

**THE WORLD BANK ENTERPRISE SURVEY**  
**2024**

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

**INFORMATION ACQUIRED PRIOR TO SCREENING:**

<b>Sampling Information [CODES FROM WB PROGRESS REPORT]</b>	
Sampling sector	<b>a4a</b>
Sampling size	<b>a6a</b>
Sampling location	<b>a2</b>
Panel	<b>stratificationpanelcode</b>
Frame level	<b>a1c</b>
VAT applicable	<b>vat_applicable</b>
Name of occupancy permit	<b>occupancypermit</b>
Name of consumption tax	<b>consumptiontax</b>

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

<b>Screener Information</b>	
Screener region	<b>a3a</b>
Name of City/town/village	<b>a3x</b>
Screener size	<b>a6c</b>
Multi-establishment firm	<b>a7</b>
Language	<b>a1a</b>

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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)	<b>Lat</b>
	Degrees East (Longitude)	<b>Lon</b>

**A.14 Time interview begins:**

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

**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. CONTROL INFORMATION**

<b>A.20</b>	For this establishment, on which calendar date did the last completed fiscal year end?
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<b>Year</b>	<b>Month</b>	<b>Day</b>
<b>a20y</b>	<b>a20m</b>	<b>a20d</b>

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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 privately	2
Sole proprietorship	3
Partnership	4
Limited partnership	5
<b>OTHER (SPONTANEOUS-SPECIFY) ___b1x___</b>	6
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**b1**

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

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

**b3a**

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

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

**IF 100% END INTERVIEW**

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

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

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

**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	<b>b4a%</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**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	<b>b5</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**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	<b>b6</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

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

	Year
Year establishment formally registered	<b>b6b</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>NEVER REGISTERED (SPONTANEOUS)</b>	<b>-7</b>

**TERMINATE**

**INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR**

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

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

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

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

**b7a**

**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
<b>STILL IN PROCESS</b>	<b>-6</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**GO TO C.3**

**GO TO C.3**

**b8**

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

Specify certifications	<b>b8x</b>
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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?

Yes	1	
No	2	<i>GO TO C.32</i>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<i>GO TO C.32</i>
		<b>c3</b>

**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?

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

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

Yes	1	
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	
<b>REFUSAL (SPONTANEOUS)</b>	<b>-8</b>	
		<b>c5</b>

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

	<b>LCU</b>
Cost of electrical connection	<b>c31</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>INTERVIEWER: RE-ENTER THE AMOUNT</b>	<b>c31_2</b>

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

	kWh
kWh of electricity consumed	<b>c32</b>
<b>NO ELECTRICITY FROM A UTILITY (SPONTANEOUS)</b>	<b>-7</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

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

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

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

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

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

	Hours	Minutes
Average duration of power outages	<b>c8a</b>	<b>c8b</b>
<b>ONE MINUTE OR LESS</b>		<b>1</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>-9</b>

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

	Percent	OR	[LCUs]	<b>DON'T KNOW (SPONTANEOUS)</b>
Annual losses due to power outages	<b>c9a %</b>		<b>c9b</b>	<b>-9</b>
			<b>INTERVIEWER: RE-ENTER THE AMOUNT c9b_2</b>	

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**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.12</i>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<i>GO TO C.12</i>
		<b>c10</b>

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

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

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

Yes	1	
No	2	<i>GO TO C.34</i>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<i>GO TO C.34</i>
		<b>c12</b>

**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?

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

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

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

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

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

**INTERVIEWER: RE-ENTER THE AMOUNT** **c33\_2**

**C.34** In a typical month, how much water does this establishment consume (from public or private utilities)? Please refer to a recent utility bill that represents a typical month of operations.

	Number	
Amount of water consumed	<b>c34</b>	
<b>NO WATER FROM A UTILITY (SPONTANEOUS)</b>	<b>-7</b>	<b>GO TO C.15.2</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>GO TO C.15.2</b>

**SPECIFY UNITS**

Cubic meters	1	
Gallons	2	
Cubic feet	3	
Liters	5	
<b>OTHER (SPECIFY) ___c34bx_</b>	<b>4</b>	

**c34b**

**C.15.2** Over fiscal year [a20y], did this establishment experience insufficient water supply?

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

**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	<b>c162</b>	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>GO TO C.35</b>

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

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

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**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 in [LCUs].

	<b>Percent</b>	<b>OR</b>	<b>[LCUs]</b>	<b>DON'T KNOW (SPONTANEOUS)</b>
Annual losses due to insufficient water supply	<b>c35a %</b>		<b>c35b</b>	<b>-9</b>
			<b>INTERVIEWER: RE-ENTER THE AMOUNT</b>	
			<b>c35b_2</b>	

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

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

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

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

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

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

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

	<b>[LCUs]</b>
Cost of internet connection	<b>c38</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>INTERVIEWER: RE-ENTER THE AMOUNT</b>	
	<b>c38_2</b>

QUESTIONNAIRE NUMBER **id**

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**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	<i>GO TO C.42</i>
<b>THE ESTABLISHMENT DOES NOT HAVE AN INTERNET CONNECTION</b>	<b>-7</b>	<i>GO TO C.42</i>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<i>GO TO C.42</i>
		<b>c39</b>

**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	<b>c40a</b>		
<b>LESS THAN ONE HOUR</b>	<b>0</b>	<i>IF LESS THAN 1 HOUR</i>	<b>c40b</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>		<b>-9</b>

**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 [LCUs].

	Percent	OR	[LCUs]	DON'T KNOW (SPONTANEOUS)
Annual losses due to internet disruptions	<b>c41a %</b>		<b>c41b</b>	<b>-9</b>
			<b>INTERVIEWER: RE-ENTER THE AMOUNT</b>	
			<b>c41b_2</b>	

**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	
<b>THERE IS ONLY ONE AVAILABLE INTERNET PROVIDER</b>	<b>-7</b>	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	
		<b>c42</b>

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<b>C.30</b>	Using the response options on the card; To what degree is <b>electricity</b> an obstacle to the current operations of this establishment? <a href="#">SHOW CARD 4</a>
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						(SPONTANEOUS)		
		No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very severe obstacle	<b>DON'T KNOW</b>	<b>DOES NOT APPLY</b>
Electricity	<b>c30a</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>

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**D. SALES AND SUPPLIES**

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

**The next topic to be covered is how and where this establishment makes its sales.**

<b>D.1a1</b>	<p>In fiscal year [a20y], what was this establishment’s main activity, that is, the activity that represented the largest proportion of annual sales? Please include details on the main product in the description.</p> <p><b>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.</b></p>
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	<b>d1a1a</b>	<b>DETAILED DESCRIPTION OF MAIN ACTIVITY</b>	<b>d1a1x</b>
Manufacturing of	1		
Retail trade of	2		
Wholesale trade of	3		
Construction of	4		
Hotel	51		
Restaurant	52		
Provide services of	6		

**INTERVIEWER: REVIEW DIA1A TO ENSURE CORRECT MODULE IS BEING ASKED**

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

<b>D.1a6a</b>	How many guest rooms did this hotel have at the end of fiscal year [a20y]?
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	<b>Number</b>
Total number of rooms at the end of FY [a20y]	<b>d1a6a</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

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

<b>D.1a6b</b>	What was the total area of all the rooms at the end of [a20y]?
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Area	<b>d1a6b</b>	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>GO TO D.1a3</b>

**SPECIFY THE UNITS**

Square Feet	1
Square Yards	2
Square Meters	3
Other ( <b>SPECIFY</b> ___ <b>d1a6cx</b> )	4

**d1a6c**

QUESTIONNAIRE NUMBER **id**

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

	Percent
Percentage of sales represented by main activity	<b>d1a3</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**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]	<b>d2</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

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

<b>d2x</b>
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**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]	<b>n3</b>
<b>ESTABLISHMENT WAS NOT IN BUSINESS</b>	<b>-7</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

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

<b>n3x</b>
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**D.3** Coming back to fiscal year [a20y], what percentage of this establishment's sales were:  
**SHOW CARD 5**

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

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

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

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

**D.31** In fiscal year [a20y], what was the main country (or territory) of destination for this establishment's direct exports?

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

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

**D.32** In fiscal year [a20y], 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
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**d32**

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

**D.4** In fiscal year [a20y], 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?

	<b>Days</b>		<b>Hours</b>
Average duration to clear customs	<b>d4a</b>		
<b>LESS THAN ONE DAY DOES NOT APPLY (SPONTANEOUS)</b>	<b>0</b>	<b>IF LESS THAN 1 DAY GO TO D.34.2</b>	<b>d4b</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-7</b>		
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>GO TO D.33</b>	<b>-9</b>

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**ASK IF MANUFACTURING (d1a1a is 1) OR A WHOLESALE (d1a1a is 3)**

**D.33** In fiscal year [a20y], how many days did it take on average for these directly exported goods to be released by **all** 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 agencies	<b>d33a</b>		
<b>LESS THAN ONE DAY</b>	<b>0</b>	<b>IF LESS THAN 1 DAY</b>	<b>d33b</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>		<b>-9</b>

**ASK IF MANUFACTURING (d1a1a is 1) OR A WHOLESALE (d1a1a is 3)**

**D.34.2** When this establishment exported goods directly, 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	<b>d342</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**D.34.2b** Please indicate the most frequently used incoterm used when this establishment exported directly.  
**SHOW CARD 6**

FCA (free carrier)	1	
FAS (free alongside ship)	2	
FOB Origin (free on board)	3	
Other	4	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>d342b</b>

**ASK IF MANUFACTURING (d1a1a is 1) OR A WHOLESALE (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 (or territory).

Yes	1	
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>d35</b>

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

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

**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 finished goods and materials purchased to resell]** were:  
**SHOW CARD 7**

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

**IF 0, GO TO D.30**

**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 by this establishment?

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

**D.38** In fiscal year **[a20y]**, what was the main country (or territory) of origin for this establishment's direct imports of material inputs or supplies **[or finished goods and materials purchased to resell]**?

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

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**D.39** In fiscal year [a20y], 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
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**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?

	<b>Days</b>
Average duration to clear customs	<b>d14a</b>
<b>LESS THAN ONE DAY</b>	<b>0</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>DOES NOT APPLY (SPONTANEOUS)</b>	<b>-7</b>

**IF LESS THAN 1 DAY**

**GO TO D.41**

<b>Hours</b>
<b>d14b</b>
<b>-9</b>

**D.40** In fiscal year [a20y], 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 all 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).

	<b>Days</b>
Average duration to clear border control agencies	<b>d40a</b>
<b>LESS THAN ONE DAY</b>	<b>0</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**IF LESS THAN 1 DAY**

<b>Hours</b>
<b>d40b</b>
<b>-9</b>

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**D.41.2** When this establishment imported goods, 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 import 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	<b>d412</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**D.41.2b** Please indicate the most frequently used incoterm used when this establishment imported directly.  
**SHOW CARD 8**

CPT (carriage paid to)	1
CIP (carriage and insurance paid to)	2
DAP (delivered at place)	3
CPU (customer pick up)	4
CFR (cost and freight)	5
CIF (cost, insurance, and freight)	6
FOB Destination (free on board)	7
Other	8
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**d412b**

**D.30** Using the response options on the card; To what degree are each of the following an obstacle to the current operations of this establishment?  
**INTERVIEWER: READ OUT EACH ITEM AS A QUESTION**  
**SHOW CARD 9**

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

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

<b>o1</b>
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**O.2** Did this establishment use courts, arbitration, or mediation to resolve or attempt to resolve its commercial disputes?

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

<b>o2</b>
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**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 10**

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

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<b>J.31</b>	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". <b>SHOW CARD 10</b>
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	Strongly disagree	Tend to disagree	Tend to agree	Strongly agree	<b>(SPONTANEOUS)</b>	
					<b>DON'T KNOW</b>	<b>DOES NOT APPLY</b>
"In resolving commercial disputes, courts are independent and impartial" <b>j31</b>	1	2	3	4	<b>-9</b>	<b>-7</b>

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**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 11**

**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	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	
<b>DOES NOT APPLY (SPONTANEOUS)</b>	<b>-7</b>	
		<b>r1</b>

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

Yes	1	
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	
		<b>r2</b>

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

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

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**R.4** **ASK IF MANUFACTURING**  
 Over fiscal year [a20y], 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 [a20y], did this establishment have **service provision targets**? Examples of service provision targets are sales, customer satisfaction, efficiency, waste, or on-time delivery.

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

**R.5** What best describes the time frame of those targets?  
**SHOW CARD 12**

Main focus was on short term, less than one year	1	<b>r5</b>
Main focus was on long term, one year or more	2	
Combination of short-term and long-term targets	3	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	

**R.6** How easy or difficult was it for this establishment to achieve those targets overall?  
**SHOW CARD 13**

Achieved without much effort	1	<b>r6</b>
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	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	

**R.7** Who was aware of those targets at this establishment?  
**SHOW CARD 14**

**IF MANUFACTURING**

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

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**IF SERVICES**

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

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

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

**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	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	
		<b>r9</b>

**R.10** Over fiscal year [a20y], what was the primary way non-managers were promoted at this establishment?  
**SHOW CARD 15**

**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	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	
<b>DOES NOT APPLY (SPONTANEOUS)</b>	<b>-7</b>	
		<b>r10</b>

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<b>R.11</b>	Over fiscal year [a20y], when was an under-performing non-manager reassigned or dismissed? <b>SHOW CARD 16</b>
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**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
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>DOES NOT APPLY (SPONTANEOUS)</b>	<b>-7</b>

<b>r11</b>
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**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]?  
**SHOW CARD 17**

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

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

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

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

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

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

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

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

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

**e11**

**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
Decreased	2
Stayed the same	3
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**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
<b>PRICES ARE REGULATED</b>	<b>-7</b>
<b>PRICES ARE SET BY HEADQUARTERS</b>	<b>-6</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**e33**

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

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

**e34**

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<b>E.30</b>	Using the response options on the card; To what degree are <b>practices of competitors in the informal sector</b> an obstacle to the current operations of this establishment? <b>SHOW CARD 18</b>
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	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very severe Obstacle	<b>(SPONTANEOUS)</b>	
						<b>DON'T KNOW</b>	<b>DOES NOT APPLY</b>
Practices of competitors in the informal sector <b>e30</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>

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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?

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

**h1**

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

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

**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**

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**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	<i>GO TO H.8</i>
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<i>GO TO H.8</i>
		<b>h5</b>

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

**H.9** How much did this establishment spend in [LCUs] on research and development activities that year, either in-house or contracted with other companies?

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

**INTERVIEWER: RE-ENTER THE AMOUNT** **h9\_2**

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**F. CAPACITY**

**ASK IF MANUFACTURING**

<b>F.1</b>	In fiscal year [a20y], what was the output produced by this establishment as a percentage of the maximum output possible if using all the physical capital available (capacity utilization)?
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	<b>Percent</b>
Capacity utilization	<b>f1</b> %
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

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**G. LAND AND PERMITS**

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

**G.6** What percentage of the buildings occupied by this establishment is rented or leased?

	Percent
Rented or leased by this establishment	<b>g6b</b> %
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

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

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

**g2**

**G.3** 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	<b>g3</b>
<b>ONE DAY OR LESS</b>	<b>1</b>
<b>STILL IN PROCESS</b>	<b>-6</b>
<b>APPLICATION DENIED</b>	<b>-5</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

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

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

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

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

**g31**

**IF THE ANSWER TO G.31 IS NOT "YES":**  
**IF NOT RETAIL (DIAIA IS NOT 2): GO TO G.30**  
**IF RETAIL (DIAIA IS 2): GO TO G.5**

**G.32** Approximately how many days did it take to obtain the permit from the day of the application to the day the permit was granted? Please include the time for any required inspections to be completed.

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

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

	<b>[ LCU ]</b>
Cost of obtaining the permit	<b>g33</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**INTERVIEWER: RE-ENTER THE AMOUNT** **g33\_2**

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**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		
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>GO TO G.30</b>
		<b>g5a</b>

**SPECIFY UNITS**

Square Feet	1	
Square Yards	2	
Square Meters	3	
<b>OTHER (SPECIFY) <u>g5bx</u></b>	<b>4</b>	
		<b>g5b</b>

**G.30** Using the response options on the card; To what degree is **access to land** an obstacle to the current operations of this establishment?  
**SHOW CARD 18**

						<b>(SPONTANEOUS)</b>		
		No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very severe Obstacle	<b>DON'T KNOW</b>	<b>DOES NOT APPLY</b>
Access to land	<b>g30a</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>

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**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 [a20y].

**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?

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

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

	[ LCU]
Monetary damage of assets	<b>ge3a</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>INTERVIEWER: RE-ENTER THE AMOUNT</b>	<b>ge3a_2</b>

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

Yes	1	
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	
		<b>ge7</b>

**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	
<b>ESTABLISHMENT WAS NOT IN BUSINESS</b>	<b>-7</b>	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	
		<b>ge8d</b>

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**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], 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 19**

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

**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	<b>GO TO K.6</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>GO TO K.6</b>
		<b>k4</b>

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**N.5** In fiscal year [a20y], how much did this establishment spend on:  
**INTERVIEWER: READ OUT**

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

	[LCUs]	DON'T KNOW (SPONTANEOUS)
Land and buildings including expansion and renovations of existing structures, in [LCUs]?	<b>n5b</b>	<b>-9</b>
<b>INTERVIEWER: RE-ENTER THE AMOUNT</b>	<b>n5b_2</b>	

**K.5** Over fiscal year [a20y], please estimate the percentage or amount in [LCU] of this establishment's total purchases of fixed assets that were financed from the following sources:  
**SHOW CARD 20**

	Percent	OR	Amount [LCUs]	DON'T KNOW (SPONTANEOUS)
Internal funds or retained earnings	<b>k5a%</b>		<b>k5a1</b>	<b>-9</b>
Owners' contribution or issued new equity shares	<b>k5i %</b>		<b>k5i1</b>	<b>-9</b>
Borrowed from banks: private and state-owned	<b>k5bc%</b>		<b>k5bc1</b>	<b>-9</b>
Borrowed from non-bank financial institutions, which include microfinance institutions, credit cooperatives, credit unions, or finance companies	<b>k5e %</b>		<b>k5e1</b>	<b>-9</b>
Purchases on credit from suppliers and advances from customers	<b>k5f %</b>		<b>k5f1</b>	<b>-9</b>
Other, moneylenders, friends, relatives, bonds, etc.	<b>k5hdj%</b>		<b>k5hdj1</b>	<b>-9</b>
	<b>100%</b>		<b>n5a+n5b</b>	

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

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**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 current (checking) or savings account?

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

**k6**

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

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

**k7**

**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
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**GO TO K.15d**  
**GO TO K.15d**  
**k82**

**K.9** Referring to the most recent line of credit or loan, what type of financial institution granted it?  
**SHOW CARD 21**

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

**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 approved	<b>k10</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR**

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

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

**INTERVIEWER: RE-ENTER THE AMOUNT** **k11\_2**

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

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

**K.14** What type of collateral was required?  
**INTERVIEWER: READ OUT**

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

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

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

**INTERVIEWER: RE-ENTER THE AMOUNT** **k15a\_2**

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

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

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

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

**INTERVIEWER: RE-ENTER THE AMOUNT** **k15c\_2**

**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
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**k15d**

**K.16.2** Referring again to fiscal year [a20y], did this establishment apply for any lines of credit or loans?  
**INTERVIEWER: READ OUT**

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

**k162**

**K.17** What was the main reason why this establishment did not apply for any line of credit or loan?  
**SHOW CARD 22**

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

**k17**

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

**k20a1**

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

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

	[LCU]
Cost of applying for the loan	<b>k31</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**INTERVIEWER: RE-ENTER THE AMOUNT** **k31\_2**

**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?

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

**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
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**k21**

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**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	<b>k33</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

*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 23**

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
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

*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	<b>k35</b>
<b>PAYMENT RECEIVED IN LESS THAN A DAY</b>	<b>0</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**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	<b>k36 %</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

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**K.37** What is the cost per month [LCUs] to accept payments using [answer from k342]? 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.**

	[ LCU]
Monthly fees, subscription costs, POS terminal cost, maintenance, and other costs.	<b>k37</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

<b>INTERVIEWER: RE-ENTER THE AMOUNT</b>	<b>k37_2</b>
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**READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:**  
**Now let's talk about how this establishment makes payments, including to its 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?

	Percent
Percentage of purchases through e-payments	<b>k38</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

*IF 0, GO TO K.30  
GO TO K.30*

**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 23**

Debit cards	1
Credit cards	2
Bank transfers, including through online and mobile banking	3
Other <u>specify k392x</u> (including e-money, e-wallet, and mobile money)	4
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

*GO TO K.30  
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	<b>k40 %</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

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<b>K.30</b>	Using the response options on the card; To what degree is <b>access to finance</b> an obstacle to the current operations of this establishment? <b>SHOW CARD 24</b>
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						(SPONTANEOUS)		
		No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very severe Obstacle	<b>DON'T KNOW</b>	<b>DOES NOT APPLY</b>
Access to finance	<b>k30</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>

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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.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> %
<b>NO TIME WAS SPENT</b>	<b>0</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**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	<b>GO TO J.34</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>GO TO J.34</b>

**j3**

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

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

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

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

**j5**

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

Yes	1	
No	2	<i>GO TO J.34</i>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<i>GO TO J.34</i>
		<b>j32</b>

**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	<b>j33</b>
<b>ONE WEEK OR LESS</b>	<b>1</b>
<b>AUDIT IS ONGOING</b>	<b>-5</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**J.34** In fiscal year [a20y], did this establishment outsource any tax-related activities, including the preparation, filing, or payment of profit taxes, labor taxes, [consumptiontax], or sales taxes?  
**INTERVIEWER: READ OUT OPTIONS**

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

**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	<b>j35</b>
<b>ONE HOUR OR LESS</b>	<b>1</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

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**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
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**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
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**j37**

*If vat\_applicable==1*

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

Yes	1	
No	2	<b>GO TO J.40</b>
<b>REFUND NOT AVAILABLE</b>	<b>-6</b>	<b>GO TO J.6a</b>
<b>NOT ELIGIBLE</b>	<b>-7</b>	<b>GO TO J.6a</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>GO TO J.6a</b>

**j38**

*If vat\_applicable==1*

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

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

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*If vat\_applicable==1*

**J.40** What was the main reason this establishment did not apply for a [consumptiontax] refund?  
**SHOW CARD 25**

Refunds take too long to receive	1
The application for a refund is too complicated	2
The establishment did not need to apply for a refund	3
Other	4
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**j40**

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

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

**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 26**

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

**j41**

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

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

**GO TO J.7**

**GO TO J.7**

**j42**

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**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?

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

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

**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	[LCUs]	NO PAYMENTS OR GIFTS ARE PAID	(SPONTANEOUS) DON'T KNOW	REFUSAL
Informal payments or gifts	<b>j7a</b> %		<b>j7b</b>	<b>0</b>	<b>-9</b>	<b>-8</b>

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

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

**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	<b>j11</b>
<b>ONE DAY OR LESS</b>	<b>1</b>
<b>STILL IN PROCESS</b>	<b>-6</b>
<b>APPLICATION DENIED</b>	<b>-5</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

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

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

**j12**

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

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

**GO TO J.30**

**GO TO J.30**

**j13**

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

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

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

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

**j15**

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**J.30** Using the response options on the card; To what degree are each of the following an obstacle to the current operations of this establishment?  
**INTERVIEWER: READ OUT OPTIONS**  
**SHOW CARD 27**

							(SPONTANEOUS)	
	POSITION	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very severe Obstacle	DON'T KNOW	DOES NOT APPLY
Tax rates <b>j30a</b>	j30_taxrate_pos	0	1	2	3	4	-9	-7
Tax administration <b>j30b</b>	j30_taxadmin_pos	0	1	2	3	4	-9	-7
Business licensing and permits <b>j30c</b>	j30_permit_pos	0	1	2	3	4	-9	-7
Political instability <b>j30e</b>	j30_instability_pos	0	1	2	3	4	-9	-7
Corruption <b>j30f</b>	j30_corruption_pos	0	1	2	3	4	-9	-7
Courts <b>h30</b>	j30_courts_pos	0	1	2	3	4	-9	-7
Crime, theft, and disorder <b>i302</b>	j30_crime_pos	0	1	2	3	4	-9	-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 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 [a20y], 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	<b>11</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**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]	<b>12</b>
<b>ESTABLISHMENT WAS NOT IN BUSINESS IN [a20y-2]</b>	<b>-7</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**ASK IF MANUFACTURING**

**L.3** At the end of fiscal year [a20y], how many permanent, full-time individuals worked in this establishment were:

**INTERVIEWER: READ EACH CATEGORY**

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

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**ASK IF MANUFACTURING**

**L.4** At the end of fiscal year [a20y], how many permanent, full-time production workers in this establishment were:  
**SHOW CARD 28**

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

**ASK IF SERVICES**

**L.4** At the end of fiscal year [a20y], how many permanent, full-time workers in this establishment were:  
**SHOW CARD 28**

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

**ASK IF MANUFACTURING**

**L.5** At the end of fiscal year [a20y], in this establishment how many permanent, full-time individuals in each of the following categories were **female**?  
**INTERVIEWER: READ OUT OPTIONS**

	Number	DON'T KNOW (SPONTANEOUS)
Production workers	<b>15a</b>	<b>-9</b>
Non-production workers	<b>15b</b>	<b>-9</b>

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**ASK IF SERVICES**

**L.5** At the end of fiscal year [a20y], in this establishment how many permanent, full-time individuals were **female**?

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

**L.9b** What percentage or how many of the permanent, full-time workers employed at the end of fiscal year [a20y] completed secondary school?  
Please provide the percentage or number, not both.

	Percent	OR	Number
Percentage or number of full-time permanent workers who completed secondary school	<b>19b %</b>		<b>19b1</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>		<b>-9</b>

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

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

**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 (SPONTANEOUS)
Production full-time permanent workers trained	<b>111a %</b>		<b>111a1</b>	<b>0</b>	<b>-9</b>
Non-production full-time permanent workers trained	<b>111b %</b>		<b>111b1</b>	<b>0</b>	<b>-9</b>

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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 (SPONTANEOUS)
Female full-time permanent workers trained	<b>112a</b> %		<b>112a1</b>	<b>0</b>	<b>-9</b>

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

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

**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.

	Weeks
Weeks to dismiss permanent, full-time worker	<b>135</b>
<b>DISMISSALS WERE IMMEDIATE</b>	<b>0</b>
<b>STILL IN PROCESS</b>	<b>-6</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**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	<b>136</b>
<b>NO SEVERANCE WAS PAID</b>	<b>0</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

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**L.1a** At the end of fiscal year [a20y], 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 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>11a</b>
<b>NO PART-TIME WORKERS</b>	<b>0</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**L.6** How many full-time seasonal or temporary workers did this establishment have during fiscal year [a20y]?

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 fiscal year	<b>16</b>
<b>NO FULL-TIME SEASONAL OR TEMPORARY WORKERS</b>	<b>0</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

*GO TO L.37*

*GO TO L.37*

**L.6a** Of these, how many were female?

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

**L.8** What was the average length of employment in months of all full-time temporary workers in fiscal year [a20y]?

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

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**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	<i>GO TO L.40</i>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<i>GO TO L.40</i>
		<b>137</b>

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

**L.39** How much did the resolution of the typical dispute cost this establishment in [LCUs]? Please include all costs, even fines or dues if they were paid to other parties, if any.

	[LCUs]
Cost to resolve a labor dispute	<b>139</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**INTERVIEWER: RE-ENTER THE AMOUNT** **139\_2**

**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>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<i>GO TO L.30</i>
		<b>140</b>

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**L.41** As 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.

Yes	1
No	2
<b>NO INSPECTION HAS BEEN CONCLUDED</b>	<b>-5</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**141**

**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**

	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very severe obstacle	<b>(SPONTANEOUS)</b>	
						<b>DON'T KNOW</b>	<b>DOES NOT APPLY</b>
Labor regulations <b>130a</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>
Inadequately educated workforce <b>130b</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>
The cost of hiring new workers <b>130c</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>

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**M. BUSINESS ENVIRONMENT**

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

<b>M.1</b>	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. <b>INTERVIEWER: SHOW RANDOMIZED LIST TO THE RESPONDENT. DO NOT READ OPTIONS.</b>
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	<b>POSITION</b>
1-Access to finance	<b>m1a_finance_pos</b>
2-Access to land	<b>m1a_land_pos</b>
3-Business licensing and permits	<b>m1a_permit_pos</b>
4-Corruption	<b>m1a_corruption_pos</b>
5-Courts	<b>m1a_courts_pos</b>
6-Crime, theft, and disorder	<b>m1a_crime_pos</b>
7-Customs and trade regulations	<b>m1a_trade_pos</b>
8-Electricity	<b>m1a_electricity_pos</b>
9-Inadequately educated workforce	<b>m1a_workforce_pos</b>
10-Labor regulations	<b>m1a_labor_pos</b>
11-Political instability	<b>m1a_instability_pos</b>
12-Practices of competitors in the informal sector	<b>m1a_informal_pos</b>
13-Tax administration	<b>m1a_taxadmin_pos</b>
14-Tax rates	<b>m1a_taxrate_pos</b>
15-Transport	<b>m1a_transport_pos</b>
Biggest obstacle	<b>m1a</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>DOES NOT APPLY (SPONTANEOUS)</b>	<b>-7</b>

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

<p><b>INTERVIEWER READ OUT:</b></p> <p><b>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?</b></p> <p><b>IF YES, CONTINUE WITH SECTION N WITH CURRENT RESPONDENT</b></p> <p><b>IF NO, CONCLUDE WITH THE RESPONDENT AND ENSURE THAT ALL SECTIONS (INCLUDING L AND N) ARE COMPLETE.</b></p>
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**N. PERFORMANCE**

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

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

**N.2** From this establishment’s Income Statement for fiscal year [a20y], please provide the following in [LCUs]:  
**SHOW CARD 30**  
**INTERVIEWER: READ EACH CATEGORY**

	[LCUs]	RE-ENTER	(SPONTANEOUS)	
			DON'T KNOW	DOES NOT APPLY
Total annual cost of labor including wages, salaries, bonuses, social security payments	n2a	n2a_2	-9	
Of which total annual costs of social security payments and employment-based taxes, excluding employee taxes that were withheld	n2a2	n2a2_2	-9	
Total annual cost of electricity	n2b	n2b_2	-9	
Total annual cost of water	n2k	n2k_2	-9	
Total annual cost of internet, excluding mobile connections	n2l	n2l_2	-9	-7

**ASK IF MANUFACTURING**

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

Total annual cost of finished goods and materials purchased to resell	n2i	n2i_2	-9	
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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 in [LCUs]?

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

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<b>N.11</b>	<p>In fiscal year [a20y], what percentage of this establishment’s total annual gross profit was paid as income-based taxes?</p> <p><b>INTERVIEWER: IF TAXES HAVE NOT YET BEEN PAID, PLEASE INCLUDE THE EXPECTED TAX PAYMENTS.</b></p>
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	As a percentage of gross annual profits	DON'T KNOW (SPONTANEOUS)	REFUSAL (SPONTANEOUS)
Effective income-based tax rate	<b>n11</b> %	<b>-9</b>	<b>-8</b>

**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. 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)
<b>a15d</b>	<b>a15m</b>	<b>a15y</b>	<b>a15h</b>	<b>a15min</b>

**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 case taken from books and in some case estimates	4

**a17**

**INTERVIEWER COMMENTS:**

	<b>a17x</b>
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(Problems occurred/extraordinary circumstances which could influence results)

**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**

QUESTIONNAIRE NUMBER **id**

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<b>A.19</b>	If option 2 or 3 in <b>A.18</b> , estimate duration of the whole interview
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Hour	Minutes

**a19h**      **a19m**

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QUESTIONNAIRE NUMBER **id**

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**SUPERVISOR SECTION**

**A.13** Supervisor code **a13**

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**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

<b>a1d</b>
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**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?	<b>a3b</b>	Is this city the main business city?	<b>a3c</b>	Size of city or locality	<b>a3</b>
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**

<b>D.1a2</b>	<b>PLEASE CHOOSE THE 4-DIGIT ISIC REV. 4.0 SECTOR CODE THAT BEST APPLIES TO THE ESTABLISHMENT'S MAIN ACTIVITY.</b>
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<b>CODE OF THE MAIN ACTIVITY</b>	<b>Code</b>
	<b>d1a2_v4</b>