

**BUSINESS ENVIRONMENT AND ENTERPRISE PERFORMANCE SURVEY**  
 The European Bank for Reconstruction and Development and the World Bank  
*Services Module (2008)*

**A. CONTROL INFORMATION [TO BE COMPLETED BEFORE INTERVIEW]**

|                             |               |
|-----------------------------|---------------|
| <b>A.0 Questionnaire a0</b> | <b>Module</b> |
| Services                    | 2             |

**A.1 Country**

a1

**A.1a Language of the interview**

a1a

| <b>A.2</b> | <b>Sampling Region<br/>a2</b> |
|------------|-------------------------------|
| Region A   | 1                             |
| Region B   | 2                             |
| Region C   | 3                             |
| Region D   | 4                             |
| Region E   | 5                             |
| Region F   | 6                             |
| Region G   | 7                             |
| Region H   | 8                             |
| Region I   | 9                             |
| Region J   | 10                            |
| Region K   | 11                            |
| Region L   | 12                            |
| Region M   | 13                            |
| Region N   | 14                            |
| Region O   | 15                            |

**A.3x City/town/village**

a3x

| <b>A.3 Size of locality</b>                              | <b>a3</b> |
|--|-----------|
| Capital city   | 1         |
| City with population over 1 million – other than capital | 2         |
| Over 250.000 to 1 million                                | 3         |
| 50.000 to 250.000  | 4         |
| Less than 50.000   | 5         |

| <b>A.3a</b> | <b>Region of the establishment<br/>(coded ex post)<br/>a3a</b> |
|-------------|--|
| Region A    | 1  |
| Region B    | 2  |
| Region C    | 3  |
| Region D    | 4  |
| Region E    | 5  |
| Region F    | 6  |
| Region G    | 7  |
| Region H    | 8  |
| Region I    | 9  |
| Region J    | 10   |
| Region K    | 11   |
| Region L    | 12   |
| Region M    | 13   |
| Region N    | 14   |
| Region O    | 15   |

**A.4 Industry**

|                          |                                  | Sampling sector<br><b>a4a</b> | Screener sector<br><b>a4b</b> |
|--------------------------|----------------------------------|-------------------------------|-------------------------------|
| Manufacturing :Section D | Food                             | 15                            | 15                            |
|                          | Textiles                         | 17                            | 17                            |
|                          | Garments                         | 18                            | 18                            |
|                          | Chemicals                        | 24                            | 24                            |
|                          | Plastics & rubber                | 25                            | 25                            |
|                          | Non metallic mineral products    | 26                            | 26                            |
|                          | Basic metals                     | 27                            | 27                            |
|                          | Fabricated metal products        | 28                            | 28                            |
|                          | Machinery and equipment          | 29                            | 29                            |
|                          | Electronics (31 & 32)            | 31                            | 31                            |
| Service                  | Retail                           | 52                            | 52                            |
| Other                    | Other manufacturing              | 2                             | 2                             |
|                          | Wholesale                        | 51                            | 51                            |
|                          | IT                               | 72                            | 72                            |
|                          | Hotel and restaurants: section H | 55                            | 55                            |
|                          | Services of motor vehicles       | 50                            | 50                            |
|                          | Construction Section F:          | 45                            | 45                            |
|                          | Transport Section I: (60-64)     | 60                            | 60                            |

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

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

**A.6a Size**

|                                | Sampling size<br><b>a6a</b> |
|--------------------------------|-----------------------------|
| Less than 5 (panel only)       | 0                           |
| Small $\geq 5$ and $\leq 19$   | 1                           |
| Medium $\geq 20$ and $\leq 99$ | 2                           |
| Large $\geq 100$               | 3                           |

**A.6b Size**

|                                | Screener Size<br><b>a6b</b> |
|--------------------------------|-----------------------------|
| Less than 5 (panel only)       | 0                           |
| Small $\geq 5$ and $\leq 19$   | 1                           |
| Medium $\geq 20$ and $\leq 99$ | 2                           |
| Large $\geq 100$               | 3                           |

**A.7 Establishment is part of a larger firm** **a7**

|                       |   |
|-----------------------|---|
| Yes                   | 1 |
| No, a firm on its own | 2 |

**A.8 Type of establishment** **a8**

|   |    |
|---|----|
| HQ without production and/or sales in this location                                       | 1  |
| HQ with production and/or sales in this location  | 2  |
| Establishment physically separated from HQ and other establishments of the same firm      | 3  |
| Establishment physically separated from HQ but with other establishments of the same firm | 4  |
| Does not apply  | -7 |

**A.9 Establishment financial statements prepared separately from HQ statements** **a9**

|                |    |
|----------------|----|
| Yes            | 1  |
| No             | 2  |
| Does not apply | -7 |

**A.10 Establishment financial statements prepared separately from other establishments of same firm** **a10**

|                |    |
|----------------|----|
| Yes            | 1  |
| No             | 2  |
| Does not apply | -7 |

**A.11 If HQ, financial statements independent from the rest of establishments** **a11**

|                |    |
|----------------|----|
| Yes            | 1  |
| No             | 2  |
| Does not apply | -7 |

**A.12 Interviewer code** **a12**

|  |
|--|
|  |
|--|

**A.13 Supervisor code** **a13**

|  |
|--|
|  |
|--|

**A.14a Date face-to-face interview begins:**

|             |             |             |
|-------------|-------------|-------------|
| Day (dd)    | Month (mm)  | Year (yyyy) |
|             |             |             |
| <b>a14d</b> | <b>a14m</b> | <b>a14y</b> |

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

|                 |                    |
|-----------------|--------------------|
| Hour (00 to 23) | Minutes (00 to 59) |
|                 |                    |
| <b>a14h</b>     | <b>a14min</b>      |

**READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING.**

The goal of this survey is to gather information and opinions about the investment climate in this country. Ultimately, the information gathered here will help to develop new policies and programs that enhance employment and economic growth.

The information obtained here will be held in the strictest confidentiality. Neither your name nor the name of your business will be used in any document based on this survey.

**B. GENERAL INFORMATION**

**READ OUT THE FOLLOWING INTRODUCTORY SENTENCE ONLY IF A7 = 1 (yes):**  
**The first few questions apply to the firm which your establishment is part of.**

**B.1** | What is this firm's current legal status? **SHOW CARD 1**

- Shareholding company with shares traded in the stock market 1
  - Shareholding company with shares traded privately 2
  - Sole proprietorship 3 **SKIP TO B.2**
  - Partnership 4
  - Limited partnership 5
  - Other (spontaneous - specify) \_\_\_b1x\_\_\_** 6
- b1**

**B.3** | What percent of this firm does the largest owner or owners own?

|   |                |
|---|----------------|
|   | <b>Percent</b> |
| Percent held by largest owner or owners | <b>b3</b> %    |

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

|  | <b>Percent</b> |                              |
|--|----------------|------------------------------|
| Private domestic individuals, companies or organizations | <b>b2a</b> %   |                              |
| Private foreign individuals, companies or organizations  | <b>b2b</b> %   |                              |
| Government/State   | <b>b2c</b> %   | <b>IF 100%<br/>TERMINATE</b> |
| Other  | <b>b2d</b> %   |                              |
|  | <b>100%</b>    |                              |

**INTERVIEWER: CHECK THAT TOTAL SUMS TO 100%**

**B.4** Amongst the owners of the firm, are there any females?

|                                 |           |
|---------------------------------|-----------|
| Yes                             | 1         |
| No                              | 2         |
| <b>Don't know (spontaneous)</b> | <b>-9</b> |

**Q.5** How was this firm established? **SHOW CARD 3**

- Privatization of a state-owned firm 1
  - Originally private, from time of start up 2
  - Private subsidiary of a formerly state-owned firm 3
  - Joint venture with foreign partner(s) 4
  - State-owned firm 5
  - Other (spontaneous - SPECIFY) ECAq5x 6**
- ECAq5**

**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?

|                                     | <b>Year</b> |
|-------------------------------------|-------------|
| Year establishment began operations | <b>b5</b>   |

**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 (**Include respondent when appropriate**)

|                                 | <b>Number</b> |
|---------------------------------|---------------|
| Full-time employees at start-up | <b>b6</b>     |
| <b>Don't know (spontaneous)</b> | <b>-9</b>     |

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

|                                 |           |
|---------------------------------|-----------|
| Yes                             | 1         |
| No                              | 2         |
| <b>Don't know (spontaneous)</b> | <b>-9</b> |

**b6a**

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

|  | Year       |
|--|------------|
| Year establishment formally registered | <b>b6b</b> |
| <b>Don't know (spontaneous)</b>        | <b>-9</b>  |
| <b>Never registered (spontaneous)</b>  | <b>-7</b>  |

**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  | <b>b7</b> |
| <b>Less than one year</b>       | <b>1</b>  |
| <b>Don't know (spontaneous)</b> | <b>-9</b> |

**B.7a** Is the Top Manager female?

|                                 |           |
|---------------------------------|-----------|
| Yes                             | 1         |
| No                              | 2         |
| <b>Don't know (spontaneous)</b> | <b>-9</b> |

**ECAb7a**

**B.8** Does this establishment have an internationally-recognized quality certification?

**INTERVIEWER: If there is need for clarification, some examples are: ISO 9000, 9002 or 14000.**

|                                 |           |
|---------------------------------|-----------|
| Yes                             | 1         |
| No                              | 2         |
| <b>Still in process</b>         | <b>-6</b> |
| <b>Don't know (spontaneous)</b> | <b>-9</b> |

**b8**

**C. INFRASTRUCTURE AND SERVICES**

**READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING.**  
 Now, we turn to the establishment's operations in fiscal year **2007**.

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

|                                 |           |  |
|---------------------------------|-----------|--|
| Yes                             | 1         | <b>GO TO QUESTION C.6</b><br><b>GO TO QUESTION C.6</b> |
| No                              | 2         |  |
| <b>Don't know (spontaneous)</b> | <b>-9</b> |  |

**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?

|                                 | <b>Days</b> |
|---------------------------------|-------------|
| Wait for electrical connection  | <b>c4</b>   |
| <b>Less than one day</b>        | <b>1</b>    |
| <b>Still in process</b>         | <b>-6</b>   |
| <b>Application denied</b>       | <b>-5</b>   |
| <b>Don't know (spontaneous)</b> | <b>-9</b>   |

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

|                                 |           |  |
|---------------------------------|-----------|--|
| Yes                             | 1         | <b>GO TO QUESTION C.12</b><br><b>GO TO QUESTION C.12</b> |
| No                              | 2         |  |
| <b>Don't know (spontaneous)</b> | <b>-9</b> |  |
| <b>REF (spontaneous)</b>        | <b>-8</b> |  |

**c5**

**C.6** Over fiscal year **2007**, did this establishment experience power outages?

|                                 |           |  |
|---------------------------------|-----------|--|
| Yes                             | 1         | <b>GO TO QUESTION C.12</b><br><b>GO TO QUESTION C.12</b> |
| No                              | 2         |  |
| <b>Don't know (spontaneous)</b> | <b>-9</b> |  |

**c6**

**C.7** In a typical month, over fiscal year **2007**, how many power outages did this establishment experience?

|   | Number    |
|---|-----------|
| Average number of power outages per month | <b>c7</b> |
| <b>Don't know (spontaneous)</b>           | <b>-9</b> |

**IF 0, GO TO QUESTION C.12**

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

|                                   | Hours     |
|-----------------------------------|-----------|
| Average duration of power outages | <b>c8</b> |
| <b>Less than one hour</b>         | <b>1</b>  |
| <b>Don't know (spontaneous)</b>   | <b>-9</b> |

**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 percent of total annual sales due to power outages | <b>c9a</b> % |

**PROVIDE EITHER ONE OR THE OTHER, NOT BOTH**

|                                    | LCUs       |
|------------------------------------|------------|
| Annual losses due to power outages | <b>c9b</b> |
| None                               | <b>0</b>   |

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

|                   |           |  |
|-------------------|-----------|--|
| Yes               | 1         | <b>GO TO QUESTION C.19</b><br><b>GO TO QUESTION C.19</b> |
| No                | 2         |  |
| <b>Don't know</b> | <b>-9</b> |  |

**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?

|                                 | <b>Days</b> |
|---------------------------------|-------------|
| Wait for water connection       | <b>c13</b>  |
| <b>Less than one day</b>        | <b>1</b>    |
| <b>Still in process</b>         | <b>-6</b>   |
| <b>Application denied</b>       | <b>-5</b>   |
| <b>Don't know (spontaneous)</b> | <b>-9</b>   |

**C.14** In reference to that application for a water connection, was an informal gift or payment expected or requested?

|                                 |           |            |
|---------------------------------|-----------|------------|
| Yes                             | 1         | <b>c14</b> |
| No                              | 2         |            |
| <b>Don't know (spontaneous)</b> | <b>-9</b> |            |
| <b>REF (spontaneous)</b>        | <b>-8</b> |            |

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

|                                 |           |  |
|---------------------------------|-----------|--|
| Yes                             | 1         | <b>GO TO QUESTION C.22</b><br><b>GO TO QUESTION C.22</b> |
| No                              | 2         |  |
| <b>Don't know (spontaneous)</b> | <b>-9</b> |  |

**c19**

**C.20** In reference to that application for a telephone connection, approximately how many days did it take to obtain it from the day of the application to the day the service was received?

|                               | <b>Days</b> |
|-------------------------------|-------------|
| Wait for telephone connection | <b>c20</b>  |
| <b>Less than one day</b>      | <b>1</b>    |
| <b>Still in process</b>       | <b>-6</b>   |



|                                 |           |
|---------------------------------|-----------|
| <b>Application denied</b>       | <b>-5</b> |
| <b>Don't know</b> (spontaneous) | <b>-9</b> |

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

|                                 |           |
|---------------------------------|-----------|
| Yes                             | 1         |
| No                              | 2         |
| <b>Don't know</b> (spontaneous) | <b>-9</b> |
| <b>REF</b> (spontaneous)        | <b>-8</b> |

**c21**

**C.22** At the present time, does this establishment use any of the following:..?

|   | Yes | No | <b>Don't know</b><br>(spontaneous) |
|---|-----|----|------------------------------------|
| E-mail to communicate with clients or suppliers <b>c22a</b> | 1   | 2  | <b>-9</b>                          |
| Its own website <b>c22b</b>                                 | 1   | 2  | <b>-9</b>                          |

**C.23** Does this establishment have a high-speed Internet connection on its premises?

|                                 |           |  |
|---------------------------------|-----------|--|
| Yes                             | 1         | <b>GO TO QUESTION C.30</b><br><b>GO TO QUESTION C.30</b> |
| No                              | 2         |  |
| <b>Don't know</b> (spontaneous) | <b>-9</b> |  |

**c23**

**C.24** Is this establishment's Internet connection used to:

**INTERVIEWER: READ EACH OPTION ALOUD**

|  | Yes | No | <b>Don't Know</b><br>(spontaneous) | <b>NA</b><br>(spontaneous) |
|--|-----|----|------------------------------------|----------------------------|
| Make purchases for this establishment <b>c24b</b>                      | 1   | 2  | <b>-9</b>                          | <b>-7</b>                  |
| Deliver services to this establishment's clients <b>c24c</b>           | 1   | 2  | <b>-9</b>                          | <b>-7</b>                  |
| Do research and develop ideas on new products and services <b>c24d</b> | 1   | 2  | <b>-9</b>                          | <b>-7</b>                  |

**C.25** Over fiscal year [insert last complete fiscal year], did this establishment experience unavailability of Internet connection?

|                                 |           |  |
|---------------------------------|-----------|--|
| Yes                             | 1         | <b>GO TO QUESTION C.28</b><br><b>GO TO QUESTION C.28</b> |
| No                              | 2         |  |
| <b>Don't know</b> (spontaneous) | <b>-9</b> |  |

**c25**

**C.26** In a typical month, over fiscal year **[insert last complete fiscal year]**, how many times has this establishment experienced unavailability of Internet connection?

|   | Number     |
|---|------------|
| Number of times per month Internet connection unavailable | <b>c26</b> |
| <b>Don't know (spontaneous)</b>                           | <b>-9</b>  |

**IF 0, GO TO QUESTION C.28**

**IF 0, GO TO QUESTION C.28**

**C.27** In a typical month, over fiscal year **[insert last complete fiscal year]**, on average how long did the unavailability of an Internet connection last?

|   | Minutes    |
|---|------------|
| Average duration of unavailable Internet connection | <b>c27</b> |
| <b>Don't know (spontaneous)</b>                     | <b>-9</b>  |
| <b>Less than one minute</b>                         | <b>1</b>   |

**C.28** Do concerns about the security of Internet connections or authentication of parties in a transaction affect the volume or nature of purchases that this establishment makes over the Internet?

|                                     |           |
|-------------------------------------|-----------|
| Yes                                 | 1         |
| No                                  | 2         |
| <b>Don't know (spontaneous)</b>     | <b>-9</b> |
| <b>Does not apply (spontaneous)</b> | <b>-7</b> |

**c28**

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

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

[SHOW CARD 4](#)

|                                | No obstacle | Minor obstacle | Moderate obstacle | Major obstacle | Very Severe Obstacle | Don't Know (spontaneous) | Does Not Apply (spontaneous) |
|--------------------------------|-------------|----------------|-------------------|----------------|----------------------|--------------------------|------------------------------|
| Electricity <b>c30a</b>        | 0           | 1              | 2                 | 3              | 4                    | <b>-9</b>                | <b>-7</b>                    |
| Telecommunications <b>c30b</b> | 0           | 1              | 2                 | 3              | 4                    | <b>-9</b>                | <b>-7</b>                    |

**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 **2007**, what was this establishment's main product, that is, the product that represented the largest proportion of annual sales (in LCU)?

**Description**  
d1a1x

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

|                      |  |
|----------------------|--|
|                      | <b>Code</b>  |
| Code of main product | <span style="color: red; font-weight: bold;">d1a2</span> |

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

|   |  |
|---|--|
|   | %  |
| Percentage of sales represented by main product | <span style="color: red; font-weight: bold;">d1a3</span> |

**D.2** In fiscal year **2007**, what were this establishment's total annual sales?

|   |  |
|---|--|
|   | <b>LCUs</b>  |
| Last complete fiscal year's total sales | <span style="color: red; font-weight: bold;">d2</span> |

**D.3** In fiscal year **2007**, what percent of this establishment's sales were:  
SHOW CARD 6

**INTERVIEWER: THESE MUST BE ASKED IN THE ORDER THEY APPEAR ON THE TABLE**

|   |   |                             |
|---|---|-----------------------------|
|   | <b>Percent</b>  |                             |
| National sales  | <span style="color: red; font-weight: bold;">d3a</span> % | IF 100, GO TO QUESTION D.17 |
| Indirect exports (sold domestically to third party that exports products) | <span style="color: red; font-weight: bold;">d3b</span> % | IF 100, GO TO QUESTION D.8  |
| Direct exports  | <span style="color: red; font-weight: bold;">d3c</span> % | IF 0, GO TO QUESTION D.8    |
|   | <b>100%</b>   |                             |

**INTERVIEWER: CHECK THAT TOTAL SUMS TO 100%**

**D.4** In fiscal year **2007**, when this establishment exported goods directly, how many days did it take on average from the time this establishment's goods arrived at their main point of exit (e.g., port, airport) until the time these goods cleared customs?  
**(INTERVIEWER: for European Union countries ask for goods exported directly outside the EU)**

|  | Days      |
|--|-----------|
| Average number of days to clear customs        | <b>d4</b> |
| <b>Less than one day</b>                       | <b>1</b>  |
| <b>Does not apply (exports only within EU)</b> | <b>-7</b> |
| <b>Don't know</b> (spontaneous)                | <b>-9</b> |

**D.6a** In fiscal year **2007**, what percentage of the consignment value of the products exported directly was lost while in transit because of theft, breakage or spoilage?

|   | Percent      |
|---|--------------|
| Losses due to theft, breakage or spoilage as percent of consignment value | <b>d6a</b> % |
| <b>No losses</b>  | <b>0</b>     |
| <b>Don't know</b> (spontaneous)   | <b>-9</b>    |

**D.8** In which year did this establishment first export directly or indirectly?

|  | Year      |
|--|-----------|
| Began exporting directly or indirectly | <b>d8</b> |
| <b>Don't know</b> (spontaneous)        | <b>-9</b> |

**D.8a** In fiscal year **2007**, what was the total value of exports of this establishment?

|                                 | LCUs          |
|---------------------------------|---------------|
| Total exports last fiscal year  | <b>ECAd8a</b> |
| <b>Don't know</b> (spontaneous) | <b>-9</b>     |

**D.17** At the present time, when this establishment receives its **main sales item**, on average, how many days of inventory measured in days of sales, does this establishment keep?

|   | Days       |
|---|------------|
| Days of inventory of <b>main sales item</b> | <b>d17</b> |
| <b>Don't know</b> (spontaneous)             | <b>-9</b>  |

**INTERVIEWER: IF RESPONDENT REQUIRES CLARIFICATION, DEFINE AS STOCK ON HAND**

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

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

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

**E. DEGREE OF COMPETITION**

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

|                                 |           |
|---------------------------------|-----------|
| Yes                             | 1         |
| No                              | 2         |
| <b>Don't know</b> (spontaneous) | <b>-9</b> |

**e11**

**Q.63** How important are each of the following factors in affecting decisions to develop new products or services and markets: **SHOW CARD 9**

|                                    | Not at all important | Slightly important | Fairly important | Very important | <b>Don't Know</b> (spontaneous) |                |
|------------------------------------|----------------------|--------------------|------------------|----------------|---------------------------------|----------------|
| Pressure from domestic competitors | 1                    | 2                  | 3                | 4              | <b>-9</b>                       | <b>ECAq63a</b> |
| Pressure from foreign competitors  | 1                    | 2                  | 3                | 4              | <b>-9</b>                       | <b>ECAq63b</b> |
| Pressure from customers            | 1                    | 2                  | 3                | 4              | <b>-9</b>                       | <b>ECAq63c</b> |

**Q.64** How important are each of the following factors in affecting decisions with respect to reducing the production costs of existing products or services: **SHOW CARD 9**

|                                    | Not at all important | Slightly important | Fairly important | Very important | <b>Don't Know</b> (spontaneous) |                |
|------------------------------------|----------------------|--------------------|------------------|----------------|---------------------------------|----------------|
| Pressure from domestic competitors | 1                    | 2                  | 3                | 4              | <b>-9</b>                       | <b>ECAq64a</b> |
| Pressure from foreign competitors  | 1                    | 2                  | 3                | 4              | <b>-9</b>                       | <b>ECAq64b</b> |
| Pressure from customers            | 1                    | 2                  | 3                | 4              | <b>-9</b>                       | <b>ECAq64c</b> |

**Q.53** Over the last three years has this establishment received any subsidies from the national, regional or local governments or European Union sources?

|                                 |           |
|---------------------------------|-----------|
| Yes                             | 1         |
| No                              | 2         |
| <b>Don't know</b> (spontaneous) | <b>-9</b> |

**ECAq53**

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

**SERIAL NUMBER**

|   | No obstacle | Minor obstacle | Moderate obstacle | Major obstacle | Very Severe Obstacle | Do Not Know (spontaneous) | Does Not Apply (spontaneous) |
|---|-------------|----------------|-------------------|----------------|----------------------|---------------------------|------------------------------|
| Practices of competitors in the informal sector<br><b>e30</b> | 0           | 1              | 2                 | 3              | 4                    | <b>-9</b>                 | <b>-7</b>                    |
| Practices of formal competitors <b>ECAe30</b>                 | 0           | 1              | 2                 | 3              | 4                    | <b>-9</b>                 | <b>-7</b>                    |



**O. INNOVATION**

**O.1** In the last three years, has this establishment introduced new products or services?

|                                 |           |
|---------------------------------|-----------|
| Yes                             | 1         |
| No                              | 2         |
| <b>Don't know</b> (spontaneous) | <b>-9</b> |

**GO TO QUESTION O.3**  
**GO TO QUESTION O.3**

**ECAo1**

**O.2** In fiscal year **2007**, what percent of this establishment's annual sales was accounted for by products or services that were introduced in the last three years?

|   | <b>Percent</b> |
|---|----------------|
| Percent of annual sales accounted for by new products or services | <b>ECAo2</b> % |
| <b>Don't know</b> (spontaneous)                                   | <b>-9</b>      |

**O.3** In fiscal year **2007**, did this establishment spend on research and development activities, either in-house or contracted with other companies (outsourced)?

|                                 |           |
|---------------------------------|-----------|
| Yes                             | 1         |
| No                              | 2         |
| <b>Don't know</b> (spontaneous) | <b>-9</b> |

**ECAo3**

**O.12** In the last three years, has this establishment discontinued at least one product line or service?

|                                 |           |
|---------------------------------|-----------|
| Yes                             | 1         |
| No                              | 2         |
| <b>Don't know</b> (spontaneous) | <b>-9</b> |

**ECAo12**

**O.13** In the last three years, has this establishment upgraded an existing product line or service?

|                                 |           |
|---------------------------------|-----------|
| Yes                             | 1         |
| No                              | 2         |
| <b>Don't know</b> (spontaneous) | <b>-9</b> |

**ECAo13**

**W. INSPECTIONS**

**READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:**  
 Now let's turn to inspections by public officials.

**W.1** In fiscal year **2007**,ow many inspections took place at this establishment?

|                                 | Number       |
|---------------------------------|--------------|
| Total number of inspections     | <b>ECAw1</b> |
| <b>Don't know</b> (spontaneous) | <b>-9</b>    |

**IF 0 GO TO W.30**

**W.2** In fiscal year **2007**, how much did all the inspections that took place at this establishment cost, including official fines and any unofficial payments?

|                                 | LCU          |
|---------------------------------|--------------|
| Total cost of inspections       | <b>ECAw2</b> |
| <b>Don't know</b> (spontaneous) | <b>-9</b>    |
| <b>Refusal</b> (spontaneous)    | <b>-8</b>    |

**W.3** In fiscal year **2007**, how many *working days* were spent by all staff members dealing with all the procedures related to these inspections?

|   | Days         |
|---|--------------|
| Number of working days spent by all staff members in dealing with inspections | <b>ECAw3</b> |
| <b>Don't know</b> (spontaneous)   | <b>-9</b>    |

**W.30** Are business inspections No Obstacle, a Minor Obstacle, a Moderate Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment. **SHOW CARD 13**

|                      |               | No obstacle | Minor obstacle | Moderate obstacle | Major obstacle | Very Severe Obstacle | <b>Do Not Know</b> | <b>Does Not Apply</b> |
|----------------------|---------------|-------------|----------------|-------------------|----------------|----------------------|--------------------|-----------------------|
| Business inspections | <b>ECAw30</b> | 0           | 1              | 2                 | 3              | 4                    | <b>-9</b>          | <b>-7</b>             |

**P. CERTIFICATES**

**P.1** In fiscal year 2007, was it compulsory for this establishment to have a certificate to produce or sell any of its products or services?

|                                 |           |  |
|---------------------------------|-----------|--|
| Yes                             | 1         | <b>GO TO QUESTION P.30</b><br><b>GO TO QUESTION P.30</b> |
| No                              | 2         |  |
| <b>Don't know (spontaneous)</b> | <b>-9</b> |  |

|              |
|--------------|
| <b>ECAp1</b> |
|--------------|

**P.2** In fiscal year 2007, what percent of this establishment's sales were from products or services subject to compulsory certificates?

|   | Percent        |                                  |
|---|----------------|----------------------------------|
| Percent of sales subject to compulsory certificates | <b>ECAp2</b> % | <b>IF 0, GO TO QUESTION P.30</b> |
| <b>Don't know (spontaneous)</b>                     | <b>-9</b>      |                                  |

**P.3** In fiscal year 2007 how many compulsory certificates did this establishment obtain?

|                                  | Number       |                                  |
|----------------------------------|--------------|----------------------------------|
| Compulsory certificates obtained | <b>ECAp3</b> | <b>IF 0, GO TO QUESTION P.30</b> |
| <b>Don't know (spontaneous)</b>  | <b>-9</b>    |                                  |

**P.4** In fiscal year 2007, how many *working days* were spent by all staff members when obtaining compulsory certificates?

|  | Days         |
|--|--------------|
| Number of working days spent by all staff members when obtaining compulsory certificates | <b>ECAp4</b> |
| <b>Don't know (spontaneous)</b>  | <b>-9</b>    |

**P.5** Considering all compulsory certificates applied for in fiscal year 2007, how many days did it take on average to obtain them from the day of the application to the day the certificates were granted?

|  | Days         |
|--|--------------|
| Wait to obtain compulsory certificates | <b>ECAp5</b> |
| Application denied                     | <b>-7</b>    |
| Still in process                       | <b>-6</b>    |
| <b>Less than one day</b>               | <b>1</b>     |
| <b>Don't know (spontaneous)</b>        | <b>-9</b>    |

**P.6** In fiscal year 2007, approximately how much did this establishment spend on obtaining compulsory certificates, including all official and unofficial costs?

|  | LCUs         |
|--|--------------|
| Money spent on obtaining compulsory certificates | <b>ECAp6</b> |
| <b>Don't know (spontaneous)</b>                  | <b>-9</b>    |
| <b>Does not apply</b>                            | <b>-7</b>    |

**P.7** In order to obtain any of the compulsory certificates was a gift or informal payment expected or requested?

|                                 |           |
|---------------------------------|-----------|
| Yes                             | 1         |
| No                              | 2         |
| <b>Don't know (spontaneous)</b> | <b>-9</b> |
| <b>REF (spontaneous)</b>        | <b>-8</b> |

**ECAp7**

**P.30** Are compulsory certification procedures No Obstacle, a Minor Obstacle, a Moderate obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment?  
**SHOW CARD 13**

|   | No obstacle | Minor obstacle | Moderate obstacle | Major obstacle | Very Severe Obstacle | <b>Don't Know (spontaneous)</b> | <b>Does Not Apply (spontaneous)</b> |
|---|-------------|----------------|-------------------|----------------|----------------------|---------------------------------|-------------------------------------|
| Compulsory certification procedures <b>ECAp30</b> | 0           | 1              | 2                 | 3              | 4                    | <b>-9</b>                       | <b>-7</b>                           |

**G. LAND AND PERMITS**

**G.9** How many permits did this establishment obtain in the last two years?

|  | <b>Number</b> |
|--|---------------|
| Number of permits obtained in last two years | <b>ECAg9</b>  |
| <b>Don't know (spontaneous)</b>              | <b>-9</b>     |

**IF 0 GO TO G.2**

**G.10** What was the average validity, in months, of the permits obtained in the last two years?

|                                 | <b>Months</b> |
|---------------------------------|---------------|
| Average validity                | <b>ECAg10</b> |
| <b>Less than 1 month</b>        | <b>1</b>      |
| <b>Term less</b>                | <b>-5</b>     |
| <b>Don't know (spontaneous)</b> | <b>-9</b>     |

**G.11** How many working days were spent by all staff members on the procedures related to obtaining the permits applied for over the last two years?

|  | <b>Days</b>   |
|--|---------------|
| Number of working days spent by all staff members in obtaining all permits | <b>ECAg11</b> |
| <b>Don't know (spontaneous)</b>  | <b>-9</b>     |

**G.12** How much was spent on average to obtain a permit applied for over the last two years, including formal and informal payments?

|                                    | <b>LCU</b>    |
|------------------------------------|---------------|
| Average cost of obtaining a permit | <b>ECAg12</b> |
| <b>Don't know (spontaneous)</b>    | <b>-9</b>     |
| <b>Refusal (spontaneous)</b>       | <b>-8</b>     |

**G.13** How many days did it take on average to obtain a permit applied for over the last two years, from the day of the application to the day it was granted?

|                                 | <b>Days</b>   |
|---------------------------------|---------------|
| Wait to obtain a permit         | <b>ECAg13</b> |
| <b>Less than one day</b>        | <b>1</b>      |
| <b>Don't know (spontaneous)</b> | <b>-9</b>     |

**G.14** In reference to any of those applications for permits, was an informal gift or payment expected or requested?

|                                 |           |
|---------------------------------|-----------|
| Yes                             | 1         |
| No                              | 2         |
| <b>Don't know (spontaneous)</b> | <b>-9</b> |
| <b>Refusal (spontaneous)</b>    | <b>-8</b> |

**ECAg14**

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

|                                 |           |
|---------------------------------|-----------|
| Yes                             | 1         |
| No                              | 2         |
| <b>Don't know (spontaneous)</b> | <b>-9</b> |

**GO TO QUESTION G.5**  
**GO TO QUESTION 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 | <b>g3</b> |
| <b>Less than one day</b>               | <b>1</b>  |
| <b>Still in process</b>                | <b>-6</b> |
| <b>Application denied</b>              | <b>-5</b> |
| <b>Don't know (spontaneous)</b>        | <b>-9</b> |

**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         |
| <b>Don't know (spontaneous)</b> | <b>-9</b> |
| <b>REF (spontaneous)</b>        | <b>-8</b> |

**g4**

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

Area

**Don't know (spontaneous)**

|            |
|------------|
| <b>g5a</b> |
| <b>-9</b>  |

**SPECIFY UNITS**

|               |   |
|---------------|---|
| Square Feet   | 1 |
| Square Yards  | 2 |
| Square Meters | 3 |

Other (SPECIFY) g5bx 4 g5b

**G.6** Of the buildings occupied by this establishment, what percent is owned and what percent is rented or leased? **SHOW CARD 14**

|  | Percent      | Don't know (spontaneous) |
|--|--------------|--------------------------|
| Owned by this establishment            | <b>g6a</b> % | <b>-9</b>                |
| Rented or leased by this establishment | <b>g6b</b> % | <b>-9</b>                |
| Other                                  | <b>g6c</b> % | <b>-9</b>                |
|  | <b>100%</b>  |                          |

**INTERVIEWER: CHECK THAT TOTAL SUMS TO 100%**

**G.7** In the last three years, has this establishment acquired or attempted to acquire additional land or buildings to expand operations?

|                                 |           |  |
|---------------------------------|-----------|--|
| Yes                             | 1         | <b>GO TO QUESTION G.30</b><br><b>GO TO QUESTION G.30</b> |
| No                              | 2         |  |
| <b>Don't know (spontaneous)</b> | <b>-9</b> |  |

g7

**G.8** In the last three years, has this establishment been successful in acquiring land or new premises?

|                                 |           |
|---------------------------------|-----------|
| Yes                             | 1         |
| No                              | 2         |
| <b>Don't know (spontaneous)</b> | <b>-9</b> |

g8a

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

|                     |             | No obstacle | Minor obstacle | Moderate obstacle | Major obstacle | Very Severe Obstacle | Do Not Know (spontaneous) | Does Not Apply (spontaneous) |
|---------------------|-------------|-------------|----------------|-------------------|----------------|----------------------|---------------------------|------------------------------|
| Access to land      | <b>g30a</b> | 0           | 1              | 2                 | 3              | 4                    | <b>-9</b>                 | <b>-7</b>                    |
| Zoning restrictions | <b>g30b</b> | 0           | 1              | 2                 | 3              | 4                    | <b>-9</b>                 | <b>-7</b>                    |

**I. CRIME**

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

**I.1** In fiscal year **2007**, did this establishment pay for security, for example equipment, personnel, or professional security services?

|                                 |           |  |
|---------------------------------|-----------|--|
| Yes                             | 1         | <b>GO TO QUESTION I.3</b><br><b>GO TO QUESTION I.3</b> |
| No                              | 2         |  |
| <b>Don't know (spontaneous)</b> | <b>-9</b> |  |

**i1**

**I.2** In fiscal year **2007**, what percent of this establishment's total annual sales was paid for security, or what was the total annual cost of security?

|  | Percent      |
|--|--------------|
| Percent of total annual sales for security | <b>i2a</b> % |
| <b>Don't know (spontaneous)</b>            | <b>-9</b>    |

**PROVIDE EITHER ONE OR THE OTHER, NOT BOTH**

|                                 | LCUs       |
|---------------------------------|------------|
| Total annual cost of security   | <b>i2b</b> |
| <b>Don't know (spontaneous)</b> | <b>-9</b>  |

**I.3** In fiscal year **2007**, did this establishment experience losses as a result of theft, robbery, vandalism or arson?

|                                 |           |  |
|---------------------------------|-----------|--|
| Yes                             | 1         | <b>GO TO QUESTION I.30</b><br><b>GO TO QUESTION I.30</b> |
| No                              | 2         |  |
| <b>Don't know (spontaneous)</b> | <b>-9</b> |  |

**i3**



**I.4** In fiscal year **2007**, what were the estimated losses as a result of theft, robbery, vandalism or arson that occurred on this establishment’s premises either as a percentage of total annual sales or as total annual losses?

|   | <b>Percent</b> |
|---|----------------|
| Losses as percent of total annual sales | <b>i4a</b> %   |
| <b>Don’t know (spontaneous)</b>         | <b>-9</b>      |

**PROVIDE EITHER ONE OR THE OTHER, NOT BOTH**

|                                 | <b>LCUs</b> |
|---------------------------------|-------------|
| Total annual value of losses    | <b>i4b</b>  |
| <b>Don’t know (spontaneous)</b> | <b>-9</b>   |

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

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

**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.1d** In fiscal year **2007**, did this establishment purchase any material inputs or services and pay for them after delivery (on credit)?

|                                 |           |  |
|---------------------------------|-----------|--|
| Yes                             | 1         | <b>GO TO QUESTION K.2</b><br><b>GO TO QUESTION K.2</b> |
| No                              | 2         |  |
| <b>Don't know (spontaneous)</b> | <b>-9</b> |  |

**k1d**

**K.1e** In fiscal year **2007**, what percent of this establishment's purchases of material inputs and services were paid after delivery (on credit)?

|  |            |
|--|------------|
|  | %          |
| Percent of purchases of material inputs and services |            |
| <b>Don't know (spontaneous)</b>                      | <b>-9</b>  |
|  | <b>k1e</b> |

**K.2** In fiscal year **2007**, what percent of this establishment's total annual sales of its goods or services were: **SHOW CARD 16**

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

**INTERVIEWER: CHECK THAT TOTAL SUMS TO 100%**

**K.4** In fiscal year **2007**, did this establishment purchase any fixed assets, such as machinery, vehicles, equipment, land or buildings?

|                                 |           |  |
|---------------------------------|-----------|--|
| Yes                             | 1         | <b>GO TO QUESTION K.6</b><br><b>GO TO QUESTION K.6</b> |
| No                              | 2         |  |
| <b>Don't know (spontaneous)</b> | <b>-9</b> |  |

**k4**

**N.5** In fiscal year **2007**, how much did this establishment spend on purchases of:

|  | <b>LCUs</b> |
|--|-------------|
| Machinery, vehicles, and equipment (new or used) | <b>n5a</b>  |
| Land and buildings                               | <b>n5b</b>  |

**K.5** Over fiscal year **2007**, please estimate the proportion of this establishment's total purchase of fixed assets that was financed from each of the following sources?  
**SHOW CARD 17**

|  | <b>Percent</b> |
|--|----------------|
| Internal funds or retained earnings  | <b>k5a%</b>    |
| Owners' contribution or issued new equity shares                                 | <b>k5i %</b>   |
| Borrowed from private banks  | <b>ECAk5b%</b> |
| Borrowed from state-owned banks  | <b>ECAk5c%</b> |
| Purchases on credit from suppliers and advances from customers                   | <b>k5f %</b>   |
| Other (moneylenders, friends, relatives, non-banking financial institutions etc) | <b>k5hdej%</b> |
|  | <b>100%</b>    |

**INTERVIEWER: CHECK THAT TOTAL SUMS TO 100%**

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

|                                 |           |
|---------------------------------|-----------|
| Yes                             | 1         |
| No                              | 2         |
| <b>Don't know (spontaneous)</b> | <b>-9</b> |

**k6**

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

|                                 |           |
|---------------------------------|-----------|
| Yes                             | 1         |
| No                              | 2         |
| <b>Don't know (spontaneous)</b> | <b>-9</b> |

**k7**

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

|                                 |           |  |
|---------------------------------|-----------|--|
| Yes                             | 1         | <b>GO TO QUESTION K.16</b><br><b>GO TO QUESTION K.16</b> |
| No                              | 2         |  |
| <b>Don't know (spontaneous)</b> | <b>-9</b> |  |

**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 which include microfinance institutions, credit cooperatives, credit unions, or finance companies 3
  - Other 4
- k9**

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

|  |             |
|--|-------------|
|  | <b>LCUs</b> |
| Size of most recent loan/line of credit approved | <b>k11</b>  |
| <b>Refuses to respond</b>                        | <b>-8</b>   |

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

|                                 |           |  |
|---------------------------------|-----------|--|
| Yes                             | 1         | <b>GO TO QUESTION K.16</b><br><b>GO TO QUESTION K.16</b> |
| No                              | 2         |  |
| <b>Don't know (spontaneous)</b> | <b>-9</b> |  |

**k13**

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

| Collateral   | Yes | No | Do Not Know<br>(spontaneous) |
|--|-----|----|------------------------------|
| Land, buildings under ownership of the establishment <b>k14a</b>           | 1   | 2  | <b>-9</b>                    |
| Machinery and equipment including movables <b>k14b</b>                     | 1   | 2  | <b>-9</b>                    |
| Accounts receivable and inventories <b>k14c</b>                            | 1   | 2  | <b>-9</b>                    |
| Personal assets of owner (house, etc.) <b>k14d</b>                         | 1   | 2  | <b>-9</b>                    |
| Other forms of collateral not included in the categories above <b>k14e</b> | 1   | 2  | <b>-9</b>                    |

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

|   |                |
|---|----------------|
|   | <b>Percent</b> |
| Value of collateral as percent of loan/line of credit value | <b>k15 %</b>   |

**INTERVIEWER: THE ANSWER COULD BE GREATER 100%**

**K.16** Referring again to the last fiscal year **2007**, did this establishment apply for any loans or lines of credit?

|                                 |           |
|---------------------------------|-----------|
| Yes                             | 1         |
| No                              | 2         |
| <b>Don't know (spontaneous)</b> | <b>-9</b> |

**GO TO QUESTION K.18a**

**k16**

**K.17** What was the **main** reason why this establishment did not apply for any line of credit or loan in fiscal year **2007**? **SHOW CARD 18.1**

- |   |   |                            |
|---|---|----------------------------|
| No need for a loan - establishment has sufficient capital       | 1 | <b>GO TO QUESTION K.21</b> |
| Application procedures for loans or lines of credit are complex | 2 | <b>GO TO QUESTION K.21</b> |
| Interest rates are not favorable                                | 3 | <b>GO TO QUESTION K.21</b> |
| Collateral requirements are too high                            | 4 | <b>GO TO QUESTION K.21</b> |
| Size of loan and maturity are insufficient                      | 5 | <b>GO TO QUESTION K.21</b> |
| It is necessary to make informal payments to get bank loans     | 6 | <b>GO TO QUESTION K.21</b> |
| Did not think it would be approved                              | 7 | <b>GO TO QUESTION K.21</b> |
| Other   | 8 | <b>GO TO QUESTION K.21</b> |
- k17**

**K.18a** In fiscal year **2007**, did this establishment apply for any new loans or new lines of credit that were rejected?

|                                 |           |
|---------------------------------|-----------|
| Yes                             | 1         |
| No                              | 2         |
| <b>Don't know (spontaneous)</b> | <b>-9</b> |

**k18a**

**K.21** In fiscal year **2007**, did this establishment have its annual financial statements checked and certified by an external auditor?

|                                 |           |
|---------------------------------|-----------|
| Yes                             | 1         |
| No                              | 2         |
| <b>Don't know (spontaneous)</b> | <b>-9</b> |

**k21**

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

|   | No obstacle | Minor obstacle | Moderate obstacle | Major obstacle | Very Severe Obstacle | <b>Do Not Know (spontaneous)</b> | <b>Does Not Apply (spontaneous)</b> |
|---|-------------|----------------|-------------------|----------------|----------------------|----------------------------------|-------------------------------------|
| Access to finance <span style="color: red;"><b>k30</b></span> | 0           | 1              | 2                 | 3              | 4                    | <b>-9</b>                        | <b>-7</b>                           |

**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.

**Q.31e** Has this establishment been to court as a **plaintiff** or as a **defendant** in the last three years?

|                                 |           |
|---------------------------------|-----------|
| Yes                             | 1         |
| No                              | 2         |
| <b>Don't know (spontaneous)</b> | <b>-9</b> |

**ECAq31e**

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

|  |               | Strongly disagree | Tend to disagree | Tend to agree | Strongly agree | <b>Don't know (spontaneous)</b> |
|--|---------------|-------------------|------------------|---------------|----------------|---------------------------------|
| "The court system is fair, impartial and uncorrupted." | <b>h7a</b>    | 1                 | 2                | 3             | 4              | <b>-9</b>                       |
| "The court system is quick."                           | <b>ECAj1b</b> | 1                 | 2                | 3             | 4              | <b>-9</b>                       |
| "The court system is able to enforce its decisions."   | <b>ECAj1c</b> | 1                 | 2                | 3             | 4              | <b>-9</b>                       |
|  |               |                   |                  |               |                |                                 |

**J.2** In a typical week over the last year, what percentage of total senior management's time was spent on dealing with requirements imposed by government regulations?  
 [By senior management I mean managers, directors, and officers above direct supervisors of production/sales workers. Some examples of government regulations are taxes, customs, labor regulations, licensing and registration, including dealings with officials and completing forms]

|  | Percent     |
|--|-------------|
| Senior management's time spent on dealing with regulations | <b>j2</b> % |
| <b>No time was spent</b>                                   | <b>0</b>    |
| <b>Don't know (spontaneous)</b>                            | <b>-9</b>   |

**J.3** Over the last year, was this establishment visited or inspected by tax officials?

|                                 |           |
|---------------------------------|-----------|
| Yes                             | 1         |
| No                              | 2         |
| <b>Don't know (spontaneous)</b> | <b>-9</b> |

**GO TO QUESTION J.5a**  
**GO TO QUESTION J.5a**

**j3**

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

|   | Number    |
|---|-----------|
| Times inspected or met with tax officials | <b>j4</b> |
| <b>Don't know (spontaneous)</b>           | <b>-9</b> |

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

|                                 |           |
|---------------------------------|-----------|
| Yes                             | 1         |
| No                              | 2         |
| <b>Don't know (spontaneous)</b> | <b>-9</b> |
| <b>REF (spontaneous)</b>        | <b>-8</b> |

**j5**

**J.5a** Over the last year, considering the overall process of filing and paying taxes, how many *working days* were spent by all staff members involved in the process?

|  | Days          |
|--|---------------|
| Number of working days spent by all staff members on filing and paying taxes | <b>ECAj5a</b> |
| <b>Don't know</b>  | <b>-9</b>     |

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

|                                 |           |  |
|---------------------------------|-----------|--|
| Yes                             | 1         | <b>GO TO QUESTION J.7</b><br><b>GO TO QUESTION J.7</b> |
| No                              | 2         |  |
| <b>Don't know (spontaneous)</b> | <b>-9</b> |  |

**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 | <b>j6 %</b> |
| <b>No payments/gifts are paid</b>                                | <b>0</b>    |
| <b>Don't know (spontaneous)</b>                                  | <b>-9</b>   |
| <b>Refusal (spontaneous)</b>                                     | <b>-8</b>   |

**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 percent 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      |
|--|--------------|
| Percent of total annual sales paid as informal payment | <b>j7a</b> % |
| <b>No payments/gifts are paid</b>                      | <b>0</b>     |
| <b>Don't know (spontaneous)</b>                        | <b>-9</b>    |
| <b>Refusal (spontaneous)</b>                           | <b>-8</b>    |

**PROVIDE EITHER ONE OR THE OTHER, NOT BOTH**

|                                   | LCUs       |
|-----------------------------------|------------|
| Total annual informal payment     | <b>j7b</b> |
| <b>No payments/gifts are paid</b> | <b>0</b>   |
| <b>Don't know (spontaneous)</b>   | <b>-9</b>  |
| <b>Refusal (spontaneous)</b>      | <b>-8</b>  |

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

|                                 |           |  |
|---------------------------------|-----------|--|
| Yes                             | 1         | <b>GO TO QUESTION J.13</b><br><b>GO TO QUESTION J.13</b> |
| No                              | 2         |  |
| <b>Don't know (spontaneous)</b> | <b>-9</b> |  |

**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         | <b>j11</b> |
| <b>Less than one day</b>        | <b>1</b>   |
| <b>Still in process</b>         | <b>-6</b>  |
| <b>Application denied</b>       | <b>-5</b>  |
| <b>Don't know (spontaneous)</b> | <b>-9</b>  |

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

|                                 |           |            |
|---------------------------------|-----------|------------|
| Yes                             | 1         | <b>j12</b> |
| No                              | 2         |            |
| <b>Don't know (spontaneous)</b> | <b>-9</b> |            |
| <b>REF (spontaneous)</b>        | <b>-8</b> |            |



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

|                                 |           |  |
|---------------------------------|-----------|--|
| Yes                             | 1         | <b>GO TO QUESTION J.30</b><br><b>GO TO QUESTION J.30</b> |
| No                              | 2         |  |
| <b>Don't know (spontaneous)</b> | <b>-9</b> |  |

**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      | <b>j14</b> |
| <b>Less than one day</b>        | <b>1</b>   |
| <b>Still in process</b>         | <b>-6</b>  |
| <b>Application denied</b>       | <b>-5</b>  |
| <b>Don't know (spontaneous)</b> | <b>-9</b>  |

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

|                                 |           |            |
|---------------------------------|-----------|------------|
| Yes                             | 1         | <b>j15</b> |
| No                              | 2         |            |
| <b>Don't know (spontaneous)</b> | <b>-9</b> |            |
| <b>Refusal (spontaneous)</b>    | <b>-8</b> |            |

**J.14a** Considering all operating licenses applied for in the last two years how much was spent, to obtain them, including formal and informal payments?

|   | LCU            |
|---|----------------|
| Amount spent to obtain all operating licenses | <b>ECAj14a</b> |
| <b>Don't know (spontaneous)</b>               | <b>-9</b>      |
| <b>Refusal (spontaneous)</b>                  | <b>-8</b>      |

**J.30** As I list some factors that can affect the current operations of a business, please look at this card and tell me if you think that each factor is No Obstacle, a Minor Obstacle, a Moderate Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment.  
[SHOW CARD 21](#)

**ROTATE OPTIONS**

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

X.

**READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:**  
**To conclude the topic on regulations**

**Q.39** Thinking about officials, would you say the following statement is always, usually, frequently, sometimes, seldom or never true?  
**SHOW CARD 21.1**

|  | Never | Seldom | Sometimes | Frequently | Usually | Always | Don't know (spontaneous) |
|--|-------|--------|-----------|------------|---------|--------|--------------------------|
| It is common for firms in my line of business to have to pay some irregular "additional payments or gifts" to get things done with regard to customs, taxes, licenses, regulations, services etc <b>ECAq39</b> | 1     | 2      | 3         | 4          | 5       | 6      | -9                       |

**Q.41** Thinking now of unofficial payments/gifts that establishments like this one would make in a given year, please tell me how often would they make payments/gifts for the following purposes:  
**SHOW CARD 21.2**

|  | Never | Seldom | Sometimes | Frequently | Usually | Always | Don't know (spontaneous) |
|--|-------|--------|-----------|------------|---------|--------|--------------------------|
| To deal with customs/imports <b>ECAq41a</b>          | 1     | 2      | 3         | 4          | 5       | 6      | -9                       |
| To deal with courts <b>ECAq41b</b>                   | 1     | 2      | 3         | 4          | 5       | 6      | -9                       |
| To deal with taxes and tax collection <b>ECAq41c</b> | 1     | 2      | 3         | 4          | 5       | 6      | -9                       |

**L. LABOR**

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

**L.1** At the end of fiscal year **2007**, how many permanent, full-time employees did this establishment employ? Please include all employees and managers (**INTERVIEWER: include interviewee if applicable**).

**INTERVIEWER: Permanent, full-time employees are defined as all paid employees that are contracted for a term of one or more fiscal years and/or have a guaranteed renewal of their employment contract and that work 8 or more hours per day.**

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

**L.2** Three fiscal years ago, at the end of fiscal year **2004**, how many permanent, full-time employees did this establishment employ? Please include all employees and managers (**INTERVIEWER: include interviewee if applicable**).

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

**L.5** At the end of fiscal year 2007, how many permanent full-time employees of this establishment were female?

|                                      | Number    | Don't know (spontaneous) |
|--------------------------------------|-----------|--------------------------|
| Female permanent full-time employees | <b>15</b> | <b>-9</b>                |

**L.6** How many full-time temporary employees did this establishment employ in fiscal year **2007**?

**INTERVIEWER: Full-time, temporary workers are all paid short-term (i.e. for less than a fiscal year) employees with no guarantee of renewal of contract employment and work 8 or more hours per day.**

|  | Number    |
|--|-----------|
| Full-time seasonal/temporary workers employed last fiscal year | <b>16</b> |

**IF 0, GO TO QUESTION Q.69**

|                                 |           |
|---------------------------------|-----------|
| <b>Don't know (spontaneous)</b> | <b>-9</b> |
|---------------------------------|-----------|

**L.8** What was the average length of employment of all full-time temporary employees in fiscal year 2007?

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

**Q.69** What percent of this establishment's labor force employed at the end of fiscal year **2007** had a university degree?

|                                      | Percent         |
|--------------------------------------|-----------------|
| Labor force with a university degree | <b>ECAq69 %</b> |
| <b>No one have university degree</b> | <b>0</b>        |
| <b>Don't know (spontaneous)</b>      | <b>-9</b>       |

**L.30** Are **labor regulations** No Obstacle, a Minor Obstacle, a Moderate Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment?  
  
Is an **inadequately educated workforce** No Obstacle, a Minor Obstacle, a Moderate Obstacle, a Major Obstacle, or a Very Severe Obstacle to the current operations of this establishment?  
**INTERVIEWER: SHOW CARD 22**

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

**M. BUSINESS ENVIRONMENT**

**READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:**

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

**M.1** Which of the following elements of the business environment, if any, currently represents the biggest obstacle faced by this establishment.  
**SHOW CARD 23 (DO NOT READ OUT)**

- |   |
|---|
| <b>1-Access to finance</b>                                |
| <b>2-Access to land</b>                                   |
| <b>3-Business licensing and permits</b>                   |
| <b>4-Corruption</b>                                       |
| <b>5-Courts</b>   |
| <b>6-Crime, theft and disorder</b>                        |
| <b>7-Customs and trade regulations</b>                    |
| <b>8-Electricity</b>                                      |
| <b>9-Inadequately educated workforce</b>                  |
| <b>10-Labor regulations</b>                               |
| <b>11-Political instability</b>                           |
| <b>12-Practices of competitors in the informal sector</b> |
| <b>13-Tax administration</b>                              |
| <b>14-Tax rates</b>                                       |
| <b>15-Transport</b>                                       |

|                                     |            |
|-------------------------------------|------------|
| Biggest obstacle                    | <b>m1a</b> |
| <b>Don't know</b> (spontaneous)     | <b>-9</b>  |
| <b>Does not apply</b> (spontaneous) | <b>-7</b>  |

|          |            |
|----------|------------|
| Rotation | <b>m1d</b> |
|----------|------------|

**N. PERFORMANCE**

**READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:**

The purpose of the following questions is to allow us to estimate the productivity of establishments like this one. Estimates are made at the aggregate level so the information you provide below will be compiled with the information from other establishments. It is important that this information be as accurate as possible. The individual data are treated as confidential – the identity of your establishment will not be revealed at any point. Please provide the following information from the financial statements of this establishment.

**N.2** For fiscal year **2007**, please provide the following information about this establishment: **SHOW CARD 24**

| <b>READ OUT</b>  | <b>LCUs</b> |
|--|-------------|
| Total annual cost of labor (including wages, salaries, bonuses, social payments) | <b>n2a</b>  |
| Total annual cost of finished goods and materials purchased to resell            | <b>n2i</b>  |
| Total annual costs of electricity  | <b>n2b</b>  |
| Total annual costs of communications services                                    | <b>n2c</b>  |

**N.3** In fiscal year **[insert three complete fiscal years ago]**, three fiscal years ago, what were total annual sales for this establishment?

|   | <b>LCUs</b> |
|---|-------------|
| Total annual sales three years ago                          | <b>n3</b>   |
| <b>If establishment was not in business three years ago</b> | <b>-7</b>   |

**Q.52** Does this establishment currently have any payments overdue by more than 90 days with each of the following:

|           | Yes | No | Don't know<br>(spontaneous) |                |
|-----------|-----|----|-----------------------------|----------------|
| Utilities | 1   | 2  | -9                          | <b>ECAq52a</b> |
| Taxes     | 1   | 2  | -9                          | <b>ECAq52b</b> |

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

|     |   |
|-----|---|
| Yes | 1 |
| No  | 2 |



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

| Date (mm/dd) | Hour | Minutes | AM/PM |
|--------------|------|---------|-------|
|              |      |         |       |

**a15**

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

|                          | Position in the firm | Years with the firm | Gender        |
|--------------------------|----------------------|---------------------|---------------|
| <b>Main respondent</b>   | <b>a15a1a</b>        | <b>a15a2a</b>       | <b>a15a3a</b> |
| <b>Second respondent</b> | <b>a15a1b</b>        | <b>a15a2b</b>       | <b>a15a3b</b> |

**THE SURVEY ENDS HERE**  
**THANK YOU VERY MUCH FOR YOUR COOPERATION.**

**INTERVIEWERS PLEASE ANSWER AT END OF THE INTERVIEW:**

**A.16** It is my perception that the responses to the questions regarding opinions and perceptions:

|                   |   |
|-------------------|---|
| Truthful          | 1 |
| Somewhat truthful | 2 |
| Not truthful      | 3 |

**a16**

**A.17** The responses to the questions regarding figures (productivity and employment numbers):

|   |   |
|---|---|
| Are taken directly from establishment records | 1 |
| Are estimates computed with some precision    | 2 |
| Are arbitrary and unreliable numbers          | 3 |

**a17**

**INTERVIEWER COMMENTS:**

(Problems occurred/extraordinary circumstances which could influence results)

**SUPERVISORS PLEASE ANSWER:**

SERIAL NUMBER

**A.18** This questionnaire was completed in:

|   |   |                  |
|---|---|------------------|
| One visit in face-to-face interview with one person               | 1 | <b>STOP HERE</b> |
| One visit in face-to-face interview with different managers/staff | 2 |                  |
| Several visits  | 3 |                  |

**a18**

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

| Hour                 | Minutes              |
|----------------------|----------------------|
| <input type="text"/> | <input type="text"/> |

**a19**

INTERVIEW PROTOCOL

**P.3** | Number of minutes the interview lasted

|                      |
|----------------------|
| Minutes              |
| <input type="text"/> |

**p3**

**P.4** | Number of persons present during the interview, including interviewer

|                                  |   |
|----------------------------------|---|
| Two (interviewer and respondent) | 1 |
| Three                            | 2 |
| Four                             | 3 |
| Five or more                     | 4 |

**p4**

**P.5** | Respondent cooperation

|           |   |
|-----------|---|
| Excellent | 1 |
| Fair      | 2 |
| Average   | 3 |
| Bad       | 4 |

**p5**

**P.6** | Size of locality

|                      |
|----------------------|
| Local codes          |
| <input type="text"/> |

**p6**

**P.7** | Region

|                      |
|----------------------|
| Local codes          |
| <input type="text"/> |

**p7**

**P.8** | Postal code

|                      |
|----------------------|
| Postal code          |
| <input type="text"/> |

**p8**

**P.9** | Sample point number

SERIAL NUMBER

Sample point  
number

p9

|             |                    |
|-------------|--------------------|
| <b>P.10</b> | Interviewer number |
|-------------|--------------------|

Interviewer  
number

p10