

QUESTIONNAIRE NUMBER **id**

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THE WORLD BANK ENTERPRISE SURVEY

Haiti 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

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	a6b
Multi-establishment firm	a7
Panel	panel
Language	a1a

QUESTIONNAIRE NUMBER **id**

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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

INTERVIEW BEGINS HERE

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING.

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

HTB.1	<p>What is this firm's current legal status?</p> <p>SHOW CARD 1 [NOTE FOR IMPLEMENTATION: THE OPTIONS USED IN EACH COUNTRY SHOULD REFLECT LOCAL CONDITIONS AND BE RECODED INTO THE CATEGORIES BELOW]</p>
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Limited company	7
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) <u>HTb1x</u>	6
DON'T KNOW (SPONTANEOUS)	-9

GO TO B.3a

HTb1

INTERVIEWER: PLEASE NOTE WHEN bHT1 IS 3 (SOLE PROPRIETORSHIP), ENTER 100% FOR QUESTION b3.

B.3	What percentage of this firm does the largest owner or owners own?
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	Percent
Percentage held by largest owner or owners	b3%
DON'T KNOW (SPONTANEOUS)	-9

B.3a	Is the largest owner also the top manager?
-------------	--

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

b3a

B.2	What percentage of this firm is owned by each of the following: SHOW CARD 2
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	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	GO TO B.5
DON'T KNOW (SPONTANEOUS)	-9	GO TO B.5

b4

INTERVIEWER: PLEASE NOTE WHEN HTb1 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?
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	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?
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	Year
Year establishment began operations	b5
DON'T KNOW (SPONTANEOUS)	-9

INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR

B.6	How many full-time workers did this establishment have when it started operations? Please include all workers and managers. INTERVIEWER: INCLUDE RESPONDENT WHEN APPLICABLE
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	Number
Full-time workers at start-up	b6
DON'T KNOW (SPONTANEOUS)	-9

B.6b	In what year was this establishment formally registered?
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	Year
Year establishment formally registered	b6b
DON'T KNOW (SPONTANEOUS)	-9
NEVER REGISTERED (SPONTANEOUS)	-7

TERMINATE

INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR

B.7	How many years of experience working in this sector does the Top Manager have?
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	Years
Manager's experience in sector	b7
LESS THAN ONE YEAR	1
DON'T KNOW (SPONTANEOUS)	-9

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

b7a

HTB.2	How many managers currently work in this establishment, including the top manager?
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	Number
Number of managers	HTb2
DON'T KNOW (SPONTANEOUS)	-9

IF 1, GO TO QUESTION B.8

HTB.3	Amongst all the managers, what is the percentage of female managers employed in this establishment?
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	Percentage
Percentage of female managers	HTb3 %
DON'T KNOW (SPONTANEOUS)	-9

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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	GO TO C.3
STILL IN PROCESS	-6	
DON'T KNOW (SPONTANEOUS)	-9	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 **2018**, 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 **2018**, 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	OR	HTG	DON'T KNOW (SPONTANEOUS)
Annual losses due to power outages	c9a %		c9b	-9

C.10 Over the course of fiscal year **2018**, did this establishment own or share a generator?

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

C.11 In fiscal year **2018**, 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	GO TO C.22b GO TO C.22b
No	2	
DON'T KNOW (SPONTANEOUS)	-9	
		c12

C.13 In reference to that application for a water connection, approximately how many days did it take to obtain it from the day of the application to the day the service was received?

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

C.14	In reference to that application for a water connection, was an informal gift or payment expected or requested?
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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 or social media page?
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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	In fiscal year 2018 , 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 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.
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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?
--------------	---

	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 2018 , what were this establishment's total annual sales for all products and services?
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	HTG
"Total annual sales in fiscal year 2018 "	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 2016 , what were total annual sales for this establishment?
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	HTG
Total annual sales in fiscal year 2016	n3
ESTABLISHMENT WAS NOT IN BUSINESS IN FISCAL YEAR 2016	-7
DON'T KNOW (SPONTANEOUS)	-9

D.3	Coming back to fiscal year 2018 , what percentage of this establishment's sales were: SHOW CARD 4
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	Percent	DON'T KNOW (SPONTANEOUS)	
National sales	d3a %	-9	IF 100% GO TO D.10
Indirect exports (sold domestically to third party that exports products)	d3b %	-9	
Direct exports	d3c %	-9	
	100%		

**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?
------------	---

	Year
Began exporting directly or indirectly	d8
DON'T KNOW (SPONTANEOUS)	-9

INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR

D.10	In fiscal year 2018 , what percentage of the value of products this establishment shipped to supply domestic markets was lost while in transit because of theft?
-------------	---

	Percent	
Losses due to theft as percentage of the value of the products	d10 %	GO TO D.12
NO LOSSES	0	
DON'T KNOW (SPONTANEOUS)	-9	
NO INTERNAL SHIPMENTS MADE (DOES NOT APPLY)	-7	

D.11	In fiscal year 2018 , what percentage of value of products this establishment shipped to supply domestic markets was lost while in transit because of breakage or spoilage?
-------------	--

	Percent
Losses due to breakage or spoilage as percentage of the value of the products	d11 %
NO LOSSES	0
DON'T KNOW (SPONTANEOUS)	-9
NO INTERNAL SHIPMENTS MADE (DOES NOT APPLY)	-7

HTD.1	During the last complete fiscal year, did this establishment receive payments via credit or debit card in the sale of its products or services?
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Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

GO TO QUESTION HTD.3

GO TO QUESTION D.12

HTd1

HTD.2	During the last complete fiscal year, what percentage of this establishment's annual sales of goods or services were paid for with credit cards or debit card?
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Less than one percent	1%
Percentage of annual sales of goods or services paid with credit cards or debit cards	%
DON'T KNOW (SPONTANEOUS)	-9

GO TO QUESTION D.12

GO TO QUESTION D.12

GO TO QUESTION D.12

HTd2

HTD.3	What is the main reason for which this establishment did not receive payments for the sale of goods or services via credit or debit card? SHOW CARD 5
--------------	---

The costs are too high	1
The majority of the establishment's sales are too low for a credit/debit card to be used	2
Credit/debit cards are not easy to use	3
The customers don't have credit/debit cards	4
The customers don't trust credit/debit cards	5
Other	6
DON'T KNOW (SPONTANEOUS)	-9

HTd3

D.12	In fiscal year 2018 , what percentage of this establishment's material inputs, supplies, or finished goods and materials purchased to resell were: SHOW CARD 6
-------------	---

	Percent	DON'T KNOW (SPONTANEOUS)
Of domestic origin	d12a %	-9
Of foreign origin	d12b %	-9

IF 0 GO TO HTD.4

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100%

**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 2018 imported directly?
-------------	--

Yes	1	
No	2	GO TO HTD.4
DON'T KNOW (SPONTANEOUS)	-9	GO TO HTD.4
		d13

D.14	In fiscal year 2018 , 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?
-------------	---

	Days	
Average number of days to clear customs	d14	
LESS THAN ONE DAY	1	
DON'T KNOW (SPONTANEOUS)	-9	
DOES NOT APPLY (SPONTANEOUS)	-7	GO TO HTD.4

D.15a	In reference to when this establishment imported material inputs or supplies, in claiming these goods from customs was an informal gift or payment expected or requested?
--------------	---

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

d15a

HTD.4	During the last complete fiscal year, did this establishment use electronic media for the purchase of material inputs, supplies, or finished goods and materials purchased to resell over the Internet (e-commerce)?
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Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

GO TO QUESTION HTD.6

GO TO QUESTION HTD.6

HTd4

HTD.5	What was the main reason that this establishment did not use electronic media for the purchase of material inputs, supplies, or finished goods and materials purchased to resell over the Internet? SHOW CARD 7
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Limited knowledge of e-commerce	1
Lack of or unreliable internet connection	2
The costs are too high	3
Suppliers do not offer online sales	4
No need to make purchase online	5
Other	6
DON'T KNOW (SPONTANEOUS)	-9

HTd5

HTD.6	During the last complete fiscal year, did this establishment use a credit card or debit card to purchase material inputs, supplies, or finished goods and materials purchased to resell?
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Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

GO TO QUESTION HTD.8

GO TO QUESTION HTD.8

HTd6

HTD.7	What was the main reasons that this establishment did not use a credit or debit card for the purchase of material inputs, supplies, or finished goods and materials purchased to resell? SHOW CARD 8
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The costs are too high	1
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Most payments from this establishment are too low for a credit / debit card to be used	2
Not easy to use	3
Suppliers do not accept credit / debit cards	4
The firm does not have a credit / debit card	5
Other	6
DON'T KNOW (SPONTANEOUS)	-9

HTd7

HTD.8 During the fiscal year **2018**, did this establishment use a **credit card or debit card** to pay for its utilities (water, electricity, telephone, etc.)?

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

HTd8

HTD.9 What is the main reason this establishment did not use a credit card or debit card to pay for utilities?
SHOW CARD 8

The costs are too high	1
Most payments from this establishment are too low for a credit / debit card to be used	2
Not easy to use	3
Suppliers do not accept credit / debit cards	4
The firm does not have a credit / debit card	5
Other	6
DON'T KNOW (SPONTANEOUS)	-9

HTd9

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		

R. MANAGEMENT PRACTICES

PLEASE READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

And now I would like to ask you about management practices in this establishment.

R.1 Over fiscal year **2018**, what best describes what happened at this establishment when a problem in the provision of services arose?
SHOW CARD 10

INTERVIEWER: SELECT "DOES NOT APPLY" (-7) IF THERE WERE NO PROBLEMS IN THE PROVISION OF SERVICES IN THE LAST COMPLETE FISCAL YEAR

We fixed it but did not take further action	1
We fixed it and took action to make sure it did not happen again	2
We fixed it and took action to make sure that it did not happen again, and had a continuous improvement process to anticipate problems like these in advance	3
No action was taken	4
DON'T KNOW (SPONTANEOUS)	-9
DOES NOT APPLY (SPONTANEOUS)	-7

r1

R.2 Over fiscal year **2018**, did this establishment monitor any performance indicators?

Yes	1	
No	2	GO TO R.4
DON'T KNOW (SPONTANEOUS)	-9	GO TO R.4

r2

R.3 Over fiscal year **2018**, how many performance indicators were monitored at this establishment?
INTERVIEWER: READ OUT

1-2 indicators	1
3-9 indicators	2
10 or more indicators	3
DON'T KNOW (SPONTANEOUS)	-9

r3

R.4	Over fiscal year 2018 , did this establishment have service provision targets ? Examples of service provision targets are: sales, customer satisfaction, efficiency, waste, or on-time delivery.
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Yes	1	GO TO R.8 GO TO R.8
No	2	
DON'T KNOW (SPONTANEOUS)	-9	

r4

R.5	Over fiscal year 2018 , what best describes the time frame of service provision targets at this establishment? SHOW CARD 11
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Main focus was on short term, less than one year	1	r5
Main focus was on long term, one year or more	2	
Combination of short-term and long-term targets	3	
DON'T KNOW (SPONTANEOUS)	-9	

R.6	Over fiscal year 2018 , how easy or difficult was it for this establishment to achieve its service provision targets overall? SHOW CARD 12
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Achieved without much effort	1	r6
Achieved with some effort	2	
Achieved with normal amount of effort	3	
Achieved with more than normal effort	4	
Only achieved with extraordinary effort	5	
Targets were not achieved	6	
DON'T KNOW (SPONTANEOUS)	-9	

R.7	Over fiscal year 2018 , who was aware of the service provision targets at this establishment? SHOW CARD 13
------------	--

Only senior managers	1	r7
Most managers and some workers	2	
Most managers and most workers	3	
All managers and most workers	4	
DON'T KNOW (SPONTANEOUS)	-9	

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R.8 Over fiscal year **2018**, did this establishment have performance bonuses for managers?

Yes	1	GO TO R.10 GO TO R.10
No	2	
DON'T KNOW (SPONTANEOUS)	-9	
		r8

R.9 Over fiscal year **2018**, what were managers' performance bonuses mostly based on?
INTERVIEWER: READ OUT

INTERVIEWER: IF THE ESTABLISHMENT IS NOT PART OF A MULTI-ESTABLISHMENT FIRM (A7 IS NO), THEN DO NOT USE OPTION 4

Their own performance	1	
Their team's performance	2	
The establishment's performance	3	
The firm's performance	4	
DON'T KNOW (SPONTANEOUS)	-9	
		r9

R.10 Over fiscal year **2018**, what was the primary way non-managers were promoted at this establishment?
SHOW CARD 14

INTERVIEWER: SELECT "DOES NOT APPLY" (-7) IF THERE WERE NO PROMOTIONS OF NON-MANAGERS IN THE LAST COMPLETE FISCAL YEAR

Based solely on performance and ability	1	
Based partly on performance and ability, and partly on other factors (for example, tenure or family connections)	2	
Based mainly on factors other than performance and ability (for example, tenure or family connections)	3	
Non-managers are normally not promoted	4	
DON'T KNOW (SPONTANEOUS)	-9	
DOES NOT APPLY (SPONTANEOUS)	-7	
		r10

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R.11	Over fiscal year 2018 , when was an under-performing non-manager reassigned or dismissed? SHOW CARD 15
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INTERVIEWER: SELECT “DOES NOT APPLY” (-7) IF THERE WERE NO UNDER-PERFORMING NON-MANAGERS IN THE LAST COMPLETE FISCAL YEAR

Within 6 months of identifying under-performance	1
After 6 months of identifying under-performance	2
Rarely or never	3
DON'T KNOW (SPONTANEOUS)	-9
DOES NOT APPLY (SPONTANEOUS)	-7

r11

E. DEGREE OF COMPETITION

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 16
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	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	(SPONTANEOUS) DON'T KNOW	DOES NOT APPLY
Practices of competitors in the 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 product or service?

Yes	1	
No	2	GO TO H.5
DON'T KNOW (SPONTANEOUS)	-9	GO TO H.5
		h1

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

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

H.3 Please describe in detail the **main** new or 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 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

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;</p> <p>logistics, delivery, or distribution methods for inputs, products, or services;</p> <p>or supporting activities for processes?</p>
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Yes	1	
No	2	GO TO H.8
DON'T KNOW (SPONTANEOUS)	-9	GO TO H.8
		h5

H.6	<p>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.</p>
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Description

DESCRIPTION SHOULD BE AS DETAILED AS POSSIBLE

h6x

H.7	<p>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.</p>
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IF THERE IS NOTHING SIMILAR ENTER "COMPLETELY NEW"

Description

DESCRIPTION SHOULD BE AS DETAILED AS POSSIBLE

h7x

H.8	<p>During fiscal year 2018, did this establishment spend on research and development activities, either in-house or contracted with other companies, excluding market research surveys?</p>
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Yes	1	
No	2	GO TO G.6
DON'T KNOW (SPONTANEOUS)	-9	GO TO G.6
		h8

H.9	<p>During fiscal year 2018, how much did this establishment spend on research and development activities, either in-house or contracted with other companies?</p>
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	HTG
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 owned by this establishment?

	Percent	DON'T KNOW (SPONTANEOUS)
Owned by this establishment	g6a %	-9

G.1 Of the **land** occupied by this establishment, what percentage is owned by this establishment?

	Percent	DON'T KNOW (SPONTANEOUS)	DOES NOT APPLY IS A FLOOR IN A BUILDING(SPONT ANEOUS)
Owned by this establishment	g1a %	-9	-7

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

Yes	1	GO TO G.5 GO TO G.5
No	2	
DON'T KNOW (SPONTANEOUS)	-9	
		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 (SPONTANEOUS)	-6
APPLICATION DENIED (SPONTANEOUS)	-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

QUESTIONNAIRE NUMBER **id**

0									
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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 G30
		g5a

SPECIFY UNITS

Square Feet	1
Square Yards	2
Square Meters	3
OTHER (SPECIFY) <u>g5bx</u>	4
	g5b

G.30	Using the response options on the card; To what degree is Access to Land an obstacle to the current operations of this establishment? SHOW CARD 16
-------------	---

		No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	(SPONTANEOUS) DON'T KNOW	DOES NOT APPLY
Access to land	g30a	0	1	2	3	4	-9	-7

I. CRIME

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

We now turn to another topic.

I.1	In fiscal year 2018 , 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 2018 , what percentage of this establishment's total annual sales was paid for security, or what was the total annual cost of security?
------------	---

	As a percentage of sales	OR	HTG	DON'T KNOW (SPONTA NEOUS)
Annual cost of security	i2a %		i2b	-9

I.3	In fiscal year 2018 , 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

QUESTIONNAIRE NUMBER **id**

0									
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I.4	In fiscal year 2018 , 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?
------------	--

	As a percentage of sales	OR	HTG	DON'T KNOW (SPONT ANEOUS)
Annual losses	i4a %		i4b	-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 16
-------------	--

						(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.3	Over fiscal year 2018 , 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 17
------------	--

	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 2018 , 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 2018 , how much did this establishment spend on purchases of: INTERVIEWER: READ OUT
------------	---

	HTG	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 2018 , please estimate the proportion or HTG amount of this establishment's total purchases of fixed assets that were financed from the following sources: SHOW CARD 18
------------	--

QUESTIONNAIRE NUMBER **id**

0								
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	Percent	OR	Amount HTG	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, bonds, 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

GO TO HTK.2

GO TO K.7

HTK.1	Currently, does this establishment have INTERVIEWER: READ OUT
--------------	---

	Yes	No	DON'T KNOW (SPONTANEOUS)
A current account or savings account denominated in a foreign currency HTk1a	1	2	-9
A current account or savings account in a bank in a foreign country HTk1b	1	2	-9

AFTER QUESTION HTK.1, GO TO QUESTION K.7

HTK.2	What is the main reason for which this establishment does not have a current account or a savings account? SHOW CARD 19
--------------	---

Does not need a current account or a savings account	1
The application procedures were complex	2
The interest rates were not favorable	3
The costs are too high	4

QUESTIONNAIRE NUMBER **id**

0									
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Other	5	
DON'T KNOW (SPONTANEOUS)	-9	
		HTk2

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

Yes	1	
No	2	
DON'T KNOW (SPONTANEOUS)	-9	
		k7

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

Yes	1	
No	2	
DON'T KNOW (SPONTANEOUS)	-9	
		k8

GO TO K.15d
GO TO K.15d

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

Private commercial banks	1	
State-owned banks or government agency	2	
Non-bank financial institutions	3	
Other	4	
DON'T KNOW (SPONTANEOUS)	-9	
		k9

GO TO K.10
GO TO K.10
GO TO K.10

HTK.3 Referring to the most recent line of credit or loan, which financial institution granted this loan?
SHOW CARD 21

Unibank	1	
Sogebank	2	
Banque Nationale de Crédit (BNC)	3	
Capital Bank	4	
Citi	5	
Banque de l'Union Haïtienne	6	
Banque Populaire Haïtienne	7	
OTHER (SPONTANEOUS – SPECIFY) _HTk3x	8	
DON'T KNOW (SPONTANEOUS)	-9	
		HTk3

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?
-------------	--

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

HTK.4	Referring only to this most recent line of credit or loan, what was its duration at the time of approval?
--------------	---

	Month
Duration of the most recently approved line of credit or loan	HTk4
REFUSAL (SPONTANEOUS)	-8
DON'T KNOW (SPONTANEOUS)	-9

HTK.5	Referring only to this most recent line of credit or loan, was it granted as part of a government-supported program?
--------------	--

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

HTk5

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

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

GO TO K.15b

GO TO K.15b

k13

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

Collateral		Yes	No	DON'T KNOW (SPONTANEOUS)
Land, buildings under ownership of this 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

QUESTION HTK.6 SHOULD ONLY BE ASKED IN K.14b=2

HTK.6	When applying for the last line of credit or the last loan, what was the main reason why this establishment could not use machinery and equipment including movables as collateral? SHOW CARD 22
--------------	--

Lack of an eligible security	1
The bank did not offer this option	2
Lack of knowledge of this option	3
There were additional costs associated with using moveables as collateral	4
Other	5
DON'T KNOW (SPONTANEOUS)	-9

HTk6

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

	HTG
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?
--------------	---

QUESTIONNAIRE NUMBER **id**

0									
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	HTG
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 fiscal year 2018 , did this establishment apply for any lines of credit or loans?
-------------	---

Yes	1	GO TO HTK.7
No	2	
DON'T KNOW (SPONTANEOUS)	-9	GO TO HTK.11
		k16

K.17	What was the main reason why this establishment did not apply for any line of credit or loan? SHOW CARD 23
-------------	---

No need for a loan - establishment had sufficient capital	1	GO TO HTK.11
Application procedures were complex	2	GO TO HTK.11
Interest rates were not favorable	3	GO TO HTK.11
Collateral requirements were too high	4	GO TO HTK.11
Size of loan and maturity were insufficient	5	GO TO HTK.11
Did not think it would be approved	6	GO TO HTK.11
Other	7	GO TO HTK.11
DON'T KNOW (SPONTANEOUS)	-9	GO TO HTK.11
		k17

HTK.7	Did this establishment complete the steps of applying for a loan or line of credit partially or fully online?
--------------	---

Yes	1	GO TO QUESTION K.20
No	2	
DON'T KNOW (SPONTANEOUS)	-9	GO TO QUESTION K.20
		HTk7

HTK.8	What is the main reason this establishment did not complete the application online? SHOW CARD 24
--------------	--

The option to complete the application online was not available	1
The process was too complex	2
Lack of reliable or secure internet connection	3
Reluctance to share the required professional or personal data online	4
Other	5
DON'T KNOW (SPONTANEOUS)	-9

HTk8

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	GO TO HTK.10
Application was approved in part	2	GO TO HTK.10
Application was rejected	3	
Application was withdrawn	4	GO TO HTK.10
APPLICATION STILL IN PROCESS	-6	GO TO HTK.10
DON'T KNOW (SPONTANEOUS)	-9	GO TO HTK.10

k20a1

HTK.9	Referring only to this most recent application for a line of credit or loan, what was the main reason the lender rejected the request? SHOW CARD 25
--------------	---

Unacceptable guarantees or co-signatories	1
Insufficient profitability	2
Problems with credit history	3
Incomplete loan request	4
Too much debt already	5
Other	6
DON'T KNOW (SPONTANEOUS)	-9

HTk9

HTK.10	When applying for the last line of credit or loan, what was the main reason this establishment chose this financial institution? SHOW CARD 26
---------------	---

Personal relationship with the institution	1
Loan conditions (interest rate, guarantee requirements, maturity offered)	2

QUESTIONNAIRE NUMBER **id**

0									
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Have other products with this institution (for example, savings or checking accounts)	3
Proximity to the institution	4
Reputation of the institution	5
Only option available	6
Other	7
DON'T KNOW (SPONTANEOUS)	-9

HTk10

HTK.11	Still referring to the last full fiscal year, during the year 2018, did this establishment use online banking services?
---------------	---

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

GO TO QUESTION HTK.14

GO TO QUESTION HTK.15

HTk11

HTK.12	What is the main transaction for which this establishment used online banking? SHOW CARD 27
---------------	---

Make payments	1
Check finances	2
Access a savings account	3
Ask for a loan	4
Other	5
DON'T KNOW (SPONTANEOUS)	-9

HTk12

HTK.13	What is the main reason this establishment started using online banking? SHOW CARD 28
---------------	---

To reduce the cost of financial transactions	1
To reduce the time spent performing financial transactions	2
To reduce the risks associated with financial transactions	3
DON'T KNOW (SPONTANEOUS)	-9

HTk13

AFTER QUESTION HTK.13 GO TO QUESTION HTK.15

HTK.14	What is the main reason this establishment did not use online banking ? SHOW CARD 29
---------------	--

Limited knowledge of online banking services	1
No internet access or unreliable internet connection	2
The fees are too high	3

QUESTIONNAIRE NUMBER **id**

0									
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Online banking services are not available	4
Other	5
DON'T KNOW (SPONTANEOUS)	-9

HTk14

HTK.15	Over the last three years , has access to external funding for this establishment increased, decreased, or remained the same? SHOW CARD 30
---------------	---

Increased	1
Decreased	2
Remained the same	3
DON'T KNOW (SPONTANEOUS)	-9

HTk15

QUESTIONS HTK.16 AND HTK.17 SHOULD ONLY BE ASKED IF K6==1 OR HTk1a==1 OR HTk1b==1

HTK.16	Which of the following transactions did this establishment perform during the last 12 months? INTERVIEWER: READ OUT OPTIONS			
		Yes	No	DON'T KNOW (SPONTANEOUS)
	Cash or deposit a check into the bank account of this establishment HTk16a	1	2	-9
	Deposit cash into this establishment's bank account HT k16b	1	2	-9
	Withdraw cash from a bank account belonging to this establishment using a cash machine (ATM) HTk16c	1	2	-9
	Transfer money between two bank accounts belonging to this establishment HTk16d	1	2	-9
	Transfer of money from this institution's bank account to another person's or another company's bank account HTk16e	1	2	-9
	Receive money from someone paid into a bank account belonging to this establishment HTk16f	1	2	-9
	Draw a bank check from this establishment's bank account HTk16g	1	2	-9
	Obtain a bank statement for this establishment's bank account HTk16h	1	2	-9

HTK.17	If your bank provided the products or services listed below, which one would be most useful for your establishment? SHOW CARD 31
---------------	--

Financial Training Program	1
----------------------------	---

QUESTIONNAIRE NUMBER **id**

0									
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Networking opportunities	2
Access to consulting services (e.g., accounting) at a subsidized price	3
Insurance (in collaboration with an insurance company)	4
Subsidized credit	5
DON'T KNOW (SPONTANEOUS)	-9

HTk17

K.21	In fiscal year 2018 , did this establishment have its annual financial statements checked and certified by an external auditor?
-------------	--

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

k21

K.30	Using the response options on the card; To what degree is Access to Finance an obstacle to the current operations of this establishment? SHOW CARD 32
-------------	--

						(SPONTANEOUS)	
						DON'T KNOW	DOES NOT APPLY
						-9	-7
Access to finance	k30	0	1	2	3	4	

S. MOBILE MONEY

INTERVIEWER: READ THE FOLLOWING

I would now like to ask you about the use of a telephone or mobile device to make payments for transactions related to the activity of this establishment.

HTS.1	In the context of its current activities, does this establishment use mobile money (e.g., payment via mobile phone, using a service such as « MonCash ») for its financial transactions ?
--------------	---

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

GO TO QUESTION HTS.3

GO TO QUESTION HTS.2

GO TO QUESTION HTO.1

HTs1

HTS.2	In the past, has this establishment ever used mobile money for its financial transactions ?
--------------	--

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

GO TO QUESTION HTS.6

GO TO QUESTION HTS.7

GO TO QUESTION HTO.1

QUESTIONNAIRE NUMBER **id**

0									
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HTs2

HTS.3 In the course of a typical month during the fiscal year **2018**, in how many days was mobile money used?

	Days
Number of days of mobile money use	HTs3
DON'T KNOW (SPONTANEOUS)	-9

HTS.4 What are the reasons this establishment uses mobile money?

INTERVIEWER: READ

	Yes	No	DON'T KNOW (SPONTANEOUS)
To pay its employees HTs4a	1	2	-9
To pay its suppliers HTs4b	1	2	-9
To pay establishment bills regarding water, electricity, telephone, television, etc. HTs4c	1	2	-9
To receive payments from customers HTs4d	1	2	-9

HTS.5 Please indicate the **main** reason why this establishment started to use mobile money for its financial transactions.

SHOW CARD 33

To reduce the cost of financial transactions	1
To reduce the time spent on financial transactions	2
To reduce the risks associated with financial transactions	3
To meet the demand of suppliers	4
To meet the demand of customers	5
In order to align with competitors	6
DON'T KNOW (SPONTANEOUS)	-9

HTs5

AFTER QUESTION HTS.5, GO TO QUESTION HT0.1

HTS.6 Please indicate the **main** reason why this establishment stopped using mobile money for financial transactions?

SHOW CARD 34

Bad experience with mobile money	1
The fees were too high	2
The majority of this establishment's payments were too high for mobile money to be used	3

QUESTIONNAIRE NUMBER **id**

[illegible]

It was not easy to use	4	
Customers did not use mobile money	5	
Suppliers did not use mobile money	6	
The establishment has access to other financial products and does not need to use mobile money	7	
DON'T KNOW (SPONTANEOUS)	-9	
		HTs6

AFTER QUESTION HTS.6, GO TO QUESTION HTO.1

HTS.7	Please indicate the main reason why this establishment does not use , and has never used , mobile money for financial transactions? SHOW CARD 35
--------------	---

Limited knowledge of mobile money	1	
The fees are too high	2	
The majority of this establishment's payments were too high for mobile money to be used	3	
It is not easy to use	4	
Customers do not use mobile money	5	
Suppliers do not use mobile money	6	
The establishment has access to other financial products and does not need to use mobile money	7	
DON'T KNOW (SPONTANEOUS)	-9	

HTs7

O. INSURANCE

HTO.1	Currently, does this establishment have insurance?
--------------	--

Yes	1	GO TO QUESTION HTO.4 GO TO QUESTION HTO.5
No	2	
DON'T KNOW (SPONTANEOUS)	-9	

HTo1

HTO.2	<p>Over the last three years, has access to insurance for this establishment increased, decreased, or remained the same?</p> <p>SHOW CARD 36</p>
--------------	--

Increased	1
Decreased	2
Remained the same	3
DON'T KNOW (SPONTANEOUS)	-9

HTO.3	What type of insurance does this establishment have? INTERVIEWER: READ OUT OPTIONS
--------------	--

		Yes	No	DON'T KNOW (SPONTANEOUS)
Commercial Insurance	HTo3a	1	2	-9
Insurance against fire or natural disaster	HTo3b	1	2	-9
Property damage insurance	HTo3c	1	2	-9
Other	HTo3d	1	2	-9

AFTER QUESTION HTO.3, GO TO QUESTION HTO.5

HTO.4	What is the main reason why this establishment does not have insurance? SHOW CARD 37
--------------	--

	HTo4
The establishment does not need insurance	1
The establishment does not believe in insurance / does not trust insurers	2
Insurance premiums, fees or costs are too high	3
The establishment does not understand how insurance works	4
Onerousness compensation procedures	5
The insurance was refused to the establishment or the establishment did not qualify	6
Other	7
DON'T KNOW (SPONTANEOUS)	-9

HTO.5	Which of the following unforeseen events did this establishment face during the last 12 months? INTERVIEWER: READ OUT OPTIONS
--------------	---

		Yes	No	DON'T KNOW (SPONTANEOUS)
Damage to property / assets	HTo5a	1	2	-9
Natural disaster (e.g., flood / storm)	HTo5b	1	2	-9
Temporary closure of the establishment due to civil unrest	HTo5c	1	2	-9
Fire or destruction of property	HTo5d	1	2	-9
Other	HTo5e	1	2	-9

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 38

(SPONTANEOUS)

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

J.2 In a typical week over the last year, what percentage of total senior management's time was spent on dealing with requirements imposed by government regulations?
(By senior management I mean managers, directors, and officers above direct supervisors of 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	GO TO J.6a GO TO J.6a
No	2	
DON'T KNOW (SPONTANEOUS)	-9	

j3

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

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

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

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

j5

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

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

GO TO J.7

GO TO J.7

j6a

J.6	When establishments like this one do business with the government, what percent of the contract value would be typically paid in informal payments or gifts to secure the contract?
------------	---

	Percent
Percent of the contract value paid as informal payments or gifts	j6 %
NO PAYMENTS	0
DON'T KNOW (SPONTANEOUS)	-9
REFUSAL (SPONTANEOUS)	-8

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?
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	As a percentage of sales	OR	HTG	NO PAYMENTS OR GIFTS ARE PAID	DON'T KNOW (SPONTA NEOUS)	REFUSAL (SPONTA NEOUS)
Informal payments or gifts	j7a %		j7b	0	-9	-8

J.10	Over the last two years, did this establishment submit an application to obtain an import license?
-------------	--

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

GO TO J.13

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

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

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

GO TO J.30
GO TO J.30
j13

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

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

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

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

j15

J.30 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 39

							(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

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	<p>At the end of fiscal year 2018, how many permanent, full-time individuals worked in this establishment? Please include all workers and managers.</p> <p>Permanent, full-time workers are defined as all workers that work for a term of one or more fiscal years and/or have a guaranteed renewal of their employment and that work a full shift.</p> <p>INTERVIEWER: INCLUDE INTERVIEWEE IF APPLICABLE</p>
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	Number
Permanent, full-time workers at the end of last fiscal year	11
DON'T KNOW (SPONTANEOUS)	-9

L.2	<p>Looking back, at the end of fiscal year 2016, how many permanent, full-time individuals worked in this establishment? Please include all workers and managers.</p> <p>INTERVIEWER: INCLUDE INTERVIEWEE IF APPLICABLE</p>
------------	---

	Number
Permanent, full-time workers in 2016	12
IF ESTABLISHMENT WAS NOT IN BUSINESS IN 2016	-7
DON'T KNOW (SPONTANEOUS)	-9

L.5	<p>At the end of fiscal year 2018, in this establishment how many permanent, full-time workers were female?</p>
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	Number	DON'T KNOW (SPONTANEOUS)
Female permanent full-time workers	15	-9

L.6	<p>How many full-time seasonal or temporary workers did this establishment employ during 2018?</p> <p>Full-time, temporary workers are all short-term, that is for less than a year, workers with no guarantee of renewal of employment and work full-time</p>
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	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	<p>How many full-time seasonal or temporary workers during fiscal year 2018, were female?</p>
-------------	--

	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 temporary workers in fiscal year **2018**?

	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 **2018** 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 **2018**, did this establishment have formal training programs for its permanent, full-time workers?

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

110

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 39

(SPONTANEOUS)

QUESTIONNAIRE NUMBER **id**

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

M. BUSINESS ENVIRONMENT**READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:**

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.

	POSITION
1-Access to finance	mla_finance_pos
2-Access to land	mla_land_pos
3-Business licensing and permits	mla_permit_pos
4-Corruption	mla_corruption_pos
5-Courts	mla_courts_pos
6-Crime, theft and disorder	mla_crime_pos
7-Customs and trade regulations	mla_trade_pos
8-Electricity	mla_electricity_pos
9-Inadequately educated workforce	mla_workforce_pos
10-Labor regulations	mla_labor_pos
11-Political instability	mla_instability_pos
12-Practices of competitors in the informal sector	mla_informal_pos
13-Tax administration	mla_taxadmin_pos
14-Tax rates	mla_taxrate_pos
15-Transport	mla_transport_pos

Biggest obstacle	mla
DON'T KNOW (SPONTANEOUS)	-9
DOES NOT APPLY (SPONTANEOUS)	-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 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, CONCLUDE WITH THE RESPONDENT AND ENSURE THAT ALL SECTIONS (INCLUDING L AND N) ARE COMPLETE.

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 2018 , please provide the following information: SHOW CARD 40
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INTERVIEWER: READ OUT

	HTG	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

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

INTERVIEWER READ AT THE END OF THE INTERVIEW:

The survey ends here. I would like to gather a few final details. Thank you for your time and cooperation.

A.12 Interviewer code **a12**

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

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

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

a15a1

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

QUESTIONNAIRE NUMBER **id**

0									
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ENTER 1 WHEN YEARS WITH THE ESTABLISHMENT IS LESS THAN ONE. FOR GENDER 1: MALE, 2: FEMALE, -8: REFUSAL

INTERVIEWER: THE SURVEY ENDS HERE. PLEASE FILL OUT THER 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:

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

INTERVIEWER COMMENTS:

a17x

(Problems occurred/extraordinary circumstances which could influence results)

A.18 This questionnaire was completed in:

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

STOP HERE

a18

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

Hour	Minutes

a19h

a19m

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