a shipment of exports experienced before clearing local customs?  
\_\_\_\_\_ days mh5

H6 Did you **import raw material** in the past 2 years? (S) mh6  
Yes            1      —————> TO H7 and H8  
No             2      —————> **GO TO I1**

H7 In 2000, on average how many days did it take for consignments of a major **imported raw material** to **clear local customs** ? \_\_\_\_\_ days mh7

H8    *In 2000, what was the **longest amount of time** that a consignment of a major input experienced before clearing local customs?*    \_\_\_\_\_ days    mh8

<b>I. INFORMATION ABOUT THE GENERAL MANAGER</b>
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(NOTE: THIS SECTION REFERS TO THE GENERAL MANAGER -- NOT THE RESPONDENT  
IF HE OR SHE IS NOT THE GENERAL MANAGER)

I1    *What is the highest **level of education** completed by the General Manager?*

- |                                 |   |      |
|---------------------------------|---|------|
| Postgraduate education at home  | 1 | mi11 |
| Postgraduate education abroad   | 2 | mi12 |
| Undergraduate education at home | 3 | mi13 |
| Undergraduate education abroad  | 4 | mi14 |
| High-school education           | 5 | mi15 |
| Secondary education             | 6 | mi16 |
| Primary school education        | 7 | mi17 |
| No education                    | 8 | mi18 |

I2    *What is the **nationality** of the General Manager?*    \_\_\_\_\_ mi2

I3    ***How many years** has the General Manager held this position?*    \_\_\_\_\_ years    mi3

**Thank you for participating in this study. The World Bank and AMI greatly appreciate your cooperation.**

**WORLD BANK**  
**THE STUDY OF COMPETITIVENESS, TECHNOLOGY & FIRM LINKAGES**

**Manufacturing Sectors**  
**Questions for the Firm's Accountant and/or Personnel Manager**

Firm's name: \_\_\_\_\_ code4 (for firm id) \_\_\_\_\_

Interviewer ID: \_\_\_\_\_ code14 \_\_\_\_\_

**Please be assured that the confidentiality of responses will be respected.** In any analysis or report, the World Bank will only use information aggregated across firm. No company or respondent names will ever be disclosed. Asia Market Intelligence has been appointed to collect the responses and is under contractual obligation not to share the information with clients or to use it for other purposes.

**Thank you for your participation in this study. Your cooperation is much appreciated.**

This survey is to be completed by the accountant and personnel manager of the main production facility of the firm. These questions are designed to complement the responses given by the senior manager in an interview covering issues of innovation, links with other firms and the business environment.

**QUESTIONNAIRE COMPLETION INSTRUCTION:**

- 1 Please use **local currency** when stating values
- 2 Please report the currency value **in thousands**
- 3 In answering this survey **please do NOT leave ANY entries blank**. If a quantity is requested and the amount is zero, then please record "0"
- 4 If a question is asked which is **not applicable**, then please respond with "N.A." rather than leaving it blank, e.g. if you do not export then please respond with "N.A." to questions regarding export activities.
- 5 All "years" refer to your corresponding **fiscal years, ie. 2000 is fiscal year 2000**.  
However, if your fiscal year ends in **January, February or March**:  
please use the fiscal year ending in:      2001 to answer questions for '2000'  
   2000 to answer questions for '1999'  
   1999 to answer questions for '1998'
- 6 If final figures are not available for **fiscal year 2000**, please use the most recent estimates or projections.
- 7 (M) indicates multiple answers allowed, (S) indicates only a single answer.
- 8 For the purpose of this survey a firm's purchases of **information technology (IT)** products is taken to be purchases of computers, computer equipment, software, and systems integrators.
- 9 If your firm is a multi-plant firm, please refer to your **most innovative plant**. Responses should then refer to the **operations of that particular plant**, not to the firm as a whole.



## A. Ownership and Revenue

### Ownership

A.1. Is your current **legal status** one of the following? (CIRCLE ALL THAT APPLY) (M)

Publicly traded or listed company .....	1 ua11
<u>Non publicly-traded shareholding companies</u> .....	ua121
Private, non-listed company .....	2 ua122
Subsidiary/division of a domestic enterprise .....	3 ua13
Subsidiary/division of a multinational firm .....	4 ua14
Joint venture of a domestic enterprise (domestic investment scheme) .....	5 ua15
Joint venture of a multinational firm (foreign investment scheme) .....	6 ua16
State owned company .....	7 ua17
Cooperative/collective .....	8 ua18
Others (please specify) ..... ua1x .....	9 ua19

A.2. What percentage of your firm is **owned by** each of the following categories:  
Please report each percent relative to total ownership (not as a share of a particular ownership category).

#### 1. Private sector

	Privately held	Publicly held	Total
a domestic top manager or family	ua21a1%	+ ua21b1%	= ua21c1%
b other domestic individuals	ua21a2%	+ ua21b2%	= ua21c2%
c domestic institutional investors	ua21a3%	+ ua21b3%	= ua21c3%
d domestic firms	ua21a4%	+ ua21b4%	= ua21c4%
e domestic banks	ua21a5%	+ ua21b5%	= ua21c5%
f foreign individuals	ua21a6%	+ ua21b6%	= ua21c6%
g foreign institutional investors	ua21a7%	+ ua21b7%	= ua21c7%
h foreign firms	ua21a8%	+ ua21b8%	= ua21c8%
i foreign banks	ua21a9%	+ ua21b9%	= ua21c9%

TOTAL PRIVATE SECTOR  
(please sum columns)

$$\text{ua21a10} \% + \text{ua21b10} \% = \boxed{\text{ua21c10} \%}$$

↓ + ↑ = 100%

#### 2. Government

a national government .....	_____ %	ua2a
b state/provincial government .....	_____ %	ua2b
c local/municipal government .....	_____ %	ua2c
d other government, including cooperatives and collective enterprises .....	_____ %	ua2d

TOTAL GOVERNMENT  
(please sum column)

$\boxed{\text{ua2e} \%}$

A3. Has the firm been restructured into a shareholding company? 1. Yes. 2. No ua3

If So, the ownership structure before the ownership restructuring  
(adding government share and non-government share should lead to 100%)

## 1. Private sector

	Privately held		Publicly held		Total
a domestic top manager or family	ua31a1	+	ua31b1	=	ua31c1
b other domestic individuals	ua31a2	+	ua31b2	=	ua31c2
c domestic institutional investors	ua31a3	+	ua31b3	=	ua31c3
d domestic firms	ua31a4	+	ua31b4	=	ua31c4
e domestic banks	ua31a5	+	ua31b5	=	ua31c5
f foreign individuals	ua31a6	+	ua31b6	=	ua31c6
g foreign institutional investors	ua31a7	+	ua31b7	=	ua31c7
h foreign firms	ua31a8	+	ua31b8	=	ua31c8
i foreign banks	ua31a9	+	ua31b9	=	ua31c9

TOTAL PRIVATE SECTOR  
(please sum columns)

ua31a10 % + ua31b10 % = ua31c10 %

↓  
+ = 100%

## 2. Government

a national government .....	ua3a
b state/provincial government .....	ua3b
c local/municipal government .....	ua3c
d other government, including cooperatives and collective enterprises .....	ua3d

TOTAL GOVERNMENT  
(please sum column)

ua3e

A.4. Please provide the following information for the plant for the following fiscal years. For all answers, please report in **local currency (in thousands)**. Code "N.A." if a category is not applicable.

	2000 (000s)	1999 (000s)	1998 (000s)	1997 est. (000s)	2001 est. (000s)
Value of total sales (products and services, including exports)	ua4a1	ua4b1	ua4c1	ua4d1	ua4e1
Value of total exports (products and services, including sales to export agencies)	ua4a3	ua4b3	ua4c3	ua4d3	ua4e3

A.5. Please provide information on the **percentage distribution of your plant's exports by destination country** in 1995 and 2000. If your plant did not export in either 2000 or 1995, but did in another year, please report the country exported to and the year it was first exported to, and please code "0" for the percentage columns.

Country of export (Rank 5 most important export markets)	Per cent of annual value of exports of your plant by year		Which year did your plant export to this country for the first time?
	2000	1998	
1 ua5a1	ua5b1 %	ua5c1 %	ua5d1
2 ua5a2	ua5b2 %	ua5c2 %	ua5d2
3 ua5a3	ua5b3 %	ua5c3 %	ua5d3
4 ua5a4	ua5b4 %	ua5c4 %	ua5d4
5 ua5a5	ua5b5 %	ua5c5 %	ua5d5
6. Other countries	ua5b6 %	ua5c6 %	ua5d6

## B. Costs of Production

B.1. Please report the following **costs** to your plant, either as a percentage of total sales or the actual figure.  
If a category is not applicable for your plant, please code '0'. ub1

Circle one of the following: Reported as % of sales: 1  
Reported as figures 2

	2000 (% of 2000 sales OR '000s)	1999 (% of 1999 sales) OR '000s)	1998 (% of 1998 sales) OR '000s)	1997 (% of 1995 sales) OR '000s)
<b>A. Total costs of product sold</b>	ub1a1	ub1b1	ub1c1	ub1d1
<b>B. Total labor compensation</b>	ub1a2	ub1b2	ub1c2	ub1d2
<b>C. Total material costs</b>	ub1a3	ub1b3	ub1c3	ub1d3
Raw materials	ub1a4	ub1b4	ub1c4	ub1d4
Energy	ub1a5	ub1b5	ub1c5	ub1d5
Other	ub1a7	ub1b7	ub1c7	ub1d7
<b>D. Total overhead costs*</b>	ub1a8	ub1b8	ub1c8	ub1d8

NOTE: A = B + C + D

B.2. Please report the following **costs** to your plant, either as a percentage of total sales or the actual figure.  
If a category is not applicable for your plant, please code '0'.

	Total Payments (% of 2000 sales) OR '000s)	Total Payments (% of 1995 sales) OR '000s)
<b>Total overhead costs*</b>	ub2a0	ub2c0
Rent for land or buildings (if owned, enter value of depreciation)	ub2a1	ub2c1
Rent for IT (if owned, enter value of depreciation)	ub2a2	ub2c2
Transport services (including freight outward)	ub2a3	ub2c3

Data Processing, Billing, and Back Office	ub2a4	ub2c4
Advertising & marketing	ub2a5	ub2c5
Research & Development	ub2a6	ub2c6
Engineering services	ub2a7	ub2c7
Contract manufacturing (assembly and sub-assembly)	ub2a8	ub2c8
Insurance	ub2a9	ub2c9
Legal and Accounting	ub2a10	ub2c10
Fees, Taxes, and Levies	ub2a11	ub2c11
Other	ub2a12	ub2c12

\*NOTE: The following categories should not include the labor compensation component of costs.

B.3. Please report the book value of **your firm's fixed assets** in the last three fiscal years. If an asset category does not apply to your firm, please code "N.A."

For the purpose of this survey, a firm's purchases of **information technology (IT)** products is taken to be purchases of computers, computer equipment, software, and systems integrators.

Fixed Asset	Net value of assets in 2000	Book value in 2000	Book value in 1999	Book value in 1998
<b>total</b>	<b>ma11b0</b>	ub3a0	ub3b0	ub3c0
Buildings	<b>ma11b1</b>	ub3a1	ub3b1	ub3c1
Production machinery and equipment, excluding IT	<b>ma11b2</b>	ub3a2	ub3b2	ub3c2
IT	<b>ma11b3</b>	ub3a3	ub3b3	ub3c3
Office equipment other than IT	<b>ma11b4</b>	ub3a4	ub3b4	ub3c4
Cars, vans, and trucks	<b>ma11b5</b>	ub3a5	ub3b5	ub3c5
Other (please specify) ub3x	<b>ma11b6</b>	ub3a6	ub3b6	ub3c6

B.4. Please report the **value of new investments** made by the plant in the following fiscal years. For those categories where investments were not made, please code "0".

Investment	2000 (000s)	1999 (000s)	1998 (000s)
<b>total</b>	ub4a0	ub4b0	ub4c0
Buildings	ub4a1	ub4b1	ub4c1
Production machinery and equipment, excluding IT	ub4a2	ub4b2	ub4c2
IT	ub4a3	ub4b3	ub4c3
Office equipment other than IT	ub4a4	ub4b4	ub4c4
Cars, vans, and trucks	ub4a5	ub4b5	ub4c5
Other (please specify) ub4x	ub4a6	ub4b6	ub4c6

B.5. Please report the **value of the inventory stocks** of the plant at the end of the following fiscal years.

Stock of Inventories of	End 2000 (000s)	End 1999 (000s)	End 1998 (000s)	End 1997 (000s)
Raw materials, inputs	ub5a1	ub5b1	ub5c1	ub5d1
Final goods	ub5a2	ub5b2	ub5c2	ub5d2

B.6. Are your financial statements audited by an **external firm of auditors** each year? (S) ub6

Yes 1  
No 2

B.8. How many **years** have you used your current auditor? \_\_\_\_\_ years ub8

B.9a. Did your plant **import any machinery**? (S) ub9a

Yes 1 → TO B.9b  
No 2 → GO TO B.10

B.9b If YES:

Please list the **most important countries for the purchase of machinery and equipment** in 2000 and 1995. If your plant did not import machinery in either 2000 or 1995, but did in another year, please report the country the machinery was imported from and the year it was first imported from that country, and please code "0" for the percentage column.

Country of import of machinery & equipment (Rank 5 most important import countries)	Per cent of annual imports of equipment of your plant by year		Which year did your plant import from this country for the first time?
	2000	1998	
1 ub9ba1	ub9bb1 %	ub9bc1 %	ub9bd1
2 ub9ba2	ub9bb2 %	ub9bc2 %	ub9bd2
3 ub9ba3	ub9bb3 %	ub9bc3 %	ub9bd3
4 ub9ba4	ub9bb4 %	ub9bc4 %	ub9bd4
5 ub9ba5	ub9bb5 %	ub9bc5 %	ub9bd5
6 Other countries	ub9bb6 %	ub9bc6 %	ub9bd6

B.10. Please provide the following information on your plant's **technology licenses** (ie. a license for technology on which you pay royalties or fees. If there is an outright of technology, please do not include it). Please code '0' if you do not license any technology.

	Total Number of Licenses		Of Which New Licenses in 2000	
	Purchased or licensed from	Sold or licensed to	Purchased or licensed from	Sold or licensed to
Domestic firms	ub10a1	ub10b1	ub10c1	ub10d1
Foreign firms	ub10a2	ub10b2	ub10c2	ub10d2

B.11. Please provide the following information on your plant's **research and development** activities

	2000 (000s)	1999 (000s)	1998 (000s)
Total R&D expenditure	ub11a1	ub11b1	ub11c1
Of which:			
Labor compensation	ub11a2	ub11b2	ub11c2
Capital expenditure	ub11a3	ub11b3	ub11c3
Purchase of technology from outside sources	ub11a4	ub11b4	ub11c4
Other	ub11a5	ub11b5	ub11c5

### C. Labor Force Statistics and Training Program

For this section, please use the following definitions:

Each employee should be put into **only one category** according to the primary function of their job, regardless of the formal title of their position. Only include the **employees at the plant**.

Family members or owners who do not actively work at the plant should not be included for the purpose of this survey.

While the 'category titles' are intended to be a useful short-hand, if it is not clear which is the appropriate category for an employee, please rely on the 'description of the primary job function' in making the choice.

If your plant **does not hire** a category of workers, please code "0" for that category.

CATEGORY TITLE	DESCRIPTION OF PRIMARY JOB FUNCTION
<i>"Management"</i>	Persons making management decisions.
<i>"Supervisors"</i>	Persons overseeing several workers on a daily basis, but who are not making broader management decisions.
<i>"Non-engineering professional"</i>	Trained and certified specialists outside of management such as accountants and lawyers.
<i>"Engineer"</i>	Trained and certified engineers, scientists and technicians. For example, systems analysts, electrical engineers, software programmers, scientists, biologists, and chemists.
<i>"Clerical"</i>	Administrative workers not included in management or among professionals. Examples include secretaries, book keepers.
<i>"Sales and purchasing"</i>	Those persons engaged in marketing, buying, selling, and account management who have direct customer or vendor contact.
<i>"Skilled worker"</i>	Those persons with some recognized or acquired skill, whose skill level falls below that of a professional. Experience is required and worker may be difficult to replace. For example, skilled machine operators, craft workers.
<i>"Unskilled worker"</i>	Those persons with no recognized skills or skills only acquired through rudimentary training. Little if any experience is required and worker is easy to replace. Examples include unskilled machine operators, hand assemblers, messengers, drivers. Also workers with no set job descriptions or special skills. No experience is required and worker is easy to replace. For example, janitors, porters, laborers, office boys.
<i>"Contractual worker"</i>	Workers who are hired to work a limited number of months in a year. They would not include temporary workers hired on a daily basis.

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**Thank you for your participation in this study. Your cooperation is much appreciated.**

C.1. What is the average number of **total employees** (including contractual employees) that work at a given time in your plant?

C.2. Please fill in the table below with the number of **employees in each category** that work at your plant. If the plant **does not hire** a category of worker, please code "0" for that category.

	2000			1998			2001
	Total	Male	With Foreign work experience	Total	Male	With Foreign work experience	Estimated total
<b>classified by work types:</b>							
basic production workers	uc2a1	uc2b1	uc2c1	uc2d1	uc2e1	uc2f1	uc2g1
auxiliary production workers	uc2a2	uc2b2	uc2c2	uc2d2	uc2e2	uc2f2	uc2g2
engineering and technical personnel	uc2a3	uc2b3	uc2c3	uc2d3	uc2e3	uc2f3	uc2g3
managerial personnel	uc2a4	uc2b4	uc2c4	uc2d4	uc2e4	uc2f4	uc2g4
of which: sales	uc2a5	uc2b5	uc2c5	uc2d5	uc2e5	uc2f5	uc2g5
service personnel	uc2a6	uc2b6	uc2c6	uc2d6	uc2e6	uc2f6	uc2g6
other employees	uc2a7	uc2b7	uc2c7	uc2d7	uc2e7	uc2f7	uc2g7
<b>classified by technical titles</b>							
advanced technical titles:	uc2a8	uc2b8	uc2c8	uc2d8	uc2e8	uc2f8	uc2g8
intermediate technical titles:	uc2a9	uc2b9	uc2c9	uc2d9	uc2e9	uc2f9	uc2g9
preliminary technical titles	uc2a10	uc2b10	uc2c10	uc2d10	uc2e10	uc2f10	uc2g10

C.3. For people your plant **employed full time** at the end of the fiscal year of 2000 please give us an *plai* estimate of the AVERAGE of the following:

	education	age
<b>classified by work types:</b>		
basic production workers	uc3a1	uc3b1
auxiliary production workers	uc3a2	uc3b2
engineering and technical personnel	uc3a3	uc3b3
managerial personnel	uc3a4	uc3b4
of which: sales	uc3a5	uc3b5
service personnel	uc3a6	uc3b6
other employees	uc3a7	uc3b7
<b>classified by technical titles</b>		
advanced technical titles:	uc3a8	uc3b8
intermediate technical titles:	uc3a9	uc3b9
preliminary technical titles	uc3a10	uc3b10

8

C.4. Please provide the total cost to your plant of the following types of employees

	compensation in year 2000
<b>classified by work types:</b>	
basic production workers	uc4a
auxiliary production workers	uc4b
engineering and technical personnel	uc4c
managerial personnel	uc4d
of which: sales	uc4e
service personnel	uc4f
other employees	uc4g
<b>classified by technical titles</b>	
advanced technical titles:	uc4h
intermediate technical titles:	uc4i
preliminary technical titles	uc4j

C.6. Please indicate the **minimum entry level qualifications** for new employees (before you are willing to hire them) for the following categories. For 'number of applicants' and 'number of weeks', please answer with reference to most recent hires.

	minimum education level	min. years of experiences in the industry	minium age	number of job applicants for each job	number of weeks to fill last job of this category
<b>basic production workers</b>	uc6a1	uc6b1	uc6c1	uc6d1	uc6e1
auxiliary production workers	uc6a2	uc6b2	uc6c2	uc6d2	uc6e2
engineering and technical personnel	uc6a3	uc6b3	uc6c3	uc6d3	uc6e3
managerial personnel	uc6a4	uc6b4	uc6c4	uc6d4	uc6e4
of which: sales	uc6a5	uc6b5	uc6c5	uc6d5	uc6e5
service personnel	uc6a6	uc6b6	uc6c6	uc6d6	uc6e6
other employees	uc6a7	uc6b7	uc6c7	uc6d7	uc6e7
<b>classified by technical titles:</b>					
advanced technical titles:	uc6a8	uc6b8	uc6c8	uc6d8	uc6e8
intermediate technical titles:	uc6a9	uc6b9	uc6c9	uc6d9	uc6e9
preliminary technical titles	uc6a10	uc6b10	uc6c10	uc6d10	uc6e10

C.7. For each of the employee categories list below, please tell us the **turnover rate** at your plant for each employment category (i.e. the total number in an employment category who left the firm divided by the average number of workers in that category at any given time).

	2000	1999	1998
<b>basic production workers</b>	uc7a1	uc7b1	uc7c1
auxiliary production workers	uc7a2	uc7b2	uc7c2
engineering and technical personnel	uc7a3	uc7b3	uc7c3
managerial personnel	uc7a4	uc7b4	uc7c4
of which: sales	uc7a5	uc7b5	uc7c5
service personnel	uc7a6	uc7b6	uc7c6
other employees	uc7a7	uc7b7	uc7c7
<b>classified by technical titles</b>			
advanced technical titles:	uc7a8	uc7b8	uc7c8
intermediate technical titles:	uc7a9	uc7b9	uc7c9
preliminary technical titles	uc7a10	uc7b10	uc7c10



C.8. Please provide the following information on the **personnel involved** in your plant's research and development activities.

	2001	1999	1998
Total R&D personnel	uc8a1	uc8b1	uc8c1
Of which:			
Scientists and engineers	uc8a2	uc8b2	uc8c2

C.9. Please indicate the number of employees receiving **formal training** during the fiscal year of 2000 in each type of setting (ie. attended classroom or seminar room training, but not including on-the-job training).

	in-house training agencies	universities	corporate partners	government agencies	vocational / technical schools
<b>basic production workers</b>	uc9a1	uc9b1	uc9c1	uc9d1	uc9e1
auxiliary production workers	uc9a2	uc9b2	uc9c2	uc9d2	uc9e2
engineering and technical personnel	uc9a3	uc9b3	uc9c3	uc9d3	uc9e3
managerial personnel	uc9a4	uc9b4	uc9c4	uc9d4	uc9e4
of which: sales	uc9a5	uc9b5	uc9c5	uc9d5	uc9e5
service personnel	uc9a6	uc9b6	uc9c6	uc9d6	uc9e6
other employees	uc9a7	uc9b7	uc9c7	uc9d7	uc9e7
<b>classified by technical titles:</b>					
advanced technical titles:	uc9a8	uc9b8	uc9c8	uc9d8	uc9e8
intermediate technical titles:	uc9a9	uc9b9	uc9c9	uc9d9	uc9e9
preliminary technical titles	uc9a10	uc9b10	uc9c10	uc9d10	uc9e10

C.11. Did the employees **share the cost** of training in 2000? (S) uc11

Yes 1  
No 2

## Productivity and the Investment Climate Private Enterprise Survey

2001

- 1 industrial sector code ☐☐☐ **code 11**  
 2 code of the city where the enterprise is located \_\_\_\_\_ **code 12**  
 3 code of the county where the enterprise is located ☐☐☐ **code 13**  
 4 investor code ☐☐☐☐ **code 14**  
 5 enterprise name code ☐☐☐☐ **code 4**

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### INVESTMENT CLIMATE CONSTRAINTS TO THE ESTABLISHMENT

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1. please use “√” to choose the main factors which influence the investment climate of your enterprise.

(1). When deciding whether or not to make an investment what method do you use to assess the minimum necessary return on your investment?: **a1a**

- ① Internal rate of return  
 ② Pay back period  
 ③ Net Present Value  
 ④ Other (specify) \_\_\_\_\_ **a1**  
 ⑤ None

If you answered ①-④, then please question (2):

(2). What is the minimum rate ( ) or period you accept if

- i) the funds come from retained earnings or other cash available ?   **a2**   or   **a3**   pay back period  
 ii) you need to borrow the funds (through bonds, loans, etc) ?   **a4**   or   **a5**   pay back period

(3). Please tell us if any of the following issues are a problem for the operation and growth of your business. If an issue poses a problem, please judge its severity as an obstacle on a four-point scale where:

**0 = No obstacle    1 = Minor obstacle    2 = Moderate obstacle    3 = Major obstacle    4 = Very Severe Obstacle**

	<u>No Problem</u>	<u>Degree of Obstacle</u>			
	0	1	2	3	4
1. <b>(a6)</b> Telecommunications	0	1	2	3	4
2. <b>(a7)</b> Electricity	0	1	2	3	4
3. <b>(a8)</b> Transportation	0	1	2	3	4
4. <b>(a9)</b> Access to Land	0	1	2	3	4
5. <b>(a10)</b> Tax rates	0	1	2	3	4
6. <b>(a11)</b> Tax administration	0	1	2	3	4
7. <b>(a12)</b> Customs and trade regulations	0	1	2	3	4
8. <b>(a13)</b> Labor regulations	0	1	2	3	4
9. <b>(a14)</b> Skills and education of available workers	0	1	2	3	4
10. <b>(a15)</b> Business licensing and operating permits	0	1	2	3	4
11. <b>(a16)</b> Access to Financing (e.g. collateral)	0	1	2	3	4
12. <b>(a17)</b> Cost of Financing (e.g. interest rates)	0	1	2	3	4
13. <b>(a18)</b> Economic policy uncertainty	0	1	2	3	4
14. <b>(a19)</b> Macro-economic instability (inflation, exchange rate)	0	1	2	3	4
15. <b>(a20)</b> Corruption	0	1	2	3	4
16. <b>(a21)</b> Crime, theft and disorder	0	1	2	3	4
17. <b>(a22)</b> Anti-competitive practices	0	1	2	3	4

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**INFRASTRUCTURE AND SERVICES**


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1. What percent of your production or merchandise value is lost due to power outages or surges from the public grid? (Please include losses due to lost production time from the outage, time needed to reset machines, and production that may be ruined due to processes being interrupted.)   **b1**   %
  2. something about the electricity:
    - (1) What is your average cost of a kilowatt-hour (KwH) of electricity from the public grid?   **b2**   RMB
    - (2) Does your establishment own or share a generator?   **b3**   ① = Yes, ② = No
    - (3) If YES, what percentage of your electricity comes from your own or a shared generator?   **b4**   %
    - (4) If YES, what was the generator's initial cost? \$   **b5**   RMB(,000) Year of purchase   **b6**
  3. Does your establishment own or share its own well?   **b7**   ① = Yes, ② = No
  4. What percentage of your average shipment is lost due to breakage, theft, or spoilage?   **b8**   %
  5. What percent of your workforce regularly uses a computer in their jobs?   **b9**   %
  6. For each of the following business services, please assess, for your establishment, whether it is available and affordable and evaluate the quality on a 1-4 scale where 1 is very good and 4 is very poor.  
(Quality: 1 = very good, 2 = somewhat good, 3 = somewhat poor, 4 = very poor, N/A=not applicable to my establishment)
- |                          | Available?            | Affordable?           | Quality ?              |
|--------------------------|-----------------------|-----------------------|------------------------|
| 1 Engineering            | 1 Yes 2 No <b>b10</b> | 1 Yes 2 No <b>b11</b> | 1 2 3 4 N/A <b>b12</b> |
| 2 Management consultants | 1 Yes 2 No <b>b13</b> | 1 Yes 2 No <b>b14</b> | 1 2 3 4 N/A <b>b15</b> |
| 3 Marketing              | 1 Yes 2 No <b>b16</b> | 1 Yes 2 No <b>b17</b> | 1 2 3 4 N/A <b>b18</b> |
| 4 Accounting             | 1 Yes 2 No <b>b19</b> | 1 Yes 2 No <b>b20</b> | 1 2 3 4 N/A <b>b21</b> |
| 5 Legal services         | 1 Yes 2 No <b>b22</b> | 1 Yes 2 No <b>b23</b> | 1 2 3 4 N/A <b>b24</b> |
| 6 Insurance              | 1 Yes 2 No <b>b25</b> | 1 Yes 2 No <b>b26</b> | 1 2 3 4 N/A <b>b27</b> |
| 7 IT services            | 1 Yes 2 No <b>b28</b> | 1 Yes 2 No <b>b29</b> | 1 2 3 4 N/A <b>b30</b> |

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**FINANCE**


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7. Do you have an overdraft facility or line of credit? (1) Yes (2) No **c1**  
 IF YES: (1) what is the amount of the line of credit?   **c2**   RMB(,000)  
 (2) what percent is currently unused?   **c3**   %
8. Do you have a loan from a bank or financial institution? (1) Yes (Go to 10) (2) No (go to 11) **c4**
9. For the most recent loan or overdraft:
  - (1). Did the financing require collateral or a deposit? (1) YES (2) NO(skip (2)(3)) **c5**
  - (2). If yes, what kind of collateral (e.g. land, buildings, machinery, home)?   **c6**
  - (3). What was the approximate value of collateral required as a percentage of the loan value?   **c7**   %
  - (4). What is the loan's approximate annual cost/ rate of interest?   **c8**   %
  - (5). What is the duration (term) of the loan   **c9**   months
10. If you do **not** have a bank loan, what is the reason?
  - (1) You have not applied for a bank loan (Go to I) **c10**
  - (2) Your application for (a) bank loan(s) was turned down (Go to II)
  - I. If you have *not applied for a bank loan* what is the reason?
 

① Do not need loans	Yes	No	<b>c11</b>
② Application procedures for bank loans are too cumbersome	Yes	No	<b>c12</b>

- ③ Collateral requirements of bank loans are too stringent 1Yes 2No **c13**  
 ④ Interest rates are too high 1Yes 2No **c14**  
 ⑤ Corruption in the allocation of bank credit 1Yes 2No **c15**  
 ⑥ Did not expect to be approved 1Yes 2No **c16**  
 ⑦ Other (specify) **c17**

II. If an *application for a loan was rejected*, what was the reason given to you when the application was turned down the last time?

- ① lack of collateral 1Yes 2No **c18**  
 ② incompleteness of application 1Yes 2No **c19**  
 ③ perceived lack of feasibility of project 1Yes 2No **c20**  
 ④ other (specify) **c21**

11. What share of your total borrowing (loans, accounts payable) is denominated in foreign currency? **c22**%

12. How long does it take to clear the following payments through your financial institution?

	<u>Days</u>	<u>Charge</u> (% of transaction)
(1) a check	<b>c23</b>	<b>c24</b> %
(2) a domestic currency wire	<b>c25</b>	<b>c26</b> %
(3) a foreign currency wire	<b>c27</b>	<b>c28</b> %

13. Of the land and buildings occupied by this establishment, what percent is owned, leased or rented?

	<u>Land</u>	<u>Buildings</u>
(1) Owned	<b>c29</b> %	<b>c30</b> %
(2) Leased or rented	<b>c31</b> %	<b>c32</b> %
(3) Please specify average length of contract	<b>c33</b>	<b>c331</b> (months)

14. How many banks or financial institutions do you do business with? **c34**

15. What is the length of time you have done business with your primary financial institution/bank? **c35** yrs

16. Are audited statements necessary to obtain bank credit? (1)Yes (2)No **c36**

17. Please indicate the following liabilities (in thousands, at the end of the fiscal year):

		2001	2000	1999
	TOTAL LIABILITIES	<b>c37</b>	<b>c38</b>	<b>c39</b>
Long-term liabilities (one year or more )	Domestic currency denominated	<b>c40</b>	<b>c41</b>	<b>c42</b>
	Foreign currency denominated	<b>c43</b>	<b>c44</b>	<b>c45</b>
Short-term liabilities (one year or less)	Domestic currency denominated	<b>c46</b>	<b>c47</b>	<b>c48</b>
	Of which: payables	<b>c49</b>	<b>c50</b>	<b>c51</b>
	Foreign currency denominated	<b>c52</b>	<b>c53</b>	<b>c54</b>
	Of which: payables	<b>c55</b>	<b>c56</b>	<b>c57</b>
Equity	Share Capital (Equity)	<b>c58</b>	<b>c59</b>	<b>c60</b>
	Reserves and Surplus (Retained Earnings)	<b>c61</b>	<b>c62</b>	<b>c63</b>

**Credit from Suppliers**

18. Are you using supplier credit (i.e. accounts payable) to purchase your inputs? (1)Yes (2)No **c64**  
 (1)IF YES, what percent of inputs on purchased on credit? **c65** %  
 (2)IF NO, is it offered to you by your suppliers? (1)Yes (2)No **c66**
19. Regarding the repayment of trade credit (**average** over all your trade creditors for all inputs), what are:  
 (1)Average number of days before supplier will impose penalties **c67** days  
 (2)Average number of days before you pay off your credit **c68** days  
 (3)Percent of total input cost paid due to the overdue penalty **c69** %  
 (4)Are you offered a discount on early prepayments of your credit?  
 (1)Yes (2)No(skip (5)) **c70**  
 (5)IF YES, what percent of times do you take this discount? **c71** %

**Credit offered to customers**

20. What percent of your monthly sales is: (1) paid before delivery **c72** %  
 (2) paid at delivery **c73** %  
 (3) sold on credit **c74** %  
 100%
21. Do you offer credit to your customers (i.e. accounts receivables): (1) Yes (2)No **c75**  
 (1) Do you offer discount to customers that pay in cash? **c761**  
 ① Yes, percent of total loan **c76** %  
 ② Don't offer discount  
 (2) How long you **allow** your customer to use the credit **c77** days

**LABOR RELATIONS**

22. How many workers in total were employed in this **establishment** at the end of:

	FY 2000	FY 1999	FY 1998
Permanent workers	<b>d1</b>	<b>d2</b>	<b>d3</b>
The share of permanent workers who are female is:	<b>d4</b> %	<b>d5</b> %	<b>d6</b> %
Temporary workers	<b>d7</b>	<b>d8</b>	<b>d9</b>
The share of temporary workers who are female is:	<b>d10</b> %	<b>d11</b> %	<b>d12</b> %
Interns/Apprentices/Seasonal workers	<b>d13</b>	<b>d14</b>	<b>d15</b>
The share of interns/apprentices/seasonal workers who are female is:	<b>d16</b>	<b>d17</b>	<b>d18</b>

23. Do you offer formal training to your employees? **d19** (1)Yes( Go to (2)) (2)No

(1)If your answer is No, please tell us why? (*circle all that correspond*)

- ① Training is not affordable due to my firm's limited resources **d20**  
 ② Training is costly because of high labor turnover **d21**  
 ③ We lack knowledge about training techniques and the management of training programs **d22**  
 ④ The firm uses a mature technology, and new workers become proficient in the job through learning by doing **d23**  
 ⑤ Skilled workers can be readily hired from other firms **d24**  
 ⑥ Skills that workers learn in school are adequate to our needs **d25**  
 ⑦ We are skeptical about the benefits of training **d26**  
 ⑧ In-house informal training is adequate **d27**

Skilled      Unskilled

24. If you could change the number of regular full-time workers you currently employ without any restrictions (i.e. without seeking permission, making severance payments etc.), what would be your optimal level of employment as a percent of your existing workforce?   d32   %  
(e.g. 90% implies you would reduce your workforce by 10%, 110% means you want to expand by 10%)

26. How many days last year did you lose due to

a) strikes or other labor disputes?  d34  days

b) civil unrest?  d35  days

## SALES AND SUPPLIES

①sold domestically	<u><b>e1</b></u>	%
②exported directly	<u><b>e2</b></u>	%
③exported indirectly (through a distributor)	<u><b>e3</b></u>	%
	100%	

①the government	<u>e4</u>	%
②State owned enterprises	<u>e5</u>	%
③multinationals located in your country	<u>e6</u>	%
④your parent company or affiliated subsidiaries	<u>e7</u>	%
⑤large domestic firms (those with approximately 300 plus workers)	<u>e8</u>	%
⑥other (sales to small firms, individuals, etc.)	<u>e9</u>	%
	100%	

II. your establishment had not yet produced (1)Yes (2)No **e12**

(4) Please circle which, if any, of the following activities you hire out or subcontract to other firms?

**e16**① Production of intermediate goods

**e17**② Research and Development

**e18**③ Training

**e19**④ Accounting/financial management

**e20**⑤ Marketing/advertising

**e21**⑥ Repairs/maintenance

**e22**⑦ Personnel management/organizational services

**e23**⑧ Legal services

**e24**⑨ Public relations

**e25**⑩ Design services

**e26**⑪ Data processing

**e27**⑫ Security

**e28**⑬ Other (specify) \_\_\_\_\_

29. How many days of inventory of your most important input or supply do you keep? **e29** days

30. What percent of your purchased material inputs/supplies are of lower than agreed upon quality? **e30** %

31. What percentage of sales in the last year were lost due to delivery delays from suppliers? **e31** %

### **BUSINESS-GOVERNMENT RELATIONS**

32. How would you generally rate the efficiency of government in delivering services (e.g. public utilities, public transportation, security, education and health). Would your rate it as (*read 1-6*)?

1. Very efficient

4. Somewhat inefficient

2. Efficient

5. Inefficient

3. Somewhat efficient

6. Very inefficient

**f1**

33. How predictable are the laws or regulations that materially affect the operation and growth of your business? Are they: (*read 1-6*)?

1. Completely predictable

4. Fairly unpredictable

2. Highly predictable

5. Highly unpredictable

3. Fairly predictable

6. Completely unpredictable

**f2**

34. "In general, interpretations of regulations affecting my establishment are consistent and predictable." To what extent do you agree with this statement? Do you (*read 1-6*)?

1. Fully agree

4. Tend to disagree

2. Agree in most cases

5. Disagree in most cases

3. Tend to agree

6. Fully disagree

**f3**

35. (1) In the past three years, have you bid on government procurement? (1)Yes (2)No(skip (2)and (3))**f4**

(2) Could you please comment on the ease or difficulty of the following:

**0 = No obstacle 1 = Minor obstacle 2 = Moderate obstacle 3 = Major obstacle 4 = Very Severe Obstacle**

	<u>No Problem</u>	<u>Degree of Obstacle</u>				
1.learning about public (government or parastatals) tenders.	0	1	2	3	4	<b>f5</b>
2.pre-qualifying to bid for public tenders.	0	1	2	3	4	<b>f6</b>
3.the bidding process itself: openness, fairness, complexity	0	1	2	3	4	<b>f7</b>
4.the size of contracts as opposed to your capacity.	0	1	2	3	4	<b>f8</b>
5.award of contracts: timeliness, fairness.	0	1	2	3	4	<b>f9</b>
6.supervision of contracts -- competence, fairness.	0	1	2	3	4	<b>f10</b>
7.timeliness and adequacy of payment for goods and services.	0	1	2	3	4	<b>f11</b>
8.competition for contracts: w/ private firms, parastatals.	0	1	2	3	4	<b>f12</b>

9.requirement of unofficial payments 0 1 2 3 4 **f13**

(3) Did you win any of your bids? (1)Yes (2) No **f14**

36. What percentage of senior management's time per year is spent in dealing with requirements imposed by government regulations [e.g. taxes, customs, labor regulations, licensing and registration] including dealings with officials, completing forms, etc.?  
\_\_\_\_\_ **f15** %

37. We've heard that establishments are often required to make informal payments to public officials to "get things done" with regard to customs, taxes, licenses, regulations, services etc. On average, what percent of annual revenues do establishments like yours typically pay in unofficial payments to public officials?

(1)\_\_\_\_\_ % (2) DK (3)refuse to answer **f16**

38. Based on the experience of your establishment over the **last two years**, what is the total time experienced -from the moment of the application to the moment of the reception- and the payments (official and unofficial) needed to obtain each of the following?

	<u>Total time/ Wait (days)</u>	<u>Total Official Costs (incl. fees, fines, etc)</u>	<u>Unofficial Payments (gifts, bribes, etc)</u>
(1) A mainline telephone connection	<u>f17</u> or N/A	<u>f18</u> or N/A	<u>f19</u> or N/A
(2) An electrical connection	<u>f20</u> or N/A	<u>f21</u> or N/A	<u>f22</u> or N/A
(3)An import license	<u>f23</u> or N/A	<u>f24</u> or N/A	<u>f25</u> or N/A
(4)Business registration (Year <u>f26</u> )			
①new registration (last 3 yrs)	<u>f27</u> or N/A	<u>f28</u> or N/A	<u>f29</u> or N/A
②renew registration	<u>f30</u> or N/A	<u>f31</u> or N/A	<u>f32</u> or N/A

39. Recognizing the difficulties many enterprises face in fully complying with taxes and regulations, what percentage of total sales would you estimate the typical establishment in your area of activity reports for tax purposes?  
\_\_\_\_\_ **f33** %

40. On average, how many **days last year** were spent in contact (i.e. in inspections, meetings) with each of the following agencies in the context of regulation of your business? And what were the costs associated with these interactions?

	Total number of days spent in contact with agency dealing with regulation of the business.	Total Cost of Fines or seized goods	Total Gifts, Bribes Required
a) Tax Inspectorate	<b>f34</b>	<b>f35</b>	<b>f36</b>
b) Labor and Social Security	<b>f37</b>	<b>f38</b>	<b>f39</b>
c) Fire and Building Safety	<b>f40</b>	<b>f41</b>	<b>f42</b>
d) Sanitation/Epidemiology	<b>f43</b>	<b>f44</b>	<b>f45</b>
e) Police	<b>f46</b>	<b>f47</b>	<b>f48</b>
f) Other (specify) <u><b>f49</b></u> .			

41. When establishments in your industry do business with the government, how much of the contract value must they offer in additional or unofficial payments to secure the contract?

(1)\_\_\_\_\_ % (2)DK (3)refuse to answer **f50**

42. Think about national laws and regulations enacted in the last year that have a substantial impact on your business:

(1) Did your firm seek to influence the content of these laws or regulations? (1)Yes (2)No **f51**



- (2) How much influence do you think the following groups actually had on recently enacted national laws and regulations that have a substantial impact on your business?:

(0 = No impact 1 = Minor influence 2 = Moderate influence 3 = Major influence 4 = Decisive influence  
NA= Not Applicable, DK=Don't know)

	Degree of Influence					
1.Your firm	0	1	2	3	4	NA DK f52
2.Your domestic competitors	0	1	2	3	4	NA DK f53
3.Other domestic firms	0	1	2	3	4	NA DK f54
4.Foreign firms	0	1	2	3	4	NA DK f55
5.A business association to which you belong	0	1	2	3	4	NA DK f56
6.Other business associations	0	1	2	3	4	NA DK f57
7.Dominant firms or conglomerates in key sectors of the economy	0	1	2	3	4	NA DK f58
8.Labor unions	0	1	2	3	4	NA DK f59
9.Organized crime	0	1	2	3	4	NA DK f60
10.Regional or local government	0	1	2	3	4	NA DK f61
11.Military	0	1	2	3	4	NA DK f62
12.Individuals or firms with close personal ties to political leaders	0	1	2	3	4	NA DK f63
13.International development agencies or foreign governments	0	1	2	3	4	NA DK f64

## CONFLICT RESOLUTION / LEGAL ENVIRONMENT

43. "I am confident that the legal system will uphold my contract and property rights in business disputes." To what degree do you agree with this statement? Do you (read 1-6)?

1 Fully agree	4 Tend to disagree
2 Agree in most cases	5 Disagree in most cases
3 Tend to agree	6 Fully disagree

**g1**

44. (1) What percent of your sales involve overdue payments from customers? g2 %  
 (2)How long does it typically take to resolve an overdue payment? ① g3 weeks ② NA  
 (3)Of these disputes over payments, what percent were resolved by court action? ① g4 % ② NA  
 (4)On average, how many weeks did those court cases take to resolve? ① g5 weeks ② NA

## CRIME

45. Please estimate your establishment's costs (as a percent of its total sales) of providing:  
 a) security (equipment, personnel, etc., excluding "protection payments")? g6 %  
 b) protection payments? g7 %
46. a) Please estimate the losses (as a percent of total sales) of theft, robbery, vandalism or arson against your establishment in the last year? g8 %  
 b) What share of the incidents did you report to the police? g9 %  
 c) Of these reported incidents, what share were solved (the perpetrator was caught, etc.)? g10 %

## CAPACITY, INNOVATION, LEARNING

47. How much more (compared to now) could your establishment produce with your existing workers, buildings, machinery and equipment? h1 %
48. Right now, how far ahead has the management of your enterprise planned its activities with regard to:

- (1) product mix and target markets: ①<6 mn ②6-12 mn ③1-2 yr ④2-3 yr ⑤3-5yr ⑥>5yr **h2**  
 (2)human resources (employment and training): ①<6 mn ②6-12 mn ③1-2 yr ④2-3 yr ⑤3-5yr ⑥>5yr **h3**  
 (3)investments: ①<6 mn ②6-12 mn ③1-2 yr ④2-3 yr ⑤3-5yr ⑥>5yr **h4**

49. How many years of experience working in this sector did the founder have before establishing this establishment? (1) **h5** years (2)DK  
 (1) Of these, approximately how many years were with a domestic firm? ① **h6** years ②DK  
 (2)Of these, approximately how many years were with a foreign firm ? ① **h7** years ②DK  
 (3) Did any of these prior firms export? ①Yes ②No **h8**
50. Is your enterprise reformed to a stock company from other type enterprise? **h91**  
 (1)Yes, and the reform took place in **h9** year  
 (2)No.