

THE WORLD BANK
Swaziland Enterprise Survey
Manufacturing Module (2016)

FIELDWORK SUPERVISORS AND MANAGEMENT ARE RESPONSIBLE FOR THE ACCURACY OF THIS SECTION.

INFORMATION ACQUIRED PRIOR TO SCREENING:

Sampling Information [CODES FROM WBG PROGRESS REPORT]	
Sampling sector	a4a
Sampling size	a6a
Sampling location	a2
Panel	panel

INFORMATION COMPLETED BY FIELD MANAGEMENT AFTER INTERVIEW

A.5 Sector match between screener information (a4b) and sample frame (a4a)

a5

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

INFORMATION BASED ON LOCATION OF INTERVIEW (a3x). ENSURE A3X IS THE NAME OF AN OFFICIAL LOCALITY AND NOT A NEIGHBORHOOD

Is this city the official capital city?	a3b	Is this city the main business city?	a3c	Size of locality	a3
Yes	1	Yes	1	City with population over 1 million	2
No	2	No	2	Over 250.000 to 1 million	3
				50.000 to 250.000	4
				Less than 50.000	5

PLEASE ENSURE ALL VALUES ARE VERIFIED BY SUPERVISOR AND MANAGEMENT. REVIEW SALES AND ACCOUNTING FIGURES AND DESCRIPTIONS FOR ACCURACY.

A.13 Supervisor code

a13

A. CONTROL INFORMATION [TO BE COMPLETED FROM SCREENER BEFORE INTERVIEW]

A.4 Industry		Screener sector a4b	Questionnaire a0 FROM A4B
Manufacturing	Food	15	1 - manufacturing
	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	2 - retail
Other Services	Wholesale	51	3 - other services
	IT	72	
	Hotel and restaurants: section H	55	
	Services of motor vehicles	50	
	Construction Section F:	45	
	Transport Section I: (60-64)	60	

A.6	Screener Size a6b
Micro <5	0
Small >=5 and <=19	1
Medium >=20 and <=99	2
Large >=100	3

A. CONTROL INFORMATION [TO BE COMPLETED AT THE TIME OF THE INTERVIEW]**INFORMATION AUTOMATICALLY GENERATED**

GPS COORDINATES	Degrees North (Latitude)	lat
	Degrees East (Longitude)	lon

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

A.12 Interviewer code **a12** A.1A Language **a1a**

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A.3x Name of City/town/village

a3x

INTERVIEWER
UPDATE IF
INCORRECT

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING.

The goal of this survey is to gather information and opinions about the business environment in **Swaziland**. 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.

A. CONTROL INFORMATION

A.7	Is this establishment part of a larger firm? (larger firms include several distinct locations or establishments, including branch offices or production, distribution, or sales sites)
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Yes	1	SKIP TO B.1
No	2	
		a7

A.7a	How many establishments are part of the firm?
------	---

Number of establishments	a7a
DON'T KNOW (SPONTANEOUS)	-9

A.7b	Is this establishment the headquarters location?
------	--

Yes	1	SKIP TO A.9
No	2	
		a7b

A.7c	Does this headquarters location engage in production or sales at this location?
------	---

Yes	1
No	2

TERMINATE

a7c

A.11	Are the financial statements of the headquarters location separate from the rest of the other establishments?
------	---

Yes	1
No	2

SKIP TO B.1

SKIP TO B.1

a11

A.9	Are this establishment's financial statements prepared separately from headquarters' statements?
-----	--

Yes	1
No	2

a9

B. GENERAL INFORMATION**READ OUT THE FOLLOWING INTRODUCTORY SENTENCE ONLY IF A7 = 1 (yes):****The first few questions apply to the firm which this 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) b1x	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

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)**

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

Yes	1	
No	2	SKIP TO B.5
DON'T KNOW (SPONTANEOUS)	-9	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.

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

B.6a	Was this establishment formally registered when it began operations?
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Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

b6a

B.6b	In what year was this establishment formally registered?
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	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?
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	Years
Manager's experience in sector	b7
LESS THAN ONE YEAR	1
DON'T KNOW (SPONTANEOUS)	-9

B.7a	Is the Top Manager female?
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Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

b7a

B.8	Does this establishment have an internationally-recognized quality certification? (INTERVIEWER: SOME EXAMPLES ARE ISO 9000 or 14000, or HACCP)
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Yes	1
No	2
STILL IN PROCESS	-6
DON'T KNOW (SPONTANEOUS)	-9

SKIP TO SECTION C

SKIP TO SECTION C

b8

B.8x	Please specify the internationally-recognized quality certifications
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Specify Certifications	b8x
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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	GO TO QUESTION C.6 GO TO QUESTION C.6
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	
No	2	
DON'T KNOW (SPONTANEOUS)	-9	
REFUSAL (SPONTANEOUS)	-8	
		c5

C.6 Over fiscal year **2015/2016**, did this establishment experience power outages?

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

C.7 In a typical month, over fiscal year **2015/2016**, how many power outages did this establishment experience?

	Number
Number of power outages in a typical month	c7
DON'T KNOW (SPONTANEOUS)	-9

IF 0, GO TO QUESTION C.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 **2015/2016**, did this establishment own or share a generator?

Yes	1	
No	2	GO TO QUESTION C.12
DON'T KNOW (SPONTANEOUS)	-9	GO TO QUESTION C.12
	c10	

C.11 In fiscal year **2015/2016**, 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

SWC.1 At what percentage of its production capacity would this establishment operate if all of its electricity supply were to come from the owned or shared generator?

	Percent
Capacity utilization if all electricity comes from own or shared generator	swc1 %
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**

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

c14

C.15	Over fiscal year 2015/2016 , did this establishment experience insufficient water supply for production?
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Yes	1
No	2
The establishment does not use water for production	-7
DON'T KNOW (SPONTANEOUS)	-9

*GO TO QUESTION SWC.2**GO TO QUESTION SWC.2**GO TO QUESTION SWC.2***c15**

C.16	In a typical month, over fiscal year 2015/2016 , how many incidents of insufficient water supply did this establishment experience?
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	Number
Number of incidents of water insufficiency in a typical month	c16
DON'T KNOW (SPONTANEOUS)	-9

*IF 0, GO TO QUESTION SWC.2**GO TO QUESTION SWC.2*

C.17	How long did these incidents of insufficient water supply last on average?
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	Hours
Average duration of insufficient water supply	c17
LESS THAN ONE HOUR	1
DON'T KNOW (SPONTANEOUS)	-9

SWC .2	At the present time, does this establishment have an internet connection?
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Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

GO TO QUESTION C.22a
GO TO QUESTION C.22a

swc2

SWC .3	What is the download speed of your internet in MBS?
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	Speed in MBS
Internet speed/bandwidth	swc3
DON'T KNOW (SPONTANEOUS)	-9

SWC .4	In FY2015/2016, what was the total annual cost of internet service?
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	Total annual cost of internet service
Internet cost for 2015	swc4
DON'T KNOW (SPONTANEOUS)	-9

SW C.5	Over fiscal year 2015/2016 , did this establishment experience internet outages from the internet provider?
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Yes	1
No	2
The establishment does not use Internet for its operations	-7
DON'T KNOW (SPONTANEOUS)	-9

GO TO QUESTION C.22a
GO TO QUESTION C.22a

GO TO QUESTION C.22a

swc5

SWC .6	In a typical month, over fiscal year 2015/2016 , how many incidents of internet outage from the internet provider did this establishment experience?
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	Number	
Number of incidents of Internet outages in a typical month	swc6	IF 0, GO TO QUESTION C.22a
DON'T KNOW (SPONTANEOUS)	-9	GO TO QUESTION C.22a

SW C.7	How long did these incidents of internet outages last on average?
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	Hours
Average duration of Internet outages	swc7
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?
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Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

c22a

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

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 **2015/2016**, 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

	d1a1a	DETAILED DESCRIPTION OF MAIN ACTIVITY AND PRODUCT
Manufacturing of	1	d1a1x
Retail trade of	2	
Wholesale trade of	3	
Construction of	4	
Hotel or restaurant	5	
Provide services of	6	

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
CODE OF THE MAIN PRODUCT AND ACTIVITY	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 **2015/2016**, what were this establishment's total annual sales for **ALL** products and services?

	LCUs
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

N.3 Looking back at the end of fiscal year **2013/2014**, 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 **2015/2016**, 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 SWD.2
Indirect exports (sold domestically to third party that exports products)	d3b %	-9	IF 100, GO TO QUESTION SWD.1
Direct exports	d3c %	-9	IF 0, GO TO QUESTION SWD.1
	100%		

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

D.4 In fiscal year **2015/2016**, 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.5a

In reference to when this establishment exported goods directly, in clearing these goods through customs was an informal gift or payment expected or requested?

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

d5a**D.6**In fiscal year **2015/2016**, 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

D.7In fiscal year **2015/2016**, 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

SWD.1In fiscal year **2015/2016**, what percent of this establishment's annual exports, direct or indirect, were to: **SHOW CARD 5**

Region	% of total export	DON'T KNOW (SPONTANEOUS)
South Africa	swd1a	-9
SACU (Other than South Africa)	swd1b	-9
Other African Countries	Swd1c	-9
EU	Swd1d	-9
Asia	Swd1e	-9
Australia	Swd1f	-9
USA	Swd1g	-9
Other regions	Swd1h	-9
	100%	

INTERVIEWER: CHECK THAT THE TOTAL IS 100%

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

SWD.2 Which of the following constitutes the main obstacle to the growth of this establishment's exports?
SHOWCARD XX

Lack of foreign demand or linkages to foreign buyers for its products	1
High costs of transport	2
Red tape in customs and border procedures	3
Insufficient production capacity to expand exports	4
Lack of financing mechanisms to sell abroad	5
Non-price restrictions on foreign markets	6
Lack of managerial or employee skill to produce for export markets.	7
Other	8
DON'T KNOW (SPONTANEOUS)	-9

swd2

D.10 In fiscal year **2015/2016**, 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 **2015/2016**, 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 **2015/2016**, 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.30

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

D.13 Were any of the material inputs or supplies purchased in fiscal year **2015/2016**, imported directly?

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

GO TO QUESTION D.30

GO TO QUESTION D.30

d13

D.14 In fiscal year **2015/2016**, 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.15a

In reference to when this establishment imported material inputs or supplies, in claiming these goods from customs was an informal gift or payment expected or requested?

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

d15a

D.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 6**

(SPONTANEOUS)

QUESTIONNAIRE NUMBER **id**

0								
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	rotation
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		No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	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

SWD.3	Please select the sources of information on business and trade that this establishment uses on a regular basis: SHOW CARD xxx
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	Yes	No	DON'T KNOW (SPONTANEOUS)
Swaziland newspapers swd3a	1	2	-9
Foreign newspapers swd3b	1	2	-9
Industry publications swd3c	1	2	-9
Radio swd3d	1	2	-9
Television swd3e	1	2	-9
Internet (specify) swd3fx swd3f	1	2	-9
OTHER (SPECIFY) swd3gx swd3g	1	2	-9

E. DEGREE OF COMPETITION

E.1	In fiscal year 2015/2016 , which of the following was the main market in which this establishment sold its main product? SHOW CARD 7
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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 2015/2016 , for the main market in which this establishment sold its main product, how many competitors did this establishment's main product face?
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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?
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Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

e6

E.11	Does this establishment compete against unregistered or informal firms?
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Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

e11

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

QUESTIONNAIRE NUMBER

id

0								
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rotation

informal sector	e30						
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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.

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

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

GO TO QUESTION H.5**GO TO QUESTION H.5****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 Please describe in detail the **main** new or significantly improved product or service that this establishment introduced during the last three years.
The main new or significantly improved product or service is the one that represented the largest proportion of this establishment's sales in value (not volume) during the last three years.

Description**DESCRIPTION SHOULD BE AS DETAILED AS POSSIBLE****h3x**

H.4 Please describe in detail how the **main** new or significantly improved product or service is different than the most similar product or service, if any, previously produced by this establishment.
IF THERE IS NOTHING SIMILAR WRITE “COMPLETELY NEW”

Description**DESCRIPTION SHOULD BE AS DETAILED AS POSSIBLE**

	h4x
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H.5	<p>During the last three years, has this establishment introduced any new or significantly improved process, that is:</p> <p style="padding-left: 40px;">methods of manufacturing products or offering services; logistics, delivery, or distribution methods for inputs, products, or services; or supporting activities for processes?</p>
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Yes	1	GO TO QUESTION H.8 GO TO QUESTION H.8
No	2	
DON'T KNOW (SPONTANEOUS)	-9	

h5

H.6	<p>Please describe in detail the main new or significantly improved process that this establishment introduced during the last three years. The main innovative process is the innovative process that had the largest impact on the operations of the establishment during the last three years.</p>
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Description

<p>DESCRIPTION SHOULD BE AS DETAILED AS POSSIBLE</p>	h6x
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H.7	<p>Please describe in detail how the main new or significantly improved process is different than the most similar process that is or was used by this establishment</p> <p>IF THERE IS NOTHING SIMILAR WRITE "COMPLETELY NEW"</p>
------------	--

Description

<p>DESCRIPTION SHOULD BE AS DETAILED AS POSSIBLE</p>	h7x
---	------------

H.8	During last fiscal year, did this establishment spend on formal research and development activities, either in-house or contracted with other companies, excluding market research surveys?
------------	---

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

GO TO QUESTION SWH.1**h8**

H.9	During last 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	h9
NONE (SPONTANEOUS)	0
DON'T KNOW (SPONTANEOUS)	-9

SWH.1	Over the last three years , did this establishment purchase new technology or new equipment to produce goods or render services? SHOW CARD XX
--------------	--

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

GO TO SECTION F**GO TO SECTION F****swh1**

SWH.2	Was the main source of financing for the new technology or new equipment?
--------------	---

	Main source	DON'T KNOW (SPONTANEOUS)
Internal funds or retained earnings	1	-9
Borrowed from <u>banks based IN Swaziland</u> : private and state-owned	2	-9
Borrowed from <u>banks based OUTSIDE Swaziland</u> : private and state-owned	3	-9
Borrowed from non-bank financial institutions which include microfinance institutions, credit cooperatives, credit unions, or finance companies	4	-9
Purchases on credit from suppliers and advances from customers	5	-9
Owners' contribution or issued new equity shares	6	-9

Other, moneylenders, friends, relatives, etc.	7	-9
	swh2	

F. CAPACITY

F.1	In fiscal year 2015/2016 , 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 2015/2016 , 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 14
------------	--

	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 15
------------	---

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

**IF 0 GO TO
SWG.2**

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

SWG.1	Does this establishment have a formal property title registered with Registrar of Deeds for the land owned?
--------------	---

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

swg1

SWG.2	Over the last two years, was this establishment involved in any land dispute?
--------------	---

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

swg2

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

Yes	1	
No	2	GO TO QUESTION G.30
DON'T KNOW (SPONTANEOUS)	-9	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 16
-------------	--

		No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	(SPONTANEOUS)	
							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 **2015/2016**, did this establishment pay for security, for example equipment, personnel, or professional security services including internet security?

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 **2015/2016**, 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 **2015/2016**, did this establishment experience losses as a result of theft, robbery, vandalism, arson on this establishment's premises or from internet hacking or internet fraudulent transactions?

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 **2015/2016**, what were the estimated losses as a result of theft, robbery, vandalism, arson or internet hacking 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

[illegible]

rotation

-9

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 17**

							(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 **2015/2016**, 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 **2015/2016**, 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 **2015/2016**, 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 18**

	Percent	DON'T KNOW (SPONTANEOUS)
Internal funds or retained earnings	k3a %	-9
Borrowed from banks based IN Swaziland: private and state-owned	k3bc1 %	-9
Borrowed from banks based OUTSIDE Swaziland: private and state-owned	k3bc2 %	-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
Moneylenders, friends, relatives	k3hd2 %	-9
Other	k3j %	-9
	100%	

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

K.4 In fiscal year **2015/2016**, did this establishment purchase any new or used fixed assets, such as machinery, vehicles, equipment, land or buildings, including expansion and renovations of existing structures?

Yes	1	
No	2	GO TO QUESTION K.4b
DON'T KNOW (SPONTANEOUS)	-9	GO TO QUESTION K.4b
		k4

N.5	In fiscal year 2015/2016 , how much did this establishment spend on purchases of: INTERVIEWER: READ OUT
------------	--

	LCUs	DON'T KNOW (SPONTANEOUS)
New or used machinery, vehicles, and equipment, including expansion and renovations of existing structures?	n5a	-9
Land and buildings	n5b	-9

K.5	Over fiscal year 2015/2016 , please estimate the proportion of this establishment's total purchase of fixed assets that was financed from each of the following sources: SHOW CARD 19
------------	--

	Percent	OR	Amount LCU	DON'T KNOW (SPONT ANEOU S)
Internal funds or retained earnings	k5a%		k5a1	-9
Owners' contribution or issued new equity shares	k5i %		k5i1	-9
Borrowed from banks <u>based IN Swaziland</u> : private and state-owned	k5bca%		k5bc1a	-9
Borrowed from banks <u>based OUTSIDE Swaziland</u> : private and state-owned	k5bcb%		k5bc1b	-9
Borrowed from non-bank financial institutions	k5e %		k5e1	-9
Purchases on credit from suppliers and advances from customers	k5f %		k5f1	-9
Moneylenders, friends, relatives, bonds	k5hd%		k5hd1	-9
Other	k5j%		k5j1	-9
	100%		n5A+n5B	

**INTERVIEWER: CHECK THAT TOTAL SUMS TO 100% OR THAT TOTAL SUM EQUALS TOTAL PURCHASES IN N5
(UNLESS RESPONDENT DOES NOT KNOW)**

K.4b	In fiscal year 2014/2015 , did this establishment purchase any new or used fixed assets, such as machinery, vehicles, equipment, land or buildings, including expansion and renovations of existing structures?
-------------	--

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

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

k4b

N.5c	In fiscal year 2014/2015 , how much did this establishment spend on purchases of:
N.5d	INTERVIEWER: READ OUT

	LCUs	DON'T KNOW (SPONTANEOUS)
New or used machinery, vehicles, and equipment	n5c	-9
Land and buildings	n5d	-9

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**J.**

SWK.1	At the current time, does this establishment's bank <u>offer</u> each of the following financial products: INTERVIEWER: READ OUT
--------------	--

	Yes	No	DON'T KNOW (SPONTANEOUS)
Checking or savings accounts swk1a	1	2	-9
Lines of credit swk1b	1	2	-9
Loans swk1c	1	2	-9
Insurance swk1d	1	2	-9

SWK.2	In fiscal year 2015/2016 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?
--------------	---

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

GO TO QUESTION K.7**GO TO QUESTION K.7****swk2**

SWK.3	Referring to the most recent non-financial advisory service what was the name of the financial institution that provided the service?
--------------	---

Specify _____ **swk3x**

SWK.4	Please select the advisory services this establishment received SHOW CARD xxx
--------------	---

	Yes	No	DON'T KNOW (SPONTANEOUS)
Feasibility Studies, including Market Research swk4a	1	2	-9
Development of Business Plans swk4b	1	2	-9
Financial Audit swk4c	1	2	-9
Preparation of Financial Statements and Tax Returns swk4d	1	2	-9
Business Management or Entrepreneurship Training swk4e	1	2	-9
Business Mentoring & Coaching swk4f	1	2	-9
OTHER (SPECIFY) swk4gx swk4g	1	2	-9

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
No	2
DON'T KNOW (SPONTANEOUS)	-9

GO TO QUESTION K.15d

GO TO QUESTION K.15d

k8

K.9	Referring to the most recent line of credit or loan, what type of financial institution granted this loan? SHOW CARD 20
------------	--

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

k9

SWK.5	Referring to the most recently obtained loan or line of credit, was the financial institution that granted the loan or line of credit based in Swaziland?
--------------	---

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

swk5

SWK.6	Referring to the most recently obtained loan or line of credit, what was the average nominal annual interest rate? [INTERVIEWER PLEASE ALWAYS RECORD THREE DECIMALS, FOR EXAMPLE X.XXX]
--------------	---

	Percent
Average nominal annual interest rate of the most recently approved loan or line of credit	swk6 %
DON'T KNOW (SPONTANEOUS)	-9

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 SWK.7
GO TO QUESTION SWK.7

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

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

SWK.7	Referring only to this most recent loan or line of credit, did the financing require additional fees or payments other than interest and principle payments?
--------------	--

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

swk7

SWK.8	Referring only to this most recent line of credit or loan, what was the approximate cost of the additional fees or payments other than interest and principle payments?
--------------	---

	LCUs
Cost of other fees and payments	swk8
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
DON'T KNOW (SPONTANEOUS)	-9

GO TO QUESTION K.15d

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 **2015/2016**, did this establishment apply for any lines of credit or loans?

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

GO TO QUESTION K.20

GO TO QUESTION K.21

k16

K.17 What was the **main** reason why this establishment did not apply for any line of credit or loan?
SHOW CARD 21

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

GO TO QUESTION K.21

GO TO QUESTION K.21

GO TO QUESTION K.21

GO TO QUESTION K.21

GO TO QUESTION K.21

GO TO QUESTION K.21

GO TO QUESTION K.21

GO TO QUESTION K.21

k17

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

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 **2015/2016**, 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

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 22
-------------	---

						(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 Please tell me if you Strongly disagree, Tend to disagree, Tend to agree, or Strongly agree with the statement: "The court system is fair, impartial and uncorrupted".
SHOW CARD 23

	Strongly disagree	Tend to disagree	Tend to agree	Strongly agree	(SPONTANEOUS) 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 or required to meet with them?

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 visited or 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
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
DON'T KNOW (SPONTANEOUS)	-9

GO TO QUESTION J.7**GO TO QUESTION J.7****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

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	<i>GO TO QUESTION J.13</i>
DON'T KNOW (SPONTANEOUS)	-9	<i>GO TO QUESTION J.13</i>
		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	
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	<i>GO TO QUESTION SWJ.1</i>
DON'T KNOW (SPONTANEOUS)	-9	<i>GO TO QUESTION SWJ.1</i>
		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

SWJ.1 During the last two years, did this establishment receive any direct or indirect government grant?

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

GO TO QUESTION J.30**GO TO QUESTION J.30****swj1**

SWJ.2 From which institutions did this establishment receive the grant(s)?

SHOW CARD xxx

	Yes	No	DON'T KNOW (SPONTANEOUS)
Marketing Investment Fund swj2a	1	2	-9
Small-Scale Enterprise Loan Guarantee Scheme swj2b	1	2	-9
Export Credit Guarantee Scheme swj2c	1	2	-9
EU/SD Sugar Reform Accompanying Measures swj2d	1	2	-9
Regional Development Fund swj2e	1	2	-9
Community Poverty Reduction Fund swj2f	1	2	-9
Youth Enterprise Fund swj2g	1	2	-9
OTHER (SPECIFY) swj2hx swj2h	1	2	-9

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 24

ROTATE OPTIONS**(SPONTANEOUS)**

	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	DON'T KNOW	DOES NOT APPLY
Tax rates	0	1	2	3	4	-9	-7

j30a							
Tax administration	0	1	2	3	4	-9	-7
j30b							
Business licensing and permits	0	1	2	3	4	-9	-7
j30c							
Political instability	0	1	2	3	4	-9	-7
j30e							
Corruption	0	1	2	3	4	-9	-7
j30f							
Courts	0	1	2	3	4	-9	-7
h30							

SWJ.3	In the last 2 years, did your establishment have a payment dispute over payments owed to it in which a third party (such as arbiters, collecting agency or judicial system) was involved?
--------------	---

Yes	1	GO TO SECTION L GO TO SECTION L
No	2	
Don't know (spontaneous)	-9	
		swj3

SWJ.4	Was the court system used to resolve this payment dispute?
--------------	--

Yes	1	GO TO QUESTION SWJ.7 GO TO QUESTION SWJ.7
No	2	
Don't know (spontaneous)	-9	
		swj4

SWJ.5	Was a court judgment made for this payment dispute?
--------------	---

Yes	1	GO TO SECTION SWJ.7 GO TO SECTION SWJ.7 GO TO SECTION SWJ.7
No	2	
Still in process	-6	
Don't know (spontaneous)	-9	
		swj5

SWJ.6	Referring to this judgement made by the court, how long did it take for the judgement to be enforced?
--------------	---

	Days
Days till enforcement	swj6
Still awaiting enforcement	-5
DON'T KNOW (SPONTANEOUS)	-9

SWJ.7	Was another dispute resolution service used to resolve this payment dispute other than the courts?
--------------	--

Yes	1
No	2
Don't know (spontaneous)	-9

GO TO SECTION L
GO TO SECTION L

swj7

SWJ.8	What dispute resolution service was used to resolve this payment dispute other than the courts?
--------------	---

Regional Liason Officer (Ndabazabantu)	1
Intermediation by Chief	2
OTHER (SPECIFY)___ swj8x ___	3
Don't know (spontaneous)	-9

swj8

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 **2015/2016**, how many permanent, full-time individuals worked in this establishment? Please include all employees and managers
(Permanent, full-time employees are defined as all employees that are employed for a term of one or more fiscal years and/or have a guaranteed renewal of their employment 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

- SWL.1** At the end of fiscal year **2015/2016**, how many permanent, full-time individuals in this establishment were **younger than 30 years old**?

	Number younger than 30	DON'T KNOW (SPONTANEOUS)
Permanent full-time workers younger than 30	sw11	-9

- L.2** Looking back, at the end of fiscal year **2013/2014**, 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 2013/2014	12
IF ESTABLISHMENT WAS NOT IN BUSINESS IN 2013/2014	-7
DON'T KNOW (SPONTANEOUS)	-9

- L.3** Coming back to fiscal year **2015/2016**, how many permanent, full-time individuals in this establishment were: **(INTERVIEWER: READ EACH CATEGORY)**

	Number	DON'T KNOW (SPONTANEOUS)
Production workers	l3a	-9
Non-production workers [e.g., managers, administration, sales]	l3b	-9

- L.4** At the end of fiscal year **2015/2016**, how many permanent, full-time individuals working in this establishment were: **INTERVIEWER: READ EACH CATEGORY**

	Number	DON'T KNOW
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		(SPONTANEOUS)
Highly skilled production workers	l4a1	-9
Semi-skilled production workers	l4a2	-9
Unskilled production workers	l4b	-9

L.5 At the end of fiscal year **2015/2016**, 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	l5a	-9
Female permanent full-time non-production workers	l5b	-9

L.6 How many full-time seasonal or temporary employees did this establishment employ during **2015/2016**?
(Full-time, temporary workers are all short-term (i.e. for less than a year) employees with no guarantee of renewal of employment and work full-time)

	Number
Full-time seasonal or temporary workers employed last fiscal year	l6
NO FULL-TIME SEASONAL OR TEMPORARY WORKERS	0
DON'T KNOW (SPONTANEOUS)	-9

GO TO QUESTION L.9b

GO TO QUESTION L.9b

L.6a How many full-time seasonal or temporary employees employed during **2015/2016** were female?

	Number
Full-time female seasonal or temporary workers employed last fiscal year	l6a
DON'T KNOW (SPONTANEOUS)	-9

L.8 What was the average length of employment of all full-time temporary employees in fiscal year **2015/2016**?

	Months
Average length full-time seasonal or temporary employment last fiscal year, in months	l8
LESS THAN ONE MONTH	1
DON'T KNOW (SPONTANEOUS)	-9

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 **2015/2016**, did this establishment have formal training programs for its permanent, full-time employees?

Yes	1	GO TO QUESTION L.30 GO TO QUESTION L.30
No	2	
DON'T KNOW (SPONTANEOUS)	-9	
		110

L.11 Referring to the training programs run over fiscal year **2015/2016**, what percentage of permanent, full-time employees of the following categories received formal training? If easier please provide the total numbers (provide one or the other but not both)

	Percent	OR	NUMBER	IF NO EMPLOYEES IN A CATEGORY WERE TRAINED	DON'T KNOW (SPONTANEOUS)
Production full-time permanent employees trained	111a %		111a1	0	-9
Non-production full-time permanent employees trained	111b %		111b1	0	-9

SWL.2 Over fiscal year **2015/2016**, how much did this establishment spend on formal (in-house and external) training programs for its permanent full-time employees?

	LCU
Expenditures on formal training programs	swl2
DON'T KNOW (SPONTANEOUS)	-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 24**

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 24**

QUESTIONNAIRE NUMBER **id**

0								
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	rotation
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	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	(SPONTANEOUS)	
						DON'T KNOW	DOES NOT APPLY
Labor regulations 130a	0	1	2	3	4	-9	-7
Inadequately educated workforce 130b	0	1	2	3	4	-9	-7

SWL.3	Over fiscal year 2015/2016 , has establishment renegotiated any permanent contracts to reduce the following?: SHOW CARD XX
--------------	---

	Yes	No	DON'T KNOW (SPONT.)
Work Hours swl3a	1	2	-9
Wage and salary swl3b	1	2	-9
Benefits swl3c	1	2	-9
Other swl3d	1	2	-9

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 25**
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 fiscal year 2015/2016 , please provide the following information: SHOW CARD 26
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	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 electricity	n2b	-9
TOTAL COST OF SALES SHOULD INCLUDE ALL ABOVE COSTS AND OTHER COSTS NOT LISTED ABOVE		
Total cost of sales	n2p	-9

N.6	From this establishment's Balance Sheet for fiscal year 2015/2016 , what was the net book value, that is the value of assets after depreciation, of the following:
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	LCUs	DON'T KNOW (SPONTANEOUS)
Machinery, vehicles, and equipment	n6a	-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?
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	LCUs	DON'T KNOW (SPONTANEOUS)
Machinery, vehicles, and equipment	n7a	-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

QUESTIONNAIRE NUMBER **id**

0								
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	rotation
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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:
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Truthful	1
Somewhat truthful	2
Not truthful	3

a16

A.17	The responses to the questions regarding figures (productivity and employment numbers):
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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
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(Problems occurred/extraordinary circumstances which could influence results)

SUPERVISORS PLEASE ANSWER:

A.18	This questionnaire was completed in:
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One visit in face-to-face interview with one person	1
One visit in face-to-face interview with different managers/staff	2

STOP HERE

Several visits	3
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a18

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

a19h

a19m