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### The EBRD-EIB-World Bank Group Enterprise Survey

Kazakhstan Manufacturing Module (2019)

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

#### **INFORMATION ACQUIRED PRIOR TO SCREENING:**

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

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

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

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#### CAPI QUESTIONS BEGIN HERE

#### A. CONTROL INFORMATION TO BE COMPLETED AT THE TIME OF THE INTERVIEW

#### INFORMATION AUTOMATICALLY GENERATED

<b>GPS COORDINATES</b>	Degrees North (Latitude)	lat
	Degrees East (Longitude)	lon

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

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

A.12 Interviewer code	a12	A.1A Language	a1a	A.1c Frame level	a1c	
				Establishment		1
				Firm		2

A.3x Name of City/town/village

INTERVIEWER

a3x UPDATE IF INCORRECT

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

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

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

#### A. CONTROL INFORMATION

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

Year	Month	Day
a20y	a20m	a20d

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#### **B. GENERAL INFORMATION**

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

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

Shareholding company with shares trade in the stock market	1	
Shareholding company with non-traded shares or shares traded privately	2	
Sole proprietorship	3	GO TO B.2
Partnership	4	
Limited partnership	5	
OTHER (SPONTANEOUS-SPECIFY)b1x	6	
DON'T KNOW (SPONTANEOUS)	-9	
		<b>b1</b>

### INTERVIEWER: PLEASE NOTE WHEN **b1** IS 3 (SOLE PROPRIETORSHIP), ENTER 100% FOR QUESTION **b3**.

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

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

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

	Percent	DON'T KNOW (SPONTANEOUS)	
Private domestic individuals, companies or organizations	<b>b2a</b> %	-9	
Private foreign individuals, companies or organizations	<b>b2b</b> %	-9	
Government or State	<b>b2c</b> %	-9	<i>IF 100% END</i> <i>INTERVIEW</i>
Other	<b>b2d</b> %	-9	
	100%		

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

**b4** 

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

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

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

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

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

**BMB.1** What percentage of the firm is owned by the same family? (If more than one family, refer to the one with largest ownership)

	Percent	
Percentage of family ownership	<b>BMb1 %</b>	
NO FAMILY OWNERSHIP	0	GO TO BMB.3
DON'T KNOW (SPONTANEOUS)	-9	GO TO BMB.3

**BMB.2** What percentage of the key management positions of this firm are occupied by members of this family?

	Percent
Percentage of family members in key management positions	BMb2%
DON'T KNOW (SPONTANEOUS)	-9

**BMB.3** Does this firm have formalized, written business strategy with clear key performance indicators?

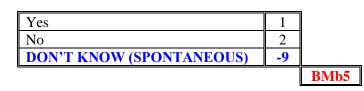
Yes	1	
No	2	
DON'T KNOW (SPONTANEOUS)	-9	
		BMb3

#### **BMB.4** Does the firm have a board of directors or a supervisory board?

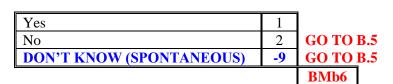
		BMb4
DON'T KNOW (SPONTANEOUS)	-9	
No	2	
Yes	1	

0	)				

**BMB.5** Has the owner, CEO, top manager, or any of the board members of this firm ever been elected or appointed to a political position in this country?



**BMB.6** Is this firm part of a business membership organization, trade association, guild, chamber of commerce, or other business support group?



# BMB.7Which is the most important business membership organization to which this firm belongs? (The<br/>most important business membership organization is the organization which has the greatest impact<br/>on the firm.)SHOW CARD 3

National Economic Chamber of Kazakhstan Atameken Union	1	
Kazakhstan Association of Entrepreneurs "KAZKA"	2	
Association of Kazakhstan Auto Business (AKAB)	3	
The Union of Oilfield Services Companies of Kazakhstan	4	
Republican Association of Mining and Mining and Metallurgical Enterprises	5	
Other	6	
DON'T KNOW (SPONTANEOUS)	-9	
		BN

1	-	-	-	-	-	-	
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U							

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(SPONTANEOUS)

**BMB.8** 

Referring to the most important business association that this firm is part of, how useful are the following services provided to this firm? SHOW CARD 4

#### **INTERVIEWER: READ OUT EACH OPTION**

					No.	· · · · · · · · · · · · · · · · · · ·
	Not at all useful	Not very useful	Somewhat useful	Very useful	SERVICE NOT OFFERED	DON'T KNOW
Information or contacts on international input and product markets <b>BMb8a</b>	1	2	3	4	-7	-9
Accrediting standards or quality of products <b>BMb8b</b>	1	2	3	4	-7	-9
Information on government regulations <b>BMb8c</b>	1	2	3	4	-7	-9
Influencing regulatory decision-making processes or "lobbying" <b>BMb8d</b>	1	2	3	4	-7	-9

#### **READ ONLY IF A7=1 (yes)**

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

B.5	In what year did this establishment begin operations?		
		Veen	7

	Year	
Year establishment began operations	b5	
<b>DON'T KNOW (SPONTANEOUS)</b>	-9	
<b>INTERVIEWER: PROVIDE FOUR DI</b>	GITS FOR YEA	R

<b>B.6</b>	How many full-time employees did this establishment employ when it started operations? Please
	include all employees and managers.
	INTERVIEWER: INCLUDE RESPONDENT WHEN APPLICABLE

	Number
Full-time employees at start-up	<b>b6</b>
DON'T KNOW (SPONTANEOUS)	-9

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

Yes	1	
No	2	
DON'T KNOW (SPONTANEOUS)	-9	
		b6a

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

> Year Year establishment formally registered b6b **DON'T KNOW (SPONTANEOUS)** -9 **NEVER REGISTERED (SPONTANEOUS)** -7 **INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR**

**TERMINATE** 

#### **B.**7 How many years of experience working in this sector does the Top Manager have?

	Years
Manager's experience in sector	b7
ONE YEAR OR LESS	1
DON'T KNOW (SPONTANEOUS)	-9

B.7a Is the Top Manager female?

Yes	1	
No	2	
DON'T KNOW (SPONTANEOUS)	-9	
		h7a

Does this establishment have an internationally-recognized quality certification? **B.8 INTERVIEWER: SOME EXAMPLES ARE ISO 9000 or 14000, or HACCP** 

Yes	1		
No	2	GO TO	) C.3
STILL IN PROCESS	-6		
DON'T KNOW (SPONTANEOUS)	-9	GO TO	<i>C.3</i>
		<b>b8</b>	

B.8x	Please specify the internationally-recognized quality certifications.

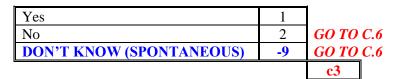
Specify certifications	h8x
speeny certifications	UOA

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#### C. INFRASTRUCTURE AND SERVICES

#### **READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:** Now, we turn to the establishment's operations

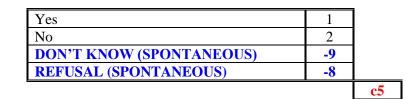
C.3 Over the last two years, did this establishment submit an application to obtain an electrical connection?



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

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

	In reference to that application for an electrical connection, was an informal gift or payment expected or requested?
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C.6 Over fiscal year [Insert last complete fiscal year], did this establishment experience power outages?

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

0	1				
v					

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

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

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

	Hours	Minutes
Average duration of power outages	c8a	c8b
DON'T KNOW (SPONTANEOUS)	-9	-9

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

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

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

	KZT
Annual losses due to power outages	c9b
NONE	0
DON'T KNOW (SPONTANEOUS)	-9

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

Yes	1	]
No	2	GO TO C.12
<b>DON'T KNOW (SPONTANEOUS)</b>	-9	GO TO C.12
		<b>c10</b>

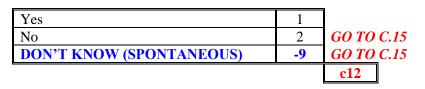
### C.11 In fiscal year [Insert last complete fiscal year], what percentage of this establishment's electricity came from a generator or generators that the establishment owned or shared?

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

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



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

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

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

Yes	1	
No	2	
DON'T KNOW (SPONTANEOUS)	-9	
<b>REFUSAL (SPONTANENOUS)</b>	-8	
		c1

C.15 Over fiscal year [Insert last complete fiscal year], did this establishment experience insufficient water supply for production?

Yes	1	
No	2	GO TO C.22b
The establishment does not use water for production	-7	GO TO C.22b
DON'T KNOW (SPONTANEOUS)	-9	GO TO C.22b
		c15

C.16	In a typical month, over fiscal year [Insert last complete fiscal year], how many incidents of
	insufficient water supply did this establishment experience?

	Number	
Number of incidents of water insufficiency in a typical month	<b>c16</b>	<i>IF 0 GO TO C.22b</i>
DON'T KNOW (SPONTANEOUS)	-9	GO TO C.22b

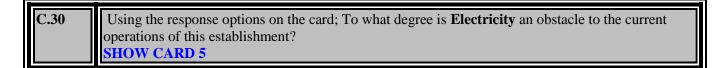
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C.17 How long did these incidents of insufficient water supply last on average?

	Hours
Average duration of insufficient water supply	c17
ONE HOUR OR LESS	1
DON'T KNOW (SPONTANEOUS)	-9

**C.22b** At the present time, does this establishment have its own website?

Yes	1	
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	-9	
		c22b



							(SPONTA	NEOUS)
		No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	DON'T KNOW	DOES NOT APPLY
Electricity	<b>c30a</b>	0	1	2	3	4	-9	-7

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#### 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 [Insert last complete fiscal year], what was this establishment's main activity and product, that is, the activity and product that represented the largest proportion of annual sales? INTERVIEWER: PLEASE RECORD THE DESCRIPTION OF THE ACTIVITY AND PRODUCT IN DETAIL, FOR EXAMPLE, "LEATHER SHOE MANUFACTURING' NOT JUST SHOE MANUFACTURING".

	d1a1a	DETAILED DESCRIPTION OF MAIN ACTIVITY AND PRODUCT
Manufacturing of	1	d1a1x
Retail trade of	2	
Wholesale trade of	3	
Construction of	4	
Hotel or restaurant	5	
Provide services of	6	

#### INTERVIEWER: IF D1A1A IS SERVICES SELECT (2-6), REVIEW TO ENSURE CORRECT MODULE IS BEING ASKED

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

### INTERVIEWER: PLEASE NOTE THAT THE NEXT QUESTION REFERS TO THE TOTAL SALES OF <u>ALL</u> PRODUCTS AND SERVICES

**D.2** In fiscal year [Insert last complete fiscal year], what were this establishment's total annual sales for <u>all</u> products and services?

	KZT	
Last complete fiscal year's total sales	d2	
DON'T KNOW (SPONTANEOUS)	-9	
PLEASE ALSO WRITE OUT THE NUMBER (i.e. 50,000 AS FIFTY		
THOUSAND)		
	d2x	

ſ	0					
L						

**N.3** Looking back to fiscal year [Insert last complete fiscal year minus two], what were total annual sales for this establishment?

	KZT
Total annual sales in fiscal year [Insert last complete fiscal year minus two]	n3
ESTABLISHMENT WAS NOT IN BUSINESS IN FISCAL YEAR [Insert last complete fiscal year minus two]	-7
DON'T KNOW (SPONTANEOUS)	-9

**BMD.1a** Considering the **next year**, are this establishment's total sales expected to increase, decrease, or stay the same?

Increase	1	
Decrease	2	
Stay the same	3	GO TO D.3
DON'T KNOW (SPONTANEOUS)	-9	GO TO D.3
		BMd1a

**BMD.1b** In percentage terms, what is the expected change in total sales?

	Percent	
Percentage change	%	
DON'T KNOW (SPONTANEOUS)	-9	
		BMd1h

D.3	Coming back to fiscal year [Insert last complete fiscal year], what percentage of this establishment's						
	sales were:						
	INTERVIEWER: SKIP PATTERNS MUST BE FOLLOWED IN THE ORDER THEY						
	APPEAR IN THE TABLE						
	SHOW CARD 6						

	Percent	DON'T KNOW (SPONTANEOUS)	]
National sales	<b>d3a</b> %	-9	IF 100, GO TO D.10
Indirect exports (sold domestically to third party that exports products)	<b>d3b</b> %	-9	IF 100, GO TO D.8
Direct exports	<b>d3c</b> %	-9	<i>IF 0, GO TO D.8</i>
to third party that exports products)			

100%

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

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**D.4** 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?

	Days
Average number of days to clear customs	d4
ONE DAY OR LESS	1
DON'T KNOW (SPONTANEOUS)	-9
<b>DOES NOT APPLY (SPONTANEOUS)</b>	-7

**GO TO D.6** 

**D.5a** In reference to when this establishment exported goods directly, in clearing these goods through customs was an informal gift or payment expected or requested?

Yes	1	
No	2	
DON'T KNOW (SPONTANEOUS)	-9	
<b>REFUSAL (SPONTANENOUS)</b>	-8	
DOES NOT APPLY (SPONTANEOUS)	-7	
		d5a

### **D.6** In fiscal year [Insert last complete fiscal year], what percentage of the value of the products exported directly was lost while in transit because of theft?

	Percent
Losses due to theft as percentage of the value of the products	<b>d6</b> %
NO LOSSES	0
DON'T KNOW (SPONTANEOUS)	-9
DOES NOT APPLY (SPONTANEOUS)	-7

**D.7** In fiscal year [Insert last complete fiscal year], what percentage of the value of the products exported directly was lost while in transit because of breakage or spoilage?

	Percent
Losses due to breakage or spoilage as percentage of the value of the products	<b>d7</b> %
NO LOSSES	0
DON'T KNOW (SPONTANEOUS)	-9
DOES NOT APPLY (SPONTANEOUS)	-7

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

	Year			
Began exporting directly or indirectly	d8			
DON'T KNOW (SPONTANEOUS)	-9			
<b>INTERVIEWER: PROVIDE FOUR DIGITS FOR YEA</b>				

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**D.10** In fiscal year [Insert last complete fiscal year], what percentage of the value of products this establishment shipped to supply domestic markets was lost while in transit because of theft?

	Percent
Losses due to theft as percentage of the value of the products	<b>d10</b> %
NO LOSSES	0
DON'T KNOW (SPONTANEOUS)	-9
NO INTERNAL SHIPMENTS MADE (DOES NOT	-7
APPLY)	

GO TO D.12

**D.11** In fiscal year **[Insert last complete fiscal year]**, what percentage of value of products this establishment shipped to supply domestic markets was lost while in transit because of breakage or spoilage?

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

D.12 In fiscal year [Insert last complete fiscal year], what percentage of this establishment's purchases of material inputs or supplies were:
 SHOW CARD 7

	Percent	DON'T KNOW (SPONTANEOUS)	
Of domestic origin	d12a %	-9	
Of foreign origin	d12b %	-9	<i>IF 0, GO TO D.30</i>
	100%		-

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

**D.13** Were any of the material inputs or supplies purchased in fiscal year [Insert last complete fiscal year] imported directly?

Yes	1	]
No	2	GO TO D.30
<b>DON'T KNOW (SPONTANEOUS)</b>	-9	GO TO D.30
		d13

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**D.14** In fiscal year [Insert last complete fiscal year], when this establishment imported material inputs or supplies, how many days did it take on average from the time these goods arrived to their point of entry (e.g. port, airport) until the time these goods could be claimed from customs?

	Days
Average number of days to clear customs	d14
ONE DAY OR LESS	1
DON'T KNOW (SPONTANEOUS)	-9
<b>DOES NOT APPLY (SPONTANEOUS)</b>	-7

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

Yes	1	
No	2	
DON'T KNOW (SPONTANEOUS)	-9	
<b>REFUSAL (SPONTANENOUS)</b>	-8	
DOES NOT APPLY (SPONTANEOUS)	-7	
		d15a

D.30 Using the response options on the card; To what degree are each of the following an obstacle to the current operations of this establishment?
 INTERVIEWER: READ OUT OPTIONS SHOW CARD 8

						(SPONTANEOUS)		
	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	DON'T KNOW	DOES NOT APPLY	
Transport d30a	0	1	2	3	4	-9	-7	
Customs and trade regulations <b>d30b</b>	0	1	2	3	4	-9	-7	

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#### **R. MANAGEMENT PRACTICES**

INTERVIEWER: PLEASE ASK THE FOLLOWING QUESTIONS ONLY TO FIRMS WITH 20+ EMPLOYEES.

#### **PLEASE READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:** And now I would like to ask you about management practices in this establishment.

## BMR.1Over the last complete fiscal year [Insert last complete fiscal year], what best describes what<br/>happened at this establishment when a problem in the production process arose?SHOW CARD 9

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

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

BMr1

**BMR.2** Over the last complete fiscal year [Insert last complete fiscal year], did this establishment monitor any performance indicators?

Yes	1	
No	2	GO TO BMR.4
<b>DON'T KNOW (SPONTANEOUS)</b>	-9	GO TO BMR.4
		BMr2

BMR.3Over the last complete fiscal year [Insert last complete fiscal year], how many performance<br/>indicators were monitored at this establishment?INTERVIEWER: READ OUT

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

**BMR.4** Over the last complete fiscal year [Insert last complete fiscal year], did this establishment have production targets? Examples of production targets are: production volume, quality, efficiency, waste, or on-time delivery.

Yes	1	
No	2	GO TO BMR.8
<b>DON'T KNOW (SPONTANEOUS)</b>	-9	GO TO BMR.8
		BMr4

BMR.5Over the last complete fiscal year [Insert last complete fiscal year], what best describes the<br/>time frame of production targets at this establishment?SHOW CARD 10

Main focus was on short term, less than one year	1
Main focus was on long term, one year or more	2
Combination of short-term and long-term targets	3
DON'T KNOW (SPONTANEOUS)	-9

BMr5

## BMR.6Over the last complete fiscal year [Insert last complete fiscal year], how easy or difficult<br/>was it for this establishment to achieve its production targets overall?SHOW CARD 11

		1
Achieved without much effort	1	
Achieved with some effort	2	
Achieved with normal amount of effort	3	
Achieved with more than normal effort	4	
Only achieved with extraordinary effort	5	
Targets were not achieved	6	
DON'T KNOW (SPONTANEOUS)	-9	

BMr6

BMR.7Over the last complete fiscal year [Insert last complete fiscal year], who was aware of the<br/>production targets at this establishment?SHOW CARD 12

Only senior managers	1	
Most managers and some production workers	2	
Most managers and most production workers	3	
All managers and most production workers	4	
DON'T KNOW (SPONTANEOUS)	-9	
		BMr7

0					
-					

**BMR.8** Over the last complete fiscal year [Insert last complete fiscal year], did this establishment have performance bonuses for managers?

Yes	1	]
No	2	GO TO BMR.10
DON'T KNOW (SPONTANEOUS)	-9	GO TO BMR.10
		BMr8

**BMR.9** Over the last complete fiscal year [Insert last complete fiscal year], what were managers' performance bonuses mostly based on? INTERVIEWER: READ OUT

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

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

BMr9

 BMR.10
 Over the last complete fiscal year [Insert last complete fiscal year], what was the primary way non-managers were promoted at this establishment?

 SHOW CARD 13

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

1
2
3
4
-9
-7

BMr10

			_	_	_	
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v						

BMR.11Over the last complete fiscal year [Insert last complete fiscal year], when was an under-<br/>performing non-manager reassigned or dismissed?<br/>SHOW CARD 14INTERVIEWER: SELECT "DOES NOT APPLY" (-7) IF THERE WERE NO UNDER-PERFORMING

NON-MANAGERS IN THE LAST COMPLETE FISCAL YEAR

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

BMr11

0
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#### E. DEGREE OF COMPETITION

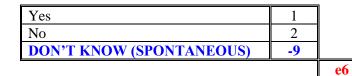
E.1	In fiscal year [Insert last complete fiscal year], which of the following was the main market in
	which this establishment sold its main product?
	SHOW CARD 15

Local – main product sold mostly in same municipality where establishment is located	1	
National – main product sold mostly across the country where establishment is located	2	
International	3	
DON'T KNOW (SPONTANEOUS)	-9	<b>GO TO E.6</b>
		<b>e1</b>

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

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

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



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

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	-9

#### E.30 Using the response options on the card; To what degree are **Practices of Competitors in the** Informal Sector an obstacle to the current operations of this establishment? SHOW CARD 16

e11

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

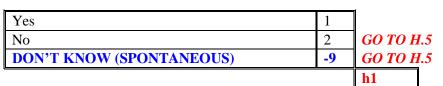
	_	_	_	_	_	_	_	
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#### H. INNOVATION

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

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

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



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

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

H.3 Please describe in detail the <u>main</u> new or improved product or service that this establishment introduced during the last three years.
 The main new or improved product or service is the one that represented the largest proportion of this establishment's sales in value (not volume) during the last three years.

#### Description

DESCRIPTION SHOULD BE AS DETAILED AS POSSIBLE

h3x

H.4Please describe in detail how the main new or improved product or service is different than the<br/>most similar product or service, if any, previously produced by this establishment.INTERVIEWER: IF THERE IS NOTHING SIMILAR ENTER "COMPLETELY NEW"

Description

DESCRIPTION SHOULD BE AS DETAILED AS POSSIBLE

h4x

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Н.5	During the last three years, has this establishment introduced any new or improved process? These include:
	methods of manufacturing products or offering services;
	logistics, delivery, or distribution methods for inputs, products, or services;
	or supporting activities for processes?

Yes	1	]
No	2	GO TO BMh.1
DON'T KNOW (SPONTANEOUS)	-9	GO TO BMh.1
		h5

**H.6** Please describe in detail the <u>main</u> new or improved process that this establishment introduced during the last three years. The main innovative process is the innovative process that had the largest impact on the operations of the establishment during the last three years.

#### Description

DESCRIPTION SHOULD BE AS DETAILED AS POSSIBLE

h6x

H.7	Please describe in detail how the <b>main</b> new or improved process is different than the most similar
	process that is or was used by this establishment

#### **IF THERE IS NOTHING SIMILAR ENTER "COMPLETELY NEW"**

#### Description

DESCRIPTION SHOULD BE AS DETAILED AS POSSIBLE

h7x

**BMh.1** Over the last three years, did this establishment spend on the acquisition of external knowledge? This includes the purchase or licensing of patents and non-patented inventions, know-how, and other types of knowledge from other businesses or organizations.

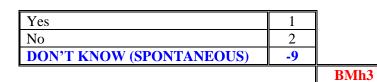
	-7	BMh1
DON'T KNOW (SPONTANEOUS)	_0	
No	2	
Yes	1	

BMh.2	Over the last three years, did this establishment spend on research and development activities
	within the establishment?

Yes	1	
No	2	
DON'T KNOW (SPONTANEOUS)	-9	
		BMh2

i.						
	Δ					
	U					

**BMh.3** Over the last three years, did this establishment spend on research and development activities contracted with other companies?



#### IF BMh2 AND BMh3 ARE BOTH NO (BMh2 = 2 and BMh3 = 2) GO TO F1

### IF ANY OF BMh2 AND BMh3 IS YES OR DON'T KNOW, READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING.

#### Now, we return to the last complete fiscal year, that is fiscal year [Insert last complete fiscal year].

H.8	During last fiscal year, did this establishment spend on research and development activities, either
	in-house or contracted with other companies, excluding market research surveys?

Yes	1	
No	2	GO TO F.1
DON'T KNOW (SPONTANEOUS)	-9	<b>GO TO F.1</b>
		h8

**H.9** During last fiscal year, how much did this establishment spend on research and development activities, either in-house or contracted with other companies?

	KZT
Cost of research and development activities	h9
DON'T KNOW (SPONTANEOUS)	-9

0					

### F. CAPACITY

<b>F.1</b>	In fiscal year [Insert last complete fiscal year], what was this establishment's output produced as a	
	percentage of the maximum output possible if using all the resources available (capacity utilization)?	

	Percent
Capacity utilization	<b>f1</b> %
<b>DON'T KNOW (SPONTANEOUS)</b>	-9

## F.2 In fiscal year [Insert last complete fiscal year], how many hours per week did this establishment normally operate? INTERVIEWER: RESPONSE CANNOT BE GREATER THAN 168 HOURS

	Hours
Typical hours of operation in a week	f2
DON'T KNOW (SPONTANEOUS)	-9

F

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#### T. TIME USE OF TOP MANAGER

#### **READ OUT THIS SECTION ONLY IF a6c IS 50 OR MORE**

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

BMT.1In a typical week, how often does the top manager meet with one or more of the following:<br/>Chief Operating Officer (COO), Chief Administrative Officer (CAO), Chief Marketing<br/>Officer (CMO), Board members, Business Unit managers, or managers from a parent<br/>company?<br/>SHOW CARD 17

Never	1	
Once a week	2	
Between 2 and 4 times a week	3	
Daily	4	
More than once a day	5	
<b>DON'T KNOW (SPONTANEOUS)</b>	-9	
		BMt1

BMT.2	In a typical week, how often does the top manager meet with suppliers?
	SHOW CARD 17

Never	1	]
Once a week	2	
Between 2 and 4 times a week	3	
Daily	4	
More than once a day	5	
DON'T KNOW (SPONTANEOUS)	-9	
		BMt2

## BMT.3In a typical week, how often does the top manager meet with employees involved in<br/>production activities (e.g. plant managers, front line production workers)?SHOW CARD 17

Never	1	
Once a week	2	
Between 2 and 4 times a week	3	
Daily	4	
More than once a day	5	
DON'T KNOW (SPONTANEOUS)	-9	
		BMt3

1	-	-	r	-	r	r	-	-	-	r
	0									
	v									

 BMT.4
 In a typical week, how many meetings that involve the top manager include more than one other participant?

 SHOW CARD 18

Fewer than 5 meetings	1	
Between 5 and 10 meetings	2	
Between 11 and 15 meetings	3	
Between 16 and 20 meetings	4	
More than 20 meetings	5	
DON'T KNOW (SPONTANEOUS)	-9	
		BMt4

BMT.5	In a typical week, how many meetings that involve the top manager last longer than one
	hour?
	SHOW CARD 18

Fewer than 5 meetings	1	
Between 5 and 10 meetings	2	
Between 11 and 15 meetings	3	
Between 16 and 20 meetings	4	
More than 20 meetings	5	
DON'T KNOW (SPONTANEOUS)	-9	

BMt5

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0					
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#### **G. LAND AND PERMITS**

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G.6
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Of the **buildings** occupied by this establishment, what percentage is: **SHOW CARD 19** 

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

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

G.1	Of the <b>land</b> occupied by this establishment, what percentage is:
	SHOW CARD 19

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

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

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

Yes	1	1
No	2	GO TO G.30
<b>DON'T KNOW (SPONTANEOUS)</b>	-9	GO TO G.30
		g2

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

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

		_	_	_	_	_	
•							
v							
1						1	

G.4

Б

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

Yes	1	
No	2	
DON'T KNOW (SPONTANEOUS)	-9	
<b>REFUSAL (SPONTANEOUS)</b>	-8	
		<b>g4</b>

Using the response options on the card; To what degree is <b>Access to Land</b> an obstacle to the current operations of this establishment?
SHOW CARD 20

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

0					

#### I. CRIME

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

**I.1** In fiscal year [Insert last complete fiscal year], did this establishment pay for security, for example equipment, personnel, or professional security services including internet security?

Yes	1	
No	2	GO TO I.3
DON'T KNOW (SPONTANEOUS)	-9	GO TO I.3
		i1

**I.2** In fiscal year [Insert last complete fiscal year], what percentage of this establishment's total annual sales was paid for security, or what was the total annual cost of security?

	Percent
Percentage of total annual sales for security	i2a %
DON'T KNOW (SPONTANEOUS)	-9

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

KZT
i2b
-9

**I.3** In fiscal year **[Insert last complete fiscal year]**, did this establishment experience losses as a result of theft, robbery, vandalism, arson on this establishment's premises or from internet hacking or fraudulent internet transactions?

**I.4** In fiscal year **[Insert last complete fiscal year]**, what were the estimated losses as a result of theft, robbery, vandalism, arson, internet hacking or fraudulent internet transactions that occurred on this establishment's premises either as a percentage of total annual sales or as total annual losses?

	Percent
Losses as percentage of total annual sales	i4a %
DON'T KNOW (SPONTANEOUS)	-9

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

	KZT
Total annual value of losses	i4b
DON'T KNOW (SPONTANEOUS)	-9

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0					
v					

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

 SHOW CARD 20

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

r.		_	_	_	_	_	_	
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#### **K. FINANCE**

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

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

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

	Percent	DON'T KNOW (SPONTANEOUS)
Purchased on credit	<b>k1c</b> %	-9

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

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

K.3 Over fiscal year [Insert last complete fiscal year], please estimate the proportion of this establishment's working capital, that is the funds available for day-to-day operations, that was financed from each of the following sources?
 SHOW CARD 21

	Percent	DON'T KNOW (SPONTANEOUS)
Internal funds or retained earnings	<b>k3a</b> %	-9
Borrowed from banks: private and state-owned	<b>k3bc</b> %	-9
Borrowed from non-bank financial institutions which include microfinance institutions, credit cooperatives, credit unions, or finance companies	<mark>k3e</mark> %	-9
Purchases on credit from suppliers and advances from customers	<b>k3f</b> %	-9
Government grants	BMk3a %	-9
Issued bonds	<b>BMk3b</b> %	-9
Other, moneylenders, friends, relatives, etc.	BMk3hd %	-9
	100%	

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

Γ	0					
	v					

**BMK.2** Over fiscal year [Insert last complete fiscal year], please estimate the proportion of this establishment's working capital that was financed by the same group to which this establishment belongs.

### **INTERVIEWER: SELECT "DOES NOT APPLY" (-7) IF ESTABLISHMENT DOES NOT BELONG TO ANY GROUP**

	Percent
From the same group	BMk2
DOES NOT APPLY (SPONTANEOUS)	-7
DON'T KNOW (SPONTANEOUS)	-9

**K.4** In fiscal year [Insert last complete fiscal year], did this establishment purchase any new or used fixed assets, such as machinery, vehicles, equipment, land or buildings, including expansion and renovations of existing structures?

Yes	1	
No	2	GO TO BMK.5
DON'T KNOW (SPONTANEOUS)	-9	GO TO BMK.5
		<b>k4</b>

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

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

	1	T	1			
U						

Wer fiscal year [Insert last complete fiscal year], please estimate the proportion or KZT amount of this establishment's total purchases of fixed assets that were financed from the following sources:
 SHOW CARD 22

	Percent	OR	Amount KZT	DON'T KNOW (SPONTANEOUS)
Internal funds or retained earnings	k5a%		k5a1	-9
Owners' contribution or issued new equity shares	<mark>k5i</mark> %		k5i1	-9
Borrowed from banks: private and state- owned	k5bc%		k5bc1	-9
Borrowed from non-bank financial institutions, which include microfinance institutions, credit cooperatives, credit unions, or finance companies	<mark>k5</mark> e %		k5e1	-9
Purchases on credit from suppliers and advances from customers	<mark>k5f</mark> %		k5f1	-9
Government grants	<b>BMk5a</b> %		BMk5a1	-9
Issued bonds	BMk5b %		BMk5b1	-9
Other, moneylenders, friends, relatives, etc.	BMk5hdj%		BMk5hdj1	-9
	100%		n5A+n5B	

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

BMK.4	Over fiscal year [Insert last complete fiscal year], please estimate the proportion of this
	establishment's total purchase of fixed assets that was financed by the same group to which this
	establishment belongs.

INTERVIEWER: SELECT "DOES NOT APPLY" (-7) IF ESTABLISHMENT DOES NOT BELONG TO ANY GROUP

	Percent
From the same group	BMk4
DOES NOT APPLY (SPONTANEOUS)	-7
DON'T KNOW (SPONTANEOUS)	-9

**BMK.5** In fiscal year [Insert last complete fiscal year], did this establishment use any assets, such as machinery, vehicles, equipment, land or buildings, under leasing?

Yes	1	
No	2	
DON'T KNOW (SPONTANEOUS)	-9	
		BMk5

0					

**BMK.6** In fiscal year [Insert last complete fiscal year], did this establishment purchase or acquire any trademarks, copyrights, patents, licenses, service contracts, franchise agreements, or other intangible assets?

Yes	1	
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	-9	
		BMk6

#### **READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:** Now I would like to ask you about the fiscal year before last.

**K.4b** In fiscal year [Insert last complete fiscal year minus one], did this establishment purchase any new or used fixed assets, such as machinery, vehicles, equipment, land or buildings, including expansion and renovations of existing structures?

Yes	1	1
No	2	GO TO K.6
DON'T KNOW (SPONTANEOUS)	-9	GO TO K.6
	·	k4b

 N.5c
 In fiscal year [Insert last complete fiscal year minus one], how much did this establishment spend on purchases of:

 INTERVIEWER: READ OUT

	KZT	DON'T KNOW (SPONTANEOUS)
New or used machinery, vehicles, and equipment	n5c	-9
Land and buildings	n5d	-9

**READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:** Now let's talk about the establishment's present situation.

**K.6** At this time, does this establishment have a checking (current) or savings account?

Yes	1	
No	2	
DON'T KNOW (SPONTANEOUS)	-9	
		<b>k6</b>

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

Yes	1	]
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	-9	
		<b>k7</b>

0					

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

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

BMK.7What is the reason for not having a loan or line of credit at the moment?SHOW CARD 23

Because this establishment did not apply for a loan or line of credit	1	GO TO K.15d
Because the last application for a loan or line of credit was turned down	2	GO TO K.15d
Because the approval of the application for a loan or line of credit is still pending		GO TO K.15d
DON'T KNOW (SPONTANEOUS)	-9	GO TO K.15d
		BMk7

K.9Referring to the most recent line of credit or loan, what type of financial institution granted this loan?SHOW CARD 24

Private commercial banks	1	
State-owned banks or government agency	2	
Non-bank financial institutions	3	GO TO K.10
Other	4	GO TO K.10
DON'T KNOW (SPONTANEOUS)	-9	GO TO K.10
		k9

BMK.8	Which bank provided the most recent line of credit or loan?
	SHOW CARD 25

JSC Halyk Savings Bank of Kazakhstan	1	
JSC Kazkommertsbank	2	
TsesnaBank JSC	3	
Subsidiary Bank Sberbank of Russia JSC-SB Sberbank JSC	4	
JSC ForteBank	5	
JSC KaspiBank	6	
Bank CenterCredit JSC	7	
ATFBank JSC	8	
Eurasian Bank JSC	9	
Bank RBK JSC	10	
OTHER (SPONTANEOUS-SPECIFY)BMk8x	11	
DON'T KNOW (SPONTANEOUS)	-9	
		BMk8

0					
v					

Referring only to this most recent line of credit or loan, in what year was the most recent line of credit K.10 or loan approved?

	Year
Year most recent line of credit or loan approved	k10
DON'T KNOW (SPONTANEOUS)	-9
INTERVIEWER: PROVIDE FOUR DIGITS	FOR YEAR

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

	KZT
Size of most recent line of credit or loan approved	k11
<b>REFUSAL (SPONTANEOUS)</b>	-8
DON'T KNOW (SPONTANEOUS)	-9

**BMK.9** In what currency is the most recent line of credit or loan denominated?

Kazakh Tenge	1	
Euro	2	
US Dollar	3	
OTHER (SPONTANEOUS-SPECIFY) BMk9x	4	
DON'T KNOW (SPONTANEOUS)	-9	
		RMkQ

BMK9

**BMK.10** What was the original duration of the most recent line of credit or loan in months?

	Months	
Duration		
<b>REFUSAL (SPONTANEOUS)</b>	-8	
DON'T KNOW (SPONTANEOUS)	-9	

**BMk10** 

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

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

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

Collateral		Yes	No	DON'T KNOW (SPONTANEOUS)
Land, buildings under ownership of the establishment	k14a	1	2	-9
Machinery and equipment including movables	k14b	1	2	-9
Accounts receivable and inventories	k14c	1	2	-9
Personal assets of owner (house, etc.)	k14d	1	2	-9
Other forms of collateral not included in the categories above	k14e	1	2	-9

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v					

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

	KZT
Value of collateral	k15a
DON'T KNOW (SPONTANEOUS)	-9

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

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

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

	KZT
Total outstanding balance of all open lines of	k15c
credit and loans	
<b>REFUSAL (SPONTANEOUS)</b>	-8
DON'T KNOW (SPONTANEOUS)	-9

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

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

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

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

|--|

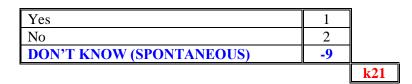
K.17 What was the **main** reason why this establishment did not apply for any line of credit or loan? SHOW CARD 26

No need for a loan - establishment had sufficient capital	1	GO TO K.21
Application procedures were complex	2	GO TO K.21
Interest rates were not favorable	3	GO TO K.21
Collateral requirements were too high	4	GO TO K.21
Size of loan and maturity were insufficient	5	GO TO K.21
Did not think it would be approved	6	GO TO K.21
Other	7	GO TO K.21
DON'T KNOW (SPONTANEOUS)	-9	GO TO K.21
		k17

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

Application was approved in full	1	
Application was approved in part	2	
Application was rejected	3	
Application was withdrawn	4	
APPLICATION STILL IN PROCESS	-6	
DON'T KNOW (SPONTANEOUS)	-9	
		k20a1

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



<ul> <li>K.30 Using the response options on the card; To what degree is Access to Finance an obstacle to the current operations of this establishment?</li> <li>SHOW CARD 27</li> </ul>
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							(SPONTANEOUS)		
		No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	DON'T KNOW	DOES NOT APPLY	
Access to finance	k30	0	1	2	3	4	-9	-7	

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### J. BUSINESS-GOVERNMENT RELATIONS

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

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

J.1 Please tell me if you Strongly disagree, Tend to disagree, Tend to agree, or Strongly agree with the statement: "The court system is fair, impartial and uncorrupted".
 SHOW CARD 28

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

# J.2 In a typical week over the last year, what percentage of total senior management's time was spent on dealing with requirements imposed by government regulations? (By senior management I mean managers, directors, and officers above direct supervisors of production or sales workers.)

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

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

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

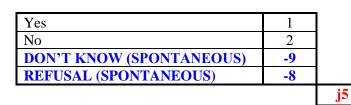
**J.4** Over the last year, how many times was this establishment visited or inspected by tax officials or required to meet with them?

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

0									
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**J.5** 

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

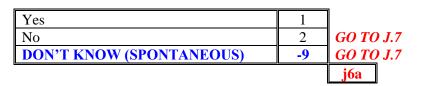


BMJ.1In reference to this establishment's experience with the process of paying taxes, please tell me if<br/>you Strongly disagree, Tend to disagree, Tend to agree, or Strongly agree with the following<br/>statements:<br/>SHOW CARD 28

						(SPONTA	NEOUS)
INTERVIEWER: READ OUT EACH OPTION	POSITION	Strongly disagree	Tend to disagree	Tend to agree	Strongly agree	DON'T KNOW	DOES NOT APPLY
Tax officials were professional andimpartialBMj1a	BMj1_tax_imparti al_pos	1	2	3	4	-9	-7
Tax officials were transparent when making decisions regarding this establishment <b>BMj1b</b>	BMj1_tax_transpa rent_pos	1	2	3	4	-9	-7
This establishment was able to voice complaints <b>BMj1c</b>	BMj1_tax_disagree _pos	1	2	3	4	-9	-7

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

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



**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> %
NO PAYMENTS	0
DON'T KNOW (SPONTANEOUS)	-9
REFUSAL (SPONTANEOUS)	-8

**J.**7

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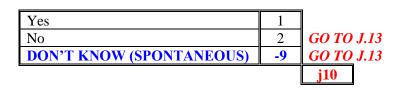
It is said that establishments are sometimes required to make gifts or informal payments to public officials to "get things done" with regard to customs, taxes, licenses, regulations, services etc. On average, what percentage of total annual sales, or estimated total annual value, do establishments like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

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

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

	KZT
Total annual informal payment	j7b
NO PAYMENTS OR GIFTS ARE PAID	0
DON'T KNOW (SPONTANEOUS)	-9
<b>REFUSAL (SPONTANEOUS)</b>	-8

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



**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>j1</b> 1
ONE DAY OR LESS	1
STILL IN PROCESS	-6
APPLICATION DENIED	-5
DON'T KNOW (SPONTANEOUS)	-9

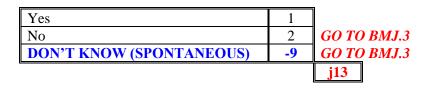
**J.12** In reference to that application for an import license, was an informal gift or payment expected or requested?

Yes	1	
No	2	
DON'T KNOW (SPONTANEOUS)	-9	
<b>REFUSAL (SPONTANEOUS)</b>	-8	
		i12

0					

i15

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



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

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

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

Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9
<b>REFUSAL (SPONTANEOUS)</b>	-8

BMJ.2 In reference to this establishment's experience of the whole process of obtaining an operating license, please tell me if you Strongly disagree, Tend to disagree, Tend to agree, or Strongly agree with the following statements:
 SHOW CARD 28

						(SPONTA	NEOUS)
INTERVIEWER: READ OUT EACH OPTION	POSITION	Strongly disagree	Tend to disagree	Tend to agree	Strongly agree	DON'T KNOW	DOES NOT APPLY
Public officials were professional and impartial <b>BMj2a</b>	BMj2_license_impar tial_pos	1	2	3	4	-9	-7
Public officials were transparent in making decisions regarding this establishment <b>BMj2b</b>	BMj2_license_trans parent_pos	1	2	3	4	-9	-7
This establishment was able to voice complaints <b>BMj2c</b>	BMj2_license_disag ree_pos	1	2	3	4	-9	-7

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

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**BMJ.3** It is often said that firms make gifts or informal payments to public officials to gain advantages in the drafting of laws, decrees, regulations or other binding government decisions.

Using the scale in the show card, please tell me to what extent have the following practices had a direct impact on this establishment. **SHOW CARD 29** 

							(SPONTA	NEOUS)
INTERVIEWER: READ OUT EACH OPTION	POSITION	No impact	Minor impact	Moderate impact	Major impact	Very Major impact	DON'T KNOW	DOES NOT APPLY
Payments, gifts or exchange of favors with <b>parliamentarians to affect</b> <b>their votes BMj3a</b>	BMj3_parl iamentaria n_pos	0	1	2	3	4	-9	-7
Payments, gifts or exchange of favors with <b>national</b> government officials to affect the content of government decrees BMj3b	BMj3_nat gov_pos	0	1	2	3	4	-9	-7
Payments, gifts or exchange of favors with local or regional government officials to affect their votes or content of local or regional decrees BMj3c	BMj3_locg ov_pos	0	1	2	3	4	-9	-7

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

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**J.30** 

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

SHOW CARD 30

							(SPONT	ANEOUS)
	POSITION	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	DON'T KNOW	DOES NOT APPLY
Tax rates j30a	j30_taxrate_p os	0	1	2	3	4	-9	-7
Tax administration <b>j30b</b>	j30_taxadmin _pos	0	1	2	3	4	-9	-7
Business licensing and permits <b>j30c</b>	j30_permit_p os	0	1	2	3	4	-9	-7
Political instability <b>j30e</b>	j30_instabilit y_pos	0	1	2	3	4	-9	-7
Corruption <b>j30f</b>	j30_corruptio n_pos	0	1	2	3	4	-9	-7
Courts h30	j30_courts_p os	0	1	2	3	4	-9	-7
Occupational safety regulations BMj4a	j30_safety_po s	0	1	2	3	4	-9	-7
Health and hygiene regulations BMj4b	j30_health_p os	0	1	2	3	4	-9	-7
Environmental regulations BMj4c	j30_environm ent_pos	0	1	2	3	4	-9	-7

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

BMJ.5From the perspective of this establishment, for the next three years, which one of the following<br/>areas of public spending should be the highest priority?<br/>SHOW CARD 31

Transport	1	]
Energy	2	
Environment	3	
Education	4	
Health	5	
Information and Communication Technology	6	
OTHER (SPONTANEOUS–SPECIFY) BMj5x	7	
DON'T KNOW (SPONTANEOUS)	-9	
		BMj5

### **INTERVIEWER READ OUT:**

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

### IF YES, CONTINUE WITH SECTION L WITH CURRENT RESPONDENT

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

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### L. LABOR

# READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING: Now I would like to ask you a few questions about this establishment's labor force. L.1 At the end of fiscal year [Insert last complete fiscal year], how many permanent, full-time individuals worked in this establishment? Please include all employees and managers Permanent, full-time employees are defined as all employees that are employed for a term of one or more fiscal years and/or have a guaranteed renewal of their employment and that work a full shift. INTERVIEWER: INCLUDE INTERVIEWEE IF APPLICABLE

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

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

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

### L.3 Coming back to fiscal year [Insert last complete fiscal year], at the end of the fiscal year, how many permanent, full-time individuals in this establishment were: INTERVIEWER: READ EACH CATEGORY

	Number	DON'T KNOW (SPONTANEOUS)
Production workers	<b>13</b> a	-9
Non-production workers [e.g., administration, sales]	13b	-9

0					

L.4	At the end of fiscal year [Insert last complete fiscal year], how many permanent, full-time
	production workers in this establishment were:
	SHOW CARD 32

	Number	DON'T KNOW (SPONTANEOUS)
In highly skilled jobs, that is <b>professionals</b> whose	l4a1	-9
tasks require extensive theoretical and technical knowledge		
In semi-skilled jobs, that is <b>technicians</b> whose tasks	14a2	-9
require some level of mechanical or technical knowledge		
In <b><u>unskilled</u></b> jobs, those whose tasks involve no	l4b	-9
specialized knowledge		

### L.5 At the end of fiscal year [Insert last complete fiscal year], in this establishment how many permanent, full-time workers in each of the following categories were female? INTERVIEWER: READ OUT OPTIONS

	Number	DON'T KNOW (SPONTANEOUS)
Production workers	l5a	-9
Non-production workers	15b	-9

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

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

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

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

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	v							

**L.8** What was the average length of employment of all full-time seasonal or temporary employees in fiscal year [Insert last complete fiscal year]?

	Months
Average length full-time seasonal or temporary employment last	18
fiscal year, in months	
ONE MONTH OR LESS	1
DON'T KNOW (SPONTANEOUS)	-9

**L.9b** What percentage or how many of the full-time permanent workers employed at the end of fiscal year [Insert last complete fiscal year] completed secondary school?

Please provide the percentage or number, not both.

	Percent	OR	Number
Percentage or number of full time permanent workers who completed secondary school	19b		l9b1
DON'T KNOW (SPONTANEOUS)	-9		-9

BML.1What percentage or how many of this establishment's permanent full-time employees employed<br/>at the end of fiscal year [Insert last complete fiscal year] had a university degree?Please provide the percentage or number, not both.

	Percent	OR	Number
Percentage or number of permanent full-time employees with a university degree	<b>BMI1a</b> %		BMI1b
NO ONE HAS A UNIVERSITY DEGREE	0		0
DON'T KNOW (SPONTANEOUS)	-9		-9

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

Yes	1	
No	2	GO TO 130a
DON'T KNOW (SPONTANEOUS)	-9	<b>GO TO 130a</b>
		<b>110</b>

QUESTIONNAIRE NUMBER	id
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v
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BML.2What was the primary focus of the formal training programs?<br/>(If there were more than one training please refer to the one with highest total cost)<br/>SHOW CARD 33

Numeracy or math skills	1	
Problem solving or critical thinking skills	2	
Foreign language skills	3	
Managerial and leadership skills	4	
Interpersonal and communication skills	5	
Job-specific technical skills	6	
Other	7	
DON'T KNOW (SPONTANEOUS)	-9	
		BMl2

## L.11 Referring to the training programs run over fiscal year [Insert last complete fiscal year], what percentage of permanent, full-time employees of the following categories received formal training? If easier please provide the total numbers (provide one or the other but not both)

INTERVIEWER: READ OUT EACH OPTION	Percent	OR	Number	IF NO EMPLOYEES IN A CATEGORY WERE TRAINED	DON'T KNOW (SPONTANE OUS)
Production full-time permanent employees trained	<b>l11a</b> %		l11a1	0	-9
Non-production full-time permanent employees trained	<b>l11b</b> %		l11b1	0	-9

L.30	Using the response options on the card; To what degree are each of the following an obstacle to the
	current operations of this establishment?
	INTERVIEWER: READ OUT OPTIONS
	SHOW CARD 34

						(SPONTA	ANEOUS)
	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	DON'T KNOW	DOES NOT APPLY
Labor regulations 130a	0	1	2	3	4	-9	-7
Inadequately educated workforce 130b	0	1	2	3	4	-9	-7

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### M. BUSINESS ENVIRONMENT

 M.1
 By looking at the list of elements of the business environment please tell me which one, if any, currently represents the biggest obstacle faced by this establishment.

 INTERVIEWER:
 SHOW RANDOMIZED LIST TO THE RESPONDENT. DO NOT READ OPTIONS.

	POSITION
1-Access to finance	m1a_finance_pos
2-Access to land	m1a_land_pos
3-Business licensing and permits	m1a_permit_pos
4-Corruption	m1a_corruption_pos
5-Courts	m1a_courts_pos
6-Crime, theft and disorder	m1a_crime_pos
7-Customs and trade regulations	m1a_trade_pos
8-Electricity	m1a_electricity_pos
9-Inadequately educated workforce	m1a_workforce_pos
10-Labor regulations	m1a_labor_pos
11-Political instability	m1a_instability_pos
12-Practices of competitors in the informal sector	m1a_informal_pos
13-Tax administration	m1a_taxadmin_pos
14-Tax rates	m1a_taxrate_pos
15-Transport	m1a_transport_pos

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

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

### **INTERVIEWER READ OUT:**

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

### IF YES, CONTINUE WITH SECTION N WITH CURRENT RESPONDENT

IF NO, GO TO BMGA.22

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### **N. PERFORMANCE**

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

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

### N.2 From this establishment's Income Statement for fiscal year [Insert last complete fiscal year], please provide the following information: SHOW CARD 35

INTERVIEWER: READ OUT	KZT	DON'T KNOW (SPONTANEOUS)				
Total annual cost of labor including wages, salaries, bonuses, social security payments	n2a	-9				
Total annual cost of raw materials and intermediate goods used in production	n2e	-9				
Total annual cost of electricity	n2b	-9				
Total annual cost of fuel	<b>n2f</b>	-9				
TOTAL COST OF SALES SHOULD INCLUDE ALL ABOVE COSTS AND OTHER COSTS NOT LISTED ABOVE						
Total cost of sales	n2p	-9				

N.2e1 From this establishment's Income Statement for fiscal year [Insert last complete fiscal year minus one], please provide the total cost of raw materials and intermediate goods used in production.

	KZT	DON'T KNOW (SPONTANEOUS)	IF ESTABLISHMENT WAS NOT IN BUSINESS IN [Insert last complete fiscal year minus one]
Total cost of raw materials and intermediate goods used in production in [Insert last complete fiscal year minus one]	n2e1	-9	-7

N.7	Hypothetically, if this establishment were to purchase all the machinery, vehicles, and equipment it
	uses now, in their current condition and regardless of whether the establishment owns them or not,
	how much would they cost, independently of whether they are owned, rented or leased?

	KZT	DON'T KNOW (SPONTANEOUS)
Machinery, vehicles, and equipment	n7a	-9

	_		_	_	_	_	
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### INTERVIEWER: IF SECTION L OR N WILL BE COMPLETED WITH A DIFFERENT RESPONDENT, PLEASE ARRANGE FOR THOSE TO BE COMPLETED.

### **INTERVIEWER: READ THE FOLLOWING INTRODUCTION BEFORE PROCEEDING**

Now I would like to consider the last module of the questionnaire that deals with questions related to this establishment's environmental signature, such as its exposure to environmental impacts, environmental policy and regulations.

BMGA.22	Should I continue this section with you or is there a specialized person in this
	establishment who can answer this section?

Continue with current respondent	1	
Continue with someone else	2	GO TO BMGA.23a
		BMGa22

BMGA.23 INTERVIEWER: ATTEMPT TO COMPLETE THE MODULUE RIGHT AWAY, OR IF THAT IS NOT POSSIBLE, OFFER TO CALL AT A LATER DATE. EXPLAIN THAT THE MODULE MAY TAKE UP TO 15 TO 20 MINUTES, BUT COULD BE SHORTER.

		BMGa23
REFUSAL (SPONTANEOUS)	-8	GO TO A15
CONTINUE BY PHONE AT A LATER DATE (SPONTANEOUS)	2	<i>GO TO A15</i>
AFTER THE MAIN SURVEY (SPONTANEOUS)		
FACE-TO-FACE INTERVIEW, IMMEDIATELY	1	GO TO A15

BMGA.23a	Record name and contact interview	information for person who will participa	ite in
		Green economy module phone	

	respondent	
Name of Person to be contacted		BMGa23a1x
Phone number of person to be contacted		BMGa23a2
Email of person to be contacted		BMGa23a3x

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### POST-INTERVIEW INFORMATION FROM MAIN MODULE

INTERVIEWER IF BMGa23 IS 1 (CONTINUE WITH CURRENT RESPONDENT IMMEDIATELY) READ TO CURRENT RESPONDENT:

Before we continue with the green economy module, I am going to fill out some information about the main survey.

INTERVIEWER IF BMGa22 IS 2 (CONTINUE WITH SOMEONE ELSE) READ TO CURRENT RESPONDENT:

I would like to gather a few final details before continuing the final module with someone else. Thank you for your time and cooperation.

INTERVIEWER IF BMGa23 IS 2 (CONTINUE BY PHONE) OR -8 (REFUSAL) READ TO THE RESPONDENT:

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

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

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

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

I would like to gather some information, including your name, position, and contact details. This information would be transferred from Ipsos-MORI to our client, the World Bank Group, the EBRD and the EIB, and may be used to send you a document summarizing the findings of this survey and potentially re-contact you for a future round of this survey or a follow-up. Neither your name nor the name of your establishment will be used in any document based on this survey.

**GDPR.1** Do you agree to transfer your personal information to the World Bank Group, the EBRD and the EIB?

	YES	NO	
Main respondent	1	2	gdpr1a
Second respondent	1	2	gdpr1b
Third respondent	1	2	gdpr1c

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

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

### a15a1a

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

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

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

### PLEASE FILL OUT THE REMAINING INFORMATION ON YOUR OWN

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

Truthful	1	
Somewhat truthful	2	
Not truthful	3	
		a16

## A.17 THE RESPONSES TO THE QUESTIONS REGARDING FIGURES (PRODUCTIVITY AND EMPLOYMENT NUMBERS) WERE:

Taken directly from establishment records	1	
Estimates computed with some precision	2	
Arbitrary and unreliable numbers	3	
In some case taken from books and in some	4	
case estimates		
		a17

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### A.18 THIS QUESTIONNAIRE WAS COMPLETED IN:

One visit in face-to-face interview with one person One visit in face-to-face interview with different managers/staff Several visits **GO TO A17**x

a18

1

2

3

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



### PLEASE FILL OUT ON YOUR OWN: INTERVIEWER COMMENTS:

a17x

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### The EBRD-EIB-World Bank Group Enterprise Survey

Green Economy Module

### BMGA. ENVIRONMENT-RELATED ASPECTS

#### **INTERVIEWER: TERMINATE HERE IF BMGa23 IS A REFUSAL (-8)**

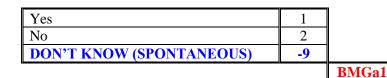
BMGA.14i Time Green Economy Module interview begins:

Day (dd)	Month (mm)	Year (yyyy)	Hour (00 to 23)	<b>Minutes (00 to 59)</b>
BMGa14gd	BMGa14gm	BMGa14gy	BMGa14gh	BMGa14gmin

#### **READ ONLY IF A7=1 (yes)**

I want to proceed by asking you about the firm to which this establishment belongs.

BMGA.1	In fiscal year [Insert last complete fiscal year], did this firm have strategic objectives
	that mention environmental or climate change issues?



### **READ ONLY IF A7=1 (yes)**

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

BMGA.2 In fiscal year [Insert last complete fiscal year], did this establishment have a manager responsible for environmental and climate change issues?

Yes	1	]
No	2	GO TO BMGA.4
DON'T KNOW (SPONTANEOUS)	-9	GO TO BMGA.4
	•	BMGa2

BMGA.3In fiscal year [Insert last complete fiscal year], whom did the manager responsible for<br/>environmental and climate change issues directly report to?SHOW CARD 36 (READ OUT IF OVER THE PHONE)

The CEO, Board, or Owners	1
A manager directly reporting to the CEO, Board, or Owners	2
A manager not reporting directly to the CEO, Board, or Owners	3
DON'T KNOW (SPONTANEOUS)	-9

BMGa3

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BMGa4

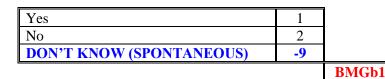
BMGA.4 In fiscal year [Insert last complete fiscal year], did any of the establishment's customers require environmental certifications or adherence to certain environmental standards as a condition to do business with this establishment?

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

### BMGB. EXPOSURE TO ENVIRONMENTAL IMPACTS

### **READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING** Now we look at the period of last three years.

BMGB.1 Over the last three years, did this establishment experience monetary losses due to extreme weather events (such as storms, floods, droughts, or landslides)?



BMGB.2 Over the last three years, did this establishment experience monetary losses due to pollution not generated by this establishment (that is, independent of this establishment's activity)?

Yes	1	
No	2	
DON'T KNOW (SPONTANEOUS)	-9	
		BMGb2

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### BMGC. MANAGEMENT AND THE ENVIRONMENT

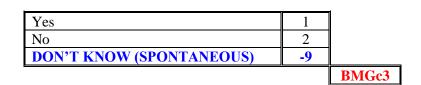
BMGC.1 Over the last three years, did this establishment monitor its energy consumption?

Yes	1	
No	2	GO TO BMGC.4
DON'T KNOW (SPONTANEOUS)	-9	GO TO BMGC.4
		BMGc1

BMGC.2	Over the last three years, how often did this establishment monitor its energy
	consumption?
	SHOW CARD 37 (READ OUT IF OVER THE PHONE)

Annually	1	
Biannually / Every six months	2	
Quarterly	3	
Monthly	4	
Weekly	5	
Daily	6	
Hourly	7	
More than once in an hour	8	
DON'T KNOW (SPONTANEOUS)	-9	
		BMGc2

BMGC.3	Over the last three years, did this establishment complete an external audit of its
	energy consumption?



BMGC.4 Over the last three years, did this establishment monitor its water usage?

Yes	1	]
No	2	GO TO BMGC.7
DON'T KNOW (SPONTANEOUS)	-9	GO TO BMGC.7
		BMGc4

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BMGC.5Over the last three years, how often did this establishment monitor its water usage?SHOW CARD 37 (READ OUT IF OVER THE PHONE)

		1
Annually	1	
Biannually / Every six months	2	
Quarterly	3	
Monthly	4	
Weekly	5	
Daily	6	
Hourly	7	
More than once in an hour	8	
DON'T KNOW (SPONTANEOUS)	-9	
		BMGc5

BMGC.6 Over the last three years, did this establishment complete an external audit of its water usage?

Yes	1	
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	-9	
		BMGc6

BMGC.7	Over the last three years, did this establishment emit $CO_2$ ?
DIVIOC./	$O_{1}$ of the last three years, the this establishment end $O_{2}$ :

		3
Yes	1	
No	2	GO TO BMGC.11
DON'T KNOW (SPONTANEOUS)	-9	GO TO BMGC.11
		BMGc7

BMGC.8 Over the last three years, did this establishment monitor its CO<sub>2</sub> emissions?

Yes	1	]
No	2	GO TO BMGC.11
DON'T KNOW (SPONTANEOUS)	-9	GO TO BMGC.11
		BMGc8

BMGC.9Over the last three years, how often did this establishment monitor its CO2 emissions?SHOW CARD 37 (READ OUT IF OVER THE PHONE)

Annually	1	
Biannually / Every six months	2	
Quarterly	3	
Monthly	4	
Weekly	5	
Daily	6	
Hourly	7	
More than once in an hour	8	
DON'T KNOW (SPONTANEOUS)	-9	
		BMGc9

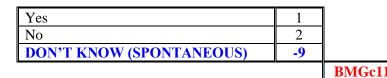
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BMGc10

BMGC.10 Over the last three years, did this establishment complete an external audit of its CO<sub>2</sub> emissions?

Yes1No2DON'T KNOW (SPONTANEOUS)-9

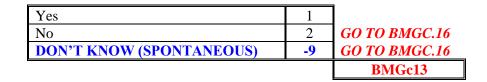
BMGC.11 Over the last three years, did this establishment monitor CO<sub>2</sub> emissions along its supply chain?



BMGC.12 Over the last three years, did this establishment emit pollutants other than CO<sub>2</sub>? (such as other types of air pollutants, soil or land pollutants, and water pollutants)

Yes	1	]
No	2	GO TO BMGC.16
DON'T KNOW (SPONTANEOUS)	-9	GO TO BMGC.16
		BMGc12

BMGC.13	Over the last three years, did this establishment monitor its emissions of pollutants other
	than $CO_2$ ?

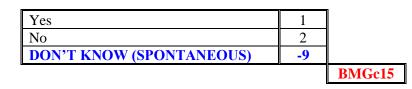


BMGC.14Over the last three years, how often did this establishment monitor its emissions of<br/>pollutants other than CO2?SHOW CARD 37 (READ OUT IF OVER THE PHONE)

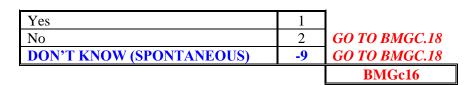
Annually	1	
Biannually / Every six months	2	
Quarterly	3	
Monthly	4	
Weekly	5	
Daily	6	
Hourly	7	
More than once in an hour	8	
DON'T KNOW (SPONTANEOUS)	-9	
		BMGc14

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BMGC.15 Over the last three years, did this establishment complete an external audit of its pollutants other than CO<sub>2</sub>?



BMGC.16 Over the last three years, did this establishment have targets for <u>energy consumption</u>?



### BMGC.17 Over the last three years, what sort of targets for energy consumption did this establishment have? INTERVIEWER: READ OUT

Quantity targets only	1	
Expenditure targets only	2	
Both quantity and expenditure targets	3	
DON'T KNOW (SPONTANEOUS)	-9	
<b>REFUSAL (SPONTANEOUS)</b>	<b>-8</b>	
		BMGc17

BMGC.18 Over the last three years, did this establishment have targets for <u>CO<sub>2</sub> emissions</u>?

Yes	1	]
No	2	GO TO BMGC.20
DON'T KNOW (SPONTANEOUS)	-9	GO TO BMGC.20
		BMGc18

BMGC.19	Over the last three years, what sort of targets for CO <sub>2</sub> emissions did this establishment
	have?
	SHOW CARD 38 (READ OUT IF OVER THE PHONE)

Only quantity per unit of output targets	1	
Only absolute quantity targets	2	
Absolute and per unit of output quantity targets	3	
DON'T KNOW (SPONTANEOUS)	-9	
<b>REFUSAL (SPONTANEOUS)</b>	-8	
		DMC-1

BMGc19

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BMGC.20 Over the last three years, did this establishment have targets for **pollution emissions** other than CO<sub>2</sub>?

Yes	1	]
No	2	GO TO BMGC.22
DON'T KNOW (SPONTANEOUS)	-9	GO TO BMGC.22
		BMGc20

BMGC.21Over the last three years, what sort of targets for pollution emissions other than CO2 did<br/>this establishment have?SHOW CARD 38 (READ OUT IF OVER THE PHONE)

Only quantity per unit of output targets	1	
Only absolute quantity targets	2	
Absolute and per unit of output quantity targets	3	
DON'T KNOW (SPONTANEOUS)	-9	
<b>REFUSAL (SPONTANEOUS)</b>	-8	

BMGc21

### INTERVIEWER: GO TO BMGC.22 IF BMGA.2 IS "YES" AND AT LEAST ONE OF BMGC.16, BMGC.18 OR BMGC.20 IS "YES", OTHERWISE GO TO BMGC.23

BMGC.22 Is the manager responsible for environmental and climate change issues evaluated against how well the establishment performs on energy consumption, CO<sub>2</sub> emissions or other pollution or environmental targets?

Yes	1	
No	2	
DON'T KNOW (SPONTANEOUS)	-9	
		BMGc22

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BMGC.23 Over the last three years, did this establishment adopt any of the following measures? SHOW CARD 39 (READ OUT IF OVER THE PHONE)

			(SPONTA)	NEOUS)	
	Yes	No	DOES NOT APPLY	DON'T KNOW	
Heating and cooling improvements	1	2	-7	-9	BMGc23a
More climate-friendly energy generation on site	1	2	-7	-9	BMGc23b
Machinery and equipment upgrades	1	2	-7	-9	BMGc23c
Energy management	1	2	-7	-9	BMGc23d
Waste minimization, recycling and waste management	1	2	-7	-9	BMGc23e
Air pollution control measures	1	2	-7	-9	BMGc23f
Water management	1	2	-7	-9	BMGc23g
Upgrades of vehicles	1	2	-7	-9	BMGc23h
Improvements to lighting systems	1	2	-7	-9	BMGc23i
Other pollution control measures	1	2	-7	-9	BMGc23j

## INTERVIEWER: ASK IF THE ANSWER TO AT LEAST TWO OPTIONS IS "YES", OTHERWISE GO TO BMGC.25

BMGC.24Out of the measures adopted over the last three years, which one has contributed the most<br/>to reducing this establishment's environmental impacts, if any?SHOW CARD 39 (READ OUT IF OVER THE PHONE)

Heating and cooling improvements	1	
More climate-friendly energy generation on site	2	
Machinery and equipment upgrades	3	
Energy management	4	
Waste minimization, recycling and waste	5	
management		
Air pollution control measures	6	
Water management	7	
Upgrades of vehicles	8	
Improvements to lighting systems	9	
Other pollution control measures	10	
NONE OF THE ABOVE (SPONTANEOUS)	-7	
DON'T KNOW (SPONTANEOUS)	-9	
		BMGc24

BMGC.25	Over the last three years, did this establishment adopt any measures to enhance energy
	efficiency?

Yes	1	
No	2	GO TO BMGC.27
DON'T KNOW (SPONTANEOUS)	-9	GO TO BMGD.1
<b>REFUSAL (SPONTANEOUS)</b>	-8	GO TO BMGD.1
		BMGc25

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BMGC.26 Over the last three years, were any of these measures developed by the establishment?

Yes	1	GO TO BMGC.28
No	2	GO TO BMGC.28
DON'T KNOW (SPONTANEOUS)	-9	GO TO BMGC.28
<b>REFUSAL (SPONTANEOUS)</b>	-8	GO TO BMGC.28
		BMGc26

What is the main reason no measures were adopted?
SHOW CARD 40 (READ OUT IF OVER THE PHONE)

Not a priority relative to other investments	1	GO TO BMGD.1
Not profitable	2	GO TO BMGD.1
Lack of financial resources	3	GO TO BMGD.1
Uncertainty about regulation	4	GO TO BMGD.1
Uncertainty about future prices	5	GO TO BMGD.1
Operational and/or technical risk	6	GO TO BMGD.1
OTHER (SPECIFY)BMGc27x	7	GO TO BMGD.1
DON'T KNOW (SPONTANEOUS)	-9	GO TO BMGD.1
		BMGc27

BMGC.28 Over the last three years, was there a maximum time period for the return on investment of the adopted energy efficiency measures?

Yes	1	]
No	2	GO TO BMGD.1
DON'T KNOW (SPONTANEOUS)	-9	GO TO BMGD.1
		BMGc28

BMGC.29 Over the last three years, was this maximum payback time longer than, equal to, or shorter than the average one applied to non-energy efficiency related measures?

Longer	1	
Equal	2	
Shorter	3	
DON'T KNOW (SPONTANEOUS)	-9	
		BMGc29

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### BMGD. ENVIRONMENTAL POLICY AND REGULATION

**READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING** Now we return to the last complete fiscal year, that is fiscal year [Insert last complete fiscal year].

### **INTERVIEWER: GO TO QUESTION BMGD.1 IF THE ANSWER TO AT LEAST ONE OF BMGC.7 OR BMGC.12 IS "YES", OTHERWISE GO TO QUESTION BMGD.6**

BMGD.1 In fiscal year [Insert last complete fiscal year], did this establishment participate in the EU Emissions Trading Scheme?

Yes	1	]
No	2	GO TO BMGD.6
DON'T KNOW (SPONTANEOUS)	-9	GO TO BMGD.6
		BMGd1

BMGD.2 In fiscal year [Insert last complete fiscal year], did this establishment's participation in the emissions trading system provoke any adjustments in the production processes?

Yes	1	
No	2	GO TO BMGD.4
DON'T KNOW (SPONTANEOUS)	-9	GO TO BMGD.4
		BMGd2

BMGD.3	In fiscal year [Insert last complete fiscal year], what was the extent of the
	adjustments that this establishment made due to participation in the emissions trading
	systems?
	INTERVIEWER: READ OUT

	-	BMGd3
DON'T KNOW (SPONTANEOUS)	-9	
Major, led to fundamental changes in practices	3	
Moderate	2	
Minor, no fundamental changes in practices	1	

BMGD.4 In fiscal year [Insert last complete fiscal year], what were this establishment's additional compliance costs due to its participation in the emissions trading system, including monitoring, verification, management, maintenance, staff time, and fees?

	KZT	
Additional compliance costs		
NO ADDITIONAL COSTS	0	
DON'T KNOW (SPONTANEOUS)	-9	
<b>REFUSAL (SPONTANEOUS)</b>	-8	
		BMGd4

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BMGD.5 In fiscal year [Insert last complete fiscal year], did this establishment receive free emission allowances?

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

BMGd5

BMGD.6 In fiscal year [Insert last complete fiscal year], was this establishment subject to an energy tax or levy?

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	-9

BMGd6

BMGD.7 In fiscal year [Insert last complete fiscal year], was this establishment subject to an energy performance standard in its operations?

Yes	1	]
No	2	GO TO BMGE.1
<b>DON'T KNOW (SPONTANEOUS)</b>	-9	GO TO BMGE.1
		BMGd7

BMGD.8In fiscal year [Insert last complete fiscal year], which energy performance standard<br/>was this establishment subject to?INTERVIEWER: READ OUT

Standard for total energy use	1	
Standard for energy use relative to output	2	
Standard for energy use relative to other parameters	3	
DON'T KNOW (SPONTANEOUS)	-9	
		BMGd8

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### BMGE. ENVIRONMENTAL IMPACT OF THE ESTABLISHMENT

BMGE.1 In fiscal year [Insert last complete fiscal year], how much electricity, in kWh, did this establishment consume?

	Amount	
Electricity, in kWh		
DON'T KNOW (SPONTANEOUS)	-9	
		BMGe1

BMGE.2 In fiscal year [Insert last complete fiscal year], what amount of fuels made from petroleum did this establishment consume?

	Amount	
Fuels made from petroleum, <b>SPECIFY</b>		IF 0, GO BMGE.3
UNIT OF MEASUREMENT BELOW		
DON'T KNOW (SPONTANEOUS)	-9	GO TO BMGE.3
		BMGe2

#### SPECIFY UNITS OF MEASUREMENT FOR FUELS MADE FROM PETROLEUM

Tonnes Liters	2	
<b>OTHER UNIT (SPONTANEOUS–SPECIFY)</b>	3	
BMGe2x		
		BMGe2u

BMGE.3 In fiscal year [Insert last complete fiscal year], how much natural gas did this establishment consume?

	Amount	]
Natural gas, SPECIFY UNIT OF MEASUREMENT BELOW		IF 0, GO BMGE.4
DON'T KNOW (SPONTANEOUS)	-9	GO TO BMGE.4
		BMGe3

#### SPECIFY UNITS OF MEASUREMENT FOR NATURAL GAS

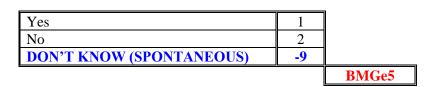
kWh	1	
MMBtu (million British Thermal Units)	2	
Standard cubic feet (SCF)	3	
Cubic meter	4	
<b>OTHER UNIT (SPONTANEOUS–SPECIFY)</b>	5	
BMGe3x		
		BMGe3u

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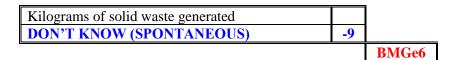
BMGE.4 In fiscal year [Insert last complete fiscal year], how much coal, in tonnes, did this establishment consume?

	Amount	
Coal, in tonnes		
DON'T KNOW (SPONTANEOUS)	-9	
		<b>BMGe</b> 4

BMGE.5 In fiscal year [Insert last complete fiscal year], did this establishment use energy from its own renewable sources, such as power plants using solar, wind, hydro, biomass or geothermal energy?



BMGE.6 In fiscal year [Insert last complete fiscal year], how much solid waste, in kilograms, did this establishment generate?



## INTERVIEWER: GO TO QUESTION BMGE.7 IF a6c>=50, OTHERWISE GO TO QUESTION BMGA.15g.

 BMGE.7
 INTERVIEWER: ASK IF BMGC.7 IS "YES"

 In fiscal year [Insert last complete fiscal year], did this establishment measure its CO2 emissions?

Yes	1	
No	2	
DON'T KNOW (SPONTANEOUS)	-9	
		BMGe7

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# BMGE.8INTERVIEWER: ASK IF BMGC.12 IS "YES"In fiscal year [Insert last complete fiscal year], did this establishment emit any of the<br/>following?<br/>SHOW CARD 41 (READ OUT IF OVER THE PHONE)

	Yes	No	DON'T KNOW (SPONTANEOUS)	
Conventional air pollution other than CO2, such as nitrogen oxide (NOx), sulphur oxides (SOx), particulate matter (PM10), carbon monoxide (CO) and similar	1	2	-9	BMGe8a
Other air pollutants, such as other greenhouse gases (GHGs), volatile organic compounds (VOCs), heavy metals, chlorofluorocarbons (CFCs) and similar	1	2	-9	BMGe8b
Soil or land pollutants (Examples of soil or land pollutants include hydrocarbons, solvents, pesticides, heavy metals, etc.)	1	2	-9	BMGe8c
Water pollutants (Examples of water pollutants include organic carbon, nitrogen, phosphorous, chlorides, heavy metals, etc.)	1	2	-9	BMGe8d

BMGE.9In fiscal year [Insert last complete fiscal year], did this establishment measure its<br/>emissions of the pollutants it emitted?INTERVIEWER: ASK IF ONE OR MORE OPTIONS OF BMGE.8 IS YES,<br/>READ OUT ONLY THE OPTIONS TO WHICH THE ANSWER IN BMGE.8<br/>WAS "YES"

	Yes	No	DON'T KNOW (SPONTANEOUS)	
Conventional air pollution other than CO2	1	2	-9	BMGe9a
Other air pollutants	1	2	-9	BMGe9b
Soil or land pollutants	1	2	-9	BMGe9c
Water pollutants	1	2	-9	BMGe9d

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### **POST-INTERVIEW INFORMATION**

### **INTERVIEWER READ ALOUD:**

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

**BMGA.15g** Time Green Economy Module interview ends:

Day (dd)	Month (mm)	Year (yyyy)	Hour (00 to 23)	<b>Minutes (00 to 59)</b>
BMGa15gd	BMGa15gm	BMGa15gy	BMGa15gh	BMGa15gmin

## **INTERVIEWER IF BMGa22=2 (CONTINUE WITH SOMEONE ELSE) READ TO CURRENT RESPONDENT:**

I would like to gather some information, including your name, position, and contact details. This information would be transferred from Ipsos-MORI to our client, the World Bank Group, the EBRD and the EIB, and may be used to send you a document summarizing the findings of this survey and potentially re-contact you for a future round of this survey or a follow-up. Neither your name nor the name of your establishment will be used in any document based on this survey.

**GDPR.2** Do you agree to transfer your personal information to the World Bank Group, the EBRD and the EIB?

	YES	NO	
<b>Respondent for the</b>	1	2	gdpr2
green economy module			

BMGA.15a Information about the respondent for the green economy module

	Green economy module respondent		_
Position in the establishment		BMGa15a1dx	
Years with the establishment		BMGa15a2d	1= ONE YEAR OR LESS
Years in the position		BMGa15a4d	1= ONE YEAR OR LESS
Gender		BMGa15a3d	1=MALE, 2=FEMALE DO NOT READ OUT

**ENTER -8 IF RESPONDENT REFUSES (SPONTANEOUS) INTERVIEWER: THE SURVEY ENDS HERE. PLEASE FILL OUT ON YOUR OWN:** 

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#### **INTERVIEWER COMMENTS:**

BMGa17x

(Problems occurred/extraordinary circumstances which could influence results)

BMGA.12 Interviewer code BMGa12

### **SUPERVISOR SECTION**

A.13 Supervisor code

a13

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

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

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

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

	Code
CODE OF THE MAIN PRODUCT	d1a2
AND ACTIVITY	