

**BUSINESS ENVIRONMENT AND ENTERPRISE PERFORMANCE
SURVEY SCREENER QUESTIONNAIRE
2002
(Telephone Interview)**

Card number		card
Serial number		seno2002

Country	a1

IF FR YUGOSLAVIA SPECIFY:

Serbia	1	Montenegro	2	yugo
--------	---	------------	---	-------------

	City or Town	city
	Capital	1
	Other, over 1 million	2
	Other, 250,000-1,000,000	3
	Other, 50,000-250,000	4
CHECK LOCATION: "SMALL CITY OR COUNTRYSIDE" QUOTA	Under 50,000	5

Good morning/afternoon/evening. I am calling froma market research company. Could I please speak to the person who normally represents the company for official purposes, that is who normally deals with banks or government agencies/institutions?

IF ASKED TO EXPLAIN WHY, ADD: has been commissioned by the European Bank of Reconstruction and Development and the World Bank to carry out a survey of business in our country. They want to understand better the conditions for doing business in your country.

IF PERSON IS UNAVAILABLE, ARRANGE A CONVENIENT TIME AND CALL BACK. WHEN PUT THROUGH, CONTINUE.

Good morning/afternoon/evening. I am from a market research company. We are carrying out a survey of business like yours on behalf of the European Bank of Reconstruction and Development and the World Bank. For classification purposes, could you please answer some preliminary questions? Thank you.

S.1	Do you normally represent this company when dealing with banks or government institutions?
------------	--

		s1
GO TO S.1a	Yes	1
ASK TO BE PUT THROUGH TO CORRECT PERSON AND REINTRODUCE	No	2

S.1a In what year did your firm begin operations in this country?

Year: **s1a**

INTERVIEWER: IF THE FIRM BEGAN OPERATIONS LATER THAN 1999, THANK AND TERMINATE

S.2 What is the legal organisation of this company? **ONLY ONE ANSWER ALLOWED**

		s2a	s2b
CHECK PRIVATE SECTOR QUOTA	Single proprietorship	01	1
	Partnership	02	
	Cooperative	03	
	Corporation, privately held	04	
	Corporation listed on a stock exchange	05	
CHECK WITH SUPERVISOR	Other private sector (Specify).....	06	
CHECK STATE OWNED QUOTA	State/municipal/district-owned enterprise	07	2
	Corporatized state-owned enterprise	08	
CHECK WITH SUPERVISOR	Other state owned (Specify).....	09	
TERMINATE	Charity		
	Don't know		

Other..... **s2c**

S.3 How would you best describe your firm's main area of activity in terms of sales? **ONLY ONE ANSWER ALLOWED**

		ISIC DIVISION	s3
CHECK MANUFACTURING QUOTA	Mining and quarrying	Section C: 10-14	01
	Construction	Section F: 45	02
	Manufacturing	Section D: 15-37	03
CHECK SERVICES QUOTA	Transport storage and communication	Section I: 60-64	04
	Wholesale and retail trade; repair of motor vehicles, motorcycles and personal and household goods	Section G: 50-52	05
	Real estate, renting and business services	Section K: 70-74	06
	Hotels and restaurants	Section H: 55	07
	Other services***	Section O: See note	08
TERMINATE	Health, education, welfare		
	Government agency, public administration		
	Agriculture, hunting, forestry, fishing		
	Electricity, gas, water and waste water		
	Financial intermediation		

***Other services include the following:

Motion picture and video activities, radio and television activities, other entertainment activities, news agency activities, washing and dry cleaning, hairdressing, funeral and related activities, other service activities

S.3a1 Could you please specify your firm’s main product line or main line of service in terms of sales?

.....

s3a1

S.4a How many full-time employees work for this company?

		s4a1	s4a2
THANK & TERMINATE	None		
	1		
CHECK SIZE:“SMALL FIRM” QUOTA	2-10	1	1
	11-49	2	
CHECK SIZE:“MEDIUM SIZE FIRM “QUOTA	50-99	3	2
	100-249	4	
CHECK SIZE:“LARGE SIZE FIRM “QUOTA	250-499	5	
	500-999	6	3
	1000-9999	7	
THANK & TERMINATE	10,000 or more		

S.4c What percentage of your firm is owned by: **READ OUT OPTIONS**

Private foreign company/organisation	%	s4c1
Private domestic company/organisation	%	s4c2
Government/State	%	s4c3
Other	%	s4c4

CHECK THAT THE TOTAL IS 100%

CHECK “FOREIGN OWNERSHIP” QUOTA

INTERVIEWER: IF IN S.4c FOR PRIVATE FOREIGN COMPANY/ORGANISATION NOT EQUAL TO 0 GO TO S.7, ELSE GO TO S.10

S.7 What is the nationality of this foreign company/organisation? **MULTIPLE ANSWERS ALLOWED**

	s7a_c1- s7a_c3
Austria	01
Belgium	02
Canada	03
Denmark	05
Finland	06
France	07
Germany	08
Greece	09
Hungary	30
Italy	10
Japan	11
Korea	12
Russia	38
Sweden	15
Turkey	42
UK	16
USA	17
Other (specify).....	52
Don't know	-9

Other.....	s7b
------------	------------

S.10 Does your firm sell its products or services to customers outside the country?

		s10
GO TO S.11	Yes	1
GO TO S.12	No	2
	Don't know	-9

S.11 What percentage of your total sales do such exports represent?

.....% **s11**

CHECK "EXPORTER" QUOTA

S.12 Has your firm received financing either directly or indirectly from the EBRD or the World Bank including the International Finance Corporation (IFC) since 1998? **READ OUT OPTIONS**

	Yes	No	Don't know	
Direct loan or equity investment	1	2	-9	s12a
Indirectly through an EBRD, World Bank or IFC credit line facility with a local commercial bank	1	2	-9	s12b
Indirectly through an EBRD, World Bank or IFC supported local investment fund	1	2	-9	s12c

S.13a Can you please tell me where are the company's headquarters located? **READ OUT OPTIONS?**

	s13a
At this site	1
Elsewhere in this country	2
In a foreign country	3

S.13b How many establishments (including this one) does your firm have?

Number of establishments:..... **s13b**

S.13c Does your firm have holdings or operations in other countries?

	s13c
Yes	1
No	2
Don't know	-9

Would it possible to arrange a time to see you and ask more detailed questions, please? The interview will take about one hour.

INTERVIEWER: RECORD THE DETAILS OF THE RESPONDENT AND ARRANGE A TIME FOR THE MAIN INTERVIEW

NAME OF RESPONDENT: _____

ADDRESS OF COMPANY: _____

COMPANY NAME: _____

TELEPHONE: _____

NAME OF INTERVIEWER: _____

**BUSINESS ENVIRONMENT AND ENTERPRISE PERFORMANCE
SURVEY SCREENER QUESTIONNAIRE
2002
(Face-to-face interview)**

The purpose of this survey is to better understand constraints that hinder the development of businesses like yours. This study is being conducted for 28 countries by the European Bank for Reconstruction and Development and the World Bank. The initial goal is to better understand conditions for doing business in your country and how they compare to other countries. The ultimate goal of this research is to advise governments on ways to change policies and practices that impose a burden on private firms and to develop new projects and programs that strengthen support for enterprise growth. Your answers should reflect only your perception and experience of doing business in your country.

I would like to assure you, that the information obtained here would be treated strictly anonymously and confidentially. Neither your name nor the name of your firm will be used in any document based on this survey. Neither the European Bank for Reconstruction and Development nor the World Bank nor any Governmental organisation will be informed of any individual firm's responses or participation in this survey.

I WOULD LIKE TO START BY ASKING SOME GENERAL QUESTIONS ABOUT YOU AND THIS ORGANIZATION.

Q.1	What is your job title? Please note that even if you have more than one job title we are interested in the title/responsibilities that you regard as the most important.
------------	--

	q1
Chief Executive/President/Vice President	1
Owner/proprietor	2
Partner	3
Director	4
General Manager	5
Manager	6
Finance Officer	7

INTERVIEWER: IF NOT ONE OF THE ABOVE, STOP AND ASK TO SEE THE APPROPRIATE PERSON

Q.2	What percentage of your sales comes from the following sectors in which your establishment operates?
------------	--

Mining and quarrying	%	q2a
Construction	%	q2b
Manufacturing	%	q2c
Transport storage and communication	%	q2d
Wholesale, retail, repairs	%	q2e
Real estate, renting and business services	%	q2f
Hotels and restaurants	%	q2g
Other	%	q2h

CHECK THAT THE TOTAL IS 100%

Q.3a What percentage of your firm does the largest shareholder(s) own?

.....%

Q.3b How many shareholders hold this percentage share of the firm? Please give me the number

Number of shareholders holding this percentage share of the firm:.....

Q.4 Which of the following best describes the largest shareholder(s) in your firm?

▪ **INTERVIEWER: SHOW CARD: 1 - MULTIPLE ANSWER**

	q4a_r1-q4a_r4
Individual	01
Family	02
Domestic company	03
Foreign company	04
Bank	05
Investment fund	06
Managers of the firm	07
Employees of the firm	08
Government or government agency	09
Other (SPECIFY)	10
Don't know	-9

Other:.....

INTERVIEWER: ASK Q.9 IF COMPANY IS PRIVATE (I.E SCREENER QUESTIONNAIRE QUESTION S.2 CODES 1-6) ELSE GO TO Q.10

Q.9 How was your firm established?

▪ **INTERVIEWER: SHOW CARD: 2 - ONE ANSWER ONLY**

		q9aa
GO TO Q.9a	Privatisation of a state-owned firm	1
GO TO Q.10	Originally private, from time of start up (I.E., NO STATE-OWNED PREDECESSOR)	2
	Private subsidiary of a formerly state-owned firm	3
	Joint venture with foreign partner(s)	4
	Other (SPECIFY).....	5

Other:.....

Q.9a What year was the privatisation completed?

Year of privatisation completed:.....

Q.10 Has there been a change in the general manager since 1998?

	q10
Yes	1
No	2

Q.11 Did the current general manager work in the company prior to being appointed as a general manager?

	q11
Yes	1
No	2

Q.12 What is the age of the general manager?

Age: years

Q.13 What is the highest level of education of the general manager?

	q13
Did not complete secondary school	1
Secondary school	2
Vocational training	3
Some university training	4
Completed university degree	5
Completed higher university degree (eg. masters, doctorate)	6
Don't know	-9

I WOULD NOW ASK SOME QUESTIONS ABOUT THE SALES OF YOUR FIRM AND ITS SUPPLIERS

Q.14a What percentage of your firm's sales are:

Sold domestically	%	q14a1
Exported directly	%	q14a2
Exported indirectly through a distributor	%	q14a3

CHECK THAT THE TOTAL IS 100%

INTERVIEWER: IF IN q14a THE FIRM EXPORTS DIRECTLY, ASK q14b, ELSE GO TO q15

Q.14b What was the average and the longest number of days in 2001 that it took from the time your goods arrived in their point of exit (eg, port, airport) until the time they cleared customs?

	Days	
On average		q14b1
The longest time in 2001		q14b2

INTERVIEWER: IF THE RESPONDENT SAID NO DELAYS - WRITE 000

Q.15 What percentage of your domestic sales are to:

Government or government agencies (excluding state-owned enterprises)	%	q15a
Multinationals located in your country (not including your parent company, if applicable)	%	q15b
Your firm's parent company or affiliated subsidiaries	%	q15c
Large domestic firms (those with approximately 250 plus workers) (not including your parent company, if applicable)	%	q15d
Other (sales to small firms, individuals, etc.)	%	q15e

CHECK THAT THE TOTAL IS 100%

Q.16a What percentage of your sales in the past 12 months goes to your three largest customers:

- **INTERVIEWER: SHOW CARD: 3 - ONE ANSWER ONLY**

	q16a
Less than 20%	1
20% or more	2

Q.17a What percentage of your sales in the past 12 months is to customers that you have had for at least 3 years

- **INTERVIEWER: SHOW CARD: 4 - ONE ANSWER ONLY**

	q17a
Less than 20%	1
20% or more	2

Q.18a Thinking of your firm's major product line or main line of services in the domestic market, how many competitors do you face?

- **INTERVIEWER: SHOW CARD: 5 - ONE ANSWER ONLY**

		q18a
GO TO Q.19	None	1
GO TO Q.18b	1-3	2
GO TO Q.19	4 or more	3

Q.18b Please give me the exact number of your competitors

Number:..... **q18b**

Q.19 How important is competition from imports in the market for you main product line or main line of services in the domestic market?

▪ **INTERVIEWER: SHOW CARD: 6 - ONE ANSWER ONLY**

	q19
Not important	1
Slightly important	2
Fairly important	3
Very important	4
Extremely important	5
These products cannot be imported	6
Don't know	-9

Q.21 Now I would like to ask you a hypothetical question. If you were to raise your prices of your main product line or main line of services 10% above their current level in the domestic market (after allowing for any inflation) which of the following would best describe the result assuming that your competitors maintained their current prices?

▪ **INTERVIEWER: SHOW CARD: 7 - ONE ANSWER ONLY**

	q21
Our customers would continue to buy from us in the same quantities as now	1
Our customers would continue to buy from us, but at slightly lower quantities	2
Customers would continue to buy from us, but at much lower quantities	3
Many of our customers would buy from our competitors instead	4

Q.22a Considering your main product line or main line of services, in the domestic market what percentage of the total market sales does your firm have?

▪ **INTERVIEWER: SHOW CARD: 8 - ONE ANSWER ONLY**

		q22a
GO TO Q.23	0-5%	1
GO TO Q.22b	More than 5%	2

Q.22b Please give me the percentage of the total market sales that your firm has.

.....% **q22b**

Q.23 Considering your main product line or main line of services in the domestic market, by what margin does your sales price exceed your operating costs (i.e., the cost material inputs plus wage costs but not overheads and depreciation)

.....% **q23**

Q.24 What percent of your establishment's material inputs and supplies are:

Purchased from domestic sources	%	q24a
Imported directly	%	q24b
Imported indirectly through a distributor	%	q24c

CHECK THAT THE TOTAL IS 100%

INTERVIEWER: IF IN q24 THE FIRM IMPORTS DIRECTLY, ASK q25, ELSE GO TO q26

Q.25 What was the average and the longest number of days in 2001 that it took from the time your goods arrived in their point of entry (e.g. port, airport) until the time you could claim them from customs?

	DAYS	
On average		q25a
The longest time in 2001		q25b

INTERVIEWER: IF THE RESPONDENT SAID NO DELAYS - WRITE 000

Q.26 What percent of sales in 2001 was lost due to delivery delays from your material input suppliers?

.....% **q26**

INTERVIEWER: IF THE RESPONDENT SAID NO SALES LOST - WRITE 000

Q.27a Thinking of your firm's main material input, how many suppliers do you have?

▪ **INTERVIEWER: SHOW CARD: 9 - ONE ANSWER ONLY**

		q27a
GO TO Q.30a	None	1
GO TO Q.27b	1-3	2
GO TO Q.28	4 or more	3

Q.27b Please give me the exact number of your suppliers.

Number:..... **q27b**

Q.28 What per cent of your material input purchases in 2001 is from the suppliers that you have had for at least 3 years?

▪ **INTERVIEWER: SHOW CARD: 10 - ONE ANSWER ONLY**

q28	
Less than 20%	1
20% or more	2

Q.30a Now, I would like to ask you a hypothetical question. If the main supplier of your main material input increased its supply price by 10% above what you pay at present (after allowing for inflation), how would you respond assuming that alternative suppliers if any left prices and other terms unchanged?

▪ **INTERVIEWER: SHOW CARD: 11 - ONE ANSWER ONLY**

q30a	
Purchase the same amount of the main material input from the existing main supplier	1
Purchase some of this material input from alternative suppliers, but continue most of the purchases from the existing main supplier	2
Purchase most of this material input from alternative suppliers, but continue some purchases from the existing main supplier	3
Purchase all of this material input from alternative suppliers	4

Q.31 How important are the following as potential sources of information about new suppliers for your firm?

▪ **INTERVIEWER: SHOW CARD: 12**

♦ **Not important: 1, Slightly important: 2, Fairly important: 3, Very important: 4, Extremely important: 5, Don't know: -9**

	New suppliers						
Family	1	2	3	4	5	-9	q31a
Friends	1	2	3	4	5	-9	q31b
Former employees who now work for a potential customer or supplier	1	2	3	4	5	-9	q31c
Prior employment of senior managers by a potential customer or supplier	1	2	3	4	5	-9	q31d
Existing customers or suppliers	1	2	3	4	5	-9	q31e
Government agencies	1	2	3	4	5	-9	q31f
Business associations/chambers of commerce	1	2	3	4	5	-9	q31g
Trade fairs and other public sources of information	1	2	3	4	5	-9	q31h

Q.32 Has your company undertaken any of the following initiatives since 1998?
INTERVIEWER: FOR EACH INITIATIVE ANSWERED “YES” ASK: And how important in retrospect was this initiative for the survival and/or growth of your company over that period?

- **INTERVIEWER: SHOW CARD: 13**
- ♦ **Not important: 1, Slightly important: 2, Fairly important: 3, Very important: 4, Extremely important: 5, Don't now: -9**

	Undertaken			How important						
	Yes	No		1	2	3	4	5		-9
Changed of identity of main material input supplier	1	2	q32a1	1	2	3	4	5	-9	q32b1
Changed of identity of the main customers (>20% of sales)	1	2	q32a2	1	2	3	4	5	-9	q32b2
Exported to new country	1	2	q32a3	1	2	3	4	5	-9	q32b3

I WOULD NOW LIKE TO ASK YOU SOME QUESTIONS ABOUT INFRASTRUCTURE SERVICES

Q.33 How many days in 2001 did your establishment experienced:

	Days	
Power outages or surges from the public grid?		q33a
Insufficient water supply?		q33b
Unavailable mainline telephone service?		q33c

INTERVIEWER: IF THE RESPONDENT SAID NO DAYS - WRITE 000

Q.38 Does your firm regularly use in its interactions with clients and suppliers any of the following?

	Yes	No	
Fixed line telephone	1	2	q38a
Fax	1	2	q38b
Mobile telephone	1	2	q38c
Email	1	2	q38d
Internet	1	2	q38e

Q.40 Based on the experience of your firm since 1998, what is/was the actual delay experienced in obtaining from the date of application each of the following?

	Actual delay or wait in days	
A fixed line telephone connection		q40a
An electrical connection		q40b

INTERVIEWER: IF THE RESPONDENT SAID NO DELAYS/SERVICE INCLUDED AS PART OF PROPERTY RENTAL - WRITE 000

NOW I'D LIKE YOU TO THINK ABOUT THE JUDICIARY AND LAW ENFORCEMENT

Q.41 How often do you associate the following descriptions with the court system in resolving business disputes?

▪ **INTERVIEWER: SHOW CARD: 14**

	Never	Seldom	Sometimes	Frequently	Usually	Always	Don't know	
Fair and impartial	1	2	3	4	5	6	-9	q41a
Honest/uncorrupted	1	2	3	4	5	6	-9	q41b
Quick	1	2	3	4	5	6	-9	q41c
Affordable	1	2	3	4	5	6	-9	q41d
Able to enforce its decisions	1	2	3	4	5	6	-9	q41e

Q.42 To what degree do you agree with this statement? "I am confident that the legal system will uphold my contract and property rights in business disputes".

▪ **INTERVIEWER: SHOW CARD: 15**

Strongly disagree	Disagree in most cases	Tend to disagree	Tend to agree	Agree in most cases	Strongly agree	Don't know	
1	2	3	4	5	6	-9	q42

I WOULD NOW LIKE TO ASK YOU SOME QUESTIONS ABOUT THE PAYMENT TERMS OF YOUR FIRM

Q.43a What per cent of your firm's sales are pre-paid?

.....% **q43a**

INTERVIEWER: IF THE RESPONDENT SAID NO SALES ARE PRE-PAID - WRITE 000

Q.43b What per cent of your firm's sales are sold on credit?

.....% **q43b**

INTERVIEWER: IF THE RESPONDENT SAID NO SALES ARE SOLD ON CREDIT - WRITE 000

Q.43b1 Have you ever had to resolve an overdue payment?

		q43b1
GO TO Q 43c	Yes	1
GO TO Q 43e	No	2

Q.43c How long did it typically take (in weeks) to resolve an overdue payment?

Weeks:.....

Q.43d Of these disputes over payments, what per cent was resolved by court action?

.....%

Q.43e How many cases in civil or commercial arbitration courts have involved your enterprise either as a plaintiff or defendant since January 2000?

	Number of cases	
Plaintiff		q43e1
Defendant		q43e2

INTERVIEWER: IF THE RESPONDENT SAID NO CASES - WRITE 00

Q.44 Do you pay for security (equipment, personnel, etc. excluding “protection payments”) or protection payments? If yes, what per cent of your total annual sales do you pay?

	Make payments			% of total annual sales	
	Yes	No			
Security (equipment, personnel, etc. excluding “protection payments”)	1	2	q44a1	%	q44b1
Protection payments	1	2	q44a2	%	q44b2

Q.45 Have you had any losses as a result of theft, robbery, vandalism or arson against your establishment in 2001? If yes, what were your estimated losses as a per cent of your total 2001 sales?

Had losses		Losses as a % of total 2001 sales	
Yes	No		
1	2	q45a	% q45b

NOW I WOULD LIKE YOU TO THINK ABOUT THE GOVERNMENT POLICIES, LAWS AND REGULATIONS GOVERNING YOUR BUSINESS

Q.46 To what degree do you agree with the following statements?

▪ **INTERVIEWER: SHOW CARD: 16**

	Strongly disagree	Disagree in most cases	Tend to disagree	Tend to agree	Agree in most cases	Strongly agree	Don't know	
Information on the laws & regulations affecting my firm is easy to obtain	1	2	3	4	5	6	-9	q46a
Interpretations of the laws and regulations affecting my firm are consistent & predictable	1	2	3	4	5	6	-9	q46b

Q.49 How likely do you think it is that an unforeseen change in laws or regulations will occur in 2003 and have a significant impact on your business?

▪ **INTERVIEWER: SHOW CARD: 17**

	q49
Extremely unlikely	1
Highly unlikely	2
Fairly unlikely	3
Fairly likely	4
Highly likely	5
Extremely likely	6
Don't know	-9

Q.50 What per cent of senior management's time in 2001 was spent in dealing with public officials about the application and interpretation of laws and regulations and to get or to maintain access to public services?

.....% **q50**

INTERVIEWER: IF THE RESPONDENT SAID NO TIME WAS SPENT – WRITE 000

Q.51 How often is the following statement true? "If a government agent acts against the rules I can usually go to another official or to his superior and get the correct treatment without recourse to unofficial payments/gifts."

▪ **INTERVIEWER: SHOW CARD: 18**

Never	Seldom	Sometimes	Frequently	Usually	Always	Don't know	
1	2	3	4	5	6	-9	q51

Q.51a Is your firm a member of a business association or chamber of commerce?

		q51a
GO TO Q.51b	Yes	1
GO TO Q.52	No	2

Q.51b What services do you receive from the association or associations to which you belong, and what is the value of these services to your firm? “Critical value to your firm” should be placed on services that significantly reduce the costs of your firm or significantly increase the sales of your firm.

▪ **INTERVIEWER: SHOW CARD: 19**

	No value	Minor value	Moderate value	Major value	Critical value to your firm	Not provided	
Lobbying government	0	1	2	3	4	-7	q51b1
Resolution of disputes (with officials, workers or other firms)	0	1	2	3	4	-7	q51b2
Information and/or contacts on domestic product and input markets	0	1	2	3	4	-7	q51b3
Information and/or contacts on international product and input markets	0	1	2	3	4	-7	q51b4
Accrediting standards or quality of products; reputational benefits	0	1	2	3	4	-7	q51b5
Information on government regulations	0	1	2	3	4	-7	q51b6

THINK ABOUT NATIONAL LAWS AND REGULATIONS ENACTED IN 2001 THAT HAD A SUBSTANTIAL IMPACT ON YOUR BUSINESS:

Q.52 Did your firm seek to influence the content of laws or regulations affecting it?

		q52
Yes		1
No		2

Q.53 How much influence do you think the following groups actually had on recently enacted national laws and regulations that have a substantial impact on your business?

▪ **INTERVIEWER: SHOW CARD: 20**

	No impact	Minor influence	Moderate influence	Major influence	Decisive influence	Don't know	
Your firm	0	1	2	3	4	-9	q53a
Your domestic competitors	0	1	2	3	4	-9	q53b
Other domestic firms	0	1	2	3	4	-9	q53c
Foreign firms	0	1	2	3	4	-9	q53d
A business association to which you belong	0	1	2	3	4	-9	q53e
Other business associations	0	1	2	3	4	-9	q53f
Dominant firms or conglomerates in key sectors of the economy	0	1	2	3	4	-9	q53g
Labour unions	0	1	2	3	4	-9	q53h
Organised crime	0	1	2	3	4	-9	q53i
Regional or local government	0	1	2	3	4	-9	q53j
Military	0	1	2	3	4	-9	q53k
Individuals or firms with close personal ties to political leaders	0	1	2	3	4	-9	q53l
International development agencies or foreign governments	0	1	2	3	4	-9	q53m

WE NOW WANT TO ASK YOUR OPINION ON “UNOFFICIAL PAYMENTS” TO OFFICIALS IN THIS COUNTRY. CAN I PLEASE REASSURE YOU THAT:

We are interested in your opinions in a personal capacity

We do not imply in any way that your company makes unofficial payments/gifts

We recognise that your company neither approves of nor condones the use of unofficial payments/gifts

The responses that you give will be aggregated and presented in purely statistical terms; any comments you give me cannot be attributed to either you or your company

Q.54	Thinking about officials, would you say the following statements are always, usually, frequently, sometimes, seldom or never true?
-------------	--

▪ **INTERVIEWER: SHOW CARD: 21**

	Never	Seldom	Sometimes	Frequently	Usually	Always	Don't know	
“It is common for firms in my line of business to have to pay some irregular “additional payments/gifts” to get things done ” with regard to customs, taxes, licenses, regulations, services etc	1	2	3	4	5	6	-9	q54a
“Firms in my line of business usually know in advance about how much this ‘additional payment/gifts’ is	1	2	3	4	5	6	-9	q54b

Q.55	On average, what percent of total annual sales do firm’s like yours typically pay in unofficial payments/gifts to public officials?
-------------	---

.....% **q55**

INTERVIEWER: IF THE RESPONDENT SAID NO PAYMENTS ARE MADE – WRITE 000

Q.56 Thinking now of unofficial payments/gifts that a firm like yours would make in a given year, could you please tell me how often would they make payments/gifts for the following purposes

▪ **INTERVIEWER: SHOW CARD: 22**

	Never	Seldom	Sometimes	Frequently	Usually	Always	Don't know	
To get connected to and maintain public services (electricity and telephone)	1	2	3	4	5	6	-9	q56a
To obtain business licenses and permits	1	2	3	4	5	6	-9	q56b
To obtain government contracts	1	2	3	4	5	6	-9	q56c
To deal with occupational health and safety inspections	1	2	3	4	5	6	-9	q56d
To deal with fire and building inspections	1	2	3	4	5	6	-9	q56e
To deal with environmental inspections	1	2	3	4	5	6	-9	q56f
To deal with taxes and tax collection	1	2	3	4	5	6	-9	q56g
To deal with customs/imports	1	2	3	4	5	6	-9	q56h
To deal with courts	1	2	3	4	5	6	-9	q56i
To influence the content of new legislation rules decrees etc.	1	2	3	4	5	6	-9	q56j

Q.57 When firms in your industry do business with the government, how much of the contract value would be typically paid in additional or unofficial payments/gifts to secure the contract?

.....%

INTERVIEWER: IF THE RESPONDENT SAID NO PAYMENTS/GIFTS ARE PAID – WRITE 000

Q.58 Recognising the difficulties that many firms face in fully complying with taxes and regulations, what per cent of total annual sales would you estimate the typical firm in your area of business reports for tax purposes?

.....%

Q.59 It is often said that firms make unofficial payments/gifts, private payments or other benefits to public officials to gain advantages in the drafting of laws, decrees, regulations, and other binding government decisions. To what extent have the following practices had a direct impact on your business.

▪ **INTERVIEWER: SHOW CARD: 23**

	No impact	Minor impact	Moderate impact	Major impact	Decisive Impact	Don't know	
Private payments/gifts or other benefits to Parliamentarians to affect their votes	0	1	2	3	4	-9	q59a
Private payments/gifts or other benefits to Government officials to affect the content of government decrees	0	1	2	3	4	-9	q59b
Private payments/gifts or other benefits to judges to affect the decisions of criminal court cases	0	1	2	3	4	-9	q59c
Private payments/gifts or other benefits to judges to affect the decisions in commercial cases	0	1	2	3	4	-9	q59d
Private payments/gifts or other benefits to central bank officials to affect central bank policies and decision	0	1	2	3	4	-9	q59e
Illegal contributions to political parties and/or election campaigns to affect the decisions of elected officials	0	1	2	3	4	-9	q59f

I WOULD NOW LIKE TO ASK SOME QUESTIONS ABOUT THE FINANCING OF YOUR FIRM

Q.64 What proportion of your firm’s working capital and new fixed investment has been financed from each of the following sources, over the past 12 months?

▪ **INTERVIEWER: SHOW CARD: 24**

	Working capital (i.e. inventories, accounts receivable, cash)		New investments (i.e. new land, buildings, machinery, equipment)	
Internal funds/Retained earnings	%	q64a1	%	q64b1
Equity (i.e. issue new shares)	%	q64a2	%	q64b2
Borrowing from local private commercial banks	%	q64a3	%	q64b3
Borrowing from state-owned banks, including state development banks	%	q64a4	%	q64b4
Borrowing from foreign banks	%	q64a5	%	q64b5
Loans from family/friends	%	q64a6	%	q64b6
Money lenders or other informal sources (other than family/friends)	%	q64a7	%	q64b7
Trade credit from suppliers	%	q64a8	%	q64b8
Trade credit from customers	%	q64a9	%	q64b9
Credit cards	%	q64a10	%	q64b10
Leasing arrangement	%	q64a11	%	q64b11
The government (other than state-owned banks)	%	q64a12	%	q64b12
Other (SPECIFY SOURCES):.....	%	q64a13	%	q64b13

CHECK THAT TOTALS ARE 100% 100%

Other	q64a14		q64b14
-------	---------------	--	---------------

Q.65a Thinking of the most recent bank loan or overdraft you obtained, did the financing require collateral?

		q65a
GO TO Q.65b	Yes	1
GO TO Q.65d	No	2
GO TO Q.66	No loan	3

Q.65b What kind of collateral (e.g. land, buildings, machinery, your home) was required? **MULTIPLE ANSWER ALLOWED**

	q65b1_r1- q65b1_r5
Land	1
Buildings	2
Machinery	3
Your home	4
Other (Specify).....	5

Other:	q65b2
--------	--------------

Q.65c What was the approximate value of the collateral required as a percent of the loan value?

.....%

Q.65d What is the loan's annual cost (i.e. rate of interest)?

.....%

Q.65e What is the duration of the loan in months?

Months:.....

Q.65f How many days did it take to agree the loan with the bank from the date of application?

Days:.....

Q.65h Now I would like to ask you a hypothetical question. If your firm were to fall behind in its bank repayments, which of the following would best describe how you would expect the bank to react?

▪ **INTERVIEWER: SHOW CARD: 25 - ONE ANSWER ONLY**

	q65h
Do nothing	1
Extend the term of the loan without changing the conditions	2
Extend the term of the loan but increase the interest rate	3
Begin legal proceedings to take possession of some assets of the firm	4
Don't know	-9

Q.66 Now I would like to ask you a hypothetical question. Suppose that your firm has to obtain a loan from a commercial bank. How easy would it be for your firm to obtain a short-term working capital loan on commercial terms. And how easy would it be for your firm to obtain a longer term banking loan for new investment

▪ **INTERVIEWER: SHOW CARD: 26- ONE ANSWER ONLY**

	Impossible	Very difficult	Fairly difficult	Fairly easy	Very easy	Don't know	
Short-term working capital loan on commercial terms	1	2	3	4	5	-9	q66a
Long-term bank loan for new investment on commercial terms	1	2	3	4	5	-9	q66b

Q.70a Has your firm changed its main bank (the single bank with which your firm has the closest relationship) since 1998?

		q70a
GO TO q70B	Yes	1
GO TO q72b	No	2
GO TO q72b	No main bank	3

Q.70b And how important in retrospect was this initiative for the survival and/or growth of your company over that period

▪ **INTERVIEWER: SHOW CARD: 27 - ONE ANSWER ONLY**

	q70b
Not important	1
Slightly important	2
Fairly important	3
Very important	4
Extremely important	5
Don't know	-9

Q.72b Now I would like to ask you a hypothetical question: Suppose that the incoming cash flow to your firm for the next quarter is 10% lower than you had expected. This cash flow is not permanently lost, but merely unexpectedly delayed. However, your working capital needs and level of production remain the same. Please look at this list and select at most 4 sources from which you would finance this gap. For each of the source selected, please indicate its importance.

▪ **INTERVIEWER: SHOW CARD: 28**

- ◆ Not important: 1, Slightly important: 2, Fairly important: 3, Very important: 4, Extremely important: 5, Don't know: -9

	Circle at most 4 sources	How important	
	q72b1_r1- q72b1_r4		
Liquidate short term financial assets	01	1 2 3 4 5 -9	q72b2a
Obtain credit from banks	02	1 2 3 4 5 -9	q72b2b
Obtain credit from suppliers	03	1 2 3 4 5 -9	q72b2c
Delay payment to suppliers/utilities	04	1 2 3 4 5 -9	q72b2d
Issue bills of exchange (e.g. veksels)	05	1 2 3 4 5 -9	q72b2e
Exchange goods for goods	06	1 2 3 4 5 -9	q72b2f
Delay payments to budget (taxes) and extra-budgetary funds	07	1 2 3 4 5 -9	q72b2g
Delay payments to workers (wages)	08	1 2 3 4 5 -9	q72b2h
Obtain credit from the government	09	1 2 3 4 5 -9	q72b2i
Obtain a subsidy from the government	10	1 2 3 4 5 -9	q72b2j
Other (Specify source)	11	1 2 3 4 5 -9	q72b2k

Q.73 Does your firm use international accounting standards (IAS)?

	q73
Yes	1
No	2
Don't know	-9

Q.74 Does your establishment have its annual financial statement reviewed by an external auditor?

	q74
Yes	1
No	2
Don't know	-9

Q.75 How long does it take to clear (in days) the following payments through your financial institution and what is the charge you pay as a per cent of the transaction?

- **INTERVIEWER: IF THE RESPONDENT PAYS A LUMP/FIXED FEE, CIRCLE THE CODE IN THE LAST COLUMN ("PAY A LUMP/FIXED SUM")**

	Days	Charge (% of transaction)	Pay a lump/fixe sum	
Cheque	q75a1	%	q75b1	q75c1
Domestic currency wire	q75a2	%	q75b2	q75c2
Foreign currency wire	q75a3	%	q75b3	q75c3

Q.76 What share of your sales to your customers (in per cent) in 2001 was ultimately settled by:

Q.77 What share of your purchases from suppliers in 2001 was ultimately settled by:

	Q.76 Customer		Q.77 Suppliers	
Cash or bank transfer (cash settlement)	%	q76a	%	q77a
Bills of exchange (e.g., veksels)	%	q76b	%	q77b
Debt swaps or offsets	%	q76c	%	q77c
Exchange of goods for goods	%	q76d	%	q77d
Other	%	q76e	%	q77e

CHECK THAT TOTALS ARE 100%

100%

Q.78 Do you currently have any payments overdue (by more than 90 days) to each of the following. If yes, what is the amount of the overdue payments as a % of your total annual sales?

	Yes	No	Don't know		If yes, % of total annual sales
Utilities	1	2	-9	q78a1	q78b1
Taxes	1	2	-9	q78a2	q78b2
Employees	1	2	-9	q78a3	q78b3
Material Input suppliers	1	2	-9	q78a4	q78b4

Q.79 Since 1998, has your firm received any subsidies from the national government, regional/local governments or any other sources? If yes, on average since 1998, what was the amount of these subsidies as a per cent of average annual sales.

	Yes	No	Don't know		If YES, % of total annual sales
National government	1	2	-9	q79a1	q79b1
Regional or local government	1	2	-9	q79a2	q79b2
Other (SPECIFY)	1	2	-9	q79a3	q79b3

I WOULD NOW LIKE TO ASK YOU QUESTIONS ABOUT THE OVERALL BUSINESS ENVIRONMENT IN YOUR COUNTRY AND HOW IT AFFECTS YOUR FIRM

Q.80	Can you tell me how problematic are these different factors for the operation and growth of your business.
-------------	--

▪ **INTERVIEWER: SHOW CARD: 29**

	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Don't know	
Access to financing (e.g., collateral required) or financing not available from banks	1	2	3	4	-9	q80a
Cost of financing (e.g., interest rates and charges)	1	2	3	4	-9	q80b
Telecommunications	1	2	3	4	-9	q80c
Electricity	1	2	3	4	-9	q80d
Transportation	1	2	3	4	-9	q80e
Access to land	1	2	3	4	-9	q80f
Tax rates	1	2	3	4	-9	q80g
Tax administration	1	2	3	4	-9	q80h
Customs and trade regulations	1	2	3	4	-9	q80i
Business licensing and permits	1	2	3	4	-9	q80j
Labour regulations	1	2	3	4	-9	q80k
Skills and education of available workers	1	2	3	4	-9	q80l
Economic policy uncertainty	1	2	3	4	-9	q80m
Macroeconomic instability (inflation, exchange rate)	1	2	3	4	-9	q80n
Functioning of the judiciary	1	2	3	4	-9	q80o
Corruption	1	2	3	4	-9	q80p
Street crime/theft/disorder	1	2	3	4	-9	q80q
Organised crime/Mafia	1	2	3	4	-9	q80r
Anti-competitive practices of other producers	1	2	3	4	-9	q80s
Contract violations of by customers and suppliers	1	2	3	4	-9	q80t
Title or leasing of land	1	2	3	4	-9	q80u
Other (Specify)	1	2	3	4	-9	q80v

Other:	q80w
--------	-------------

I WOULD NOW LIKE TO ASK YOU SOME QUESTIONS ABOUT THE PERFORMANCE OF YOUR FIRM AND ITS INVESTMENT ACTIVITIES

Q.81 Since 1998 , how have the following changed (increased/decreased) and what is the percent of change for your company, in real terms (i.e., after allowing for inflation):

	Increase	Decrease	No change		% change	
Sales	1	2	3	q81a1	%	q81b1
Exports	1	2	3	q81a2	%	q81b2
Fixed Assets (e.g., land, buildings, machinery and equipment)	1	2	3	q81a3	%	q81b3

Q.82 For classification purposes please could you tell me:

	US dollars (000's)	
The estimate of your firm's total sales in 2001		q82a
The estimate of the replacement value of the physical production assets used by your firm (land, building, equipment) in 2001:		q82b

INTERVIEWER: OBTAIN THE ABOVE VALUES IN ONE OF THE TWO CURRENCIES (I.E EITHER LOCAL OR IN US DOLLARS).

Q.83 On average since 1998 how much has your company spent on the following expressed as a per cent of the average annual sales of your firm over the same period?

	In % of average annual sales over since 1998	
New buildings, machinery and equipment	%	q83a
Research and development (including wages and salaries of R&D personnel, materials, R&D related education and training costs)	%	q83b
Advertising and marketing	%	q83c
Raw materials and bought in components/services	%	q83d

INTERVIEWER: FOR THOSE ACTIVITIES THAT THE RESPONDENT SAID THAT HIS COMPANY DID NOT SPEND – WRITE 000

INTERVIEWER: FOR, q84a and q84b, COMPARE WITH 1998, IF THE COMPANY BEGAN OPERATIONS ON OR EARLIER THAN 1998. IF THE COMPANY BEGAN OPERATIONS IN 1999, ASK FOR 1999.

Q.84a At the end of 2001, what was the level (expressed as a per cent) of debt in relation to your total assets? And what was the level at the end of 1998/1999?

2001		1998/1999	
%	q84a1	%	q84a2

Q.84a1 In 2001, what was the level (expressed as a per cent) of gross profits in relation to your total sales. What was the level in 1998/1999?

▪ **INTERVIEWER: SHOW CARD: 30**

	2001	1998/1999
	q84a1a	q84a1b
Negative	1	1
0%	2	2
1-10%	3	3
11-20%	4	4
21-30%	5	5
31-40%	6	6
More than 40%	7	7

Q.84b How much did your firm reinvest out of profits in 2001

▪ **INTERVIEWER: SHOW CARD: 32**

	q84b
0%	1
1-10%	2
11-25%	3
26-50%	4
51-75%	5
More than 75%	6

Q.84c What percentage of your total borrowing (loans, accounts payable) is currently denominated in foreign currency?

.....% **q84c**

INTERVIEWER: IF THE RESPONDENT SAID THAT NOTHING IS DENOMINATED IN FOREIGN CURRENCY – WRITE 000

Q.85	Has your company undertaken any of the following initiatives since 1998? INTERVIEWER: FOR EACH INITIATIVE ANSWERED “YES” ASK: And how important in retrospect was this initiative for the survival and/or growth of your company over that period?
-------------	--

- **INTERVIEWER: SHOW CARD: 33**
- ◆ **Not important: 1, Slightly important: 2, Fairly important: 3, Very important: 4, Extremely important: 5, Don't know: -9**

	Undertaken			How important						
	Yes	No		1	2	3	4	5		-9
Developed successfully a major new product line	1	2	q85a1	1	2	3	4	5	-9	q85b1
Upgraded an existing product line	1	2	q85a2	1	2	3	4	5	-9	q85b2
Introduced new technology that has substantially changed the way that the main product is produced	1	2	q85a3	1	2	3	4	5	-9	q85b3
Discontinued at least one product (not production) line	1	2	q85a4	1	2	3	4	5	-9	q85b4
Opened a new plant	1	2	q85a5	1	2	3	4	5	-9	q85b5
Closed at least one existing plant or outlet	1	2	q85a6	1	2	3	4	5	-9	q85b6
Agreed a new joint venture with foreign partner	1	2	q85a7	1	2	3	4	5	-9	q85b7
Obtained a new licensing agreement	1	2	q85a8	1	2	3	4	5	-9	q85b8
Outsourced a major production activity that was previously conducted in-house	1	2	q85a9	1	2	3	4	5	-9	q85b9
Brought in-house of a major production activity that was previously outsourced	1	2	q85a10	1	2	3	4	5	-9	q85b10
Obtained a new quality accreditation (ISO 9000)	1	2	q85a11	1	2	3	4	5	-9	q85b11

Q.86	Thinking of your main product line or main line of services and comparing your production process with that of your closest competitor, which of the following best summarises your position:
-------------	---

▪ **INTERVIEWER: SHOW CARD: 34 - ONE ANSWER ONLY**

	q86
My firm's technology is less advanced than that of its main competitor	1
My firm's technology is about the same as that of its main competitor	2
My firm's technology is more advanced than that of its main competitor	3
Don't know	-9

Q.87	Which of the following best describes the organisation of departments (in terms of the allocation of responsibilities, budgetary resources and staff) within your firm since 1998?
-------------	--

▪ **INTERVIEWER: SHOW CARD: 35 - ONE ANSWER ONLY**

	q87
My firm is organised in much the same way as it was in 1998	1
My firm has had some reallocation of responsibility and resources between departments	2
My firm has had major reallocations of responsibility and resources between departments	3
My firm has had a completely new organisational structure	4
Don't know	-9

Q.88	How would you rate the importance of each of the following factors on key decisions about your business with respect to "Developing new products or services and markets":
-------------	--

▪ **INTERVIEWER: SHOW CARD: 36**

	Not at all important	Slightly important	Fairly important	Very important	Don't Know/No answer	
Pressure from domestic competitors	1	2	3	4	-9	q88a
Pressure from foreign competitors	1	2	3	4	-9	q88b
Pressure from customers	1	2	3	4	-9	q88c
Pressure from creditors	1	2	3	4	-9	q88d
Pressure from shareholders	1	2	3	4	-9	q88e
Pressure from government or government agencies	1	2	3	4	-9	q88f

Q.89 How would you rate the importance of each of the following factors on key decisions about your business with respect to “Reducing the production costs of existing products or services”:

▪ **INTERVIEWER: SHOW CARD: 37**

	Not at all important	Slightly important	Fairly important	Very important	Don't Know/No answer	
Pressure from domestic competitors	1	2	3	4	-9	q89a
Pressure from foreign competitors	1	2	3	4	-9	q89b
Pressure from customers	1	2	3	4	-9	q89c
Pressure from creditors	1	2	3	4	-9	q89d
Pressure from shareholders	1	2	3	4	-9	q89e
Pressure from government or government agencies	1	2	3	4	-9	q89f

INTERVIEWER: FOR q90, q91a and q91b, COMPARE WITH 1998, IF THE COMPANY BEGAN OPERATIONS ON OR EARLIER THAN 1998. IF THE COMPANY BEGAN OPERATIONS IN 1999, ASK FOR 1999.

Q.90 In your judgement, what is your current output in comparison with the maximum output possible using the firm's facilities/man power at the time? If you are using your facilities/man power to the full, answer 100%; if output was 60% of capacity, answer 60%. What was the capacity utilisation in 1998/1999

	Current capacity of utilisation		Capacity utilisation in 1998/1999	
Level of utilisation of facilities/man power		q90a		q90b

I WOULD NOW LIKE TO ASK YOU SOME QUESTIONS ABOUT THE EMPLOYEES OF YOUR FIRM

Q.91a How many permanent, full-time employees does your firm have now and how many did it have in 1998/1999? (give an estimate number)

Now		1998/1999	
	q91a1		q91a2

Q.91b How many part-time or temporary employees does your firm have now and how many did it have in 1998/1999? (give an estimate number)

Now		1998/1999	
	q91b1		q91b2

INTERVIEWER: IF IN ANY OF THE YEARS THE RESPONDENT SAID NO PART-TIME – WRITE 00000 WHERE APPLICABLE

Q.92 What per cent of your current permanent, full-time workers are:

Managers (excluding those involve in shop floor supervision)	%	q92a
--	---	------

Professionals (e.g., accountants, engineers, scientists)	%	q92b
Skilled workers	%	q92c
Unskilled workers	%	q92d
Support workers (e.g., administration, sales)	%	q92e

CHECK THAT THE TOTAL IS 100%

Q.93 What percent of your permanent, full-time employees are expatriates?

.....%

INTERVIEWER: IF THE RESPONDENT SAID NO EXPATRIATES – WRITE 000

Q.94 What percent of the workforce at your firm have the following education levels:

Did not complete primary school	%	q94a
Primary schooling	%	q94b
Some secondary school	%	q94c
Secondary school diploma	%	q94d
Some university	%	q94e
University degree or higher	%	q94f

CHECK THAT THE TOTAL IS 100%

Q.95 How much time did it take to fill your most recent vacancy for a:

	Weeks	
Manager?		q95a
Professional?		q95b
Skilled worker?		q95c
Unskilled worker?		q95d
Support workers (e.g., administration, sales)		q95e

Q.96 Do you offer formal training to your employees? If yes, what percent of employees in each category received training in 2001?

	Yes	No	Don't know		If YES, % Trained	
Managers	1	2	-9	q96a1		q96b1
Professional?	1	2	-9	q96a2		q96b2
Skilled workers	1	2	-9	q96a3		q96b3
Unskilled workers	1	2	-9	q96a4		q96b4
Support workers	1	2	-9	q96a5		q96b5

INTERVIEWER: IF NO % OF EMPLOYEES IN A CATEGORY WAS TRAINED – WRITE 000, WHERE APPLICABLE

Q.97 How many days did you lose in 2001 due to:

	Days	
Strikes or other labour disputes?		q97a
Civil unrest		q97b

INTERVIEWER; IF NO DAYS LOST – WRITE 000, WHERE APPLICABLE

Q.98 Now, I would like to ask you a hypothetical question. If you could change the number of regular full-time workers you currently employ without any restrictions (i.e. without seeking permission, making severance payments etc.), what would be your optimal level of employment as a percent of your existing workforce? (e.g. 90% implies you would reduce your workforce by 10%, 110% means you want to expand by 10%)

.....%

Q.99 Since 1998, how have the following changed (increased/decreased). If changed, how important in retrospect were they for the survival and/or growth of your company over that period

- **INTERVIEWER: SHOW CARD: 38**
- ♦ **Not important: 1, Slightly important: 2, Fairly important: 3, Very important: 4, Extremely important: 5, Don't know: -9**

	Increase	Decrease	No change		How important	
The share of skilled workers	1	2	3	q99a1	1 2 3 4 5 -9	q99b1
The share of unskilled workers	1	2	3	q99a2	1 2 3 4 5 -9	q99b2
The share of managers and professionals	1	2	3	q99a3	1 2 3 4 5 -9	q99b3
The share of employees that have at least a secondary education	1	2	3	q99a4	1 2 3 4 5 -9	q99b4

Q.100	Since 1998, how many managers, professionals and skilled workers left your firm for a job or to seek employment in the more developed industrial economies of North America, Europe or East Asia? If so how important in retrospect were they for the survival and/or growth of your company over that period ?
--------------	---

- **INTERVIEWER: SHOW CARD: 39**
- ♦ **Not important: 1, Slightly important: 2, Fairly important: 3, Very important: 4, Extremely important: 5, Don't know: -9**

	Left company		How many		How important							
	Yes	No			1	2	3	4	5	-9		
Managers	1	2	q100a1		q100b1	1	2	3	4	5	-9	q100c1
Professionals	1	2	q100a2		q100b2	1	2	3	4	5	-9	q100c2
Skilled workers	1	2	q100a3		q100b3	1	2	3	4	5	-9	q100c3

INTERVIEWER THANK RESPONDENT:

Thank you very much for having taken the time to complete this questionnaire. The information on your perceptions is a very important input for the evaluation of conditions in the business environment and private sector relations with government, as well as for the formulation of policy advice.

INTERVIEWER: READ TO THE RESPONDENT:

WE MAY REPEAT THIS SURVEY IN ABOUT 2-3 YEARS TIME IN ORDER TO SEE HOW THE BUSINESS ENVIRONMENT HAS CHANGED. TO THIS END, WE WOULD LIKE TO ESTABLISH A PANEL OF COMPANIES AND WOULD ASK FOR YOUR PERMISSION TO INCLUDE YOUR COMPANY'S NAME, ADDRESS, AND TELEPHONE NUMBER IN A COFIDENTIAL DATABASE. THIS INFORMATION MAY BE USED BY OUR COMPANY OR A DIFFERENT RESEARCH AGENCY IN ORDER TO INTERVIEW YOU AGAIN IN 2-3 YEARS TIME. DO WE HAVE YOUR PERMISSION TO INCLUDE THE ABOVE-MENTIONED COMPANY DETAILS IN OUR DATABASE?

Permission granted	1	permis
Permission refused	2	

INTERVIEWERS COMMENTS

(Problems occurred/extraordinary circumstances which could influence results)

I certify that this interview has been personally carried out by me with the respondent. I further certify that all the information included herein is truthful and correct.

I understand that any discrepancies during back-checking of this questionnaire will result in the cancellation of this interview.

INTERVIEWER'S SIGNATURE:

DATE: