

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

| | | | | | | | | | |
|---|--|--|--|--|--|---|---|--|--|
| 0 | | | | | | | | | |
| | | | | | | 0 | 0 | | |
| | | | | | | | | | |

☐ ROTATION
rotation

THE WORLD BANK
 Enterprise Survey
Manufacturing Module (Mauritania 2014)

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

A. CONTROL INFORMATION [TO BE COMPLETED BEFORE INTERVIEW]

| | |
|------------------------------------|---------------|
| A.0 Questionnaire a0 | Module |
| Manufacturing | 1 |

| | |
|------------------|---|
| Less than 50.000 | 5 |
|------------------|---|

A.1 Country

| |
|-----------|
| a1 |
|-----------|

| | |
|----------------------|-------------------------------------|
| A.4a Industry | Sampling Sector a2 |
| Manufacturing | 1 |
| Services | 2 |

A.1a Language

| |
|------------|
| a1a |
|------------|

| | |
|------------|-------------------------------------|
| A.2 | Sampling Region a2 |
| Nouadhibou | 1 |
| Nouakchott | 2 |

| | |
|-------------|---|
| A.3a | Screener Region (coded ex post) a3a |
| Nouadhibou | 1 |
| Nouakchott | 2 |

A.3x Name of city/town/village

| |
|------------|
| a3x |
|------------|

A.3b Is this city the official capital city? **a3b**

| | |
|-----|---|
| Yes | 1 |
| No | 2 |

A.3c Is this city the main business city? **a3c**

| | |
|-----|---|
| Yes | 1 |
| No | 2 |

A.3 Size of locality **a3**

| | |
|-------------------------------------|---|
| City with population over 1 million | 2 |
| Over 250.000 to 1 million | 3 |
| 50.000 to 250.000 | 4 |

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

QUESTIONNAIRE NUMBER

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| | |
|-------------------------------|----|
| section H | |
| Services of motor vehicles | 50 |
| Construction Section F: | 45 |
| Transport Section I: (60-62) | 60 |
| Activities of travel agencies | 63 |
| Post and telecommunications | 64 |

A.11 If HQ, are financial statements independent from the rest of establishments?

a11

| | |
|-----|---|
| Yes | 1 |
| No | 2 |

SKIP TO A.12

A.5 Sector match between screener information and sample frame **a5**

| | |
|--|---|
| Yes, screener and sample frame info match | 1 |
| No, screener and sample frame do not match but establishment still does activities that match sample frame | 2 |
| No, does not match | 3 |

A.11a How many establishments are included in the financial statements, including headquarters?

a11a

| | |
|--|-------------|
| Number of establishments in the financial statements | a11a |
| DON'T KNOW | -9 |

A.6 Size

| | Sampling size a6a | Screener Size a6b |
|--------------------------------|-----------------------------|-----------------------------|
| Small ≥ 5 and ≤ 19 | 1 | 1 |
| Medium ≥ 20 and ≤ 99 | 2 | 2 |
| Large ≥ 100 | 3 | 3 |

A.12 Interviewer code

a12

| |
|--|
| |
|--|

A.13 Supervisor code

a13

| |
|--|
| |
|--|

A.7 Establishment is part of a larger firm

a7

| | |
|-----------------------|---|
| Yes | 1 |
| No, a firm on its own | 2 |

SKIP TO A.12

A.7a

| | |
|---|------------|
| Number of establishments that form the firm | a7a |
|---|------------|

A.8a Type of establishment

a8a

| | |
|--|---|
| HQ with production and/or sales in this location | 1 |
| Establishment other than HQ | 2 |

SKIP TO A.11

A.9 Are establishment's financial statements prepared separately from HQ's statements?

a9

| | |
|-----|---|
| Yes | 1 |
| No | 2 |

A.10 Are establishment's financial statements prepared separately from other establishments of the same firm?

a10

| | |
|-----|---|
| Yes | 1 |
| No | 2 |

SKIP TO A.11a

SKIP TO A.11a

QUESTIONNAIRE NUMBER

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

| | | | | |
|----------|------------|-------------|-----------------|--------------------|
| Day (dd) | Month (mm) | Year (yyyy) | Hour (00 to 23) | Minutes (00 to 59) |
| | | | | |

a14d a14m a14y a14h a14min

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING.

The goal of this survey is to gather information and opinions about the business environment in **Mauritania**. The information gathered here will help to develop new policies and programs that enhance employment and economic growth.

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

B. GENERAL INFORMATION**READ OUT THE FOLLOWING INTRODUCTORY SENTENCE ONLY IF A7 = 1 (yes):**

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

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

| | |
|--|-----------|
| Shareholding company with shares trade in the stock market | 1 |
| Shareholding company with non-traded shares or shares traded privately | 2 |
| Sole proprietorship | 3 |
| Partnership | 4 |
| Limited partnership | 5 |
| OTHER (SPONTANEOUS-SPECIFY) <u>b1x</u> | 6 |
| DON'T KNOW (SPONTANEOUS) | -9 |

SKIP TO B.2

b1

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

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

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

QUESTIONNAIRE NUMBER

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|--|--|--|--|--|--|--|--|--|--|
| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|

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

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

**IF 100% END
INTERVIEW**

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

AF4B.1 Amongst the owners of the firm, are there any public officials?

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

AF4b1

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

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

**SKIP TO B.5
SKIP TO B.5**

b4

INTERVIEWER: PLEASE NOTE WHEN b1 IS 3 (SOLE PROPRIETORSHIP) and b4 is 1 (FIRM HAS A FEMALE OWNER), WRITE 100% FOR QUESTION b4a.

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

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

READ ONLY IF A7=1 (yes)

I want to proceed by asking you about this establishment only.

QUESTIONNAIRE NUMBER

| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|
| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|

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

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

INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR

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

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

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

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

b6a

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

| | Year |
|--|------------|
| Year establishment formally registered | b6b |
| DON'T KNOW (SPONTANEOUS) | -9 |
| NEVER REGISTERED (SPONTANEOUS) | -7 |

INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR.

B.7 How many years of experience working in this sector does the Top Manager have?

| | Years |
|---------------------------------|-----------|
| Manager's experience in sector | b7 |
| LESS THAN ONE YEAR | 1 |
| DON'T KNOW (SPONTANEOUS) | -9 |

B.7a Is the Top Manager female?

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

b7a

AF4B.2 Is the Top Manager a public official?

QUESTIONNAIRE NUMBER

| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|
| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|

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

AF4b2

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

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

SKIP TO C.3

SKIP TO C.3

b8

B.8x Please specify the internationally-recognized quality certifications

Specify Certifications

b8x

| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|
| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|

C. INFRASTRUCTURE AND SERVICES

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING.

Now, we turn to the establishment's operations

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

| | | |
|---------------------------------|-----------|--|
| Yes | 1 | <i>GO TO QUESTION C.6</i> <i>GO TO QUESTION C.6</i> |
| No | 2 | |
| DON'T KNOW (SPONTANEOUS) | -9 | |
| | | c3 |

C.4 In reference to that application for an electrical connection, approximately how many days did it take to obtain it from the day of the application to the day the service was received?

| | Days |
|---------------------------------|-----------|
| Wait for electrical connection | c4 |
| LESS THAN ONE DAY | 1 |
| STILL IN PROCESS | -6 |
| APPLICATION DENIED | -5 |
| DON'T KNOW (SPONTANEOUS) | -9 |

C.5 In reference to that application for an electrical connection, was an informal gift or payment expected or requested?

| | | |
|---------------------------------|-----------|-----------|
| Yes | 1 | c5 |
| No | 2 | |
| DON'T KNOW (SPONTANEOUS) | -9 | |
| REFUSAL (SPONTANEOUS) | -8 | |

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

| | | |
|---------------------------------|-----------|--|
| Yes | 1 | <i>GO TO QUESTION C.10</i> <i>GO TO QUESTION C.10</i> |
| No | 2 | |
| DON'T KNOW (SPONTANEOUS) | -9 | |
| | | c6 |

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

| | Number |
|--|---|
| Number of power outages in a typical month | c7 <i>IF 0, GO TO QUESTION C.9</i> |

| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|
| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|

DON'T KNOW (SPONTANEOUS)**-9****GO TO QUESTION C.9****C.8** How long did these power outages last on average?

| | Hours | Minutes |
|-----------------------------------|------------|------------|
| Average duration of power outages | c8a | c8b |
| LESS THAN ONE MINUTE | | 1 |
| DON'T KNOW (SPONTANEOUS) | -9 | -9 |

C.9 Please estimate the losses that resulted from power outages either as a percentage of total annual sales or as total annual losses.

| | Percent |
|---|--------------|
| Loss as percentage of total annual sales due to power outages | c9a % |
| NONE | 0 |
| DON'T KNOW (SPONTANEOUS) | -9 |

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

| | LCUs |
|------------------------------------|------------|
| Annual losses due to power outages | c9b |
| NONE | 0 |
| DON'T KNOW (SPONTANEOUS) | -9 |

C.10 Over the course of fiscal year **[insert last complete fiscal year]**, did this establishment own or share a generator?

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

GO TO QUESTION C.12**GO TO QUESTION C.12****c10****C.11** In fiscal year **[insert last complete fiscal year]**, what percentage of this establishment's electricity came from a generator or generators that the establishment owned or shared?

| | Percent |
|--|--------------|
| Percentage electricity from generators | c11 % |
| DON'T KNOW (SPONTANEOUS) | -9 |

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

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

GO TO QUESTION C.15**GO TO QUESTION C.15****c12**

QUESTIONNAIRE NUMBER

| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|
| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|

C.13 In reference to that application for a water connection, approximately how many days did it take to obtain it from the day of the application to the day the service was received?

| | Days |
|---------------------------------|------------|
| Wait for water connection | c13 |
| LESS THAN ONE DAY | 1 |
| STILL IN PROCESS | -6 |
| APPLICATION DENIED | -5 |
| DON'T KNOW (SPONTANEOUS) | -9 |

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

| | |
|---------------------------------|-----------|
| Yes | 1 |
| No | 2 |
| DON'T KNOW (SPONTANEOUS) | -9 |
| REFUSAL (SPONTANENOUS) | -8 |

c14

C.15 Over fiscal year [insert last complete fiscal year], did this establishment experience insufficient water supply for production?

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

GO TO QUESTION C.22a

GO TO QUESTION C.22a

GO TO QUESTION C.22a

c15

C.16 In a typical month, over fiscal year [insert last complete fiscal year], how many incidents of insufficient water supply did this establishment experience?

| | Number |
|---|------------|
| Number of incidents of water insufficiency in a typical month | c16 |
| DON'T KNOW (SPONTANEOUS) | -9 |

IF 0, GO TO QUESTION C.22a

GO TO QUESTION C.22a

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

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

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

QUESTIONNAIRE NUMBER

| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|
| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|

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

c22a

| | |
|--------------|--|
| C.22c | Could you please provide us your e-mail address. It will be used for sending you the report on key finding of the survey (Country Profile) and, if needed, for further communications related to this interview. |
|--------------|--|

| | | |
|--|-----------|--|
| | @ | |
| I do not have any e-mail address (SPONTANEOUS) | -7 | |
| REFUSAL (SPONTANEOUS) | -8 | |

c22cx

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

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

c22b

| | |
|-------------|---|
| C.30 | Using the response options on the card; To what degree is Electricity an obstacle to the current operations of this establishment? SHOW CARD 3 |
| | Using the response options on the card; To what degree is Telecommunications an obstacle to the current operations of this establishment? SHOW CARD 3 |

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

| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|
| | | | | | | | | | |
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D. SALES AND SUPPLIES

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

The next topic to be covered is how and where this establishment makes its sales.

D.1a1 In fiscal year [insert last complete fiscal year], what was this establishment's main activity and product, that is, the activity and product that represented the largest proportion of annual sales?
ENUMERATOR: PLEASE SPECIFY THE ACTIVITY AND PRODUCT IN DETAIL, FOR EX., "LEATHER SHOE MANUFACTURING" NOT JUST SHOES' MANUFACTURING

Description
d1a1x

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

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

**CODE OF THE MAIN PRODUCT
AND ACTIVITY**

Code
d1a2

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

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

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

D.2 In fiscal year [insert last complete fiscal year], what were this establishment's total annual sales for **ALL** products and services?

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

QUESTIONNAIRE NUMBER

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|------------|---|
| N.3 | Looking back at the end of fiscal year [insert last complete fiscal year minus two] , what were total annual sales for this establishment? |
|------------|---|

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

| | |
|------------|--|
| D.3 | Coming back to fiscal year [insert last complete fiscal year] , what percentage of this establishment's sales were: (INTERVIEWER: SKIP PATTERNS MUST BE FOLLOWED IN THE ORDER THEY APPEAR IN THE TABLE) SHOW CARD 4 |
|------------|--|

| | Percent | DON'T KNOW (SPONTANEOUS) | |
|---|--------------|--------------------------|------------------------------------|
| National sales | d3a % | -9 | IF 100, GO TO QUESTION D.10 |
| Indirect exports (sold domestically to third party that exports products) | d3b % | -9 | IF 100, GO TO QUESTION D.8 |
| Direct exports | d3c % | -9 | IF 0, GO TO QUESTION D.8 |
| | 100% | | |

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

| | |
|------------|---|
| D.4 | In fiscal year [insert last complete fiscal year] , when this establishment exported goods directly, how many days did it take on average from the time this establishment's goods arrived at their main point of exit (e.g., port, airport) until the time these goods cleared customs? |
|------------|---|

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

| | |
|------------|---|
| D.6 | In fiscal year [insert last complete fiscal year] , what percentage of the value of the products exported directly was lost while in transit because of theft? |
|------------|---|

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

QUESTIONNAIRE NUMBER

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|--|--|--|--|--|--|--|--|--|--|
| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|

D.7 In fiscal year [insert last complete fiscal year], what percentage of the value of the products exported directly was lost while in transit because of breakage or spoilage?

| | Percent |
|---|-------------|
| Losses due to breakage or spoilage as percentage of the value of the products | d7 % |
| NO LOSSES | 0 |
| DON'T KNOW (SPONTANEOUS) | -9 |
| DOES NOT APPLY | -7 |

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

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

INTERVIEWER: WRITE YEAR USING 4 DIGITS

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

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

**GO TO QUESTION
D.12**

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

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

D.12 In fiscal year [insert last complete fiscal year], as a proportion of all material inputs or supplies purchased that year, what percentage of this establishment's material inputs or supplies were:
SHOW CARD 5

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

**IF 0, GO TO QUESTION
D.16**

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

QUESTIONNAIRE NUMBER

| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|
| | | | | | | | | | |
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D.13 Were any of the material inputs or supplies purchased in fiscal year **[insert last complete fiscal year]**, imported directly?

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

GO TO QUESTION D.16

GO TO QUESTION D.16

d13

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

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

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

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

D.30 Using the response options on the card; To what degree is **Transport** an obstacle to the current operations of this establishment? **SHOW CARD 6**

Using the response options on the card; To what degree is **Customs and Trade Regulation** an obstacle to the current operations of this establishment? **SHOW CARD 6**

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

| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|
| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|

E. DEGREE OF COMPETITION

E.1 In fiscal year **[insert last complete fiscal year]**, which of the following was the main market in which this establishment sold its main product?
SHOW CARD 7

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

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

e1

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

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

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

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

e6

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

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

e11

AF4E.1 Does this establishment compete against state-owned firms (SOEs)?

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

AF4e1

QUESTIONNAIRE NUMBER

| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|
| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|

| | |
|-------------|---|
| E.30 | Using the response options on the card; To what degree are Practices of Competitors in the Informal Sector an obstacle to the current operations of this establishment? SHOW CARD 8 |
|-------------|---|

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

| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|
| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|

H. INNOVATION

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING

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

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

H.1 During the last three years, has this establishment introduced new or significantly improved products or services?
SHOW CARD 9

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

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

h1

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

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

h2

H.3 During the last three years, has this establishment introduced any new or significantly improved methods of manufacturing products or offering services? **SHOW CARD 10**

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

h3

H.4a During the last three years, has this establishment introduced any new or significantly improved logistics, delivery, or distribution methods for inputs, products, or services?
SHOW CARD 11

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

h4a

QUESTIONNAIRE NUMBER

| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|
| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|

| | |
|-------------|---|
| H.4b | During the last three years, has this establishment introduced any new or significantly improved supporting activities for your processes, such as maintenance systems or operations for purchasing, accounting, or computing? SHOW CARD 12 |
|-------------|---|

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

h4b

| | |
|------------|---|
| H.5 | During the last three years, has this establishment introduced any new or significantly improved organizational structures or management practices? SHOW CARD 13 |
|------------|---|

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

h5

| | |
|------------|---|
| H.6 | During the last three years, has this establishment introduced new or significantly improved marketing methods? SHOW CARD 14 |
|------------|---|

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

h6

| | |
|------------|--|
| H.7 | During the last three years, did this establishment spend on formal research and development activities, either in-house or contracted with other companies, excluding market research surveys? SHOW CARD 15 |
|------------|--|

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

GO TO QUESTION F.1

GO TO QUESTION F.1

h7

| | |
|------------|---|
| H.8 | In fiscal year [insert last complete fiscal year] , how much did this establishment spend on formal research and development activities, either in-house or contracted with other companies? |
|------------|---|

| | LCU |
|--|-----------|
| Cost of formal research and development activities | h8 |
| NONE (SPONTANEOUS) | 0 |
| DON'T KNOW (SPONTANEOUS) | -9 |

| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|
| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|

F. CAPACITY

| | |
|------------|--|
| F.1 | In fiscal year [insert last complete fiscal year] , what was this establishment's output produced as a proportion of the maximum output possible if using all the resources available (capacity utilization)? |
|------------|--|

| | Percent |
|---------------------------------|-------------|
| Capacity utilization | f1 % |
| DON'T KNOW (SPONTANEOUS) | -9 |

| | |
|------------|---|
| F.2 | In fiscal year [insert last complete fiscal year] , how many hours per week did this establishment normally operate? (INTERVIEWER: RESPONSE CANNOT BE GREATER THAN 168 HOURS) |
|------------|---|

| | Hours |
|--------------------------------------|-----------|
| Typical hours of operation in a week | f2 |
| DON'T KNOW (SPONTANEOUS) | -9 |

| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|
| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|

G. LAND AND PERMITS

| | |
|------------|--|
| G.6 | Of the buildings occupied by this establishment, what percentage is owned and what percentage is rented or leased? SHOW CARD 16 |
|------------|--|

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

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

| | |
|------------|---|
| G.1 | Of the land occupied by this establishment, what percent is: SHOW CARD 17 |
|------------|---|

| | Percent | DON'T KNOW (SPONTANEOUS) | DOES NOT APPLY IS A FLOOR IN A BUILDING(SPONTANEOUS) |
|--|--------------|-----------------------------|--|
| Owned by this establishment | g1a % | -9 | -7 |
| Rented or leased by this establishment | g1b % | -9 | -7 |
| Other | g1c % | -9 | -7 |
| | 100% | | |

IF 0, -9 or -7, GO TO QUESTION G.2

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

| | |
|---------------|---|
| AF4G.1 | How did this establishment acquire the land own? SHOW CARDS 18 |
|---------------|---|

| | |
|--|-----------|
| Purchased with money | 1 |
| Traded for another property | 2 |
| Inherited | 3 |
| Received as gift | 4 |
| Earn it by doing work or performing services | 5 |
| Other | 6 |
| DON'T KNOW (SPONTANEOUS) | -9 |

AF4g1

QUESTIONNAIRE NUMBER

| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|
| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|

AF4G.2 Does this establishment have a formal property title for the land owned?

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

AF4g2

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

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

GO TO QUESTION G.30

GO TO QUESTION G.30

g2

G.3 In reference to that application for a construction-related permit, approximately how many days did it take to obtain it from the day of the application to the day the permit was granted?

| | Days |
|--|-----------|
| Wait for a construction-related permit | g3 |
| LESS THAN ONE DAY | 1 |
| STILL IN PROCESS | -6 |
| APPLICATION DENIED | -5 |
| DON'T KNOW (SPONTANEOUS) | -9 |

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

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

g4

G.30 Using the response options on the card; To what degree is **Access to Land** an obstacle to the current operations of this establishment? **SHOW CARD 20**

(SPONTANEOUS)

QUESTIONNAIRE NUMBER

| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|
| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|

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

| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|
| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|

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

- I.1** In fiscal year **[insert last complete fiscal year]**, did this establishment pay for security, for example equipment, personnel, or professional security services?

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

GO TO QUESTION I.3**GO TO QUESTION I.3****i1**

- I.2** In fiscal year **[insert last complete fiscal year]**, what percentage of this establishment's total annual sales was paid for security, or what was the total annual cost of security?

| | Percent |
|---|--------------|
| Percentage of total annual sales for security | i2a % |
| DON'T KNOW (SPONTANEOUS) | -9 |

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

| | LCUs |
|---------------------------------|------------|
| Total annual cost of security | i2b |
| DON'T KNOW (SPONTANEOUS) | -9 |

- I.3** In fiscal year **[insert last complete fiscal year]**, did this establishment experience losses as a result of theft, robbery, vandalism or arson on this establishment's premises?

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

GO TO QUESTION I.30**GO TO QUESTION I.30****i3**

- I.4** In fiscal year **[insert last complete fiscal year]**, what were the estimated losses as a result of theft, robbery, vandalism or arson that occurred on this establishment's premises either as a percentage of total annual sales or as total annual losses?

| | Percent |
|--|--------------|
| Losses as percentage of total annual sales | i4a % |
| DON'T KNOW (SPONTANEOUS) | -9 |

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

| | LCUs |
|---------------------------------|------------|
| Total annual value of losses | i4b |
| DON'T KNOW (SPONTANEOUS) | -9 |

[illegible]

| | |
|-------------|---|
| I.30 | Using the response options on the card; To what degree is Crime, Theft and Disorder an obstacle to the current operations of this establishment? SHOW CARD 20 |
|-------------|---|

| | | | | | | (SPONTANEOUS) | | | | | | |
|---------------------------|-----|---|---|---|---|---------------|----------------|-------------------|----------------|----------------------|------------|----------------|
| | | | | | | No obstacle | Minor obstacle | Moderate obstacle | Major obstacle | Very Severe Obstacle | DON'T KNOW | DOES NOT APPLY |
| Crime, theft and disorder | i30 | 0 | 1 | 2 | 3 | 4 | -9 | -7 | | | | |

| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|
| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|

K. FINANCE**READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:**

I would like to ask you a few questions about how you finance the operations of this establishment.

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

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

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

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

K.3 Over fiscal year **[insert last complete fiscal year]**, please estimate the proportion of this establishment's working capital, that is the funds available for day-to-day operations, that was financed from each of the following sources? **SHOW CARD 21**

| | Percent | DON'T KNOW (SPONTANEOUS) |
|---|---------------|-----------------------------|
| Internal funds or retained earnings | k3a % | -9 |
| Borrowed from banks: private and state-owned | k3bc % | -9 |
| Borrowed from non-bank financial institutions which include microfinance institutions, credit cooperatives, credit unions, or finance companies | k3e % | -9 |
| Purchases on credit from suppliers and advances from customers | k3f % | -9 |
| Other, moneylenders, friends, relatives, etc. | k3hd % | -9 |
| | 100% | |

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

K.4 In fiscal year **[insert last complete fiscal year]**, did this establishment purchase any new or used fixed assets, such as machinery, vehicles, equipment, land or buildings?

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

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

k4

QUESTIONNAIRE NUMBER

| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|
| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|

| | |
|------------|---|
| N.5 | In fiscal year [insert last complete fiscal year] , how much did this establishment spend on purchases of: INTERVIEWER: READ OUT |
|------------|---|

| | LCUs | DON'T KNOW (SPONTANEOUS) |
|--|------------|-----------------------------|
| New or used machinery, vehicles, and equipment | n5a | -9 |
| Land and buildings | n5b | -9 |

| | |
|------------|---|
| K.5 | Over fiscal year [insert last complete fiscal year] , please estimate the proportion of this establishment's total purchase of fixed assets that was financed from each of the following sources: SHOW CARD 22 |
|------------|---|

| | Percent | DON'T KNOW (SPONTANEOUS) |
|--|----------------|-----------------------------|
| Internal funds or retained earnings | k5a % | -9 |
| Owners' contribution or issued new equity shares | k5i % | -9 |
| Borrowed from banks: private and state-owned | k5bc % | -9 |
| Borrowed from non-bank financial institutions | k5e % | -9 |
| Purchases on credit from suppliers and advances from customers | k5f % | -9 |
| Other, moneylenders, friends, relatives, bonds, etc | k5hdj % | -9 |
| | 100% | |

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

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

| | |
|---------------------------------|-----------|
| Yes | 1 |
| No | 2 |
| DON'T KNOW (SPONTANEOUS) | -9 |
| | k6 |

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

| | |
|---------------------------------|-----------|
| Yes | 1 |
| No | 2 |
| DON'T KNOW (SPONTANEOUS) | -9 |
| | k7 |

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

| | | |
|---------------------------------|-----------|--|
| Yes | 1 | GO TO QUESTION K.15d GO TO QUESTION K.15d |
| No | 2 | |
| DON'T KNOW (SPONTANEOUS) | -9 | |
| | k8 | |

QUESTIONNAIRE NUMBER

| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|
| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|

| | |
|------------|--|
| K.9 | Referring to the most recent line of credit or loan, what type of financial institution granted this loan? SHOW CARD 23 |
|------------|--|

| | |
|--|-----------|
| Private commercial banks | 1 |
| State-owned banks or government agency | 2 |
| Non-bank financial institutions | 3 |
| Other | 4 |
| DON'T KNOW (SPONTANEOUS) | -9 |

k9

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

| | Year |
|--|------------|
| Year most recent line of credit or loan approved | k10 |
| DON'T KNOW (SPONTANEOUS) | -9 |

INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR

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

| | LCUs |
|---|------------|
| Size of most recent line of credit or loan approved | k11 |
| REFUSAL (SPONTANEOUS) | -8 |
| DON'T KNOW (SPONTANEOUS) | -9 |

| | |
|-------------|--|
| 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 (SPONTANEOUS) | -9 |

GO TO QUESTION K.15b

GO TO QUESTION K.15b

k13

| | |
|-------------|--|
| K.14 | Referring only to this most recent line of credit or loan, what type of collateral was required? INTERVIEWER: READ OUT |
|-------------|--|

| Collateral | Yes | No | DON'T KNOW (SPONTANEOUS) |
|--|-----|----|---------------------------------|
| Land, buildings under ownership of the establishment k14a | 1 | 2 | -9 |
| Machinery and equipment including movables k14b | 1 | 2 | -9 |
| Accounts receivable and inventories k14c | 1 | 2 | -9 |
| Personal assets of owner (house, etc.) k14d | 1 | 2 | -9 |
| Other forms of collateral not included in the categories above k14e | 1 | 2 | -9 |

QUESTIONNAIRE NUMBER

| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|
| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|

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

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

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

| | Number | |
|---|-------------|--------------------------|
| Total number of open lines of credit or outstanding loans | k15b | <i>IF 1, GO TO K.15d</i> |
| DON'T KNOW (SPONTANEOUS) | -9 | <i>GO TO K.15d</i> |

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

| | LCUs |
|--|-------------|
| Total value of open lines of credit or outstanding loans | k15c |
| REFUSAL (SPONTANEOUS) | -8 |
| DON'T KNOW (SPONTANEOUS) | -9 |

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

| | |
|---------------------------------|-----------|
| Yes | 1 |
| No | 2 |
| DON'T KNOW (SPONTANEOUS) | -9 |
| k15d | |

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

| | | |
|---------------------------------|-----------|----------------------------|
| Yes | 1 | <i>GO TO QUESTION K.20</i> |
| No | 2 | |
| DON'T KNOW (SPONTANEOUS) | -9 | <i>GO TO QUESTION K.21</i> |
| k16 | | |

| | |
|-------------|---|
| K.17 | What was the main reason why this establishment did not apply for any line of credit or loan? SHOW CARD 24 |
|-------------|---|

| | | |
|---|-----------|----------------------------|
| No need for a loan - establishment had sufficient capital | 1 | <i>GO TO QUESTION K.21</i> |
| Application procedures were complex | 2 | <i>GO TO QUESTION K.21</i> |
| Interest rates were not favorable | 3 | <i>GO TO QUESTION K.21</i> |
| Collateral requirements were too high | 4 | <i>GO TO QUESTION K.21</i> |
| Size of loan and maturity were insufficient | 5 | <i>GO TO QUESTION K.21</i> |
| Did not think it would be approved | 6 | <i>GO TO QUESTION K.21</i> |
| Other | 7 | <i>GO TO QUESTION K.21</i> |
| DON'T KNOW (SPONTANEOUS) | -9 | <i>GO TO QUESTION K.21</i> |
| k17 | | |

| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|
| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|

K.20 Referring only to this most recent application for a line of credit or loan, what was the outcome of that application? **SHOW CARD 25**

| | |
|-------------------------------------|-----------|
| Application was approved in full | 1 |
| Application was approved in part | 2 |
| Application was rejected | 3 |
| Application was withdrawn | 4 |
| APPLICATION STILL IN PROCESS | -6 |
| DON'T KNOW (SPONTANEOUS) | -9 |

k20a1

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

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

k21

AF4K.1 In fiscal year **[insert last complete fiscal year]**, did this establishment receive any tax exemptions?

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

GO TO QUESTION AF4K.4

AF4k1

AF4K.2 In fiscal year **[insert last complete fiscal year]**, what was the main reason why this establishment did not receive any tax exemptions?

| | |
|--|-----------|
| Establishment applied but was rejected | 1 |
| Establishment did not apply | 2 |
| DON'T KNOW (SPONTANEOUS) | -9 |

GO TO QUESTION AF4K.4

GO TO QUESTION AF4K.4

AF4k2

AF4K.3 In fiscal year **[insert last complete fiscal year]**, what was the main reason why this establishment did not apply for any tax exemptions?

| | |
|--|-----------|
| Establishment didn't qualify | 1 |
| Establishment qualified but decided not to apply | 2 |
| Other | 3 |
| DON'T KNOW (SPONTANEOUS) | -9 |

GO TO QUESTION K.30

GO TO QUESTION K.30

GO TO QUESTION K.30

GO TO QUESTION K.30

AF4k3

QUESTIONNAIRE NUMBER

| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|
| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|

| | |
|---------------|--|
| AF4K.4 | In fiscal year [insert last complete fiscal year] , what category of tax exemptions did this establishment receive? |
|---------------|--|

| Tax or mandatory contribution | | Yes | No | DON'T KNOW (SPONT.) | DOES NOT APPLY |
|--|--|-----|----|---------------------|----------------|
| Corporate income tax AF4k4a | | 1 | 2 | -9 | -7 |
| Social security contribution- employer AF4k4b | | 1 | 2 | -9 | -7 |
| Dividends tax AF4k4c | | 1 | 2 | -9 | -7 |
| Vehicle tax AF4k4d | | 1 | 2 | -9 | -7 |
| Capital gains tax AF4k4e | | 1 | 2 | -9 | -7 |
| Building tax AF4k4f | | 1 | 2 | -9 | -7 |
| Land tax AF4k4g | | 1 | 2 | -9 | -7 |
| Value added tax (VAT) AF4k4h | | 1 | 2 | -9 | -7 |

| | |
|-------------|---|
| K.30 | Using the response options on the card; To what degree is Access to Finance an obstacle to the current operations of this establishment? SHOW CARD 26 |
|-------------|---|

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

| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|
| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|

J. BUSINESS-GOVERNMENT RELATIONS**READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:**

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

J.1 I am going to read one statement describing the courts system and how it could affect business. Please tell me if you Strongly disagree, Tend to disagree, Tend to agree, or Strongly agree. **SHOW CARD 27**

(SPONTANEOUS)

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

J.2 In a typical week over the last year, what percentage of total senior management's time was spent on dealing with requirements imposed by government regulations?
(By senior management I mean managers, directors, and officers above direct supervisors of production or sales workers. Some examples of government regulations are taxes, customs, labor regulations, licensing and registration, including dealings with officials and completing forms)

| | Percent |
|--|----------------|
| Senior management's time spent on dealing with regulations | j2 % |
| NO TIME WAS SPENT | 0 |
| DON'T KNOW (SPONTANEOUS) | -9 |

J.3 Over the last year, was this establishment visited or inspected by tax officials?

| | | |
|---------------------------------|-----------|----------------------------|
| Yes | 1 | |
| No | 2 | GO TO QUESTION J.6a |
| DON'T KNOW (SPONTANEOUS) | -9 | GO TO QUESTION J.6a |
| | j3 | |

J.4 Over the last year, how many times was this establishment either inspected by tax officials or required to meet with them?

| | Number |
|---|---------------|
| Times inspected or met with tax officials | j4 |
| DON'T KNOW (SPONTANEOUS) | -9 |

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

| | |
|-----|---|
| Yes | 1 |
| No | 2 |

QUESTIONNAIRE NUMBER

| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|
| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|

| | | |
|---------------------------------|-----------|-----------|
| DON'T KNOW (SPONTANEOUS) | -9 | |
| REFUSAL (SPONTANEOUS) | -8 | |
| | | j5 |

J.6a Over the last year, has this establishment secured or attempted to secure a government contract?

| | | |
|---------------------------------|-----------|------------------------------|
| Yes | 1 | |
| No | 2 | GO TO QUESTION AF4J.1 |
| DON'T KNOW (SPONTANEOUS) | -9 | GO TO QUESTION AF4J.1 |
| | | j6a |

J.6 When establishments like this one do business with the government, what percent of the contract value would be typically paid in informal payments or gifts to secure the contract?

| | Percent |
|--|-------------|
| Percent of the contract value paid as informal payments or gifts | j6 % |
| DON'T KNOW (SPONTANEOUS) | -9 |
| REFUSAL (SPONTANEOUS) | -8 |
| NO PAYMENTS | 0 |

AF4J.1 Currently, does this establishment have any contract with the government, local or central, that is partially or entirely unpaid?

| | | |
|---------------------------------|-----------|---------------------------|
| Yes | 1 | |
| No | 2 | GO TO QUESTION J.7 |
| DON'T KNOW (SPONTANEOUS) | -9 | GO TO QUESTION J.7 |
| | | AF4j1 |

AF4J.2 Is the government late in any of the payments?

| | | |
|---------------------------------|-----------|---------------------------|
| Yes | 1 | |
| No | 2 | GO TO QUESTION J.7 |
| DON'T KNOW (SPONTANEOUS) | -9 | GO TO QUESTION J.7 |
| | | AF4j2 |

AF4J.3 On average, by how many months is the government late in making payments?

| | Number of Months |
|---------------------------------|------------------|
| Number of months late | AF4j3 |
| DON'T KNOW (SPONTANEOUS) | -9 |

| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|
| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|

J.7 It is said that establishments are sometimes required to make gifts or informal payments to public officials to “get things done” with regard to customs, taxes, licenses, regulations, services etc. On average, what percentage of total annual sales, or estimated total annual value, do establishments like this one pay in informal payments or gifts to public officials for this purpose?

| | Percent |
|---|--------------|
| Percentage of total annual sales paid as informal payment | j7a % |
| NO PAYMENTS OR GIFTS ARE PAID | 0 |
| DON'T KNOW (SPONTANEOUS) | -9 |
| REFUSAL (SPONTANEOUS) | -8 |

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

| | LCUs |
|--------------------------------------|------------|
| Total annual informal payment | j7b |
| NO PAYMENTS OR GIFTS ARE PAID | 0 |
| DON'T KNOW (SPONTANEOUS) | -9 |
| REFUSAL (SPONTANEOUS) | -8 |

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

| | | |
|---------------------------------|-----------|----------------------------|
| Yes | 1 | |
| No | 2 | GO TO QUESTION J.13 |
| DON'T KNOW (SPONTANEOUS) | -9 | GO TO QUESTION J.13 |
| | | j10 |

J.11 Approximately how many days did it take to obtain this import license from the day of the application to the day it was granted?

| | Days |
|---------------------------------|------------|
| Wait for import license | j11 |
| LESS THAN ONE DAY | 1 |
| STILL IN PROCESS | -6 |
| APPLICATION DENIED | -5 |
| DON'T KNOW (SPONTANEOUS) | -9 |

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

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

QUESTIONNAIRE NUMBER

| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|
| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|

REFUSAL (SPONTANEOUS)

-8

j12

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

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

GO TO QUESTION J.30

GO TO QUESTION J.30

j13

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

| | Days |
|---------------------------------|------------|
| Wait for operating license | j14 |
| LESS THAN ONE DAY | 1 |
| STILL IN PROCESS | -6 |
| APPLICATION DENIED | -5 |
| DON'T KNOW (SPONTANEOUS) | -9 |

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

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

j15

J.30 Using the response options on the card; To what degree is/are **[INSERT OPTION]** an obstacle to the current operations of this establishment?
SHOW CARD 28

(SPONTANEOUS)

ROTATE OPTIONS

| | | No obstacle | Minor obstacle | Moderate obstacle | Major obstacle | Very Severe Obstacle | DON'T KNOW | DOES NOT APPLY |
|--------------------------------|-------------|-------------|----------------|-------------------|----------------|----------------------|-------------------|-----------------------|
| Tax rates | j30a | 0 | 1 | 2 | 3 | 4 | -9 | -7 |
| Tax administration | j30b | 0 | 1 | 2 | 3 | 4 | -9 | -7 |
| Business licensing and permits | j30c | 0 | 1 | 2 | 3 | 4 | -9 | -7 |
| Political instability | j30e | 0 | 1 | 2 | 3 | 4 | -9 | -7 |
| Corruption | j30f | 0 | 1 | 2 | 3 | 4 | -9 | -7 |
| Courts | h30 | 0 | 1 | 2 | 3 | 4 | -9 | -7 |

| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|
| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|

L. LABOR**READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:**

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

- L.1** At the end of fiscal year **[insert last complete fiscal year]**, how many permanent, full-time individuals worked in this establishment? Please include all employees and managers (Permanent, full-time employees are defined as all paid employees that are contracted for a term of one or more fiscal years and/or have a guaranteed renewal of their employment contract and that work a full shift)
(INTERVIEWER: INCLUDE INTERVIEWEE IF APPLICABLE).

| | Number |
|--|-----------|
| Permanent, full-time workers end of last fiscal year | 11 |
| DON'T KNOW (SPONTANEOUS) | -9 |

- L.2** Looking back, at the end of fiscal year **[insert last complete fiscal year minus two]**, how many permanent, full-time individuals worked in this establishment? Please include all employees and managers **(INTERVIEWER: INCLUDE INTERVIEWEE IF APPLICABLE).**

| | Number |
|---|-----------|
| Permanent, full-time workers in [insert last complete fiscal year minus two] | 12 |
| IF ESTABLISHMENT WAS NOT IN BUSINESS IN [insert last complete fiscal year minus two] | -7 |
| DON'T KNOW (SPONTANEOUS) | -9 |

- L.3** Coming back to fiscal year **[insert last complete fiscal year]**, how many permanent, full-time individuals in this establishment were: **(INTERVIEWER: READ EACH CATEGORY)**

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

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

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

QUESTIONNAIRE NUMBER

| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|
| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|

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

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

L.6 How many full-time seasonal or temporary employees did this establishment employ during **[insert last complete fiscal year]**?
(Full-time, temporary workers are all paid short-term (i.e. for less than a year) employees with no guarantee of renewal of contract employment and work full-time)

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

GO TO QUESTION L.9a

GO TO QUESTION L.9a

L.6a How many full-time seasonal or temporary employees employed during **[insert last complete fiscal year]** were female?

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

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

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

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

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

QUESTIONNAIRE NUMBER

| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|
| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|

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

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

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

| | Percent |
|--|------------|
| Percentage of full time permanent workers who completed secondary school | 19b |
| DON'T KNOW (SPONTANEOUS) | -9 |

L.10 Over fiscal year **[insert last complete fiscal year]**, did this establishment have formal training programs for its permanent, full-time employees?

| | | |
|---------------------------------|-----------|--|
| Yes | 1 | GO TO QUESTION I30a GO TO QUESTION I30a |
| No | 2 | |
| DON'T KNOW (SPONTANEOUS) | -9 | |
| 110 | | |

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

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

| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|
| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|

| | |
|-------------|--|
| L.30 | Using the response options on the card; To what degree are Labor Regulations an obstacle to the current operations of this establishment? SHOW CARD 28 |
| | Using the response options on the card; To what degree is an Inadequately Educated Workforce an obstacle to the current operations of this establishment? SHOW CARD 28 |

| | | | | | | (SPONTANEOUS) | |
|---|-------------|----------------|-------------------|----------------|----------------------|---------------|----------------|
| | | | | | | DON'T KNOW | DOES NOT APPLY |
| | No obstacle | Minor obstacle | Moderate obstacle | Major obstacle | Very Severe Obstacle | | |
| Labor regulations I30a | 0 | 1 | 2 | 3 | 4 | -9 | -7 |
| Inadequately educated workforce I30b | 0 | 1 | 2 | 3 | 4 | -9 | -7 |

| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|
| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|

M. BUSINESS ENVIRONMENT

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

| | |
|------------|---|
| M.1 | By looking at card [insert card number] can you tell me which of the elements of the business environment included in the list, if any, currently represents the biggest obstacle faced by this establishment SHOW CARD 29 INTERVIEWER: DO NOT READ OUT |
|------------|---|

| |
|---|
| 1-Access to finance |
| 2-Access to land |
| 3-Business licensing and permits |
| 4-Corruption |
| 5-Courts |
| 6-Crime, theft and disorder |
| 7-Customs and trade regulations |
| 8-Electricity |
| 9-Inadequately educated workforce |
| 10-Labor regulations |
| 11-Political instability |
| 12-Practices of competitors in the informal sector |
| 13-Tax administration |
| 14-Tax rates |
| 15-Transport |

| | |
|-------------------------------------|------------|
| Biggest obstacle | m1a |
| DON'T KNOW (SPONTANEOUS) | -9 |
| DOES NOT APPLY (SPONTANEOUS) | -7 |

| | |
|-----------------------------|------------|
| Rotation (option 1, 2 or 3) | m1d |
|-----------------------------|------------|

| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|
| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|

N. PERFORMANCE

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

Now, we would like to ask you a few questions about the financial results of this establishment. It is important that this information be as accurate as possible. The individual data are treated as confidential – the identity of your establishment will not be revealed at any point. Please provide the following information from the financial statements of this establishment.

| | |
|------------|--|
| N.2 | From this establishment's Income Statement for fiscal year [insert last complete fiscal year], please provide the following information: SHOW CARD 30 |
|------------|--|

| | LCUs | DON'T KNOW (SPONTANEOUS) |
|---|------------|-----------------------------|
| Total annual cost of labor including wages, salaries, bonuses, social security payments | n2a | -9 |
| Total annual cost of raw materials and intermediate goods used in production | n2e | -9 |
| Total annual cost of fuel | n2f | -9 |
| Total annual cost of electricity | n2b | -9 |
| Total cost of sales (cost of production) | n2p | -9 |

| | |
|------------|--|
| N.6 | From this establishment's Balance Sheet for fiscal year [insert last complete fiscal year], what was the net book value, that is the value of assets after depreciation, of the following: |
|------------|--|

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

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

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

| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|
| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|

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

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

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

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

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

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

INTERVIEWERS PLEASE ANSWER AT END OF THE INTERVIEW:

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

| | |
|-------------------|---|
| Truthful | 1 |
| Somewhat truthful | 2 |
| Not truthful | 3 |

a16

| | |
|-------------|---|
| A.17 | The responses to the questions regarding figures (productivity and employment numbers): |
|-------------|---|

| | |
|--|---|
| Are taken directly from establishment records | 1 |
| Are estimates computed with some precision | 2 |
| Are arbitrary and unreliable numbers | 3 |
| Are in some case taken from books in some case estimates | 4 |

a17

INTERVIEWER COMMENTS:

a17x

QUESTIONNAIRE NUMBER

| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|
| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|

| |
|--|
| |
|--|

(Problems occurred/extraordinary circumstances which could influence results)

SUPERVISORS PLEASE ANSWER:

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

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

STOP HERE

a18

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

| Hour | Minutes |
|------|---------|
| | |

a19h

a19m