

QUESTIONNAIRE NUMBER

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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

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READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING.

The goal of this survey is to gather information and opinions about the business environment in [insert country name]. 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.

NGB.1 Is this establishment located in an export processing zone or other industrial park?

Export Processing Zone	1
Industrial Park	2
None of the above	3
DON'T KNOW (SPONTANEOUS)	-9

ngb1

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

Commented [m1]: Local agencies to provide a list of appropriate local, legal definitions.

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

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

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

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

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

c22a

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

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

c22b

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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 financial year [insert last complete financial year], what was this establishment's main activity, product or service, that is, the activity, product or service that represented the largest proportion of annual sales
ENUMERATOR: PLEASE SPECIFY THE ACTIVITY AND PRODUCT IN DETAIL, FOR EX., "DATA CONSULTING IT SERVICES" NOT JUST IT SERVICES

Description

d1a1x

INTERVIEWER: THE FOLLOWING QUESTION IS NOT PART OF THE INTERVIEW. IT WILL BE FILLED OUT IN THE OFFICE. CODE 0000 FOR THE MOMENT, IT WILL BE FILLED OUT IN THE OFFICE

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

	Code
CODE OF THE MAIN PRODUCT AND ACTIVITY	d1a2

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

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

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NGD.9 In fiscal year **[insert last complete fiscal year]**, did this firm receive any government export subsidy?

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

NGd.9

D.10 In financial year **[insert last complete financial 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.17

D.11 In financial year **[insert last complete financial 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

ENUMERATOR: ASK THE FOLLOWING QUESTION ONLY FOR RETAIL FIRMS. OTHERWISE SKIP TO D.30

D.17 At the present time, when this establishment receives its **main sales item**, on average, how many days of inventory measured in days of sales, does this establishment keep?
(INTERVIEWER: IF RESPONDENT REQUIRES CLARIFICATION, DEFINE AS STOCK ON HAND)

	Days
Days of inventory of main sales item	d17
DON'T KNOW (SPONTANEOUS)	-9

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NGE.6 In the financial year [insert last complete financial year] for the main input that this establishment purchases, how many alternative suppliers could this establishment have purchased from?

	Number of potential suppliers						nge6
	None	One	2-5	5-10	More than 10	DON'T KNOW (SPONTANEOUS)	
Main input	1	2	3	4	5	-9	

NGE.7 In the financial year [insert last complete financial year], referring to the primary supplier of this establishment's main input, how long have you known this supplier?

	Years
Years of relations with primary supplier	nge7

INTERVIEWER: IF THE RESPONDENT SAYS LESS THAN ONE YEAR, CODE AS 0

NGE.8 In the financial year [insert last complete financial year] for the main domestic inputs that this establishment purchases, which province were these inputs purchased from?

	STATE IN NIGERIA	DOES NOT APPLY	
State in Nigeria		-7	nge8

NGE.9 In the financial year [insert last complete financial year] for the main product that this establishment sells, how many customers did this establishment have?

	Number of customers						nge9
	None	One	2-5	5-10	More than 10	DON'T KNOW (SPONTANEOUS)	
Main product	1	2	3	4	5	-9	

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

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

e11

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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

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

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F. CAPACITY

NGF.1 In financial year **[insert last complete financial year]**, what was this establishment's sales or services rendered as a proportion of the maximum possible using all the resources available (capacity utilization)?

	Percent
Capacity utilization	NGf1 %
DON'T KNOW (SPONTANEOUS)	-9

NGF.1a Three financial years ago **[insert last three complete financial years]**, what was this establishment's sales or services rendered as a proportion of the maximum possible using all the resources available (capacity utilization)?

	Percent
Capacity utilization	NGf1a %
DON'T KNOW (SPONTANEOUS)	-9

NGF.2 In financial year **[insert last complete financial 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	NGf2
DON'T KNOW (SPONTANEOUS)	-9

NGF.3 During the last three years, has this establishment experienced a **significant increase in the demand for its products or services?**

Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9
NGf3	

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I. CRIME

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

We now turn to another topic.

I.1 In financial year [insert last complete financial 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 financial year [insert last complete financial 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 financial year [insert last complete financial 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

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NGK.21a In fiscal year [insert last complete fiscal year] did this establishment receive non-financial advisory services (e.g. business or overall financial training, business advice) from any of the financial institutions where this establishment is banking?

Formatted Table

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

GO TO QUESTION K.30
GO TO QUESTION K.30

NGk.21a

NGK.21b Referring to the most recent non-financial advisory service what was the name of the financial institution that provided the service?

Formatted Table

INTERVIEWER:ENTER THE INSTITUTION FROM SHOW CARD 23	NGk.21b
Other Specify _____	NGK.21bx

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 25**

		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

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J. BUSINESS-GOVERNMENT RELATIONS

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

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

J.1 I am going to read one statement describing the courts system and how it could affect business. Please tell me if you Strongly disagree, Tend to disagree, Tend to agree, or Strongly agree. **SHOW CARD 26 READ OUT**

(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/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 NGJ.5
DON'T KNOW (SPONTANEOUS)	-9	GO TO QUESTION NGJ.5
		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

IF NO TAX INSPECTIONS OR MEETINGS, OR DON'T KNOW, GO TO QUESTION NGJ.5

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

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

j12

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

Yes	1
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

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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 27

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

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M. BUSINESS ENVIRONMENT

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

The next question is designed to get a general picture of your opinion about how the business environment affects the operations of this establishment.

M.1 By looking at card [insert card number] can you tell me which of 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
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N. PERFORMANCE

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

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

N.2 From this establishment's Income Statement for financial year [insert last complete financial year], please provide the following information: **SHOWCARD 30**

READ OUT

	LCUs	DON'T KNOW (SPONTANEOUS)
Total annual cost of labor including wages, salaries, bonuses, social payments	n2a	-9
Total annual costs of electricity	n2b	-9
ENUMERATOR: ASK THE FOLLOWING QUESTION ONLY FOR RETAIL FIRMS.		
Total annual cost of finished goods and materials purchased to resell	n2i	-9

Commented [m3]: Local agencies: please feel free to adapt this introduction to suit the interview. I.e. to match the tone/ language the interviewee has used thus far.

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

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

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

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

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

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

INTERVIEWERS PLEASE ANSWER AT END OF THE INTERVIEW:

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

Truthful	1
Somewhat truthful	2
Not truthful	3

a16

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

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

a17

INTERVIEWER COMMENTS:

a17x

(Problems occurred/extraordinary circumstances which could influence results)

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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