

QUESTIONNAIRE NUMBER
RECORD NUMBER
PREFERENCE NUMBER
ROTATION NUMBER

BUSINESS ENVIRONMENT AND ENTERPRISE PERFORMANCE SURVEY
 The European Bank for Reconstruction and Development and the World Bank
Enterprise Survey
Retail Module (2012)

GPS Coordinates [INTERVIEWER, DO NOT ENTER THE DATA]					
Latitude	poslat	N	S		lat
Longitude	poslon	E	W		lon

A. CONTROL INFORMATION [TO BE COMPLETED BEFORE INTERVIEW]

A.0 Questionnaire	a0	Module
Retail		2

A.1 Country	a1

A.1a Language of the interview	a1a

A.2 Sampling region	a2
Region A	1
Region B	2
Region C	3
Region D	4
Region E	5

A.3a Screener region (coded ex post)	a3a
Region A	1
Region B	2
Region C	3
Region D	4
Region E	5

A.3x Name of city/town/village	a3x

A.3b Is this city the official capital city?	a3b
Yes	1
No	2

A.3c Is this city the main business city?	a3c
Yes	1
No	2

A.3 Size of locality	a3
City with population over 1 million	2
Over 250.000 to 1 million	3
50.000 to 250.000	4
Less than 50.000	5

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A.4 Industry		Sampling sector a4a	Screener sector a4b		
Manufacturing: Section D	Food	15	15		
	Wood	20	20		
	Recorded media	22	22		
	Chemicals	24	24		
	Plastics & rubber	25	25		
	Non metallic mineral products	26	26		
	Fabricated metal products	28	28		
	Machinery and equipment	29	29		
	Electronics	31	31		
	Precision instruments	33	33		
	Furniture	36	36		
	Other manufacturing	Tobacco products	16	16	
		Textiles	17	17	
		Garments	18	18	
		Tanning & leather	19	19	
		Paper & paper products	21	21	
		Coke & refined petroleum	23	23	
		Basic metals	27	27	
		Office machinery	30	30	
		Communication equipment	32	32	
		Motor vehicles	34	34	
		Other transport equipment	35	35	
		Recycling	37	37	
		Retail	Retail	52	52
		Other services	Wholesale	51	51
	IT		72	72	
Hotel and restaurants: section H	55		55		
Services of motor vehicles	50		50		
Construction Section F:	45		45		
Transport (60-62)	60		60		
Supporting transport activities	63		63		
Post and telecommunications	64		64		

A.5 Sector match between screener information and sample frame	a5
Yes, screener and sample frame info match	1
No, screener and sample frame do not match but establishment still does activities which match sample frame	2
No, does not match	3

A.6 Size	Sampling size a6a	Screener size a6b
Micro <5	0	0
Small >=5 and <=19	1	1
Medium >=20 and <=99	2	2
Large >=100	3	3

A.7 Establishment is part of a larger firm	a7
Yes	1
No, a firm on its own	2

A.7a	a7a
Number of establishments that form the firm	

A.8 Type of establishment	a8
HQ without production and/or sales in this location	1
HQ with production and/or sales in this location	2
Establishment physically separated from HQ and other establishments of the same firm	3
Establishment physically separated from HQ but with other establishments of the same firm	4
DOES NOT APPLY	-7

A.9 Are establishment's financial statements prepared separately from HQ's statements	a9
Yes	1
No	2
DOES NOT APPLY	-7

A.10 Are establishment's financial statements prepared separately from other establishments of the same firm?	a10
Yes	1
No	2
DOES NOT APPLY	-7

A.11 If HQ, are financial statements independent from the rest of establishments?	a11
Yes	1
No	2
DOES NOT APPLY	-7

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A.11a Number of establishments - counting the headquarters - included in the financial statements kept in HQ

Number of establishments	a11a
ONE	1
DOES NOT APPLY	-7

A.12 Interviewer code

	a12
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A.13 Supervisor code

	a13
--	------------

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

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

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING.

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

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

B. GENERAL INFORMATION

READ OUT THE FOLLOWING INTRODUCTORY SENTENCE ONLY IF A7 = 1 (yes):

The first few questions apply to the firm which your establishment is part of.

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

SHOW CARD 1

Shareholding company with shares traded in the stock market	1
Shareholding company with non-traded shares or shares traded privately	2
Sole proprietorship	3
Partnership	4
Limited partnership	5
OTHER (SPONTANEOUS - SPECIFY)	6
DON'T KNOW (SPONTANEOUS)	-9

GO TO QUESTION B.2

b1x

b1

Other

--

b1x

INTERVIEWER: PLEASE NOTE WHEN b1 IS 3 (SOLE PROPRIETORSHIP), WRITE 100% FOR QUESTION B.3.

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

	Percent
Percentage held by largest owner or owners	%
DON'T KNOW (SPONTANEOUS)	-9

b3

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	%	-9	b2a
Private foreign individuals, companies or organizations	%	-9	b2b
Government or State	%	-9	b2c
Other	%	-9	b2d
100%			

IF 100% END INTERVIEW

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

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

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

b4

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

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

ECAq5x
ECAq5

Other	
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ECAq5x

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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?

	Year
Year establishment began operations	
DON'T KNOW (SPONTANEOUS)	-9

b5

INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR

B.6 How many full-time employees did this establishment employ when it started operations? Please include all employees and managers.
(INTERVIEWER: include respondent when applicable)

	Number
Number of full-time employees at start-up	
DON'T KNOW (SPONTANEOUS)	-9

b6

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

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

b6a

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

	Year
Year establishment formally registered	
DON'T KNOW (SPONTANEOUS)	-9
NEVER REGISTERED (SPONTANEOUS)	-7

b6b

INTERVIEWER: WRITE YEAR USING 4 DIGITS.

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

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

b7

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

b7a

B.8	Does this establishment have an internationally-recognized quality certification? (INTERVIEWER: if there is need for clarification, some examples are: ISO 9000, 9002 14000, or HACP)
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Yes	1
No	2
STILL IN PROCESS	-6
DON'T KNOW (SPONTANEOUS)	-9

b8

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C. INFRASTRUCTURE AND SERVICES

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING.

Now, we turn to the establishment's operations in fiscal year **[insert last complete fiscal year]**.

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

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

GO TO QUESTION C.6

GO TO QUESTION C.6

c3

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

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

c4

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

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

c5

C.6 Over fiscal year **[insert last complete fiscal year]**, did this establishment experience power outages?

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

GO TO QUESTION C.10

GO TO QUESTION C.10

c6

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

	Number
Average number of power outages per month	
DON'T KNOW (SPONTANEOUS)	-9

IF 0, GO TO QUESTION C.10
GO TO QUESTION C.10

c7

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

	Hours
Average duration of power outages	
LESS THAN ONE HOUR	1
DON'T KNOW (SPONTANEOUS)	-9

c8

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

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

c9a

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

	LCUs
Annual losses of total sales due to power outages	
NONE	0
DON'T KNOW (SPONTANEOUS)	-9

c9b

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

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

c10

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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 of electricity from generators	%
DON'T KNOW (SPONTANEOUS)	-9

c11

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

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

GO TO QUESTION C.22a
GO TO QUESTION C.22a

c12

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

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

c13

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

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

c14

C.22a At the present time, does this establishment use e-mail to communicate with clients or suppliers?

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

c22a

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

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

c22b

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

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

c23

C.30a Using the response options on the card; To what degree is **Electricity** an obstacle to the current operations of this establishment?
SHOW CARD 4

No obstacle	0
Minor obstacle	1
Moderate obstacle	2
Major obstacle	3
Very severe obstacle	4
DON'T KNOW (SPONTANEOUS)	-9
DOES NOT APPLY (SPONTANEOUS)	-7

GO TO QUESTION C.30b

GO TO QUESTION C.30b

GO TO QUESTION C.30b

c30a

C.31a1 Would your total annual costs increase, remain the same or decrease over the next fiscal year if electricity is no longer an obstacle?

Increase	1
Remain the same	2
Decrease	3
DON'T KNOW (SPONTANEOUS)	-9

GO TO QUESTION C.30b

GO TO QUESTION C.31a3

GO TO QUESTION C.30b

ECAc31a1

C.31a2 By what percentage would your total annual costs INCREASE in the next fiscal year?

	Percent
Expected percentage INCREASE in total annual cost in the next fiscal year	
DON'T KNOW (SPONTANEOUS)	-9

GO TO QUESTION C.30b

GO TO QUESTION C.30b

ECAc31a2

QUESTIONNAIRE NUMBER

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C.31a3 By what percentage would your total annual costs DECREASE in the next fiscal year?

	Percent
Expected percentage DECREASE in total annual cost in the next fiscal year	
DON'T KNOW (SPONTANEOUS)	-9

ECAc31a3

C.30b Using the response options on the card; To what degree is **Telecommunications** an obstacle to the current operations of this establishment?
SHOW CARD 4

No obstacle	0
Minor obstacle	1
Moderate obstacle	2
Major obstacle	3
Very severe obstacle	4
DON'T KNOW (SPONTANEOUS)	-9
DOES NOT APPLY (SPONTANEOUS)	-7

c30b

QUESTIONNAIRE NUMBER

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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 service, that is, the service that represented the largest proportion of annual sales?

Description
d1a1x

INTERVIEWER: THE FOLLOWING QUESTION IS NOT PART OF THE INTERVIEW. IT WILL BE FILLED OUT IN THE OFFICE

D.1a2 **CODE THE MAIN SERVICE OF THIS ESTABLISHMENT FOLLOWING ISIC CODES REV. 3.1**

	Code
Code of main service	
	d1a2

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

	Percent
Percentage of sales represented by main service	
DON'T KNOW (SPONTANEOUS)	-9
	d1a3

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

	LCUs
Last complete fiscal year's total sales	
DON'T KNOW (SPONTANEOUS)	-9
	d2

PLEASE ALSO WRITE OUT THE NUMBER (I.E. 50,000 AS FIFTY THOUSAND)
d2x

QUESTIONNAIRE NUMBER

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

	LCUs
Total annual sales three years ago	
THE ESTABLISHMENT WAS NOT IN BUSINESS THREE YEARS AGO	-7
DON'T KNOW (SPONTANEOUS)	-9

n3

D.3 In fiscal year **[insert last complete fiscal year]**, what percentage of this establishment's sales were: **(INTERVIEWER: these must be asked in the order they appear on the table) SHOW CARD 5**

	Percent	DON'T KNOW (SPONTANEOUS)	
National sales	%	-9	d3a
Indirect exports (sold domestically to third party that exports products)	%	-9	d3b
Direct exports	%	-9	d3c
	100%		

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

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	%	
NO LOSSES	0	
DON'T KNOW (SPONTANEOUS)	-9	
NO INTERNAL SHIPMENTS MADE (DOES NOT APPLY)	-7	GO TO QUESTION D.17

d10

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	%	
NO LOSSES	0	
DON'T KNOW (SPONTANEOUS)	-9	
NO INTERNAL SHIPMENTS MADE (DOES NOT APPLY)	-7	

d11

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D.17 At the present time, when this establishment receives its **main sales item**, on average, how many days of inventory measured in days of sales, does this establishment keep?
(INTERVIEWER: IF RESPONDENT REQUIRES CLARIFICATION DEFINE DAYS OF INVENTORY AS STOCK IN HAND)

	Days	
Days of inventory of main sales item		
DON'T KNOW (SPONTANEOUS)	-9	

d17

D.30a Using the response options on the card; To what degree is **Transport** an obstacle to the current operations of this establishment?
SHOW CARD 6

No obstacle	0	
Minor obstacle	1	
Moderate obstacle	2	
Major obstacle	3	
Very severe obstacle	4	
DON'T KNOW (SPONTANEOUS)	-9	
DOES NOT APPLY (SPONTANEOUS)	-7	

d30a

D.30b Using the response options on the card; To what degree are **Customs and Trade Regulation** an obstacle to the current operations of this establishment?
SHOW CARD 6

No obstacle	0	GO TO QUESTION E.1
Minor obstacle	1	
Moderate obstacle	2	
Major obstacle	3	
Very severe obstacle	4	
DON'T KNOW (SPONTANEOUS)	-9	GO TO QUESTION E.1
DOES NOT APPLY (SPONTANEOUS)	-7	GO TO QUESTION E.1

d30b

D.31b1 Would your total annual costs increase, remain the same or decrease over the next fiscal year if customs and trade regulations are no longer an obstacle?

Increase	1	GO TO QUESTION E.1
Remain the same	2	GO TO QUESTION D.31b3
Decrease	3	GO TO QUESTION E.1
DON'T KNOW (SPONTANEOUS)	-9	GO TO QUESTION E.1

ECAd31b1

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D.31b2 | By what percentage would your total annual costs INCREASE in the next fiscal year?

	Percent	
Expected percentage INCREASE in total annual cost in the next fiscal year	%	<i>GO TO QUESTION E.1</i>
DON'T KNOW (SPONTANEOUS)	-9	<i>GO TO QUESTION E.1</i>

ECAd31b2

D.31b3 | By what percentage would your total annual costs DECREASE in the next fiscal year?

	Percent	
Expected percentage DECREASE in total annual cost in the next fiscal year	%	
DON'T KNOW (SPONTANEOUS)	-9	

ECAd31b3

QUESTIONNAIRE NUMBER

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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 service?
SHOW CARD 7

Local – main service sold mostly in same municipality where establishment is located	1
National – main service sold mostly across the country where establishment is located	2
International - main service sold mostly to nations outside country where establishment is located	3
DON'T KNOW (SPONTANEOUS)	-9

GO TO QUESTION E.6

GO TO QUESTION E.6

e1

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

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

e2b

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

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

e6

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

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

e11

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

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

ECAq53

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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 8

No obstacle	0
Minor obstacle	1
Moderate obstacle	2
Major obstacle	3
Very severe obstacle	4
DON'T KNOW (SPONTANEOUS)	-9
DOES NOT APPLY (SPONTANEOUS)	-7

e30

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H. INNOVATION

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING

And now we switch to a new topic. In this section “new” means new to the firm but not necessarily new to the market or other firms, and it could have been originally developed by other firms

INTERVIEWER: SHOW CARDS IN THIS SECTION CONTAIN EXAMPLES OF INNOVATIONS. THEY ARE MEANT AS EXAMPLES ONLY - THEY DO NOT CONTAIN ALL POSSIBLE INNOVATIONS.

Goods and services innovation

H.1	During the last three years, has this establishment introduced new or significantly improved products or services? Please exclude the simple resale of new goods purchased from others and changes of a solely aesthetic nature. SHOW CARD 9
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Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

GO TO QUESTION H.3
GO TO QUESTION H.3

h1

H.2	Were any of the new or significantly improved products or services of this establishment new to one of this establishment's markets?
------------	--

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

h2

Process innovation

H.3	During the last three years, has this establishment introduced any new or significantly improved methods for the production or supply of products or services? SHOW CARD 10
------------	---

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

h3

Organisational innovation

H.4	During the last three years, has this establishment introduced any new or significantly improved organizational or management practices or structures? SHOW CARD 11
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Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

h4

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Marketing innovation

H.5	During the last three years, has this establishment introduced new or significantly improved marketing methods? SHOW CARD 12
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Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

h5

Innovation activity

H.6	During the last three years, did this establishment spend on research and development activities, either in-house or contracted with other companies (outsourced)?
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INTERVIEWER: Research and development (R&D) is defined as creative work undertaken on a systematic basis in order to increase the stock of knowledge. For example, laboratory research for a new chemical compound of paint would be research and development while market research surveys or internet surfing would not be research and development.

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

h6

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G. LAND AND PERMITS

G.1 Of the land occupied by this establishment, what percent is:
SHOW CARD 13

	Percent	SPONTANEOUS		
		DOES NOT APPLY	DON'T KNOW	
Owned by this establishment	%	-7	-9	g1a
Rented or leased by this establishment	%	-7	-9	g1b
Other	%	-7	-9	g1c
100%				

**INTERVIEWER: CHECK THAT TOTAL SUMS TO 100%
UNLESS RESPONDENT DOES NOT KNOW, IF IT IS A FLOOR IN A BUILDING, WRITE -7**

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

Yes	1	GO TO QUESTION G.5 GO TO QUESTION G.5
No	2	
DON'T KNOW (SPONTANEOUS)	-9	
		g2

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

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

G.4 In reference to that application for a construction-related permit, was an informal gift or payment expected or requested?

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

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

Area	
DON'T KNOW (SPONTANEOUS)	-9

g5a

SPECIFY UNITS

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

g5b

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g5bx

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

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

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

G.30 Using the response options on the card; To what degree is **Access to Land** an obstacle to the current operations of this establishment?
SHOW CARD 15

No obstacle	0
Minor obstacle	1
Moderate obstacle	2
Major obstacle	3
Very severe obstacle	4
DON'T KNOW (SPONTANEOUS)	-9
DOES NOT APPLY (SPONTANEOUS)	-7

g30a

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I. CRIME

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:
 We now turn to questions on 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?

Yes	1	<i>GO TO QUESTION I.3</i> <i>GO TO QUESTION I.3</i>
No	2	
DON'T KNOW (SPONTANEOUS)	-9	

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	%
DON'T KNOW (SPONTANEOUS)	-9

i2a

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

	LCUs
Total annual cost of security	
DON'T KNOW (SPONTANEOUS)	-9

i2b

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

Yes	1	<i>GO TO QUESTION I.30</i> <i>GO TO QUESTION I.30</i>
No	2	
DON'T KNOW (SPONTANEOUS)	-9	

i3

QUESTIONNAIRE NUMBER

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

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

i4a

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

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

i4b

I.30 Using the response options on the card; To what degree is **Crime, Theft and Disorder** an obstacle to the current operations of this establishment?
SHOW CARD 16

No obstacle	0	GO TO QUESTION K.1
Minor obstacle	1	
Moderate obstacle	2	
Major obstacle	3	
Very severe obstacle	4	
DON'T KNOW (SPONTANEOUS)	-9	
DOES NOT APPLY (SPONTANEOUS)	-7	GO TO QUESTION K.1

i30

I.31a1 Would your total annual costs increase, remain the same or decrease over the next fiscal year if crime, theft, and disorder is no longer an obstacle?

Increase	1	GO TO QUESTION K.1
Remain the same	2	
Decrease	3	
DON'T KNOW (SPONTANEOUS)	-9	

ECAi31a1

I.31a2 By what percentage would your total annual costs INCREASE in the next fiscal year?

	Percent
Expected percentage INCREASE in total annual cost in the next fiscal year	%
DON'T KNOW (SPONTANEOUS)	-9

ECAi31a2

QUESTIONNAIRE NUMBER

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I.31a3 By what percentage would your total annual costs DECREASE in the next fiscal year?

	Percent
Expected percentage DECREASE in total annual cost in the next fiscal year	%
DON'T KNOW (SPONTANEOUS)	-9

ECAi31a3

QUESTIONNAIRE NUMBER

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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 material inputs or services were purchased on credit - paid after delivery?

	Percent	
Paid after delivery?	%	
DON'T KNOW (SPONTANEOUS)	-9	

k1c

K.2 In fiscal year **[insert last complete fiscal year]**, what percentage of this establishment's total annual sales of goods and services were sold on credit - paid after delivery?

	Percent	
Paid after delivery?	%	
DON'T KNOW (SPONTANEOUS)	-9	

k2c

K.3 Over fiscal year **[insert last complete fiscal year]**, please estimate the proportion of this establishment's working capital that was financed from each of the following sources?
SHOW CARD 17

	Percent	DON'T KNOW (SPONTANEOUS)	
Internal funds or retained earnings	%	-9	k3a
Borrowed from banks (private and state-owned)	%	-9	k3bc
Borrowed from non-bank financial institutions which include microfinance institutions, credit cooperatives, credit unions, or finance companies	%	-9	k3e
Purchases on credit from suppliers and advances from customers	%	-9	k3f
Other (moneylenders, friends, relatives, etc.)	%	-9	k3hd
	100%		

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

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

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

k4

QUESTIONNAIRE NUMBER

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N.5 In fiscal year **[insert last complete fiscal year]**, how much did this establishment spend on purchases of:

	LCUs	DON'T KNOW (SPONTANEOUS)	
Machinery, vehicles, and equipment (new or used)		-9	n5a
Land and buildings		-9	n5b

K.5 Over fiscal year **[insert last complete fiscal year]**, please estimate the proportion of this establishment's total purchase of fixed assets that was financed from each of the following sources:
SHOW CARD 18

	Percent	DON'T KNOW (SPONTANEOUS)	
Internal funds or retained earnings	%	-9	k5a
Owners' contribution or issued new equity shares	%	-9	k5i
Borrowed from banks: private and state-owned	%	-9	k5bc
Borrowed from non-bank financial institutions which include microfinance institutions, credit cooperatives, credit unions, or finance companies	%	-9	k5e
Purchases on credit from suppliers and advances from customers	%	-9	k5f
Other (moneylenders, friends, relatives, bonds, etc.)	%	-9	k5hdj
100%			

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

K.4a In fiscal year **[insert last complete fiscal year]**, did this establishment lease any fixed assets, such as machinery, vehicles, equipment, land or buildings?

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

ECAk4a

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

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

k6

QUESTIONNAIRE NUMBER

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K.7 At this time, does this establishment have an overdraft facility?
(INTERVIEWER: The question is asking about the existence of an agreement with a bank that an overdraft is possible)

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

k7

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

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

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

k8

K.9 Referring to the most recent line of credit or loan, what type of financial institution granted this loan?
SHOW CARD 19

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

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

k9

K.9a Which bank provided the most recent line of credit or loan?
SHOW CARD 20

Bank 1	1
Bank 2	2
Bank 3	3
Bank 4	4
Bank 5	5
Bank 6	6
Bank 7	7
Bank 8	8
Bank 9	9
Bank 10	10
OTHER (SPONTANEOUS - SPECIFY)	11
DON'T KNOW (SPONTANEOUS)	-9

ECAk9ax

ECAk9a

Other	
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ECAk9ax

QUESTIONNAIRE NUMBER

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

	Year
Year most recent loan or line of credit was approved	
DON'T KNOW (SPONTANEOUS)	-9

k10

INTERVIEWER: WRITE YEAR USING 4 DIGITS.

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

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

k11

Q.46f In what currency is the most recent line of credit or loan denominated?

Local currency	1	
Euro	2	
US Dollar	3	
OTHER (SPONTANEOUS - SPECIFY)	4	ECAq46fx

ECAq46f

Other	
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ECAq46fx

Q.46d What is the annual nominal interest rate (in percent) of the most recent line of credit or loan?
(INTERVIEWER: If the respondent says that the interest rate is variable, please ask the respondent to calculate the average annual interest rate)

	Percent
Annual nominal interest rate (%)	
REFUSAL (SPONTANEOUS)	-8
DON'T KNOW (SPONTANEOUS)	-9

ECAq46d

QUESTIONNAIRE NUMBER

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Q.46e What was the original duration of the most recent line of credit or loan in months?

Duration	Months
REFUSAL (SPONTANEOUS)	-8
DON'T KNOW (SPONTANEOUS)	-9

ECAq46e

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

Yes	1	<i>GO TO QUESTION K.15a1</i>
No	2	
DON'T KNOW (SPONTANEOUS)	-9	

k13

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

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

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

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

k15a

K.15a1 What is the outstanding balance on this most recent line of credit or loan?

Outstanding balance on the most recent line of credit or loan	LCUs
DON'T KNOW (SPONTANEOUS)	-9

ECAk15a1

QUESTIONNAIRE NUMBER

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K.15b What is the total number of outstanding loans or lines of credit held by this establishment?

	Number	
Total number of loans outstanding		<i>IF 1, GO TO QUESTION K.15d GO TO QUESTION K.15d</i>
DON'T KNOW (SPONTANEOUS)	-9	
k15b		

K.15c What is the total value of outstanding loans or lines of credit held by this establishment?

	LCUs	
Total value of loans outstanding		k15c
DON'T KNOW (SPONTANEOUS)	-9	
k15c		

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

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

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

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

K.17 What was the **main** reason why this establishment did not apply for any line of credit or loan?
SHOW CARD 21
INTERVIEWER: ONE ANSWER ONLY

No need for a loan - establishment had sufficient capital	1	<i>GO TO QUESTION K.21</i>
Application procedures were complex	2	<i>GO TO QUESTION K.21</i>
Interest rates were not favorable	3	<i>GO TO QUESTION K.21</i>
Collateral requirements were too high	4	<i>GO TO QUESTION K.21</i>
Size of loan and maturity were insufficient	5	<i>GO TO QUESTION K.21</i>
It is necessary to make informal payments to get bank loans	6	<i>GO TO QUESTION K.21</i>
Did not think it would be approved	7	<i>GO TO QUESTION K.21</i>
Other	8	<i>GO TO QUESTION K.21</i>
DON'T KNOW (SPONTANEOUS)	-9	<i>GO TO QUESTION K.21</i>
ECAk17		

QUESTIONNAIRE NUMBER

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

Application was approved	1
Application was rejected	2
APPLICATION WITHDRAWN BY THE ESTABLISHMENT	-3
APPLICATION STILL IN PROCESS	-6
DON'T KNOW (SPONTANEOUS)	-9

k20a

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?

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

k21

K.30 Using the response options on the card; To what degree is **Access to Finance** an obstacle to the current operations of this establishment?
SHOW CARD 22

No obstacle	0
Minor obstacle	1
Moderate obstacle	2
Major obstacle	3
Very severe obstacle	4
DON'T KNOW (SPONTANEOUS)	-9
DOES NOT APPLY (SPONTANEOUS)	-7

k30a

QUESTIONNAIRE NUMBER

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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.

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

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

ECAq31e

J.1 I am going to read some statements that describe the court system and how it could affect businesses. For each of them, could you please tell me if you Strongly disagree, Tend to disagree, Tend to agree, or Strongly agree.
SHOW CARD 23

	Strongly disagree	Tend to disagree	Tend to agree	Strongly agree	DON'T KNOW (SPONTANEOUS)	
"The court system is fair, impartial and uncorrupted."	1	2	3	4	-9	h7a
"The court system is quick."	1	2	3	4	-9	ECAj1b
"The court system is able to enforce its decisions."	1	2	3	4	-9	ECAj1c

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. Some examples of government regulations are taxes, customs, labor regulations, licensing and registration, including dealings with officials and completing forms]

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

j2

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

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

GO TO QUESTION J.6a
GO TO QUESTION J.6a

j3

QUESTIONNAIRE NUMBER

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

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

j4

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

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

j5

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

Yes	1	
No	2	<i>GO TO QUESTION J.7</i>
DON'T KNOW (SPONTANEOUS)	-9	<i>GO TO QUESTION J.7</i>

j6a

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

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

j6

QUESTIONNAIRE NUMBER

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J.7 It is said that establishments are sometimes required to make gifts or informal payments to public officials to “get things done” with regard to customs, taxes, licenses, regulations, services etc. On average, what percentage of total annual sales, or estimated total annual value, do establishments like this one pay in informal payments or gifts to public officials for this purpose?

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

j7a

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

	LCUs
Total annual informal payment	
NO PAYMENTS OR GIFTS ARE PAID	0
DON'T KNOW (SPONTANEOUS)	-9
REFUSAL (SPONTANEOUS)	-8

j7b

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

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

GO TO QUESTION J.13
GO TO QUESTION J.13

j10

J.11 Approximately how many days did it take to obtain this import license from the day of the application to the day it was granted?

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

j11

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

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

j12

QUESTIONNAIRE NUMBER

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

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

GO TO QUESTION J.30a

GO TO QUESTION J.30a

j13

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

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

j14

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

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

j15

J.30a Using the response options on the card; To what degree are **tax rates** an obstacle to the current operations of this establishment?
SHOW CARD 24

No obstacle	0
Minor obstacle	1
Moderate obstacle	2
Major obstacle	3
Very severe obstacle	4
DON'T KNOW (SPONTANEOUS)	-9
DOES NOT APPLY (SPONTANEOUS)	-7

j30a

QUESTIONNAIRE NUMBER

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J.30b Using the response options on the card; To what degree is **tax administration** an obstacle to the current operations of this establishment?
SHOW CARD 24

No obstacle	0	<i>GO TO QUESTION J.30c</i>	
Minor obstacle	1		
Moderate obstacle	2		
Major obstacle	3		
Very severe obstacle	4		
DON'T KNOW (SPONTANEOUS)	-9		<i>GO TO QUESTION J.30c</i>
DOES NOT APPLY (SPONTANEOUS)	-7		<i>GO TO QUESTION J.30c</i>

j30b

J.31b1 Would your total annual costs increase, remain the same or decrease over the next fiscal year if tax administration is no longer an obstacle?

Increase	1	<i>GO TO QUESTION J.30c</i>	
Remain the same	2		<i>GO TO QUESTION J.31b3</i>
Decrease	3		<i>GO TO QUESTION J.30c</i>
DON'T KNOW (SPONTANEOUS)	-9		<i>GO TO QUESTION J.30c</i>

ECAj31b1

J.31b2 By what percentage would your total annual costs INCREASE in the next fiscal year?

	Percent	
Expected percentage INCREASE in total annual cost in the next fiscal year	%	<i>GO TO QUESTION J.30c</i>
DON'T KNOW (SPONTANEOUS)	-9	<i>GO TO QUESTION J.30c</i>

ECAj31b2

J.31b3 By what percentage would your total annual costs DECREASE in the next fiscal year?

	Percent	
Expected percentage DECREASE in total annual costs in the next fiscal year	%	
DON'T KNOW (SPONTANEOUS)	-9	

ECAj31b3

QUESTIONNAIRE NUMBER

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J.30c Using the response options on the card; To what degree are **business licensing and permits** an obstacle to the current operations of this establishment?
SHOW CARD 24

No obstacle	0	<i>GO TO QUESTION J.30e</i>
Minor obstacle	1	
Moderate obstacle	2	
Major obstacle	3	
Very severe obstacle	4	
DON'T KNOW (SPONTANEOUS)	-9	<i>GO TO QUESTION J.30e</i>
DOES NOT APPLY (SPONTANEOUS)	-7	<i>GO TO QUESTION J.30e</i>

j30c

J.31c1 Would your total annual costs increase, remain the same or decrease over the next fiscal year if business licensing and permits are no longer an obstacle?

Increase	1	<i>GO TO QUESTION J.30e</i>
Remain the same	2	
Decrease	3	
DON'T KNOW (SPONTANEOUS)	-9	<i>GO TO QUESTION J.31c3</i>

ECAj31c1

J.31c2 By what percentage would your total annual costs INCREASE in the next fiscal year?

	Percent	
Expected percentage INCREASE in total annual cost in the next fiscal year	%	<i>GO TO QUESTION J.30e</i>
DON'T KNOW (SPONTANEOUS)	-9	<i>GO TO QUESTION J.30e</i>

ECAj31c2

J.31c3 By what percentage would your total annual costs DECREASE in the next fiscal year?

	Percent	
Expected percentage DECREASE in total annual costs in the next fiscal year	%	
DON'T KNOW (SPONTANEOUS)	-9	

ECAj31c3

QUESTIONNAIRE NUMBER

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J.30e Using the response options on the card; To what degree is **political instability** an obstacle to the current operations of this establishment?
SHOW CARD 24

No obstacle	0
Minor obstacle	1
Moderate obstacle	2
Major obstacle	3
Very severe obstacle	4
DON'T KNOW (SPONTANEOUS)	-9
DOES NOT APPLY (SPONTANEOUS)	-7

j30e

J.30f Using the response options on the card; To what degree is **corruption** an obstacle to the current operations of this establishment?
SHOW CARD 24

No obstacle	0
Minor obstacle	1
Moderate obstacle	2
Major obstacle	3
Very severe obstacle	4
DON'T KNOW (SPONTANEOUS)	-9
DOES NOT APPLY (SPONTANEOUS)	-7

GO TO QUESTION H.30

GO TO QUESTION H.30

GO TO QUESTION H.30

j30f

J.31f1 Would your total annual costs increase, remain the same or decrease over the next fiscal year if corruption is no longer an obstacle?

Increase	1
Remain the same	2
Decrease	3
DON'T KNOW (SPONTANEOUS)	-9

GO TO QUESTION H.30

GO TO QUESTION J.31f3

GO TO QUESTION H.30

ECAj31f1

J.31f2 By what percentage would your total annual costs INCREASE in the next fiscal year?

	Percent
Expected percentage INCREASE in total annual cost in the next fiscal year	%
DON'T KNOW (SPONTANEOUS)	-9

GO TO QUESTION H.30

GO TO QUESTION H.30

ECAj31f2

QUESTIONNAIRE NUMBER

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J.31f3 By what percentage would your total annual costs DECREASE in the next fiscal year?

	Percent
Expected percentage DECREASE in total annual costs in the next fiscal year	%
DON'T KNOW (SPONTANEOUS)	-9

ECAj31f3

H.30 Using the response options on the card; To what degree are **courts** an obstacle to the current operations of this establishment?
SHOW CARD 24

No obstacle	0
Minor obstacle	1
Moderate obstacle	2
Major obstacle	3
Very severe obstacle	4
DON'T KNOW (SPONTANEOUS)	-9
DOES NOT APPLY (SPONTANEOUS)	-7

GO TO QUESTION Q.39

GO TO QUESTION Q.39

GO TO QUESTION Q.39

h30

H.31a1 Would your total annual costs increase, remain the same or decrease over the next fiscal year if courts are no longer an obstacle?

Increase	1
Remain the same	2
Decrease	3
DON'T KNOW (SPONTANEOUS)	-9

GO TO QUESTION Q.39

GO TO QUESTION H.31a3

GO TO QUESTION Q.39

ECAh31a1

H.31a2 By what percentage would your total annual costs INCREASE in the next fiscal year?

	Percent
Expected percentage INCREASE in total annual cost in the next fiscal year	%
DON'T KNOW (SPONTANEOUS)	-9

GO TO QUESTION Q.39

GO TO QUESTION Q.39

ECAh31a2

H.31a3 By what percentage would your total annual costs DECREASE in the next fiscal year?

	Percent
Expected percentage DECREASE in total annual costs in the next fiscal year	%
DON'T KNOW (SPONTANEOUS)	-9

ECAh31a3

QUESTIONNAIRE NUMBER

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X.

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

To conclude the topic on regulations

Q.39 Thinking about officials, would you say the following statement is always, usually, frequently, sometimes, seldom or never true?
SHOW CARD 25

	Never	Seldom	Sometimes	Frequently	Very frequently	Always	DON'T KNOW (SPONTANEOUS)
It is common for firms in my line of business to have to pay some irregular “additional payments or gifts” to get things done with regard to customs, taxes, licenses, regulations, services etc	1	2	3	4	5	6	-9

ECAq39

Q.41 Thinking now of unofficial payments/gifts that establishments like this one would make in a given year, please tell me how often would they make payments/gifts for the following purposes:
SHOW CARD 26

	Never	Seldom	Sometimes	Frequently	Very frequently	Always	DON'T KNOW (SPONTANEOUS)
READ OUT To deal with customs/imports	1	2	3	4	5	6	-9
To deal with courts	1	2	3	4	5	6	-9
To deal with taxes and tax collection	1	2	3	4	5	6	-9

ECAq41a

ECAq41b

ECAq41c

QUESTIONNAIRE NUMBER

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Q.44 It is often said that firms make unofficial payments/gifts, private payments or other benefits to public officials to gain advantages in the drafting of laws, decrees, regulations, and other binding government decisions. To what extent have the following practices had a direct impact on this establishment?
SHOW CARD 27

	No impact	Minor impact	Moderate impact	Major impact	Decisive impact	SPONTANEOUS		
						DON'T KNOW	DOES NOT APPLY	
Private payments/gifts or other benefits to Parliamentarians to affect their votes	1	2	3	4	5	-9	-7	ECAq44a
Private payments/gifts or other benefits to Government officials to affect the content of government decrees	1	2	3	4	5	-9	-7	ECAq44b
Private payments/gifts or other benefits to local or regional government officials to affect their votes or content of government decrees	1	2	3	4	5	-9	-7	ECAq44c

QUESTIONNAIRE NUMBER

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R. USE OF CONSULTING SERVICES

R.16a In the last three complete fiscal years, how many times has this establishment hired an external consultant (such as management consultant, engineer, architect, accountant)?

Number of times this establishment hired an external consultant	
NO EXTERNAL CONSULTANTS HIRED	0
DON'T KNOW (SPONTANEOUS)	-9

GO TO QUESTION R.20
GO TO QUESTION L.1

ECAr16a

R.17 What kind of consulting services were provided?

INTERVIEWER: READ EACH OPTION ALOUD	Yes	No	(SPONTANEOUS)		
			DON'T KNOW	DOES NOT APPLY	
Business skills improvements (finance, marketing, communication, basic HR, business plan)	1	2	-9	-7	ECAr17a
Business process improvements (informational/accounting system or introduction of quality standard)	1	2	-9	-7	ECAr17b
More sophisticated projects (restructuring, feasibility study, environmental management and energy efficiency)	1	2	-9	-7	ECAr17c

R.18 Were any of these external consultants hired from local consulting firms?

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

GO TO QUESTION L.1
GO TO QUESTION L.1
GO TO QUESTION L.1

ECAr18

QUESTIONNAIRE NUMBER

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R.20	What was the main reason why this establishment did not hire an external consultant? SHOW CARD 28
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No need for external consultants	1
External consultants are too expensive	2
External consultants do not offer the services needed	3
There are no external consultants available	4
Not aware of consultancy services offered	5
OTHER (SPONTANEOUS – SPECIFY)	6
DON'T KNOW (SPONTANEOUS)	-9
DOES NOT APPLY (SPONTANEOUS)	-7

ECAr20x

ECAr20

Other	
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ECAr20x

QUESTIONNAIRE NUMBER

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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 **(INTERVIEWER: include interviewee if applicable)**
 (Permanent, full-time employees are defined as all paid employees that are contracted for a term of one or more fiscal years and/or have a guaranteed renewal of their employment contract and that work full-time)

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

L.2 Three fiscal years ago, at the end of fiscal year [insert three complete fiscal years ago], 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 three fiscal years ago	
THE ESTABLISHMENT WAS NOT IN BUSINESS THREE YEARS AGO	-7
DON'T KNOW (SPONTANEOUS)	-9
	12

L.5 At the end of fiscal year [insert last complete fiscal year], how many permanent full-time individuals working in this establishment were female?

	Number
Female permanent full-time workers	
DON'T KNOW (SPONTANEOUS)	-9
	15

QUESTIONNAIRE NUMBER

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L.6 How many full-time temporary employees did this establishment employ throughout fiscal year **[insert last complete fiscal year]**?
 (Full-time, temporary workers are all paid short-term (i.e. for less than a fiscal year) employees with no guarantee of renewal of contract employment and that work full-time)

	Number	
Full-time seasonal or temporary workers employed last fiscal year		
NO FULL-TIME SEASONAL OR TEMPORARY WORKERS	0	GO TO QUESTION Q.69
DON'T KNOW (SPONTANEOUS)	-9	
		16

L.6a How many full-time temporary employees employed throughout fiscal year **[insert last complete fiscal year]**, were females?

	Number	
Female full-time seasonal or temporary workers employed last fiscal year		
DON'T KNOW (SPONTANEOUS)	-9	
		16a

L.8 What was the average length of employment of all full-time temporary employees in fiscal year **[insert last complete fiscal year]** in months?
(INTERVIEWER: This cannot be more than 12 months.)

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

Q.69 What percent of this establishment's employees employed at the end of fiscal year **[insert last complete fiscal year]** had a university degree?

	Percent	
Percentage of employees with a university degree		%
NO ONE HAS A UNIVERSITY DEGREE	0	
DON'T KNOW (SPONTANEOUS)	-9	
		ECAq69

QUESTIONNAIRE NUMBER

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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
DON'T KNOW (SPONTANEOUS)	-9

110

L.30a Using the response options on the card; To what degree are **Labor Regulations** an obstacle to the current operations of this establishment?
SHOW CARD 29

No obstacle	0
Minor obstacle	1
Moderate obstacle	2
Major obstacle	3
Very severe obstacle	4
DON'T KNOW (SPONTANEOUS)	-9
DOES NOT APPLY (SPONTANEOUS)	-7

GO TO QUESTION L.30b

GO TO QUESTION L.30b

GO TO QUESTION L.30b

130a

L.31a1 Would your total annual costs increase, remain the same or decrease over the next fiscal year if labor regulations are no longer an obstacle?

Increase	1
Remain the same	2
Decrease	3
DON'T KNOW (SPONTANEOUS)	-9

GO TO QUESTION L.30b

GO TO QUESTION L.31a3

GO TO QUESTION L.30b

ECAI31a1

L.31a2 By what percentage would your total annual costs INCREASE in the next fiscal year?

	Percent
Expected percentage INCREASE in total annual cost in the next fiscal year	%
DON'T KNOW (SPONTANEOUS)	-9

GO TO QUESTION L.30b

GO TO QUESTION L.30b

ECAI31a2

QUESTIONNAIRE NUMBER

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L.31a3 By what percentage would your total annual costs DECREASE in the next fiscal year?

	Percent
Expected percentage DECREASE in total annual costs in the next fiscal year	%
DON'T KNOW (SPONTANEOUS)	-9

ECAI31a3

L.30b Using the response options on the card; To what degree is **an Inadequately Educated Workforce** an obstacle to the current operations of this establishment?
SHOW CARD 29

No obstacle	0	<i>GO TO QUESTION M.1</i>
Minor obstacle	1	
Moderate obstacle	2	
Major obstacle	3	
Very severe obstacle	4	
DON'T KNOW (SPONTANEOUS)	-9	<i>GO TO QUESTION M.1</i>
DOES NOT APPLY (SPONTANEOUS)	-7	<i>GO TO QUESTION M.1</i>

I30b

L.31b1 Would your total annual sales increase, remain the same or decrease over the next fiscal year if an inadequately educated workforce is no longer an obstacle?

Increase	1	
Remain the same	2	<i>GO TO QUESTION M.1</i>
Decrease	3	<i>GO TO QUESTION L.31b3</i>
DON'T KNOW (SPONTANEOUS)	-9	<i>GO TO QUESTION M.1</i>

ECAI31b1

L.31b2 By what percentage would your total annual sales INCREASE in the next fiscal year?

	Percent
Expected percentage INCREASE in total annual sales in the next fiscal year	%
DON'T KNOW (SPONTANEOUS)	-9

GO TO QUESTION M.1
GO TO QUESTION M.1
ECAI31b2

QUESTIONNAIRE NUMBER

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L.31b3 | By what percentage would your total annual sales DECREASE in the next fiscal year?

	Percent
Expected percentage DECREASE in total annual sales in the next fiscal year	%
DON'T KNOW (SPONTANEOUS)	-9

ECAI31b3

QUESTIONNAIRE NUMBER

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M. BUSINESS ENVIRONMENT

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

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

M.1	By looking at card [insert card number] can you tell me which of the elements of the business environment included in the list, if any, currently represents the biggest obstacle faced by this establishment? SHOW CARD 30, 31, or 32 INTERVIEWER: ONE ANSWER ONLY
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- | |
|---|
| 1-Access to finance |
| 2-Access to land |
| 3-Business licensing and permits |
| 4-Corruption |
| 5-Courts |
| 6-Crime, theft and disorder |
| 7-Customs and trade regulations |
| 8-Electricity |
| 9-Inadequately educated workforce |
| 10-Labor regulations |
| 11-Political instability |
| 12-Practices of competitors in the informal sector |
| 13-Tax administration |
| 14-Tax rates |
| 15-Transport |

Biggest obstacle	
DON'T KNOW (SPONTANEOUS)	-9
DOES NOT APPLY (SPONTANEOUS)	-7

m1a

Rotation (option 1, 2 or 3)	
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m1d

QUESTIONNAIRE NUMBER

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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. The individual data are treated as confidential – the identity of your establishment will not be revealed at any point. Please provide the following information from the financial statements of this establishment.

N.2 From the financial reports for fiscal year [insert last complete fiscal year], please provide the following information about this establishment:
SHOW CARD 33

READ OUT

	LCUs	DON'T KNOW (SPONTANEOUS)	
Total annual cost of labor including wages, salaries, bonuses, social payments		-9	n2a
Total annual costs of electricity		-9	n2b
Total annual cost of finished goods and materials purchased to resell		-9	n2i

QUESTIONNAIRE NUMBER

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S. EXPECTATIONS

S.1a In the next fiscal year, do you expect this establishment's annual sales to increase, stay the same or decrease?

Increase	1
Stay the same	2
Decrease	3
DON'T KNOW (SPONTANEOUS)	-9

GO TO QUESTION VIN.1
GO TO QUESTION S.1c
GO TO QUESTION VIN.1

ECAs1a

S.1b By what percentage do you expect this establishment's annual sales to INCREASE?

	Percent
Expected percentage INCREASE in annual sales	%
DON'T KNOW (SPONTANEOUS)	-9

GO TO QUESTION VIN.1
GO TO QUESTION VIN.1

ECAs1b

S.1c By what percentage do you expect this establishment's annual sales to DECREASE?

	Percent
Expected percentage DECREASE in annual sales	%
DON'T KNOW (SPONTANEOUS)	-9

ECAs1c

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VIN. PERCEPTIONS OF OBSTACLES

THE FOLLOWING QUESTION IS AIMED AT UNDERSTANDING HOW BUSINESS PERCEIVE THE INFORMAL PAYMENTS

VIN.1	Imagine there are 5 towns, and in each town please imagine some firm which is of similar size as yours. The firm needs to get some permit from the authorities. The situation with informal payments somewhat differs across the towns. (INTERVIEWER: READ THE SITUATIONS FROM THE FIRST COLUMN) SHOW CARD 33
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	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very severe obstacle	SPONTANEOUS	
						DON'T KNOW	DOESN'T APPLY
READ OUT							
In town №1, it is not difficult to obtain the permit without giving a bribe, but an informal payment can facilitate or speed up obtaining the permit. Would you say that in this town, corruption is an obstacle to the current operations of the firm? If yes, to which degree? vin1a	0	1	2	3	4	-9	-7
In town №2, the bureaucrats never take bribes . It is possible to get the permit following the rules, but it takes quite a long time . Would you say that in this town, the law-obedience of the bureaucrats is an obstacle to the current operations of the firm? (If yes, to which degree?) vin1b	0	1	2	3	4	-9	-7
In town №3, it is very difficult to obtain permit without the informal payments . But even when you make a payment, the success is not guaranteed . Would you say that in this town, corruption is an obstacle to the current operations of the firm? (If yes, to which degree?) vin1c	0	1	2	3	4	-9	-7
In town №4, it is very difficult to obtain permit without the informal payments . But when you make a payment, the success is guaranteed . Would you say that in this town, corruption is an obstacle to the current operations of the firm? (If yes, to which degree?) vin1d	0	1	2	3	4	-9	-7
In town №5, the situation in general is the same as in town №4 . Besides that, it is known that the upper-level bureaucracy of this town is involved in illegal activities. Would you say that in this town, corruption is an obstacle to the current operations of the firm? (If yes, to which degree?) vin1e	0	1	2	3	4	-9	-7

QUESTIONNAIRE NUMBER

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

Main respondent		
Position in the firm		a15a1ax
Years with the firm		a15a2a
Years in the position		ECAa15a4a
Gender		a15a3a

1=LESS THAN ONE YEAR
1=LESS THAN ONE YEAR
1=MALE, 2=FEMALE
DO NOT READ OUT

Second respondent		DOES NOT APPLY
Position in the firm		-7
Years with the firm		-7
Years in the position		-7
Gender		-7

		a15a1bx	
		a15a2b	1=LESS THAN ONE YEAR
		ECAa15a4b	1=LESS THAN ONE YEAR
		a15a3b	1=MALE, 2=FEMALE DO NOT READ OUT

Third respondent		DOES NOT APPLY
Position in the firm		-7
Years with the firm		-7
Years in the position		-7
Gender		-7

		a15a1cx	
		a15a2c	1=LESS THAN ONE YEAR
		ECAa15a4c	1=LESS THAN ONE YEAR
		a15a3c	1=MALE, 2=FEMALE DO NOT READ OUT

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

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

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

QUESTIONNAIRE NUMBER

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INTERVIEWERS PLEASE ANSWER AT END OF THE INTERVIEW:

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

Truthful	1
Somewhat truthful	2
Not truthful	3

a16

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

Are taken directly from establishment records	1
Are estimates computed with some precision	2
Are arbitrary and unreliable numbers	3
Are partially taken directly from establishment records and partially estimated	4

a17

INTERVIEWER COMMENTS:

a17x

(Problems occurred/extraordinary circumstances which could influence results)

QUESTIONNAIRE NUMBER

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SUPERVISORS PLEASE ANSWER:

A.18	This questionnaire was completed in:
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One visit in face-to-face interview with one person	1
One visit in face-to-face interview with different managers/staff	2
Several visits	3

STOP HERE

a18

A.19	If option 2 or 3 in A.18 , estimate duration of the whole interview
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Hour	Minutes
a19h	a19m