

Business Needs Survey

Millennium Challenge Project

City:

City

ID Nr.

Code

Date:

/ 2007

Start time

End time

Interviewer ID:

Signature:

Name of the Company _____

Fill in the office

Verified:

Valid

Not Valid

Coder:

Date:

/ 2005

DE Operator:

QUESTIONNAIRE

Interviewer!

This survey is done through face to face interviews. During the interview please read the questions as they are formulated in the questionnaire. Circle the respective codes for every answer. Open ended questions should be written exactly as given by the respondent.

Instructions for interviewers are in bold italic letters.

(Face-to-face interview)

This study is being conducted on behalf of the Millennium Challenge Threshold Program in Albania, a U.S. government funded project that is being administered by USAID in cooperation with the Government of Albania. The purpose of the survey is to assess the adequacy of services provided to business by various governmental institutions, and to determine specific business needs for information and training. We will use this information to guide our business assistance initiatives over the next year, as well as to plan technical assistance to government institutions. Your answers should reflect only your perception and experience of doing business in Albania.

I would like to assure you, that the information obtained here will be treated strictly anonymously and confidentially. Neither your name nor the name of your firm will be used in any document based on this survey. No Governmental organization/institution will be informed of any individual firm's responses or participation in this survey.

GENERAL INFORMATION

I WOULD LIKE TO START BY ASKING SOME GENERAL QUESTIONS ABOUT YOU AND YOUR COMPANY.

Q.1 What is your job title? Please note that even if you have more than one job title we are interested in the title/responsibilities that you regard as the most important.

	Q1
Chief Executive/President	1
Owner/proprietor	2
Partner	3
Director	4
General Manager	5
Manager	6
Finance Officer	7

INTERVIEWER: IF NOT ONE OF THE ABOVE, STOP AND ASK TO SEE THE APPROPRIATE PERSON

Q.2 Which of the following sectors best describes your company activity (larges sales)?

	Q2
Industry	1
Construction	2
Transport & Communication	3
Trade	4
Services	5

Q3. Could you specify your main line of products or services.

INTERVIEWER!. Write down in words the main line of products or services. Remember! Only the main line of business, i.e the one that accounts for the largest amount of the company's revenues (sales)

Q. 4 Which of the following best describes your company ownership (based on the largest shareholder(s))?

	Q4
Domestic company	1
Foreign owned company	2
State Company	3
Joint-venture (Domestic and foreign)	4
Branch of a foreign company/Representative Office	5
Other: (Specify)	6

Q.5 In what year was the company established?

	Q5
Year of establishment	-----

Q.6 What percentage of your firm’s sales from last year) were:

Sold domestically	%	Q6.1
Exported	%	Q6.2
TOTAL	100 %	

Q.7. What is the legal form of your company?

	Q7
Sole Proprietorship	1
Limited liability company	2
Joint-Stock company	3
Branch or representative office of foreign company	4
Collective company	5
Commandite company	6
Other..... (Specify)	7

Q.8. How many full-time employees does your company have? (check one box)

	Q8
Self-employed	1
1 – 5 Employees	2
6 – 20 Employees	3
21 – 80 Employees	4
Over 80 Employees	5

Q.9 Do you have at your company offices: (One answer only)

		Q9
Full Internet access	1	Continue
Email access only	2	GO TO Q13
Neither of the these	3	GO TO Q13

RW COMMENT – If company does not use internet, don't we still want to know whether they use intranet? The current flow skips questions 11 and 12 in that case.

Q.10 What kind of connection do you use to get access to internet?

		Q10
Dial up	1	
Antenna/Wireless	2	
ADSL/Direct cable	3	
Satellite connection	4	
Other _____ (Specify)	5	
Don't know	0	

Q.11 Do you have Intranet (Local network) at your offices?

		Q11
Yes	1	Continue
No	2	GO TO Q14

Q.12 If yes how many computers do you have connected in your local network?

		Q12
Nr. Of computers	_____	GO TO Q14

Q.13 Why don't you have internet access at your company offices?

		Q13
Don't need internet	1	
Cannot access internet from this area/There are no providers	2	
It is expensive	3	
It is very low speed	4	
Other _____ (Specify)	5	
Other _____ (Specify)	6	

Q.14 Is your company using on-line banking services?

		Q14
Yes	1	
No	2	

TAX SECTION

Q15. What is your main source of information about the tax system in Albania, including tax forms and instructions? (*One answer only – MAIN SOURCE*)

	Q15
GDT web site	1
Visits to tax office	2
Visits by tax employees to your office	3
Direct mail	4
Telephone	5
Through outside accounting service	6
Official gazette	7
Media (newspaper, TV, Radio)	8
Publications	9
Other _____(Specify)	10

Q16. How do you obtain the tax forms that you submit monthly?

	Q16
Visit to Tax office	1
Download from website	2
Other _____(Specify)	3

Q.17 How do you usually obtain information about the status of your tax account (i.e. information on your unpaid liabilities, are there any fines, status of any appeals, etc)? (*Only one answer*)

	Q17
Visits to Tax office	1
Visits by Tax employees to your office	2
Direct mail	3
Telephone	4
Through outside accounting service	5
Other _____(Specify)	6

Q.18 How would you rate the following aspects of your interaction and experience with the tax system in Albania?

INTERVIEWER!! READ OUT THE SCALE. ASK WHETHER THE COMPANY HAS APPEALED A TAX OR PENALTY ASSESSMENT THE RESPONDENT ANSWERS Q18.7 AND Q18.8 ONLY IF THE COMPANY HAS GONE UNDER APPEAL PROCEDURES AT SOME TIME. IF NO, MARK "5" ON Q18.7 AND Q18.8 (i.e. NOT APPLICABLE.)

	Very good	Good	Satisfactory	Unsatisfactory	DK/No resp.	N/A	
18.1 Availability and timeliness of information	1	2	3	4	0		Q18.1
18.2 Quality of information	1	2	3	4	0		Q18.2
18.3 Efficiency of the assessment procedures	1	2	3	4	0		Q18.3
18.4 Fairness of the assessment procedures	1	2	3	4	0		Q18.4
18.5 Efficiency of audit procedures	1	2	3	4	0		Q18.5
18.6 Fairness of audit procedures	1	2	3	4	0		Q18.6
18.7 Efficiency of appeals procedures	1	2	3	4	0	5	Q18.7
18.8 Fairness of appeals procedures	1	2	3	4	0	5	Q18.8
18.9 Overall treatment your company has received during interactions with tax authorities (recent experience)	1	2	3	4	0		Q18.9

Q.19 Monthly, how much time on average do company employees spend in preparing and filing tax declarations and payments (VAT, and withholding Personal Income Tax)?
(One answer only)

Interviewer!! Please notice that we need "aggregate time" of all employees involved in these procedures. So monthly average of total time of all employees involved .

	Q19
Less than 2 hours	1
2 – 4 hours	2
4 – 8 hours	3
1 – 2 days (9-16 hours)	4
2-5 days (17-40 hours)	5
More than 5 days	6

Q.20 How much time on average do company employees spend in preparing and filing the annual tax report? (One answer only)

Up to 1 week	1
2 weeks	2
1 month	3

More than 1 month	4
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Q.21 How confident are you in your company's ability to:

	Very confident	Fairly confident	Not confident	
Understand the tax laws and procedures	1	2	3	Q21.1
Calculate tax liability	1	2	3	Q21.2
Use the GDT web site.	1	2	3	Q21.3

Q22. How receptive would you be to an opportunity to conduct the following tax procedures through the internet (on-line)?

	Very receptive	Somewhat receptive	Not receptive	Unsure	
Download tax forms and instructions	1	2	3	4	Q22.1
Submit monthly VAT declarations	1	2	3	4	Q22.2
Submit annual profits declarations	1	2	3	4	Q22.3
Submit withholding declarations for personal income tax and social insurance contributions	1	2	3	4	Q22.4
Make tax payments through the banking system online	1	2	3	4	Q22.5

Q23. How would you like to receive tax system information in the future? (Check all that apply)

GDT website	1	Q23.1
Business associations	2	Q23.2
Training seminars	3	Q23.3
Specialized accounting/consulting firms/experts	4	Q23.4
Publications	5	Q23.5
Email updates/Electronic Newsletters	6	Q23.6
Media (Newspapers, TV, Radio)	7	Q23.7
Other _____(Specify)	8	Q23.8

Q.24 Would your company be interested in participating during the next 12 months in training relating to new tax laws and reporting procedures?

		Q24
Yes		1
No		2

PUBLIC PROCUREMENT

Q.25 What proportion of your company's revenues are from sales of goods, works and services to government agencies? (Only one answer)

		Q25
All		1
More than 50%		2
25 to 50%		3
Less than 25%		4
None		0

Q26. Has your company ever participated in a public tender?

		Q26	
Yes		1	Continue
No		2	GO TO Q32

Q27. How many public tenders has your company submitted during the most recent three years? (Only one answer)

		Q27
More than 10		1
5 to 10		2
2 - 5		3
1		4
None (Not applied in last 3 years)		0

Q28. When was the last time that your company participated in a public tender?

Month	_____	Q28.1	Year	_____	Q28.2
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Q29. To what agencies has your company submitted tenders? (Check all that apply)

	Q29
Government ministries	1
Municipalities	2
Communes	3
District (Qarku)	4
Prefectures	5
Public companies	6
Other _____ (Specify)	6

Q30. How do you obtain information about public procurement procedures? (Multiple answers allowed)

	Q30
PPA web site	1
Visits to government offices	2
Public Announcement Bulletin (Buletini i prokurimeve)	3
Official gazette	4
Publications	5
Media	6
Other _____ (Specify)	7

Q31. How would you rate the following aspects of your company's interaction and experience with the public procurement system in Albania?

INTERVIEWER! READ OUT THE SCALE. ASK WHETHER THE COMPANY HAS APPEALED A PROCUREMENT DECISION. IF NO, CHECK "5" in Q31.4

	Excellent	Good	Satisfactory	Unsatisfactory	DK/No response	N/A	
Availability and timeliness of public information about tenders	1	2	3	4	0		Q31.1
Responsiveness to inquiries	1	2	3	4	0		Q31.2
Fairness of award procedures	1	2	3	4	0		Q31.3
Fairness of appeals procedures	1	2	3	4	0	5	Q31.4
Efficiency and accuracy in administration of contracts	1	2	3	4	0		Q31.5

Q.32 Do you intend to participate in a public tender during the next 12 months?

	Q32	
Yes	1	Continue

No	2	GO TO Q38
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Q33. What are you going to sell/try to sell to the government? (Check all that apply)

Goods	1	Q33.1
Works	2	Q33.2
Services	3	Q33.3

Q.34 How receptive would you be to submission of public tenders through the internet /on-line? (One answer only)

	Q34
Very receptive	1
Somewhat receptive	2
Not receptive	3
Unsure	4

Q35. How confident are you in your company's ability to:

	Very confident	Fairly confident	Not confident	
Understand the public procurement laws and procedures	1	2	3	Q35.1
Prepare and submit public tenders	1	2	3	Q35.2
Use the PPA web site and other information sources	1	2	3	Q35.3

Q.36 How would you like to receive public procurement system information in the future? (Check all that apply)

PPA website	1	Q36.1
Business associations	2	Q36.2
Training seminars	3	Q36.3
Public Announcement bulletin	4	Q36.4
Email updates/ E-newsletters	5	Q36.5
Newspapers	6	Q36.6
Other _____(Specify)	7	Q36.7

Q.37 Would your company be interested in participating in training relating to new public procurement laws and tendering procedures?

	Q37
Yes	1

No	2
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ATTENTION: GO TO Q37 (Skip Q38)

Q. 38 Why are you not planning to participate in public tenders? (Check all that apply)

We don't make/produce anything that government buys	1	Q38.1
There is not enough profit doing business with government	2	Q38.2
We already sell everything we can produce to private customers (we are operating at full capacity)	3	Q38.3
Tendering is a complicated and time consuming process	4	Q38.4
The public procurement system is unfair	5	Q38.5
We don't want to deal with government bureaucracy	6	Q38.6
Other _____ (Specify)	7	Q38.7

BUSINESS REGISTRATION

Q.39 Where was the company registered originally? (One answer only)

	Q39
Tirana District Court	1
Local district court _____ (where)	2
other location _____ (specify)	3

Q. 40 Does your company need any licenses to operate?

	Q40	
Yes	1	Continue
No	2	GO TO Q 42

Q41. If Yes, what licensing authorities have been issuing licenses to you?

(Check all those apply)

Ministry of Finance	1	Q41.1
Ministry of Economy, Trade and Energy	2	Q41.2
Ministry of Agriculture	3	Q41.3
Ministry of Environment	4	Q41.4
Ministry of Defense	5	Q41.5
Ministry of Public Works Transport and Telecommunications	6	Q41.6
Ministry of Education and Science	7	Q41.7

Ministry of Interior	8	Q41.8
Ministry of Health	9	Q41.9
Other _____ (Specify)	10	Q41.10
Other _____ (Specify)	11	Q41.11
Other _____ (Specify)	12	Q41.12

Q.42 How many times has the company updated business registration information during the most recent three years (i.e, 2005, 2006 or 2007)? (check one box)

	Q42
Once	1
Twice	2
Three times	3
More than three times	4
Not at all	5

INTERVIEWER: Check Q4, and write down again the year of establishment. If the company was originally registered in the last three years (2005, 2006, or 2007) , or has updated its registration in the last three years, than ask Q.44. If the company is more than three years old and has not updated business registration information in the last 3 years, then GO TO Q47

Q43. Year of establishment _____

Q44. How would you rate the following aspects of your interaction and experience with the business registration system in Albania during the last three years?

	Excellent Very Good	Good	Satisfactory	Unsatisfactory	DK/No resp
Availability of business registration information	1	2	3	4	0
Time required to register a business	1	2	3	4	0
Cost required to register a business	1	2	3	4	0
Time required to update business registration	1	2	3	4	0

Q45. How do you obtain information about business registration laws and procedures? (check all that apply)

Lawyer	1	Q45.1
Notary	2	Q45.2
Accountant	3	Q45.3
Courts	4	Q45.4
Other _____ (Specify)	5	Q45.5

Q.46 Who prepares the necessary documents and information for registration? (One answer only)

Q46	
Self	1
Staff	2
outside lawyer, notary or accountant	3
Other _____	4

Q.47 How receptive would you be to business registration through the internet (on-line)?

Q47	
Very receptive	1
Somewhat receptive	2
Not receptive	3
Unsure	4

Q.48. Do you intend to change anything in your business registration information or register a new business during the next 12 months?

Q48		
Yes change the business registration info	1	Continue
Yes register a new business	2	Continue
Both (Change and register a new business)	3	Continue
No none of above	4	GO TO D1

Q.49 How confident are you in your company's ability to:

	Very confident	Fairly confident	Not confident	
Understand the business registration laws:	1	2	3	Q49.1
Prepare business registration documents	1	2	3	Q49.2
Use websites	1	2	3	Q49.3

Q50. Have you heard about the National Registration Center(One –stop shop for business registration)

Q50		
Yes	1	Continue
No	2	GO TO Q52

Q51. If Yes, how did you hear about it? (Check all that apply)

TV	1	Q51.1
Newspapers	2	Q51.2
Company Lawyer	3	Q51.3

Employee or personal contact	4	Q51.4
Seminars/trainings	5	Q51.5
Meetings of business associations	6	Q51.6
Other _____(Specify)	7	Q51.7

Q.52 How would you like to receive business registration system information in the future? (One answer only) Only for the most preferred method

<i>NRC website</i>	1
<i>Business associations</i>	2
<i>Training seminars</i>	3
<i>Publications</i>	4
<i>Email update/E-newsletter</i>	5
Other _____	6

Q.53 Would your company be interested in participating in –training relating to new business registration laws and procedures? (check one)

Yes	1
No	2

D1. Gender

Male	1
Female	2

D2. What is your age?

1. 18 - 25
2. 26 - 40
3. 41 – 55
4. 56 – 70
5. Over 70

D3. What is your education?

1. No Education
2. Elementary School (Completed)
3. Secondary School (Completed)
4. University Degree (Completed)
5. Master or PHD degree

INTERVIEWER THANK RESPONDENT:

Thank you very much for having taken the time to complete this questionnaire. !

INTERVIEWER'S COMMENTS

(Problems occurred/extraordinary circumstances which could influence results)

I certify that this interview has been personally carried out by me with the respondent. I further certify that all the information included herein is truthful and correct.

I understand that any discrepancies during back-checking of this questionnaire will result in the cancellation of this interview.

INTERVIEWER'S SIGNATURE:

DATE: