

THE WORLD BANK ENTERPRISE SURVEY
2025

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

COUNTRY SPECIFIC INFORMATION

Frame level	a1c
[INFORMATION IN TABLE BELOW IS PUBLISHED IN THE IMPLEMENTATION REPORT AND NOT THE PUBLIC DATA]	
Local currency	lcu
Registration agency	registrationagency
Local name of current account	current
Local name of secondary school	secondary
Capital city	capitalcity
Main business city	businesscity
VAT applicable	vat_applicable
Name of consumption tax	consumptiontax

SAMPLING INFORMATION [FROM WB PROGRESS REPORT]

Sampling sector	a4a
Sampling size	a6a
Sampling location	a2
Panel	stratificationpanelcode

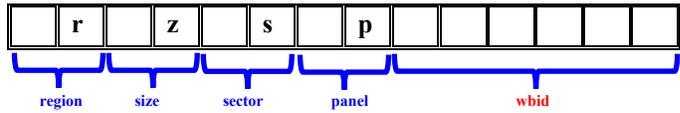
INFORMATION FROM SCREENING REQUIRED IN THE DATA

Name of City/town/village [NOT PUBLISHED IN PUBLIC DATA]	a3x
Screeener size	a6c
Multi-establishment firm	a7
Number of establishments in the firm	a7a
Is this establishment the headquarters location?	a7b
Financial statements independent of the rest of establishment	a11
Does this headquarters location engage in production or sales at this location?	a7c
Establishment's financial statements prepared separately from HQ statements	a9
Language	a1a

COVER

Technical ID [NOT PUBLISHED IN PUBLIC DATA]	technicalid
Name of establishment [NOT PUBLISHED IN PUBLIC DATA]	name

QUESTIONNAIRE NUMBER **technicalid**



CAPI QUESTIONS BEGIN HERE

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

GPS COORDINATES [NOT PUBLISHED IN PUBLIC DATA]	Degrees North (Latitude)	lat
	Degrees East (Longitude)	lon

INTERVIEWER: WERE THE GPS COORDINATES COLLECTED ON THE SITE OF THE ESTABLISHMENT? [NOT PUBLISHED IN PUBLIC DATA]

Yes	1
No	2

onpremise

A.14 Time interview begins:

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

INTERVIEW BEGINS HERE

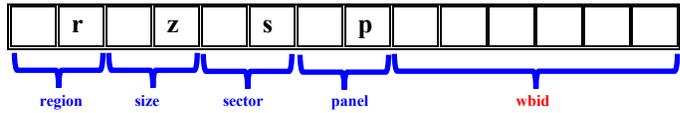
READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING.

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.

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

Year	Month	Day
a20y	a20m	a20d



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]

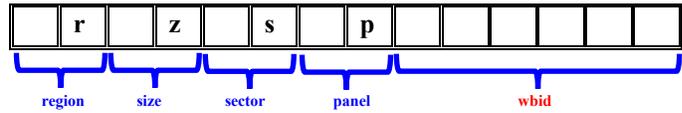
Shareholding company with shares traded in the stock market	1
Shareholding company with non-traded shares or shares traded privately	2
Sole proprietorship	3
Partnership	4
Limited partnership	5
OTHER (SPONTANEOUS–SPECIFY) ___ b1x ___	6
DON’T KNOW (SPONTANEOUS)	-9

b1

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

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

b3a



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

	Percent	FULLY [option] OWNED	DON'T KNOW (SPONTANEOUS)
Private domestic individuals, companies, or organizations	b2a %	100	-9
Private foreign individuals, companies or organizations	b2b %	100	-9
Government or State	b2c %	100	-9
Other	b2d %		-9
	100%		

IF 100% END INTERVIEW

IF ONE FULLY OWNED RESPONSE IS SELECTED AND ALL OTHER FIELDS ARE BLANK, THOSE OTHER FIELDS ARE SET TO 0.

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

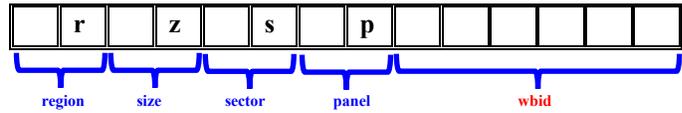
B.4 Amongst the owners of the firm, are there any women?

Yes	1	
No	2	<i>GO TO B.5</i>
DON'T KNOW (SPONTANEOUS)	-9	<i>GO TO B.5</i>
		b4

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 women?

	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

INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR

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	b6
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 FOUR DIGITS FOR YEAR

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

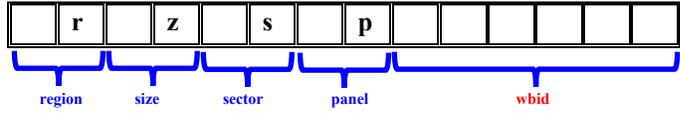
	Years
Manager's experience in sector	b7
ONE YEAR OR LESS	1
DON'T KNOW (SPONTANEOUS)	-9

B.7a Is the Top Manager a woman?

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

b7a

QUESTIONNAIRE NUMBER **technicalid**

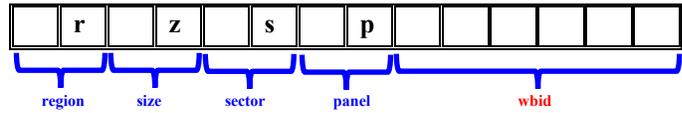


B.8 Does this establishment have an internationally recognized quality certification?
INTERVIEWER: SOME EXAMPLES ARE ISO 9000 or 14000, or HACCP

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

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

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 for an electrical connection?

Yes	1	
No	2	<i>GO TO C.6</i>
DON'T KNOW (SPONTANEOUS)	-9	<i>GO TO C.6</i>
		c3

C.4 Approximately how many days did it take to obtain it from the day of the application to the day the service was received?

	Days
Wait for electrical connection	c4
ONE DAY OR LESS	1
APPLICATION DENIED	-5
STILL IN PROCESS	-6
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	
REFUSAL (SPONTANEOUS)	-8	
		c5

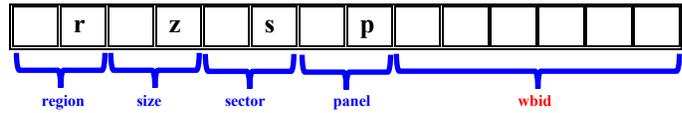
C.31 What was the total cost in [LCUs] to obtain that electrical connection, including application, permits, inspection fees, and all external connection works? Exclude internal wiring and connections.

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

IF RESPONSE TRIGGERS A FLAG, RE-ENTER AMOUNT
INTERVIEWER: RE-ENTER THE AMOUNT

c31_2

QUESTIONNAIRE NUMBER **technicalid**



C.6 Over fiscal year [a20y], did this establishment experience power outages?

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

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

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

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 annual losses that resulted from power outages as a percentage of sales or in [LCUs].

Numeral response	c9n	
NO LOSSES	0	<i>GO TO C.10</i>
DON'T KNOW (SPONTANEOUS)	-9	<i>GO TO C.10</i>

SPECIFY IF EITHER A PERCENTAGE OR MONETARY AMOUNT WAS GIVEN

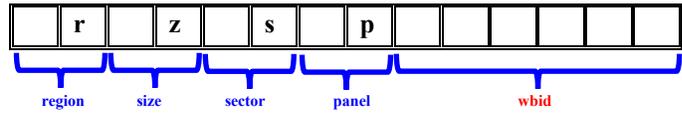
Percentage	→	c9a
[LCU] amount	→	c9b
		c9u

C.10 Over the course of fiscal year [a20y], did this establishment own or share a generator?

Yes	1	
No	2	<i>GO TO C.43</i>
DON'T KNOW (SPONTANEOUS)	-9	<i>GO TO C.43</i>
		c10

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

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



C.43 Over the course of fiscal year [a20y], did this establishment have on-site solar panels?

Yes	1	<i>GO TO C.12</i>
No	2	
DON'T KNOW (SPONTANEOUS)	-9	
		c43

C.44 What percentage of this establishment's electricity came from those solar panels?

	Percent
Percentage electricity from solar panels	c44 %
DON'T KNOW (SPONTANEOUS)	-9

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

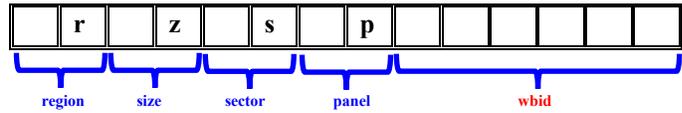
Yes	1	<i>GO TO C.45</i>
No	2	
DON'T KNOW (SPONTANEOUS)	-9	
		c12

C.13 Approximately how many days did it take to obtain it from the day of the application to the day the service was received?

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

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

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



C.33 What was the total cost in [LCUs] to obtain that water connection, including application, permits, inspection fees, and all external connection works? Exclude internal piping and connections.

	[LCUs]
Cost of water connection	c33
DON'T KNOW (SPONTANEOUS)	-9

IF RESPONSE TRIGGERS A FLAG, RE-ENTER AMOUNT

INTERVIEWER: RE-ENTER THE AMOUNT	c33_2
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C.45 Which of the following best characterizes the quality of the piped water this establishment receives from its utility provider?
INTERVIEWER: READ OUT

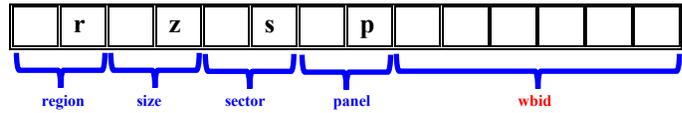
It is suitable for all operational needs	1	
It is suitable for only some operational needs	2	
It is not suitable for any operational needs	3	
PIPED WATER NOT USED FOR OPERATIONS	-6	
ESTABLISHMENT DOES NOT HAVE PIPED WATER FROM A UTILITY PROVIDER	-7	
DON'T KNOW (SPONTANEOUS)	-9	
		c45

C.15.2 Over fiscal year [a20y], 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	IF 0, GO TO C.22b
DON'T KNOW (SPONTANEOUS)	-9	GO TO C.22b



C.17.2 How many hours did these incidents of insufficient water supply last on average?

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

C.22b Does this establishment currently have a website or social media account?

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

C.36 Over the last two years, did this establishment apply to obtain an internet connection, excluding mobile connections?

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

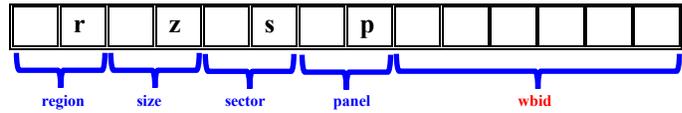
C.37 How many days did it take to obtain the internet connection from the day of the application until the service was received?

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

C.39 Over fiscal year [a20y], 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	
THE ESTABLISHMENT DOES NOT HAVE AN INTERNET CONNECTION	-7	
DON'T KNOW (SPONTANEOUS)	-9	
		c39

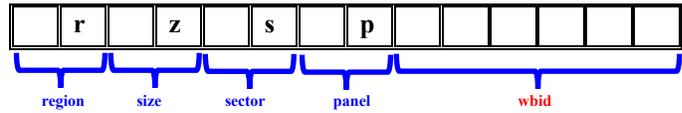
QUESTIONNAIRE NUMBER **technicalid**



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



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 [a20y], what was this establishment’s main activity, that is, the activity that represented the largest proportion of annual sales?

INTERVIEWER: PLEASE RECORD THE DESCRIPTION OF THE ACTIVITY 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.

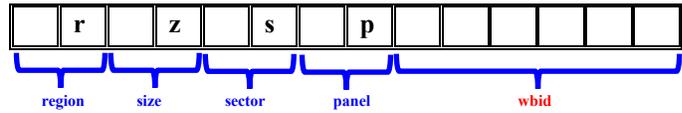
DETAILED DESCRIPTION OF MAIN ACTIVITY

d1a1x

INTERVIEWER: CODE THE MAIN ACTIVITY TO DETERMINE THAT THE CORRECT MODULE IS BEING ASKED.

	d1a1a
Manufacturing	1
Printing (and reproduction of recorded media)	11
Retail trade	2
Wholesale trade	3
Construction	4
Hotel	51
Restaurant	52
Repair of motor vehicles, computers, or household goods	61
Repair of manufacturing machinery or equipment	12
Other services	62

QUESTIONNAIRE NUMBER **technicalid**



D.1a3 What percentage of total sales does this main activity represent?

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

INTERVIEWER: PLEASE NOTE THAT THE NEXT QUESTION REFERS TO THE TOTAL SALES OF ALL PRODUCTS AND SERVICES

D.2 In fiscal year [a20y], what were this establishment's total annual sales in [LCUs] for **all** products and services?

	[LCUs]
Total annual sales in fiscal year [a20y]	d2
DON'T KNOW (SPONTANEOUS)	-9

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

d2x

N.3 Looking back to fiscal year [a20y-2] what were this establishment's total annual sales in [LCUs] for **all** products and services?

	[LCUs]
Total annual sales in fiscal year [a20y-2]	n3
ESTABLISHMENT WAS NOT IN BUSINESS	-7
DON'T KNOW (SPONTANEOUS)	-9

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

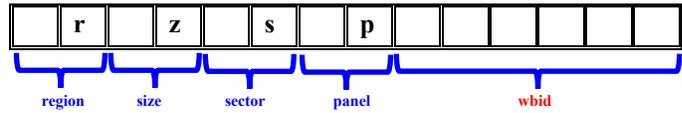
n3x

ASK IF MANUFACTURING

F.1 In fiscal year [a20y], what was this establishment's capacity utilization?

(That is, what was the output produced by this establishment as a percentage of the maximum output possible if using all the physical capital available?)

	Percent
Capacity utilization	f1 %
DON'T KNOW (SPONTANEOUS)	-9



D.3 In fiscal year [a20y], what percentage of this establishment’s sales were:
SHOW CARD 4

INTERVIEWER: SKIP PATTERNS MUST BE FOLLOWED IN THE ORDER THEY APPEAR IN THE TABLE

	Percent	DON'T KNOW (SPONTANEOUS)	
National sales	d3a %	-9	<i>IF 100, GO TO D.12</i>
Indirect exports (sold domestically to third party that exports products)	d3b %	-9	<i>IF 100, GO TO D.8</i>
Direct exports	d3c %	-9	<i>IF 0, GO TO D.8</i>
	100%		

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

ASK IF MANUFACTURING (d1a1a is 1, 11, or 12) OR A WHOLESALER (d1a1a is 3)

D.31 What country (or territory) was the main destination for this establishment’s direct exports?

Country (or territory)	d31x
DON'T KNOW (SPONTANEOUS)	-9

ASK IF MANUFACTURING (d1a1a is 1, 11, or 12) OR A WHOLESALER (d1a1a is 3)

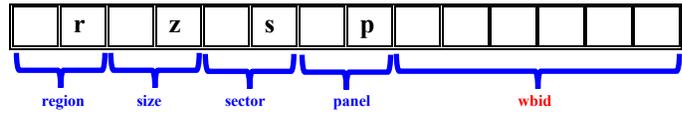
D.42 In fiscal year [a20y], when this establishment exported goods directly, were any inspection, certification, or licensing processes conducted prior to the arrival of those goods at their point of exit (e.g., port, airport)?
INTERVIEWER: INCLUDE ONLY PROCESSES REQUIRED BY AUTHORITIES OF [COUNTRY]

Yes	1	
No	2	<i>GO TO D.4</i>
DON'T KNOW (SPONTANEOUS)	-9	<i>GO TO D.4</i>
		d42

ASK IF MANUFACTURING (d1a1a is 1, 11, or 12) OR A WHOLESALER (d1a1a is 3)

D.43 On average, how long did those inspections, certifications, and licensing processes take?

	Days	Hours
Average duration to conduct inspections, certifications, and licensing	d43a	d43b
DON'T KNOW (SPONTANEOUS)	-9	-9



ASK IF MANUFACTURING (d1a1a is 1, 11, or 12) OR A WHOLESALER (d1a1a is 3)

D.4 After those direct exports arrived at their main point of exit, how long did it take on average until those goods were cleared to leave [economy]?

INTERVIEWER: EXCLUDE LOGISTICAL DELAYS NOT DUE TO PUBLIC ADMINISTRATION OR OFFICIALS.

	Days	Hours
Average duration to clear exports	d4a	d4b
DON'T KNOW (SPONTANEOUS)	-9	-9

ASK IF MANUFACTURING (d1a1a is 1, 11, or 12) OR A WHOLESALER (d1a1a is 3)

D.34.2 What was the typical cost of all export-related transactions for the goods to exit [economy], as a percentage of the value of those goods?

Please include all export requirements, including fees by customs and other agencies, as well as any cost of customs brokers, freight forwarders, domestic transportation, trade finance, and insurance. Exclude international transport and any costs incurred in the destination.

	Percent
Costs to comply with export requirements	d342
DON'T KNOW (SPONTANEOUS)	-9

ASK IF MANUFACTURING (d1a1a is 1, 11, or 12), WHOLESALER (d1a1a is 3), OR RETAILER (d1a1a is 2)

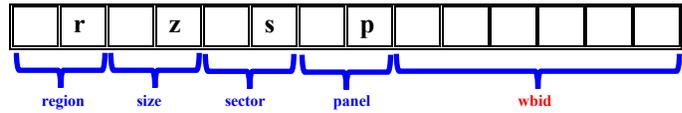
D.35.2 In fiscal year [a20y], were any online orders fulfilled by mail, parcel, or courier service that **did not** require any customs duties in the destination countries (or territories)?

Yes	1	d352
No	2	
DON'T KNOW (SPONTANEOUS)	-9	

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

	Year
Began exporting directly or indirectly	d8
DON'T KNOW (SPONTANEOUS)	-9

INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR



D.12 In fiscal year [a20y], what percentage of this establishment’s purchases of material inputs [,][or] supplies[, or goods purchased for resale] were:
SHOW CARD 5

	Percent	DON'T KNOW (SPONTANEOUS)
Of domestic origin	d12a %	-9
Of foreign origin	d12b %	-9
	100%	

IF 0, GO TO SECTION O

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

D.13 Were any of those directly imported by this establishment?

Yes	1	
No	2	<i>GO TO SECTION O</i>
DON'T KNOW (SPONTANEOUS)	-9	<i>GO TO SECTION O</i>
		d13

D.38 What country (or territory) was the main origin for these direct imports?

Country (or territory)	d38x
DON'T KNOW (SPONTANEOUS)	-9

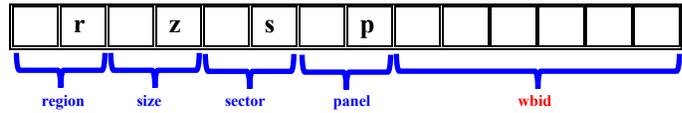
D.44 In fiscal year [a20y], when this establishment imported goods directly, were any inspection, certification, or licensing processes conducted prior to the arrival of those goods to their point of entry (e.g., port, airport)?
INTERVIEWER: INCLUDE ONLY PROCESSES REQUIRED BY THE AUTHORITIES OF [COUNTRY]

Yes	1	
No	2	<i>GO TO D.14</i>
DON'T KNOW (SPONTANEOUS)	-9	<i>GO TO D.14</i>
		d44

D.45 On average, how long did those inspections, certifications, and licensing processes take?

	Days	Hours
Average duration to clear customs	d45a	d45b
DON'T KNOW (SPONTANEOUS)	-9	-9

QUESTIONNAIRE NUMBER **technicalid**



D.14 How long 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 were cleared to enter [economy]?

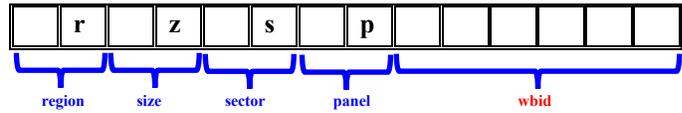
INTERVIEWER: EXCLUDE LOGISTICAL DELAYS NOT DUE TO PUBLIC ADMINISTRATION OR OFFICIALS.?

	Days	Hours
Average duration to clear customs	d14a	d14b
DON'T KNOW (SPONTANEOUS)	-9	-9
DOES NOT APPLY (SPONTANEOUS)	-7	

D.41.2 What was the typical cost of all import-related transactions for the goods to enter [economy], as a percentage of the value of those goods?

Please include all requirements, including fees by customs and other agencies, as well as any cost of customs brokers, freight forwarders, domestic transportation, trade finance, and insurance. Exclude international transport and any costs incurred prior to their entry to [economy].

	Percent
Costs to import	d412
DON'T KNOW (SPONTANEOUS)	-9



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?

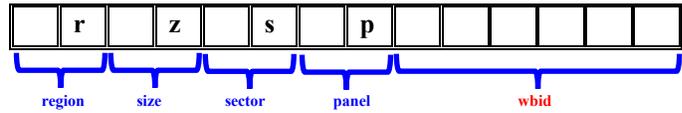
Yes	1	
No	2	GO TO O.3
DON'T KNOW (SPONTANEOUS)	-9	GO TO O.3
		o1

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

Yes	1	
No	2	
DON'T KNOW (SPONTANEOUS)	-9	
		o2

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 EACH ITEM AS A QUESTION
SHOW CARD 6

	Strongly disagree	Tend to disagree	Tend to agree	Strongly agree	(SPONTANEOUS)	
					DOES NOT APPLY	DON'T KNOW
In [economy] , <u>arbitration</u> is a reliable mechanism to resolve commercial disputes. o3a2	1	2	3	4	-7	-9
In [economy] , <u>mediation</u> is a reliable mechanism to resolve commercial disputes. o3b2	1	2	3	4	-7	-9
In resolving commercial disputes, courts are independent and impartial j31	1	2	3	4	-7	-9



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 [a20y].

R.1 **ASK IF MANUFACTURING**
 Over fiscal year [a20y], what best describes what happened at this establishment when a problem in the production process arose?

ASK IF SERVICES
 Over fiscal year [a20y], What best describes what happened at this establishment when a problem in the provision of services arose?

SHOW CARD 7

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

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

r1

R.2 Over fiscal year [a20y], did this establishment monitor any performance indicators?

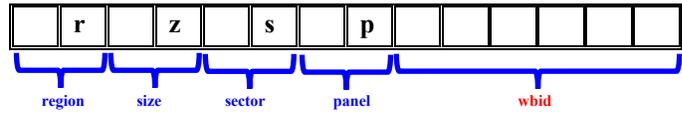
Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

GO TO R.4
GO TO R.4
r2

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



R.4 ***ASK IF MANUFACTURING***
 Did this establishment have production targets? Examples of production targets are production volume, quality, efficiency, waste, or on-time delivery.

ASK IF SERVICES
 Did this establishment have **service provision targets**? Examples of service provision targets are sales, customer satisfaction, efficiency, waste, or on-time delivery.

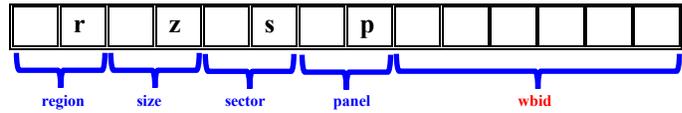
Yes	1	
No	2	GO TO R.8
DON'T KNOW (SPONTANEOUS)	-9	GO TO R.8
		r4

R.5 What best describes the time frame of those targets?
SHOW CARD 8

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	
		r5

R.6 How easy or difficult was it for this establishment to achieve those targets overall?
SHOW CARD 9

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	
		r6



R.7 Who at this establishment was aware of those targets?
SHOW CARD 10

IF MANUFACTURING

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	
		r7

IF SERVICES

Only senior managers	1	
Most managers and some workers	2	
Most managers and most workers	3	
All managers and most workers	4	
DON'T KNOW (SPONTANEOUS)	-9	
		r7

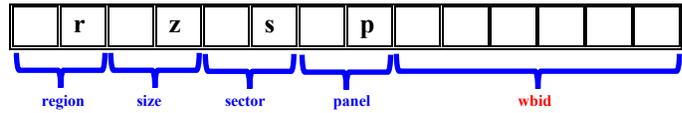
R.8 Over fiscal year [a20y], did this establishment have performance bonuses for managers?

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

R.9 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	
		r9



R.10	Over fiscal year [a20y], what was the primary way non-managers were promoted at this establishment? SHOW CARD 11
-------------	--

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

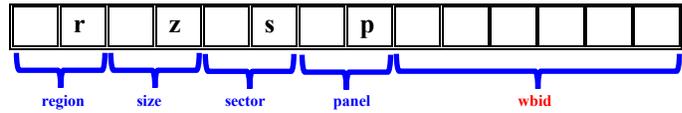
r10

R.11	Over fiscal year [a20y], when was an under-performing non-manager reassigned or dismissed? SHOW CARD 12
-------------	---

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

r11



E. DEGREE OF COMPETITION

PLEASE READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:
 We now turn to a new topic.

E.1 In fiscal year [a20y], which of the following was the main market in which this establishment sold its main product [or offered its main service]?
INTERVIEWER: READ OUT

Local or in some parts of the country	1	GO TO E.32
National	2	
International	3	
DON'T KNOW (SPONTANEOUS)	-9	

GO TO E.32

e1

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

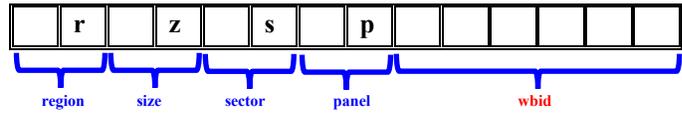
Number of competitors	e2b
TOO MANY TO COUNT	-4
DON'T KNOW (SPONTANEOUS)	-9

E.31.2 Which of the following best describes this main market?
INTERVIEWER: READ OUT

The market is dominated by one firm	1	e312
The market is dominated by a few firms	2	
There is competition among many firms	3	
DON'T KNOW (SPONTANEOUS)	-9	

E.32 Over the last year, has the level of competition in this establishment's main market increased, decreased, or stayed the same?

Increased	1	e32
Decreased	2	
Stayed the same	3	
DON'T KNOW (SPONTANEOUS)	-9	



E.33 In this main market, can this establishment increase its prices more 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.6 Does this establishment presently use technology licensed from a foreign-owned company? Please exclude non-customized software.

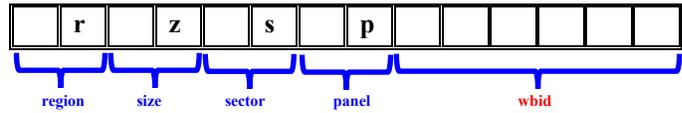
Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

e6

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

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

e11



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?

Yes	1	
No	2	GO TO H.5
DON'T KNOW (SPONTANEOUS)	-9	GO TO H.5
		h1

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

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

H.3.2 Please describe in detail the **main** new or improved product or service that this establishment introduced during the last three years.

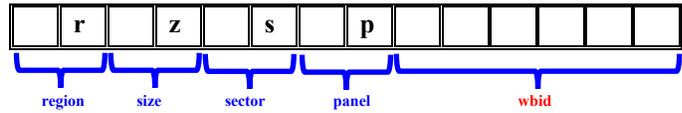
Include details on how it differs from similar products or services previously offered by this establishment.

INTERVIEWER: NOTE THAT 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

h32x



H.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.6.2 Please describe in detail the **main** new or improved process that this establishment introduced during the last three years.

Include details on how it differs from similar processes previously used by this establishment.

INTERVIEWER: NOTE 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

h62x

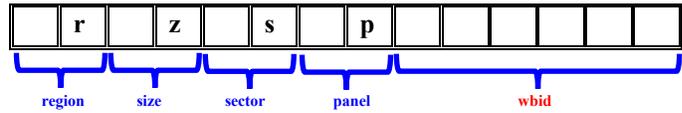
H.8 During fiscal year [a20y], did this establishment spend on research and development activities, either in-house or contracted with other companies, excluding market research surveys?

Yes	1	
No	2	<i>GO TO G SECTION</i>
DON'T KNOW (SPONTANEOUS)	-9	<i>GO TO G SECTION</i>
		h8

H.9 How much did this establishment spend in [LCUs] on those research and development activities?

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

INTERVIEWER: RE-ENTER THE AMOUNT **h9_2**



G. LAND AND PERMITS

PLEASE READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:
 We now turn to a new topic.

ASK IF HOTEL (d1a1a is 51)

D.1a6a How many guest rooms did this hotel have at the end of fiscal year [a20y]?

	Number
Total number of rooms at the end of FY [a20y]	d1a6a
DON'T KNOW (SPONTANEOUS)	-9

ASK IF HOTEL (d1a1a is 51)

D.1a6b What was the total area of all those guest rooms?

Area	d1a6b	GO TO G.2
DON'T KNOW (SPONTANEOUS)	-9	

SPECIFY THE UNITS

Square Feet	1
Square Yards	2
Square Meters	3
Other (SPECIFY d1a6cx)	4

d1a6c

ASK THE FOLLOWING QUESTION ONLY FOR RETAIL ESTABLISHMENTS. OTHERWISE GO TO G.2

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

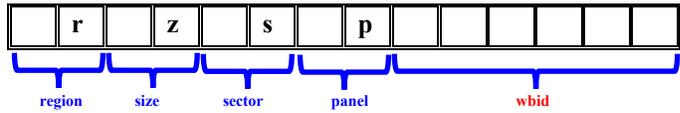
Area		GO TO G.2
NO PHYSICAL SELLING AREA	0	
DON'T KNOW (SPONTANEOUS)	-9	GO TO G.2

g5a

SPECIFY UNITS

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

g5b



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

Yes	1	GO TO G.34
No	2	
DON'T KNOW (SPONTANEOUS)	-9	
		g2

G.3 How many days did it take to obtain it from the day of the application to the day the permit was granted?

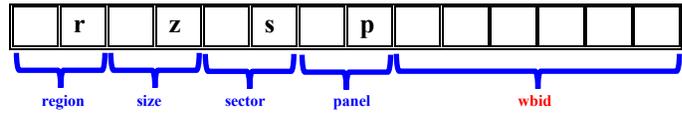
	Days
Wait for a construction-related permit	g3
ONE DAY OR LESS	1
STILL IN PROCESS	-6
APPLICATION DENIED	-5
DON'T KNOW (SPONTANEOUS)	-9

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

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

G.34 Using the response options on the card, please tell me if you strongly disagree, tend to disagree, tend to agree, or strongly agree with the statement:
 “Deeds, title certificates, and land surveys are recognized in land disputes and the sale of property.”
SHOW CARD 13

					(SPONTANEOUS)	
	Strongly disagree	Tend to disagree	Tend to agree	Strongly agree	DON'T KNOW	DOES NOT APPLY
g34	1	2	3	4	-9	-7



GE. GREEN ECONOMY

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:
And now I would like to ask you about the environmental practices of this establishment.

GE.3 In fiscal year [a20y], did this establishment experience damage of physical assets due to extreme weather events such as storms, floods, droughts, or landslides?
INTERVIEWER: INCLUDE DAMAGES TO INVENTORIES.

Yes	1	
No	2	GO TO GE.7
DON'T KNOW (SPONTANEOUS)	-9	GO TO GE.7
		ge3

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

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

IF RESPONSE TRIGGERS A FLAG, RE-ENTER AMOUNT

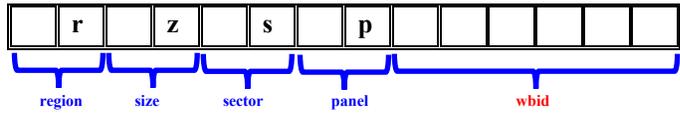
INTERVIEWER: RE-ENTER THE AMOUNT	ge3a_2
---	---------------

GE.7 Over the last three years, did this establishment monitor its CO₂ emissions?

Yes	1	
No	2	
DON'T KNOW (SPONTANEOUS)	-9	
		ge7

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

Yes	1	
No	2	
DON'T KNOW (SPONTANEOUS)	-9	
		ge8d



K. FINANCE

**READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:
I would like to ask you some questions about how this establishment finances its operations.**

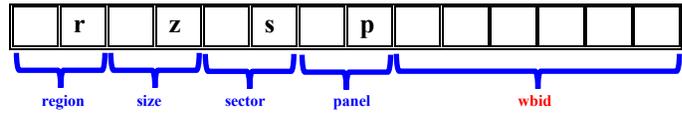
K.3 Over fiscal year [a20y], what proportion of this establishment’s working capital, that is the funds available for day-to-day operations, was financed from each source shown on the card?
SHOW CARD 14

	Percent	DON'T KNOW (SPONTANEOUS)
Internal funds or retained earnings	k3a%	-9
Owners’ contribution or issued new equity shares	k3i%	-9
Bonds	k3j%	-9
Borrowed from banks (private and state-owned)	k3bc%	-9
Borrowed from non-bank financial institutions, which include microfinance institutions, credit cooperatives, credit unions, or finance companies	k3e%	-9
Purchases on credit from suppliers and advances from customers	k3f%	-9
Friends, relatives, informal moneylenders, or other	k3dgh%	-9
	100%	

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

K.4 In fiscal year [a20y], 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
		k4



N.5 Considering those purchases, how much did this establishment spend on:
INTERVIEWER: READ OUT EACH ITEM AS A QUESTION

	[LCUs]	DON'T KNOW (SPONTANEOUS)
New or used machinery, vehicles, and equipment, in [LCUs]?	n5a	-9
INTERVIEWER: RE-ENTER THE AMOUNT	n5a_2	

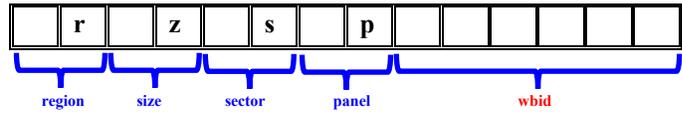
Land and buildings including expansion and renovations of existing structures, in [LCUs]?	n5b	-9
INTERVIEWER: RE-ENTER THE AMOUNT	n5b_2	

K.5 What percentage of these purchases of fixed assets was financed from each source shown on the card?
SHOW CARD 14

IF RESPONDENT PREFERS TO PROVIDE LCU AMOUNT, GO TO K.5.a1

	Percent	DON'T KNOW (SPONTANEOUS)
Internal funds or retained earnings	k5a%	-9
Owners' contribution or issued new equity shares	k5i %	-9
Bonds	k5j%	-9
Borrowed from banks (private and state-owned)	k5bc%	-9
Borrowed from non-bank financial institutions, which include microfinance institutions, credit cooperatives, credit unions, or finance companies	k5e%	-9
Purchases on credit from suppliers and advances from customers	k5f%	-9
Friends, relatives, informal moneylenders, or other	k5dgh%	-9
	100%	

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



	AMOUNT [LCUs]	DON'T KNOW (SPONTANEOUS)
Internal funds or retained earnings in [LCUs]	k5a1	-9
Owners' contribution or issued new equity shares in [LCUs]	k5i1	-9
Bonds in [LCUs]	k5j1	-9
Borrowed from banks (private and state-owned) in [LCUs]	k5bc1	-9
Borrowed from non-bank financial institutions, which include microfinance institutions, credit cooperatives, credit unions, or finance companies in [LCUs]	k5e1	-9
Purchases on credit from suppliers and advances from customers in [LCUs]	k5f1	-9
Friends, relatives, informal moneylenders, or other in [LCUs]	k5dgh1	-9
	n5a+n5b	

INTERVIEWER: CHECK THAT TOTAL SUM EQUALS TOTAL PURCHASES IN N5 UNLESS RESPONDENT DOES NOT KNOW

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

K.6 Does this establishment have a **current/checking** or savings account?

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

k6

K.8.2b Does this establishment have a **line of credit** from a financial institution?

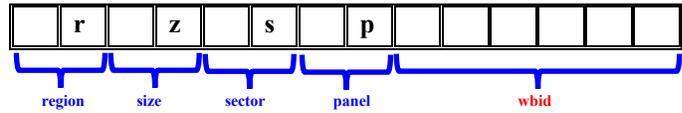
Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

k82b

K.8.2a Does this establishment have a **loan** from a financial institution?

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

k82a



IF BOTH K.8.2A AND K.8.2B ARE "NO" OR "DON'T KNOW", GO TO K.15.d

K.9 Referring to the most recent line of credit or loan, what type of financial institution granted it?
SHOW CARD 15
 [NOTE FOR IMPLEMENTATION: THE OPTIONS USED IN EACH COUNTRY SHOULD REFLECT LOCAL CONDITIONS AND BE RECODED INTO THE CATEGORIES BELOW]

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 line of credit or loan approved?

	Year
Year most recent line of credit or loan approved	k10
DON'T KNOW (SPONTANEOUS)	-9

INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR

K.11 What was its value in [LCUs] at the time of approval?

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

INTERVIEWER: RE-ENTER THE AMOUNT

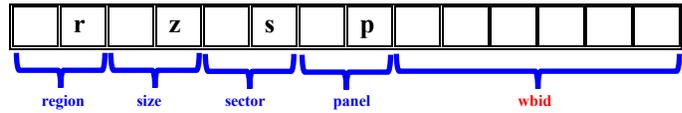
k11_2

K.13 Did this financing require collateral?

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

k13

QUESTIONNAIRE NUMBER **technicalid**



K.14 Please indicate if the following types of collateral were required:
INTERVIEWER: READ OUT EACH AS A QUESTION

	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

K.15a What was the value in [LCUs] of the collateral required?

	[LCU]
Value of collateral	k15a
DON'T KNOW (SPONTANEOUS)	-9

INTERVIEWER: RE-ENTER THE AMOUNT **k15a_2**

K.15d Does the owner(s) have any outstanding personal loans to finance this establishment's business activities?

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

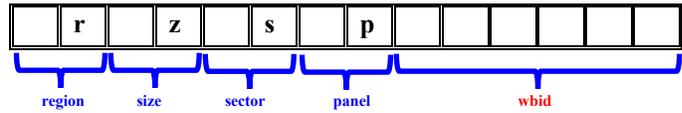
k15d

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:
The next few questions refer specifically to fiscal year [a20y].

K.16.2a Referring again to fiscal year [a20y], did this establishment apply for a **loan** from a financial institution?

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

K162a



K.16.2b Did this establishment apply for a **line of credit** from a financial institution?

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

K162a

IF EITHER K.16.2a OR K.16.2b ARE "YES", GO TO K.20

IF NEITHER ANSWER IS "YES":

IF AT LEAST ONE ANSWER TO K.16.2a OR K.16.2b IS "DON'T KNOW", GO TO K.21

K.17 What was the **main** reason why this establishment did not apply for any line of credit or loan?
SHOW CARD 16

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

K.20 What was the outcome of the most recent application for a line of credit or loan?
INTERVIEWER: READ OUT

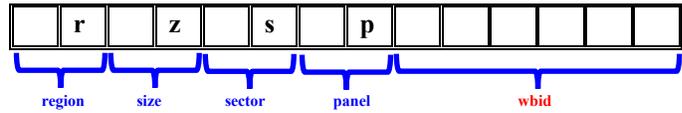
Application was approved in full	1
Application was approved in part	2
Application was rejected	3
Application was withdrawn	4
APPLICATION STILL IN PROCESS	-6
DON'T KNOW (SPONTANEOUS)	-9

k20a1

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

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 decision	k32
DON'T KNOW (SPONTANEOUS)	-9

K.21 In fiscal year [a20y], 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

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:
Let's return again to this establishment's present situation.

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?

	Percent
Percentage of sales through e-payments	k33
DON'T KNOW (SPONTANEOUS)	-9

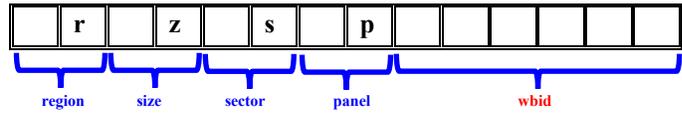
*IF 0, GO TO K.38
GO TO K.38*

K.34.2 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 17

Debit cards	1
Credit cards	2
Bank transfers, including through online and mobile banking	3
Other <u>specify k342x</u> (including e-money, e-wallet, and mobile money)	4
DON'T KNOW (SPONTANEOUS)	-9

*GO TO K.38
k342*

K.35 How many days does it take on average from when payment is made until the money is received using [answer from k342]?



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

K.36 As a percentage of a typical transaction, how much does it cost to accept payments, using [answer from k342]?

	Percent
Cost per transaction	k36 %
ABOVE 0 BUT BELOW 0.5%	-5
COSTLESS (ZERO)	-6
DON'T KNOW (SPONTANEOUS)	-9

K.38 How about when this establishment **makes** payments, including to its suppliers.

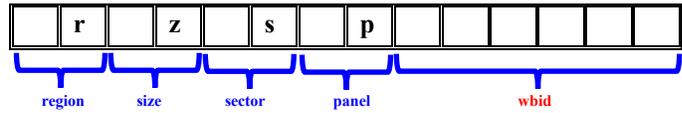
What percentage of the total payments that this establishment makes in a typical month is done through electronic payments, that is other than cash or check payments, excluding payments to government and payroll?

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

K.39.2 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 17

Debit cards	1	
Credit cards	2	
Bank transfers, including through online and mobile banking	3	
Other __specify_k392x__ (including e-money, e-wallet, and mobile money)	4	
DON'T KNOW (SPONTANEOUS)	-9	<i>GO TO SECTION J</i>

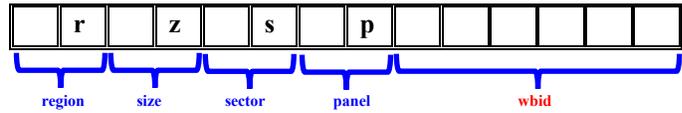
QUESTIONNAIRE NUMBER **technicalid**



k392

K.40 As a percentage of a typical transaction, how much does it cost to make payments, using [answer from k392]?

	Percent
Cost per transaction	k40 %
ABOVE 0 BUT BELOW 0.5%	-5
COSTLESS (ZERO)	-6
DON'T KNOW (SPONTANEOUS)	-9



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

	Percent
Senior management's time spent on dealing with regulations	j2 %
NO TIME 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?

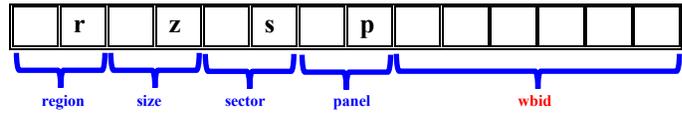
Yes	1	
No	2	GO TO J.35
DON'T KNOW (SPONTANEOUS)	-9	GO TO J.35
		j3

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 an informal gift or payment expected or requested?

Yes	1	
No	2	
DON'T KNOW (SPONTANEOUS)	-9	
REFUSAL (SPONTANEOUS)	-8	
		j5



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

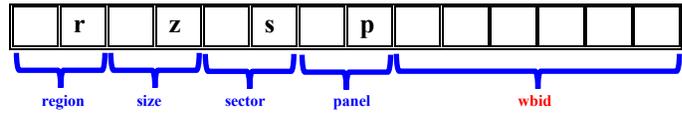
Yes	1	
No	2	<i>GO TO J.35</i>
DON'T KNOW (SPONTANEOUS)	-9	<i>GO TO J.35</i>
		j32

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
AUDIT COMPLETED BUT NO REPORT RECEIVED	-6
DON'T KNOW (SPONTANEOUS)	-9

J.35 Over fiscal year [a20y], what was the total number of hours required for the preparation, filing, and payment of all taxes (profit taxes, labor taxes, [consumptiontax], or sales taxes) for this establishment?

	Hours
Total hours to prepare, file, and pay taxes	j35
ONE HOUR OR LESS	1
DON'T KNOW (SPONTANEOUS)	-9



J.36 In fiscal year [a20y], did this establishment **file** its taxes electronically?
INTERVIEWER: READ OUT OPTIONS

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

j36

J.37 In fiscal year [a20y], did this establishment **pay** its taxes electronically?
INTERVIEWER: READ OUT OPTIONS

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

j37

If vat_applicable==1

J.38 In the last three years, has this establishment requested a [consumptiontax] refund?

Yes	1
No	2
NO REFUND SYSTEM EXISTS	-6
DON'T KNOW (SPONTANEOUS)	-9

GO TO J.40

GO TO J.6a

GO TO J.6a

j38

If vat_applicable==1

J.39 How many weeks did it take from when the establishment submitted its application until the refund was received?

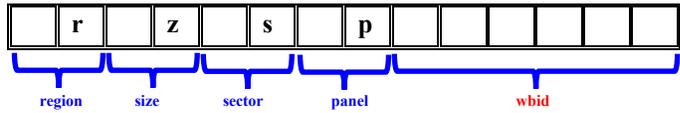
	Weeks
Weeks to receive refund	j39
ONE WEEK OR LESS	1
REFUND STILL OUTSTANDING	-5
DON'T KNOW (SPONTANEOUS)	-9

GO TO J.6a

GO TO J.6a

GO TO J.6a

GO TO J.6a



If vat applicable==1

J.40 What was the main reason this establishment did not request a [consumptiontax] refund?
SHOW CARD 18

Refunds take too long to receive	1
The application for a refund is too complicated	2
The establishment did not need to request a refund	3
Other	4
NOT ELIGIBLE	-7
DON'T KNOW (SPONTANEOUS)	-9

j40

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

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

GO TO J.42

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 19

Very difficult	1
Moderately difficult	2
Somewhat difficult	3
Not difficult at all	4
DON'T KNOW (SPONTANEOUS)	-9

j41

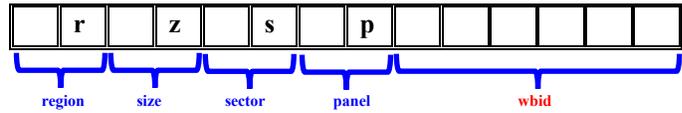
J.42 Over the last three years, has this establishment held a government contract?

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

GO TO J.7

GO TO J.7

j42



J.43 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?

INTERVIEWER: IF THE ESTABLISHMENT HAS RECEIVED MULTIPLE PAYMENTS OR CONTRACTS, PLEASE PROVIDE THE TIME TO RECEIVE THE LARGEST PAYMENT.

	Days
Wait for payment	j43
ONE DAY OR LESS	1
NO PAYMENT HAS YET BEEN RECEIVED	-6
DON'T KNOW (SPONTANEOUS)	-9

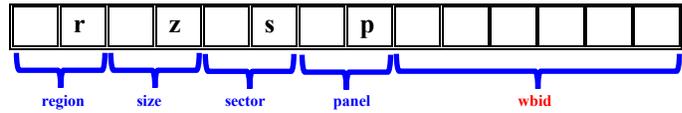
J.7 It is said that establishments are sometimes required to make informal payments or give gifts to public officials to “get things done” regarding customs, taxes, licenses, regulations, services etc. On average, what percentage of total annual sales, or estimated total annual value, do establishments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

	Percent	
Informal payments or gifts (% of sales)	j7a %	GO TO J.10
NO PAYMENTS OR GIFTS ARE PAID	0	GO TO J.10
RESPONDENT PREFERS TO PROVIDE LCU AMOUNT	-5	
REFUSAL (SPONTANEOUS)	-8	GO TO J.10
DON'T KNOW (SPONTANEOUS)	-9	GO TO J.10

	LCU
Value of informal payments or gifts	j7b
DON'T KNOW (SPONTANEOUS)	-9

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 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
ONE DAY OR LESS	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
REFUSAL (SPONTANEOUS)	-8

j12

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

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

GO TO SECTION M

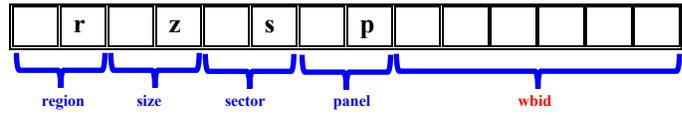
GO TO SECTION M

j13

J.14 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
ONE DAY OR LESS	1
APPLICATION DENIED	-5
STILL IN PROCESS	-6
DON'T KNOW (SPONTANEOUS)	-9

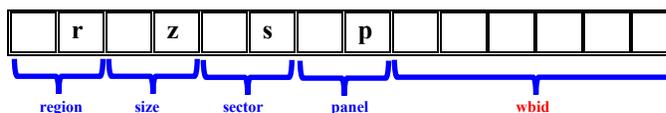
QUESTIONNAIRE NUMBER **technicalid**



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

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

j15



M. BUSINESS ENVIRONMENT

READ THE FOLLOWING:

I would now like to ask about your opinions about several items that may affect this establishment's operations.

M.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 EACH ITEM AS A QUESTION
SHOW CARD 20**

								(SPONTANEOUS)	
	RANDOM POSITION	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very severe obstacle	DON'T KNOW	DOES NOT APPLY	
Access to finance	k30	m1a_finance_pos	0	1	2	3	4	-9	-7
Access to land	g30a	m1a_land_pos	0	1	2	3	4	-9	-7
Business licensing and permits	j30e	m1a_permit_pos	0	1	2	3	4	-9	-7
Corruption	j30f	m1a_corruption_pos	0	1	2	3	4	-9	-7
Courts	h30	m1a_courts_pos	0	1	2	3	4	-9	-7
Crime, theft, and disorder	i302	m1a_crime_pos	0	1	2	3	4	-9	-7
Customs and trade regulations	d30b	m1a_trade_pos	0	1	2	3	4	-9	-7
Electricity	c30a	m1a_electricity_pos	0	1	2	3	4	-9	-7
Inadequately educated workforce	l30b	m1a_workforce_pos	0	1	2	3	4	-9	-7
Labor regulations	l30a	m1a_labor_pos	0	1	2	3	4	-9	-7
Political instability	j30e	m1a_instability_pos	0	1	2	3	4	-9	-7
Practices of competitors in the informal sector	e30	m1a_informal_pos	0	1	2	3	4	-9	-7
Tax administration	j30b	m1a_taxadmin_pos	0	1	2	3	4	-9	-7
Tax rates	j30a	m1a_taxrate_pos	0	1	2	3	4	-9	-7
Transport	d30a	m1a_transport_pos	0	1	2	3	4	-9	-7

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 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 labor force. Should I continue with you or someone who specializes in human resources?

Continue with current respondent	1	GO TO SECTION L
Continue with another respondent	2	
		m_1_skip

technicalid

	r		z		s		p					
region		size		sector		panel		wbid				

INTERVIEWER READ OUT:

In that case, I would like to ask you some 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?

Continue with current respondent to Section N	1
Conclude with current respondent	2

GO TO SECTION N

GO TO POST-INTERVIEW INFORMATION SECTION. ENSURE SECTION L AND N ARE COMPLETED BY RELEVANT RESPONDENTS.

m n skip

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 [a20y], how many permanent, full-time individuals worked in this establishment? Please include all workers and managers.

 Full-time workers work a full shift. Permanent workers are those that have worked for one year or more and/or have a guaranteed renewal of their employment.
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 [a20y-2], 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 at the end of fiscal year [a20y-2]	12
ESTABLISHMENT WAS NOT IN BUSINESS IN [a20y-2]	-7
DON'T KNOW (SPONTANEOUS)	-9

READ THE FOLLOWING:
Now I would like to ask again about all [11_pipe] permanent, full-time workers at the end of fiscal year [a20y].

L.9b What percentage had completed at least [secondary] school?

	Percent	
Percentage of permanent, full-time workers who completed at least secondary school	19b %	GO TO L.3
RESPONDENT PREFERS TO PROVIDE NUMBER OF WORKERS	-5	
DON'T KNOW (SPONTANEOUS)	-9	GO TO L.3

	Number
Number of permanent, full-time workers who completed at least secondary school	19b1
DON'T KNOW (SPONTANEOUS)	-9

technicalid

	r		z		s		p				
region		size		sector		panel		wbid			

ASK IF MANUFACTURING

L.3 How many of the [11_pipe] permanent, full-time workers were:
INTERVIEWER: READ EACH CATEGORY

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

ASK IF MANUFACTURING

L.5.a How many of the [13a_pipe] **production** workers were **women**?

	Number	DON'T KNOW (SPONTANEOUS)
Women production workers	15a	-9

ASK IF MANUFACTURING

L.5.b How many of the [13b_pipe] **non-production** workers were **women**?

	Number	DON'T KNOW (SPONTANEOUS)
Women non-production workers	15b	-9

ASK IF SERVICES

L.5 How many of the [11_pipe] permanent, full-time workers were women?

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

technicalid

	r		z		s		p				
	region		size	sector		panel		wbid			

ASK IF MANUFACTURING

L.4 How many of the [13a_pipe] permanent, full-time production workers were:
[SHOW CARD 21](#)

	Number	DON'T KNOW (SPONTANEOUS)
In highly skilled jobs, that is professionals or technicians whose tasks require extensive theoretical and technical knowledge	14a1	-9
In semi-skilled jobs, that is workers whose tasks require some level of mechanical or technical knowledge	14a2	-9
In low-skilled jobs, those whose tasks involve no specialized knowledge	14b	-9

ASK IF SERVICES

L.4 How many of the [11_pipe] permanent, full-time workers were:
[SHOW CARD 21](#)

	Number	DON'T KNOW (SPONTANEOUS)
In highly skilled jobs, that is professionals or technicians whose tasks require extensive theoretical and technical knowledge	14a1	-9
In semi-skilled jobs, that is workers whose tasks require some level of mechanical or technical knowledge	14a2	-9
In low-skilled jobs, those whose tasks involve no specialized knowledge	14b	-9

technicalid

r	z	s	p				
region		size	sector	panel	wbid		

L.10 Over fiscal year [a20y], did this establishment have formal training programs for its permanent, full-time workers?

Yes	1	
No	2	<i>GO TO L.34</i>
DON'T KNOW (SPONTANEOUS)	-9	<i>GO TO L.34</i>
		110

ASK IF MANUFACTURING

L.11a1 How many of [l3a_pipe] permanent, full-time **production** workers received formal training?

	Number	
Number of permanent, full-time production workers trained	111a1	<i>GO TO L.11.b</i>
RESPONDENT PREFERS TO PROVIDE PERCENTAGE OF WORKERS	-5	
NO PERMANENT, FULL-TIME PRODUCTION WORKERS TRAINED	0	<i>GO TO L.11.b</i>
DON'T KNOW (SPONTANEOUS)	-9	<i>GO TO L.11.b</i>

	Percent	
What percentage of [l3a_pipe] permanent, full-time production workers received formal training?	111a%	<i>GO TO L.11.b1</i>
DON'T KNOW (SPONTANEOUS)	-9	<i>GO TO L.11.b1</i>

ASK IF MANUFACTURING

L.11b And how many of [l3b_pipe] permanent, full-time **non-production** workers received formal training?

	Number	
Number of permanent, full-time non-production workers trained?	111b1	<i>GO TO L.12</i>
RESPONDENT PREFERS TO PROVIDE PERCENTAGE OF WORKERS	-5	
NO PERMANENT, FULL-TIME PRODUCTION WORKERS TRAINED	0	<i>GO TO L.12</i>
DON'T KNOW (SPONTANEOUS)	-9	<i>GO TO L.12</i>

	Percent	
What percentage of [l3b_pipe] permanent, full-time non-production workers received formal training?	111b%	
DON'T KNOW (SPONTANEOUS)	-9	

r	z	s	p				
region		size	sector	panel	wbid		

L.12 How many of [I5_pipe] permanent, full-time **women** workers received formal training?

	Number	
Number of permanent, full-time women workers trained?	I12a1 %	GO TO L.34
RESPONDENT PREFERS TO PROVIDE PERCENTAGE OF WORKERS	-5	
NO FULL-TIME PERMANENT WOMEN WORKERS TRAINED	0	GO TO L.34
DON'T KNOW (SPONTANEOUS)	-9	GO TO L.34

	Percent
Percentage of permanent, full-time women workers trained?	I12a %
DON'T KNOW (SPONTANEOUS)	-9

L.34 In the last three years, has this establishment dismissed any permanent, full-time workers?

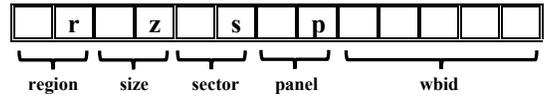
Yes	1	
No	2	GO TO L.1a
DON'T KNOW (SPONTANEOUS)	-9	GO TO L.1a
		I34

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

	Weeks
Weeks to dismiss permanent, full-time worker	I35
DISMISSALS WERE IMMEDIATE	0
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	I36
NO SEVERANCE WAS PAID	0
DON'T KNOW (SPONTANEOUS)	-9



L.1a Now I would like to ask you about part-time workers, that is those who work for less than a full shift.
At the end of fiscal year [a20y], how many permanent, **part-time** individuals worked in this establishment? Please include all workers and managers.

	Number
Part-time workers employed last fiscal year	11a
NO PART-TIME WORKERS	0
DON'T KNOW (SPONTANEOUS)	-9

L.6 How about full-time, **temporary or seasonal workers**, that is those who work for less than a year with no guarantee of renewal of employment.
How many of those workers did this establishment have **during** fiscal year [a20y]?

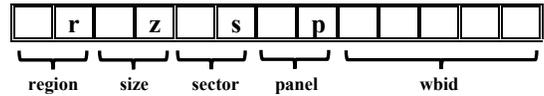
	Number	
Full-time, temporary or seasonal workers employed last fiscal year	16	
NO FULL-TIME TEMPORARY OR SEASONAL WORKERS	0	GO TO L.37
DON'T KNOW (SPONTANEOUS)	-9	GO TO L.37

L.6a Of these, how many were women?

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

L.8 What was the average length of employment in months of **all** full-time, temporary workers?

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



L.37 Over the last three years, has this establishment been involved in any **formal** labor disputes?
Please include any disagreements over compensation, hours, working conditions, dismissal, or other labor-related issue. They can involve individual workers or a group of workers (collective dispute).

Yes	1	
No	2	<i>GO TO L.40</i>
DON'T KNOW (SPONTANEOUS)	-9	<i>GO TO L.40</i>
		137

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

	Months		Days
Time to resolve a labor dispute	138a		
LESS THAN ONE MONTH	0	<i>IF LESS THAN 1 MONTH</i>	138b
NO DISPUTE HAS BEEN RESOLVED	-7	<i>GO TO L.40</i>	
DON'T KNOW (SPONTANEOUS)	-9		

L.40 During fiscal year [a20y], in reference to workplace health and safety, was this establishment visited or inspected by a government labor inspector or was it required to meet with one?

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

L.41 Was a report issued to the establishment by the inspectorate?
IF THERE HAS BEEN MORE THAN ONE INSPECTION, PLEASE CONSIDER THE LATEST COMPLETED INSPECTION.

Yes	1	
No	2	
NO INSPECTION HAS BEEN CONCLUDED	-5	
DON'T KNOW (SPONTANEOUS)	-9	
		141

technicalid

	r		z		s		p				
	region		size		sector		panel		wbid		

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 22
-------------	--

	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very severe obstacle	(SPONTANEOUS)	
						DON'T KNOW	DOES NOT APPLY
The regulation of dismissing workers 130d	0	1	2	3	4	-9	-7
The cost of hiring new workers 130c	0	1	2	3	4	-9	-7

N. PERFORMANCE

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

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

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

	kWh	
kWh of electricity consumed	c32	<i>GO TO C.34</i>
NO ELECTRICITY FROM A UTILITY (SPONTANEOUS)	-7	
DON'T KNOW (SPONTANEOUS)	-9	

C.32.b What was the total cost in [LCUs] of that monthly electricity consumption, including all taxes and fees?
INTERVIEWER: EXCLUDE ANY AMOUNT IN ARREARS

	LCU
Cost of electricity consumed	c32b
NO ELECTRICITY FROM A UTILITY (SPONTANEOUS)	-7
DON'T KNOW (SPONTANEOUS)	-9

C.34 In a typical month, what quantity of water does this establishment consume from that utility provider? Please refer to a recent utility bill that represents a typical month of operations.

	Number	
Amount of water consumed	c34	<i>GO TO C.34.c</i>
DON'T KNOW (SPONTANEOUS)	-9	

SPECIFY UNITS

Cubic meters	1
Gallons	2
Cubic feet	3
Liters	5
OTHER (SPECIFY) c34bx	4

c34b

technicalid

r	z	s	p				
region		size	sector	panel	wbid		

C.34.c What was the total cost in [LCUs] of that monthly water consumption, including all taxes and fees?
INTERVIEWER: EXCLUDE ANY AMOUNT IN ARREARS

	LCU
Cost of water consumed	c34c
DON'T KNOW (SPONTANEOUS)	-9

N.2 From this establishment's Income Statement for fiscal year [a20y], please provide the following in [LCUs]:
SHOW CARD 23
INTERVIEWER: READ EACH CATEGORY

	[LCUs]	RE-ENTER	DON'T KNOW (SPONTANEOUS)
Total annual cost of labor including gross wages, salaries, bonuses, social security payments, and employment taxes.	n2a	n2a_2	-9
IF N2A IS "DON'T KNOW", SKIP N2A2			
Of that [n2a_pipe][LCU], what was the total annual cost of social security payments and employment-based taxes, excluding employee taxes that were withheld.	n2a2	n2a2_2	-9

ASK IF MANUFACTURING

Total annual cost of raw materials and intermediate goods used in production	n2e	n2e_2	-9
--	------------	--------------	-----------

ASK IF RETAIL

Total annual cost of finished goods and materials purchased to resell	n2i	n2i_2	-9
---	------------	--------------	-----------

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 in [LCUs]?

	[LCUs]	RE-ENTER	DON'T KNOW (SPONTANEOUS)
Machinery, vehicles, and equipment	n7a	n7a_2	-9

technicalid

	r		z		s		p				
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region size sector panel wbid

N.11 In fiscal year [a20y], what percentage of this establishment's total annual gross profit was paid as income-based taxes?

INTERVIEWER: IF TAXES HAVE NOT YET BEEN PAID, PLEASE INCLUDE THE EXPECTED TAX PAYMENTS.

	As a percentage of gross annual profits	DON'T KNOW (SPONTANEOUS)	REFUSAL (SPONTANEOUS)
Effective income-based tax rate	n11 %	-9	-8

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

technicalid

r	z	s	p				
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region size sector panel wbid

POST-INTERVIEW INFORMATION

INTERVIEWER READ AT THE END OF THE INTERVIEW:

The survey ends here. Thank you for your time and cooperation.

A.12 Interviewer code **a12**

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A.15 Time interview ends:

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

**INTERVIEWER: THE SURVEY ENDS HERE.
PLEASE FILL OUT THE REMAINING INFORMATION ON YOUR OWN**

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

Truthful	1
Somewhat truthful	2
Not truthful	3

a16

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

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

a17

INTERVIEWER COMMENTS [NOT PUBLISHED IN PUBLIC DATA]:

a17x

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(Problems occurred/extraordinary circumstances which could influence results)

technicalid

r	z	s	p				
region		size	sector	panel	wbid		

INDICATE THE MODE OF COLLECTION [NOT PUBLISHED IN PUBLIC DATA]:

Face to face only	1
Video conference only	2
Mainly face to face, with parts done by video conference or over the phone	3
Mainly video conference, with parts done face to face or over the phone	4

a1d_int

A.18 This questionnaire was completed in:

One session with one person	1
One session with different managers/staff	2
Several sessions	3

STOP HERE

a18

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

Hour	Minutes

a19h

a19m

technicalid

	r		z		s		p				
	region		size		sector		panel		wbid		

SUPERVISOR SECTION

A.13 Supervisor code **a13**

INDICATE THE MODE OF COLLECTION:

Face to face only	1
Video conference only	2
Mainly face to face, with parts done by video conference or over the phone	3
Mainly video conference, with parts done face to face or over the phone	4

a1d

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

A.3.A Screener region code **a3a**

IF capitalcity AND businesscity ARE THE SAME, SKIP a3c.

Is the establishment located in the capital ([capitalcity])?	a3b	Is the establishment located in the main business city ([businesscity])?	a3c	Size of city or 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 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.
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	Code
CODE OF THE MAIN ACTIVITY	d1a2_v4