

Business Identification Number : _____

Survey of 1500 businesses in Lomé September 2014

confidential

RESERVED FOR DATA ENTRY SPECIALISTS		
Heading	Name	Code
Batch number	n/a	/ _ /
Data entry specialist 1		/ _
Data entry specialist 2		/ _
Proofreader		/ _

1. SECTION 1 : INITIAL CONTACT

To complete before the interview

1.1 Business name : _____

1.2 Business identification number : _____

1.3 Last name of the person to be surveyed : _____

1.4 Given name of the person to be surveyed : _____

1.5 Industry : _____

1.6 Status : / _

1 = I

2 = NI

1.7 Interviewer number : / _ / _ /

1.8 Supervision area number : / _ /

Commented [EM1]: Not sure what this stands for; but it's fine to leave it if it's to the effect of interviewed or not interviewed.

To complete before the interview (Interviewer)

1.9 Date of the initial contact (dd/mm/yyyy) : / _ / _ / / _ / _ / / _ / _ /

1.10 Time of the initial contact : / _ / _ / / _ / _ /

Instructions for the interviewer appear in bold italics.

Interviewer : Hello, my name is _____. Are you **Mr./Ms./Miss [say the full name of the person on your list and confirm that you are talking with the right person] ?**

I am here on behalf of Innovations for Poverty Action (IPA), a nonprofit research institution that aims to find innovative solutions for the challenges to development in many different countries. We are conducting a study in Togo with 1,500 businesses to understand the challenges that micro and small enterprises are facing. One of our collaborators visited you between October 2013 and January 2014 to talk to you about your business, yourself, and your household. We have returned today to ask you some more questions about you and your business.

+di, +kɔnyee nye _____. Woãe nye aɖetɔ / aɖenɔ [Migblɔ ɖome +kɔ kple +kɔ evelia siwo le agbaleɔa dzi eye miade dzesii be miele nu ɖom kple ame si dze.]
 Meva le dɔwɔɖe si wɔa mɔnu yeyewo +udɔ hena aɖahoho fe aheadada +u, numekuku dɔwɔɖe afe si wɔa dɔ ga ɖe tafodzɔnu afeke manme hena +ufofo yeyewo kpɔkpɔ na kuxi siwo le mɔ xem na dukɔ gefewo ɖe +gɔdede kpɔkpɔ. Miele numekuku wɔm tso 1500 dɔwɔɖe sue siwo le Togo +u alebe miade dze si kuxi siwo ku ɖe dɔwɔɖe sue siawo +u. Le ɖeà 2013 ɖe ...leti ewolia va se fe ɖeà 2014 ɖe ...leti gbatɔ dzi la hadɔwɔla afe va ku nu me tso miaɖe dɔwɔɖe , woà +tɔ kple woà aɖe +u. Miegbugbɔ va egbe awɔ biabia afewo na mi tso woà kple miaɖe dɔwɔɖe +u.

- 1.11 Could you please confirm whether you were surveyed by me or by one of my colleagues between October 2013 and January 2014 ? / ,e miade +u kafe dzi nam be nye alo nye hadɔwɔlawo dometɔ afe ku nu me kple mi tso ɖeà 2013 ɖe ...leti ewolia va se fe ɖeà 2014 ɖe ...leti gbatɔ mea ?..... / ☐
 1 = Yes **(SKIP QUESTION 1.12 AND GO ON TO THE REST OF THE INTRODUCTION)**
 2 = No

- 1.12 Was one of your associates interviewed by me or by one of my colleagues between October 2013 and January 2014 ? / ,e nye alo nye hadɔwɔlawo dometɔ afe ku nu me kple miaɖe dɔwɔ kpefe+utɔwo dometɔ afe tso ɖeà 2013 ɖe ...leti ewolia va se fe ɖeà 2014 ɖe ...leti gbatɔ mea ?..... / ☐
 1 = Yes **(Ask to speak with the one who was surveyed.)**
 2 = No **(DO NOT CONTINUE ; CALL YOUR SUPERVISOR.)**

The goal of this survey is to understand the situation and the characteristics of micro and small enterprises in order to identify the most appropriate programs to support these businesses and to improve existing programs. Even if this study has the advantage of providing information to support programs for businesses like yours, we can't guarantee your participation in these programs. Our survey today will take about one and a half hours, and we will want to come back to see you three more times over the course of the next two years. In order to thank you for your time and your participation in this survey, you will be entered in a raffle to win polo shirts, waistpacks, aluminum basins, quality phones, and a refrigerator. If you participate in all four surveys, you will be entered in a raffle to win a motorcycle. You should also note that all the responses you provide will remain strictly confidential, and your identity will not be shared with anyone.

Tafodzɔnu si le numekuku sia si lae nye dɔwɔɖe suewo ɖe nɔnɔme kple woɖe fofoowo gɔmesese be woade dze si fofo vevi siwo dze hena asitɔtrɔ le esiwo li xoxo la +uɔ . Togbɔ be numekuku sia ana be kpekpefe+u fofoowo anya nu tso dɔwɔɖewo +u abe miatɔ ene haɔ la, miade +u na mi kakafedzi be miakpɔ gome le fofoowo me o. Miaɖe numekukua axɔ gaɖoɖo feka kple afaɔ kloe. Eye le ɖeà eve siwo gbɔna me la miedzro be miawɔ tsafiri ava mia gbɔ zi etɔ. Hena akpedada na mi fe ...e...iyi si miegu kple miaɖe gomekpɔkpɔ le numekuku sia me la, miakpɔ gome le tɔɔ+bola ɖe wɔna afe me eye miade fu awu, milego ,gagbaɔ kple alɔme kaɖomɔvi nyuiewo kple nufamɔ sue afe. Ne miekpɔ gome le numekuku eneawo kataɔ me la, miakpɔ gome le dzokeke fu fu ɖe tɔɔ+bola wɔna afe me. De dzesii haɔ be miaɖe +ufofoowo kataɔ woawɔ wo+u dɔ le ...a...la blibo me eye miaɖe nyenye madze le afe afeke o.

1.22 Have you changes residences since October 2013 ? / **le mietrý nýŋe le 2013 2e ...letí ewolia mea ?** / ☐ / ☐
 1 = Yes
 2 = No (**SKIP TO QUESTION 1.24**)

1.23 Now I am going to ask you about your place of residence \ **Mabia nya woè tso (ku fe) woè nýŋe +uti**
 a. Neighborhood \ **Ký me** (**Write exactly what the person says.**)

b. **Neighborhood code** :...../ ☐ / ☐ / ☐ / ☐

- | | |
|---------------------------------|-----------------------------------|
| 1 = Agbalépédogan | 17 = KagniKopé |
| 2 = Agoé Assi yéyé | 18 = Klikamé |
| 3 = AgoéAtchanvé | 19 = Kégué |
| 4 = AgoéKossigan | 20 = Kodjoviakopé |
| 5 = Avénou | 21 = Nyekonakpoé |
| 6 = Adidogomé – Awatamé | 22 = Nukafu / Forever |
| 7 = Attiéguou | 23 = Togo 2000 |
| 8 = Amoutiévé / Doulassamé | 24 = Totsi / Adjidoadin / Avedji |
| 9 = Baguida | 25 = TokoinHopital / Séminaire |
| 10 = Bè | 26 = Tokoin Lycée |
| 11 = Bé Kpota / DzifaKpota | 27 = Wonyomé |
| 12 = Dzaglé | 28 = Wuuiti / Novissi |
| 13 = Didjolé | 30 = Grand marché / Dekon |
| 14 = Gbadago | 31 = Akodessewa / Port / Zoro Bar |
| 15 = Gbossimé /Adewui/Dogbéavou | 32 = Adakpamé / Kagomé |
| 16 = Hédrzanawoé | 33 = Ablogamé |
| | 29 = Other |

c. Street number \ **Aŋeme 2e xexleŋme** : / ☐ / ☐ / ☐ / ☐
(If the person does not know it, look to see whether you can verify it. If not, go on to the next question.)

d. Number or name of the street \ **Mýa 2e +ký alo xexleŋme** :/ ☐ / ☐ / ☐ / ☐

(If the person does not know it, look to see whether you can verify it. If not, go on to the next question.)

e. The home is not far from \ **Aŋea medidi tso**:

VERIFY WHETHER THIS IS A WELL-KNOWN LOCATION.

f. Directions to the home \ **Mýfiafia ne woade dzesi aŋea me ayi** :

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(Draw a map if necessary.)



- g. Are you the owner of the house ? \ ,ee nenye aGee tŷa? /_/
- 1 = Yes (**SKIP TO QUESTION 1.24**)
- 2 = No

h. Name of the owner \ AGea tŷ Ge +kŷ : _____

1.24 In case we try to contact you for more details in the future and we do not manage to reach you, could you provide us with contact information for two people (personal or professional contacts) who could assist us in reaching you ? \ Ne mæéele didim be mæéaGo nu kple wo hena nyamefefe bubuwo eye mæémete +u le kekem fe +utiwoè o fe, fe ate +u ana ame eve bubu Ge xexleEme si akpe fe mia +u be mæake fe +u woèa ? Esia ate +u anye woè kaGomŷ alo dŷwŷGee tŷ.

a. Surname of Contact 1 \ Ame 1 si woakpŷ Ge Gome +kŷ : _____

b. Given name of Contact 1 \ Ame 1 si woakpŷ Ge +kŷ : _____

c. Contact 1's relationship with the respondent \ Kadede si le ame 1 si woakpŷ kple nyanufela dome: /_/

(Only one answer)

- | | |
|-------------------------|--------------------------------------|
| 1 = Spouse | 7 = Friend |
| 2 = Mother/Father | 8 = Employee |
| 3 = Child | 9 = Supplier |
| 4 = Brother/Sister | 10 = Distributor |
| 5 = Other family member | 11 = Other personal relationship |
| 6 = Neighbor | 12 = Other professional relationship |

d. Telephone number for Contact 1 \ Ame 1 si woakpŷ Ge kaGomŷ : _____

/ _ / _ / _ / _ / _ / _ / _ /

e. Surname of Contact 2 \ Ame 2 si woakpŷ Ge Gome +kŷ : _____

f. Given name of Contact 2 \ Ame 2 si woakpŷ Ge +kŷ : _____

Instructions for the interviewer appear in bold italics.

g. Contact 2's relationship with the respondent \ Kadede si le ame 2 si woakpý kple nyanufela dome:..... / /

(Only one answer)

- | | |
|-------------------------|--------------------------------------|
| 1 = Spouse | 7 = Friend |
| 2 = Mother/Father | 8 = Employee |
| 3 = Child | 9 = Supplier |
| 4 = Brother/Sister | 10 = Distributor |
| 5 = Other family member | 11 = Other personal relationship |
| 6 = Neighbor | 12 = Other professional relationship |

h. Telephone number for Contact 2 \ Ame 2 si woakpý ðe kaðomý :

/ / / / / / / /

2. SECTION 2 : THE COMPANY'S EXISTENCE

2.1 Between October 2013 and January 2014, we spoke with you about your company, which was called [say the name of the company on your list] and which operated in [say the industry indicated on your list]. Do you still work for this company ? / Tso ðeà 2013 ðe ...leti ewolia (kele) va se fe ðeà 2014 ðe ...leti gbatý me, woku nu me kple mi tso mia ðéwý ðe si ðéwý nye [Migblý ðéwý ðeà ðe ðéwý abe alesi wo ðéwý fi le agbale ða dzi ene] eye ðéwý wýa nye [Migblý ðéwý na si le agbale ða dzi] Miega le ðéwý wým na ðéwý ðe maa ?

1 = Yes

2 = No, because the company was closed down (SKIP TO QUESTION 2.3)

3 = No, for another reason (SKIP TO QUESTION 2.6)

2.2 Our interview will be about this company, even if you have other businesses now. / Miáa ðe numekukua aku fe ðéwý ðe sia ðéwý, nenyé be miefo bubuwo fifia haó

(SKIP TO SECTION 3, QUESTION 1)

2.3 What was the main reason that the company was closed down? / Tafo ði vevie ka ðéwý ðe tu e ðe ðéwý ?

(Do not read out the answers!!)

- 1 = Problems with regulation or tax payments
- 2 = Lack of clients
- 3 = Too much competition
- 4 = Lack of technical skills
- 5 = Problems with financial management
- 6 = The business owner was sick
- 7 = Family obligations (child, sick relative, death in the family, etc.)
- 8 = Interest in opening another business
- 9 = Opportunity to have a salaried job
- 10 = The business owner retired
- 11 = The business owner traveled
- 12 = Other

a. If other, explain : _____

Business Identification Number : _____

2.4 When was the company shut down ? / ...e...iyi ka mee wo tui ?

- a. Month : /__/_/
- b. Year : /__/_/___/

2.5 In the next 12 months, do you intend to relaunch this company again ?/

Le ...leti wui eve siwo gbýna me, fe miesusu be miagbugbý ùu dýwýæe sia ?
...../_/_/

- 1 = Yes (SKIP TO QUESTION 2.9)
- 2 = No (SKIP TO QUESTION 2.9)
- 98 = Don't know (SKIP TO QUESTION 2.9)

2.6 What is the main reason why you no longer work for this company ? / Nu kae nye ta fodzinu vevie si ta miegale dý wým le dýwýæe sia me o ? (Don't read out the answers !!)...../_/_/

- 1 = I wanted to invest in a new company instead
- 2 = I found a salaried job opportunity
- 3 = I had family obligations (child, sick relative, death in the family, etc.)
- 4 = I moved
- 5 = I retired
- 6 = I sold the company
- 7 = I passed the company on to a family member
- 8 = I was sick
- 9 = I traveled
- 10 = Other
- a. If other, explain : _____

2.7 When did you stop working for this company ? / ...e...iyi ka mee miegbe dý le dýwýæe sia ?

- a. Month : /__/_/
- b. Year : /__/_/___/

2.8 In the next twelve months, do you intend to start working for this company again ? / Le ...leti wui eve si wogbýna me, miewý susu agbugbý dze dýwýwý gýme na dýwýæe sia ?
...../_/_/

- 1 = Yes
- 2 = No
- 98 = Don't know

2.9 What are you doing at the present ? / Nu ka wým miele le fifi me ?/_/_/

Don't read out the answers !!! If the person has several occupations, you should ask which one brings in the most income.

- 1 = Paid employee in the same industry
- 2 = Paid employee in another industry
- 3 = Head of a company in the same industry
- 4 = Head of a company in another industry
- 5 = Unpaid worker in a family business
- 6 = Unpaid worker on a family farm
- 7 = Unpaid worker in another company
- 8 = Not working, searching for a salaried position
- 9 = Not working, not looking for work
- 10 = Temporary or seasonal worker
- 11 = Student, apprentice
- 12 = Retired
- 13 = Other
- a. If other, explain : _____

Instructions for the interviewer appear in bold italics.

- 2.10 How long have you been in your current situation ? / Tso ...e...yi ka me miele n'ny'me sia me?
- a. Month: /_/_/_/
- b. Year: /_/_/_/_/_/
- 2.11 Are you currently the owner or the manager of a company? / /,e mienye d'ye'e fola alo d'zikip'la le d'w'ye afe fifia ?..... /_/_/
- 1 = Yes
- 2 = No (**SKIP TO SECTION 5, QUESTION 2**)

3. SECTION 3 : LOCATION OF THE BUSINESS

- 3.1 Could you please confirm for me the name of the company? / D'w'ye e e k'ye:

- a. *To verify : Is the name really : /_/_/*
 1 = The name of the business strictly speaking
 2 = The business uses the name it is commonly called

**VERIFY WHETHER THE NAME IS THE SAME AS THE NAME OF THE COMPANY ON YOUR SHEET.
 IF THE NAMES ARE THE SAME OR IF IT IS A NEW COMPANY (Q2.1 =2,3) SKIP TO QUESTION 3.2.**

- b. Have you changed the name of your company over the course of the last 12 months ? /
 ,e miety' k'ye na mia'e d'w'ye le ...leti wui eve siwo va yi mea ? /_/_/
- 1 = Yes
- 2 = No (**CLARIFY THAT YOU WISH TO SPEAK WITH THE INTERVIEWEE ABOUT THE COMPANY ON YOUR SHEET. IF UNSURE HOW TO PROCEED, CALL YOUR SUPERVISOR.**)

- 3.2 Do you have a telephone number that you use exclusively for business calls and not for personal calls ? \ ,ee ka'om' xexle'e le asiwo'e si +utid' ne'e'na na d'w'ye eye menye na wo'e +ut' t'wo zaza'e oa?..... /_/_/
- 1 = Yes
- 2 = No (**SKIP TO QUESTION 3.3**)

- a. Business phone number : Num1 /_/_/_/_/_/_/_/_/_/_/
- Xexle'e (wo) si(wo) nye d'w'ye t'
- b. Business phone number : Num2 /_/_/_/_/_/_/_/_/_/_/
- Xexle'e (wo) si(wo) nye d'w'ye t'

3.3 IF THE INTERVIEW CONCERNS A NEW BUSINESS (Q2.1=2,3), SKIP TO QUESTION 3.4.

- Has your business changed locations since October 2013 ? / Mia'e d'w'ye, fe wo'at' n'ye tso e'e 2013 e ...leti ewolia (kele) mea ? /_/_/
- 1 = Yes
- 2 = Non (**SKIP TO SECTION 4, QUESTION 1**)

Business Identification Number : _____

3.4 LET YOUR SUPERVISOR KNOW TO COME BY TO GET THE GPS COORDINATES :

	Degrees (ddd)	Minutes (mm.mmm)	Direction
GPS Latitude	/ _ _ _	/ _ _ . / _ _ _	N
GPS Longitude	/ _ _ _	/ _ _ . / _ _ _	E

3.5 Are you the owner, renter or user of the space in which the business is located ? /

,ee teGe si neèle la nye tŷwoèa, fe nehayaea alo nele eme koa? /

/ _

1 = Owner

2 = Renter

3 = User (does not pay rent)

3.6 Who owns the lot where the business is located ? / Ame ka tŷe nye teGe (anyigba) si dŷwŷGea le ?

(Multiple answers are possible. Read out all of the responses. Write "1" if the person chooses the answer, otherwise write "2.")

1 = The business \ dŷwŷGea / _

2 = Myself \ Nye +utŷ / _

3=A member of the family/family land \ Ame feka tso Gomea me / Gome 'nyigba

..... / _

4 = A friend \ xŷlŷÈ feka / _

5 = A third party \ Ame bubu afe / _

6 = The government (public space) \ Dzifufu (fiaha teGewe) / _

3.7 To verify : Type of location

If it is a building or room, ask :

Among the following options (in your home ; in another residence ; in a room, a store, a building, or a private space dedicated to the business), in what kind of locale is your business situated ? \ Le tiatia siawo me la: le gbŷwoè; le nŷGe bubu me; le xŷ+goe feka me, le nudzrafoGe alo xŷ si wotsŷ na dŷwŷGea: teGe kae miaGe dŷwŷGe la le? / _

(Read out all the pertinent options.)

1 = Specific public space \ fiaha teGe tŷxŷ

2 = In a market \ le asime

3 = Car, truck, cart, or other mobile vehicle \ ũu vi, ũu gaÈ, kekevi alo ũu bubu Gomevi

4 = On site with clients \ le nuÈlelawo gbŷ

5 = In your home \ le gbŷwoè (SKIP TO SECTION 4, QUESTION 1)

6 = In another personal residence \ le nŷGe bubu me

7 = In a room, a store, a building, or a private space dedicated to the business \ le xŷ+goe feka me, le nudzrafoGe alo xŷ si wotsŷ na dŷwŷGea

8 = No fixed location (street vendor, transportation of passengers or goods, etc.) \ teGe gobii manŷamesi (SKIP TO SECTION 4, QUESTION 1)

9 = Other type of location

a. If another type of location, explain : _____

3.8 Business location \ dŷwŷGea Ge fefefia

a. Neighborhood \ Kŷ me: (Write down exactly what the person says.)

Instructions for the interviewer appear in bold italics.

b. **Neighborhood code** : / _ / _ /

- | | |
|--------------------------------|-----------------------------------|
| 1 = Agbalépédogan | 18 = Klikamé |
| 2 = Agoé Assi yéyé | 19 = Kégué |
| 3 = AgoéAtchanvé | 20 = Kodjoviakopé |
| 4 = AgoéKossigan | 21 = Nyekonakpoé |
| 5 = Avénou | 22 = Nukafu / Forever |
| 6 = Adidogomé – Awatamé | 23 = Togo 2000 |
| 7 = Attiégon | 24 = Totsi / Adjidoadin / Avedji |
| 8 = Amoutiévé / Doulassamé | 25 = TokoinHopital / Séminaire |
| 9 = Baguida | 26 = Tokoin Lycée |
| 10 = Bè | 27 = Wonyomé |
| 11 = Bé Kpota / DzifaKpota | 28 = Wuuiti / Novissi |
| 12 = Dzaglé | 30 = Grand marché / Dekon |
| 13 = Didjolé | 31 = Akodessewa / Port / Zoro Bar |
| 14 = Gbadago | 32 = Adakpamé / Kagomé |
| 15 = Gbossimé/Adewui/Dogbéavou | 33 = Ablogamé |
| 16 = Hédrzanawoé | 29 = Other |
| 17 = KagniKopé | |

c. Street number or location in the market \ Xya Ge xexleEme (numéro)
alo teGea Ge nybale asia me :...../ _ / _ / _ /

(If the person does not know it, look to see whether you can verify it. If not, go on to the next question.)

d. Number or name of the street \ MýGe +ký alo eGe
xexleEme:...../ _ / _ / _ /

(If the person does not know it, look to see whether you can verify it. If not, go on to the next question.)

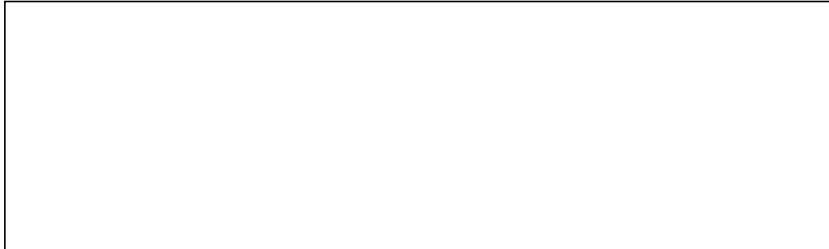
e. The business is not far from \ DýwýGea medidi tso afisia gbý o :

Verify that this is a well-known place.

f. Directions to the business \ Mýfiafia ne woade dzesi dýwýGea me ayi

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(Draw a map if necessary.)



4. SECTION 4 : INFORMATION ON THE BUSINESS

4.1 What is the main line of business that your company is engaged in ? By main line of business, I mean the area of business that brings in the most revenue. \ Dýwýna tǵxǵ kae le dýwýŋea si? Wowýna fe sia fe ŋe tǵxǵnyenye, mæagblǵ be nudzadzra si hea gakpǵkpǵ gefe vanae.

a. **Write down exactly what the person say :** _____

b. **Enter the industry code using the options at the end of the document.**/__/_/_/

4.2 Does your company conduct business in another industry ? \ ,e woè dýwýŋea gawýa dý bubua ? /__/_/

1 = Yes
2 = No **(SKIP TO QUESTION 4.4)**

4.3 What is the second most important business sector for the company ? \ Ekae nye dýwýna evelia si le vevie wu le dýwýŋea?

a. **Write down exactly what the person says :** _____

b. **Enter the industry code using the options at the end of the document**/__/_/_/

4.4 Now I am going to ask you several questions about a typical week for you. By typical week, I mean a week of ordinary activity, where things go as usual. How many days a week is your business open ? / Azǵó mabia nya afewo mi heku fe dýwý kwasifa feka ÷u : le dýwý kwasifa me, medi be magblǵ be alesi dýa yinae kokoko le kwasifa fe sia fe me ene ? ökeke neni dzie dýwýŋea ŋua ŋý alo wýa dý le kwasifa me ? /__/_/

4.5 How many hours a day is your business open ? \ Gaŋoŋo nenie dýwýŋea wýa dý alo ŋua ŋý le dýwýŋea ? /__/_/

4.6 In a typical week, about how many hours do you personally work for your company ? Also include the time you spend purchasing merchandise or materials, doing production, serving or waiting for customers, or other activities of the company ? / Le dýwý kwasifa afe me , ale si dýa yinae kokoko, gaŋoŋo nenie mia ÷utǵ miwýa dý le dýwýŋea me ? Mitsý ...e...iyi si me miŋlea nudzadzrawo, alo dýwýnuwo, awý dý, axý nuŋelawo alo akpǵ mý na wo alo wýa dý bubuwo le dýwýŋea haó de eme /__/_/_/

- a. Of these hours you spend, how many do you spend solely waiting for clients, suppliers, or other persons, without doing anything else for the business while waiting ? / Le esiawo me, gaƆoƆo neni tututu miekpýa mý na nuƆelawo, nudzralawo alo ame bubuwo dýa afeke ma wýe ? /_/_/_/_/

Verify that Q4.6 is greater or equal to Q4.6a.

- 4.7 How many customers do you serve in a typical week ? / NuƆelela nene gbý neèkpýna le dýwý kwasifa feka me ? /_/_/_/_/_/

(If a customer comes in twice a week, that customer should count twice.)

Now I am going to ask you questions about the last six months. / AzýÓ mawý biabia na mi heku fe ...leti ade siwo va yi ÷u

- 4.8 Did your business roll out new products or services over the past six months ? \ Woè adzýa, fee wogahe nudzadzra alo dý bubu va ...leti ade (6) siwo va yi la mea ?
 1 = Yes /_/_/_/
 2 = No **(SKIP TO QUESTION 4.10)**
 98 = I don't know **(SKIP TO QUESTION 4.10)**

- 4.9 Which is the main new product or service that you introduced in the past six months ? By main, I mean the one product or service among your new ones that contributed the most to your revenue. \ Nudzadzra yeye kae nede adzýa (dýwýƆea) me le ...leti ade (6) siwo va yi la me ? Nudzadzra kae hea gakpýkpý gefe vae?

- a. Is this new product or service : / ,ee nudzadzra sia alo dýwýna sia enye : /_/_/
(Read out all the answers !! Only one answer.)

- 1 = A variation, a different brand, or a new model of an existing product or service \ Nu si trýna, dzesidede bubu, alo nu yeyesí fo adzýa me alo nu si li xoxo
 2 = A new line of product or service \ Adzý yeye si va dýwýƆea me

- b. Was this new product or service... \ Nu yeye sia siva, fee : /_/_/
(Read out all the answers !! Only one answer.)

- 1 = Invented by the company based on its own ideas ? \ DýwýƆea +utýe fe fe go kple eƆe susua
 2 = Invented by the company but inspired by ideas seen elsewhere ? \ DýwýƆea +utýe fe fe go, wý la exý susu tso ame bubu gbý
 3 = Purchased from a supplier on your personal initiative \ DýwýƆea Ɔlee le nudzrala si to dýwýƆea +utý Ɔe susufefe me
 4 = Purchased from a supplier because I saw this product offered by my competitors \ DýwýƆea Ɔlee le nudzrala gbý elabe mekpýe le nudzrala bubuwo gbý
 5 = Purchased from a supplier at the request of customers \ DýwýƆea Ɔlee le nudzrala gbý le nudzralaa Ɔe afa+ufofo nu
 6 = Other
 i. **If other, explain :** _____

Instructions for the interviewer appear in bold italics.

Business Identification Number : _____

4.10 In the past six months, what changes have you made within your company ? By change, I mean all modifications, even small ones, that you have made to improve your business. \ Le ...leti ade siwo va yi me, týtrý kawoe miewý le miaæ dýwýæa ? Medi be magblý, týtrý vovovo siwo kataó miehe va dýwýæa, alekeke wole sue haó hena miaæ dýwýæa æ nyonyo.

List all the changes that the entrepreneur mentions, one change per number. If the person stops talking or says he or she didn't make any, ask :

Think one more time. In the past six months have you introduced a[nother] change, even a minor one, to improve your business ?

If the person repeats that there weren't any changes, or any more changes, go on to the next question.

1. _____

2. _____

3. _____

4. _____

5. _____

6. _____

7. _____

8. _____

Instructions for the interviewer appear in bold italics

9. _____

10. _____

- a. **Confirm that the person made at least one change.** / ☐ /
1 = Yes
2 = No (SKIP TO QUESTION 4.12)

- b. For what change did you assume the most active role ? By active, I mean that you were the most involved or that you put in the most effort personally in implementing the change. / *Týtrý ka me mie bi le wuá ? Medi be magblý týtrý sí me mia +utý miewý dý le wuá ? (+utilaó kple susu fe fewo me)*

The questions that follow are going to be about the change that you just mentioned. /
Bibia siwo gbýna aku *fe tỳtrỳ si dzi mietỳ asii la.*

It is important to have as detailed a description as possible for the following questions.

- c. What did you do exactly and how did you arrive at implementing this change ? Please explain every detail and every step to me. / Nu ka tututu miewŋ eye aleke miefo tŋtrŋ sia anyii ? Miwŋ numefefe nam ku fe fe sia fe kple eGe foGewe +u.

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

Business Identification Number : _____

- d. Did someone tell you to do it, or was it your own idea ? / ,e ame a fe wŷ susu sia alo
mia ÷ utŷ Æe susu wonyea ?
If someone told you to do it, who was it ? / Ne ame a fe gblŷ be miawŷe, ame kae ?
If it was your own idea, how did you come up with the idea?/ Nenybe be mia ÷ utŷ Æe susue,
aleke miewŷ susu siae ?

- e. Have your competitors also introduced this change ? / ,e nudzrala bubuwo haó wŷ
tŷtrŷ / _ / _
1 = Yes
2 = No (***SKIP TO QUESTION 4.11***)
98 = Don't know (***SKIP TO QUESTION 4.11***)

- f. Did your competitors introduce this change before you did ? / nudzrala bubuwo he tŷtrŷ
sia va do ÷ gŷ na mia ? / _ / _
1 = Yes
2 = No (***SKIP TO QUESTION 4.10h***)
98 = Don't know

- g. What was the difference between the change that you introduced and what your
competitor(s) did ? / Nu kae nye vovototo le tŷtrŷ si mie he va mia Æe dŷwŷ Æea
kple nudzrala bubu tŷ dome ?

(SKIP TO QUESTION 4.11)

- h. What did you do when your competitor copied your idea ? / Nu kae miewŷ esime
nudzrala bubu wŷ mia Æe susu ÷ u dŷ ?

4.11 I'd like to verify with you that I wrote down your answers correctly. ***For questions 10 through 10h, only read the answers aloud and verify that they are coherent, complete, and readable, and that they properly convey the idea of the interviewee. /*** Medi vevie be mawŷ numetoto kple
mi ade dzezii nyuie be me ÷ lŷ mia Æe ÷ u fo fowo nyuie.

4.12 Now I am going to ask you questions about how often you do certain things for your business. / **AzýŌ mawý biabia na mi ku fe zi alesi miewýa nanewo le miaŒe dýwýŒea me +u.**

(Provide the sheet to the respondents who know how to read.)

Please tell me whether you do each of these activities 1 : Never, 2 : About once a month, 3 : About once a week, 4 : Daily. You could also respond by giving just the number that corresponds to your answer. / **Mifo nya +u ne miewý nu sia dometý afe ale : feka : gbeŒe o, eve : abe zi feka ene le ...leti me, etýŌ : abe zi feka ene le kwasifa me, ene : gbesiagbe**

REPEAT « IN THE PAST SIX MONTHS, HOW OFTEN » BEFORE READING EACH LINE.

N°	In the past six months, how often : Le ...leti ade siwo va yi me fee, alekee nudzadzra nýe:	Never GbeŒe o	About once a month Abe zi fekeene le ...leti me	About once a week Abe zi fekeene le kwasifa me	Daily Gbesiagbe
A	have you visited one of your competitors in order to become familiar with their products or prices? \ Tsafifi (+kutsatsa) le nudzrala bubuwo gbý ne naèke fe nu siwo dzram wole kple ho nenie wole edzrom +u ?	1	2	3	4
B	have you asked your customers whether there are products or services that they wish you would offer? \ ,ee nebia nugýme woè nuŒelelawo ku fe nu siwo wodina le nudzadzrawo kple dýwýnawo +u le dýwýŒea +utia	1	2	3	4
C	have you asked your customers if they are satisfied with your products or services? \ Mie wýa biabia ade dzesii be miaŒe nudzadzrawo alo dýwýwýwo dzea dzi na nuŒelelawoa ?	1	2	3	4
D	have you assessed whether there's a need or a demand for your product or service on the market? \ ,ee neèdoa nugýme ku fe hiaŒhiaŒ le nudzadzra +uti le dýwýŒea +u alo le asia me +ua ?	1	2	3	4
E	have you sought out new markets? \ ,ee neèdia asitsaŒe mýnu bubua	1	2	3	4
F	have you offered promotions to attract customers? \ ,ee nefifina nudzadzrawo Œe asi dzi hena asiýýýa?	1	2	3	4
G	have you identified new potential customers, suppliers, or competitors? \ ,ee neèdea dzesi nuŒelela yeye bubuwo, ame siwo si neŒlea nu le kple nudzrala bubu siwo ate +u ava emea?	1	2	3	4
H	have you negotiated with suppliers to get a better price? \ ,ee neèŕlia nuŒlega kple ame si gbý neŒlea nu le hena asitýtrý le nuŒlega +ua	1	2	3	4
I	have you compared your suppliers' prices or product quality with those of other suppliers? \ ,ee neèsýa woè nudzadzrawo Œe asi alo woŒe nyonyo le nuŒelelawo gbý kple ame bubwo tya ?	1	2	3	4
J	have you run out of stock or inputs? \ ,ee neèfoa kuxi le nuŒledafi alo nunýamesiwo Œe mademade +utia ?	1	2	3	4
K	have you made an inventory of your stock? \ ,ee neèwýa aký+ta le wo nuŒledafiwo +utia ?	1	2	3	4
L	have you analyzed whether the sales of your major products or services have increased, decreased, or stayed the same? \ ,ee neèkua nu me	1	2	3	4

Instructions for the interviewer appear in bold italics.

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N°	In the past six months, how often : Le ...leti ade siwo va yi me fee, alekee nudzadzra n'ye:	Never \ Gbefe o	About once a month \ Abe zi fekeene le ...leti me	About once a week \ Abe zi fekeene le kwasi fa me	Daily \ Gbesiagbe
	ku fe woè nudzadzrawo veviwo +uti neènye ga yi dzi, alo efifi alo asit'itry meva e+u oa ?				
M	have you analyzed your company's performance in order to identify ways to improve performance? \ ,ee neèlea +ku fe t'itry si vaa eme le d'w'nyawo me le d'w'y'gea +u ne nade dzesi ale si natry asi le e+utia ?	1	2	3	4
N	have you discussed your business ideas with friends, family, consultants, or other entrepreneurs? \ ,ee neèdzroa nu me kple x'ly'ewoèwo, Gomety, d'ya+uti+ubulawo alo d'ya+utinunyalawo ku fe susu si le asiwoè na d'ya Ge nyonyo +utia ?	1	2	3	4
O	have you sought additional capital for your company? \ ,ee neèdia ga m'nyu bubu hena d'w'y'gea ?	1	2	3	4
P	have you consulted the internet, magazines, newspapers, or books in order to learn about new developments in your industry? \ ,ee neèyia internet dzi, alokp'ya nyadz'ydzy 'gbale'ewo alo agbale'ewo bubuwo me hena keke fe nu yeyewo +u hena d'w'y'gea ?	1	2	3	4
Q	have you talked with other entrepreneurs in your industry about production techniques, suppliers, or new developments in your market? \ ,ee neèfoa dze (G'oa nu) kple d'ya+utinunyala bubuwo ku fe d'w'y'gea +u le afa+u yeyewo +uti na asimet'yo kple ame siwo si neè'lea nu lea ?	1	2	3	4
R	have you actively sought new techniques for production, marketing, or administration? \ ,ee didi vevi le asiwoè ku fe nu yeyewo +uti, marketing alo d'w'y'gea Ge kp'y'kpl'y +utia	1	2	3	4
S	have you changed the way your products and services are presented to make them more attractive? \ Mie tr'ya asi le miaGe nudzadzrawo alo d'w'y'w'yo nu be woanyakp'ya alebe nuGelelawo nagatefe mia+u ts'y wua ?	1	2	3	4

We have finished the questions about the frequency of certain activities. ***(Take back the sheet.)***

4.13 In the past six months, have you calculated your production costs or the cost for service delivery? / Le ...leti ade siwo va yi me, miew' ak'y+ta ku fe miaGe nu siwo kataO miezaO alo d'y siwo kataO miew' la +ua ? /___/
(Production cost : What you spent to manufacture your product, not counting the machinery, equipment, or work tools. Cost for service delivery : What you spent to be able to provide this service.)
 1 = Yes
 2 = No

4.14 In the past six months, have you calculated your earnings or your losses? / Le ...leti ade siwo va yi me miew' miaGe nukp'y fedziwo alo fe fu fuwo Ge ak'y+ta wo? /___/
 1 = Yes
 2 = No

Instructions for the interviewer appear in bold italics

4.15 Do you set sales goals for your company? \ ,ee tafodzinu le asiwoè le nudzadzra me na dýwýŋea ? /___/
 1 = Yes
 2 = No **(SKIP TO QUESTION 4.17)**

4.16 How frequently do you compare your actual sales to the goals set? \ ,ofo kamee neèwýa numekuku tso nudzadzrawo kple tafodzinu si le asiwoè fifi le dýa wýwý me +u?
(Read out all the answers.) /___/
 1 = Never
 2 = About once a month
 3 = About once a week
 4 = Every day

4.17 Do you maintain a document in which you record accounting transactions such as inflows and outflows of money, inventory, or elements that allow you to compile the balance sheet for the company? \ ,ee gaký+ta 'gbaleÈvi hena +kuleÈle kple dzesidede gazazaÈwo, aký+tametoto kple bubuawo, si akpe fe dýwýŋea +u le asiwoaè ? /___/
 1 = Yes
 2 = No **(SKIP TO QUESTION 4.19)**

N°	Transaction Dýawýwý	Do you have a document exclusively for recording transactions for : AgbaleÈviafe le asiwoè ku fe dýwo fefe ko +utia ? 1 = Yes 2 = No
1	Purchase of goods or inputs Nu siwo li /alo nu siwo woagbugbý dzra GeEle	
2	Sales of products or services Dýwýnawodzadzra	
3	Funds (inflow and outflow of money) AEmegafaka (ga si va eme -gazazaÈ)	
4	Inventory\ aký+tametoto	

4.18 Could you please show me these documents ? \ Mefe kuku, nate +u atsý agbaleÈ siawo fiam mahaÈ ? /___/
 1 = Yes
 2 = No

4.19 Does your company have a cash flow plan? / ,e miaŋe dýwýŋea fo ga si ava alo ga zazaó le ...e...iyiwo nu ŋe agbaleó afea ? /___/
 1 = Yes
 2 = No **(SKIP TO QUESTION 4.20)**
 98 =Don't know **(SKIP TO QUESTION 4.20)**

a. What do you put in your cash flow plan? / Nu kae mietsý dea ga si ava alo ga zazaó le ...e...iyiwo nu ŋe agbaleó sia me ?

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- b. Could you please show me this document ? \ Me fe kuku, nate ÷u atsŷ
agbaleĖ siawo fiam mahaĖ?/_/_/
1 = Yes
2 = No

- 4.20 Do you combine the money from your business with your own money or savings ? \ ,e
neĖoaĖu woĖ ga kple DŷwŷĖea tŷa?/_/_/
1 = Yes
2 = No

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- 4.21 What [was your revenue/were your profits] in [time period]? \ Nu kawoe nye woè/miaGe [nukpýfedziwo] le [...eyi...i me] ?
 (Fill in line by line. If the person says that his/her profits were negative, write down the loss in parentheses and with the symbol « - ».)

N°	Period \"eyi...i me	Revenue in CFA francs (sales) \" Nudzadzra le ga FCFA me (1)			Profits in CFA francs (company revenue after having paid all current expenses and employee salaries, but before paying your own salary) \" Vifele FCFA me (DýwýGea Ge nukpýfedzi, ne dýwýGea xe fe fe sia fe, dýwýlawo Ge fetuwo, hafi woaxe wohab týwoè) (2)		
		Estimated minimum \" Asixýxý suetý (optional) (i)	Best estimate \" Asixýxý nyuitý (ii)	Estimated maximum \" Asixýxý kýkýtý (optional) (iii)	Estimated minimum \" Asixýxý suetý (optional) (i)	Best estimate \" Asixýxý nyuitý (ii)	Estimated maximum \" Asixýxý kýkýtý (optional) (iii)
A	Last week \" Kwasifa si va yi						
B	The last full month \" leti susýea le blibo me						
C	Two months ago \" leti evee nye esi						

Check the total sales and the total profits. If the profits (column 2) are greater than the sales (column 1), verify the totals with the respondent.

- a. Fill in the following answer yourself. Do not ask the question. Were these totals provided with the help of written materials or from memory ?
/___/
 1 = Written materials
 2 = Memory

Instructions for the interviewer appear in bold italics.

Business Identification Number : _____

4.22 Do you have stock, such as goods to sell, manufacturing inputs, goods in course of production, and spare parts, that is currently at the business ? \ ,ee nuGeEle afewo gale nudzrafoGe abe nudzadzra, agblemenukuwo, nu siwo woava Ele, mý, keke alo ûu +utinuwo siwo gale dýwýGea sia ?...../___/

1 = Yes **(SKIP TO QUESTION 4.23)**

2 = No **(IF THE COMPANY IS NOT IN RETAIL, SKIP TO QUESTION 4.24)**

a. You stated that you don't have any stock, but you are in the retail business. I am asking about the items that you could sell right now. Are you sure that you don't have any stock? \ Miedee dzesi be nuGeEle siwo le nudzrafoGea feke meli o. Mabilia be nudzadzra siwo miadzra le ...eyi...i sia me fe ? ,ee mieka fe edzi be naneke mele nudzrafoGea oa ?...../___/

1 = Yes, I'm sure. I don't have any stock. **(SKIP TO QUESTION 4.24)**

2 = No, I do have stock.

4.23 What is the total value of all the stock that you have at the business in terms of sales price, including the inputs? \ Nu siwo le nudzrafoGe la Ge homee nye ka?

	XOF
--	-----

4.24 How many people work for your company, not including yourself ? Include family members who work for the company, unpaid workers, temporary workers, apprentices, managers, and owners who work for the company. \ Ame nenie wýa dý le dýwýGea, woè +utý manymee ? Naètsý woè Cometý siwo le dý wým le dýwýGe afe me, dýwýla siwo mexýa fetu o, ...eyi...i me dýwýla, dýsrýElawo, dýdzikpýlawo kple dý 'Cetý siwo wýa dý le dýwýGea, woè +utý manymee. Na ame siwo wýa dý le dýwýGea la Ge +kýwo nam /___/

IF THE PERSON DOES NOT HAVE ANY EMPLOYEES, SKIP TO QUESTION 4.25.

a. Out of these, how many are paid for their work, how many only receive allowances for transportation or subsistence, and how many do not receive any remuneration ? / Le ame siawo dome, nenie xýa fetu, nenie xýa ûufoga alo nufuga eye nenie mexýa ga afeke o ?

i. How many are paid for their work ? / Nenie xýa fetu ? /___/

ii. How many only receive a transportation or subsistence allowance ? / Nenie xýa ûufoga alo nufuga ?...../___/

iii. How many receive no remuneration ? / Nenie me xýa ga afeke o ? /___/

Verify that the total from 4.24ai to 4.24aiii is equal to the number of people who work for the company.

b. Out of these, how many have a written contract with you, whether for work, for an internship, or for an apprenticeship ? / Le ame siawo dome , nenie Wý GeGeose alo tutufoxýxý le nusýsrýÓ vý megbe Ge agbaleÓ kple mi ? /___/

Verify that 4.24b is less than or equal to 4.24.

- c. Of these employees, how many are insured or are registered for social security? / Le ame siawo dome nenie fo nudzýmegbegbaleŌvi, alo ÷lŷ ÷kŷ le dŷwŷŌe si kpŷa dŷwŷlawo Ōe hadome dedienŷŷganyawo gbŷ ? /___/

Verify that 4.24c is less than or equal to 4.24.

- d. In the past six months, have you sent your employees for training, not counting your apprentices or interns ? / Le ...leti ade siwo va yi me, miefo miaŌe dŷwŷlawo fe tutufoxŷŌe afe, esiwo me miaŌe dŷsrŷŌviwo mele oa ? /___/
- 1 = Yes
2 = No
- e. In the past six months, have you yourself given training to your employees, not counting your apprentices or interns ? / Le ...leti ade siwo va yi me, fe mia ÷utŷ miena tutufo afewo miaŌe dŷwŷlawo, esiwo me miaŌe dŷsrŷŌviwo mele oa ? /___/
- 1 = Yes
2 = No
- f. In the past six months, how often have you evaluated your employees' performance ? / Le ...leti ade siwo va yi me, zi nenie miedoa miaŌe dŷwŷlawo Ōe nunyawŷwo gŷmee ? **(Give the sheet to the persons who know how to read. Read out all the answers.)**/___/
- 1 = Never
2 = About once a month
3 = About once a week
4 = Daily
- g. In the past six months, how often have you given feedback to your employees about their work ? / Le ...leti ade siwo va yi me, zi nenie miefe nu me kple miaŌe dŷwŷlawo ku fe woŌe dŷ ÷u ? **(Lisez toutes les réponses.)** /___/
- 1 = Never
2 = About once a month
3 = About once a week
4 = Daily

4.25 In the past six months, how many days did you personally not work for your company because you or a member of your family was indisposed for health reasons (illness, pregnancy, death)? / Le ...leti ade siwo va yi me, ÷keke nenie miewŷ dŷ le miaŌe dŷwŷŌe me o, elabe lame gble wo ÷tŷ alo ame afe le miaŌe Ōomea me (dŷlele, fufŷfŷ, eku) ? /___/

- a. For how many of these days did you close the business ? \ Le esiawo me, ÷keke nenie mie tsu dŷwŷŌe ? /___/

4.26 Was your company affected by the huge fire in the market in January 2013 ? / Le Ōeà 2013 Ōe ...leti gbaŌtŷ me, fee miaŌe dŷwŷŌe nŷ dzo Ōe nugegbleŌ siwo va eme le Lome Ōe asia mea ?/___/

1 = Yes
2 = No

Instructions for the interviewer appear in bold italics.

Business Identification Number : _____

5. SECTION 5 : INFORMATION ABOUT YOU AND YOUR IDEAS

- 5.1 How many companies do you currently own or manage, not including this one ? / **Dýwýŋe nenie mienye dýteŋefola alo dýdzikpýla na le fifi me esia manýme ?**
(This only concerns companies that still exist.) / _ / _
IF Q5.1=0, SKIP TO QUESTION 5.2

N°	Period \\ „eyi...i me	In the last full month, what was the total of the profits for the companies that you currently own or manage, not including this one ? By profit, I mean the company's revenue, after having paid all the current expenses for the business and the employees' salaries, but before having paid you a salary. / ... leti susýea le blibo me, nenie nye dýwýŋe siwo mienye dýteŋefola alo dýdzikpýla na le fifi me esia manýme ŋe nukpýfedziwo ? Nukpýfedzi siawo nye ga si susý le esime mie xe dýwýlawo ŋe fetuwo, eye miewý gazazaŋ bubuwo hafi dýteŋefola ahe fe na efokui.		
		Estimated minimum \\ Asixýxý suetý (optional) (i)	Best estimate \\ Asixýxý nyuitý (ii)	Estimated maximum \\ Asixýxý kýkýtý (optional) (iii)
A	The last full month \\ „leti susýea le blibo me			

- 5.2 In the past six months, how many companies have you created, even if they no longer exist ? / **Le ...leti ade siwo va yi me, dýwýŋe nenie mie fo, nenye be wo mega li haŋ o ?** / _ / _

- 5.3 Apart from the business(es) that you own or manage, do you have other sources of revenue ? By other sources of revenue, I mean the money received for a paid job, farming, retirement pensions, and/or money received from an investment. / **To vovo na dýwýŋe si nenye dýteŋefola alo dýdzikpýla na, fe gakpýmýnu bubuwo gale asi woàa ? To gakpýmýnu bubuwo dzi, medi magblý, dýwýwýfetu, agbledede alo gbýfemefetu xýxý kpakple ga si do tso woà dýwýwý afe me.** / _

1 = Yes

2 = No (**SKIP TO QUESTION 5.4**)

N°	Period \\ „eyi...i me	How much was your combined revenue from the paid job, farming, retirement pensions, and/or money received from an investment in [period] ? / Ho nenie nye miaŋe dýwýwýfetu, agbledede alo gbýfemefetu xýxý kpakple ga si do tso woà dýwýwý afe me.		
		Estimated minimum \\ Asixýxý suetý (optional) (i)	Best estimate \\ Asixýxý nyuitý (ii)	Estimated maximum \\ Asixýxý kýkýtý (optional) (iii)
A	The past full month \\ „leti susýea			

Instructions for the interviewer appear in bold italics

	le blibo me			
--	-------------	--	--	--

Now we are going to do several little games to see what your ideas are on certain subjects. It isn't important whether you give the correct response or not. We just want to understand your reasoning. You can also tell me that you don't have any ideas on the subject.

Azɔ́ miáawɔ́ fefe vovovowo ne miáakpɔ́ miáɛ susufefewo. ÷ufofo nyuietɔ́ alo manyomanyo mele vevie o, miáedi be miáanya miáɛ susufefewo ko. Nenyɛ be ÷ufofo afeke mele miási o la miáagblɔ́ɛ

5.4 The first game concerns an entrepreneur. Yao confirms that he no longer has enough customers. Among the following options, what should he do ? / Fefe gbaótɔ́a ku fe dýteɛfola afe ÷u. Yao de dzesii be eɛɛ nuɛlelawo mega sý gbý o. Le mýnukpɔ́kpɔ́ vovovo siawo me kae woàawɔ́? *(Read out all the answers. Only one answer.)*/___/

- Do a customer survey / Awɔ́ numekuku tso eɛɛ nuɛlelawo gbý?
 - Do a negative ad about his competitors / Awɔ́ dý÷utigbeɛaó fefe manyomanyo afe to nudzadzra bubuwo ÷u
 - Wait for the customers to bring in others / Akpɔ́ mý na nuɛlelawo be woakplɔ́ nuɛlela bubuwo vae
 - Look for a job with a salary / Adi fetu dýwɔ́wɔ́ afe
- 98 = *(Don't read out !!) Doesn't know*

5.5 When a customer complains, I should : \ Ne nuflela afe le nu xam, me fo /___/ *(Read out all the answers. Only one response.)*

- Justify my actions / Afe nye nuwɔ́wɔ́ fia.
 - Recognize the customer's point of view / Ada asi fe eɛɛ nukpɔ́susu dzi.
 - Ignore the customer's questions / , eke matsɔ́ le eme na eɛɛ biabia.
 - Start a debate / Afo dzefofo afe anyi.
- 98 = *(Don't read out !!) Doesn't know*

5.6 Which of the following does not describe bootstrapping? / Nu kae mefe bootstrapping fia o?/___/

(Read out all the answers. Only one response.)

- Sharing work tools with another entrepreneur/ Dýwɔ́nuwo mama kple dýteɛfola bubu afe.
 - Asking customers to pay up front / Abia fetu tso nuɛlelawo si do ÷gý .
 - Sharing transportation costs with other entrepreneurs / úufoga mama kple dýtefola bubuwo.
 - Asking a bank for credit / Abia gadodo tso gadzrafoɛ afe si
- 98 = *(Don't read out !!) Doesn't know*

Instructions for the interviewer appear in bold italics.

Business Identification Number : _____

5.7 Monday evening you have 10,000 CFA francs in the cash register at your business and 15,000 CFA francs in the company's bank account at a microfinance institution. What's the initial balance of your company's treasury for Tuesday ? / Ga kotoku ewo n̄ mia d̄w̄y d̄e ga faka me dzo fa ...etr̄ eye ga kotoku wui at̄ó n̄ gadzra f̄o d̄e afe le d̄w̄y d̄e +k̄ me. Ho nenie n̄ d̄w̄y d̄e ga faka me brafa gbe ? _____ XOF

Write « 98 » if the person doesn't know.

5.8 Now I'm going to present you with the case of Amivi, an entrepreneur who sells canned tomatoes in the market. She buys each can of tomatoes for 50 XOF to resell it at 50 XOF. Last month, she bought 1,000 cans of tomatoes, all of which she sold ; she also paid 10,000 XOF for market vouchers and took 10,000 XOF from the business to buy a new dress for her daughter. / Az̄ó mats̄ d̄y d̄e fola Afi d̄e kp̄y f̄e u fo mo na mi, edzra nugoevi me timati le asi me. E d̄e nugoevi f̄eka biye ewo eye wo gbugb̄y dzrae biye dzeó. „leti si va yi, e d̄e nugoevi me timati akpe f̄eka eye edzra wo kataó. Exe kotoku ewo na tike le asi me eye e d̄e awu yeye na via nȳnu kple d̄w̄y d̄e ga kotoku ewo.

Write « 98 » if the person doesn't know. Use the sheet with images for the respondents who don't know how to read.

- How much was the sales revenue for the business last month? / Ho nenie nye d̄w̄y d̄e d̄e nudzadzrawo le „leti si va yi me ? _____ XOF
- How much were the business's expenses last month ? / Ho nenie nye d̄w̄y d̄e d̄e gazazaówo le „leti si va yi me ? _____ XOF
- How high were the business's profits last month ? / Ho nenie nye d̄w̄y d̄e d̄e nukp̄y fedziwo le „leti si va yi me ? _____ XOF
- True or false : the unit cost of one can of tomatoes is 50 XOF. / b̄ó alo ao Nugoevi me timati f̄eka d̄e asi enye biye ewo / ☐ / ☐
T = True [V = vrai originally]
F = False

5.9 Now I'm going to read you several statements. Please tell me for each of them whether you think the statement is true or false. / Az̄ó māxleó nyaf̄y kpe vovovowo na mi. Ne mīaesusue be nyaf̄y kpe afe le ete d̄e alo mele ete d̄e o la, mia d̄e +u f̄o f̄o koe anye eó alo ao
For each statement, write « T » [V for vrai originally] if the person says the statement is true, and write « F » if the person says the statement is false. Write « 98 » if the person doesn't know.

Number	Phrase	Réponse (V ou F)
A	When I negotiate, I should make sure that the other person is going to lose and I am going to win out. / Ne me fe asi kple nudzralawo, elebe maka fedzi be makp̄y vife eye nye evelia aguá.	
B	To avoid wasting resources, entrepreneurs should abandon their initiative as soon as they encounter an obstacle. / Hena m̄xexe na e d̄e nun̄yamesiwo d̄e gbebleó la d̄y d̄e fola agbe nu le e d̄e susu w̄y +u, nenyē be edogo kuxi afe enumake	
C	When negotiating, you only need to watch the price. / Le asife f̄eme la , nu si le vevie la enye +kulele fe nudzadzra d̄e ga +u .	
D	An entrepreneur shouldn't make mistakes, because mistakes are signs of incompetence. / Mele na d̄y d̄e fola afe be wōaaw̄y vodada o, elabena vodadawo nye d̄w̄y w̄y afe manyamanya nyuie d̄e dze siwo.	

Instructions for the interviewer appear in bold italics

Number	Phrase	Réponse (V ou F)
E	Entrepreneurs who have mastery in their industry don't need to make changes. / Dýteɛfoɫa afe si fu tu ne eɛe dýwýwý nyuie la mehia týtý wýwýwo o.	

5.10 Now I am going to ask you a question about researching information for your business.

Which of the following statements is false ? I should : / **Nyafýkpe siawodometý kae menyó o ? Mefo la (Read out all the answers. Only one answer.)** / ____/

- Use different sources. / **Nyanyanana mýnu vovovowo e zazaó.**
- Look for information that is rare and difficult to find. / **Di nyanyanana siwo me sýgbý o, eye woɛe xýxý menýa býbýe o.**
- Settle for the sources that I've always used. / **Male ÷ku fe nyanyanana mýnu siwo mezana xoxowo ÷u.**
- Think about information useful for the future. / **Afesusu ku fe nyanyanana siwo e zazaó hiaó le etsý si gbýna me ÷u.**

98 = **(Don't read out !!) Doesn't know**

5.11 Afi is the boss of a grocery store. Which of the following actions is an example of differentiation? / **Afi nye fiase dýteɛfoɫa afe. Nuwýwý siawo dometý kae nye différenciation e kpýfe÷u ? (Read out all the answers. Only one answer.)** / ____/

- Afi starts selling Gino rice because her competitors are selling it. / **Afi dze mýlu Gino dzadzra gýme, elabena nudzrala bubuwo (asisinýxýlawo) le edzram .**
- Afi stays open until midnight while the other shops close at 9 p.m. / **Afi e dýwýɛea nýa ñuñu fi va se fe zaó ga wui eve esime dýwýɛe bubuwo tua woãɛe ñýtru zaó ga asieke.**
- Afi uses different notebooks to do her accounting. / **Afi ÷lýóá eɛe akýó÷tawo fe gaky÷ta agbaleó vovovowo me.**
- Afi doesn't use the business's money for her personal needs. / **Afi metsýa dýwýɛea e ga wýa aɛeme alo eyama ÷utý e zazaówo o.**

98 = **(Don't read out !!) Doesn't know**

5.12 An engaged entrepreneur should : / **Dýteɛfoɫa veviedola dze be : (Read out all the answers. Only one answer.)** / ____/

- Do like the others do to develop the business. / **Awý abe dýteɛfoɫa bubuwo ene hena eɛe dýwýɛea e ÷gýdede kpýkpý.**
- Act without instructions from others. / **Matsý feke le eme na ame bubu e susu fefewo hafi awý nu o.**
- Respect traditional norms at all times. / **De bubu kýta fofowo ÷u ...e sia si**
- React only when the environment requires. / **Agbugbý nu wý ne enya hiaó ko.**

98 = **(Don't read out !!) Doesn't know**

5.13 A goal should be : \ **Ta fodzinu afe fo la nye (Read out all the answers. Only one answer.)** ... / ____/

- Eliminated in time / **Awunu ÷u le ...e...iyi si wofofi la**
- Easy to attain / **Nu si woaxý býbýe**
- Accepted by customers / **Nuɛlelawo e asidada fe edzi**
- Applicable to many areas / **Nu si ÷udý woawý le go gefe me.**

98 = **(Don't read out !!) Doesn't know**

5.14 What is obligatory before starting to look for a new employee ? / **Nu kae le vevie hafi woa di dýwýla bubu ?** / ____/

(Read out all the answers. Only one answer.)

Business Identification Number : _____

- a. Looking at the number of employees of my competitors. / **Nudzrala bubuwo** **de dɔwɔlawo de xexleme kpɔkpɔ**
- b. Having an acquaintance who needs work. / **Afo ame nyanye si le dɔ dzim**
- c. Measuring and planning the impact of the salary on the business. / **Adidi eye awɔ fofo nyuie tso nusi fexexe ahe va dɔwɔde me ÷u.**
- d. Having an employee who resigns. / **Afo dɔwɔla afe si fe asi le dɔ ÷u.**

98 = **(Don't read out !!) Doesn't know**

5.15 Which of the following statements is false ? / **Le nyafɔkpe siwo gbɔna me kae mele ete de o? (Read out all the answers. Only one answer.)** / ____/

- a. I should seek negative feedback. / **Madi nye afɔfefe manyonyowo gɔme.**
- b. I should use only one source of feedback. / **Edze be mazaɔ mɔnu feka ne manyanu tso nya si amewo gblɔna tso ÷unye la ÷u.**
- c. Mistakes are a form of negative feedback. / **Vodadawo nye mɔnu afe si fiana afɔfefe manyomanyowo de mɔwo ame.**
- d. I should ask for feedback. / **Edze be mabia alesi amewo le nye afɔfefe fewo kpɔ mee**

98 = **(Don't read out !!) Doesn't know**

Now I am going to present you with two difficult situations. Even if you are not in situations like these or if you have never been in these situations, please tell me what you would do in such a case. Use your creativity. **Azɔ matsɔ nɔnɔme sese eve fo mo na mi. Ne miele nɔnɔme siawo me, alo mienɔ wo me kpɔ o, migblɔ nusi miawɔ le nɔnɔme sia tɔgbi me. Miwɔ mia de tamesusu ÷udɔ.**

5.16 Imagine that you don't have any more money and you can't buy the necessary stock or inputs for your business. What would you do ? / **Mie susui be ga afeke mega su mia si eye mia de nudzadzrawo alo dɔwɔnuwo fe miade dɔwɔde me o. Nu ka wɔge miala ?**

Write down the interviewee's answers in detail, with one idea per number. If the interviewee finds a solution to overcome the problem, continue :

Let's suppose that that wasn't working. What else could you do ? / **Miatsɔ be ÷ufofoa me he tɔtrɔ si dze la vae o. Nu bubu kae miate ÷u awɔ ?**

Continue in this fashion until the interviewee can't give any more solutions or until the interviewee has provided 10 solutions.

1. _____

2. _____

3. _____

4. _____

5. _____

6. _____

7. _____

8. _____

9. _____

10. _____

a. **Confirm : The person had at least one idea.** / ☐ /
1 = Yes
2 = No

5.17 Imagine that one of your employees who is critical to the success of your business resigns without warning. What would you do ? **Mi susui be miaꞤe dꞥwꞥlawo dometꞥ aꞥe si le vevie na dꞥwꞥꞤea Ꞥe ÷gꞥdede ꞥe asi le dꞥa ÷u eye me na mi tokla tsaÓ o . Nu ka wꞥge miala ?**

Write down the interviewee's answers in detail, with one idea per number.

If the interviewee finds a solution to overcome the problem, continue :

Let's suppose that that wasn't working. What else could you do ? / **Miatsꞥꞥ be ÷uꞥoꞥoa me he tꞥꞥꞥꞥ si dze la vae o. Nu bubu kae miate ÷u awꞥ ?**

Continue in this fashion until the interviewee can't give any more solutions or until the interviewee has provided 10 solutions.

1. _____

2. _____

Instructions for the interviewer appear in bold italics.

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3. _____

4. _____

5. _____

6. _____

7. _____

8. _____

9. _____

10. _____

- a. **Confirm : The person had at least one idea.** / ☐ /
1 = Yes
2 = No

5.18 Now I am going to present you with several statements that describe people's behavior in general in a variety of situations. Please indicate how well each statement describes your behavior over the past six months, by telling me for each of the following statements whether you : **(Show the card with the words to the respondents who know how to read. Show the card with the images to the respondents who don't know how to read.)**

1 : strongly disagree, 2 : disagree somewhat, 3 : neither agree nor disagree, 4 : agree somewhat, or 5 : agree strongly.

Your answers concern your character as you are most often and not as you wish to be in the future. You can also answer by just giving the number of the answer you choose.

Fifia matsý nyagbýgblý vovovo siwo fena amewo Ɖe nýnýme fiana le nudzýdzý gefewo me afia woè. Gblý nu si tututu fee fia le agbaleèa dzi la, fe nýnýme fe sia fe gýme le eye naègblý nya ku fe nyafýkpe siawo +u nam nenye be miený nýnýme siawo dometý afe me ...leti ade siwo va yi ale, deka meèda asi fe edzi kura o, alo eve meda asi fe edzi o, etýè neda asi fe edzi alo ene meda asi fe edzi o alo atýè neda asi fe edzi +utý. MiaƉe +ufofo siawo ku fe nu siwo mienye fifia eye menye nu si miedi be yewoava zu o.

Nº	In the past six months:/ Le ...leti ade siwo va yi me fe ne :	Strongly disagree \ Nyeme da asi fe edzi kura o	Disagree somewhat \ Nyemelyè fe edzi o	Neither agree nor disagree \ Nyemegbe haè o eye nyemelyè haè o	Agree somewhat \ Melýè fe edzi	Strongly agree \ Melýè fe edzi vevie
A	As soon as a problem arises, I look for an immediate solution. \ Ne kuxi afe va la, media +ufofo enumake.	1	2	3	4	5
B	I normally go beyond what is expected of me. \ Mewýa dý wu esiwo wobla tso asinye.	1	2	3	4	5
C	When I make a mistake, I get several ideas right away to correct it. \ Ne mewý vodada la, enumake susuwo vana nam ne efýfý fo.	1	2	3	4	5
D	Whenever I have the chance to be actively involved in something, I take it. \ Nenyè be mýnukpýkpý li be makpý gome blibo le dýwýna afe me la, melýèna	1	2	3	4	5
E	If it's possible to correct a mistake, I normally know how to do it. \ Ne woate +u adzra vodada afe fo la, menyae ale si tututu woawoe	1	2	3	4	5
F	I take the initiative immediately even when others don't. \ Mexýa +gý na nuwýnawo nenye be ame bubuwo mele ewým o.	1	2	3	4	5
G	I don't lose sight of my goal, even if I make mistakes. \ Nyemebúna nye tafodzinu nenye be mewý vodada gý haè o	1	2	3	4	5
H	I quickly use opportunities in order to reach my goals. \ Mewýa mýnukpýkpýwo +uti dý hena nye tafodzinuwo kpýkpý.	1	2	3	4	5
I	When I make a mistake at work, I correct it right away. \ Ne mewý vodada le dýwýƉea la, mefýnae fo enumake.	1	2	3	4	5
J	I actively tackle problems. \ Mewýa kuxiwo +uti dý wewie.	1	2	3	4	5
K	If I can't avoid making mistakes, my strong point would be dealing with the error in a short time. \ Ne nye mate +u gbe vodadawo wýwý o la, nye +useèkpýkpý fe edzie nye be mafýefo kaba.	1	2	3	4	5

Instructions for the interviewer appear in bold italics.

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N°	In the past six months:/ Le ...leti ade siwo va yi me fe ne :	Strongly disagree \ Nyeme da asi fe edzi kura o	Disagree somewhat \ Nyemelye fe edzi o	Neither agree nor disagree Nyemegbe haE o eye nyemelye haE o	Agree somewhat \ Melyle fe edzi	Strongly agree \ Melyle fe edzi vevie
L	I have a gift for implementing ideas. \ otete le asinye le susufefewo me.	1	2	3	4	5

6. SECTION 6 : TRAINING RECEIVED

This brings us to the last section of our survey, which is about training you have received. / Esiae he
mi va miaE numekukua Ee foE mamlyea. Eku fe tutufoxxywo +u.

6.1 Have you taken a modular course or a seminar in business administration, entrepreneurship, or continuing edution in the past six months? \ ,ee nesryE nu tso gaký+ta+ububu alo
kpý gome le nusryEatakpekpe si Eonu tso dywýEedzikpýkpý alo ame
+uty Ee dywýEefofo alo asitytry le dy +uti kpýa ?..... /_/_
1 = Yes
2 = No (**SKIP TO QUESTION 6.3**)

6.2 What are the main modules or skills that were elaborated on in the training courses or seminars
in business administration, entrepreneurship, or continuing education ? \ Le woE nuysryE
me, nusryEatakpekpe ku fe dywýEedzikpýkpý, ame +uty Ee dywýEe
fofo, asitytry le dy +uti Ee foE kawo dzie wotegbe fo wu?
(**Don't read out !! Multiple answers are possible. Put « 1 » if the respondent names this type of
course and « 2 » if not.**)

- 1 = Accounting or financial management...../_/_
 - 2 = Marketing or customer relations...../_/_
 - 3 = Administration, paperwork, taxation, purchasing, or logistics...../_/_
 - 4 = Negotiation...../_/_
 - 5 = Initiative or personal motivation (including SMART objectives, feedback, overcoming
obstacles)...../_/_
 - 6 = Strategy or identifying business opportunities...../_/_
 - 7= Drafting a business plan / searching for financing (including bootstrapping) .../_/_
 - 8 = Succeeding in a market or in your industry/_/_
 - 9 = Production techniques/_/_
 - 10 = Human resources/_/_
 - 11 = Other...../_/_
- a. **If other, explain :** _____

Commented [EM2]: I don't understand the IP part.

Instructions for the interviewer appear in bold italics

6.3 Have you participated in at least one classroom training session offered by the Private Sector Development Project (PADSP), a project funded by the World Bank ? *,e miex̃ tutufo zi feka afe kp̃ le tutufo x̃me tso d̃w̃ỹe si kp̃a ÷useôdofofa na d̃w̃ỹe ñỹ fokuisiwo e ÷g̃ỹded̃ nyawo (PADSP), d̃w̃ỹe si x̃ỹ kpekpefe÷u tso xexeme gadzrafoe gb̃ya ?*...../___/

1 = Yes *(SKIP TO QUESTION 6.6)*

2 = No

6.4 *Verify : Status?* /___/

1 = I

2 = NI *(SKIP TO QUESTION 6.6)*

6.5 Why haven't you participated in the training offered by the PADSP ? / *Nu ka tae miew̃ tutufo si fofa si kp̃a ÷useôdodo na d̃w̃ỹe ñỹ fokuisiwo e ÷g̃ỹded̃ nyawo gb̃ỹ (PADSP) fofa anyi me o ?*...../___/

(Don't read out the answers !!!)

1 = I wasn't invited to participate

2 = I didn't know the time and place for the training

3 = I didn't have the time

4 = I had been traveling

5 = I was sick, or a member of my family was sick

6 = I had to take care of my children or I was pregnant

7 = I wasn't interested any more in the PADSP

8 = I couldn't pay the registration fees

9 = I'd never heard of the PADSP

10 = Other reason

a. *If other, explain :* _____

Business Identification Number : _____

6.6 Did someone else in your company, such as an employee, an apprentice, an owner, or manager, do the training offered by PADSP ? / ,e ame bubu abe dýwýla, dýsrýóvi, dýteŋe fola alo dýdzikpýla afe le miaŋe dýwýŋe me kpý gome le tutufo si PADSP wý la mea ?..... / / /

1 = Yes

2 = No (**SKIP TO QUESTION 6.7**)

98 = I don't know (**SKIP TO QUESTION 6.7**)

a. How many others involved in the company did the training offered by the PADSP ? / Ame bubu nenie le dýwýŋe me kpý gome le tutufo si PADSP wý la mea ?..... / / /

6.7 Do you know friends or family members who did the training offered by the PADSP ? / Miedzeŋe xýlýó alo miaŋe ŋemetý afeŋe siwo kpý gome le tutufo si PADSP wý la mea ?..... / / /

1 = Yes

2 = No (**SKIP TO QUESTION 6.8**)

98 = I don't know (**SKIP TO QUESTION 6.8**)

a. How many of your friends or family members did the training offered by the PADSP ? / Miaŋe xýlýó alo ŋemetý nenie kpý gome le PADSP ŋe tutufoa me ?..... / / /

6.8 Do you meet with a group founded by the participants in the PADSP training? / Miewýa gododowo kple hatsotso afe si ŋeŋe amesiwo kpý gome le PADSP ŋe tutufo mea ?..... / / /

1 = Yes

2 = No (**SKIP TO QUESTION 6.9**)

a. How often do you meet with this group ? / Zi nenie miewýa gododowo kple hatsotso sia ?

i. **Number of times :** / / /

ii. **Unit of time :** / / /

1 = Week

2 = Month

3 = Year

b. What do you do during these meet-ups? / Nu kae mie wýna le gododo siawo me ?

Don't read out the answers !!! Put « 1 » if the person mentions this answer and « 2 » if not.

i. We discuss the training topics. / / /

ii. We have an exchange about our problems and solutions to them. ... / / /

iii. We share our experiences and information. / / /

iv. We discuss the organization of our group. / / /

v. We arrange for funding mechanisms. / / /

vi. We have an exchange about our personal lives. / / /

vii. We discuss matters concerning our trade or trade union. / / /

viii. Other ; please explain : _____

6.9 **IF THE PERSON DIDN'T DO THE TRAINING OFFERED BY THE PADSP, SKIP TO QUESTION 6.17.**

Did you have a different trainer each day in your PADSP training room ?/ **Miefo tutufowyla** **vovovo le ÷keke sia ÷keke dzi le tutufo si PADSP wyla mea ?** / ☐ / ☐

1 = Yes

2 = No

6.10 Did a trainer come to your business after the training?/ **Tutufonala afe va miae** **dylwla me le tutufoa vyl megbee?** / ☐ / ☐

1 = Yes

2 = No (**SKIP TO QUESTION 6.13**)

6.11 How many times did the trainer come to your business after the training ? / **Zi nenie** **wo va miae dylwla me tutufoa vyl megbee ?** / ☐ / ☐

6.12 Now I am going to ask you questions about your impressions of the mentor (the trainer, in other words) who came to your business in order to support you. For each of the following statements, please tell me if you : / **Azyl mawyl biabia na mi ku fe tutufonala** **si va miae dylwla me ÷u. Le nyafyl kpe siwo gbyla me, mi fo nya ÷u alesi dze mia ÷u nam.**

(Show the card with the words to the respondents who know how to read. Show the card with the images to the respondents who do not know how to read.)

1 : strongly disagree, 2 : disagree somewhat, 3 : neither agree nor disagree, 4 : agree somewhat, or 5 : strongly agree. / ,eka : **Nyeme da asi fe edzi kura o**, eve : **Nyeme lyl fe edzi o**, etyl : **Nyemegbe haol o eye nyemelyol haol o**, ene : **Melyol fe edzi**, atyl : **Melyol fe edzi vevie**.

N°	Statement	Strongly disagree Nyeme da asi fe edzi kura o	Disagree somewhat Nyemelyol fe edzi o	Neither agree nor disagree haol o eye nyemelyol haol o	Agree somewhat Melyol fe edzi	Strongly agree Melyol fe edzi vevie
A	I would accept the mentor's advice about my work. / Mawyl fe tutufonala e nuxyl damenya dzi le nye dylwyl me	1	2	3	4	5
B	I would suppose that the mentor's work is done correctly, because I learned a lot. / Masusui be tutufonala e nufiafia le ete elabena me sryl nu gefee	1	2	3	4	5
C	I would feel comfortable if I had to depend on the mentor's expertise. / Mafe÷ufi neny be mazyl fe tutufonala e nufiafiawo dzi ko	1	2	3	4	5
D	I would speak to my mentor about the challenges that I currently have to face. / Maol nu kple nye tutufonala tso kuxi siwo makyl le fifime ÷u	1	2	3	4	5
E	I am willing to admit my most serious mistakes to the mentor. / Mele gbesyls be magbly nye vodadawo na tutufonala alekeke wo sese olhaol	1	2	3	4	5

Instructions for the interviewer appear in bold italics.

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N°	Statement	Strongly disagree Nyeme da asi fe edzi kura o	Disagree somewhat Nyemelye fe edzi o	Neither agree nor disagree Nyemegbe hae o eye nyemelye hae o	Agree somewhat Melye fe edzi	Strongly agree Melye fe edzi vevie
F	I would count on the mentor to help me when I need it. / Mafo+ufe tutufonala +u be akpe fe +unye ne mehiaoe	1	2	3	4	5

6.13 Now I am going to ask you questions about your impressions of the classroom training program offered by the PADSP. For each of the following statements, please tell me if you: / Azyo mawya biabia na mi fe alesi miekpya tutufo si PADSP wy le tutufo xyme la +u. Le nyafykpe siwo gbyna me, mi fo nya +u alesi dze mia +u nam

(Show the card with the words to the respondents who know how to read. Show the card with the images to the respondents who don't know how to read.)

1 : strongly disagree, 2 : disagree somewhat, 3 : neither agree nor disagree, 4 : agree somewhat, or 5 : strongly agree. , eka : Nyeme da asi fe edzi kura o, eve : Nyeme lye fe edzi o, etyo : Nyemegbe hae o eye nyemelye hae o, ene : Melye fe edzi, atyo : Melye fe edzi vievie.

N°	Statement	Strongly disagree Nyeme da asi fe edzi kura o	Disagree somewhat Nyemelye fe edzi o	Neither agree nor disagree Nyemegbe hae o eye nyemelye hae o	Agree somewhat Melye fe edzi	Strongly agree Melye fe edzi vevie
A	I can put the training content to good use. Mate +u wy tutufo sia e nufafia +udya nyuie.	1	2	3	4	5
B	The trainer(s) was/were competent in the subject taught. / Tutufola (wo) fu tu na nu si woafia la.	1	2	3	4	5

6.14 Are you willing to recommend or convince other entrepreneurs to do one of the following things ? / , e miele klalo ado +useo alo aoe fe dyteefola bubuwo nu be woawya nu siwo gbyna dometya afea ? / / /

(Read out all the answers.)

1 = Do the classroom training program only. / Gomekpykpy fefeko le tutufoxxy me le tutufoxxy me.

2 = Do the monitoring/support at the place of business only. / Gomekpykpy fefeko le tutufonala e tsafifi va dywyaea me.

3 = Do the classroom training program and the monitoring/support. / Gomekpykpy le tutufo xxy kple tutufonala e tsafifi va dywyaea me .

4 = None of these / +ufofo siawo dometya afeke o.

98 = (Don't read out.) I don't know. / Nye me nyae o .

Instructions for the interviewer appear in bold italics

