



ETUDE ECONOMIQUE CONSEIL

ENTERPRISE SURVEY RESIDUAL QUESTIONNAIRE

Comment [YT1]: a0 will be calculated as the first digit of serial, that is to say 1 for the manufacturing questionnaire, 2 for the retail and IT questionnaire, 3 for the residual questionnaire, and 4 for the micro questionnaire

Country:	Mozambique			
Questionnaire ID:	2	Serial		
Establishment ID Code:	eec_estid			
Is Establishment Panel?	Yes	No		
	eec_panel			
Panel ID	eec_panelid			
Supervisor Call Back	Yes	No		
	eec_callback			

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ENTERPRISE SURVEY

A - CONTROL INFORMATION

Establishment	eec_est				
Address	eec_addr		Phone	eec_tel	
Region (see table below)	a2		City	a3	
Respondent	eec_resp		Interviewer	Code:	a12
			Supervisor	Code:	a13
	Sample Frame			Reality	
Industry code (see table below)	a4a			a4b	
Size (see table below)	a6a			a6b	
	Yes		No		No, but some shared activities
Is the actual stratum the same as the sample stratum?	a5				
			Yes		No
Is the establishment part of a larger firm?			a7		
If yes , are financial statements of this establishment :					
- kept separate from statements that cover activities at headquarters?			a9		
- kept separate from statements that cover activities of other establishments of the same firm?			a10		
What type of establishment is it?			a8		
If 1 or 2 , are financial statements for headquarters independent of those for the other establishments			a11		

Region	
Region A	1
Region B	2
Region C	3
Region D	4

Industry Code					
Food	15		Wholesale	51	
Textiles	17		Retail	52	
Garments	18		Information Technology	72	
Chemicals	24		Hotels and restaurants	55	
Plastics and rubber	25		Other Services	50	
Non metallic mineral products	26		Construction	45	
Basic metals	27		Transport (60-64)	60	
Fabricated metal products	28				
Machinery and equipment	29				
Electronics (31 & 32)	31				
Other manufacturing	2				

Size	
Small (5-19 employees)	1
Medium (20-99 employees)	2
Large (100 employees and more)	3

Type	
HQ without production and/or sales in this location	1
HQ with production and/or sales in this location	2
Establishment physically separated from HQ and other establishments of the same firm	3
Establishment physically separated from HQ but with other establishments of the same firm	4



Month(MM)	Day(DD)	Hour	Minutes	AM/PM
eec_startmonth	eec_startday	eec_starthour	eec_startmin	eec_startampm

Comment [YT2]: a14 will be calculated as the start date and time in datetime format

Note: Questions 1 through 3 apply to your entire firm, including all its establishments

B1)

What is the current legal status of your firm? (see table below)	b1
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Legal status	
Publicly listed company	1
Private held, limited liability company	2
Sole proprietorship	3
Partnership	4
Limited Partnership	5
Other (specify):	6
b1x	

B2) What percentage of your firm is owned by:

Private domestic individuals, companies or organizations	b2a	%
Private foreign individuals, companies or organizations	b2b	%
Government/State	b2c	%
Other	b2d	%
Total	100%	



B3)

What percentage of this firm does the largest owner(s) own?	b3 %	
What is the ethnic origin of the largest shareholder? (see table below):	AFb4a	
	Yes	No
Are any of the owners female?	b4	

Ethnic origin	
African	1
Indian	2
Lebanese or Middle Eastern	3
Other Asian	4
European / Caucasian	5
Other	6



Note: The following questions only apply to this establishment.

B4)

What is the highest level of education of the top manager? (see table below)	AFb7a		
How many years of experience working in this sector does the top manager have?	b7		years
In what year did this establishment begin operations in this country?	b5		
	Yes	No	
Was this establishment formally registered when it began operations in this country?	b6a		if yes, go to C1a
– If no, in what year was it registered?	b6b		

Level of education	
No education	1
Primary school	2
Started but did not complete secondary school	3
Secondary School	4
Vocational Training	5
Some university training	6
Graduate degree (BA, BSc etc.)	7
Masters of Business Administration (MBA) from university in this country	8
Masters of Business Administration (MBA) from university in another country	9
Other post graduate degree (Ph.D, Masters) from university in this country	10
Other post graduate degree (Ph.D, Masters) from university in another country	11



C2)

In 2006 :	
What percentage of your establishment's sales were:	
- Paid for before delivery	k2a %
- Paid for on delivery	k2b %
- Paid for after delivery	k2c %
Total	100%

C4)

In its communications with clients and suppliers, does your establishment currently use:	Yes	No
- E-mail?	c22a	
- Its own website?	c22b	
In 2006, what percent of your customers' purchase orders were		
- Written	mz_c4c	%
- Oral, without witness	mz_c4d	%
- Oral, with witness	mz_c4e	%
Total	100%	



C5) For **2006**,

Considering this establishment's main sales item :		
– What was its local market share?	AFe1a %	
For this establishment's main product:	Yes	No
Has this establishment reduced prices of its main product in response to price reductions by its domestic competitors?	e12	
Has this establishment reduced prices of its main product in response to price reductions by its foreign competitors?	e13	

C6) In **2006**, what percentage of your establishment's sales were:

National sales	d3a %			
Direct exports	d3c %	In what year did you begin exporting directly?	d8	
Indirect exports (see definition)	d3b %			
Total	100%			If Direct exports = 0%, go to D1

Indirect exports
Goods sold domestically to another firm who then exports them.

C7) If you **exported directly** in **2006**,

What percentage of the consignment value of the products shipped was lost while in transit because of breakage or spoilage?	d7 %
What percentage of the consignment value of the products shipped was lost while in transit because of theft?	d6 %
For the main point of exit in 2006:	
- What was the average number of days it took you to clear customs? (see definition below)	d4 Days
- What was the longest number of days it took you to clear customs?	d5 Days

Days to clear customs
From the time your goods arrived at their point of exit (e.g. port, airport) until the time they cleared customs.



D3)

In 2006 , what percentage of total annual purchases of material inputs or services, were:	
- Paid for before delivery?	k1a %
- Paid for on delivery?	k1b %
- Paid for after delivery?	k1c %
Total	100%

D4mz)

In 2006 , what share of your orders for supplies were	
- Written	Mz_d4a %
- Oral, without witness	Mz_d4b %
- Oral, with witness	mz_d4c %
Total	100%

D4)

For how many years have you known the primary supplier of the main sales item used in 2006 ?	AFd11a Years
What was the main source of information that this establishment had about its newest supplier? (see table below)	AFd11b
What gives this establishment the most confidence in a new supplier? (see table below)	AFd11c
How do you mainly make contact with new suppliers ? (see table below)	Mz_d4f



ENTERPRISE SURVEY

Source of Information	
Personal knowledge or research	1
Other businesses in the same line of business as this establishment	2
Other business associates, suppliers, or customers	3
Business association or Chamber of Commerce	4
Government agency	5
Family and friends	6
Tender	7
Advertisement	8
Internet	9
Supplier is located close to this establishment	10
Supplier contacted this establishment	11
Others	12

D - SUPPLIES & IMPORTS

Source of Confidence	
Personal knowledge or acquaintance	1
Located close to this establishment	2
Belongs to the same business association or clubs as this establishment	3
Recommendations from family or friends	4
Recommendations from business associates/suppliers/customers	5
Set-up of the supplier	6
On-time delivery	7
Written agreement	8
Sample products meet specifications	9
Supplier has permanent address	10
Supplier is government owned	11
Availability of stock	12
Guarantees provided by the supplier	13
International certification supplier has	14
Others	15

New supplier	
Through family or friends	1
Former co-workers or former employer	2
Through business acquaintance	3
Through a government agency	4
They contacted you	5
You advertised	6
Trade fair/exhibition or conference	7
Other	8



E2)

	Yes	No	Still in process
Does this establishment have an internationally-recognized quality certification (ISO 9000, 9002, 14000, etc.)?	b8		

E4)

	Yes	No
Does this establishment compete against unregistered or informal firms?	e11	



F1) a) Do you think that the following present any **obstacle** to the current operations of your establishment? (See table below and show card):

1	Access to finance (availability and cost)	k30
2	Access to land	g30a
3	Business licensing and Permits	j30c
4	Corruption	j30f
5	Courts	h30
6	Crime, theft and disorder	i30
7	Customs and Trade Regulations	d30b
8	Electricity	c30a
9	Inadequately educated workforce	l30b
10	Labor Regulations	l30a
11	Political instability	j30e
12	Practices of competitors in the informal sector	e30
13	Tax administration	j30b
14	Tax rates	j30a
15	Transportation of goods, supplies, and inputs	d30a

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

b) Among the issues numbered 1 to 15 above, please indicate which one constitutes:

The most serious obstacle	m1a
The second most serious obstacle	m1b
The third most serious obstacle	m1c



G1)

In 2006, did your establishment experience:	Yes	No	If yes,			
			How many times in a typical month?	How long did each occurrence last on average?	What were your total losses for the year as a result,	
					as a % of annual sales	or as a total amount
Power outages?	c6		c7	c8 hrs	c9a %	c9b MZM

G4mz)

Do you think that access to water presents any obstacle to the current operations of your establishment?	mz_g4 %
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Obstacle	
No Obstacle	0
Minor Obstacle	1
Moderate Obstacle	2
Major Obstacle	3
Very Severe Obstacle	4

G5mz)

	Yes	No
Do you think that the existing quality of road infrastructure is suitable for your business?	mz_g5	

G8)

	Yes	No
In 2006, did this establishment pay for security (equipment, personnel, or professional security services)?	i1	
- If yes , how much was spent? (calculated as total annual cost or as a percentage of annual sales)	i2b MZM	i2a %



G9)

	Yes	No
In 2006 , did this establishment experience losses as a result of theft, robbery, vandalism or arson?	i3	
- If yes , what were the estimated losses? (calculated as the total annual value or as a percentage of annual sales)	i4b MZM	i4a %



11)

Over the last 12 months, in a typical week, what percentage of total senior management's time was spent in dealing with requirements imposed by government regulations? (see definition below)		j2 %
To what extent do you agree or disagree with the following statements? (see table below and show card)		
- Government officials' interpretations of the laws and regulations affecting this establishment are consistent and predictable	j1a	
- The court system is fair, impartial and uncorrupted	h7a	
We've heard 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 annual value, do establishments like this one pay in informal payments/gifts to public officials for this purpose?	j7a %	j7b MZM
	Yes	No
Over the last 12 months, has this establishment secured a government contract or attempted to secure a contract with the government?	j6a	IF NO, GO TO I2
- If yes, when establishments like this one do business with the government, what percentage of the contract value would typically be paid in informal payments/gifts to secure the contract?	j6 %	

Agree or disagree	
Strongly disagree	1
Tend to disagree	2
Tend to agree	3
Strongly Agree	4

Senior Management
Managers, directors, and officers above direct supervisors of production/sales workers.

Government regulations
For example : taxes, customs, labor regulations, licensing and registration, including dealings with officials and completing forms



12)

In the last 2 years, did you request:	Yes	No	If yes, how many days did it take to obtain? If still in process, write "SIP". If application denied, write "AD".	If yes, was a gift or informal payment ever expected/requested?	
				Yes	No
A mainline telephone connection	c19		c20 Days	c21	
An electrical connection	c3		c4 Days	c5	
A construction-related permit	g2		g3 Days	g4	
An import license	j10		j11 Days	j12	
An operating license	j13		j14 Days	j15	

13)

	Yes	No
Over the last 12 months, was this establishment visited by, inspected by, or required to meet with tax officials?	j3	
- If yes , how many times?	j4	
	Yes	No
- In any of these visits, inspections or meetings, was a gift or informal payment expected/requested?	j5	

14)

What percentage of total annual sales would you estimate a typical establishment in your sector of activity reports for tax purposes?	AFj8 %
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Please refer to the following definitions for this section

Definitions	
Skilled production workers :	Persons involved directly in the production process or at a supervisor level and whom management considers to be skilled
Unskilled production workers :	Persons involved in production processes but whom management considers to be unskilled.
Non production workers :	Management, professional, support, administrative, sale employees and others
Temporary/seasonal workforce	All paid short-term (i.e. for less than a fiscal year) employees that work 8 or more hours per day with no guarantee of renewal of employment contract)
Permanent workforce	All paid employees that work 8 or more hours per day and that are contracted for a term of one or more fiscal years and/or have a guaranteed renewal of their employment contract.
Part-time workers	All paid workers that work less than 8 hours per day

J1)

How many full-time employees did this establishment employ when it started operations?	b6
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J2)

Please describe the full-time permanent workforce of your establishment:	Total
Total number of employees at the end of 2006	I1
Total number of employees at the end of 2003	I2
What percentage of your total full-time permanent workforce is paid the minimum legal wage?	mz_j2f %

J3)

Please describe the full-time seasonal/temporary workforce of your establishment in 2006	
Total number of seasonal/temporary employees :	I6
Average length of employment (months)	I8 Months



J4)

At the end of 2006 , how many part-time workers did you employ?	I8a
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J6)

How did this establishment find its most recent employee ? (see table below and show card)	AF14a
What percentage of your workforce is currently unionized?	AF12 %

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

J8)

In 2006 , how much did the establishment spend on formal training programs for its permanent, full-time employees as a percent of total sales?	AFI10a %
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J9)

In 2006 , did your establishment undertake any of the following activities to prevent HIV/AIDS among employees?	Yes	No
- HIV prevention messages	AFs3a	
- Free condom distribution	AFs3b	
- Anonymous HIV testing	AFs3c	
How much did you spend on all HIV/AIDS programs and activities?	AFs4 MZM	



J10)

In the past 24 months, has your workforce been affected in any of the following ways:	Yes	No
- High absenteeism among workers due to sickness	AFs1a	
- High absenteeism among workers who need to care for family members or friends due to sickness	AFs1b	
- High absenteeism among workers due to HIV/AIDS	AFs2a	
- High absenteeism among workers who need to care for family members or friends due to HIV/AIDS	AFs2b	

J11)

	Yes	No
Do you have a pre-employment health check for new employees?	AFs1y	



K1)

	Yes	No
In 2006 , did this establishment have its annual financial statements checked and certified by an external auditor?	k21	
Does this establishment currently have a checking and/or saving account?	k6	
Of the land occupied by this establishment, what percentage does it :		
- Own	g1a	%
- Lease	g1b	%

K2)

	Yes	No
Does your establishment have an overdraft facility?	k7	



K3)

For 2006 , please estimate the proportion of financing from the sources below for :	Working capital (Current assets)	Did you purchase Fixed assets in 2006?		If No , go to K4
		Yes	No	
		k4		
		Purchases of fixed assets		
Internal funds/Retained earnings	k3a %		k5a %	
Borrowed from banks (private and state-owned)	k3bc %		k5bc %	
Borrowed from non-bank financial institutions	k3e %		k5e %	
Purchases on credit from suppliers and advances from customers	k3f %		k5f %	
Owner's contribution or new shares issued			k5i %	
Issued new debt (including commercial paper and debentures)			k5j %	
Other (moneylenders, friends, relatives, etc)	k3hd %		k5hd %	
Total	100%		100%	

Current assets
Inventory, accounts receivable and cash accounts

Fixed assets
Machinery, vehicles, equipment, land, or buildings



K4)

	Yes	No	
Does your establishment currently have a line of credit or loan from a financial institution?	k8		If No, go to K5
If yes, for the most recent line of credit or loan which is still current:	Line of credit	Loan	
- Is it a line of credit or a loan?	AFk8a		
- What year was it approved?	k10		
- What was the amount at the time of approval?	k11	MZM	
- What is the average annual interest rate?	AFk10a	%	
- What is the total duration (term) in months?	k12	Months	
- What type of financial institution granted the line of credit or the loan? (see table below)	k9		
	Yes	No	
Did your financial institution require collateral?	k13		If No, go to K5
If yes, which of the following assets were required as collateral:	Yes	No	
- Land, buildings under ownership of the establishment	k14a		
- Machinery and equipment including movables	k14b		
- Accounts receivable and inventories	k14c		
- Personal assets of owner (house, etc.)	k14d		
- Other	k14e		
- If yes, what was the approximate value of the collateral required as a percentage of the amount of the loan or line of credit?	k15	%	Go to K5

Type of financial institution	
Private commercial banks	1
State-owned banks and/or government agency	2
Non-bank financial institutions (microfinance institution, credit cooperative, credit union, finance company)	3
Other	4



K5)

	Yes	No	
In 2006 , did this establishment apply for loans or lines of credit?	k16		If No , go to K6
- If yes , how many applications were submitted?	k18		
- How many of those applications were rejected?	k19		If 0 , go to L1
- What was the most common reason given by the lender for those rejections? (see table and show card)	afk20		Go to L1

Reason cited by lender	
Collateral or cosigners unacceptable	1
Insufficient profitability	2
Problems with credit history/report	3
Incompleteness of loan application	4
Concerns about level of debt already incurred	5
Other objections	6

K6)

If your establishment did not apply for a line of credit or a loan, what was the main reason ? (see table below and show card)	k17
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Main reason	
No need for a loan - establishment has sufficient capital	1
Application procedures for loans or line of credit are complex	2
Interest rates are not favorable	3
Collateral requirements for loans or line of credit are unattainable	4
Size of loan and maturity are insufficient	5
Did not think it would be approved	6
Other	7



L1)

	2006 (MZM)	2003 (MZM)
What were the total sales of your establishment in:	d2	n3

L2)

Please provide the following information on your establishment's costs:	2006 (MZM)
- Total cost of labor, including wages, salaries and bonuses and social payments	n2a
- Total cost of rental of land/buildings, equipment, furniture	n2d

L3)

Please provide the following information on your establishment's costs:	2006 (MZM)
- Electricity	n2b
- Communications services	n2c

L4)

In 2006 , how much did your establishment spend on purchases of:	2006 (MZM)
- Machinery, vehicles and equipment (new and/or used)	n5a
- Land and buildings	n5b

Comment [YT3]: n5a, n5b, and n5c will necessarily be "0" if k4 is "No".



COMPLETE THE FOLLOWING QUESTIONS AFTER THE INTERVIEW HAS BEEN COMPLETED

Month(MM)	Day(DD)	Hour	Minutes	AM/PM
eec_endmonth	eec_endday	eec_endhour	eec_endmin	eec_endampm

Comment [YT4]: a15 will be calculated as the end date and time in datetime format

I perceive the answers to questions regarding opinions and perceptions to be (see table below):	a16
The answers to questions regarding figures (productivity and employment numbers) (see table below):	a17
Duration of main interview net of waiting time	eec_m3
This questionnaire was completed in (see table below):	a18
- If 2 or 3 , estimate the duration of the whole interview	eec_m3b1h eec_m3b2min

Comment [YT5]: a19 will be calculated as the duration in time format

Opinions and Perceptions	
Truthful (reflect real opinions)	1
Somewhat truthful	2
Not truthful	3

Figures	
Are taken directly from establishments' records	1
Are estimates computed with some precision	2
Are arbitrary and unreliable numbers	3

Questionnaire	
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

Interviewer comments:

eec_comments

