

**Your QUESTIONNAIRE NUMBER
RECORD NUMBER
PREFERENCE NUMBER**

THE WORLD BANK
Indicator Survey
Africa Services Questionnaire - TOGO (2009)

A. CONTROL INFORMATION [TO BE COMPLETED BEFORE INTERVIEW]

A.0 Questionnaire a0	Module
Services	5

A.1 Country

a1

A.2

	Sampling Region a2
Region A	1
Region B	2
Region C	3
Region D	4

A.3a

	Screening Region (coded ex post) a3a
Region A	1
Region B	2
Region C	3
Region D	5

A.3x Name of city/town/village

a3x

A.3 Size of locality a3

Capital city	1
City with population over 1 million – other than capital	2
Over 250.000 to 1 million	3
50.000 to 250.000	4
Less than 50.000	5

A.4 Industry	Sampling sector a4a	Screening sector a4b
Manufacturing	1	1
Service	2	2

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

Yes, screener and sample frame info match	1
No, screener and sample frame do not match but establishment does activities which match both screener and sample frame	2
No, does not match	3

A.6 Size

	Sampling size a6a	Screening Size a6b
Micro >=1 and <=4	0	0
Small >=5 and <=19	1	1
Medium >=20 and <=99	2	2
Large >=100	3	3

A.7 Establishment is part of a larger firm a7

Yes	1
No, a firm on its own	2

A.7a

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

A.8 Type of establishment a8

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
Does not apply	-7

A.9 Are establishment's financial statements prepared separately from HQ's statements? a9

Yes	1
No	2
Does not apply	-7

A.10 Are establishment's financial statements prepared

separately from other establishments of the same firm?

a10

Yes	1
No	2
Does not apply	-7

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

a11

Yes	1
No	2
Does not apply	-7

A.12 Interviewer code

a12

A.13 Supervisor code

a13

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

Day (dd)	Month (mm)	Year (yyyy)	Hour (00 to 23)	Minutes (00 to 59)
a14d	a14m	a14y	a14h	a14min

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING.

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

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

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	b2a %	-9

organizations		
Private foreign individuals, companies or organizations	b2b %	-9
Government/State	b2c %	-9
Other	b2d %	-9
	100%	

IF 100% end interview

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

B.3a Are the owners of the firm:
INTERVIEWER: SHOW CARD

All men	1
Majority are men	2
Majority are women	3
All women	4
Equally divided between men and women	5
Does not apply	-7
Don't know	-9

GO TO QUESTION AFB4a

GO TO QUESTION AFB4a

b3a

B.3b Is the largest owner female?
(INTERVIEWER: if there are multiple large owners with the same ownership share, please answer with respect to the person most active in the operation of the firm)

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

b3b

AFB.4a. What is the nationality of origin of the largest owner?

African (specify AFb4a1 [table 1])	1
Indian	2
Lebanese/Middle Eastern	3
Other Asian (specify AFb4a4 [table 4])	4
European/Caucasian	5
Other	6
Don't Know (spontaneous)	-9
	AFb4a

AFb4a1. Main African nationality		AFb4a4 Main "Other Asian" nationality	
XXXX	1	XXXX	1
XXXX	2	XXXX	2
XXXX	3	XXXX	3
XXXX	4	XXXX	4
XXXX	5	XXXX	5

B.3c How did the largest owner acquire ownership of this firm?
INTERVIEWER: SHOW CARD

Started the business on their own or with partners	1	GO TO QUESTION B3e
Purchased an existing business	2	GO TO QUESTION B3e
Joined an existing family business	3	
Joined an existing non family business	4	GO TO QUESTION B3e
Other (spontaneous)	5	GO TO QUESTION B3e
Do not know (spontaneous)	-9	
		b3c

B.3d The family business was joined by:

Heritage	1	
Marriage	2	
Other (spontaneous)	3	
Do not know (spontaneous)	-9	
		b3d

B.3e Which of the following two options best describes why the largest owner started or took over this firm?
INTERVIEWER: SHOW CARD

To take advantage of a business opportunity	1	
Jobs or opportunities were absent or not satisfactory	2	
Don't know (spontaneous)	-9	
		b3e

TGB.4a Prior to starting this business, was the largest owner employed in the same sector as the current business?

Yes	1	
No	2	
Don't know (spontaneous)	-9	
		tgb4a

TGB.4b What was the main source of start-up capital for this business?

Own savings	1	
Bank loan	2	
Loan from non-bank financial institutions	3	
Loan from family/friends	4	
Other (specify ***)	5	
Don't know (spontaneous)	-9	

tgb4b

B.3f Which of the following best describes the largest owner's involvement in decision making in this firms?
INTERVIEWER: SHOW CARD

Makes most decisions on his/her own	1
Makes decisions in consultation with other owners	2
Delegates most decisions to other partners/owners	3
Has appointed a manager(s) who make decision	4
A board of directors makes the decision	5
Other (specify _____ b3fx)	6
Do not know (spontaneous)	-9

b3f

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**)

	Number
Full-time employees at start-up	b6
Don't know (spontaneous)	-9

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

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

GO TO QUESTION B.6b
GO TO QUESTION B.6b

b6a

TGB.6 When it began operations, was the establishment registered with any of the following?:

	Yes	No	Don't know (spontaneous)
Tax department (attestation de patente) tgb6a	1	2	-9
Registre de commerce tgb6b	1	2	-9
Social security (CNSS – Caisse Nationale de Sécurité Sociale) tgb6c	1	2	-9
Mairie tgb6d	1	2	-9
Other tgb6e	1	2	-9

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

	Year
Year establishment formally registered	b6b
Don't know (spontaneous)	-9
Never registered (spontaneous)	-7

INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR.

AFB.7a What is the highest level of education of the current top manager?
INTERVIEWER: SHOW CARD

No Education	1
Primary School (complete or not)	2
Secondary School (complete or not)	3
Vocational Training	4
Some university training	5
Graduate degree	6
Don't Know (spontaneous)	-9

AFb7a

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

	Years
Manager's experience in sector	b7
Less than one year	1
Don't know (spontaneous)	-9

B.7a Is the Top Manager female?

Yes	1
No	2

Don't know (spontaneous)	-9	b7a

B.8 Does this establishment have an internationally-recognized quality certification?
(INTERVIEWER: If there is need for clarification, some examples are: ISO 9000, 9002 or 14000)

Yes	1	b8
No	2	
Still in process (spontaneous)	-6	
Don't know (spontaneous)	-9	

TGB.9a Does this establishment presently operate under EPZ status (*agr e au statut de zone franche ou entreprise franche*) or any other special economic zone offering specific privileges (e.g. tax holidays or access to utilities at reduced rates)?

EPZ	1	SKIP TO C.3 SKIP TO C.3
Other special economic zone	2	
Neither of the above	3	
Don't know (spontaneous)	-9	

tgb9a

TGB.9b In what year did this establishment begin to operate under EPZ status?

	Year
Year establishment began to operate under EPZ status	tgb9b
Don't know (spontaneous)	-9

INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR

TGB.9c What was the **main** reason why this establishment decided to be installed in the Togo EPZ?

Tax incentive	1	
Labor cost and other labor related issues (work ethic, discipline, no strong unions, etc.)	2	
Possibility of lowering utilities costs	3	
Availability of land	4	
Other	5	
Don't know (spontaneous)	-9	

tgb9c

TGB.10a Does this establishment still operate under tax exemption status?

Yes	1	
No	2	SKIP TO TGB.10c
Don't know (spontaneous)	-9	SKIP TO C.3

tgb10a

TGB.10b What do you expect the impact of the expiration of tax incentives on your company would be?

Nothing will change	1	SKIP TO C.3
Your company will still be making profits	2	SKIP TO C.3
Your company will no longer make profits	3	SKIP TO C.3
Don't know (spontaneous)	-9	SKIP TO C.3

tgb10b

TGB.10c In what year the tax exemption status has expired?

	Year
Year tax exemption status expired	tgb10c
Don't know (spontaneous)	-9

INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR

C. INFRASTRUCTURE AND SERVICES

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING.

Now, we turn to the establishment's operations in fiscal year [insert last complete fiscal year].

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

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

GO TO QUESTION C.6
GO TO QUESTION C.6

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
REF (spontaneous)	-8

c5

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

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

GO TO QUESTION C.12
GO TO QUESTION C.12

c6

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

	Number
Average number of power outages per month	c7
Don't know (spontaneous)	-9

IF 0, GO TO QUESTION C.12

C.8 How long did these power outages last on average?

	Hours
Average duration of power outages	c8
Less than one hour	1
Don't know (spontaneous)	-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.

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

Yes	1	GO TO QUESTION C.19 GO TO QUESTION C.19
No	2	
Don't know	-9	

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?

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

REF (spontaneous)	-8
-------------------	----

c14

C.19 Over the last two years, did this establishment submit an application to obtain a telephone connection?

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

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

c19

C.20 In reference to that application for a telephone 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 telephone connection	c20
Less than one day	1
Still in process	-6
Application denied	-5
Don't know (spontaneous)	-9

C.21 In reference to that application for a telephone connection, was an informal gift or payment expected or requested?

Yes	1
No	2
Don't know (spontaneous)	-9
REF (spontaneous)	-8

c21

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

GO TO QUESTION C.22B
GO TO QUESTION C.22B

c22a

TGC.23 How often does this establishment use e-mail to communicate with clients or suppliers?

Occasionally	1
Once or twice a week	2
Every day	3
Don't know (spontaneous)	-9

tgc23

TGC.24 Does this business have its own internet connection in its premises?

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

GO TO QUESTION TGC28
GO TO QUESTION C22B

tgc24

TGC.25 What type of internet connection does this business have?

Dial-up	1
Broadband	2
Other	3
Don't know (spontaneous)	-9

tgc25

TGC.26 What is the total monthly cost that this establishment pays for its own internet connection?

	LCUs
Total annual cost of internet connection	tgc26
Don't know (spontaneous)	-9

TGC.27 Is this establishment internet connection also used to:

	Yes	No	Don't know (spontaneous)	
Look for business opportunities in the West Africa or overseas? tgc27a	1	2	-9	
Do research and develop ideas on new products and services tgc27a	1	2	-9	GO TO QUESTION C22B

TGC.28 What is the **main** reason why this establishment does not have its own internet connection?

Internet connection is too expensive	1
Employees do not know how to use it	2
Do not need it	3
Other	4

Don't know (spontaneous)	-9	tgc28
---------------------------------	-----------	--------------

C.22b At the present time, does this establishment use Its own website?

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

**GO TO QUESTION
C30
GO TO QUESTION
C30**

c22b

TGC.29 Has this establishment developed new business through its own website?

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

tgc29

C.30 Is **electricity** No Obstacle, a Minor Obstacle, a Moderate Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment?
SHOW CARD 4

	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	Don't Know (spontaneous)	Does Not Apply (spontaneous)
Electricity c30a	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 **[insert last complete fiscal year]**, what was this establishment's main product or service, that is, the product that represented the largest proportion of annual sales (in LCU)?

Description

d1a1x

D.1a2 Using this card, please choose the 4-digit code that best applies to the main product or service of this establishment.
SHOW CARD 5

	Code
Code of main product	d1a2
Don't know (spontaneous)	-9

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

	%
Percentage of sales represented by main product	d1a3
Don't know (spontaneous)	-9

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

	LCUs
Last complete fiscal year's total sales	d2
Don't know (spontaneous)	-9

D.3 In fiscal year **[insert last complete fiscal year]**, what percentage of this establishment's sales were:
(INTERVIEWER: these must be asked in the order they appear on the table)
SHOW CARD 6

	Percent	Don't know (spontaneous)
National sales	d3a %	-9
Indirect exports (sold domestically to third party that exports products)	d3b %	-9
Direct exports	d3c %	-9
	100%	

IF 100, GO TO QUESTION D.30

IF 100, GO TO QUESTION D.8

IF 0, GO TO QUESTION D.8

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

TGC.4 In fiscal year 2008, what percent of this establishment's annual export revenue were to:
SHOW CARD

Region	% of total export revenue	Don't know (spontaneous)
Sub-Saharan Africa	Tgc4a	-9
North Africa	Tgc4b	-9
Asia	Tgc4c	-9
Europe	Tgc4d	-9
US	Tgc4e	-9
Other	Tgc4f	-9

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

TGC.5 In fiscal year [insert last complete fiscal year], did this establishment use its own transport to ship its products to Africa?

Yes	1
No	2
No shipments to Africa	-7
Don't know (spontaneous)	-9

tgc5

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

	Days
Average number of days to clear customs	d4
Less than one day	1
Don't know (spontaneous)	-9

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

	Percent
Losses due to theft as percentage of consignment value	d6 %
No losses	0
Don't know (spontaneous)	-9

D.7 In fiscal year [insert last complete fiscal year], what percentage of the consignment 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 consignment	d7 %

value	
No losses	0
Don't know (spontaneous)	-9

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

D.30 Is **transport** No Obstacle, a Minor Obstacle, a Moderate Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment?

Are **customs and trade regulations** No Obstacle, a Minor Obstacle, a Moderate obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment? **SHOW CARD 8**

	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	Don't Know (spontaneous)	Does Not Apply (spontaneous)
Transport d30a	0	1	2	3	4	-9	-7
Customs and trade regulations d30b	0	1	2	3	4	-9	-7

E. DEGREE OF COMPETITION

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

We now turn to another topic.

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

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

e11

E.30 Are **practices of competitors in the informal sector** No Obstacle, a Minor Obstacle, a Moderate Obstacle, Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment?
SHOW CARD 10

	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	Do Not Know (spontaneous)	Does Not Apply (spontaneous)
Practices of competitors in the informal sector e30	0	1	2	3	4	-9	-7

G. LAND AND PERMITS

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

We now turn to another topic and we will discuss about land.

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

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

GO TO QUESTION G.30

GO TO QUESTION G.30

g2

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

	Days
Wait for a construction-related permit	g3
Less than one day	1
Still in process	-6
Application denied	-5
Don't know (spontaneous)	-9

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

Yes	1
No	2
Don't know (spontaneous)	-9
REF (spontaneous)	-8

g4

G.30 Is **access to land** No Obstacle, a Minor Obstacle, a Moderate Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment?
SHOW CARD 15

	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	Do Not Know (spontaneous)	Does Not Apply (spontaneous)
Access to land	g30a 0	1	2	3	4	-9	-7

I. CRIME

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

We now turn to another topic.

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

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

GO TO QUESTION I.3
GO TO QUESTION I.3

i1

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

	Percent
Percentage of total annual sales for security	i2a %
Don't know (spontaneous)	-9

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

	LCUs
Total annual cost of security	i2b
Don't know (spontaneous)	-9

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

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

GO TO QUESTION I.30
GO TO QUESTION I.30

i3

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

	Percent
Losses as percentage of total annual sales	i4a %
Don't know (spontaneous)	-9

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

	LCUs
Total annual value of losses	i4b
Don't know (spontaneous)	-9

I.30 Are **crime, theft and disorder** No Obstacle, a Minor Obstacle, a Moderate Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment? **SHOW CARD 15**

	No obstacle	Minor obstacle	Moderate obstacle	Major Obstacle	Very Severe Obstacle	Do Not Know (spontaneous)	Does Not Apply (spontaneous)
Crime, theft and disorder i30	0	1	2	3	4	-9	-7

K. FINANCE

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

We now turn to another topic.

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

	Percent	Don't know (spontaneous)
Paid for before the delivery?	k1a %	-9
Paid for on delivery?	k1b %	-9
Paid for after delivery?	k1c %	-9
	100 %	

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

K.2 In fiscal year **[insert last complete fiscal year]**, what percentage of this establishment's total annual sales of its goods or services were: **SHOW CARD 16**

	Percent	Don't know (spontaneous)
Paid for before the delivery?	k2a %	-9
Paid for on delivery?	k2b %	-9
Paid for after delivery?	k2c %	-9
	100 %	

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

K.3 Over fiscal year **[insert last complete fiscal year]**, please estimate the proportion of this establishment's working capital that was financed from each of the following sources?

INTERVIEWER: SHOW CARD 10

	Percent	Don't know (spontaneous)
Internal funds/Retained earnings	k3a %	-9
Borrowed from banks (private and state-owned)	k3bc %	-9
Borrowed from non-bank financial institutions	k3e %	-9
Purchases on credit from suppliers and advances from customers	k3f %	-9
Other (moneylenders, friends, relatives, etc.)	k3hd %	-9
	100%	

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

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

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

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

k4

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

	LCUs	Don't know (spontaneous)
Machinery, vehicles, and equipment (new or used)	n5a	-9
Land and buildings	n5b	-9

K.5 Over fiscal year [insert last complete fiscal year], please estimate the proportion of this establishment's total purchase of fixed assets that was financed from each of the following sources:
SHOW CARD 17

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

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

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

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

k6

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

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

k7

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

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

GO TO QUESTION K.16
GO TO QUESTION K.16

k8

K.9 Referring to the most recent line of credit or loan, what type of financial institution granted this loan? **SHOW CARD 22**

Private commercial banks	1
State-owned banks or government agency	2
Non-bank financial institutions which include microfinance institutions, credit cooperatives, credit unions, or finance companies	3
Other	4
Don't know (spontaneous)	-9

k9

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

	Year
Year most recent loan/line of credit approved	k10
Don't know (spontaneous)	-9

INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR

AFK.10a What is the rate of interest of this most recent line of credit or loan?

	Percent
Average rate of interest for recent loan/line of credit approved	AFk10a
Don't know (spontaneous)	-9

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

	LCUs
Size of most recent loan/line of credit approved	k11
REF (spontaneous)	-8
Don't know (spontaneous)	-9

K.13 Referring only to this most recent loan or line of credit, did the financing require collateral?

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

GO TO QUESTION K.16
GO TO QUESTION K.16

k13

K.14 Referring only to this most recent loan or line of credit, 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.15a Referring only to this most recent line of credit or loan, what was the approximate value of the collateral required?

	LCUs
Value of collateral	k15a
Don't know (spontaneous)	-9

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

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

GO TO QUESTION K.21

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 in fiscal year [insert last complete fiscal year]? **SHOW CARD 18**

No need for a loan - establishment has sufficient capital	1
Application procedures for loans or lines of credit are complex	2
Interest rates are not favorable	3
Collateral requirements are too high	4
Size of loan and maturity are insufficient	5
Did not think it would be approved	6
Other	7
Don't know (spontaneous)	-9

k17

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

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

k21

K.30 Is **access to finance**, which includes availability and cost, interest rates, fees and collateral requirements, No Obstacle, a Minor Obstacle, a Moderate Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment? **SHOW CARD 19**

	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	Do Not Know (spontaneous)	Does Not Apply (spontaneous)
Access to finance k30	0	1	2	3	4	-9	-7

J. BUSINESS-GOVERNMENT RELATIONS

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:
 The following questions assess how establishments, such as this one, deal with government officials and their agencies.

J.1 I am going to read some statements that describe the courts system and how it could affect business. For each statement, please tell me if you Strongly disagree, Tend to disagree, Tend to agree, or Strongly agree. **SHOW CARD 20**

		Strongly disagree	Tend to disagree	Tend to agree	Strongly agree	Don't know (spontaneous)
"The court system is fair, impartial and uncorrupted."	h7a	1	2	3	4	-9

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	GO TO QUESTION J.6a GO TO QUESTION J.6a
No	2	
Don't know (spontaneous)	-9	

j3

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

	Number
Times inspected or met with tax officials	j4
Don't know (spontaneous)	-9

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

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

GO TO QUESTION J.13
GO TO QUESTION J.13

j10

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

	Days
Wait for import license	j11
Less than one day	1
Still in process	-6
Application denied	-5
Don't know (spontaneous)	-9

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

Yes	1
No	2
Don't know (spontaneous)	-9
REF (spontaneous)	-8

j12

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

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

GO TO QUESTION J.30
GO TO QUESTION J.30
j13

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

	Days
Wait for operating license	j14
Less than one day	1
Still in process	-6
Application denied	-5
Don't know (spontaneous)	-9

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

Yes	1
No	2
Don't know (spontaneous)	-9
Refusal (spontaneous)	-8

j15

J.30

As I list some factors that can affect the current operations of a business, please look at this card and tell me if you think that each factor is No Obstacle, a Minor Obstacle, a Moderate Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment.

SHOW CARD 21

ROTATE OPTIONS

		No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	Do Not Know (spontaneous)	Does Not Apply (spontaneous)
Tax rates	j30a	0	1	2	3	4	-9	-7
Tax administration	j30b	0	1	2	3	4	-9	-7
Business licensing and permits	j30c	0	1	2	3	4	-9	-7
Political instability	j30e	0	1	2	3	4	-9	-7
Corruption	j30f	0	1	2	3	4	-9	-7
Courts	h30	0	1	2	3	4	-9	-7

L. LABOR

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:
Now I would like to ask you a few questions about this establishment's labour force.

L.1 At the end of fiscal year **[insert last complete fiscal year]**, how many permanent, full-time employees did this establishment employ? Please include all employees and managers **(INTERVIEWER: Permanent, full-time employees are defined as all paid employees that are contracted for a term of one or more fiscal years and/or have a guaranteed renewal of their employment contract and that work 8 or more hours per day)**
(INTERVIEWER: include interviewee if applicable).

	Number
Permanent, full-time employees end of last fiscal year	11
Don't know (spontaneous)	-9

L.2 Three fiscal years ago, at the end of fiscal year **[insert three complete fiscal years ago]**, how many permanent, full-time employees did this establishment employ? Please include all employees and managers **(INTERVIEWER: include interviewee if applicable).**

	Number
Permanent, full-time employees three fiscal years ago	12
If establishment was not in business three years ago	-7
Don't know (spontaneous)	-9

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

	Number	Don't know (spontaneous)
Female permanent full-time employees	15	-9

L.6 How many full-time temporary employees did this establishment employ in fiscal year **[insert last complete fiscal year]**?
(INTERVIEWER: Full-time, temporary workers are all paid short-term (i.e. for less than a fiscal year) employees with no guarantee of renewal of contract employment and work 8 or more hours per day)

	Number
Full-time seasonal/temporary workers employed last fiscal year	16
Don't know (spontaneous)	-9

IF 0, GO TO QUESTION AFL.8a

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

	Months
Average length full-time seasonal/temporary employment last fiscal year	18
Less than one month	1
Don't know (spontaneous)	-9

AFL.8a At the end of fiscal year 2008, how many part-time workers—workers that work less than a full shift per day—were employed by this establishment?

	Number
Part-time Workers	AFL8a
Don't know (spontaneous)	-9

AFL.12 What percent of this establishment's workforce is currently unionized?

	Percent
Workforce unionized	AFL12
Don't know (spontaneous)	-9

L.30 Are **labor regulations** No Obstacle, a Minor Obstacle, a Moderate Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment?

Is an **inadequately educated workforce** No Obstacle, a Minor Obstacle, a Moderate Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment?
INTERVIEWER: SHOW CARD 22

		No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	Do Not Know (spontaneous)	Does Not Apply (spontaneous)
Labor regulations I30a		0	1	2	3	4	-9	-7
Inadequately educated workforce I30b		0	1	2	3	4	-9	-7

S. AIDS AND SICKNESS

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

AFS.1y Does this establishment currently have a pre-employment health check for new employees?

Yes	1
No	2
Don't know	-9

AFs1y

AFS.1 Have the following situations affected this establishment's workforce in the past 2 years:

	Yes	No	DK
High absenteeism due to sickness AFs1a	1	2	-9
High absenteeism as employees need to care of family members or friends due to sickness AFs1b	1	2	-9

AFS.2 Has HIV/AIDS affected this establishment's workforce in any of the following ways in the past 2 years

	Yes	No	DK
High absenteeism due to HIV/AIDS AFs2a	1	2	-9
High absenteeism as employees need to care of family members or friends due to HIV/AIDS AFs2b	1	2	-9

AFS.3 Did this establishment undertake any of the following activities, in fiscal year 2008, to prevent HIV/AIDS among employees?

	Yes	No	DK
HIV prevention messages AFs3a	1	2	-9
Free condom distribution AFs3b	1	2	-9
Anonymous HIV testing AFs3c	1	2	-9

AFS.4 In fiscal year 2008, how much did this establishment spend on all AIDS/HIV programs and activities.

	2008	
Cost of all AIDS/HIV programs and activities	AFs4	LSL
Don't know (spontaneous)		-9

M. BUSINESS ENVIRONMENT

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

The next set of questions is designed to get a general picture of your opinion about the business environment that affects the operations of this establishment

M.1 Which of the following elements of the business environment, if any, currently represents the biggest obstacle faced by this establishment. **SHOW CARD 23**

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	m1d
----------	------------

N. PERFORMANCE

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

The purpose of the following questions is to allow us to estimate the productivity of establishments like this one. Estimates are made at the aggregate level so the information you provide below will be compiled with the information from other establishments. 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 For fiscal year [insert last complete fiscal year], please provide the following information about this establishment: **SHOW CARD 24**

READ OUT

	LCUs	Don't know (spontaneous)	REF (spontaneous)
Total annual cost of labor (including wages, salaries, bonuses, social payments)	n2a	-9	-8

N.3 In fiscal year [insert three complete fiscal years ago], three fiscal years ago, 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

B.20 The World Bank might be interested in getting in touch with you to follow up on some aspects of this interview. Would you have any objection if we provide them with your contact information?

Yes	1
No	2

b20

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

	Position in the firm	Years with the firm	Gender
Main respondent	a15a1a	a15a2a	a15a3
Second respondent	a15a1b	a15a2b	a15b3
Third respondent	A15a1c	A152C	A15a3c

THE SURVEY ENDS HERE

THANK YOU VERY MUCH FOR YOUR COOPERATION.

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

Day (dd)	Month (mm)	Hour (00 to 23)	Minutes (00 to 59)

a15d
a15m
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

a17

INTERVIEWER COMMENTS:

a17x

(Problems occurred/extraordinary circumstances which could influence results)

SUPERVISORS PLEASE ANSWER:

A.18 This questionnaire was completed in:

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

STOP HERE

a18

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

Hour	Minutes

a19h
a19m