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### THE WORLD BANK ENTERPRISE SURVEY 2023

### 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	alc				

Additional randomization and selection information						
Selection for market competition question	competition_select					
Selection for tax compliance question	tax_select					
VAT applicable	vat_applicable					

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

Screener Information	
Screener sector	a4b_v4
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)	Minutes (00 to 59)
a14d	a14m	a14y	a14h	a14min

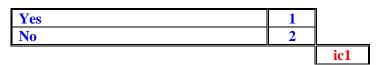
#### **INTERVIEW BEGINS HERE**

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

The goal of this survey is to gather information and opinions about the business environment. 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. Neither your name nor the name of your business will be used in any document based on this survey.

**IC.1** Has the respondent provided informed consent to the data privacy protocols?



#### A. CONTROL INFORMATION

A.20 For this establishment, on which calendar date did the last completed fiscal year end?

Year	Month	Day
a20y	a20m	a20d

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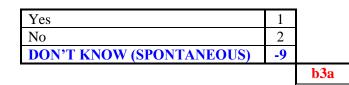
#### **B. GENERAL INFORMATION**

**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 [NOTE FOR IMPLEMENTATION: THE OPTIONS USED IN EACH COUNTRY SHOULD REFLECT LOCAL CONDITIONS AND BE RECODED INTO THE CATEGORIES BELOW]

Shareholding company with shares traded in the stock market	1	
Shareholding company with non-traded shares or shares traded	2	
privately		
Sole proprietorship	3	
Partnership	4	
Limited partnership	5	
OTHER (SPONTANEOUS–SPECIFY)b1x	6	
DON'T KNOW (SPONTANEOUS)	-9	
		b

**B.3a** Is the largest owner also the Top Manager?



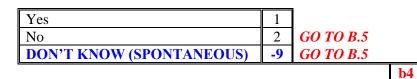
### **B.2** What percentage of this firm is owned by each of the following? **SHOW CARD 2**

	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	IF 100% END INTERVIEW
Other	<b>b2d</b> %	-9	
	100%		2

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

-						
	0					
	v					

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



### 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 is owned by females?

	Percent
Percentage of female ownership	b4a%
DON'T KNOW (SPONTANEOUS)	-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?

		Year	
	Year establishment began operations	b5	
	DON'T KNOW (SPONTANEOUS)	-9	
IN	<b>TERVIEWER: PROVIDE FOUR DIGITS FOR YEA</b>		

# **B.6** How many full-time workers did this establishment have when it started operations? Please include all workers and managers.

INTERVIEWER: INCLUDE RESPONDENT WHEN APPLICABLE

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

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

[	Year	
Year establishment formally registered	b6b	
DON'T KNOW (SPONTANEOUS)	-9	
NEVER REGISTERED (SPONTANEOUS)	-7	TERMINATE
INTERVIEWER: PROVIDE FO	UR DIGITS FOR Y	EAR

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

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

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

Yes	1	
No	2	
DON'T KNOW (SPONTANEOUS)	-9	
		b7a

### B.8Does this establishment have an internationally recognized quality certification?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	<u>GO</u> TO C.3
		<b>b</b> 8

B.8x	Please specify the internationally recognized quality certifications.
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Specify certifications b8x

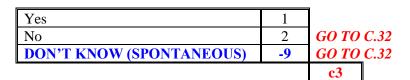
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#### C. INFRASTRUCTURE AND SERVICES

#### **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 apply to obtain an electrical connection?



**C.4** In reference to that application, 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
LESS THAN ONE DAY	1
STILL IN PROCESS	-6
APPLICATION DENIED	-5
DON'T KNOW (SPONTANEOUS)	-9

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

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

**C.31** What was the total cost to obtain that electrical connection, including application, permitting, inspection fees, and all external connection works, excluding internal wiring and connections?

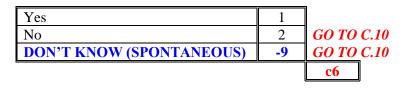
	LCU
Cost of electrical connection	c31
DON'T KNOW (SPONTANEOUS)	-9

**C.32** In a typical month, how many kilowatt hours (kWh) of electricity does this establishment consume? Please refer to a recent utility bill that represents a typical month of operations.

	kWh
kWh of electricity consumed	c32
<b>DON'T KNOW (SPONTANEOUS)</b>	-9

0	
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**C.6** Over fiscal year [Insert last complete fiscal year], did this establishment experience power outages?



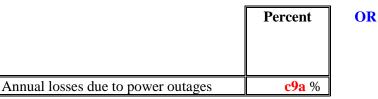
C.7 In a typical month, how many power outages did this establishment experience?

	Number	
Number of power outages in a typical month	c7	IF 0, GO TO C.9
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
ONE MINUTE OR LESS		1
DON'T KNOW (SPONTANEOUS)	-9	-9

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



[Insert	DON'T
LCUs]	KNOW
	(SPONTA
	NEOUS)
c9b	-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>

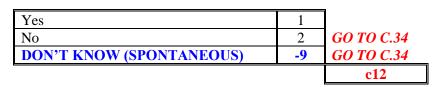
#### C.11 What percentage of this establishment's electricity came from those generators?

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

7

0					

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



**C.13** In reference to that application, 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
LESS THAN ONE DAY	1
STILL IN PROCESS	-6
APPLICATION DENIED	-5
DON'T KNOW (SPONTANEOUS)	-9

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

Yes	1	
No	2	
DON'T KNOW (SPONTANEOUS)	-9	
<b>REFUSAL (SPONTANENOUS)</b>	-8	
		c14

**C.33** What was the total cost to obtain that water connection, including application, permitting, inspection fees, and all external connection works, excluding internal piping and connections?

	LCU
Cost of water connection	c33
DON'T KNOW (SPONTANEOUS)	-9

C.34	In a typical month, how much water does this establishment consume? Please refer to a recent	
	utility bill that represents a typical month of operations.	ĺ

	Number	
Amount of water consumed	c34	
DON'T KNOW (SPONTANEOUS)	-9	GO TO C.15.2

SPECIFY UNITS	
Cubic meters	1
Gallons	2
Cubic feet	3
OTHER (SPECIFY) c34bx	4

c34b

0									
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C.15.2 Over fiscal year [Insert last complete fiscal year], did this establishment experience insufficient water supply?

Yes	1	
No	2	GO TO C.22b
DON'T KNOW (SPONTANEOUS)	-9	GO TO C.22b
		c152

**C.16.2** In a typical month, how many incidents of insufficient water supply did this establishment experience?

	Number	
Number of incidents of water insufficiency in a typical month	c162	
DON'T KNOW (SPONTANEOUS)	-9	GO TO C.35

**C.17.2** How long did these incidents of insufficient water supply last on average (in hours)?

	Hours
Average duration of insufficient water supply	c172
LESS THAN ONE HOUR	1
DON'T KNOW (SPONTANEOUS)	-9

C.35 Please estimate the losses that resulted from insufficient water supply either as a percentage of total annual sales or as total annual losses.

	Percent	OR	[Insert LCUs]	DON'T KNOW (SPONTA NEOUS)
Annual losses due to insufficient water supply	<b>c35a</b> %		c35b	-9

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

Yes	1	1
No	2	
DON'T KNOW (SPONTANEOUS)	-9	
		c22b

C.36

Over the last two years, did this establishment apply to obtain a fixed broadband internet connection?

Yes	1	1
No	2	GO TO C.39
DON'T KNOW (SPONTANEOUS)	-9	GO TO C.39
		<b>c36</b>

r	r	-	-	-	-	-	-	-	
0									
v									

**C.37** In reference to that application, approximately how many days did it take to obtain the fixed broadband connection from the day of the application to the day the service was received?

	Days
Wait for internet connection	c37
LESS THAN ONE DAY	1
STILL IN PROCESS	-6
APPLICATION DENIED	-5
DON'T KNOW (SPONTANEOUS)	-9

**C.38** What was the total cost to obtain that internet connection, including application and installation fees?

	[Insert LCUs]
Cost of internet connection	c38
DON'T KNOW (SPONTANEOUS)	-9

# C.39 Over fiscal year [Insert last complete fiscal year], did this establishment experience any disruptions to its internet connection, including complete downtime and connection slowdowns? Please exclude disruptions that are directly due to power outages.

Yes	1	
No	2	GO TO C.42
THE ESTABLISHMENT DOES NOT HAVE AN INTERNET CONNECTION	-7	GO TO C.42
DON'T KNOW (SPONTANEOUS)	-9	GO TO C.42
		c39

C.40 In a typical month, how many hours of internet disruptions, including complete downtime and connection slowdowns, did this establishment experience that impacted business operations?

	Hours		Minutes
Duration of internet disruptions	c40a		
LESS THAN ONE HOUR	0	IF LESS THAN 1 HOUR	c40b
DON'T KNOW (SPONTANEOUS)	-9		-9

C.41 Please estimate the losses that resulted from the internet interruptions either as a percentage of total annual sales or as total annual losses in [Insert LCUs].

OR

	Percent
Annual losses due to internet disruptions	<b>c41a</b> %

[Insert LCUs]	DON'T KNOW
	(SPONTA NEOUS)
c41b	-9

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C.42 Using the responses on the card, please indicate how difficult would it be for this establishment to switch between internet providers? SHOW CARD 3

Unable to change the provider	1	
With some difficulty	2	
With little difficulty	3	
With no difficulty at all	4	
THERE IS ONLY ONE AVAILABLE INTERNET PROVIDER	-7	
DON'T KNOW (SPONTANEOUS)	-9	
		c42

	Using the response options on the card; To what degree is <u>electricity</u> an obstacle to the current operations of this establishment? SHOW CARD 4
	SHOW CARD 4

							(SPONTA	<b>NEOUS</b> )
		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

		_	_	_	_	_	_
~							
0							
v							
-							

#### 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". FOR SERVICES, "RETAIL SALE OF WOMEN'S OUTDOOR CLOTHING" NOT JUST "CLOTHING". IF MANY GOODS ARE SOLD, SUCH AS IN A GROCERY STORE OR PHARMACY, INDICATE THE TYPE OF STORE.

	d1a1a	DETAILED DESCRIPTION OF MAIN ACTIVITY AND PRODUCT
Manufacturing of	1	d1a1x
Retail trade of	2	
Wholesale trade of	3	
Construction of	4	
Hotel	51	
Restaurant	52	
Provide services of	6	

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

#### ASK IF HOTEL (d1a1a is 51)

**D.1a6a** What was the total number of rooms at the end of [Insert last complete fiscal year]?

	Number
Total number of rooms at the end of FY [insert	d1a6a
last complete fiscal year]	
DON'T KNOW (SPONTANEOUS)	-9

#### ASK ONLY IF HOTEL (d1a1a is 51)

**D.1a6b** What was the total area of all the rooms at the end of [Insert last complete fiscal year]?

Aread1a6bDON'T KNOW (SPONTANEOUS)-9GO TO D.1a3

#### **SPECIFY UNITS**

Square Feet	1	
Square Yards	2	
Square Meters	3	
Other (specifyd1a6cx)		
		d1a6c

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v					

#### **D.1a3** What percentage of total sales does this main activity or product represent?

	Percent
Percentage of sales represented by main activity or product	d1a3
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
	all products and services?

	[Insert LCUs]
Total annual sales in fiscal year [insert last	d2
complete fiscal year]	
DON'T KNOW (SPONTANEOUS)	-9

### PLEASE ALSO WRITE OUT THE NUMBER (i.e. 50,000 AS FIFTY THOUSAND)

d2x

#### ASK IF MANUFACTURING (d1a1a is 1)

**D.2a1** Looking back to fiscal year [Insert last complete fiscal year minus one], what were this establishment's total annual sales for <u>all</u> products and services?

	[Insert LCUs]
Total annual sales in fiscal year [Insert last	d2a1
complete fiscal year minus one]	
DON'T KNOW (SPONTANEOUS)	-9
ESTABLISHMENT WAS NOT IN BUSINESS	-7

#### PLEASE ALSO WRITE OUT THE NUMBER (i.e. 50,000 AS FIFTY THOUSAND) d2a1x

0					

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

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

#### PLEASE ALSO WRITE OUT THE NUMBER (i.e. 50,000 AS FIFTY THOUSAND)

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 5

	Percent	DON'T KNOW (SPONTANEOUS)	
National sales	<b>d3a</b> %	-9	IF 100, GO TO D.12
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	IF 0, GO TO D.8
	100%		<u>.</u>

100%

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

#### ASK IF MANUFACTURING (d1a1a is 1) OR A WHOLESALER (d1a1a is 3)

**D.31** In fiscal year [Insert last complete fiscal year], what was the main country (or economy) of destination for this establishment's direct exports?

Country or economy	d31x
<b>DON'T KNOW (SPONTANEOUS)</b>	-9

#### ASK IF MANUFACTURING (d1a1a is 1) OR A WHOLESALER (d1a1a is 3)

D.32 In fiscal year [Insert last complete fiscal year], when this establishment exported goods directly, was the main point of exit an airport, a land border crossing, seaport, or waterway?
 INTERVIEWER: IF MORE THAN ONE POINT OF EXIT, CHOOSE THE ONE THROUGH WHICH THE HIGHEST VALUE OF GOODS WAS EXPORTED.

Airport	1	
Land border crossing	2	
Seaport or waterway	3	
DON'T KNOW (SPONTANEOUS)	-9	
		d32

0					

#### ASK IF MANUFACTURING (d1a1a is 1) OR A WHOLESALER (d1a1a is 3)

<b>D.4</b>	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		Hours
Average duration to clear customs	d4a		
LESS THAN ONE DAY	0	IF LESS THAN 1 DAY	d4b
DON'T KNOW (SPONTANEOUS)	-9		-9
DOES NOT APPLY (SPONTANEOUS)	-7	GO TO D.34	

#### ASK IF MANUFACTURING (d1a1a is 1) OR A WHOLESALER (d1a1a is 3)

D.33	In fiscal year <b>[Insert last complete fiscal year]</b> , how many days did it take on average for these directly exported goods to be released by <u>all</u> border control agencies, including clearance procedures prior to arrival at the point of exit until the release of all goods?
	(Please include all clearance procedure times until the final release, including those times prior to arrival at the point of exit, not including transport time).

	Days		Hours
Average duration to clear border control	d33a		
agencies			
LESS THAN ONE DAY	0	IF LESS THAN	d33b
		1 DAY	
DON'T KNOW (SPONTANEOUS)	-9		-9

#### ASK IF MANUFACTURING (d1a1a is 1) OR A WHOLESALER (d1a1a is 3)

**D.34** In fiscal year [Insert last complete fiscal year], as a percentage of the value of the products exported directly, what was the average cost of complying with all export requirements, including customs fees, other required payments, and payments made to customs brokers or freight forwarders, transportation freight, trade finance and insurance services? Please use the incoterm FCA.

	Percent
FCA Costs to comply with export requirements	d34
DON'T KNOW (SPONTANEOUS)	-9

#### ASK IF MANUFACTURING (d1a1a is 1) OR A WHOLESALER (d1a1a is 3)

D.35	Were any of the goods directly exported ordered through electronic means and shipped by mail
	parcel or courier service? Please consider only consignments valued below the de minimis
	threshold of the destination country.

Yes	1	
No	2	GO TO D.8
DON'T KNOW (SPONTANEOUS)	-9	GO TO D.8
		d35

#### ASK IF MANUFACTURING (d1a1a is 1) OR A WHOLESALER (d1a1a is 3)

0					

**D.36** What was the average amount of time from the moment when the goods were ready to be picked up by the postal or courier service until they were delivered?

	Days		Hours
Average duration to ship digital exports	d36a		
LESS THAN ONE DAY	0	IF LESS THAN	d36b
		1 DAY	
DON'T KNOW (SPONTANEOUS)	-9		-9

#### ASK IF MANUFACTURING (d1a1a is 1) OR A WHOLESALER (d1a1a is 3)

<b>D.37</b>	As a share of the total value of the exported goods shipped by mail parcel or courier
	service, what was the average cost to comply with the requirements of border control
	agencies, logistics, and handling? Please exclude any domestic or international taxes. Please
	use the incoterm DAP.

	Percent
Average cost of digital exports	d37
<b>DON'T KNOW (SPONTANEOUS)</b>	-9

<b>D.8</b>	In which year did this establishment first export directly or indirectly?
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	Year				
Began exporting directly or indirectly	d8				
DON'T KNOW (SPONTANEOUS)	-9				
<b>INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR</b>					

**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 6** 

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

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

**D.13** Were any of those material inputs or supplies [or finished goods and materials purchased to resell] imported directly?

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

Γ	0					

**D.38** In fiscal year [Insert last complete fiscal year], what was the main country (or economy) of origin for this establishment's direct imports of material inputs or supplies [or finished goods and materials purchased to resell]?

Country or economy	d38x
<b>DON'T KNOW (SPONTANEOUS)</b>	-9

**D.39** In fiscal year [Insert last complete fiscal year], when this establishment imported material inputs or supplies [or finished goods and materials purchased to resell], was the main point of entry an airport, a land border crossing, or a seaport or waterway?

#### INTERVIEWER: IF MORE THAN ONE POINT OF ENTRY, CHOOSE THE ONE THROUGH WHICH THE HIGHEST VALUE OF GOODS WAS IMPORTED.

Airport	1	
Land border crossing	2	
Seaport or waterway	3	
DON'T KNOW (SPONTANEOUS)	-9	
		d39

**D.14** When this establishment imported these material inputs or supplies [or finished goods and materials purchased to resell], how many days did it take on average from the time these goods arrived at their point of entry (e.g., port, airport) until the time these goods could be claimed from customs?

	Days		Hours
Average duration to clear customs	d14a		
LESS THAN ONE DAY	0	IF LESS THAN 1 DAY	d14b
DON'T KNOW (SPONTANEOUS)	-9		-9
DOES NOT APPLY (SPONTANEOUS)	-7	GO TO D.41	

•					
. 0					
v					

<b>D.40</b>	In fiscal year [Insert last complete fiscal year], how long did it take on average for these directly
	imported material inputs and supplies [or finished goods and materials purchased to
	resell] to be released by <u>all</u> border control agencies, including clearance procedures prior to
	arrival at the point of entry until all material inputs and supplies were released?
	(Please include all clearance procedure times until the release, including those times prior to arrival at the point of entry).

	Days		Hours
Average duration to clear border control	d40a		
agencies			
LESS THAN ONE DAY	0	IF LESS THAN	d40b
		1 DAY	
DON'T KNOW (SPONTANEOUS)	-9		-9

<b>D.41</b>	In fiscal year [Insert last complete fiscal year], as a percentage of the value of the products
	directly imported, what was the average cost to comply with all import requirements, including
	customs fees, other required payments, and payments made to customs brokers or freight
	forwarders? Please use the incoterm DAP.

	Percent
DAP Costs to comply with import requirements	d41
DON'T KNOW (SPONTANEOUS)	-9

<b>D.30</b>	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 7

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

0					

#### **O. COMMERCIAL DISPUTES**

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

I would like to ask you a few questions about commercial disputes of this establishment.

**O.1** In the last three years, has this establishment had any commercial dispute, that is a failure of any party to meet the terms or expectations of an agreement, including a contract, or a business relationship?

Yes	1	
No	2	GO TO 0.3
<b>DON'T KNOW (SPONTANEOUS)</b>	-9	GO TO 0.3
		01

### **O.2** Did this establishment use courts, arbitration, mediation, or conciliation to resolve or attempt to resolve its commercial disputes?

Yes	1	
No	2	
DON'T KNOW (SPONTANEOUS)	-9	
		02

 O.3
 Using the scale on the card, please indicate to what extent you agree with the following statements in relation to commercial disputes.

 INTERVIEWER: READ OUT OPTIONS

 SHOW CARD 8

					(SPONTA	NEOUS)
	Strongly disagree	Tend to disagree	Tend to agree	Strongly agree	DOES NOT APPLY	DON'T KNOW
Arbitration is a reliable alternative to courts for resolving commercial disputes o3a	1	2	3	4	-7	-9
Mediation or conciliation is a reliable alternative to courts for resolving commercial disputes o3b	1	2	3	4	-7	-9

0									
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r1

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

#### ASK IF a6c IS AT LEAST 20

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

And now I would like to ask you about management practices in this establishment over fiscal year [Insert last complete fiscal year]

#### **R.1 ASK IF MANUFACTURING**

Over fiscal year **[Insert last complete fiscal year]**, what best describes what happened at this establishment when a problem in the production process arose?

#### **ASK IF SERVICES**

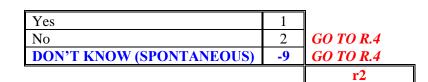
Over fiscal year **[Insert last complete fiscal year]**, What best describes what happened at this establishment when a problem in the provision of services arose?

#### **SHOW CARD 9**

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

1
2
3
4
-9
-7

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



#### R.3 How many performance indicators were monitored? INTERVIEWER: READ OUT

1-2 indicators	1	
3-9 indicators	2	
10 or more indicators	3	
DON'T KNOW (SPONTANEOUS)	-9	
		r3

0	
---	--

<b>R.4</b>	ASK IF MANUFACTURING
	Over 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.
	ASK IF SERVICES
	Over fiscal year [Insert last complete fiscal year], did this establishment have service provision targets? Examples of service provision targets are sales, customer satisfaction,
	efficiency, waste, or on-time delivery.

Yes	1	
No	2	GO TO R.8
DON'T KNOW (SPONTANEOUS)	-9	GO TO R.8
		r4

R.5	ASK IF MANUFACTURING What best describes the time frame of those production targets?
	<b>ASK IF SERVICES</b> What best describes the time frame of those service provision targets?
	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	

#### **R.6 ASK IF MANUFACTURING**

How easy or difficult was it for this establishment to achieve those production targets overall?

#### **ASK IF SERVICES**

How easy or difficult was it for this establishment to achieve those service provision targets overall?

#### SHOW CARD 11

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	
		<b>r6</b>

1	<b>.</b>	 	 	 	
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<b>R.7</b>	ASK IF MANUFACTURING Who was aware of the production targets at this establishment?
	ASK IF SERVICES Who was aware of the service provision 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	
		<b>r7</b>

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

Yes	1	
No	2	GO TO R.10
<b>DON'T KNOW (SPONTANEOUS)</b>	-9	GO TO R.10
		r8

<b>R.9</b>	What were those 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	
		<b>r9</b>

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0					

<b>R.10</b>	Over 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

Based solely on performance and ability	1	
Based partly on performance and ability, and partly on other factors (for	2	
example, tenure or family connections)		
Based mainly on factors other than performance and ability (for example,	3	
tenure or family connections)		
Non-managers are normally not promoted	4	
DON'T KNOW (SPONTANEOUS)	-9	
DOES NOT APPLY (SPONTANEOUS)	-7	
		<b>r10</b>

<b>R.11</b>	Over fiscal year [Insert last complete fiscal year], when was an under-performing non-
	manager reassigned or dismissed?
	SHOW CARD 14

## INTERVIEWER: 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	
		<b>r11</b>

#### 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 [or offered its main service]?
 SHOW CARD 15

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

**E.2** How many competitors did this establishment's main product [or service] face in this main market?

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

#### IF E.1 IS INTERNATIONAL (3), GO TO E.6

E.31 In fiscal year [Insert last complete fiscal year], what was the market share of your largest competitor, in terms of sales, in the market where this establishment sold its main product or offered its main service? INTERVIEWER: READ OUT

#### *IF* competition\_select ==1

Above 90%	1	
Between 50% and 90%	2	
Below 50%	3	
DON'T KNOW (SPONTANEOUS)	-9	
		e31a

#### *IF* competition\_select==0

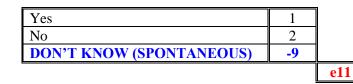
	Market share
Market share of largest competitor	e31b
DON'T KNOW (SPONTANEOUS)	-9

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

Yes	1	
No	2	
DON'T KNOW (SPONTANEOUS)	-9	
		<b>e6</b>

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



E.32 Over the last year, has the level of competition in the market where this establishment sold its main product or offered its main service changed? INTERVIEWER: READ OUT

Yes, there is more competition	1	
Yes, there is less competition	2	
No change	3	
DON'T KNOW (SPONTANEOUS)	-9	
		e32

E.33	Considering the main market for this establishment's main product or service, can this
	establishment increase its prices more so than its competitors can without losing
	customers?

Yes	1	
No	2	
PRICES ARE REGULATED	-7	
PRICES ARE SET BY HEADQUARTERS	-6	
DON'T KNOW (SPONTANEOUS)	-9	
		e33

**E.34** Are there any State Owned Enterprises (SOEs) operating in this establishment's main market?

Yes	1	]
No	2	GO TO E.30
<b>DON'T KNOW (SPONTANEOUS)</b>	-9	GO TO E.30
		e34

E.35 How does the presence of State Owned Enterprises in this establishment's main market, affect its ability to grow and expand? INTERVIEWER: READ OUT

	Positively	Not at all	Negatively	NO STATE OWNED ENTERPRISE	DON'T KNOW
SOE presence affects establishment's growth <b>e35</b>	1	2	3	-7	-9

0					
v					

E.30 Using the response options on the card; To what degree are <u>practices of competitors in the</u> <u>informal sector</u> an obstacle to the current operations of this establishment? <u>SHOW CARD 16</u>

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

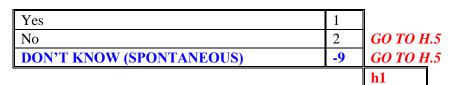
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#### **H. INNOVATION**

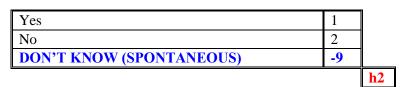
#### **READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING**

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?



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.4** Please describe in detail how the <u>main</u> new or improved product or service is different than the 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

0					

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	<i>GO TO H.8</i>
DON'T KNOW (SPONTANEOUS)	-9	<i>GO TO H.8</i>
		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 main 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

**H.8** During fiscal year [Insert last complete 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	GO TO	) F.1
		h8	

0					

**H.9** How much did this establishment spend on research and development activities that year, either inhouse or contracted with other companies?

	[Insert LCUs]
Cost of research and development activities	h9
DON'T KNOW (SPONTANEOUS)	-9

0
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#### F. CAPACITY

#### **ASK IF MANUFACTURING**

<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 physical capital available (capacity
	utilization)?

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

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#### G. LAND AND PERMITS

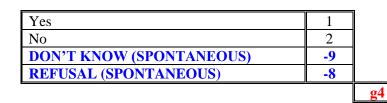
G.2 Over the last two years, did this establishment apply to obtain a construction-related permit?

Yes	1	]
No	2	GO TO G.31
<b>DON'T KNOW (SPONTANEOUS)</b>	-9	GO TO G.31
		<b>g2</b>

**G.3** In reference to that application, 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
LESS THAN ONE DAY	1
STILL IN PROCESS (SPONTANEOUS)	-6
<b>APPLICATION DENIED (SPONTANEOUS)</b>	-5
DON'T KNOW (SPONTANEOUS)	-9

**G.4** In reference to that application, was an informal gift or payment expected or requested?



**G.31** Over the last two years, did this establishment apply for an occupancy permit, certifying a building as compliant with applicable laws and code?

Yes	1	
No	2	IF NOT RETAIL, GO TO G.30 (RETAIL GO TO G.5)
DOES NOT APPLY	-7	IF NOT RETAIL, GO TO G.30 (RETAIL GO TO G.5)
(SPONTANEOUS)		
DON'T KNOW (SPONTANEOUS)	-9	IF NOT RETAIL, GO TO G.30 (RETAIL GO TO G.5)
		g31

**G.32** In reference to the most recent application, approximately how many days did it take to obtain the occupancy permit from the day of the application to the day the permit was granted?

	Days
Wait for occupancy permit	g32
LESS THAN ONE DAY	1
STILL IN PROCESS	-6
APPLICATION DENIED	-5
DON'T KNOW (SPONTANEOUS)	-9

			_		
•					
v					

**G.33** What was the total cost to obtain that occupancy permit, including, application, inspection, and other required fees?

	[ LCU]
Cost of obtaining an occupancy permit	g33
DON'T KNOW (SPONTANEOUS)	-9

### ASK THE FOLLOWING QUESTION ONLY FOR RETAIL ESTABLISHMENTS. OTHERWISE GO TO G.30

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

Area		
DON'T KNOW (SPONTANEOUS)	-9	GO TO G.30
		g5a

#### **SPECIFY UNITS**

Square Feet	1	
Square Yards	2	
Square Meters	3	
OTHER (SPECIFY) g5bx	4	
	·	g5h

G.30 Using the response options on the card; To what degree is <u>access to land</u> an obstacle to the current operations of this establishment?
 SHOW CARD 16

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

			_	_	_	
•						
v						

ge7

#### **GE. GREEN ECONOMY**

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

And now I would like to ask you about climate practices in this establishment over fiscal year [Insert last complete fiscal year]

**GE.3** In fiscal year [Insert last complete fiscal year], did this establishment experience damage of physical assets due to extreme weather events such as storms, floods, droughts or landslides?

Yes	1	]
No	2	GO TO GE.7
<b>DON'T KNOW (SPONTANEOUS)</b>	-9	GO TO GE.7
		ge3

GE.3a	Please estimate the monetary damage of physical assets that resulted from extreme
	weather events.

	[Insert LCUs]	DON'T KNOW (SPONTANEOUS)
Monetary damage of assets	ge3a	-9

**GE.7** Over the last three years, did this establishment monitor its CO<sub>2</sub> emissions?

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

**GE.8** Over the last three years, did this establishment adopt any energy management measures to reduce emissions, waste, or pollution?

Yes	1	
No	2	
DON'T KNOW (SPONTANEOUS)	-9	
ESTABLISHMENT WAS NOT IN BUSINESS	-7	
		ge8d

0					

#### **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.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 were
	financed from each of the following sources?
	SHOW CARD 17

	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		-9
microfinance institutions, credit cooperatives, credit unions, or	k3e %	
finance companies		
Purchases on credit from suppliers and advances from customers	<b>k3f</b> %	-9
Other, moneylenders, friends, relatives, etc.	<b>k3hd</b> %	-9
	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 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 K.4b
DON'T KNOW (SPONTANEOUS)	-9	GO TO K.4b
		<b>k4</b>

N.5	In fiscal year [Insert last complete fiscal year], how much did this establishment spend on those	1
	purchases of:	1
	INTERVIEWER: READ OUT	

	[Insert LCUs]	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

0					

K.5 Over fiscal year [Insert last complete fiscal year], please estimate the proportion or [Insert LCU] amount of this establishment's total purchases of fixed assets that were financed from the following sources:
 SHOW CARD 18

	Percent	OR	Amount [Insert LCUs]	DON'T KNOW (SPONT ANEOU S)
Internal funds or retained earnings	<b>k5a</b> %		k5a1	-9
Owners' contribution or issued new equity shares	<b>k5i</b> %		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>k5e</mark> %		k5e1	-9
Purchases on credit from suppliers and advances from customers	<b>k5f</b> %		k5f1	-9
Other, moneylenders, friends, relatives, bonds, etc.	k5hdj%		k5hdj1	-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

#### ASK THE FOLLOWING QUESTION ONLY FOR MANUFACTURING ESTABLISHMENTS. OTHERWISE GO TO K.6

**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	]
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 those purchases of: INTERVIEWER: READ OUT

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

|--|

**k6** 

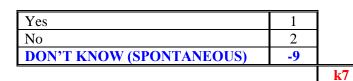
**READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:** 

 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?



**K.7** Does this establishment have an overdraft facility?



**K.8.2** Does this establishment have a line of credit or a loan from a financial institution? **INTERVIEWER: READ OUT** 

Yes, a loan only	1	
Yes, a line of credit only	2	
Yes, both a line of credit and a loan	3	
No	4	GO TO K.15d
DON'T KNOW (SPONTANEOUS)	-9	GO TO K.15d
		k82

**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	
		k9

#### **K.10** In what year was this most recent line of credit or loan approved?

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

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**K.11** What was its value at the time of approval?

	[Insert LCUs]
Size of most recent line of credit or loan approved	k11
REFUSAL (SPONTANEOUS)	-8
DON'T KNOW (SPONTANEOUS)	-9

#### **K.13** Did this financing require collateral?

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

K.14 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

	[Insert LCUs]
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

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

	[Insert LCUs]
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.16.2 Referring again to fiscal year [Insert last complete fiscal year], did this establishment apply for any lines of credit or loans? INTERVIEWER: READ OUT

Yes, a loan only	1	GO TO K.20
Yes, a line of credit only	2	GO TO K.20
Yes, both a line of credit and a loan	3	GO TO K.20
No	4	_
DON'T KNOW (SPONTANEOUS)	-9	GO TO K.21
		k162

#### K.17 What was the <u>main</u> reason why this establishment did not apply for any line of credit or loan? SHOW CARD 20

No need for a loan - establishment had enough 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

0			
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 K.20
 Referring only to the most recent application for a line of credit or loan, what was the outcome of that application?

 INTERVIEWER: READ OUT

Application was approved in full1Application was approved in part2Application was rejected3Application was withdrawn4APPLICATION STILL IN PROCESS-6DON'T KNOW (SPONTANEOUS)-9k20a1

#### ASK IF K.16.2 IS 1 OR 3 (AT LEAST ONE APPLICATION FOR A LOAN)

K.31	What was the total cost of all fees paid to apply for the loan, including origination, service,
	processing, and insurance fees?

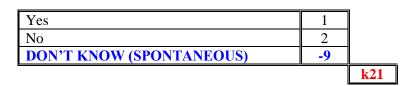
	LCUs
Cost of applying for the loan	k31
DON'T KNOW (SPONTANEOUS)	-9

### ASK IF K.16.2 IS 1 OR 3 (AT LEAST ONE APPLICATION FOR A LOAN) AND k20 IS NOT "STILL IN PROCESS"

K.32	How many days did it take from the moment the application was submitted until the decision was
	communicated?

	Days
Days to review loan application and receive a	k32
decision	
DON'T KNOW (SPONTANEOUS)	-9

**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?



**K.33** What percentage of total sales for a typical month does this establishment receive from its customers through electronic payments, that is other than cash or check payments?

	Percentage	
Percentage of sales through e-payments	k33	<i>IF 0, GO TO K.38</i>
DON'T KNOW (SPONTANEOUS)	-9	GO TO K.38

0	
---	--

K.34 In a typical month, which of the following electronic payment methods accounts for the largest proportion of this establishment's sales in value?
 SHOW CARD 21

Internet and mobile banking, including direct debit transfer	1	
Debit cards	2	
Credit cards	3	
E-money and e-wallet, excluding mobile money	4	
Mobile money	5	
Other electronic payment methods	6	
DON'T KNOW (SPONTANEOUS)	-9	GO TO K.38
		k34

**K.35** How many days does it take on average from when payment is made until the money is received using [insert the e-payment method to receive a payment identified in K.34]?

	Days
Days to receive money	k35
PAYMENT RECEIVED IN LESS THAN A	0
DAY	
DON'T KNOW (SPONTANEOUS)	-9

**K.36** As a percentage of a typical transaction, how much does it cost to accept payments, using [insert the e-payment method to receive a payment identified in K.34]?

	As a percentage of	DON'T KNOW (SPONTA
	payments	NEOUS)
Cost per transaction	<b>k36</b> %	-9

K.37	What is the cost per month to accept payments using [insert the e-payment method to receive a payment identified in K.34]? Please include all monthly fees, subscription costs, point of sales terminal costs, maintenance and other costs.
	INTERVIEWER: IF COSTS ARE ON AN ANNUAL BASIS, PLEASE DIVIDED BY 12

	[Insert LCUs]	DON'T KNOW (SPONTANEOUS)
Monthly fees, subscription costs, POS terminal cost, maintenance, and other costs.	k37	-9

#### **READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:** Now let's talk about how this establishment makes payments, including to suppliers.

K.38	What percentage of the total payments that this establishment makes in a typical month is done
	through electronic payments, that is other than cash or check payments, excluding payments to
	government and payroll?

	Percentage	
Percentage of purchases through e-	k38	<i>IF 0, GO TO K.30</i>
payments		
DON'T KNOW (SPONTANEOUS)	-9	GO TO K.30

K.39	In a typical month, which of the following electronic payment methods accounts for the largest
	proportion of this establishment's payments in value?
	SHOW CARD 21

Internet and mobile banking, including direct debit transfer	1	
Debit cards	2	
Credit cards	3	
E-money and e-wallet, excluding	4	
mobile money		
Mobile money	5	
Other electronic payment methods	6	
<b>DON'T KNOW (SPONTANEOUS)</b>	-9	GO TO K.30
		k39

<b>K.40</b>	As a percentage of a typical transaction, how much does it cost to make payments, using [Insert
	most important e-payment method to make a payment (option identified in K.39)]?

	As a percentage of payments	DON'T KNOW (SPONTANEOUS)
Cost per transaction	<b>k40</b> %	-9

<ul> <li>K.30 Using the response options on the card; To what degree is <u>access to finance</u> an obstacle to the current operations of this establishment?</li> <li>SHOW CARD 22</li> </ul>	L
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						(SPONTA	NEOUS)
	No	Minor	Moderat	Major	Very	DON'T	DOES
	obstacl	obstacl	e	obstacl	Severe	KNOW	NOT
	e	e	obstacle	e	Obstacle	KINUW	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.31 Please tell me if you strongly disagree, tend to disagree, tend to agree, or strongly agree with the statement: "In resolving commercial disputes, courts are independent and impartial". SHOW CARD 23

					(SPONTA	NEOUS)
	Strongly disagree	Tend to disagree	Tend to agree	Strongly agree	DON'T KNOW	DOES NOT APPLY
"In resolving commercial disputes, courts are independent and impartial" <b>j31</b>	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	<b>j2</b> %
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?

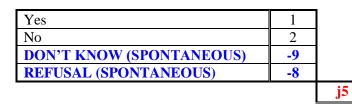
Yes	1	]
No	2	GO TO J.34
DON'T KNOW (SPONTANEOUS)	-9	GO TO J.34
		<b>j</b> 3

**J.4** How many times over the last year?

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

**J.5** 

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



#### J.32 Did any of these visits or meetings consist of an external tax audit?

Yes	1	
No	2	GO TO J.34
DON'T KNOW (SPONTANEOUS)	-9	GO TO J.34
		j32

#### **J.33** How many weeks did it take between the first interaction with the auditors and when the final audit report was received?

	Weeks
Duration of audit in weeks	j33
ONE WEEK OR LESS	1
AUDIT IS ONGOING	-5
<b>DON'T KNOW (SPONTANEOUS)</b>	-9

#### J.34 In fiscal year [Insert last complete fiscal year], did this establishment outsource any tax-related activities, including the preparation, filing, or payment of profit taxes, labor taxes, VAT, GST, or sales taxes? **INTERVIEWER: READ OUT OPTIONS**

Yes, fully	1	
Yes, partially	2	
No	3	
DON'T KNOW (SPONTANEOUS)	-9	
		j34

#### If tax\_select==1

J.35a	What was the total annual number of hours required for the preparation, filing, and
	payment of all taxes (profit taxes, labor taxes, VAT, GST, or sales taxes) for this
	establishment in fiscal year [Insert last complete fiscal year]?

	Hours
Total hours to prepare, file, and pay taxes	j35a
ONE HOUR OR LESS	1
DON'T KNOW (SPONTANEOUS)	-9

0									
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#### If tax\_select==0

J.35b	What was the <b>average number of hours per month</b> required for the preparation, filing,
	and payment of all taxes (profit taxes, labor taxes, VAT, GST, or sales taxes ) for this
	establishment in fiscal year [Insert last complete fiscal year]?

	Hours
Average number of hours to prepare, file, and pay taxes	j35b
ONE HOUR OR LESS	1
DON'T KNOW (SPONTANEOUS)	-9

## J.36 In fiscal year [Insert last complete fiscal year], did this establishment <u>file</u> its taxes electronically? INTERVIEWER: READ OUT OPTIONS

Yes, fully	1	
Yes, partially	2	
No	3	
DON'T KNOW (SPONTANEOUS)	-9	
		<b>j36</b>

### J.37 In fiscal year [Insert last complete fiscal year], did this establishment <u>pay</u> its taxes electronically? INTERVIEWER: READ OUT OPTIONS

Yes, fully	1	
Yes, partially	2	
No	3	
DON'T KNOW (SPONTANEOUS)	-9	
		i37

#### If vat\_applicable==1

**J.38** In the last three years, has this establishment applied for a VAT refund?

Yes	1	
No	2	GO TO J40
VAT REFUND NOT AVAILABLE	-6	GO TO J.6a
NOT VAT ELIGIBLE	-7	GO TO J.6a
DON'T KNOW (SPONTANEOUS)	-9	GO TO J.6a
		j38

#### If vat\_applicable==1

**J.39** In reference to the most recent VAT refund, how many weeks did it take from when the establishment submitted its application until the refund was received?

	Weeks	
Weeks to receive VAT refund	j39	GO TO J.6a
ONE WEEK OR LESS	1	GO TO J.6a
<b>REFUND STILL OUTSTANDING</b>	-5	GO TO J.6a
<b>DON'T KNOW (SPONTANEOUS)</b>	-9	GO TO J.6a

0									
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i40

#### If vat\_applicable==1

<u> </u>	
J.40	What was the main reason this establishment did not apply for a VAT refund?
	SHOW CARD 24

1	VAT refunds take too long to receive
2	The application for a VAT refund is too complicated
3	The establishment did not need to apply for a VAT refund
4	Other
-9	DON'T KNOW (SPONTANEOUS)
_	DON'T KNOW (SPONTANEOUS)

J.6a

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

Yes	1	]
No	2	GO TO J.42
DON'T KNOW (SPONTANEOUS)	-9	GO TO J.42
		j6a

# J.41 How difficult does this establishment find the administrative requirements to participate in a public tender? Please consider the time and resources that the establishment used in order to prepare a bid. SHOW CARD 25

Very difficult	1	
Moderately difficult Somewhat difficult	2	
Not difficult at all	4	
<b>DON'T KNOW (SPONTANEOUS)</b>	-9	
		j4

#### **J.42** Over the last three years, has this establishment held a government contract?

Yes	1	
No	2	<b>GO TO J.7</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	-9	GO TO J.7
		j42

**J.43** Approximately, how many days does it take for this establishment to receive payment under a government contract after it has delivered an invoice to the relevant authority? If this establishment has received multiple payments or contracts, please provide the time of the largest payment.

	Days
Wait for payment	j43
ONE DAY OR LESS	1
DON'T KNOW (SPONTANEOUS)	-9

0	 -	-	_	 	-	_	
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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" regarding 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?

	As a percentage of sales	OR	[Insert LCUs]	NO PAYMENTS OR GIFTS ARE PAID	DON'T KNOW (SPONTA NEOUS)	REFUSAL (SPONTA NEOUS)
Informal payments or gifts	j7a %		j7b	0	-9	-8

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

Yes	1	
No	2	GO TO J.13
DON'T KNOW (SPONTANEOUS)	-9	GO TO J.13
		j10

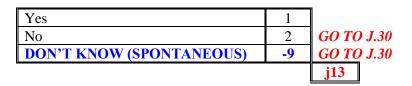
**J.11** Approximately how many days did it take to obtain it from the day of the application to the day it was granted?

	Days
Wait for import license	j11
LESS THAN ONE DAY	1
STILL IN PROCESS	-6
APPLICATION DENIED	-5
DON'T KNOW (SPONTANEOUS)	-9

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

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

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

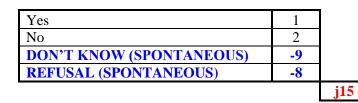


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J.14 Approximately how many days did it take to obtain it from the day of the application to the day it was granted?

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

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



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 26

							(SPONT	ANEOUS)
	POSITION	No obstacl e	Minor obstac le	Moderat e obstacle	Major obstacl e	Very Severe Obstacle	DON'T KNOW	DOES NOT APPLY
Tax rates j30a	j30_taxrate_pos	0	1	2	3	4	-9	-7
Tax administration <b>j30b</b>	j30_taxadmin_p os	0	1	2	3	4	-9	-7
Business licensing and permits <b>j30c</b>	j30_permit_pos	0	1	2	3	4	-9	-7
Political instability j30e	j30_instability_p os	0	1	2	3	4	-9	-7
Corruption <b>j30f</b>	j30_corruption_ pos	0	1	2	3	4	-9	-7
Courts h30	j30_courts_pos	0	1	2	3	4	-9	-7
Crime i30	j30_crime_pos	0	1	2	3	4	-9	-7

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

I	0					
	U					

#### **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 workers and managers.
 Permanent, full-time workers are defined as all workers that work for a term of one or more 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 workers and managers. INTERVIEWER: INCLUDE INTERVIEWEE IF APPLICABLE

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

#### ASK IF MANUFACTURING

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

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

0
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#### ASK IF MANUFACTURING

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 27

	Number	DON'T KNOW (SPONTANEOUS)
In highly skilled jobs, that is <b>professionals</b> or technicians whose	l4a1	-9
tasks require extensive theoretical and technical knowledge		
In <b><u>semi-skilled</u></b> jobs, that is workers whose tasks	l4a2	-9
require some level of mechanical or technical knowledge		
In <b><u>low-skilled</u></b> jobs, those whose tasks involve	l4b	-9
no specialized knowledge		

#### ASK IF SERVICES

L.4	At the end of fiscal year [Insert last complete fiscal year], how many permanent, full-time workers
	in this establishment were:
	SHOW CARD 27

	Number	DON'T KNOW (SPONTANEOUS)
In highly skilled jobs, that is <b>professionals</b> or technicians whose	l4a1	-9
tasks require extensive theoretical and technical knowledge		
In <b><u>semi-skilled</u></b> jobs, that is workers whose tasks	l4a2	-9
require some level of mechanical or technical knowledge		
In <b><u>low-skilled</u></b> jobs, those whose tasks involve	l4b	-9
no specialized knowledge		

#### ASK IF MANUFACTURING

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

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

0			
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#### ASK IF SERVICES

L.5	At the end of fiscal year [Insert last complete fiscal year], in this establishment how many
	permanent, full-time individuals were <u>female</u> ?

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

L.9b What percentage or how many of the full-time permanent individuals 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	<mark>l9b</mark> %		l9b1
workers who completed secondary school			
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 workers?

Yes	1	
No	2	GO TO L.31
DON'T KNOW (SPONTANEOUS)	-9	GO TO L.31
		110

#### ASK IF MANUFACTURING

L.11 Referring to those training programs, what percentage of permanent, full-time workers of the following categories received formal training? If easier please provide the total numbers (provide one or the other but not both). INTERVIEWER: READ EACH CATEGORY

	Percent	OR	Number	IF NO WORKERS IN A CATEGORY WERE TRAINED	DON'T KNOW (SPONTANE OUS)
Production full-time permanent workers trained	<b>l11a</b> %		l11a1	0	-9
Non-production full-time permanent workers trained	<b>l11b</b> %		l11b1	0	-9

0		
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**L.12** Referring to those training programs, what percentage of female, permanent, full-time workers received formal training? If easier, please provide the total numbers (provide one or the other but not both).

	Percent	OR	Number	IF NO FEMALE WORKERS WERE TRAINED	DON'T KNOW (SPONTANE OUS)
Female full-time permanent workers trained	<b>l12a</b> %		l12a1	0	-9

L.31	During fiscal year [insert the last fiscal year], how many new permanent full-time workers did
	the establishment need to hire?

	Workers	
Number of permanent full-time workers needed	131	
NO NEED TO HIRE ANY NEW	0	GO TO L.34
PERMANENT FULL-TIME WORKERS		
DON'T KNOW (SPONTANEOUS)	-9	GO TO L.34

**L.32** During fiscal year [insert the last fiscal year], how many permanent full-time workers were hired?

	Workers	
Number of permanent full-time workers hired	132	GO to L.33 if L.32 is below L31
NO HIRES	0	
DON'T KNOW (SPONTANEOUS)	-9	GO TO L.34

L.33 During fiscal year [insert the last fiscal year], what was the main reason why this establishment did not hire more permanent full-time workers?
 SHOW CARD 28

Non-wage labor costs were too high	1
Legally required minimum wage or cost of dismissal were too high	
Lack of skilled labor	3
Competitive labor costs and benefits were too high	4
Not enough budget or headquarters did not authorize the hiring	5
Other	6
DON'T KNOW (SPONTANEOUS)	-9

ſ	0					

L.34

In the last three years, has this establishment dismissed any permanent, full-time workers?

Yes	1	
No	2	GO TO L.1a
<b>DON'T KNOW (SPONTANEOUS)</b>	-9	GO TO L.1a
		134

**L.35** How many weeks did it typically take, from the time the notice of dismissal was provided to the worker until the worker was removed from the establishment's payroll? Please include all pre-notice requirements, notifications, and wait times.

<b></b>	Weeks
Weeks to dismiss permanent, full-time	135
worker	
ONE WEEK OR LESS	1
STILL IN PROCESS	-6
DON'T KNOW (SPONTANEOUS)	-9

**L.36** How many weeks of salary was the typical severance payment for a dismissed permanent, full-time worker? Please include pay and benefits but exclude unpaid salaries for time already worked.

	Weeks
Weeks of salary paid for severance	136
NO SEVERANCE WAS PAID	0
DON'T KNOW (SPONTANEOUS)	-9

L.1a At the end of fiscal year [Insert last complete fiscal year], how many permanent, part-time individuals worked in this establishment? Please include all workers and managers.
 Permanent, part-time workers are defined as all workers that work for a term of one or more fiscal years and/or have a guaranteed renewal of their employment and that work for less than a full shift.

	Number
Part-time workers employed last fiscal year	<b>l1a</b>
NO PART-TIME WORKERS	0
DON'T KNOW (SPONTANEOUS)	-9

0		
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L.6 How many full-time seasonal or temporary workers did this establishment have during fiscal year [Insert last complete fiscal year]?

Full-time, seasonal or temporary workers are all short-term, that is for less than a year, workers with no guarantee of renewal of employment and work full-time.

	Number	
Full-time seasonal or temporary workers employed last	<b>l6</b>	
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 were female?

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

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

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

# **L.37** Over the last three years, has this establishment been involved in any labor disputes? Labor disputes include any formal disagreements over salary, benefits, health and safety, dismissal, or other labor-related issue. Labor disputes could involve individual workers or a group of workers (collective dispute).

Yes	1	]
No	2	GO TO L.40
DON'T KNOW (SPONTANEOUS)	-9	GO TO L.40
		137

**L.38** How many months did it typically take from the moment the dispute arose until it got resolved, whether through an agreement, court decision, or other means?

	Months	
Time to resolve a labor dispute	138	
ONE MONTH OR LESS	1	
NO DISPUTE HAS BEEN RESOLVED	-7	GO TO L.40
DON'T KNOW (SPONTANEOUS)	-9	

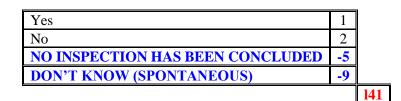
**L.39** How much did the resolution of the dispute typically cost this establishment, including all fines or dues to either party, if any?

	[Insert LCUs]
Cost to resolve a labor dispute	139
DON'T KNOW (SPONTANEOUS)	-9

L.40 During fiscal year [insert the last fiscal year], in reference to workplace health and safety, was this establishment visited or inspected by a government labor inspector or has it been required to meet with one?

Yes	1	
No	2	GO TO L.30
DON'T KNOW (SPONTANEOUS)	-9	GO TO L.30
		140

L.41As a result of these inspections, was a report issued to the establishment by the inspectorate?If there has been more than one inspection, please consider the latest completed inspection.



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 29

		(SPONTANEOU					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

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

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
DOES NOT APPLY (SPONTANEOUS)	-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, CONCLUDE WITH THE RESPONDENT AND ENSURE THAT ALL SECTIONS (INCLUDING L AND N) ARE COMPLETE.

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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 establishment name nor the name of your will be used vour in anv 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 in [LCUs]: SHOW CARD 30

		(SPONTA	NEOUS)
INTERVIEWER: READ OUT	[Insert LCUs]	DON'T KNOW	DOES NOT APPLY
Total annual cost of labor including wages, salaries, bonuses, social security payments	n2a	-9	
Of which total annual costs of social security payments and employment-based taxes, excluding employee taxes that were withheld	n2a2	-9	
Total annual cost of electricity	n2b	-9	
Total annual cost of water	n2k	-9	
Total annual cost of high-speed, fixed broadband internet	n2l	-9	-7

### **INTERVIEWER: ONLY ASK THE FOLLOWING QUESTION TO MANUFACTURING ESTABLISHMENTS:**

Total annual cost of raw materials and intermediate goods used in production **n2e** -9

#### INTERVIEWER: ONLY ASK THE FOLLOWING QUESTION TO RETAIL ESTABLISHMENTS:

Total annual cost of finished goods and materials purchased to resell **n2i** -9

#### **ASK IF MANUFACTURING**

N.2.1	Looking back to this establishment's Income Statement for fiscal year [Insert last complete fiscal
	year minus one], please provide the following information:
	SHOW CARD 31

	[Insert LCUs]	DON'T KNOW (SPONTANEOUS)	DOES NOT APPLY
Total annual cost of labor including wages, salaries, bonuses, social security payments	n2a1	-9	-7
Total annual cost of raw materials and intermediate goods used in production	n2e1	-9	-7

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#### **ASK IF MANUFACTURING**

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?

	[Insert LCUs]	DON'T KNOW (SPONTANEOUS)
Machinery, vehicles, and equipment	n7a	-9

#### **READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:** Continuing in reference to fiscal year [Insert last complete fiscal year].

N.11	For fiscal year [Insert last complete fiscal year] as a share of total annual gross profits,
	what was the cost of annual income-based taxes? Please exclude any tax credits or
	deductions.
	(If taxes have not yet been paid, please include the expected tax payments.)

	Percent	DON'T KNOW (SPONTANEOUS)	REFUSAL (SPONTANEOUS)
Effective rate of income-based taxes	<b>n11</b> %	-9	-8

N.12	For fiscal year [Insert last complete fiscal year] as a share of total sales, what was the cost of <u>all consumption taxes</u> ? Please exclude any amounts that were (or are expected to be) refunded or credited.
	(If taxes have not yet been paid, please include the expected tax payments.)

	Percent	DON'T KNOW (SPONTANEOUS)	REFUSAL (SPONTANEOUS)
Effective rate of consumption taxes	<b>n12</b> %	-9	-8

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

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#### **POST-INTERVIEW INFORMATION**

INTERVIEWER READ AT THE END OF THE INTERVIEW:

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

A.12 Interviewer code a12

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

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

#### INTERVIEWER: THE SURVEY ENDS HERE. PLEASE FILL OUT THER 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 case estimates	4	
		a17

#### **INTERVIEWER COMMENTS:**

a17x

(Problems occurred/extraordinary circumstances which could influence results)

A.18 This questionnaire was completed in:

One visit in face-to-face interview with one person	1	STOP HERE
One visit in face-to-face interview with different managers/staff	2	
Several visits	3	
		a18

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



#### **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\_v4

D.1a2 PLEASE CHOOSE THE 4-DIGIT ISIC REV. 4.0 SECTOR CODE THAT BEST APPLIES TO THE ESTABLISHMENT'S MAIN ACTIVITY AND PRODUCT.

	Code
CODE OF THE MAIN PRODUCT AND ACTIVITY	d1a2_v4