



SERIAL NUMBER

# SURVEY OF SERVICES 2013 QUESTIONNAIRE

FOR OFFICE USE ONLY

IDENTIFICATION	Prov.			Dist.			Ward			Sector			Ent. No			Est. No			Year			
																			2	0	1	3



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## SURVEY OF SERVICES 2013

Dear Sir/Madam,

The Zimbabwe National Statistics Agency (ZIMSTAT) is conducting the Survey of Services 2013. The primary objective of the Survey of Services is to collect data and compile up-to-date statistics showing the performance of the services industry in the country.

The information will assist government in formulating policies for economic planning and in monitoring and evaluation of various development programmes. The information will also be used to estimate the contribution of the service industry to Gross Domestic Product (GDP). In addition, the information is used by the private sector and the general public in research and marketing projects.

The information required is for the 2013 calendar year. In cases where final accounts are not available, estimates will be acceptable.

All information you provide in this survey is confidential to the Zimbabwe National Statistics Agency as provided for in the Census and Statistics Act (*CHAPTER 10.29*) of 2007.

We kindly request you to complete the questionnaire as soon as possible. Our interviewers will collect the questionnaire on the agreed dates. Alternatively, you can email the completed questionnaire to [cos@zimstat.co.zw](mailto:cos@zimstat.co.zw) or fax on + 263-4-792494. A duplicate copy of the questionnaire is to be retained by you for your own records.

In cases where an enterprise has two or more establishments, each establishment has to complete a separate questionnaire.

If you have any queries do not hesitate to contact the following on their cell numbers:

<b>Mr. Dominic Tafirenyika:</b>	<b>+263-773-440697</b>	<b>Mr. Munyaradzi Mupotsa:</b>	<b>+263-773-259106</b>
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You can also contact them on landline numbers **+263-4-706681/8 or +263-4-703971/7** or fax on **+263-4-792494**; email: [cos@zimstat.co.zw](mailto:cos@zimstat.co.zw) or our Provincial Offices as per details attached at the end of the questionnaire.

Yours Faithfully,

M. Dzintizei.

**Director - General, Zimbabwe National Statistics Agency**

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**SECTION 1: ESTABLISHMENT BACKGROUND (PLEASE WRITE IN PRINT FORM)**

<b>1.1</b>	What is the Legal or Registered Name of the establishment?	.....
<b>1.2</b>	What is the Trading Name of the establishment? (If different from the Legal or Registered Name)	.....
<b>1.3</b>	What is the physical address from which the establishment operates?	
	Floor Number:	
	Building Name:	
	Street Number:	
	Street Name:	
	Business Area Name: (e.g. Makoni Shopping Centre, Mupatsi Township, Graniteside, Kotwa Growth Point)	
	Town/District Name:	
<b>1.4</b>	What is the Postal Address used by establishment?	.....
<b>1.5</b>	What are the Landline, Cell and Fax Numbers used by the establishment?	Landline Numbers: .....
		Cell Numbers: .....
		Fax Numbers: .....
<b>1.6</b>	What are the E-mail and Website Addresses used by the establishment?	E-mail Addresses:.....
		Website Address:.....
<b>1.7</b>	To which of the following institutional sectors should the establishment be classified? (Please circle the appropriate code)	
	<b>Financial Corporation..... 1</b>	<i>This category is for private or public companies (including parastatals), engaged in financial intermediation e.g. banks, insurance companies and non-government pension funds.</i>
	<b>Non-Financial Corporation..... 2</b>	<i>This category is for private or public companies (including parastatals), registered partnerships and registered cooperatives whose main activity is the production of goods and services that are non-financial in nature</i>
	<b>General Government..... 3</b>	<i>This category is for establishments that are controlled by central and local government (excluding parastatals) and social security funds.</i>
	<b>Households..... 4</b>	<i>This category includes all household enterprises, sole proprietorships, partnerships and cooperatives that do not have a separate legal status from the owners.</i>
	<b>Non Profit Institution Serving Households... 5</b>	<i>This category includes charity organizations, trade unions, churches, religious societies, political organization, sports and other clubs.</i>
<b>1.8</b>	What is the establishment's type of ownership? (Please circle the appropriate code)	Sole Proprietorship ..... <b>1</b>
		Private Limited Company..... <b>2</b>
		Partnership..... <b>3</b>
		Cooperative..... <b>4</b>
		Public Limited Company..... <b>5</b>
		Central Government..... <b>6</b>
		Local Government..... <b>7</b>
		Parastatal..... <b>8</b>
		Non- Profit Making Institution..... <b>9</b>
		Other (specify)..... <b>10</b>

1.9	What was the period in which establishment was in operation during the 2013 calendar year?	D	D	M	M	Y	Y	Y	Y	to	D	D	M	M	Y	Y	Y	Y
						2	0	1	3						2	0	1	3

1.10	What was the establishment's main kind of economic activity during 2013?	
<ul style="list-style-type: none"> <li>The <b>Main Economic Activity</b> is the economic activity in which establishment was mainly engaged in or derived most of its income in 2013.</li> <li>An <b>Economic Activity</b> refers to the productive activity which leads to the production of goods and/or services at a specific location.</li> </ul>	Describe clearly in two or more words, e.g. "Providing Accommodation at a Lodge" "Secondary Education," "Retailing School Uniforms," "Hair Plaiting," "Transporting Passengers", "Retailing Children's Clothes"	
	.....	

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## SECTION 2: OWNERS, PERSONS ENGAGED AND COMPENSATION OF EMPLOYEES

### A. Owners and Contributing Family Workers

- Question 2.1** applies to Sole Proprietorships, Private Limited Companies, Partnerships and Cooperatives
- Questions 2.2 and 2.3** apply to Sole Proprietorships, Partnerships and Cooperatives

		Male		Female	
2.1	How many Business Owners did the establishment have as at 31 December 2013?.....				
2.2	How many Working Proprietors/ Active Business Partners did the establishment have as at 31 December 2013?.....				
2.3	How many Unpaid/Contributing Family Workers did the establishment have as at 31 December 2013?				

### B. Employees as at 31 December 2013

- Do not include Government paid employees and their salaries/wages including other employee benefits.
- For central government establishments, include all employees whose salaries/wages and other benefits are not paid directly by government.
- Students, research or teaching assistants, hospital interns etc., should be treated as part time employees whether or not they receive any remuneration in addition to the training received as payment-in-kind.

2.4	How many employees by stated categories did the establishment have as at 31 December 2013?
-----	--

Employee Category		Full-Time		Part-Time		Casual	
		Male	Female	Male	Female	Male	Female
2.4.1	Employees engaged in Production Work						
2.4.2	Support Staff						
2.4.3	Leased-in Employees						
2.4.4	<b>Total (=2.4.1+2.4.2+.2.4.3)</b>						

2.5	What was the total value of salaries/ wages (in cash or in kind) and other benefits paid to employees during the year ended 31 December 2013? (Record values in US\$)	.....
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2.6	Give the breakdown of the salaries/ wages and other employee benefits stated above by employee category
-----	---

Employee Category		Full-Time		Part-Time		Casual	
		Male	Female	Male	Female	Male	Female
2.6.1	Working Proprietors/ Active Business Partners						
2.6.2	Employees engaged in Production Work						
2.6.3	Support Staff						
2.6.4	<b>Total (=2.6.1+2.6.2+.2.6.3)</b>						

2.7	What was the total value of employer's contribution to pension, medical aid and other social insurance funds in 2013?	.....
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**SECTION 3: EXPENDITURE DURING 2013 (RECORD VALUES IN US\$)**

- Deductible Value Added Tax (VAT) should be excluded.
- Goods received by the establishment from other establishments of the same enterprise should be valued as if purchased.
- Amounts paid for the installation and major repairs of capital goods should be recorded under the section on capital assets.
- Repair and maintenance costs of employee-occupied dwellings should be recorded under the section on capital assets.
- The value of **outright purchases** of patents, copyrights, trademarks and franchises should be recorded under the section on capital assets.
- **Rent** is the payable by the establishment for the use of land.
- **Rental** is the amount payable by the establishment for buildings and other structures, transport equipment and other machinery.
- A **franchise** is an agreement between two companies giving one (the franchisee) the right to market a good and/or service using the trademark and trade name of another company (the franchisor)
- A **patent** is a right granted by government to the owner of an invention that prevents others from making, using, importing or selling the invention without his permission.
- A **dividend** is a payment made by a company to its shareholders, usually as a distribution of profits.
- A **copyright** grants the creator of an original work exclusive rights to its use and distribution with the intention of enabling the creator of intellectual wealth (e.g. the photographer of a photograph or the author of a book) receive compensation for their work and be able to financially support themselves.
- A **royalty** is a payment to the legal owner for the use of patents, copyrighted works, franchises or natural resources. In most cases, royalties are designed to compensate the owner for the asset's use, and are legally binding.

**Cost of raw materials and supplies except gas, fuels and electricity:**

3.1.1	Purchases of raw materials and supplies from other enterprises.....	
3.1.2	Deliveries by other establishments of the same enterprise.....	
3.1	<b>Sub-Total</b> .....	

**Cost of gas, fuels and electricity purchased:**

3.2.1	Cost of electricity .....	
3.2.2	Cost of petrol, diesel, paraffin, lubricants and oils.....	
3.2.3	Cost of coke, coal, firewood, charcoal and gas.....	
3.2	<b>Sub-Total</b> .....	

**Rent/Rental payments**

3.3.1	Rent paid for use of land .....	
3.3.2	Rental payments for transport, machinery and equipment.....	
3.3.3	Rental payments for dwellings and structures.....	
3.3	<b>Sub-Total</b> .....	

**Cost of water, sewerage services and other council charges:**

3.4.1	Cost of water, refuse collection, sewerage services and other council charges .....	
3.4	<b>Sub-Total</b> .....	

**Cost of maintenance, minor repairs and installations(include those provided by other establishments of the same enterprise)**

3.5.1	Vehicles and other machinery and equipment.....	
3.5.2	Computers and peripheral equipment.....	
3.5.3	Furniture and fittings.....	
3.5.4	Current repairs and maintenance of buildings and structures.....	
3.5	<b>Sub-Total</b> .....	

**3.6 Other Expenditure Items**

<b>3.6.1</b>	Cost of goods purchased for resale.....	
<b>3.6.2</b>	Payment for contract and commission for work done on establishment.....	
<b>3.6.3</b>	Communication services.....	
<b>3.6.4</b>	Payments made for transport services .....	
<b>3.6.5</b>	Advertising and promotional services.....	
<b>3.6.6</b>	Bank Charges.....	
<b>3.6.7</b>	Legal Services.....	
<b>3.6.8</b>	Accounting and bookkeeping services.....	
<b>3.6.9</b>	Management and consulting services.....	
<b>3.6.10</b>	Entertainment expenses.....	
<b>3.6.11</b>	Travelling and subsistence expenses.....	
<b>3.6.12</b>	Staff training costs.....	
<b>3.6.13</b>	Fees for leased employment.....	
<b>3.6.14</b>	Contributions to business and professional organizations.....	
<b>3.6.15</b>	Royalties, patents, copyrights and franchise fees payable.....	
<b>3.6.16</b>	Cost of meetings held by shareholders or governing bodies .....	
<b>3.6.17</b>	Non- life insurance premiums except workers' compensation insurance.....	
<b>3.6.18</b>	Environmental protection expenditures .....	
<b>3.6.19</b>	Interest paid (exclude bank charges) .....	
<b>3.6.20</b>	Dividends payable.....	
<b>3.6.21</b>	Other expenditures not elsewhere classified .....	
<b>3.6</b>	<b>Sub-Total</b> .....	

<b>3.7</b>	<b>Total Expenditure (=3.1+3.2+3.3+3.4+3.5+3.6).....</b>	
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<b>3.8</b>	What percentage of the total expenditure recorded in <b>3.7</b> above, was done through e-commerce?..	
<i>E- Commerce is an electronic transaction where the sale or purchase of goods or services, are conducted over computer-mediated networks. Payments may be made on line or off line.</i>		

**SECTION 4: INCOME DURING YEAR 2013 (RECORD VALUES IN US\$)**

- If any other currency was used, the local market exchange rate should be used to convert to US dollars.
- If incomes for the main and secondary activities are difficult to split, please give the total activity income and the estimated percentage contribution of each activity
- For churches, record freewill offerings, tithes and other receipts as the main activity income.
- For schools, record school fees levies and tuition as the main activity income
- For hospitals and clinics record health fees/charges as main activity income
- For sport clubs, business associations, political parties, football clubs among others, record subscriptions, gate takings etc. as main activity income
- Do not include Value-added tax (VAT) and other similar deductible taxes directly linked to sales which are collected from customers and paid directly to government.
- Do not include price rebates, discounts and similar allowances
- Do not include revenue from the outright sale of capital goods, patents and licences since these are captured under the section on capital assets.

**A. MAIN AND SECONDARY ACTIVITIES INCOME**

4.1 What was the value of income received from the establishment’s main and secondary activities during 2013?									
Item		Activity Description	Value of Income from Activity	% of Activity Income	For Office Use				
4.1.1	Main Activity:								
4.1.2	Secondary Activity 1:								
4.1.3	Secondary Activity 2:								
4.1.4	Secondary Activity 3:								
4.1.5	Other Secondary Activities:								
4.1	Total Activity Income (=4.1.1+4.1.2+4.1.3+4.1.4+4.1.5)			100					

**OTHER INCOME**

Some of the income items whose values are being asked for in this section might be the same as the establishment's main or secondary activities. In such cases, just record the value as given above

4.2	Sales from goods bought for resale.....	
4.3	Income from rent of land .....	
4.4	Rental income received for dwellings, other buildings and structures.....	
4.5	Rental income received for vehicles.....	
4.6	Rental income received for other machinery, plant and equipment.....	
4.7	Commissions and fees from selling goods and services on account of others.....	
4.8	Maintenance, repair and installation services.....	
4.9	Income from royalties, patents, copyrights and franchise fees receivable.....	
4.10	Remittances, donations, gifts or grants received.....	
4.11	Interest received.....	
4.12	Dividends and other investment income received.....	
4.13	Other income items not elsewhere classified.....	
4.14	<b>Sub-Total.....</b>	

4.15	<b>Total Income (= 4.1 + 4.14).....</b>	
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4.16	What percentage of the total income recorded in <b>4.15</b> above, was received through e-commerce?.	
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**SECTION 5: TAXES PAID IN 2013 (Record values in US\$)**

5. What was the value of taxes and custom duties paid by the establishment during 2013?		
5.1	Value Added Tax (VAT).....	
5.2	Customs and Excise duties.....	
5.3	License fees, permits, carbon tax, payroll tax, levies and other related fees and taxes...	
5.4	<b>Total Amount of Taxes Paid (=5.1+5.2+5.3).....</b>	



**SECTION 6: SUBSIDIES AND OTHER INCENTIVES DURING 2013** (Record values in US\$)

A subsidy is money paid by the government to the establishment to help keep the price of a commodity or service low

6. What was the value of subsidies and other incentives received by the establishment during the year 2013?		
6.1	Government subsidies .....	
6.2	Tax rebates and imports discounts.....	
6.3	Other incentives on production.....	
6.4	<b>Total Subsidies and Other Incentives (=6.1+6.2+6.3).....</b>	

**SECTION 7: EXPORTS AND IMPORTS DURING 2013** (Record values in US\$)

7.1	Of the total income in Section 4, how much was realized from <i>export of goods</i> ?.....	
7.2	Of the total income in Section 4, how much was realized from <i>export of services</i> ?.....	
7.3	Of the total expenses in Section 6, how much was spent on <i>import of goods</i> ?.....	
7.4	Of the total expenses in Section 6, how much was spent on <i>import of services</i> ?.....	

**SECTION 8: INVENTORIES** (RECORD VALUES IN US\$)

- All inventories owned by the parent enterprise and under the control of the establishment in question should be included.
- Inventories held in bonded stores or public warehouses; on consignment; in transit and; materials being manufactured, processed or assembled on commission by others should be included.
- Materials owned by other establishments but held by the establishment in question for processing should be excluded. Inventories held overseas should be included as the economic ownership rests with the establishment holding the inventory.

8. What was the value of the establishment's inventories during 2013?			
Stock Item		Value of stocks as at 1 January 2013 (1)	Value of stocks as at 31 December 2013 (2)
8.1.	Materials, fuels and supplies.....		
8.2.	Work-in-progress.....		
8.3.	Inventories of finished goods.....		
8.4.	Inventory of goods purchased for resale...		
8.5.	<b>Total Value of Stocks (=8.1+8.2+8.3+8.4)...</b>		

**SECTION 9: CAPITAL EXPENDITURE** (RECORD VALUES IN US\$)

\*\*\*For this section, please complete the Table on Page 7\*\*\*

- Fixed assets acquired through barter should be valued as if they were bought
- Include all acquisitions of assets, whether obtained from other establishments or produced by the employees.
- Assets acquired free of charge should be valued as though purchased.
- Imported assets should be recorded under new assets even if they have been in use in the country of origin.
- Assets produced by the establishment for its own use should include cost of all work put in place and any overhead costs allocated to this work.
- The value of assets disposed during the year should be recorded regardless of their condition.
- Major improvements and repairs to existing assets which extended their normal economic life or raise their productivity are to be reported and not current repairs and maintenance.
- Other structures include structures other than buildings e.g. car parks
- For plantations and orchards, record only values of mature trees and shrubs. Disposals consist of trees, shrubs, etc., sold or otherwise transferred to other units plus those cut down before the end of their service lives.
- Losses of trees due to drought or other natural disasters such as cyclones and cold are not included under disposals. Immature orchards and plantations are treated as work-in-progress

Type of Asset		9.1 What was the Gross Value of the listed assets as at 1 January 2013?	9.2 What was the Value of Acquisitions for the listed assets during the year 2013?			9.3 What was the Value of disposals of the listed assets during the year 2013?	9.4 What was the value of improvements and major repairs for the listed assets during the year 2013?		9.5 What was the Depreciation / Amortization value of the listed assets for 2013? <i>If this item cannot be given by asset please provide the total depreciation value</i>
			<i>New Assets</i> (include imported assets even if they have been in use in their country of origin)	<i>Used Assets</i> (These are used assets acquired from within the country)	<i>Self – produced assets</i> (These are assets produced on own account)		<i>by other establishments</i>	<i>on own account</i>	
(a)	Residential, non-residential buildings and other structures								
(b)	Land improvements								
(c)	Transport, plant and other machinery equipment								
(d)	Office furniture and fittings								
(e)	Plantations and orchards								
(f)	Research and Development								
(g)	Computer software and databases								
(h)	Entertainment, literary and artistic originals								
(i)	Patents, Trademarks, Copyrights and Franchises								
(j)	Other assets ( <i>specify</i> )								
(k)	<b>Total (=a+ b+ c+ d +e+ f+ g+ h+ i+ j)</b>								

**SECTION 10: HOURS WORKED****10. What was the average number of hours worked per person per week during 2013?**

	Average No. of Hours Worked		
10.1. Working Proprietors.....			
10.2. Unpaid Family Workers.....			
10.3. Full Time Employee.....			
10.4. Part Time Employee.....			
10.5. Casual Employees.....			

**SECTION 11: ROOM UNITS AND BED NIGHTS** *(For Establishments in Accommodation Services)*

	Number						
11.1 What was the total number of room units available in 2013?.....							
11.2 What was the total number of room unit nights sold in 2013?.....							
11.3 What was the total number of beds in 2013?.....							
11.4 What was the total number of bed nights sold during 2013?.....							

**SECTION 12: CONTACT DETAILS****Please provide the name and address of person to whom any queries regarding this questionnaire may be addressed:**

Name: Prof./Dr./Mr./Mrs./Ms.....

Position:.....

Fixed Telephone Numbers:.....

Mobile Phone Numbers:.....

Email Address:.....

**SECTION 13: DECLARATION**

I certify that the information contained in this form is substantially correct and complete to the best of my knowledge.

Name of signatory.....

Title .....

*(Managing, Director, Accountant etc.)*

Signed.....

Date.....

**THANK YOU FOR YOUR COOPERATION**

We invite your comments/suggestions below. Please be assured that we will review all comments/suggestions with the intent of improving the quality of the survey.

.....

.....

.....

.....

**END OF QUESTIONNAIRE**

## ZIMBABWE NATIONAL STATISTICS AGENCY (ZIMSTAT) PROVINCES CONTACT DETAILS:

<b>MANICALAND</b> ZIMSTAT, Box 606, Mutare Phone No: 020-62645 or 62526 <b>Physical Address</b> Government Offices, 1 <sup>st</sup> Floor Robert Mugabe St. MUTARE E-mail: <a href="mailto:tchitsamba@zimstat.co.zw">tchitsamba@zimstat.co.zw</a> <a href="mailto:anicaland@zimstat.co.zw">anicaland@zimstat.co.zw</a>	<b>MASHONALAND CENTRAL</b> ZIMSTAT, Box 322, Bindura Phone No: 0271-6749 or 7551 <b>Physical Address</b> Mutungagore Government Offices, Ground Floor Thurlow Avenue, BINDURA E-mail: <a href="mailto:ttaongai@zimstat.co.zw">ttaongai@zimstat.co.zw</a> <a href="mailto:mashcentral@zimstat.co.zw">mashcentral@zimstat.co.zw</a>	<b>MASHONALAND EAST</b> ZIMSTAT, Box 680 Marondera Phone No: 0279-23125 or 23032 <b>Physical Address</b> Government Offices, 1 <sup>st</sup> Floor 2 <sup>nd</sup> Street MARONDERA, E-mail: <a href="mailto:masheast@zimstat.co.zw">masheast@zimstat.co.zw</a>	<b>MASHONALAND WEST</b> ZIMSTAT, Box 652, Chinhoyi, Phone No: 067-22732 or 22432 <b>Physical Address</b> Room 22, Ground Floor Seven Heroes Building, CHINHOYI, E-mail: <a href="mailto:mashwest@zimstat.co.zw">mashwest@zimstat.co.zw</a>	<b>MATABELELAND NORTH</b> ZIMSTAT, Box 267, Hwange Phone No: 0281-23038 or 23143 <b>Physical Address</b> C/O DA's Offices Coronation Drive, HWANGE E-mail: <a href="mailto:tmhlanga@zimstat.co.zw">tmhlanga@zimstat.co.zw</a>
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	EN	TL	PS	CO	CH	DC	VR
<b>Name:</b>							
<b>Signature:</b>							
<b>Date:</b>							

**Zimbabwe National Statistics Agency**  
**P.O. Box CY 342**  
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