

QUESTIONNAIRE NUMBER **id**

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The World Bank Group Enterprise Survey

Morocco CNEA Services Module (2018)

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

INFORMATION ACQUIRED PRIOR TO SCREENING:

Sampling Information [CODES FROM WBG PROGRESS REPORT]	
Sampling sector	a4a
Sampling size	a6a
Sampling location	a2
Frame level	a1c

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A. COVER [TO BE COMPLETED FROM SCREENER BEFORE INTERVIEW]

Screener Information	
Screener sector	a4b
Module	a0
Screener region	a3a
Name of City/town/village	a3x
Screener size	a6c
Multi-establishment firm	a7
Panel	panel
Language	a1a

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

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

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

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

A.12 Interviewer code **a12** A.1A Language **a1a** A.1c Frame level **a1c**

		Establishment	1
		Firm	2

A.3x Name of City/town/village

INTERVIEWER**a3x****UPDATE IF INCORRECT****READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING.**

The goal of this survey is to gather information and opinions about the business environment in **Morocco**. The information gathered here will help to develop new policies and programs that enhance employment and economic growth.

The information and opinions you provide will be anonymized, and neither your name nor the name of your business will be used in any document based on this survey.

A. CONTROL INFORMATION

A.20 On which calendar date did the last completed fiscal year end?

Year	Month	Day
a20y	a20m	a20d

B. GENERAL INFORMATION**READ OUT THE FOLLOWING INTRODUCTORY SENTENCE ONLY IF A7 = 1 (yes):****The first few questions apply to the firm which this establishment is part of.****B.1** What is this firm's current legal status?**SHOW CARD 1**

Shareholding company with shares trade in the stock market	1
Shareholding company with non-traded shares or shares traded privately	2
Sole proprietorship	3
Partnership	4
Limited partnership	5
OTHER (SPONTANEOUS-SPECIFY) ___b1x___	6
DON'T KNOW (SPONTANEOUS)	-9

GO TO B.2**b1****INTERVIEWER: PLEASE NOTE WHEN b1 IS 3 (SOLE PROPRIETORSHIP), ENTER 100% FOR QUESTION b3.****B.3** What percentage of this firm does the largest owner or owners own?

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

B.2 What percentage of this firm is owned by each of the following:**SHOW CARD 2**

	Percent	DON'T KNOW (SPONTANEOUS)
Private domestic individuals, companies or organizations	b2a %	-9
Private foreign individuals, companies or organizations	b2b %	-9
Government or State	b2c %	-9
Other	b2d %	-9
	100%	

IF 100% END INTERVIEW**INTERVIEWER: CHECK THAT TOTAL SUMS TO 100%
UNLESS RESPONDENT DOES NOT KNOW****B.4** Amongst the owners of the firm, are there any females?

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

GO TO B.5**GO TO B.5****b4**

INTERVIEWER: PLEASE NOTE WHEN b1 IS 3 (SOLE PROPRIETORSHIP) and b4 is 1 (FIRM HAS A FEMALE OWNER), ENTER 100% FOR QUESTION b4a.

B.4a What percentage of the firm is owned by females?

	Percent
Percentage of female ownership	b4a%
DON'T KNOW (SPONTANEOUS)	-9

READ ONLY IF A7=1 (yes)

I want to proceed by asking you about this establishment only.

B.5 In what year did this establishment begin operations?

	Year
Year establishment began operations	b5
DON'T KNOW (SPONTANEOUS)	-9

INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR

B.6 How many full-time employees did this establishment employ when it started operations? Please include all employees and managers

INTERVIEWER: INCLUDE RESPONDENT WHEN APPLICABLE

	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

b6a

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

TERMINATE

INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR

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

0								
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DON'T KNOW (SPONTANEOUS)	-9
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B.7a	Is the Top Manager female?
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Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

b7a

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

GO TO C.3

GO TO C.3

b8

B.8x	Please specify the internationally-recognized quality certifications.
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Specify certifications	b8x
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C. INFRASTRUCTURE AND SERVICES**READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING.**

Now, we turn to the establishment's operations

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

Yes	1	
No	2	<i>GO TO C.6</i>
DON'T KNOW (SPONTANEOUS)	-9	<i>GO TO C.6</i>
		c3

C.4 In reference to that application for an electrical connection, approximately how many days did it take to obtain it from the day of the application to the day the service was received?

	Days
Wait for electrical connection	c4
LESS THAN ONE DAY	1
STILL IN PROCESS	-6
APPLICATION DENIED	-5
DON'T KNOW (SPONTANEOUS)	-9

C.5 In reference to that application for an electrical connection, was an informal gift or payment expected or requested?

Yes	1	
No	2	
DON'T KNOW (SPONTANEOUS)	-9	
REFUSAL (SPONTANEOUS)	-8	
		c5

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

Yes	1	
No	2	<i>GO TO C.10</i>
DON'T KNOW (SPONTANEOUS)	-9	<i>GO TO C.10</i>
		c6

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

	Number
Number of power outages in a typical month	c7 <i>IF 0, GO TO C.9</i>
DON'T KNOW (SPONTANEOUS)	-9 <i>GO TO C.9</i>

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

	Hours	Minutes
Average duration of power outages	c8a	c8b
LESS THAN ONE MINUTE		1
DON'T KNOW (SPONTANEOUS)	-9	-9

C.9 Please estimate the losses that resulted from power outages either as a percentage of total annual sales or as total annual losses.

	Percent
Loss as percentage of total annual sales due to power outages	c9a %
NONE	0
DON'T KNOW (SPONTANEOUS)	-9

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

	[Insert LCUs]
Annual losses due to power outages	c9b
NONE	0
DON'T KNOW (SPONTANEOUS)	-9

C.10 Over the course of fiscal year **[Insert last complete fiscal year]**, did this establishment own or share a generator?

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

c10

C.11 In fiscal year **[Insert last complete fiscal year]**, what percentage of this establishment's electricity came from a generator or generators that the establishment owned or shared?

	Percent
Percentage electricity from generators	c11 %
DON'T KNOW (SPONTANEOUS)	-9

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

Yes	1	
No	2	GO TO C.22b
DON'T KNOW (SPONTANEOUS)	-9	GO TO C.22b

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?
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	Days
Wait for water connection	c13
LESS THAN ONE DAY	1
STILL IN PROCESS	-6
APPLICATION DENIED	-5
DON'T KNOW (SPONTANEOUS)	-9

C.14	In reference to that application for a water connection, was an informal gift or payment expected or requested?
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Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9
REFUSAL (SPONTANENOUS)	-8

c14

C.22b	At the present time, does this establishment have its own website?
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Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

c22b

C.30	Using the response options on the card; To what degree is Electricity an obstacle to the current operations of this establishment? SHOW CARD 3
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		No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	(SPONTANEOUS) DON'T KNOW	DOES NOT APPLY
Electricity	c30a	0	1	2	3	4	-9	-7

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	<p>In fiscal year [Insert last complete fiscal year], what was this establishment's main activity, product or service, that is, the activity, product or service that represented the largest proportion of annual sales</p> <p>INTERVIEWER: PLEASE RECORD THE DESCRIPTION OF THE ACTIVITY AND PRODUCT IN DETAIL, FOR EXAMPLE, "RETAIL SALE OF WOMEN'S OUTDOOR CLOTHING" NOT JUST "CLOTHING". IF MANY GOODS ARE SOLD, SUCH AS IN A GROCERY STORE OR PHARMACY, INDICATE THE TYPE OF STORE.</p>
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	d1a1a	DETAILED DESCRIPTION OF MAIN ACTIVITY AND PRODUCT
Manufacturing of	1	d1a1x
Retail trade of	2	
Wholesale trade of	3	
Construction of	4	
Hotel or restaurant	5	
Provide services of	6	

INTERVIEWER: IF D1A1A IS MANUFACTURING SELECT (1), REVIEW TO ENSURE CORRECT MODULE IS BEING ASKED

D.1a3	What percentage of total sales does the main activity or product represent?
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	Percent
Percentage of sales represented by main activity or product	d1a3
DON'T KNOW (SPONTANEOUS)	-9

INTERVIEWER: PLEASE NOTE THAT THE NEXT QUESTION REFERS TO THE TOTAL SALES OF ALL PRODUCTS AND SERVICES

D.2	In fiscal year [Insert last complete fiscal year] , what were this establishment's total annual sales for all products and services?
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	[Insert LCUs]
Last complete fiscal year's total sales	d2
DON'T KNOW (SPONTANEOUS)	-9
PLEASE ALSO WRITE OUT THE NUMBER (i.e. 50,000 AS FIFTY THOUSAND)	
	d2x

N.3	Looking back to fiscal year [Insert last complete fiscal year minus two], what were total annual sales for this establishment?
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	[Insert LCUs]
Total annual sales in fiscal year [Insert last complete fiscal year minus two]	n3
ESTABLISHMENT WAS NOT IN BUSINESS IN FISCAL YEAR [Insert last complete fiscal year minus two]	-7
DON'T KNOW (SPONTANEOUS)	-9

D.3	Coming back to fiscal year [Insert last complete fiscal year], what percentage of this establishment's sales were: SHOW CARD 4
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	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 D.10

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

D.8	In which year did this establishment first export directly or indirectly?
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	Year
Began exporting directly or indirectly	d8
DON'T KNOW (SPONTANEOUS)	-9

INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR

D.10	In fiscal year [Insert last complete fiscal year], what percentage of the value of products this establishment shipped to supply domestic markets was lost while in transit because of theft?
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	Percent
Losses due to theft as percentage of the value of the products	d10 %
NO LOSSES	0
DON'T KNOW (SPONTANEOUS)	-9
NO INTERNAL SHIPMENTS MADE (DOES NOT APPLY)	-7

GO TO D.12

D.11	In fiscal year [Insert last complete fiscal year] , what percentage of value of products this establishment shipped to supply domestic markets was lost while in transit because of breakage or spoilage?
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	Percent
Losses due to breakage or spoilage as percentage of the value of the products	d11 %
NO LOSSES	0
DON'T KNOW (SPONTANEOUS)	-9
NO INTERNAL SHIPMENTS MADE (DOES NOT APPLY)	-7

D.12	In fiscal year [Insert last complete fiscal year] , what percentage of this establishment's material inputs, supplies, or finished goods and materials purchased to resell were: SHOW CARD 5
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	Percent	DON'T KNOW (SPONTANEOUS)
Of domestic origin	d12a %	-9
Of foreign origin	d12b %	-9
	100%	

**IF 0, GO TO
CND.1**

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

D.13	Were any of the material inputs, supplies, or finished goods and materials purchased to resell purchased in fiscal year [Insert last complete fiscal year] imported directly?
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Yes	1	
No	2	GO TO CND.1
DON'T KNOW (SPONTANEOUS)	-9	GO TO CND.1
		d13

D.14	In fiscal year [Insert last complete fiscal year] , when this establishment imported material inputs, supplies, or finished goods and materials purchased to resell, how many days did it take on average from the time these goods arrived to their point of entry (e.g. port, airport) until the time these goods could be claimed from customs?
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	Days
Average number of days to clear customs	d14
LESS THAN ONE DAY	1
DON'T KNOW (SPONTANEOUS)	-9
DOES NOT APPLY (SPONTANEOUS)	-7

D.15a

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

Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9
REFUSAL (SPONTANEOUS)	-8
DOES NOT APPLY (SPONTANEOUS)	-7

d15a**CND.1****INTERVIEWER: CND.1 TO BE ASKED ONLY IF FIRM EXPORTS DIRECTLY (d3c>0)**Quel est l'élément qui représente actuellement le plus grand obstacle pour les opérations d'export de cet établissement ? **SHOW CARD 6**

Procédures douanières	1
Contrôle à l'exportation	2
Droit et taxes perçus par l'administration	3
Gestion du contentieux	4
Autre	5
Pas des obstacles	-7
NE SAIT PAS (SPONTANEOUS)	-9

CNd1**CND.2****INTERVIEWER: CND.2 TO BE ASKED ONLY IF FIRM IMPORTS DIRECTLY (d13==1)**Quel est l'élément qui représente actuellement le plus grand obstacle pour les opérations d'import de cet établissement ? **SHOW CARD 7**

Procédures douanières	2
Contrôle à l'importation	3
Droit et taxes perçus par l'administration	4
Gestion du contentieux	5
Régimes économiques en douane	6
Autre	7
Pas des obstacles	-7
NE SAIT PAS (SPONTANEOUS)	-9

CNd2**CND.3****INTERVIEWER: CND.3 TO BE ASKED ONLY IF FIRM IMPORTS OR EXPORTS (d13==1 or d3a<100)**

Est-ce que cet établissement rencontre des difficultés pour accéder aux informations relatives aux procédures douanières ?

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Oui	1	ALLEZ À D.30 ALLEZ À D.30 CNd3
Non	2	
NE SAIT PAS (SPONTANEOUS)	-9	

CND.4 En regardant la carte [INSERER LE NUMERO DE LA CARTE], quel est l'élément qui représente la difficulté la plus grande ? **SHOW CARD 8**

Les informations ne sont pas claires	1	CNd4
Les informations ne sont pas suffisantes	2	
Les textes juridiques sont modifiés fréquemment	3	
Les exigences et procédures sont différentes des informations publiées	4	
Autre	5	
NE SAIT PAS (SPONTANEOUS)	-9	

D.30 Using the response options on the card; To what degree are each of the following an obstacle to the current operations of this establishment?
INTERVIEWER: READ OUT OPTIONS
SHOW CARD 9

						(SPONTANEOUS)	
						DON'T KNOW	DOES NOT APPLY
	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle		
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

E.1 In fiscal year **[Insert last complete fiscal year]**, which of the following was the main market in which this establishment sold its main product?
SHOW CARD 10

Local – main product sold mostly in same municipality where establishment is located	1
National – main product sold mostly across the country where establishment is located	2
International	3
DON'T KNOW (SPONTANEOUS)	-9

GO TO E.6**e1**

E.2 In fiscal year **[Insert last complete fiscal year]**, for the main market in which this establishment sold its main product, how many competitors did this establishment's main product face?

Number of competitors	e2b
TOO MANY TO COUNT	-4
DON'T KNOW (SPONTANEOUS)	-9

E.6 Does this establishment at present use technology licensed from a foreign-owned company, excluding office software?

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

e6

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

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

e11

E.30 Using the response options on the card; To what degree are **Practices of Competitors in the Informal Sector** an obstacle to the current operations of this establishment?
SHOW CARD 11

	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	(SPONTANEOUS) DON'T KNOW	DOES NOT APPLY
Practices of competitors in the informal sector e30	0	1	2	3	4	-9	-7

H. INNOVATION

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING

And now we switch to a different topic. In this section “new” means new to the establishment but not necessarily new to the market.

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

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

h1

H.2 Were any of the new or improved products or services also new for the establishment's main market?

Yes	1	h2
No	2	
DON'T KNOW (SPONTANEOUS)	-9	

H.3 Please describe in detail the main new or improved product or service that this establishment introduced during the last three years.

The main new or improved product or service is the one that represented the largest proportion of this establishment's sales in value (not volume) during the last three years.

Description

DESCRIPTION SHOULD BE AS DETAILED AS POSSIBLE

h3x

H.4 Please describe in detail how the main new or improved product or service is different than the most similar product or service, if any, previously produced by this establishment.

INTERVIEWER: IF THERE IS NOTHING SIMILAR ENTER “COMPLETELY NEW”

Description

DESCRIPTION SHOULD BE AS DETAILED AS POSSIBLE

h4x

0								
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H.5	<p>During the last three years, has this establishment introduced any new or improved process? These include:</p> <p>methods of manufacturing products or offering services; logistics, delivery, or distribution methods for inputs, products, or services; or supporting activities for processes?</p>
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Yes	1	GO TO H.8
No	2	
DON'T KNOW (SPONTANEOUS)	-9	
		h5

H.6	Please describe in detail the main new or improved process that this establishment introduced during the last three years. The main innovative process is the innovative process that had the largest impact on the operations of the establishment during the last three years.
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Description**DESCRIPTION SHOULD BE AS DETAILED AS POSSIBLE****h6x**

H.7	Please describe in detail how the main new or improved process is different than the most similar process that is or was used by this establishment
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IF THERE IS NOTHING SIMILAR ENTER "COMPLETELY NEW"**Description****DESCRIPTION SHOULD BE AS DETAILED AS POSSIBLE****h7x**

H.8	During the last fiscal year, did this establishment spend on research and development activities, either in-house or contracted with other companies, excluding market research surveys?
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Yes	1	GO TO G.6
No	2	
DON'T KNOW (SPONTANEOUS)	-9	
		h8

QUESTIONNAIRE NUMBER **id**

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H.9	During last fiscal year, how much did this establishment spend on research and development activities, either in-house or contracted with other companies?
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	[Insert LCUs]
Cost of research and development activities	h9
DON'T KNOW (SPONTANEOUS)	-9

G. LAND AND PERMITS

G.6 Of the **buildings** occupied by this establishment, what percentage is:
SHOW CARD 12

	Percent	DON'T KNOW (SPONTANEOUS)
Owned by this establishment	g6a %	-9
Rented or leased by this establishment	g6b %	-9
Other	g6c %	-9
	100%	

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

G.1 Of the **land** occupied by this establishment, what percentage is:
SHOW CARD 12

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

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

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

Yes	1	
No	2	GO TO G.5
DON'T KNOW (SPONTANEOUS)	-9	GO TO G.5
	g2	

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

	Days
Wait for a construction-related permit	g3
LESS THAN ONE DAY	1
STILL IN PROCESS	-6
APPLICATION DENIED	-5
DON'T KNOW (SPONTANEOUS)	-9

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

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

g4

INTERVIEWER: ASK THE FOLLOWING QUESTION ONLY FOR RETAIL ESTABLISHMENTS. OTHERWISE GO TO G.30

G.5 What is the total selling area of this establishment?

Area	
DON'T KNOW (SPONTANEOUS)	-9

GO TO CNG.1

g5a

SPECIFY UNITS

Square Feet	1
Square Yards	2
Square Meters	3
OTHER (SPECIFY) _____ g5bx	4

g5b

CNG.1 Selon vous, quelle est l'obstacle principale en ce qui concerne l'accès au foncier ?
SHOW CARD 13

Rareté	1
Cherté	2
Complexité juridique	3
Spéculation	4
Faible immatriculation au cadastre	5
Autre	6
Pas de barrière d'accès au foncier	-7
NE SAIT PAS (SPONTANEOUS)	-9

CNg1

CNG.2 Est-ce que l'offre du foncier est adaptée aux besoins de cet établissement ?

Oui	1
Non	2
NE SAIT PAS (SPONTANEOUS)	-9

ALLEZ À CNG.4

ALLEZ À CNG.4

CNg2

CNG.3	Quelle est la raison principale pour laquelle l'offre du foncier n'est pas adaptée aux besoins de cet établissement ? SHOW CARD 14
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Eloignement du foncier	1
Superficie du foncier par rapport à la demande	2
Mauvaise qualité des services publics	3
Difficulté d'accès au réseau d'électricité, d'eau et d'assainissement	4
Difficulté d'accès aux réseaux logistiques	5
Cherté des prix	6
Autre	7
NE SAIT PAS (SPONTANEOUS)	-9

CNg3

CNG.4	En utilisant les options de réponses suivantes, à quel point la disponibilité de l'information sur l'offre du foncier destiné à [Insert options] est un obstacle aux activités actuelles de cet établissement SHOW CARD 15
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							(SPONTANEOUS)	
		Pas un obstac le	Obstacle mineur	Obstacle modéré	Obstacle majeur	Obstacle très grave	NE SAIT PAS	NE S'APPL IQUE PAS
Acquisition	CNg4a	0	1	2	3	4	-9	-7
Locatio	CNg4b	0	1	2	3	4	-9	-7

CNG.5	Pendant les trois dernières années, est-ce que cet établissement a déjà demandé une autorisation d'urbanisme (par exemple une autorisation de construire, un permis d'habiter) ?
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Oui	1	
Non	2	ALLEZ À G.30
NE SAIT PAS (SPONTANEOUS)	-9	ALLEZ À G.30
CNg5		

CNG.6	Est-ce que cet établissement a rencontré des difficultés pour obtenir ces autorisations ?
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Oui	1	
Non	2	ALLEZ À G.30
NE SAIT PAS (SPONTANEOUS)	-9	ALLEZ À G.30
CNg6		

CNG.7	A votre avis, quelle est la principale difficulté que cet établissement a rencontrée ?
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CNg7

G.30	Using the response options on the card; To what degree is Access to Land an obstacle to the current operations of this establishment? SHOW CARD 15
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Access to land	g30a	0	1	2	3	4	-9	-7
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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 including internet security?

Yes	1	
No	2	GO TO I.3
DON'T KNOW (SPONTANEOUS)	-9	GO TO 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

	[Insert 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, arson on this establishment's premises or from internet hacking or fraudulent internet transactions?

Yes	1	
No	2	GO TO I.30
DON'T KNOW (SPONTANEOUS)	-9	GO TO 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, arson, internet hacking or fraudulent internet transactions 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

	[Insert LCUs]
Total annual value of losses	i4b
DON'T KNOW (SPONTANEOUS)	-9

I.30	Using the response options on the card; To what degree is Crime, Theft and Disorder an obstacle to the current operations of this establishment? SHOW CARD 15
-------------	--

							(SPONTANEOUS)	
		No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	DON'T KNOW	DOES NOT APPLY
Crime, theft and disorder	i30	0	1	2	3	4	-9	-7

K. FINANCE**READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:**

I would like to ask you a few questions about how you finance the operations of this establishment.

K.1 In fiscal year [Insert last complete fiscal year], what percentage of the value of total annual purchases of material inputs or services was purchased on credit?

	Percent	DON'T KNOW (SPONTANEOUS)
Purchased on credit	k1c %	-9

K.2 In fiscal year [Insert last complete fiscal year], what percentage of this establishment's total annual sales of its goods or services was sold on credit?

	Percent	DON'T KNOW (SPONTANEOUS)
Sold on credit	k2c %	-9

K.3 Over fiscal year [Insert last complete fiscal year], please estimate the proportion of this establishment's working capital, that is the funds available for day-to-day operations, that was financed from each of the following sources?
SHOW CARD 16

	Percent	DON'T KNOW (SPONTANEOUS)
Internal funds or retained earnings	k3a %	-9
Borrowed from banks: private and state-owned	k3bc %	-9
Borrowed from non-bank financial institutions, which include microfinance institutions, credit cooperatives, credit unions, or finance companies	k3e %	-9
Purchases on credit from suppliers and advances from customers	k3f %	-9
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 new or used fixed assets, such as machinery, vehicles, equipment, land or buildings, including expansion and renovations of existing structures?

Yes	1	
No	2	GO TO K.6
DON'T KNOW (SPONTANEOUS)	-9	GO TO K.6
		k4

N.5	In fiscal year [Insert last complete fiscal year] , how much did this establishment spend on purchases of: INTERVIEWER: READ OUT
------------	---

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

K.5	Over fiscal year [Insert last complete fiscal year] , please estimate the proportion or [Insert LCU] amount of this establishment's total purchases of fixed assets that were financed from the following sources: SHOW CARD 17
------------	---

	Percent	OR	Amount [Insert LCUs]	DON'T KNOW (SPONTANEOUS)
Internal funds or retained earnings	k5a%		k5a1	-9
Owners' contribution or issued new equity shares	k5i %		k5i1	-9
Borrowed from banks: private and state-owned	k5bc%		k5bc1	-9
Borrowed from non-bank financial institutions, which, include microfinance institutions, credit cooperatives, credit unions, or finance companies	k5e %		k5e1	-9
Purchases on credit from suppliers and advances from customers	k5f %		k5f1	-9
Other, moneylenders, friends, relatives, etc.	k5hdj%		k5hdj1	-9
	100%		n5A+n5B	

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

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

Now let's talk about the establishment's present situation.

K.6	At this time, does this establishment have a checking (current) 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

0								
---	--	--	--	--	--	--	--	--

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

Yes	1	<i>GO TO K.9</i>
No	2	
DON'T KNOW (SPONTANEOUS)	-9	<i>GO TO K.15d</i>
		k8

K.9 Referring to the most recent line of credit or loan, what type of financial institution granted this loan?
SHOW CARD 18

Private commercial banks	1	
State-owned banks or government agency	2	
Non-bank financial institutions	3	<i>GO TO K.10</i>
Other	4	<i>GO TO K.10</i>
DON'T KNOW (SPONTANEOUS)	-9	<i>GO TO K.10</i>
		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 line of credit or loan approved	k10
DON'T KNOW (SPONTANEOUS)	-9

INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR

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

	[Insert LCUs]
Size of most recent line of credit or loan approved	k11
REFUSAL (SPONTANEOUS)	-8
DON'T KNOW (SPONTANEOUS)	-9

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

Yes	1	
No	2	<i>GO TO K.15b</i>
DON'T KNOW (SPONTANEOUS)	-9	<i>GO TO K.15b</i>
		k13

K.14	Referring only to this most recent line of credit or loan, what type of collateral was required? INTERVIEWER: READ OUT
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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?
--------------	---

	[Insert LCUs]
Value of collateral	k15a
DON'T KNOW (SPONTANEOUS)	-9

K.15b	What is the total number of open lines of credit and outstanding loans held by this establishment?
--------------	--

	Number	
Total number of open lines of credit and outstanding loans	k15b	
DON'T KNOW (SPONTANEOUS)	-9	GO TO K.15d

K.15c	What is the total outstanding balance of all open lines of credit and loans held by this establishment?
--------------	---

	[Insert LCUs]
Total outstanding balance of all open lines of credit and loans	k15c
REFUSAL (SPONTANEOUS)	-8
DON'T KNOW (SPONTANEOUS)	-9

K.15d	At this time, does the owner or owners of this establishment have any outstanding personal loans that are used to finance this establishment's business activities?
--------------	---

Yes	1	
No	2	
DON'T KNOW (SPONTANEOUS)	-9	
		k15d

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

Yes	1	GO TO K.20
No	2	
DON'T KNOW (SPONTANEOUS)	-9	GO TO K.21
		k16

K.17 What was the **main** reason why this establishment did not apply for any line of credit or loan?
SHOW CARD 19

No need for a loan - establishment had sufficient capital	1	<i>GO TO K.21</i>
Application procedures were complex	2	<i>GO TO K.21</i>
Interest rates were not favorable	3	<i>GO TO K.21</i>
Collateral requirements were too high	4	<i>GO TO K.21</i>
Size of loan and maturity were insufficient	5	<i>GO TO K.21</i>
Did not think it would be approved	6	<i>GO TO K.21</i>
Other	7	<i>GO TO K.21</i>
DON'T KNOW (SPONTANEOUS)	-9	<i>GO TO K.21</i>

k17

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

Application was approved in full	1
Application was approved in part	2
Application was rejected	3
Application was withdrawn	4
APPLICATION STILL IN PROCESS	-6
DON'T KNOW (SPONTANEOUS)	-9

k20a1

K.21 In fiscal year **[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

CNK.1 Pendant la dernière année est ce que cet établissement a souffert de retards de paiement par d'autres entreprises privées ?

Oui	1	
Non	2	ALLEZ À CNK.3
NE SAIT PAS (SPONTANEOUS)	-9	ALLEZ À CNK.3
		CNK1

CNK.2 En moyen de combien de jours a été le retard de paiement ?

Entre 1 jour et 90 jours	1
Entre 91 jours et 180 jours	2
Entre 181 jours et 365 jours	3
Plus de 365 jours	4
NE SAIT PAS (SPONTANEOUS)	-9

CNK2

CNK.3 Pendant la dernière année est-ce que cet établissement a bénéficié d'un appui public de financement ?

Oui	1
Non	2
NE SAIT PAS (SPONTANEOUS)	-9

ALLEZ À CNK.6

ALLEZ À CNK.6

CNK3

CNK.4 En se référant au dernier appui public de financement dont cet établissement a bénéficié, quel a été le but principal pour lequel il a été utilisé ? **SHOW CARD 20**

Création ou expansion	1
Opérations courantes	2
Investissement et développement	3
Innovation	4
Opérations à l'export	5
Autres	-7
NE SAIT PAS (SPONTANEOUS)	-9

CNK4

CNK.5 En se référant au dernier appui public de financement dont cet établissement a bénéficié, quel instrument a été utilisé ? **SHOW CARD 21**

Subvention	1
Garantie	2
Appui direct	3
Prêt d'honneur	4
Autre	5
NE SAIT PAS (SPONTANEOUS)	-9

CNK5

CNK.6 Pendant les trois dernières années est-ce que cet établissement a bénéficié d'un financement sur le marché des capitaux ?

Oui	1	ALLEZ À K.30
Non	2	
NE SAIT PAS (SPONTANEOUS)	-9	ALLEZ À K.30
		CNk6

CNK.7 Quelle est la plus contraignante des conditions d'admission qui a empêché cet établissement de bénéficier de l'accès au marché des capitaux ? **SHOW CARD 22**

Chiffre d'affaire pas suffisante	1
Capitaux propres	2
Nombre d'exercice certifié	3
Comptes consolidés	4
Montant minimum à émettre	5
Ouverture d'un pourcentage du capital	6
Traitement discriminatoire dans l'accès au marché des capitaux	7
Autre	8
NE SAIT PAS (SPONTANEOUS)	-9

CNk7

K.30 Using the response options on the card; To what degree is **Access to Finance** an obstacle to the current operations of this establishment?
SHOW CARD 23

						(SPONTANEOUS)	
						DON'T KNOW	DOES NOT APPLY
No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle			
Access to finance k30	0	1	2	3	4	-9	-7

J. BUSINESS-GOVERNMENT RELATIONS**READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:**

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

J.1 Please tell me if you Strongly disagree, Tend to disagree, Tend to agree, or Strongly agree with the statement: "The court system is fair, impartial and uncorrupted".
SHOW CARD 24

					(SPONTANEOUS)	
					DON'T KNOW	DOES NOT APPLY
Strongly disagree	Tend to disagree	Tend to agree	Strongly agree			
"The court system is fair, impartial and uncorrupted." h7a	1	2	3	4	-9	-7

CNJ.1 Pendant les trois dernières années, est-ce que cet établissement a eu recours au système judiciaire ?

Oui	1	ALLEZ À CNJ.3
Non	2	ALLEZ À CNJ.3
NE SAIT PAS (SPONTANEOUS)	-9	ALLEZ À CNJ.3
CNj1		

CNJ.2 Quelle est la principale raison pour laquelle cet établissement n'a pas fait recours au système judiciaire pendant les trois dernières années ? **SHOW CARD 25**

Pas besoin de faire recours au système judiciaire	1	ALLEZ À J.2
Le système judiciaire est lent	2	ALLEZ À J.2
Le système judiciaire est trop coûteux	3	ALLEZ À J.2
Le système judiciaire est injuste	4	ALLEZ À J.2
Les décisions judiciaires ne s'appliquent pas	5	ALLEZ À J.2
Autre	-7	ALLEZ À J.2
NE SAIT PAS (SPONTANEOUS)	-9	ALLEZ À J.2
CNj2		

CNJ.3	En utilisant les options de réponses suivantes, à quel point chacune des suivantes quatre phases liées aux procédures judiciaires est un obstacle aux activités actuelles de cet établissement? SHOW CARD 26
--------------	---

	Pas un obstacle	Obstacle mineur	Obstacle modéré	Obstacle majeur	Obstacle très grave	(SPONTANEOUS)	
						NE SAIT PAS	NE S'APPLIQUE PAS
Dépôt CNj3a	0	1	2	3	4	-9	-7
Examen par les tribunaux CNj3b	0	1	2	3	4	-9	-7
Recours CNj3c	0	1	2	3	4	-9	-7
Exécution des jugements définitifs CNj3d	0	1	2	3	4	-9	-7

CNJ.4	Pendant les trois dernières années, est ce que cet établissement a obtenu une exécution définitive des jugements ?
--------------	--

Oui	1	
Non	2	ALLEZ À J.2
NE SAIT PAS (SPONTANEOUS)	-9	ALLEZ À J.2
		CNj4

CNJ.5	Est-ce que le jugement définitif a été respecté ?
--------------	---

Oui	1	
Non	2	
NE SAIT PAS (SPONTANEOUS)	-9	
		CNj5

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 sales workers.)
------------	---

	Percent
Senior management's time spent on dealing with regulations	j2 %
NO TIME WAS SPENT	0
DON'T KNOW (SPONTANEOUS)	-9

J.3 Over the last year, was this establishment visited or inspected by tax officials or required to meet with them?

Yes	1	
No	2	GO TO CNJ.6
DON'T KNOW (SPONTANEOUS)	-9	GO TO CNJ.6
		j3

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

	Number
Times inspected or met with tax officials	j4
DON'T KNOW (SPONTANEOUS)	-9

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

Yes	1	
No	2	
DON'T KNOW (SPONTANEOUS)	-9	
REFUSAL (SPONTANEOUS)	-8	
		j5

CNJ.6 En utilisant les options de réponses suivantes comment jugez-vous le cadre fiscal lié à l'investissement en termes de clarté et de stabilité ? **SHOW CARD 27**

	Pas satisfaisant	Peu satisfaisant	Satisfaisant	Très satisfaisant	(SPONTANEOUS)	
					NE SAIT PAS	NE S'APPLIQUE PAS
Clarté et de stabilité du cadre fiscal lié à l'investissement CNJ6	0	1	2	3	-9	-7

CNJ.7 Parmi les options suivantes, quelle est la charge fiscale ou sociale qui pèse le plus sur l'activité de cet établissement ? **SHOW CARD 28**

IS	1
IR	2
Taxe professionnelle	3
Taxes locales	4
CNSS	5
Autre	6
AUCUNE	-7
NE SAIT PAS (SPONTANEOUS)	-9

CNJ7

CNJ.8 Est-ce que cet établissement est confrontée à la problématique du butoir de la TVA?

Oui	1	
Non	2	ALLEZ À CNJ.10
NE SAIT PAS (SPONTANEOUS)	-9	ALLEZ À CNJ.10
		CNJ8

CNJ.9 En utilisant les options de réponses suivantes comment jugez-vous le poids de ce butoir sur la trésorerie de cet établissement ? **SHOW CARD 29**

	Pas un poids	Poids mineur	Poids modéré	Poids majeur	Poids très grave	NE SAIT PAS	NE S'APPLIQUE PAS
Poids du butoir de la VTA CNJ9	0	1	2	3	4	-9	-7

CNJ.10 Pendant les trois dernières années, est-ce que cet établissement a eu un recours à une commission de recours fiscal suite à un litige lié à un contrôle fiscal avec l'administration ?

Oui	1	
Non	2	ALLEZ À J.6a
NE SAIT PAS (SPONTANEOUS)	-9	ALLEZ À J.6a
		CNJ10

CNJ.11 Dans le processus de recours fiscal quel est a été l'élément qui a représenté la difficulté plus grande pour cet établissement ? **SHOW CARD 30**

Indépendance de la commission	1	
Délai de traitement	2	
Décision de la commission	3	
Autre	4	
AUCUN	-7	
NE SAIT PAS (SPONTANEOUS)	-9	
		CNJ11

J.6a Over the last year, has this establishment secured or attempted to secure a government contract?

Yes	1	
No	2	GO TO CNJ.12
DON'T KNOW (SPONTANEOUS)	-9	GO TO CNJ.12
		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 %
NO PAYMENTS	0
DON'T KNOW (SPONTANEOUS)	-9
REFUSAL (SPONTANEOUS)	-8

CNJ.12 Les procédures de passation des marchés publics sont-elles claires dans les textes réglementaires les régissant ?

Oui	1	ALLEZ À CNJ.15
Non	2	
NE SAIT PAS (SPONTANEOUS)	-9	ALLEZ À CNJ.15
		CNJ12

CNJ.13 Quelle est la principale raison du manque de clarté ? **SHOW CARD 31**

Multiplicité des formes de passation des marchés publics	1
Manque de communication autour des procédures	2
Dispersion des textes réglementaire	3
Autre	4
NE SAIT PAS (SPONTANEOUS)	-9

CNJ13

CNJ.14 A votre avis, quelle est la principale contrainte à l'accès aux marchés publics?
SHOW CARD 32

Critères de qualification trop exigeants	1
Conditions d'éligibilité définies de manière étroite	2
Procédures d'appel d'offres non concurrentielles	3
Manque de communication avec les pouvoirs adjudicateurs lors du processus d'appel d'offres	4
Manque de capacité à corriger les erreurs lors de la procédure d'appel d'offres	5
Utilisation discriminatoire des critères d'attribution	6
Pratiques de collaboration entre soumissionnaires	7
Corruption des autorités	8
Autre	9
N'a pas soumissionner aux marchés publics	-7
NE SAIT PAS (SPONTANEOUS)	-9

CNJ14

CNJ.15	Pendant la dernière année, est-ce que cet établissement a utilisé les technologies de l'information pour [Insert options]? INTERVIEWER: READ OUT
---------------	---

	Yes	No	NE SAIT PAS (SPONT.)	
S'informer sur les marchés publics CNJ15a	1	2	-9	
Soumissionner électroniquement aux marchés publics CNJ15b	1	2	-9	SI OUI ou NE SAIT PAS ALLEZ À CNJ.16
Suivre en ligne l'état du paiement du marché CNJ15c	1	2	-9	

CNJ.16	Pendant les deux dernières années, cet établissement a-t-il eu des contrats avec le gouvernement?
---------------	---

Oui	1	
Non	2	ALLEZ À J.7
NE SAIT PAS (SPONTANEOUS)	-9	ALLEZ À J.7
		CNJ16

CNJ.17	Pendant les deux dernières années, dans quel délai moyen cet établissement a reçu son paiement dans le cadre d'un marché public ? SHOW CARD 33
---------------	---

Entre 1 jour et 60 jours	1	ALLEZ À J.7
Entre 61 jours et 120 jours	2	
Entre 121 jours et 180 jours	3	
Entre 181 jours et 365 jours	4	
Au-delà de 365 jours	5	
NE SAIT PAS (SPONTANEOUS)	-9	
		CNJ17

CNJ.18	Est ce que cet établissement reçoit les intérêts de retard ?
---------------	--

Oui	1	
Non	2	
NE SAIT PAS (SPONTANEOUS)	-9	
		CNJ18

J.7

It is said that establishments are sometimes required to make gifts or informal payments to public officials to “get things done” with regard to customs, taxes, licenses, regulations, services etc. On average, what percentage of total annual sales, or estimated total annual value, do establishments like this one pay in informal payments or gifts to public officials for this purpose?

	Percent
Percentage of total annual sales paid as informal payment	j7a %
NO PAYMENTS OR GIFTS ARE PAID	0
DON'T KNOW (SPONTANEOUS)	-9
REFUSAL (SPONTANEOUS)	-8

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

	[Insert LCUs]
Total annual informal payment	j7b
NO PAYMENTS OR GIFTS ARE PAID	0
DON'T KNOW (SPONTANEOUS)	-9
REFUSAL (SPONTANEOUS)	-8

J.10

Over the last two years, did this establishment submit an application to obtain an import license?

Yes	1	
No	2	GO TO J.13
DON'T KNOW (SPONTANEOUS)	-9	GO TO 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	
REFUSAL (SPONTANEOUS)	-8	
		j12

0								
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J.13 Over the last two years, did this establishment submit an application to obtain an operating license?

Yes	1	
No	2	<i>GO TO J.30</i>
DON'T KNOW (SPONTANEOUS)	-9	<i>GO TO J.30</i>
		j13

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

	Days
Wait for operating license	j14
LESS THAN ONE DAY	1
STILL IN PROCESS	-6
APPLICATION DENIED	-5
DON'T KNOW (SPONTANEOUS)	-9

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

Yes	1	
No	2	
DON'T KNOW (SPONTANEOUS)	-9	
REFUSAL (SPONTANEOUS)	-8	
		j15

J.30

Using the response options on the card; To what degree are each of the following an obstacle to the current operations of this establishment?

INTERVIEWER: READ OUT OPTIONS**SHOW CARD 34**

							(SPONTANEOUS)	
	POSITION	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	DON'T KNOW	DOES NOT APPLY
Tax rates j30a	j30_taxrate_pos	0	1	2	3	4	-9	-7
Tax administration j30b	j30_taxadmin_pos	0	1	2	3	4	-9	-7
Business licensing and permits j30c	j30_permit_pos	0	1	2	3	4	-9	-7
Political instability j30e	j30_instability_pos	0	1	2	3	4	-9	-7
Corruption j30f	j30_corruption_pos	0	1	2	3	4	-9	-7
Courts h30	j30_courts_pos	0	1	2	3	4	-9	-7
Occupational safety regulations BMj4a	j30_safety_pos	0	1	2	3	4	-9	-7
Health and hygiene regulations BMj4b	j30_health_pos	0	1	2	3	4	-9	-7
Environmental regulations BMj4c	j30_environment_pos	0	1	2	3	4	-9	-7

NOTE: ROTATION POSITIONS VARY AS THE LIST OF OPTIONS IS RANDOMIZED**INTERVIEWER READ OUT:**

I would like to ask you a few questions about this establishment's labor force. Should I continue with you or with the Human Resources department?

IF YES, CONTINUE WITH SECTION L WITH CURRENT RESPONDENT**IF NO, CONTINUE WITH SECTION M WITH CURRENT RESPONDENT AND ASK L SECTION TO A HUMAN RESOURCES REPRESENTATIVE**

L. LABOR**READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:**

Now I would like to ask you a few questions about this establishment's labor force.

- L.1** At the end of fiscal year **[Insert last complete fiscal year]**, how many permanent, full-time individuals worked in this establishment? Please include all employees and managers.
- Permanent, full-time employees are defined as all employees that are employed for a term of one or more fiscal years and/or have a guaranteed renewal of their employment and that work a full shift.
- INTERVIEWER: INCLUDE INTERVIEWEE IF APPLICABLE**

	Number
Permanent, full-time workers at the end of last fiscal year	11
DON'T KNOW (SPONTANEOUS)	-9

- L.2** Looking back, at the end of fiscal year **[Insert last complete fiscal year minus two]**, how many permanent, full-time individuals worked in this establishment? Please include all employees and managers.
- INTERVIEWER: INCLUDE INTERVIEWEE IF APPLICABLE**

	Number
Permanent, full-time workers in [Insert last complete fiscal year minus two]	12
IF ESTABLISHMENT WAS NOT IN BUSINESS IN [Insert last complete fiscal year minus two]	-7
DON'T KNOW (SPONTANEOUS)	-9

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

	Number	DON'T KNOW (SPONTANEOUS)
Female permanent full-time workers	15	-9

- L.6** How many full-time seasonal or temporary employees did this establishment employ during **[Insert last complete fiscal year]**?
- Full-time, temporary workers are all short-term, that is for less than a year, employees with no guarantee of renewal of employment and work full-time

	Number
Full-time seasonal or temporary workers employed last fiscal year	16
NO FULL-TIME SEASONAL OR TEMPORARY WORKERS	0
DON'T KNOW (SPONTANEOUS)	-9

GO TO L.9b**GO TO L.9b**

L.6a	How many full-time seasonal or temporary employees during fiscal year [Insert last complete fiscal year] , were female?
-------------	--

	Number
Full-time female seasonal or temporary workers employed last fiscal year	16a
DON'T KNOW (SPONTANEOUS)	-9

L.8	What was the average length of employment of all full-time seasonal or temporary employees in fiscal year [Insert last complete fiscal year] ?
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	Months
Average length full-time seasonal or temporary employment last fiscal year, in months	18
LESS THAN ONE MONTH	1
DON'T KNOW (SPONTANEOUS)	-9

L.9b	What percentage or how many of the full-time permanent workers employed at the end of fiscal year [Insert last complete fiscal year] completed secondary school? Please provide the percentage or number, not both.
-------------	---

	Percent	OR	Number
Percentage or number of full time permanent workers who completed secondary school	19b		19b1
DON'T KNOW (SPONTANEOUS)	-9		-9

L.10	Over fiscal year [Insert last complete fiscal year] , did this establishment have formal training programs for its permanent, full-time employees?
-------------	---

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

110

CNL.1	En utilisant les options de réponses suivantes, à quel point le [Insérer options] est un obstacle aux activités actuelles de cet établissement SHOW CARD 34
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		Pas un obstacle	Obstacle mineur	Obstacle modéré	Obstacle majeur	Obstacle très grave	(SPONTANEOUS)	
							NE SAIT PAS	NE S'APPLIQUE PAS
Coût de recrutement CNL1a		0	1	2	3	4	-9	-7
Coût de licenciement CNL1b		0	1	2	3	4	-9	-7

CNL.2 En regardant la carte [INSERER LE NUMERO DE LA CARTE], quel est l'élément qui représente, actuellement le plus grand obstacle pour les procédures de recrutement de cet établissement ? **SHOW CARD 35**

Profil/compétence des employées	1
Type de contrat	2
Fixation des salaires	3
Période d'essai	4
Autre	5
Pas de difficultés	-7
NE SAIT PAS (SPONTANEOUS)	-9

CNI2

CNL.3 En regardant la carte [INSERER LE NUMERO DE LA CARTE], quel est l'élément qui représente, actuellement le plus grand obstacle pour les procédures de licenciement de cet établissement ? **SHOW CARD 36**

Délais de préavis	1
Obligation en matière de notification	2
Obligation en matière de d'approbation	3
Autre	4
Pas de difficultés	-7
NE SAIT PAS (SPONTANEOUS)	-9

CNI3

CNL.4 En utilisant les options de réponses suivantes, à quel point la conflictualité au travail est-elle un obstacle aux activités actuelles de cet établissement **SHOW CARD 37**

						(SPONTANEOUS)	
	Pas un obstacle	Obstacle mineur	Obstacle modéré	Obstacle majeur	Obstacle très grave	NE SAIT PAS	NE S'APPLIQUE PAS
Coût de recrutement CNI4	0	1	2	3	4	-9	-7

CNL.5 Pendant les trois dernières années, est-ce que cet établissement a eu recours aux contrats CDD?

Oui	1
Non	2
NE SAIT PAS (SPONTANEOUS)	-9

ALLEZ À L.30**ALLEZ À L.30****CNI5**

CNL.6 Est-ce que cet établissement a trouvé des difficultés dans l'utilisation de ce type de contrat ?

Oui	1	
Non	2	ALLEZ À L.30
NE SAIT PAS (SPONTANEOUS)	-9	ALLEZ À L.30
		CNI6

CNL.7 Quel est l'élément qui représente la difficulté plus grande pour cet établissement ?

Nombre de renouvellement	1	
Durée du contrat CDD	2	
Durée cumulée du contrat CDD	3	
Autre	4	
NE SAIT PAS (SPONTANEOUS)	-9	
		CNI7

L.30 Using the response options on the card; To what degree are each of the following an obstacle to the current operations of this establishment?
INTERVIEWER: READ OUT OPTIONS
SHOW CARD 37

						(SPONTANEOUS)	
						DON'T KNOW	DOES NOT APPLY
	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle		
Labor regulations I30a	0	1	2	3	4	-9	-7
Inadequately educated workforce I30b	0	1	2	3	4	-9	-7

M. BUSINESS ENVIRONMENT

M.1	By looking at the list of elements of the business environment please tell me which one, if any, currently represents the biggest obstacle faced by this establishment. INTERVIEWER: SHOW RANDOMIZED LIST TO THE RESPONDENT. DO NOT READ OPTIONS.
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	POSITION
1-Access to finance	m1a_finance_pos
2-Access to land	m1a_land_pos
3-Business licensing and permits	m1a_permit_pos
4-Corruption	m1a_corruption_pos
5-Courts	m1a_courts_pos
6-Crime, theft and disorder	m1a_crime_pos
7-Customs and trade regulations	m1a_trade_pos
8-Electricity	m1a_electricity_pos
9-Inadequately educated workforce	m1a_workforce_pos
10-Labor regulations	m1a_labor_pos
11-Political instability	m1a_instability_pos
12-Practices of competitors in the informal sector	m1a_informal_pos
13-Tax administration	m1a_taxadmin_pos
14-Tax rates	m1a_taxrate_pos
15-Transport	m1a_transport_pos

Biggest obstacle	m1a
DON'T KNOW (SPONTANEOUS)	-9
DOES NOT APPLY (SPONTANEOUS)	-7

NOTE: ROTATION POSITIONS VARY AS THE LIST OF OPTIONS IS RANDOMIZED

CNM.1	En regardant la même carte [INSERER LE NUMERO DE LA CARTE] prière de choisir les trois procédures qui, à votre avis, nécessitent la création de guichets uniques physiques et/ou dématérialisés
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	Procédures
1.	Autorisation de construire
2.	Raccordement au réseau électrique
3.	Raccordement au réseau d'eau
4.	Raccordement au réseau de télécommunications
5.	Transfert de propriété
6.	Déclaration et paiement des impôts et taxes
7.	Remboursement du crédit de la TVA
8.	Déclaration des salariés à la CNSS
9.	Procédure d'import
10.	Procédure d'export
11.	Accès au foncier
12.	Accès aux zones industrielles
13.	Autorisation d'exploitation commerciale
14.	Obtention de la main levée sur les nantissements
15.	Qualification, classification et agrément des entreprises et BET

Première procédure	CNm1a
Deuxième procédure	CNm1b
Troisième procédure	CNm1c
DON'T KNOW (SPONTANEOUS)	-9
DOES NOT APPLY (SPONTANEOUS)	-7

NOTE: ROTATION POSITIONS VARY AS THE LIST OF OPTIONS IS RANDOMIZED

CNM.2 En regardant la carte **[INSERER LE NUMERO DE LA CARTE]** prière de choisir les trois procédures qui représentent les plus grands obstacles aux activités actuelles de cet établissement

	Procédures
1.	Autorisation de construire
2.	Raccordement au réseau électrique
3.	Raccordement au réseau d'eau
4.	Raccordement au réseau de télécommunications
5.	Transfert de propriété
6.	Déclaration et paiement des impôts et taxes
7.	Remboursement du crédit de la TVA
8.	Déclaration des salariés à la CNSS
9.	Procédure d'import
10.	Procédure d'export
11.	Accès au foncier
12.	Accès aux zones industrielles
13.	Autorisation d'exploitation commerciale
14.	Obtention de la main levée sur les nantissements
15.	Qualification, classification et agrément des entreprises et BET

Plus grands obstacles	CNm2a
Deuxième plus grands obstacles	CNm2b
Troisième plus grands obstacles	CNm2c
DON'T KNOW (SPONTANEOUS)	-9
DOES NOT APPLY (SPONTANEOUS)	-7

NOTE: KEEP THE SAME ROTATION OF THE QUESTION ABOVE

CNM.3 En ce qui concerne **[INSERER CNm2a]** quel est l'élément qui représente la difficulté plus grande pour les activités actuelles de cet établissement ? **SHOW CARD 38**

Coût	1
Nombre d'étapes	2
Complexité/nombre d'intervenants	3
Transparence	4
Niveau dématérialisation	5
Autre	6
NE SAIT PAS (SPONTANEOUS)	-9

CNm3

CNM.4 En ce qui concerne **[INSERER CNm2b]** quel est l'élément qui représente la difficulté plus grande pour les activités actuelles de cet établissement ? **SHOW CARD 38**

Coût	1
Nombre d'étapes	2
Complexité/nombre d'intervenants	3
Transparence	4
Niveau dématérialisation	5
Autre	6
NE SAIT PAS (SPONTANEOUS)	-9

CNm4

CNM.5 En ce qui concerne **[INSERER CNm2c]** quel est l'élément qui représente la difficulté plus grande pour les activités actuelles de cet établissement ? **SHOW CARD 38**

Coût	1
Nombre d'étapes	2
Complexité/nombre d'intervenants	3
Transparence	4
Niveau dématérialisation	5
Autre	6
NE SAIT PAS (SPONTANEOUS)	-9

CNm5

CNM.6 En regardant la carte **39** si cet établissement a fait recours au centre régional d'investissement (CRI), prière de choisir la dimension qui représente la difficulté plus grande pour les activités actuelles de cet établissement **SHOW CARD 39**

Représentation des administrations dans le CRI	1
Délai de traitement par le CRI	2
Formulaires du CRI à renseigner	3
Pas de recours au centre régional d'investissement (CRI)	4
Autre	5
Pas de recours au centre régional d'investissement (CRI)	-7
NE SAIT PAS (SPONTANEOUS)	-9

CNm6

CNM.7	En regardant la carte 40 si cet établissement a fait recours au système PORTNET, prière de choisir la dimension qui représente la difficulté plus grande pour les activités actuelles de cet établissement SHOW CARD 40
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Représentation des administrations dans le PORTNET	1
Délai de traitement	2
Coût d'utilisation	3
Niveau de dématérialisation	4
Autre	5
Pas de recours au système PORTNET	-7
NE SAIT PAS (SPONTANEOUS)	-9

CNm7

CNM.8	En regardant la carte 41 si cet établissement a fait recours à un guichet unique d'urbanisme, prière de choisir la dimension qui représente la difficulté plus grande pour les activités actuelles de cet établissement SHOW CARD 41
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Représentation des administrations dans le guichet	1
Délai de traitement	2
Coût d'utilisation	3
Niveau de dématérialisation	4
Autre	5
Pas de recours au guichet unique d'urbanisme	-7
NE SAIT PAS (SPONTANEOUS)	-9

CNm8**INTERVIEWER READ OUT:**

I would like to ask you a few questions about this establishment's financial results. All these responses will be anonymized, and neither you nor the firm will be identified. Should I continue with you or with the financial department or accounting?

IF YES, CONTINUE WITH SECTION N WITH CURRENT RESPONDENT

IF NO, CONTINUE WITH APPROPRIATE RESPONDENT

N. PERFORMANCE**READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:**

Now, we would like to ask you a few questions about the financial results of this establishment. It is important that this information be as accurate as possible. All information you provide will be anonymized, and neither your name nor the name of your establishment will be used in any document based on this survey.

N.2	From this establishment's Income Statement for fiscal year [Insert last complete fiscal year] , please provide the following information: SHOW CARD 42
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INTERVIEWER: READ OUT

	[Insert LCUs]	DON'T KNOW (SPONTANEOUS)
Total annual cost of labor including wages, salaries, bonuses, social security payments	n2a	-9
Total annual cost of electricity	n2b	-9
Total annual cost of fuel	n2f	-9

INTERVIEWER: ONLY ASK THE FOLLOWING QUESTION TO RETAIL ESTABLISHMENTS:

Total annual cost of finished goods and materials purchased to resell	n2i	-9
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INTERVIEWER: IF SECTION L OR N WILL BE COMPLETED WITH A DIFFERENT RESPONDENT, PLEASE ARRANGE FOR THOSE TO BE COMPLETED.

POST-INTERVIEW INFORMATION FROM MAIN MODULE

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

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

A.15a1 Please indicate which option best describes the main respondents position:

Owner	1
President, Executive Director, or CEO	2
Chief Financial, Chief Operational Officer (CFO/COO)	3
Operational or plant manager	4
Sales or marketing manager	5
Accountant	6
Lawyer	7
Other Administrative	8
Other Management	9
Other (Specify) a15a1ax	10
REFUSAL (SPONTANEOUS)	-8

a15a1a

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

	Position in the establishment	Years with the establishment	Gender	Email
Main respondent		a15a2a	a15a3	Email1x
Second respondent	a15a1bx	a15a2b	a15b3	Email2x
Third respondent	a15a1cx	a15a2c	a15c3	Email3x

ENTER -8 IF RESPONDENT REFUSES (SPONTANEOUS)
 ENTER 1 WHEN YEARS WITH THE ESTABLISHMENT IS LESS THAN ONE.
 FOR GENDER 1: MALE, 2: FEMALE, -8: REFUSAL (SPONTANEOUS)

PLEASE FILL OUT THE REMAINING INFORMATION ON YOUR OWN

A.16 IT IS MY PERCEPTION THAT THE RESPONSES TO THE QUESTIONS REGARDING OPINIONS AND PERCEPTIONS WERE:

Truthful	1
Somewhat truthful	2
Not truthful	3

a16

A.17	THE RESPONSES TO THE QUESTIONS REGARDING FIGURES (PRODUCTIVITY AND EMPLOYMENT NUMBERS) WERE:
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Taken directly from establishment records	1
Estimates computed with some precision	2
Arbitrary and unreliable numbers	3
In some case taken from books and in some case estimates	4

a17

A.18	THIS QUESTIONNAIRE WAS COMPLETED IN:
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One visit in face-to-face interview with one person	1
One visit in face-to-face interview with different managers/staff	2
Several visits	3

GO TO A17x

a18

A.19	IF OPTION 2 OR 3 IN A.18, ESTIMATE DURATION OF THE WHOLE INTERVIEW
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Hour	Minutes

a19h**a19m**

PLEASE FILL OUT ON YOUR OWN:
INTERVIEWER COMMENTS:

a17x

0								
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SUPERVISOR SECTION**A.13** Supervisor code**a13**

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

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

SUPERVISOR: THE DESCRIPTION OF THE ESTABLISHMENT'S MAIN PRODUCT AND ACTIVITY IS PROVIDED IN d1a1x. PLEASE REVIEW d1a1x IN ORDER TO IDENTIFY THE CORRESPONDING SECTOR CODE IN d1a2

D.1a2	PLEASE CHOOSE THE 4-DIGIT ISIC REV. 3.1 SECTOR CODE THAT BEST APPLIES TO THE ESTABLISHMENT'S MAIN ACTIVITY AND PRODUCT.
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	Code
CODE OF THE MAIN PRODUCT AND ACTIVITY	d1a2