Republic of Albania Enterprise Surveys Data Set

1. Introduction

1.   This document provides additional information on the data collected in Albania during calendar years 2008/2009 as part of the fourth round of the Business Environment and Enterprise Performance Survey (BEEPS IV), a joint initiative of the World Bank Group ("WB") and the European Bank for Reconstruction and Development ("EBRD"). It is an enterprise survey whose objective is to gain an understanding of firms' perception of the environment in which they operate. The survey was until now administered three times at three years interval. This has added an important element of dynamics in the study of business environment in transition countries.

The 2008 survey was restructured to improve cross-country comparability and to make it compatible with the Enterprise Surveys the Enterprise Analysis Unit of the World Bank has been implementing in the past two years in other regions of the world.

The objective of the survey is to obtain feedback from enterprises in client countries on the state of the private sector as well as to help in building a panel of enterprise data that will make it possible to track changes in the business environment over time, thus allowing, for example, impact assessments of reforms.

Through interviews with firms in the manufacturing and services sectors, the survey will assess the constraints to private sector growth and create statistically significant business environment indicators that are comparable across countries.

The report outlines and describes the sampling design of the data, the data set structure as well as additional information that may be useful when using the data, such as information on non-response cases and the appropriate use of the weights.

2. Sampling Structure

2.   Due to a lack of reliable sample frame block enumeration was used in Albania. Before the enumerated establishments could be selected it was first necessary to remove any that had been selected for use in the Enterprise Survey 2007. Examination of the remaining establishments and the panel establishments showed that they would not be sufficient to obtain the target numbers of interviews. Therefore it was agreed that the numbers could be augmented by re-interviews with establishments interviewed for the Enterprise Survey 2007. In should be noted that in 2008 survey 121 firms have only answered the questions that are new (never asked in 2007). Consequently, the data base for these 121 firms is based on a combination of the new questions from the 2008 survey and copy of the answers provided in 2007 for the questions common to both years. Thus the selected sample had three components. The BEEPS 2005 sample that met eligibility criteria was used in its entirety. Then available enumerated blocks were selected. Finally establishments for re-interview were selected to make up any expected deficits from the first two components.

b. To obtain unbiased estimates for the whole population. The whole population, or universe of the study, is the non-agricultural economy. It comprises: all manufacturing sectors according to the group classification of ISIC Revision 3.1: (group D), construction sector (group F), services sector (groups G and H), and transport, storage, and communications sector (group I). Note that this definition excludes the following sectors: financial intermediation (group J), real estate and renting activities (group K, except sub-sector 72, IT, which was added to the population under study), and all public or utilities-sectors.

c. To make sure that the final total sample includes establishments from all different sectors and that it is not concentrated in one or two of industries/sizes/regions.

d. To exploit the benefits of stratified sampling where population estimates, in most cases, will be more precise than using a simple random sampling method (i.e., lower standard errors, other things being equal.)

e. Stratification may produce a smaller bound on the error of estimation than would be produced by a simple random sample of the same size. This result is particularly true if measurements within strata are homogeneous.

f. The cost per observation in the survey may be reduced by stratification of the population elements into convenient groupings.

3.   Three levels of stratification were used in this country: industry, establishment size, and oblast (region). The original sample design with specific information of the industries and regions chosen is described in Appendix E.

4.   Industry stratification was designed in the way that follows: the universe was stratified into 23 manufacturing industries, 2 services industries -retail and IT-, and one residual sector as defined in the sampling manual. The manufacturing sector had a target of 75 interviews, the services sector had a target of 55 interviews, and the residual sector had a target of 70 interviews.

5.   Size stratification was defined following the standardized definition for the rollout: small (5 to 19 employees), medium (20 to 99 employees), and large (more than 99 employees)[1]. For stratification purposes, the number of employees was defined on the basis of reported permanent full-time workers. This seems to be an appropriate definition of the labor force since seasonal/casual/part-time employment is not a common practice, except in the sectors of construction and agriculture.

6.   Regional stratification was defined in five regions. These regions are Tirane, Durres, Elbasan, Fier, and Vlora.

3. Sampling implementation

7.   Given the stratified design, sample frames containing a complete and updated list of establishments for the selected regions were required. Great efforts were made to obtain the best source for these listings. However, the quality of the sample frames was

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[1] The panel firms from BEEPS 2005 with less than 5 employees are included in the 5 to 19 strata.

not optimal and, therefore, some adjustments were needed to correct for the presence of ineligible units. These adjustments are reflected in the weights computation (*see below*).

8.   For most countries covered in BEEPS IV, two sample frames were used. The first was supplied by the World Bank and consisted of enterprises interviewed in BEEPS 2005. The World Bank required that attempts should be made to re-interview establishments responding to the BEEPS 2005 survey where they were within the selected geographical regions and met eligibility criteria. That sample is referred to as the Panel.

The Investment Climate survey conducted for the World Bank in Albania in 2007/8 showed that a suitable second frame did not exist for the country. Instead, the design returned to first principles, using a blocks enumeration methodology. Detailed maps of major cities were obtained from aerial mappings projected to a usable scale. They served as the basis of a multi-stage approach: Each city was divided into 'blocks' and then the blocks were classified into strata defined by the predominant spatial use, using local knowledge. The classifications used for the blocks included industrial, commercial, commercial/residential (mixed), and residential coding.

Blocks were selected and enumerated; building by building, floor by floor. Each separate unit was identified, classified as to use and in the case of business establishments further details collected as to employee numbers, activity, name, and phone number. This enumeration was then employed to project to universe totals by reference to the screening results and the number of blocks in each stratum. The establishments enumerated in those blocks were then used as the frame for the selection of the Enterprise Survey 2007 sample. Additional enumeration was conducted in 2008 and details of that enumeration were sent to TNS's statistical team in London to combine the two sets and then to select the establishments for interview for BEEPS.

9.   The quality of the frame was assessed at the onset of the project. The frame proved to be useful though it showed positive rates of non-eligibility, repetition, non-existent units, etc. These problems are typical of establishment surveys, but given the impact these inaccuracies may have on the results, adjustments were needed when computing the appropriate weights for individual observations. The percentage of confirmed non-eligible units as a proportion of the total number of contacts to complete the survey was 26% (122 out of 476 establishments).

Sample Frame Albania

Source: Enumeration 2008 + Enterprise Survey 2007

Region	Employees	Sector			
		Manufacturing	52	Residual	Grand Total
Tirane	5-19	55	76	141	272
	20-99	47	10	48	105
	100+	13	3	8	24
Tirane Total		115	89	197	401
Durres	5-19	4	4	13	21
	20-99	7	0	8	15
	100+	2	0	0	2
Durres Total		13	4	21	38
Elbasan	5-19	4	1	6	11
	20-99	3	1	3	7
	100+	0	0	0	
Elbasan Total		7	2	9	18
Fier	5-19	13	1	3	17
	20-99	4	0	1	5
	100+	0	0	0	
Fier Total		17	1	4	22
Vlora	5-19	10	5	10	25
	20-99	7	1	1	9
	100+	3	0	0	3
Vlora Total		20	6	11	37
Grand Total		172	102	242	516

Sectors included in the Sample:

Original Sectors	Manufactures: 15 to 37 Services: 52 Residual: 45, 50, 51, 55, 60 to 64,72
Added Sectors	No

4. Data Base Structure:

10. The structure of the data base reflects the fact that 3 different versions of the questionnaire were used. The basic questionnaire, the Core Module, includes all common questions asked to all establishments from all sectors (manufacturing, services and IT). The second expanded variation, the Manufacturing Questionnaire, is built upon the Core Module and adds some specific questions relevant to the sector. The third expanded variation, the Services Questionnaire, is also built upon the Core Module and adds to the core specific questions relevant to either retail or IT. Each variation of the questionnaire is identified by the index variable, *a0*.

11. All variables are named using, first, the letter of each section and, second, the number of the variable within the section, i.e. *a1* denotes section *A*, question *1*. Variable names preceded by a prefix "*ECA*" indicate questions used in the previous rollout (2005) and, therefore, they may not be found in the implementation of the rollout in other Countries. All other suffixed variables are global and are present in all country surveys over the world. All variables are numeric with the exception of those variables with an "x" at the end of their names. The suffix "x" denotes that the variable is alpha-numeric.

12. There are 2 establishment identifiers, *idstd* and *id*. The first is a global unique identifier. The second is a country unique identifier. The variables *a2* (sampling region), *a6a* (sampling establishment's size), and *a4a* (sampling sector) contain the establishment's classification into the strata chosen for each country using information from the sample frame. The strata were defined according to the guidelines described above.

13. As noted above, there are 3 levels of stratification: industry, size and region. Different combinations of these variables generate the strata cells for each industry/region/size combination. A distinction should be made between the variable *a4a* and *d1a2 (industry expressed as ISIC rev. 3.1 code)*. The former gives the establishment's classification into one of the chosen industry-strata, whereas the latter gives the actual establishment's industry classification (*four digit code*) in the sample frame.

14. All of the following variables contain information from the sampling frame and were defined with the sampling design. They may not coincide with the reality of individual establishments as sample frames may contain inaccurate information. The variables containing the sample frame information are included in the data set for researchers who may want to further investigate statistical features of the survey and the effect of the survey design on their results.
> -*a2* is the variable describing sampling regions
> -*a6a*: coded using the same standard for small, medium, and large establishments as defined above.

-*a4a*: coded using ISIC codes for the chosen industries for stratification. These codes include most manufacturing industries (15 to 36), and retail, and IT for services (52, and 72 respectively).
-id2005: The variable contains the firm ids of the panel firms
-id2007: The variable contains the firm ids of the panel firms interviewed in 2007. (available only in Bulgaria, Albania, and Croatia)

15.   The surveys were implemented following a 2 stage procedure. In the first stage a screener questionnaire was applied over the phone to determine eligibility and to make appointments; in the second stage, a face-to-face interview took place with the Manager/Owner/Director of each establishment. The variables *a4b* and *a6b* contain the industry and size of the establishment from the screener questionnaire. Variables *a8* to *a11* contain additional information and were also collected in the screening phase.

16.   Note that there are additional variables for location (*a3x*), industry (*d1a2*), and size (*l1*, *l6* and *l8*) that reflect more accurately the reality of each establishment. Advance users are advised to use these variables for analytical purposes.

17   Variable *a3x* indicates the actual location of the establishment. There may be divergences between the location in the sampling frame and the actual location, as establishments may be listed in one place but the actual physical location is in another place.

18.   Variable *d1a2* indicates the actual ISIC code of the main output of the establishment as answered by the interviewee. This is probably the most accurate variable to classify establishments by activity.

19.   Variables *l1*, *l6* and *l8* were designed to obtain a more accurate measure of employment accounting for permanent and temporary employment. Special efforts were made to make sure that this information was not missing for most establishments.

20.   Variables *a17x* gives interviewer comments, including problems that occurred during an interview and extraordinary circumstances which could influence results.

5. Universe Estimates

21.   As block enumeration was used in Albania the calculation of universe estimates and weights made use of data from the enumeration rather than from the BEEPS response codes used for other countries. The enumerated totals were adjusted to take account of the establishments found to be ineligible when interviews were attempted. Then ratios of the total numbers of blocks of each type to the totals enumerated were formed. Those ratios were then applied to the eligible establishments enumerated to provide universe estimates.

22.   Appendix C shows the overall estimates of the numbers of establishments in Albania based on the block ratios.

6. Weights

23.   Since the sampling design was stratified and employed differential sampling individual observations should be properly weighted when making inferences about the population. Under stratified random sampling unweighted estimates are biased unless sample sizes are proportional to the size of each stratum. With stratification the probability of selection of each unit is, in general, not the same. Consequently, individual observations must be weighted by the inverse of their probability of selection (probability weights or *pw* in Stata.)[2]

24.   The weights of the establishments were calculated as the universes estimated for each cell divided by the effective interviews in the cell. The weight values were then appended to the corresponding records of the establishments in the datasets. Those weights are shown in Appendix A.

Please note that for the purpose of the weights computations all panel firms were considered to be part of the current universe, although technically they are not randomly selected.

7. Appropriate use of the weights

27.   As discussed above, under stratified random sampling weights should be used when making inferences about the population. Any estimate or indicator that aims at describing some feature of the population should take into account that individual observations may not represent equal shares of the population.

28.   However, there is some discussion as to the use of weights in regressions (see Deaton, 1997, pp.67; Lohr, 1999, chapter 11, Cochran, 1953, pp.150). There is not strong large sample econometric argument in favor of using weighted estimation for a common population coefficient if the underlying model varies per stratum (stratum-specific coefficient): both simple OLS and weighted OLS are inconsistent under regular conditions. However, weighted OLS has the advantage of providing an estimate that is independent of the sample design. This latter point may be quite relevant for the Enterprise Surveys as in most cases the objective is not only to obtain model-unbiased estimates but also design-unbiased estimates (see also Cochran, 1977, pp 200 who favors the used of weighted OLS for a common population coefficient.) [3]

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[2] This is equivalent to the weighted average of the estimates for each stratum, with weights equal to the population shares of each stratum.
[3] Note that weighted OLS in Stata using the command regress with the option of weights will estimate wrong standard errors. Using the Stata survey specific commands svy will provide appropriate standard errors.

29.   From a more general approach, if the regressions are descriptive of the population then weights should be used. The estimated model can be thought of as the relationship that would be expected if the whole population were observed[4]. If the models are developed as structural relationships or behavioral models that may vary for different parts of the population, then, there is no reason to use weights.
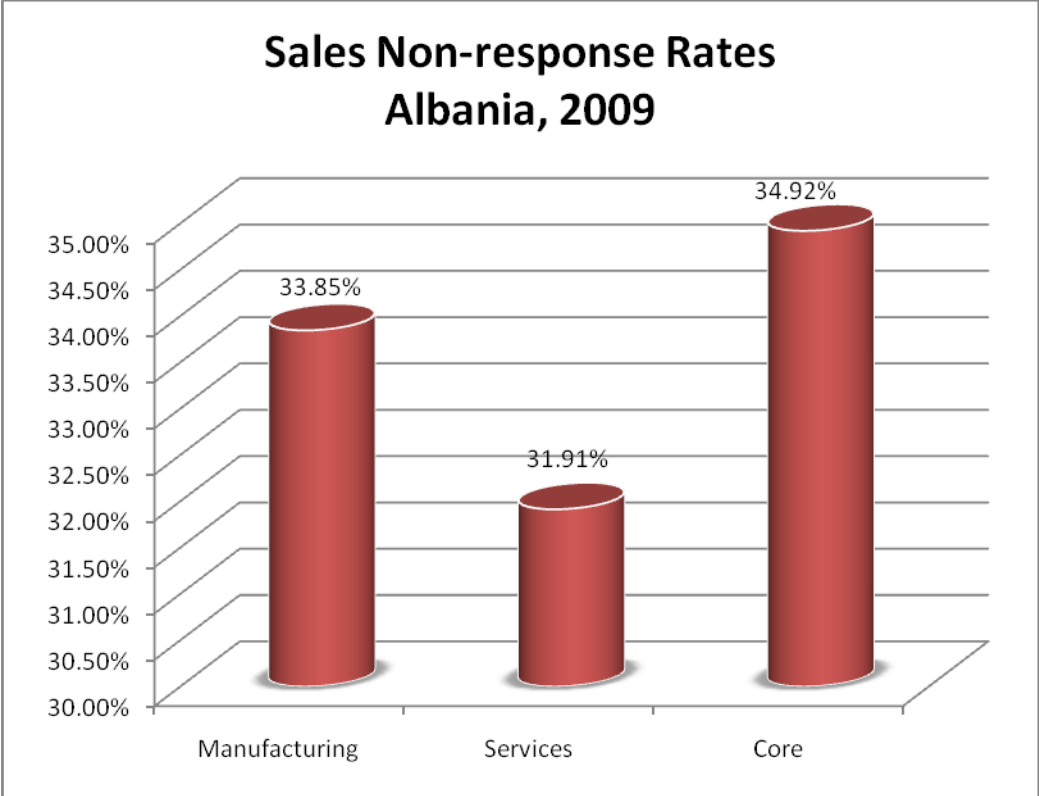
8. Non-response

30.   Survey non-response must be differentiated from item non-response. The former refers to refusals to participate in the survey altogether whereas the latter refers to the refusals to answer some specific questions. Enterprise Surveys suffer from both problems and different strategies were used to address these issues.

31.   Item non-response was addressed by two strategies:
        a- For sensitive questions that may generate negative reactions from the respondent, such as corruption or tax evasion, enumerators were instructed to collect the refusal to respond as (-8).
        b- Establishments with incomplete information were re-contacted in order to complete this information, whenever necessary. However, there were clear cases of low response. The following graph shows non-response rates for the sales variable, *d2,* by type of questionnaire. Please, note that the coding utilized in this dataset does not allow us to differentiated between "Don't know" and "refuse to answer", thus the non-response in the table below reflects both categories (DKs and NAs).

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[4] The use weights in most model-assisted estimations using survey data is strongly recommended by the statisticians specialized on survey methodology of the JPSM of the University of Michigan and the University of Maryland.

Sales Non-response Rates
Albania, 2009

32.   Survey non-response was addressed by maximizing efforts to contact establishments that were initially selected for interview. Up to 4 attempts were made to contact the establishment for interview at different times/days of the week before a replacement establishment (with similar strata characteristics) was suggested for interview. Survey non-response did occur but substitutions were made in order to potentially achieve strata-specific goals.   Further research is needed on survey non-response in the Enterprise Surveys regarding potential introduction of bias.

33.   As the following graph shows, the number of contacted establishments per realized interview was 2.58. This number is the result of two factors: explicit refusals to participate in the survey, as reflected by the rate of rejection (which includes rejections of the screener and the main survey) and the quality of the sample frame, as represented by the presence of ineligible units.

Rejection rate and Contacts per Interviews Albania, 2009
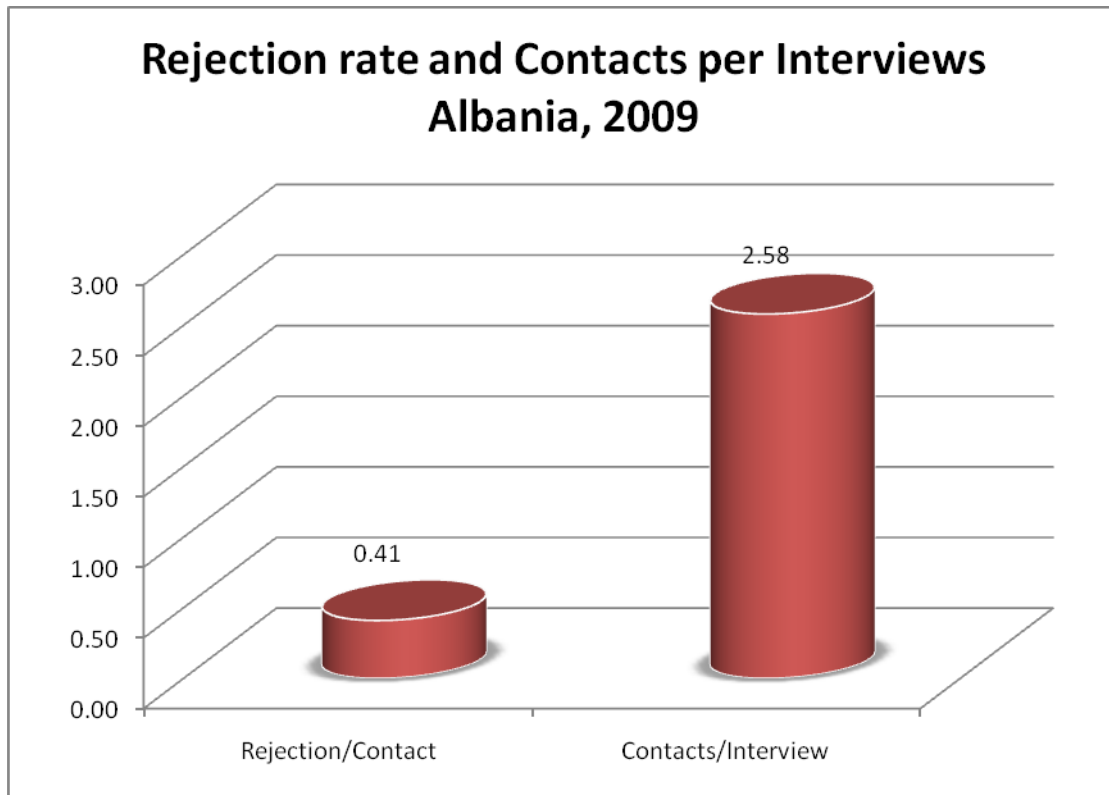
34.   Details on rejections rates, eligibility rates, and item non-response are available at the level strata. This report summarizes these numbers to alert researchers of these issues when using the data and when making inferences. Item non-response, selection bias, and faulty sampling frames are not unique to Albania. All enterprise surveys suffer from these shortcomings but in very few cases they have been made explicit.

References

Cochran, William G., Sampling Techniques, 1977.

Deaton, Angus, The Analysis of Household Surveys, 1998.

Levy, Paul S. and Stanley Lemeshow, Sampling of Populations: Methods and Applications, 1999.

Lohr, Sharon L. Samping: Design and Techniques, 1999.

Scheaffer, Richard L.; Mendenhall, W.; Lyman, R., Elementary Survey Sampling, Fifth Edition, 1996

Appendix A
Cell Weights – Albania

Region	Employees	Sector		
		Manufacturing	52	Residual
Tirane	5-19	11	7	10
	20-99	6	13	6
	100+	19		6
Durres	5-19	2		11
	20-99	17		4
	100+	4		
Elbasan	5-19	11		2
	20-99			7
	100+			
Fier	5-19	21		
	20-99	5		
	100+			
Vlora	5-19	13	20	14
	20-99	4		
	100+	4		

Appendix B

Status Codes - Total

	ELIGIBLES	
Eligible	1.Eligible establishment *(Correct name and address)*	327
Eligible	2. Eligible establishment *(Different name but same address - the new firm/establishment bought the original firm/establishment)*	0
Eligible	3. Eligible establishment *(Different name but same address - the firm/establishment changed its name)*	0
Eligible	4. Eligible establishment *(Wrong address - the firm/establishment has changed address and the address could be found)*	0
Eligible	16. Panel firm - now less than five employees	0
Ineligible	5. The establishment has less than 5 permanent full time employees	13
Ineligible	6. The firm discontinued businesses	9
Ineligible	7. Not a business: private household	0
Ineligible	8. Ineligible activity: education, agriculture, finances, governments…	17
Unobtainable	91. No reply *(after having called in different days of the week and in different business hours)*	69
Unobtainable	92. Line out of order	0
Unobtainable	93. No tone	3
Unobtainable	10. Answering machine	2
Unobtainable	11. Fax line - data line	0
Unobtainable	12. Wrong address/ moved away and could not get the new references	3
	13. Refuses to answer the screener	3
	14. In process *(the establishment is being called/ is being contacted - previous to ask the screener)*	**24**
	151. Out of target - outside the covered regions, firm moved abroad	1
	152. Out of target - firm moved abroad	5
	Total	**476**

Response Outcomes - Total

Complete interviews *(Total)*	175
Incomplete interviews	20
Eligible in process	0
Refusals	132
Out of target	39
Impossible to contact	77
Ineligible - coop.	6
Refusal to the Screener	3
Total	**452**

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PANEL

Complete interviews *(Total)*	17
Incomplete interviews	0
Eligible in process	0
Refusals	7
Out of target	12
Impossible to contact	43
Ineligible - coop.	6
Refusal to the Screener	3
Total	**88**

	ELIGIBLES	
Eligible	1.Eligible establishment *(Correct name and address)*	24
	2. Eligible establishment *(Different name but same address - the new firm/establishment bought the original firm/establishment)*	0
	3. Eligible establishment *(Different name but same address - the firm/establishment changed its name)*	0
	4. Eligible establishment *(Wrong address - the firm/establishment has changed address and the address could be found)*	0
	16. Panel firm - now less than five employees	0
Ineligible	5. The establishment has less than 5 permanent full time employees	0
	6. The firm discontinued businesses	6
	7. Not a business: private household	0
	8. Ineligible activity: education, agriculture, finances, governments…	6
Unobtainable	91. No reply *(after having called in different days of the week and in different business hours)*	37
	92. Line out of order	0
	93. No tone	3
	10. Answering machine	0
	11. Fax line - data line	0
	12. Wrong address/ moved away and could not get the new references	3
	13. Refuses to answer the screener	3
	14. In process *(the establishment is being called/ is being contacted - previous to ask the screener)*	**9**
	151. Out of target - outside the covered regions, firm moved abroad	1
	152. Out of target - firm moved abroad	5
	Total	**97**

ENTERPRISE SURVEY 2007

Complete interviews *(Total)*	121
Incomplete interviews	0
Eligible in process	0
Refusals	47
Out of target	2
Impossible to contact	17
Ineligible - coop.	0
Refusal to the Screener	0
Total	**187**

	ELIGIBLES	
Eligible	1.Eligible establishment *(Correct name and address)*	168
	2. Eligible establishment *(Different name but same address - the new firm/establishment bought the original firm/establishment)*	0
	3. Eligible establishment *(Different name but same address - the firm/establishment changed its name)*	0
	4. Eligible establishment *(Wrong address - the firm/establishment has changed address and the address could be found)*	0
	16. Panel firm - now less than five employees	0
Ineligible	5. The establishment has less than 5 permanent full time employees	0
	6. The firm discontinued businesses	2
	7. Not a business: private household	0
	8. Ineligible activity: education, agriculture, finances, governments…	0
Unobtainable	91. No reply *(after having called in different days of the week and in different business hours)*	16
	92. Line out of order	0
	93. No tone	0
	10. Answering machine	1
	11. Fax line - data line	0
	12. Wrong address/ moved away and could not get the new references	0
	13. Refuses to answer the screener	0
	14. In process *(the establishment is being called/ is being contacted - previous to ask the screener)*	**13**
	151. Out of target - outside the covered regions, firm moved abroad	0
	152. Out of target - firm moved abroad	0
	Total	**200**

FRESH

Complete interviews *(Total)*	37
Incomplete interviews	20
Eligible in process	0
Refusals	78
Out of target	25
Impossible to contact	17
Ineligible - coop.	0
Refusal to the Screener	0
Total	**177**

	ELIGIBLES	
Eligible	1.Eligible establishment *(Correct name and address)*	135
	2. Eligible establishment *(Different name but same address - the new firm/establishment bought the original firm/establishment)*	0
	3. Eligible establishment *(Different name but same address - the firm/establishment changed its name)*	0
	4. Eligible establishment *(Wrong address - the firm/establishment has changed address and the address could be found)*	0
	16. Panel firm - now less than five employees	0
Ineligible	5. The establishment has less than 5 permanent full time employees	13
	6. The firm discontinued businesses	1
	7. Not a business: private household	0
	8. Ineligible activity: education, agriculture, finances, governments…	11
Unobtainable	91. No reply *(after having called in different days of the week and in different business hours)*	16
	92. Line out of order	0
	93. No tone	0
	10. Answering machine	1
	11. Fax line - data line	0
	12. Wrong address/ moved away and could not get the new references	0
	13. Refuses to answer the screener	0
	14. In process *(the establishment is being called/ is being contacted - previous to ask the screener)*	**2**
	151. Out of target - outside the covered regions, firm moved abroad	0
	152. Out of target - firm moved abroad	0
	Total	**179**

Appendix C

Status Codes Summary Fieldwork Reports--TOTAL

Eligibility Rules

Status Code	Eligibility Criteria		
	Strict	**Weak**	**Median**
1. Eligible establishment (Correct name and address)	1	1	1
2. Eligible establishment (Different name but same address - the new firm/establishment bought the original firm/establishment)	1	1	1
3. Eligible establishment (Different name but same address - the firm/establishment changed its name)	1	1	1
4. Eligible establishment (Wrong address - the firm/establishment has changed address and the address could be found)	1	1	1
16. Panel firm - now less than five employees	1	1	1
5. The establishment has less than 5 permanent full time employees	0	0	0
6. The firm discontinued businesses	0	0	0
7. Not a business: Private household	0	0	0
8. Ineligible activity: education, agriculture, finances, governments…	0	0	0
91. No reply (after having called in different days of the week and in different business hours)	0	1	0
92. Line out of order	0	1	0
93. No tone	0	1	0
10. Answering machine	0	1	1
11. Fax line – data line	0	1	1
12. Wrong address/ moved away and could not get the new references	0	1	0
13. Refuses to answer the screener	0	1	1
14. In process *(the establishment is being called/ is being contacted – previous to ask the screener)*	0	0	0
151. Out of target – outside the covered regions, firm moved abroad	0	0	0
152. Out of target – firm moved abroad	0	0	0

Strict eligibility
  = (Sum of the numbers with codes 1,2,3,4,&16) / Total

Weak eligibility
  = (Sum of the numbers with codes 1,2,3,4,16,91,92,93,10,11,12,&13) / Total

Median eligibility
  = (Sum of the numbers with codes 1,2,3,4,16,10,11, & 13) / Total

Albania Universe Estimates

Region	Employees	Sector Manufacturing	52	Residual	Grand Total
Tirane	5-19	228	211	292	732
	20-99	101	26	125	253
	100+	94		17	110
Tirane Total		423	237	434	1,095
Durres	5-19	5		53	58
	20-99	87		9	96
	100+	7			7
Durres Total		100		61	161
Elbasan	5-19	11		15	26
	20-99			15	15
	100+				
Elbasan Total		11		29	41
Fier	5-19	42			42
	20-99	5			5
	100+				
Fier Total		47			47
Vlora	5-19	93	20	41	154
	20-99	11			11
	100+	4			4
Vlora Total		108	20	41	169
Grand Total		690	257	565	1,513

Appendix D

Questionnaires:

Problems for the understanding of questions (write question number)	No major problems
Problems found in the navigability of – questionnaires (for example, skip patterns).	No major problems
Comments on questionnaires length:	No major problems
Suggestions or other comments on the questionnaire:	No major problems

Database

Comments on the data entry program	Data entry program chosen: PERTS Comments: None
Comments on the data cleaning	N/A

Country situation

General aspects of economic, political or social situation of the country that could affect the results of the survey:	Businesses in Albania usually operate with two balance sheets. They operate in this way in order to evade taxes. They keep one balance sheet for the tax purposes (the report they deliver to the tax office) and the other one for themselves. So when it comes to questions regarding businesses turnover, profit, expenditures, employees, etc, businesses sometimes provide the real figures and sometimes they don't. As decided with TNS Opinion, we recorded the answers as provided by the respondent.
Relevant country events occurred during fieldwork:	None
Other aspects:	None

Appendix E

Original Sample Design

Region	Employees	Sector			
		Manufacturing	**52**	**Residual**	**Grand Total**
Tirane	5-19	22	42	23	87
	20-99	21	6	23	50
	100+	7	2	4	13
Tirane Total		50	50	50	150
Durres	5-19	2	2	6	10
	20-99	3	0	4	7
	100+	1	0	0	1
Durres Total		6	2	10	18
Elbasan	5-19	2	0	3	5
	20-99	1	0	1	2
	100+	0	0	0	0
Elbasan Total		3	0	4	7
Fier	5-19	6	0	1	7
	20-99	2	0	0	2
	100+	0	0	0	0
Fier Total		8	0	1	9
Vlora	5-19	4	3	5	12
	20-99	3	0	0	3
	100+	1	0	0	1
Vlora Total		8	3	5	16
Grand Total		75	55	70	200

Appendix F

Local Agency team involved in the study:

Local Agency	Name: IDRA Research & Consulting Country: Albania Membership of international organisation: ESOMAR Activities since: 2000
Name of Project Manager	Florian Babameto
Name and position of other key persons of the project:	Florian Babameto – Project Manager Stela Dhima – Fieldwork coordinator
Enumerators involved:	Enumerators: 25 Recruiters: the interviewers were in charge of the recruitment as well.
Other staff involved:	Fieldwork Coordinators: Stela Dhima Editing: Edison Zylalaj Data Entry: Tedi Çoka Data Processing: Tedi Çoka

Sample Frame:

Characteristic of sample frame used:	N/A
Source:	BEEPS 2005 Panel, 2008 Block Enumeration, 2007 Enterprise Survey list of establishments.
Year of publication:	2008 - 2009
Comments on the quality of sample frame:	There were several changes in the contact information for the BEEPS 2005 panel which made the process of contacting these specific companies very difficult and in many cases the establishments could not be found.
Year and organism who conducted the last economic census	NA

Sample:

Comments/ problems on sectors and regions selected in the sample:	On sectors: Problematic finding the businesses in the retail sector. Most of businesses in the retail sector that operate in Albania have less than 5 employees. It was quite challenging finding eligible companies. Especially for this sector we used more than 3 contacts to get the interviews completed. As in the Enterprise Survey 2007, this was on of the main causes for not being able to reach the quotas for this sector (RETAIL). Due to a lack of reliable sample frame a block enumeration was used in Albania. Considering the small universe in Albania and the survey fatigue after the ES survey in 2007 the numbers were augmented by re -interviews with establishments interviewed during 2007 Enterprise Survey. In should be noted that in 2008 survey 121 firms have only answered the questions that are new (never asked in 2007). On regions: No major problems
Comments on the response rate:	Response rate from the Enterprise Survey 2007 was quite good, above 50%
Comments on the sample design:	All sample frames used for this survey, except the BEEPS 2005 panel, were very good because the contact details (phone numbers, addresses) were accurate and up to date. They were built from the blocks enumerations conducted in 2007 and 2008.

Fieldwork:

Date of Fieldwork	October 2008 – February 2009
Country	Albania
Interview number	Manufactures: 69 Services: 35 Core: 71
Problems found during fieldwork:	The major problem was fixing an appointment with the target respondents. We contacted firms more than 4 times in order to complete the interviews.
Other observations:	No

Appendix H.

Survey Universe, Sample Population and Sampling Frames

The following provides description of the general methodology used in BEEPS 2009.

The survey universe was defined as commercial, service or industrial business establishments with at least five full-time employees. Government departments including military, police, education, health and similar activities were excluded, as were those in primary industries including agriculture, mining, etc.
There are no up to date and reliable statistics relating to this universe in the countries being
surveyed in BEEPS IV. Consequently the universe size and characteristics have to be directly
estimated from the survey results themselves. This requirement increases the emphasis that has to be placed on the quality of the sample frame, because the validity of the results is predominantly a function of coverage and age of the sampling frame.
The criteria used to evaluate the available sampling frame in descending priority were those of:
- Coverage
    ✓ Up to datedness
    ✓ Availability of detailed stratification variables
    ✓ Location identifiers- address, phone number, email
    ✓ Electronic format availability
    ✓ Contact name(s)

The sample frames used for the surveys must consist of the lists of enterprises in each country that most optimally meet these requirements. The final selection was made by the TNS in collaboration with the World Bank and EBRD. For most countries covered in BEEPS IV two sample frames were used. The first frame was often an official frame of establishments supplied by the national statistical office of the country. The Enterprise Survey conducted for the World Bank in Albania in 2007/8 showed that a suitable frame did not exist for the country. Instead, the design returned to first principles, using a blocks enumeration methodology.

Appendix I. Variables taken from the ES 2007 survey for the firms interviewed in both 2007 and 2008/9 surveys.

The variables listed below have been taken from the 2007 ES survey in Croatia and Albania whenever the variable a14y (year of the survey) has a value of "2007".

a7	Establishment is part of a larger firm
a8	Type of establishment
a9	Establishment financial statements prepared separately from HQ statements (M)
a10	Establishment financial statements prepared separately from other establishments of same firm (M)
a11	If HQ, financial statements independent from the rest of establishments (M)
a14d	Date face-to-face interview begins:
a14m	Date face-to-face interview begins:
a14y	Date face-to-face interview begins:
a14h	Time face-to-face interview begins:
a14min	Time face-to-face interview begins:
b1	What is this firm's current legal status?
b1x	Other (SPECIFY)
b3	What percent of this firm does the largest owner(s) own? (M)
b2a	What percent of this firm is owned by each of the following?: Private domestic individuals, companies or organizations. (M)
b2b	Private foreign individuals, companies or organizations?
b2c	Government\ State?
b2d	Other
b2dx	Other (SPECIFY)

b4	Are any of the principal owners female?
b5	In what year did this establishment begin operations? (M)
b6	How many full-time employees did this establishment employ when it started operations? Please, include all employees and managers. (Include respondent when appropriate)
b6a	Was this establishment formally registered when it began operations?
b6b	In what year was this establishment formally registered?
b7	How many years of experience working in this sector does the Top Manager have? (M)
b8	Does this establishment have an internationally-recognized quality certification?
c3	Over the last two years, did this establishment submit an application to obtain an electrical connection?
c4	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? (M)
c5	In reference to that application for an electrical connection, was an informal gift or payment expected or requested?
c6	Over fiscal year [INSERT LAST COMPLETE FISCAL YEAR], did this establishment experience power outages? (M)
c7	In a typical month, over fiscal year [INSERT LAST COMPLETE FISCAL YEAR], how many power outages did this establishment experience? (M)
c8	How long did these power outages last on average? (M)
c9a	Please estimate the losses that resulted from power outages either as a percent of total annual sales or as total annual losses. (M)
c9b	Total annual loses due to power outages:
c12	Over the last two years, did this establishment submit an application to obtain a water connection?
c13	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? (M)
c14	In reference to that application for a water connection, was an informal gift or payment expected or requested?
c19	Over the last two years, did this establishment submit an application to obtain a telephone connection?
c20	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? (M)
c21	In reference to that application for a telephone connection, was an informal gift or payment expected or requested?
c22a	E-mail to communicate with clients or suppliers (M)

c22b	Its own website
c30a	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?
d2	In fiscal year [INSERT LAST COMPLETE FISCAL YEAR], what were this establishment's total annual sales? (M)
d3a	In fiscal year [INSERT LAST COMPLETE FISCAL YEAR], what percent of this establishment's sales were National sales: (M)
d3b	And Indirect exports [sold domestically to third party that exports products]?:
d3c	And Direct exports?:
d4	In fiscal year [INSERT LAST COMPLETE FISCAL YEAR], 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? (M)
d8	In which year did this establishment first export directly or indirectly?
d30a	Transport
d30b	Customs and trade regulations
e11	Does this establishment compete against unregistered or informal firms?
e30	Practices of competitors in the informal sector
g2	More specifically, over the last two years, did this establishment submit an application to obtain a construction-related permit? (M)
g3	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? (M)
g4	In reference to that application for a construction-related permit, was an informal gift or payment expected or requested?
g30a	Access to land
i1	In fiscal year [INSERT LAST COMPLETE FISCAL YEAR], did this establishment pay for security, for example equipment, personnel, or professional security services?
i2a	In fiscal year [INSERT LAST COMPLETE FISCAL YEAR], what percent of this establishment's total annual sales was paid for security, or what was the total annual cost of security? (M)
i2b	Total annual cost of security
i3	In fiscal year [INSERT LAST COMPLETE FISCAL YEAR], did this establishment experience losses as a result of theft, robbery, vandalism or arson? (M)
i4a	For fiscal year [INSERT LAST COMPLETE FISCAL YEAR], 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? (M)
i4b	As the total annual value of the losses?
i30	Crime, theft and disorder (M)
k2a	In fiscal year [INSERT LAST COMPLETE FISCAL YEAR], what percent of this establishment's total annual sales of its goods or services were: (M)
k2b	And what percent were: Paid for on delivery?
k2c	And what percent were: Paid for after delivery?
k4	In fiscal year [INSERT LAST COMPLETE FISCAL YEAR], did this establishment purchase any fixed assets, such as machinery, vehicles, equipment, land, buildings? (M)
n5a	In fiscal year [INSERT LAST COMPLETE FISCAL YEAR], how much did this establishment spend on purchases of::...? Machinery, vehicles and equipment (new or used) (M)
n5b	Land and buildings?
k5a	Over fiscal year [INSERT LAST COMPLETE FISCAL YEAR], please estimate the proportion of this establishment's total purchase of fixed assets that was financed from each of the following sources? (M)
k5i	Owners' contribution or issued new equity shares
k5f	Purchases on credit from suppliers and advances from customers
k6	Now let's talk about the establishment's current situation. At this time, does this establishment have a checking or savings account?
k7	At this time, does this establishment have an overdraft facility?
k8	At this time, does this establishment have a line of credit or a loan from a financial institution? (M)
k9	Referring to the most recent line of credit or loan, what type of financial institution granted this loan? (M)
k11	Referring only to this most recent loan or line of credit, what was its value at the time of approval? (M)
k13	Referring only to this most recent loan or line of credit, did the financing require collateral? (M)
k14a	Land, buildings under ownership of the establishment (M)
k14b	Machinery and equipment including movables
k14c	Accounts receivable and inventories
k14d	Personal assets of owner (house, etc.)

k14e	Other forms of collateral not included in the categories above
k15	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 loan value or the value of the line of credit?
k16	Going back to the last fiscal year [INSERT LAST COMPLETE FISCAL YEAR], did this establishment apply for any loans or lines of credit? (M)
k17	What was the main reason why this establishment did not apply for any line of credit or loan in fiscal year

[INSERT LAST COMPLETE FISCAL YEAR]? (M) |
k21	In fiscal year [INSERT LAST COMPLETE FISCAL YEAR], did this establishment have its annual financial statements checked and certified by an external auditor?
k30	Access to financing
h7a	The court system is fair, impartial and uncorrupted.
j2	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?
j3	Over the last year, was this establishment visited or inspected by tax officials? (M)
j4	Over the last year, how many times was this establishment either inspected by tax officials or required to meet with them? (M)
j5	In any of these inspections or meetings was a gift or informal payment expected or requested?
j6a	Over the last year, has this establishment secured or attempted to secure a government contract? (M)
j6	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?
j7a	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? (M)
j7b	As total annual sales or estimated total annual value
j10	Over the last two years, did this establishment submit an application to obtain an import license?
j11	Approximately how many days did it take to obtain this import license from the day of the application to the day it was granted? (M)
j12	In reference to that application for an import license, was an informal gift or payment expected or requested?
j13	Over the last two years, did this establishment submit an application to obtain an operating license?
j14	Approximately how many days did it take to obtain this operating license from the day of the application to the day it was granted? (M)

j15	When you applied for an operating license was an informal gift requested?
j30a	Tax rates
j30b	Tax administration
j30c	Business licensing and permits
j30e	Political instability
j30f	Corruption
h30	Courts
l1	At the end of fiscal year [INSERT LAST COMPLETE FISCAL YEAR], how many permanent, full-time employees did this establishment employ? Please include all employees and managers (INTERVIEWER: include interviewee if applicable). (M)
l2	Three fiscal years ago, at the end of fiscal year [INSERT THREE COMPLETE FISCAL YEARS AGO], how many permanent, full-time employees did this establishment employ? Please include all employees and managers (INTERVIEWER: include interviewee if applicable).
l6	How many full-time temporary employees did this establishment employ in fiscal year [INSERT LAST COMPLETE FISCAL YEAR]?
l8	What was the average length of employment of all full-time temporary employees in fiscal year [INSERT LAST COMPLETE FISCAL YEAR]? (M)
l30a	Labor regulations
l30b	Inadequately educated workforce
m1a	Which of the following elements of the business environment, if any, currently represents the biggest obstacle faced by this establishment.
m1d	Rotation order
n2a	For fiscal year [INSERT LAST COMPLETE FISCAL YEAR], please provide the following information about this establishment: First total annual cost of labor (including wages, salaries, bonusses, social payments)
n2b	Total annual costs of electricity
n2c	Total annual costs of communications services
n3	In fiscal year [INSERT THREE COMPLETE FISCAL YEARS AGO], three fiscal years ago, what were total annual sales for this establishment? (M)
a15m	Time face-to-face interview ends:
a15d	Time face-to-face interview ends:
a15h	Time face-to-face interview ends:

a15min	Time face-to-face interview ends:
a15a1a	Main respondent's position in the firm
a15a2a	Main respondent years working in the firm:
a15a3a	Main respondent gender:
a15a1b	Second respondent position in the firm:
a15a2b	Second respondent years working in the firm
a15a3b	Second respondent gender
a17b	INTERVIEWER COMMENTS:
a18	This questionnaire was completed in:
a19h	If option 2 or 3 in A.18, estimate duration of the whole interview
a19min	If option 2 or 3 in A.18, estimate duration of the whole interview