

**BUSINESS ENVIRONMENT AND ENTERPRISE PERFORMANCE SURVEY
 SCREENER QUESTIONNAIRE
 2004 – Germany, Greece, Portugal, South Korea, Vietnam**

(Telephone Interview)

Card number	cardno
Serial number	seno2005

Country	a1
Germany	113
Portugal	115
Greece	112
South Korea	118
Vietnam	99

		germany
IF Germany	Former West Germany	1
	Former East Germany	2

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

Good morning/afternoon/evening. We have been commissioned by the European Bank of Reconstruction and Development, in cooperation with 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. I am calling from a 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 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 in cooperation with 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 IN 2002, 2003 OR 2004 THANK AND TERMINATE

S.2 What is the legal status 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
	Corporatised 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 annual sales? **ONLY ONE ANSWER ALLOWED**

		ISIC DIVISION	s3
CHECK INDUSTRY 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.3a What percentage of your firm’s annual sales come from the main area of activity you mentioned above?

.....%.	s3a
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INTERVIEWER: IF THE % OF ANNUAL SALES FROM THE MAIN AREA OF ACTIVITY IS LESS THAN 70% THANK AND TERMINATE

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

.....	s3b
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S.4 How many full-time employees work for this company today?

		s4a	s4b
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	3
	500-999	6	
	1000-9999	7	
THANK & TERMINATE	10,000 or more		

S.5 What percentage of your firm is owned by: **READ OUT OPTIONS**

Private individual(s)/ domestic company(s)/organization(s)	%	s5a
Private individual(s)/foreign company(s)/organization(s)	%	s5b
Government/State	%	s5c
Other	%	s5d

CHECK THAT THE TOTAL IS 100%

CHECK “FOREIGN OWNERSHIP” QUOTA

INTERVIEWER: IF IN S.5 FOR PRIVATE FOREIGN IS NOT EQUAL TO 0 GO TO S.6, ELSE GO TO S.7

S.6 What is the nationality of this foreign Individual(s) company(s)/organization(s)?
MULTIPLE ANSWERS ALLOWED

	s6a_r1- s6a_r4
Austria	01
Belgium	02
Canada	03
China	04
Denmark	05
Finland	06
France	07
Germany	08
Greece	09
Hungary	30
Italy	10
Japan	11
Korea	12
Netherlands	13
Russia	38
Spain	14
Sweden	15
Turkey	42
UK	16
USA	17
Vietnam	46
Thailand	47
Philippines	48
Indonesia	49
Malaysia	50
Cambodia	51
Other (specify).....	52
Don't know	-9

Other.....	s6b
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S.7 Does your firm currently sell its products or services directly to customers outside the country?

		s7
GO TO S.8	Yes	1
GO TO S.9	No	2
	Don't know	-9

S.8 What percentage of your total sales do such exports represent?

.....%	s8
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CHECK “EXPORTER” QUOTA

S.9 Can you please tell me where the headquarters of the firm are located? **READ OUT OPTIONS**

	s9
At this site	1
Elsewhere in this country	2
In a foreign country	3

S.10 How many establishments (separate operating facilities) including this one does your firm have in this country?

Number of establishments:..... **s10**

S.11 Does your firm have holdings or operations in other countries?

	s11
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
 MAIN QUESTIONNAIRE
 2004 – Germany, Greece, Portugal, South Korea, Vietnam
 (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 in five countries in Western Europe and East Asia by the European Bank for Reconstruction and Development in cooperation with the World Bank. The goal is to better understand conditions for doing business in your country and to compare these conditions with those in the countries of Eastern Europe and Central Asia that have been assessed through similar surveys. This research will be used to help advise governments in Eastern Europe and Central Asia on ways to change policies and practices that impose an undue burden on private firms and to develop new projects and programmes 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 will 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 ORGANISATION.

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.
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	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?
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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?

.....%	q3a
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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:.....	q3b
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Q.4a | Which of the following best describes the largest shareholder(s) in your firm?

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

	q4aa_r1- q4aa_r4
Individual	01
Family	02
General public	03
Domestic company	04
Foreign company	05
Bank	06
Investment fund	07
Managers of the firm	08
Employees of the firm	09
Government or government agency	10
Other (SPECIFY)	11
Don't know	-9

Other:.....	q4ab
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INTERVIEWER: IF THE LARGEST SHAREHOLDER IS AN INDIVIDUAL OR FAMILY MEMBER (CODES 01 OR 02) ASK Q.4b ELSE GO THE INSTRUCTION BEFORE Q.5

Q.4b | Is the individual or family member also the manager/director of this firm?

		q4b
GO TO Q4c	Yes	1
	No	2

INTERVIEWER: IF NO SKIP TO THE INSTRUCTION BEFORE Q.5

Q.4c | Is the principal owner (or one of the principal owners) a female?

		q4c
	Yes	1
	No	2

INTERVIEWER: ASK Q.5 IF COMPANY IS PRIVATE (I.E SCREENER QUESTIONNAIRE QUESTION S.2 CODES 1-6) ELSE GO TO Q.7

Q.5 How was your firm established?

INTERVIEWER: SHOW CARD: 2 - ONE ANSWER ONLY

		q5a
GO TO Q.6	Privatisation of a state-owned firm	1
GO TO Q.7	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:.....	q5b
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Q.6 What year was the privatisation completed?

Year privatisation was completed:	q6
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I WOULD NOW ASK SOME QUESTIONS ABOUT THE SALES OF YOUR FIRM AND ITS SUPPLIERS

Q.7 What percentage of your firm's sales are:

Sold domestically	%	q7a
Exported directly	%	q7b
Exported indirectly through a distributor	%	q7c

CHECK THAT THE TOTAL IS 100%

INTERVIEWER: IF IN Q7 THE FIRM EXPORTS DIRECTLY, ASK Q.8, ELSE GO TO Q.9

Q.8 What was the average and the longest number of days over the last 12 months 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		q8a
The longest time over the last 12 months		q8b

INTERVIEWER: IF THE RESPONDENT SAID NO DELAYS - WRITE 000

INTERVIEWER: IF IN Q.7 THE RESPONDENT SAID ZERO DOMESTIC SALES GO TO Q15

Q.9 What percentage of your domestic sales are to:

Government or government agencies (excluding state-owned enterprises)	%	q9a
State owned or controlled enterprises	%	q9b
Multinationals located in your country (not including your parent company, if applicable)	%	q9c
Your firm's parent company or affiliated subsidiaries	%	q9d
Large private domestic firms (those with approximately 250 plus workers) (not including your parent company, if applicable)	%	q9e
Other (sales to small firms, individuals, etc.)	%	q9fg

CHECK THAT THE TOTAL IS 100%

Q.10 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: 3 – ONE ANSWER ONLY**

	q10
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.11 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: 4– ONE ANSWER ONLY**

	q11
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.12a Does your firm compete in the national market (i.e. whole country) for its main product line or service or does it serve primarily the local market (i.e. region, city, or neighborhood) ?

Q.12b What percentage of the national market does your firm have in terms of sales for its main product line or service?

Q.12c What percentage of the local market does your firm have in terms of sales for its main product line or service?

		Q12a		Q12b & Q12c		
		Yes	No	% of sales		
IF YES ASK Q12b	National market	1	2	q12a	%	q12b
IF YES ASK Q12c	Local market	1	2	q13a	%	q12c

Q.13a Thinking of your firm’s main product line or main line of services in the relevant domestic market (i.e. whole country, region, city or neighbourhood), how many competitors do you currently face and how many did you face 36 months ago?

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

	Currently	q12ba or q13ba [depends on answers to Q.12c]	36 months ago	q12bb or q13bb [depends on answers to Q.12c]
GO TO Q.14	None	1	None	1
GO TO Q.13b	1 – 3	2	1 – 3	2
GO TO Q.14	4 or more	3	4 or more	3

Q.13b Please give me the exact number of your competitors

Currently	Number	q12ca or q13ca [depends on answers to Q.12c]
36 months ago	Number	q12cb or q13cb [depends on answers to Q.12c]

Q.14 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)

.....% **q14**

Q.15 What percentage of your firm’s material inputs and supplies are:

Purchased from domestic sources	%	q15a
Imported directly	%	q15b
Imported indirectly through a distributor	%	q15c

CHECK THAT THE TOTAL IS 100%

INTERVIEWER: IF IN Q15 THE FIRM IMPORTS DIRECTLY, ASK Q.16, ELSE GO TO Q.17

Q.16 What was the average and the longest number of days over the last 12 months 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		q16a
The longest time over the last 12 months		q16b

INTERVIEWER: IF THE RESPONDENT SAID NO DELAYS - WRITE 000

Q.17 At the time you receive delivery of your most important input or supply, how many days of stock do you typically have on hand?

Days of inventory of main input or supply.....	q17
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Q.19 Now I would like to ask you another hypothetical question. If your main supplier were to raise the price of its main product line or main line of services 10% above its current level in the domestic market (after allowing for any inflation) which of the following would best describe your firm's reaction assuming that other suppliers maintained their current prices?

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

	q19
My firm would continue to buy from the supplier in the same quantities as now	1
My firm would continue to buy from the supplier, but at slightly lower quantities	2
My firm would continue to buy from the supplier, but at much lower quantities	3
My firm would buy from other suppliers instead	4

Q.20 Has your company undertaken any of the following initiatives during the last 36 months?
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: 7**
- ◆ **Not important: 1, Slightly important: 2, Fairly important: 3, Very important: 4, Extremely important: 5, Don't know: -9**

	Undertaken			How important						
	Yes	No								
Changed the identity of the main material input supplier	1	2	q20a1	1	2	3	4	5	-9	q20b1
Changed the identity of the main customers (>20% of sales)	1	2	q20a2	1	2	3	4	5	-9	q20b2
Exported to a new country	1	2	q20a3	1	2	3	4	5	-9	q20b3

Q.21 How important are the following as potential sources of information about new customers for your firm?

- **INTERVIEWER: SHOW CARD: 8**
- ◆ **Not important: 1, Slightly important: 2, Fairly important: 3, Very important: 4, Extremely important: 5, Don't know: -9**

Family and friends	1 2 3 4 5 -9	q21a
Former employees who now work for a potential customer or supplier	1 2 3 4 5 -9	q21b
Prior employment of managers by a potential customer or supplier	1 2 3 4 5 -9	q21c
Existing customers or suppliers	1 2 3 4 5 -9	q21d
Government agencies	1 2 3 4 5 -9	q21e
Business associations/chambers of commerce	1 2 3 4 5 -9	q21f
Trade fairs and other public sources of information	1 2 3 4 5 -9	q21g

Q.22 How important are the following as potential sources of information about new suppliers for your firm?

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

Family and friends	1 2 3 4 5 -9	q22a
Former employees who now work for a potential customer or supplier	1 2 3 4 5 -9	q22b
Prior employment of managers by a potential customer or supplier	1 2 3 4 5 -9	q22c
Existing customers or suppliers	1 2 3 4 5 -9	q22d
Government agencies	1 2 3 4 5 -9	q22e
Business associations/chambers of commerce	1 2 3 4 5 -9	q22f
Trade fairs and other public sources of information	1 2 3 4 5 -9	q22g

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

Q.23 How many days over the last 12 months did your establishment experience the following service interruptions, and how long did they last (average duration in hours/day)?

	Days	Average duration (hours/day)	
Power outages or surges from the public grid?	q23a1		q23b1
Insufficient water supply?	q23a2		q23b2
Unavailable mainline telephone service?	q23a3		q23b3

INTERVIEWER: IF THE RESPONDENT SAID NONE FOR ANY OF THE ABOVE - WRITE 000

Q.24 Does your firm regularly use in its interactions with clients and suppliers any of the following?

	Yes	No	
Fixed line telephone	1	2	q24a
Fax	1	2	q24b
Mobile telephone	1	2	q24c
Email	1	2	q24d
Internet	1	2	q24e

Q.25 Based on the experience of your firm over the last 36 months, how many days did you wait from the date of application to obtain each of the following?

	Number of days	
A fixed line telephone connection		q25a
An electrical connection		q25b

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

Q.26 What percentage of the value of products your establishment shipped over the last 12 months was lost while in transit due to breakage, spoilage or theft?

	Per cent of consignment value	
Products shipped and sold in the domestic market	%	q26a
Products exported directly by your firm	%	q26b

INTERVIEWER: IF THE RESPONDENT SAID NO LOSSES - WRITE 000

NOW I WOULD LIKE YOU TO THINK ABOUT THE JUDICIARY, PAYMENT TERMS OF YOUR FIRM AND LAW ENFORCEMENT

Q.27 How often do you associate the following descriptions with the court system in resolving business disputes?

▪ **INTERVIEWER: SHOW CARD: 10**

	Never	Seldom	Sometimes	Frequently	Usually	Always	Don't know	
Fair and impartial	1	2	3	4	5	6	-9	q27a
Honest/uncorrupted	1	2	3	4	5	6	-9	q27b
Quick	1	2	3	4	5	6	-9	q27c
Affordable	1	2	3	4	5	6	-9	q27d
Able to enforce its decisions	1	2	3	4	5	6	-9	q27e

Q.28 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: 11**

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	q28

Q.29 What percentage of your firm's sales' in value terms over the last 12 months were

Paid before the delivery of your products or services	%	q29a
Paid on delivery of your products or services	%	q29b
Sold on credit (payment due after the time of delivery of your products or services)	%	q29c

CHECK THAT TOTALS ARE 100%

Q.30 What percentage of your firm's purchases of material inputs or services in value terms over the last 12 months were:

Paid before the delivery of your products or services	%	q30a
Paid on delivery of your products or services	%	q30b
Purchased on credit (payment due after the time of delivery of your products or services)	%	q30c

CHECK THAT TOTALS ARE 100%

Q.31a Have you had to resolve an overdue payment in the last 36 months?

		q31a
GO TO Q.31b	Yes	1
GO TO Q.31d	No	2

Q.31b How long did it typically take (in weeks) to resolve an overdue payment?

Weeks:..... **q31c**

Q.31c Of these disputes over payments, what percentage was resolved by court action?

.....% **q31d**

INTERVIEWER: IF THE RESPONDENT SAID NONE – WRITE 000

Q.31d How many cases in civil or commercial arbitration courts have involved your firm either as a plaintiff or defendant in the last 36 months?

		Number of cases	
Plaintiff			q31ea
Defendant			q31eb

INTERVIEWER: IF THE RESPONDENT SAID NO CASES - WRITE 00

Q.32a Do you pay for security (e.g., equipment, personnel, or professional security services)? If yes, what percent of your total annual sales do you pay?

	Make payments			% of total annual sales	
	Yes	No			
Security (e.g., equipment, personnel, or professional security services)	1	2	q32a1	<input type="text"/> <input type="text"/> . <input type="text"/>	% q32a2

Q.32b Do firms in your line of business pay for protection payments (e.g., to organised crime to prevent violence or property damage)? If yes, what percent of total annual sales are customarily paid?

	Make payments			% of total annual sales	
	Yes	No			
Protection payments (e.g., organised crime to prevent violence or property damage)	1	2	q32b1	<input type="text"/> <input type="text"/> . <input type="text"/>	% q32b2

Q.33 Have you had any losses as a result of theft, robbery, vandalism or arson against your firm over the last 12 months? If yes, what were your estimated losses as a percent of your sales over the last 12 months?

Had losses			Losses as a % of total sales over the last 12 months	
Yes	No			
1	2	q33a	<input type="text"/> <input type="text"/> . <input type="text"/>	% q33b

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

Q.34 To what degree do you agree with the following statements?

▪ **INTERVIEWER: SHOW CARD: 12**

	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 and regulations affecting my firm is easy to obtain	1	2	3	4	5	6	-9	q34a
Interpretations of the laws and regulations affecting my firm are consistent and predictable	1	2	3	4	5	6	-9	q34b

Q.35 What percent of senior management's time over the last 12 months 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?

<input type="text"/> <input type="text"/> . <input type="text"/> %	q35a
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INTERVIEWER: IF THE RESPONDENT SAID NO TIME WAS SPENT – WRITE 00.0

Q.35a 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: 13**

Never	Seldom	Sometimes	Frequently	Usually	Always	Don't know	
1	2	3	4	5	6	-9	q35c

Q.36a Is your firm a member of a business association or chamber of commerce?

		q36a
GO TO Q.36b	Yes	1
GO TO Q.37	No	2

Q.36b 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: 14**

	No value	Minor value	Moderate value	Major value	Critical value to your firm	Not provided	
Lobbying government	0	1	2	3	4	-7	q36b1
Resolution of disputes (with officials, workers or other firms)	0	1	2	3	4	-7	q36b2
Information and/or contacts on domestic product and input markets	0	1	2	3	4	-7	q36b3
Information and/or contacts on international product and input markets	0	1	2	3	4	-7	q36b4
Accrediting standards or quality of products; reputational benefits	0	1	2	3	4	-7	q36b5
Information on government regulations	0	1	2	3	4	-7	q36b6

Q.37 Thinking about national laws and regulations enacted over the last 12 months that had a substantial impact on your business, did your firm seek to influence the content of laws or regulations affecting it?

	q37
Yes	1
No	2

Q.38 Thinking about local or regional laws and regulations enacted over the last 12 months that had a substantial impact on your business, did your firm seek to influence the content of laws or regulations affecting it?

	q38
Yes	1
No	2

Q.38b How many times in the last 12 months was your establishment either inspected by the following agencies or required to meet with officials from these agencies? What was the average duration of these inspections/meetings?

				<i>Interviewer: If Inspection/meeting, Yes Complete These Columns</i>			
	Inspections/meetings carried out		Number of inspections/meetings over the last 12 months		Average duration of inspections/meetings (hours/visit)		
	YES	NO					
Tax inspectorate	1	2	q38ba1		q38bb1		q38bc1
Labour and social security	1	2	q38ba2		q38bb2		q38bc2
Fire & building safety	1	2	q38ba3		q38bb3		q38bc3
Sanitation/ Epidemiology	1	2	q38ba4		q38bb4		q38bc4
Municipal police	1	2	q38ba5		q38bb5		q38bc5
Environmental	1	2	q38ba6		q38bb6		q38bc6
Customs agency	1	2	q38ba7		q38bb7		q38bc7

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

▪ **INTERVIEWER: SHOW CARD: 15**

	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	q39a
“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	q39b

Q.40 On average, what percent of total annual sales do firm's like yours typically pay in unofficial payments/gifts to public officials?

<input type="text"/> <input type="text"/> . <input type="text"/> %	q40
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INTERVIEWER: IF THE RESPONDENT SAID NO PAYMENTS ARE MADE – WRITE 00.0

Q.41 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: 16**

	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	q41a
To obtain business licenses and permits	1	2	3	4	5	6	-9	q41b
To obtain government contracts	1	2	3	4	5	6	-9	q41c
To deal with occupational health and safety inspections	1	2	3	4	5	6	-9	q41d
To deal with fire and building inspections	1	2	3	4	5	6	-9	q41e
To deal with environmental inspections	1	2	3	4	5	6	-9	q41f
To deal with taxes and tax collection	1	2	3	4	5	6	-9	q41g
To deal with customs/imports	1	2	3	4	5	6	-9	q41h
To deal with courts	1	2	3	4	5	6	-9	q41i
To influence the content of new legislation rules decrees etc.	1	2	3	4	5	6	-9	q41j

Q.42 When firms in your industry do business with the government, what percent of the contract value would be typically paid in additional or unofficial payments/gifts to secure the contract?

<input type="text"/> <input type="text"/> . <input type="text"/> %	q42
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INTERVIEWER: IF THE RESPONDENT SAID NO PAYMENTS/GIFTS ARE PAID – WRITE 00.0

Q.43a Recognising the difficulties that many firms face in fully complying with taxes and regulations, what percentage of total annual sales would you estimate the typical firm in your area of business reports for tax purposes?

.....%	q43a
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Q.43b Recognising the difficulties that many firms face in fully complying with labour regulations, what percentage of total workforce would you estimate the typical firm in your area of business reports for tax purposes?

.....%	q43b
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Q.44 It is often said that firms make unofficial payments/gifts, private payments or other benefits to public officials to gain advantages in the drafting of laws, decrees, regulations, and other binding government decisions. To what extent have the following practices had a direct impact on your business?

▪ **INTERVIEWER: SHOW CARD: 17**

	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	q44a
Private payments/gifts or other benefits to Government officials to affect the content of government decrees	0	1	2	3	4	-9	q44b
Private payments/gifts or other benefits to local or regional government officials to affect their votes or content of government decrees	0	1	2	3	4	-9	q44c

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

Q.45 What proportion of your firm’s working capital and new fixed investment has been financed from each of the following sources, over the last 12 months?

INTERVIEWER: SHOW CARD: 18

	Working capital (i.e. inventories, accounts receivable, cash)		New investments (i.e. new land, buildings, machinery, equipment)	
Internal funds/Retained earnings	%	q45a1	%	q45a15
Equity (i.e. issue new shares)	%	q45a2	%	q45a16
Borrowing from local private commercial banks	%	q45a3	%	q45a17
Borrowing from foreign banks	%	q45a4	%	q45a18
Borrowing from state-owned banks, including state development banks	%	q45a5	%	q45a19
Loans from family/friends	%	q45a6	%	q45a20
Money lenders or other informal sources (other than family/friends)	%	q45a7	%	q45a21
Trade credit from suppliers	%	q45a8	%	q45a22
Trade credit from customers	%	q45a9	%	q45a23
Credit cards	%	q45a10	%	q45a24
Leasing arrangement	%	q45a11	%	q45a25
The government (other than state-owned banks)	%	q45a12	%	q45a26
Other (SPECIFY SOURCES):.....	%	q45a13	%	q45a27
CHECK THAT TOTALS ARE 100%			100%	
Other		q45a14		q45a28

Q.46a Thinking of the most recent bank loan you obtained, did the financing require collateral?

		q46a
GO TO Q.46b	Yes	1
GO TO Q.46d	No	2
GO TO Q.47a	No loan	3

Q.46b What kind of collateral (e.g., land, buildings, machinery, your home) was required? MULTIPLE ANSWER ALLOWED

	q46b1a_r1- q46b1a_r5
Land	1
Buildings	2
Machinery	3
Personal assets of owner (house etc.)	4
Other (Specify).....	5

Other: **q46b2**

Q.46c What was the approximate value of the collateral required as a percentage of the loan value?

.....% **q46c**

Q.46d What is the loan's annual cost (i.e., rate of interest)?

<input type="text"/> <input type="text"/> . <input type="text"/> %	q46d
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Q.46e What is the duration of the loan in months?

Months:.....	q46e
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Q.46f Was the loan denominated in local or foreign currency?

	q46f
Local currency	1
Foreign currency	2

Q.46g On what date was the loan received?

Month	q46g1	Year	q46g2
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Q.46h How many days did it take to agree the loan with the bank from the date of application?

Days:.....	q46h
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INTERVIEWER GO TO Q.48

Q.47a If your firm does not currently have a loan, what was the reason?

		q47a
GO TO Q.47b	Because the firm did not apply for a loan	1
GO TO Q.47c	Because the application was turned down	2
GO TO Q.48	Because the application for the loans is still pending	3

Q.47b If your firm did not apply for a loan, what was the main reason?

▪ **INTERVIEWER: SHOW CARD: 19 – MULTIPLE ANSWERS**

	q47b1
Does not need a loan	1
Application procedures for bank loans are too burdensome	2
Collateral requirements for bank loans are too strict	3
Interest rates are too high	4
It is necessary to make informal payments to get bank loans	5
Did not think it would be approved	6
Others (Specify)	7

Other	q47b2
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INTERVIEWER: GO TO Q.48

Q.47c | If the loan application of your firm was rejected, what was the main reason?

▪ **INTERVIEWER: SHOW CARD: 20 – MULTIPLE ANSWER**

	q47c1
Lack of acceptable collateral	1
Perceived lack of profitability of the firm	2
Inadequate credit history of the firm	3
Incompleteness of the loan application	4
Others (Specify)	5

Other	q47c2

Q.48 | Does your firm use international accounting standards (IAS) as provided by the International Accounting Standards Board or US GAAP or national accounting standards as provided by the Ministry of Finance or securities regulator?

	Yes	No	Don't know	
International Accounting Standards	1	2	-9	q48a
US GAAP	1	2	-9	q48b
National Accounting Standards	1	2	-9	q48c

Q.49 | Does your firm have its annual financial statement checked and certified by an external auditor?

	q49
Yes	1
No	2
Don't know	-9

Q.50 | What share of your sales to your customers (in per cent) over the last 12 months was ultimately settled by:

Q.51 | What share of your purchases from suppliers (in per cent) over the last 12 months was ultimately settled by:

	Q.50 Customers		Q.51 Suppliers	
Cash or bank transfer (cash settlement)	%	q50ab	%	q51ab
Bills of exchange (e.g., vekselns)	%	q50c	%	q51c
Debt swaps or offsets	%	q50d	%	q51d
Exchange of goods for goods	%	q50e	%	q51e
Other	%	q50f	%	q51f

CHECK THAT TOTALS ARE 100%

100%

Q.52 Does your firm 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	q52a1	%	q52b1
Taxes	1	2	-9	q52a2	%	q52b2
Employees	1	2	-9	q52a3	%	q52b3
Material input suppliers	1	2	-9	q52a4	%	q52b4

Q.53 Over the last 36 months has your firm received any subsidies from the national government, EU sources regional/local governments or any other sources? If yes, on average, over the last 36 months what was the amount of these subsidies as a percent of the average sales during this period?

	Yes	No	Don't know		If YES, % of total annual sales	
National government	1	2	-9	q53a1	%	q53b1
Regional or local government	1	2	-9	q53a2	%	q53b2
EU sources	1	2	-9	q53a3	%	q53b3
Other (SPECIFY)	1	2	-9	q53a4	%	q53b4

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

Q.54	Can you tell me how problematic are these different factors for the operation and growth of your business.
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▪ **INTERVIEWER: SHOW CARD: 21**

	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	q54a
Cost of financing (e.g., interest rates and charges)	1	2	3	4	-9	q54b
Telecommunications	1	2	3	4	-9	q54c
Electricity	1	2	3	4	-9	q54d
Transportation	1	2	3	4	-9	q54e
Access to land	1	2	3	4	-9	q54f
Title or leasing of land	1	2	3	4	-9	q54g
Tax rates	1	2	3	4	-9	q54h
Tax administration	1	2	3	4	-9	q54i
Customs and trade regulations	1	2	3	4	-9	q54j
Business licensing and permits	1	2	3	4	-9	q54k
Labour regulations	1	2	3	4	-9	q54l
Skills and education of available workers	1	2	3	4	-9	q54m
Uncertainty about regulatory policies	1	2	3	4	-9	q54n
Macroeconomic instability (inflation, exchange rate)	1	2	3	4	-9	q54o
Functioning of the judiciary	1	2	3	4	-9	q54p
Corruption	1	2	3	4	-9	q54q
Street crime, theft and disorder	1	2	3	4	-9	q54r
Organised crime	1	2	3	4	-9	q54s
Anti-competitive practices of other competitors	1	2	3	4	-9	q54t

Other:	q54v - q54w
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I WOULD NOW LIKE TO ASK YOU SOME QUESTIONS ABOUT THE PERFORMANCE OF YOUR FIRM AND ITS INVESTMENT ACTIVITIES

Q.55 Over the last 36 months 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	q55a1	%	q55b1
Exports	1	2	3	q55a2	%	q55b2
Fixed assets (e.g., land, buildings, machinery and equipment)	1	2	3	q55a3	%	q55b3
Material inputs	1	2	3	q55a4	%	q55b4

Q.56 Over the last 36 months has your firm merged with or acquired another firm or sold one or more of its existing establishments?

	Yes	No	Don't know	
Merged with another firm	1	2	-9	q56a
Acquired another firm	1	2	-9	q56b
Sold one or more of your firm's existing establishments	1	2	-9	q56c

Q.57 For classification purposes please could you tell me:

	EUROS (000's)	
The projected estimate of your firm's total sales to the end of 2004		q57a
The projected estimate of the replacement value of the physical production assets used by your firm (land, building, equipment) to the end of 2004		q57b
The projected estimate of the material input costs and bought in components/services corresponding to your firm's total sales to the end of 2004		q57d

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

Q.58 Could you please tell me how much your firm is projected to spend in 2004 on each of the following:

	EUROS (000's)	
New buildings, machinery and equipment		q58a
Research and development (including wages and salaries of R&D personnel, materials, R&D related education and training costs)		q58b
Advertising and marketing (including wages and salaries for in-house advertising & marketing personnel)		q58c

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

Q.59 What percentage of your total profits earned in 2003 were or will be invested in the firm in 2004?

.....%		q59a
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No profit in 2003	1	q59b
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INTERVIEWERS IF THE RESPONDENT WILL NOT RE-INVEST ANY OF THE PROFITS WRITE 000

Q.60 Has your company undertaken any of the following initiatives over the last 36 months?
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: 22**
- ♦ **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/service	1	2	q60a1	1	2	3	4	5	-9	q60b1
Upgraded an existing product line/service	1	2	q60a2	1	2	3	4	5	-9	q60b2
Discontinued at least one product (not production) line/service	1	2	q60a3	1	2	3	4	5	-9	q60b3
Agreed to a new joint venture with foreign partner	1	2	q60a4	1	2	3	4	5	-9	q60b4
Obtained a new product licensing agreement	1	2	q60a5	1	2	3	4	5	-9	q60b5
Outsourced a major production activity/service that was previously conducted in-house	1	2	q60a6	1	2	3	4	5	-9	q60b6
Brought in-house of a major production activity/service that was previously outsourced	1	2	q60a7	1	2	3	4	5	-9	q60b7
Obtained a new quality accreditation (ISO 9000, 9002 or 14,000, AGCCP, etc)	1	2	q60a8	1	2	3	4	5	-9	q60b8

Q.61a Has your firm acquired new production technology over the last 36 months?

		q61a
GO TO Q.61b	Yes	1
GO TO Q.62	No	2
	Don't know	-9

Q.61b What was the most important way your firm acquired this new technology, choosing from the list below?

▪ **INTERVIEWER: SHOW CARD: 23 - ONE ANSWER ONLY**

	q61b
Embodied in new machinery and equipment	01
Hired key personnel/consultants with the technological expertise	02
New license or turnkey operations from international sources	03
New licensing or turnkey operations from domestic sources	04
Developed or adapted with the firm	05
Transferred from the parent company	06
Developed in cooperation with customers	07
Developed in cooperation with suppliers	08
Obtained from a business or industry association	09
Obtained from universities or public institutions	10

Q.62 Which of the following best describes the organisation of departments (in terms of the allocation of responsibilities, budgetary resources and staff) within your firm over the last 36 months?

▪ **INTERVIEWER: SHOW CARD: 24 - ONE ANSWER ONLY**

	q62
My firm is organised in much the same way as it was 36 months ago	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.63 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: 25**

	Not at all important	Slightly important	Fairly important	Very important	Don't know	
Pressure from domestic competitors	1	2	3	4	-9	q63a
Pressure from foreign competitors	1	2	3	4	-9	q63b
Pressure from customers	1	2	3	4	-9	q63c

Q.64 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: 26**

	Not at all important	Slightly important	Fairly important	Very important	Don't know	
Pressure from domestic competitors	1	2	3	4	-9	q64a
Pressure from foreign competitors	1	2	3	4	-9	q64b
Pressure from customers	1	2	3	4	-9	q64c

Q.65 In your judgement, what is your firm’s current output in comparison with the maximum output possible using its facilities/man power at the time? If you are using the facilities/man power to the full, answer 100%; if output was 60% of capacity, answer 60%. What was the capacity utilisation 36 months ago?

	Current capacity of utilisation		Capacity utilisation 36 months ago	
Level of utilisation of facilities/man power	%	q65a1	%	q65a2

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

Q.66 How many permanent, full-time employees does your firm have now and how many did it have 36 months ago? (give an estimate number)

Now		36 months ago	
	q66a		q66b

Q.67 How many part-time or temporary employees does your firm have now and how many did it have 36 months ago? (give an estimate number)

Now		36 months ago	
	q67a		q67b

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

Q.68 What percentage of your current permanent, full-time workers are managers, professionals, skilled workers, unskilled workers or non-production workers? What was the percentage 36 months ago?

	Now		36 months ago	
Managers (excluding those involve in shop floor supervision)	%	q68a1	%	q68b1
Professionals (e.g., accountants, engineers, scientists)	%	q68a2	%	q68b2
Skilled workers	%	q68a3	%	q68b3
Unskilled workers	%	q68a4	%	q68b4
Non-production workers (e.g., administration, sales)	%	q68a5	%	q68b5

CHECK THAT THE TOTALS ARE 100%

100%

Q.69 What percentage of the workforce at your firm has education levels up to primary school, a vocational qualification, a secondary school qualification or some university education? What was the percentage in 36 months ago?

	Now		36 months ago	
Up to primary school	%	q69a1	%	q69b1
Vocational qualification	%	q69a2	%	q69b2
Secondary school qualification	%	q69a3	%	q69b3
Some university education or higher	%	q69a4	%	q69b4

CHECK THAT THE TOTALS ARE 100%

100%

Q.70 How much time did it take to fill your most recent vacancy for a:

	Weeks	
Manager (excluding those involve in shop floor supervision)?		q70a
Professional (e.g., accountants, engineers, scientists)?		q70b
Skilled worker?		q70c
Unskilled worker?		q70d
Non-production worker (e.g., administration, sales)?		q70e

Q.71 Does your firm offer formal training to your employees? If yes, what percent of employees in each category received training over the last 12 months?

	Yes	No	Don't know		If YES, % Trained	
Skilled workers	1	2	-9	q71a1	%	q71b1
Unskilled workers	1	2	-9	q71a2	%	q71b2
Non-production workers	1	2	-9	q71a3	%	q71b3

INTERVIEWER: IF NO % OF EMPLOYEES IN A CATEGORY WAS TRAINED OVER THE LAST 12 MONTHS – WRITE 000, WHERE APPLICABLE

Q.72 How many working days did your firm lose over the last 12 months due to:

	Days	
Strikes or other labour disputes?		q72a
Civil unrest		q72b

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

Q.73	Now, I would like to ask you a hypothetical question. If you could change the number of regular full-time workers your firm currently employs 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%)
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.....%	q73
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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	q75
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: