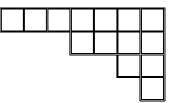
QUESTIONNAIRE NUMBER RECORD NUMBER PREFERENCE NUMBER ROTATION NUMBER



BUSINESS ENVIRONMENT AND ENTERPRISE PERFORMANCE SURVEY

The European Bank for Reconstruction and Development and the World Bank

Enterprise Survey

Manufacturing Module (2012)

GPS Coordinates [INTERVIEWER, DO NOT ENTER THE DATA]					
Latitude	poslat	Ν	S		lat
Longitude	poslon	Е	W		lon

A. CONTROL INFORMATION [TO BE COMPLETED BEFORE INTERVIEW]

A.0 Questionnaire	a0	Module
Manufacturing		1
j		

A.1 Country	a1

A.1a Language of the interview	a1a

A.2 Sampling region	a2
Region A	1
Region B	2
Region C	3
Region D	4
Region E	5

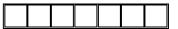
A.3a Screener region (coded ex post)	a3a
Region A	1
Region B	2
Region C	3
Region D	4
Region E	5

A.3x Name of city/town/village	a3x

A.3b Is this city the official capital city?	a3b
Yes	1
No	2

A.3c Is this city the main business city?	a3c
Yes	1
No	2

A.3 Size of locality	a3
City with population over 1 million –	2
other than capital	
Over 250.000 to 1 million	3
50.000 to 250.000	4
Less than 50.000	5



A 4 Indu	stry		Samplin	Screene
A.4 Industry			g sector	r sector
			a4a	a4b
	Food		15	15
	Wood		20	20
	Publishing, printing and recorded media		22	22
	Chei	nicals	24	24
	Plast	tics & rubber	25	25
	Non prod	metallic mineral ucts	26	26
	Fabr prod	icated metal ucts	28	28
Q		hinery and pment	29	29
Manufacturing: Section D		tronics	31	31
ecti	Prec	ision instruments	33	33
S	Furn	iture	36	36
ing.		Tobacco products	16	16
ctur		Textiles	17	17
ufac		Garments	18	18
anı	Other manufacturing	Tanning & leather	19	19
M		Paper & paper products	21	21
		Coke & refined petroleum	23	23
		Basic metals	27	27
		Office machinery	30	30
		Communication equipment	32	32
		Motor vehicles	34	34
		Other transport equipment	35	35
		Recycling	37	37
Retail	Reta	il	52	52
	Wholesale		51	51
	IT		72	72
Other services	Hotel and restaurants: section H		55	55
	Services of motor vehicles		50	50
	Construction Section F:		45	45
)the	Transport (60-62)		60	60
	Supp	oorting transport vities	63	63
	Post and telecommunications		64	64

A.5 Sector match between screener	
information and sample frame	a5
Yes, screener and sample frame info match	1
No, screener and sample frame do not match	
but establishment still does activities which	2
match sample frame	
No, does not match	3

A.6 Size	Sampling size <mark>a6a</mark>	Screener size <mark>a6b</mark>
Micro<5	0	0
Small $>=5$ and $<=19$	1	1
Medium $>=20$ and $<=99$	2	2
Large >=100	3	3

A.7 Establishment is part of a larger firm	a7
Yes	1
No, a firm on its own	2

A.7a	a7a
Number of establishments that form the firm	

A.8 Type of establishment	a8
HQ without production and/or sales in this	1
location	
HQ with production and/or sales in this location	2
Establishment physically separated from HQ	3
and other establishments of the same firm	
Establishment physically separated from HQ	4
but with other establishments of the same firm	
DOES NOT APPLY	-7

A.9 Are establishment's financial statements	
prepared separately from HQ's statements	a9
Yes	1
No	2
DOES NOT APPLY	-7

A.10 Are establishment's financial statements prepared separately from other establishments	
of the same firm?	a10
Yes	1
No	2
DOES NOT APPLY	-7

A.11 If national HQ, are financial statements independent from the rest of establishments?	a11
Yes	1
No	2
DOES NOT APPLY	-7



b1x

A.11a Number of establishments - counting the		A.12 Interviewer code	a12
headquarters - included in the financial			
statements kept in national HQ	a11a		
Number of establishments		A.13 Supervisor code	a13
ONE	1		
DOES NOT APPLY	-7	<u> </u>	

A.14 Time face-to-face interview begins:

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

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING.

The goal of this survey is to gather information and opinions about the business environment in [insert country name]. The information gathered here will help to develop new policies and programs that enhance employment and economic growth.

The information obtained here will be held in the strictest confidentiality. Neither your name nor the name of your business will be used in any document based on this survey.

B. GENERAL INFORMATION

READ OUT THE FOLLOWING INTRODUCTORY SENTENCE ONLY IF A7 = 1 (yes): The first few questions apply to the firm which your establishment is part of.

B.1 What is this firm's current legal status? **SHOW CARD 1**

		-
Shareholding company with shares traded in the stock	1	
market		
Shareholding company with non-traded shares or shares	2	
traded privately		
Sole proprietorship	3	GO TO QUESTION B.2
Partnership	4	
Limited partnership	5	
OTHER (SPONTANEOUS - SPECIFY)	6	
DON'T KNOW (SPONTANEOUS)	-9	
		b1

Other

INTERVIEWER: PLEASE NOTE WHEN b1 IS 3 (SOLE PROPRIETORSHIP), WRITE 100% FOR QUESTION B.3.



IF 100% END INTERVIEW

B.3 What percentage of this firm does the largest owner or owners own? Percent Percentage held by largest owner or owners % **DON'T KNOW (SPONTANEOUS)** -9 **b3 B.2** What percentage of this firm is owned by each of the following: **SHOW CARD 2 DON'T KNOW** Percent (SPONTANEOUS) Private domestic individuals, % -9 b2a companies or organizations foreign Private individuals, % -9 b2b

100%

%

%

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

-9

-9

b2c

b2d

Amongst the owners of the firm, are there any females?				
Yes	1	1		
No	2	GO TO QUESTION Q.5		
DON'T KNOW (SPONTANEOUS)	-9	GO TO QUESTION Q.5		
		b4		
	No	No 2		

B.4a What percentage of the firm is owned by females? [NON-RUSSIA ONLY]

	Percent	
Percentage of female ownership	%	
DON'T KNOW (SPONTANEOUS)	-9	
		b4a

companies or organizations Government or State

Other

	Privatization of a state-owned firm	1	
	Originally private, from time of start up	2	
	Private subsidiary of a formerly state-owned firm	3	
	Joint venture with foreign partner(s)	4	
	State-owned firm	5	
	OTHER (SPONTANEOUS - SPECIFY)	6	
Other			ECAq5

READ ONLY IF A7=1 (yes) I want to proceed by asking you about this establishment only.

B.5 In what year did this establishment begin operations?

	Year	
Year establishment began operations		
DON'T KNOW (SPONTANEOUS)	-9	
		b5

INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR

B.6 How many full-time employees did this establishment employ when it started operations? Please include all employees and managers.
 (INTERVIEWER: INCLUDE RESPONDENT WHEN APPLICABLE)

	Number	
Number of full-time employees at start-up		
DON'T KNOW (SPONTANEOUS)	-9	
		b6

B.6a Was this establishment formally registered when it began operations?

Yes	1	
No	2	
DON'T KNOW (SPONTANEOUS)	-9	
		b6a



b7

	Year	
Year establishment formally registered		7
DON'T KNOW (SPONTANEOUS)	-9	7
NEVER REGISTERED (SPONTANEOUS)	-7	7
INTERVIEWER: WRITE YEAR USIN	NG 4 DIGITS.	b6b

1
-9

B.7a Is the Top Manager female?

Yes	1	
No	2	
DON'T KNOW (SPONTANEOUS)	-9	
		h79

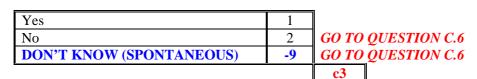
B.8 Does this establishment have an internationally-recognized quality certification? (INTERVIEWER: IF THERE IS NEED FOR CLARIFICATION, SOME EXAMPLES ARE: ISO 9000, 9002 14000, OR HACCP)

Yes	1	1
No	2	
STILL IN PROCESS	-6	
DON'T KNOW (SPONTANEOUS)	-9	
		b8

C. INFRASTRUCTURE AND SERVICES

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING. Now, we turn to the establishment's operations.

C.3 Over the last two years, did this establishment submit an application to obtain an electrical connection?



C.4 In reference to that application for an electrical connection, approximately how many days did it take to obtain it from the day of the application to the day the service was received?

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

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

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

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

Yes	1	
No	2	GO TO QUESTION C.10
DON'T KNOW (SPONTANEOUS)	-9	GO TO QUESTION C.10
		c6

C.7 In a typical month, over fiscal year [insert last complete fiscal year], how many power outages did this establishment experience?

 Number

 Average number of power outages per month

 DON'T KNOW (SPONTANEOUS)

 -9

 C7

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

	Hours	
Average duration of power outages		
LESS THAN ONE HOUR	1	
DON'T KNOW (SPONTANEOUS)	-9	
		c8

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

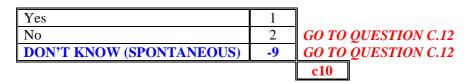
Ī	Percent
Loss as percentage of total annual sales due to power outages	%
NONE	0
DON'T KNOW (SPONTANEOUS)	-9

c9a

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

	LCUs	
Annual losses of total sales due to power outages		
NONE	0	
DON'T KNOW (SPONTANEOUS)	-9	
		c9b

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





C.11 In fiscal year [insert last complete fiscal year], what percentage of this establishment's electricity came from a generator or generators that the establishment owned or shared?

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

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

Yes	1	7
No	2	GO TO QUESTION C.15
DON'T KNOW (SPONTANEOUS)	-9	GO TO QUESTION C.15
		c12

C.13 In reference to that application for a water connection, approximately how many days did it take to obtain it from the day of the application to the day the service was received?

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

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

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

C.15 Over fiscal year [insert last complete fiscal year], did this establishment experience insufficient water supply for production?

Yes	1]
No	2	GO TO QUESTION C.22a
THE ESTABLISHMENT DOES NOT USE WATER FOR PRODUCTION	-7	GO TO QUESTION C.22a
DON'T KNOW (SPONTANEOUS)	-9	GO TO QUESTION C.22a
		c15

C.16	In a typical month, over fiscal year [insert last con insufficient water supply did this establishment experi-		cal year], how many incidents of
		Number	
- ·	e number of incidents of water insufficiency per month	-9	IF 0, GO TO QUESTION C.22a GO TO QUESTION C.22a
DON			c16
C.17	How long did these incidents of insufficient water sup	ply last on a	average?
		Hour	s
	Average duration of insufficient water supply		
	LESS THAN ONE HOUR	1	
	DON'T KNOW (SPONTANEOUS)	-9	
C.22a	At the present time, does this establishment use e-mail	to commu	nicate with clients or suppliers?
	Yes 1 No 2	_	
	DON'T KNOW (SPONTANEOUS) -9	-	
		c22a	
C.22b	At the present time, does this establishment have its ow	vn website?	
	Yes 1 No 2 DON'T KNOW (SPONTANEOUS) -9	-	
C.23	Does this establishment have a high-speed Internet cor	c22b	its premises?
	Yes 1		
	Yes 1 No 2		
	DON'T KNOW (SPONTANEOUS) -9		
		c23	
C.28	Does this establishment currently use cell phones for the [NON-RUSSIA ONLY]	he operation	ns of the establishment?
	Yes 1		
	No 2		
	DON'T KNOW (SPONTANEOUS) -9		

BEEPS V Manufacturing

c28

C.30a Using the response options on the card; To what degree is **Electricity** an obstacle to the current operations of this establishment? SHOW CARD 4

No obstacle	0	GO TO QUESTION C.30b
Minor obstacle	1	
Moderate obstacle	2	
Major obstacle	3	
Very severe obstacle	4	
DON'T KNOW (SPONTANEOUS)	-9	GO TO QUESTION C.30b
DOES NOT APPLY (SPONTANEOUS)	-7	GO TO QUESTION C.30b
		c30a

C.31a1 Would this establishment's total annual costs this establishment's total annual costs increase, remain the same or decrease over the next fiscal year if electricity is no longer an obstacle?

Increase	1	
Remain the same	2	GO TO QUESTION C.30b
Decrease	3	GO TO QUESTION C.31a
DON'T KNOW (SPONTANEOUS)	-9	GO TO QUESTION C.30b
		ECAc31a1

C.31a2	By what percentage would this establishment's total annual costs this establishment's
	total annual costs INCREASE in the next fiscal year?

	Percent]
Expected percentage INCREASE in total annual cost in the next fiscal year	%	GO TO QUESTION C.30b
DON'T KNOW (SPONTANEOUS)	-9	GO TO QUESTION C.30b
n		ECAc31a2

C.31a3 By what percentage would this establishment's total annual costs DECREASE in the next fiscal year?

	Percent	
Expected percentage DECREASE in	%	
total annual cost in the next fiscal year		
DON'T KNOW (SPONTANEOUS)	-9	
		ECAc31a

ii	
C.30b	Using the response options on the card; To what degree is Telecommunications an obstacle to the
	current operations of this establishment?
	SHOW CARD 4

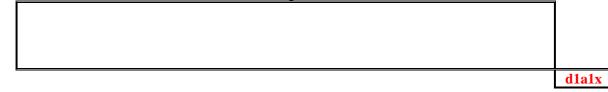
No obstacle	0	
Minor obstacle	1	
Moderate obstacle	2	
Major obstacle	3	
Very severe obstacle	4	
DON'T KNOW (SPONTANEOUS)	-9	
DOES NOT APPLY (SPONTANEOUS)	-7	
		c30b

D. SALES AND SUPPLIES

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING: The next topic to be covered is how and where this establishment makes its sales.

D.1a1	In fiscal year [insert last complete fiscal year], what was this establishment's main product, that is,
	the product that represented the largest proportion of annual sales?
	(INTERVIEWER: PLEASE SPECIFY THE ACTIVITY AND MAIN PRODUCT IN AS
	MUCH DETAIL AS POSSIBLE, FOR EX., MANUFACTURING OF LEATHER SHOES.)

Description



INTERVIEWER: THE FOLLOWING QUESTION IS NOT PART OF THE INTERVIEW. IT WILL BE FILLED OUT IN THE OFFICE

D.1a2 PLEASE CHOOSE THE 4 DIGIT ISIC REV. 3.1 CODE THAT BEST APPLIES TO THE ESTABLISHMENT'S MAIN ACTIVITY AND PRODUCT OR SERVICE

	Code	
CODE OF THE MAIN PRODUCT OR SERVICE AND ACTIVITY		
OK SERVICE AND ACTIVITI		d1a2

D.1a3 What percentage of total sales does the main product represent?

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

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

D.2 In fiscal year [insert last complete fiscal year], what were this establishment's total annual sales for all products and services?

	LCUs	
Last complete fiscal year's total sales		
DON'T KNOW (SPONTANEOUS)	-9	
		d2

PLEASE ALSO WRITE OUT THE NUMBER (I.E. 50,000 AS FIFTY THOUSAND)

d2x

N.3 In fiscal year [insert three complete fiscal years ago], three fiscal years ago, what were total annual sales for this establishment?

	LCUs	
Total annual sales three years ago		
THE ESTABLISHMENT WAS NOT IN BUSINESS THREE YEARS AGO	-7	
DON'T KNOW (SPONTANEOUS)	-9	
		n,

D.3 In fiscal year [insert last complete fiscal year], what percentage of this establishment's sales were: (INTERVIEWER: THESE MUST BE ASKED IN THE ORDER THEY APPEAR IN THE TABLE) SHOW CARD 5

	Percent	DON'T KNOW (SPONTANEOUS)		_
National sales	%	-9	d3a	<i>IF 100, GO TO</i> <i>QUESTION D.10</i>
Indirect exports (sold domestically to third party that exports products)	%	-9	d3b	<i>IF 100, GO TO QUESTION D.8</i>
Direct exports	%	-9	d3c	IF 0, GO TO QUESTION D.8
-	100%			

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

d4

D.4 In fiscal year [insert last complete fiscal year], when this establishment exported goods directly, how many days did it take on average from the time this establishment's goods arrived at their main point of exit (e.g., port, airport) until the time these goods cleared customs?

	Days
Average number of days to clear customs	
LESS THAN ONE DAY	1
DOES NOT APPLY (SPONTANEOUS)	-7
DON'T KNOW (SPONTANEOUS)	-9

D.6 In fiscal year [insert last complete fiscal year], what percentage of the value of the products exported directly was lost while in transit because of theft?

	Percent
Losses due to theft as percentage of the value of the products	%
NO LOSSES	0
DOES NOT APPLY (SPONTANEOUS)	-7
DON'T KNOW (SPONTANEOUS)	-9

D.7 In fiscal year [insert last complete fiscal year], what percentage of the value of the products exported directly was lost while in transit because of breakage or spoilage?

Losses due to breakage or spoilage as percentage of the value of the products%NO LOSSES0DOES NOT APPLY (SPONTANEOUS)-7DON'T KNOW (SPONTANEOUS)-9		Percent
NO LOSSES0DOES NOT APPLY (SPONTANEOUS)-7	Losses due to breakage or spoilage as percentage of the	%
DOES NOT APPLY (SPONTANEOUS) -7	value of the products	
	NO LOSSES	0
DON'T KNOW (SPONTANEOUS) -9	DOES NOT APPLY (SPONTANEOUS)	-7
	DON'T KNOW (SPONTANEOUS)	-9

d7

d6

D.8	In which year did this establishment first export directly or indirectly?
	[NON-RUSSIA ONLY]

	Year	
Began exporting directly or indirectly		
DON'T KNOW (SPONTANEOUS)	-9	
		8b

INTERVIEWER: WRITE YEAR USING 4 DIGITS.



D.10 In fiscal year [insert last complete fiscal year], what percentage of the value of products this establishment shipped to supply domestic markets was lost while in transit because of theft?

	Percent	
Losses due to theft as percentage of the value of the products	%	
NO LOSSES	0	
DON'T KNOW (SPONTANEOUS)	-9	
NO INTERNAL SHIPMENTS MADE (DOES NOT APPLY)	-7	GO TO QUESTION Q.15
		d10

D.11 In fiscal year [insert last complete fiscal year], what percentage of value of products this establishment shipped to supply domestic markets was lost while in transit because of breakage or spoilage?

	Percent	
Losses due to breakage or spoilage as percentage of the value of the products	%	
NO LOSSES	0	
DON'T KNOW (SPONTANEOUS)	-9	
NO INTERNAL SHIPMENTS MADE (DOES NOT APPLY)	-7	
		d11

Q.15 In fiscal year [insert last complete fiscal year], what percentage of your national sales were to government or government agencies, excluding state-owned enterprises?

	Percent	
Government or government agencies, excluding state-owned enterprises	%	
NO DOMESTIC SALES – DOES NOT APPLY (SPONTANEOUS)	-7	
DON'T KNOW (SPONTANEOUS)	-9	
		ECAq1

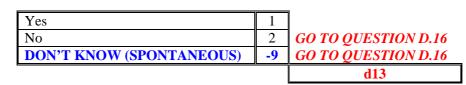
D.12 In fiscal year [insert last complete fiscal year], as a proportion of all material inputs or supplies purchased that year, what percentage of this establishment's material inputs or supplies were: SHOW CARD 6

	Percent	DON'T KNOW (SPONTANEOUS)		_
Material inputs or supplies of domestic origin	%	-9	d12a	
Material inputs or supplies of foreign origin	%	-9	d12b	IF 0, GO TO QUESTION D.16
	100%		·	-

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



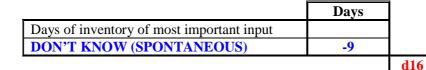
D.13 Were any of the material inputs or supplies purchased in fiscal year [insert last complete fiscal year], imported directly?



D.14 In fiscal year [insert last complete fiscal year], when this establishment imported material inputs or supplies, how many days did it take on average from the time these goods arrived to their point of entry (e.g. port, airport) until the time these goods could be claimed from customs?

	Days	
Average number of days to clear customs		
LESS THAN ONE DAY	1	
DON'T KNOW (SPONTANEOUS)	-9	
		d14

D.16 At the present time, when this establishment receives delivery of its most important input, on average, how many days of inventory, measured in days of production, does this establishment keep? (INTERVIEWER: IF RESPONDENT REQUIRES CLARIFICATION, DEFINE DAYS OF INVENTORY AS STOCK ON HAND)



D.30a Using the response options on the card; To what degree is Transport an obstacle to the current operations of this establishment?
 SHOW CARD 7

No obstacle	0	
Minor obstacle	1	
Moderate obstacle	2	
Major obstacle	3	
Very severe obstacle	4	
DON'T KNOW (SPONTANEOUS)	-9	
DOES NOT APPLY (SPONTANEOUS)	-7	
		d30a

D.30b Using the response options on the card; To what degree are Customs and Trade Regulation an obstacle to the current operations of this establishment?
 SHOW CARD 7

No obstacle	0	GO TO QUESTION E.1
Minor obstacle	1	
Moderate obstacle	2	
Major obstacle	3	
Very severe obstacle	4	
DON'T KNOW (SPONTANEOUS)	-9	GO TO QUESTION E.1
DOES NOT APPLY (SPONTANEOUS)	-7	GO TO QUESTION E.1
		d30b

D.31b1 Would this establishment's total annual costs increase, remain the same or decrease over the next fiscal year if customs and trade regulations are no longer an obstacle?

Increase	1
Remain the same	2
Decrease	3
DON'T KNOW (SPONTANEOUS)	-9

GO TO QUESTION E.1 GO TO QUESTION D.31b3 GO TO QUESTION E.1 ECAd31b1

D.31b2 By what percentage would this establishment's total annual costs INCREASE in the next fiscal year?

	Percent	
Expected percentage INCREASE in total annual cost in the next fiscal year	Q	6 GO TO QUESTION E.1
DON'T KNOW (SPONTANEOUS)	-9	GO TO QUESTION E.1
		ECAd31b2

D.31b3	By what percentage would this establishment's total annual costs DECREASE in the next
	fiscal year?

	Percent	
Expected percentage DECREASE in	%	
total annual cost in the next fiscal year	70	
DON'T KNOW (SPONTANEOUS)	-9	
		ECA

	1 1		

E. DEGREE OF COMPETITION

E.1 In fiscal year [insert last complete fiscal year], which of the following was the main market in which this establishment sold its main product? SHOW CARD 8

Local – main product sold mostly in same municipality where establishment is located	1	
National – main product sold mostly across the country where establishment is located	2	
International - main product sold mostly to nations outside country where establishment is located	3	GO TO QUESTION E.6
DON'T KNOW (SPONTANEOUS)	-9	GO TO QUESTION E.6
		e1

E.2 In fiscal year [insert last complete fiscal year], for the main market in which this establishment sold its main product, how many competitors did this establishment's main product face?

Number of competitors		
TOO MANY TO COUNT	-4	
(SPONTANEOUS)		
DON'T KNOW (SPONTANEOUS)	-9	
		e2

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

Yes	1	
No	2	
DON'T KNOW (SPONTANEOUS)	-9	
		e6

Q.53 Over the last three years has this establishment received any subsidies from the national, regional or local governments or European Union sources?

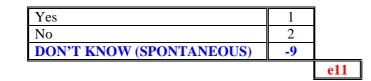
ECAq53

 Yes
 1

 No
 2

 DON'T KNOW (SPONTANEOUS)
 -9

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



E.30 Using the response options on the card; To what degree are **Practices of Competitors in the Informal Sector** an obstacle to the current operations of this establishment? **SHOW CARD 9**

No obstacle	0	
Minor obstacle	1	
Moderate obstacle	2	
Major obstacle	3	
Very severe obstacle	4	
DON'T KNOW (SPONTANEOUS)	-9	
DOES NOT APPLY (SPONTANEOUS)	-7	
		e30



H. INNOVATION

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING

And now we switch to a different topic. In this section "new" means products, services, processes, practices, methods etc. that are new to the firm but not necessarily new to the market or other firms, and it could have been originally developed by other firms

INTERVIEWER: SHOW CARDS IN THIS SECTION CONTAIN EXAMPLES OF INNOVATIONS. THEY ARE MEANT AS EXAMPLES ONLY - THEY DO NOT CONTAIN ALL POSSIBLE INNOVATIONS.

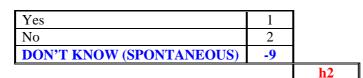
INTERVIEWER: PLEASE WRITE THE RESPONSES BELOW AS WELL AS COPY THEM TO THE DECISION MATRIX.

Goods and services innovation

H.1	During the last three years, has this establishment introduced new or significantly improved	
	products or services? Please exclude the simple resale of new goods purchased from others and	
	changes of a solely aesthetic nature.	
	SHOW CARD 10	

Yes	1	COMPLETE INNOVATION ELIGIBILITY SHEET
No	2	GO TO QUESTION H.3
DON'T KNOW (SPONTANEOUS)	-9	GO TO QUESTION H.3
		h1

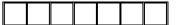
H.2 Were any of the **new** or **significantly improved** products or services of this establishment new to one of this establishment's markets?



Process innovation

H.3	During the last three years, has this establishment introduced any new or significantly improved
	methods for the production or supply of products or services?
	SHOW CARD 11

Yes	1		TTE INNOVATION LITY SHEET
No	2		
DON'T KNOW (SPONTANEOUS)	-9		
-		h3	



Organisational innovation

H.4	During the last three years, has this establishment introduced any new or significantly improved
	organizational or management practices or structures?
	SHOW CARD 12

Yes	1		TE INNOVATION LITY SHEET
No	2		
DON'T KNOW (SPONTANEOUS)	-9		
		h4	

Marketing innovation

101ul neth	5 millo (unon		
H.5	During the last three years, has this establishment introduced new or significantly improved		
	marketing methods?		
	SHOW CARD 13		

Yes			TE INNOVATION LITY SHEET
No	2		
DON'T KNOW (SPONTANEOUS)	-9		
		h5	

Innovation activity

H.6	During the last three years, did this establishment spend on research and development activities,
	either in-house or contracted with other companies (outsourced)?

(INTERVIEWER: Research and development (R&D) is defined as creative work undertaken on a systematic basis in order to increase the stock of knowledge. For example, laboratory research for a new chemical compound of paint would be research and development while market research surveys or internet surfing would not be research and development.)

Yes	1		TE INNOVATION LITY SHEET
No	2		
DON'T KNOW (SPONTANEOUS)	-9		
		h6	

H.7 During the last three years, has this establishment introduced any new or significantly improved logistical or business support processes? [NON-RUSSIA ONLY] SHOW CARD 14

Yes	1	
No	2	
DON'T KNOW (SPONTANEOUS)	-9	
L		ECAh4

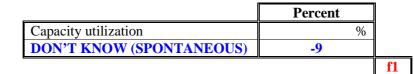


H.8 During the last three years, did this establishment give employees some time to develop or try out a new approach or new idea about products or services, business process, firm management, or marketing? [NON-RUSSIA ONLY]

Yes	1	1
No	2	
DON'T KNOW (SPONTANEOUS)	-9	
		ECAh8

F. CAPACITY

F.1 In fiscal year [insert last complete fiscal year], what was this establishment's output produced as a proportion of the maximum output possible if using all the resources available (capacity utilization)?



F.2	In fiscal year [insert last complete fiscal year], how many hours per week did this establishment
	normally operate?
	(INTERVIEWER: RESPONSE MUST BE 168 HOURS OR LESS)

	Hours	
Typical hours of operation in a week		
DON'T KNOW (SPONTANEOUS)	-9	
		f2

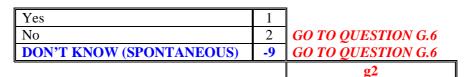
G. LAND AND PERMITS

G.1	Of the land occupied by this establishment, what percent is:
	SHOW CARD 15

		SPONTANEOUS]
	Percent	DOES NOT APPLY	DON'T KNOW	
Owned by this establishment	%	-7	-9	g1a
Rented or leased by this establishment	%	-7	-9	g1b
Other	%	-7	-9	g1c
	100%			

INTERVIEWER: CHECK THAT TOTAL SUMS TO 100% IF RESPONDENT DOES NOT KNOW SELECT "DON'T KNOW" IF ESTABLISHMENT OCCUPIES A FLOOR IN A BUILDING SELECT "DOES NOT APPLY"

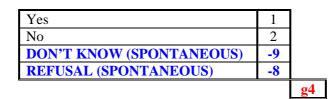
G.2	Over the last two years, did this establishment submit an application to obtain a construction-related
	permit?



G.3 In reference to that application for a construction-related permit, approximately how many days did it take to obtain it from the day of the application to the day the permit was granted?

	Days	
Wait for a construction-related permit		
LESS THAN ONE DAY	1	
STILL IN PROCESS	-6	
APPLICATION DENIED	-5	
DON'T KNOW (SPONTANEOUS)	-9	
		σ3

G.4	In reference to that application for a construction-related permit, was an informal gift or payment
	expected or requested?



G.6 Of the buildings occupied by this establishment, what percentage is owned and what percentage is rented or leased?
 SHOW CARD 16

	Percent	DON'T KNOW (SPONTANEOUS)	
Owned by this establishment	%	-9	g6a
Rented or leased by this establishment	%	-9	g6b
Other	%	-9	g6c
	100%		

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

G 20	
	Using the response options on the card; To what degree is Access to Land an obstacle to the current
	operations of this establishment?
	operations of this establishment? SHOW CARD 17

No obstacle	0	
Minor obstacle	1	
Moderate obstacle	2	
Major obstacle	3	
Very severe obstacle	4	
DON'T KNOW (SPONTANEOUS)	-9	
DOES NOT APPLY (SPONTANEOUS)	-7	
		- 1

g30a

I. CRIME

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING: We now turn to questions on another topic.

I.1 In fiscal year **[insert last complete fiscal year]**, did this establishment pay for security, for example equipment, personnel, or professional security services?

Yes	1	
No	2	GO TO QUESTION I.3
DON'T KNOW (SPONTANEOUS)	-9	GO TO QUESTION I.3
		i1

I.2 In fiscal year [insert last complete fiscal year], what percentage of this establishment's total annual sales was paid for security, or what was the total annual cost of security?

	Percent	
Percentage of total annual sales for security	%	
DON'T KNOW (SPONTANEOUS)	-9	
		i2a

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

	LCUs	
Total annual cost of security		
DON'T KNOW (SPONTANEOUS)	-9	
		i2b

I.3 In fiscal year [insert last complete fiscal year], did this establishment experience losses as a result of theft, robbery, vandalism or arson on this establishment's premises?

Yes	1	
No	2	GO TO QUESTION I.30
DON'T KNOW (SPONTANEOUS)	-9	GO TO QUESTION I.30
		i3

I.4 In fiscal year [insert last complete fiscal year], what were the estimated losses as a result of theft, robbery, vandalism or arson that occurred on this establishment's premises either as a percentage of total annual sales or as total annual losses?

	Percent	
Losses as percentage of total annual sales	%	
DON'T KNOW (SPONTANEOUS)	-9	
-		i4a

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

	LCUs	
Total annual value of losses		
DON'T KNOW (SPONTANEOUS)	-9	
		i4b

Using the response options on the card; To what degree is Crime, Theft and Disorder an obstacle
to the current operations of this establishment? SHOW CARD 18

No obstacle	0	GO TO QUESTION K.1
Minor obstacle	1	
Moderate obstacle	2	
Major obstacle	3	
Very severe obstacle	4	
DON'T KNOW (SPONTANEOUS)	-9	GO TO QUESTION K.1
DOES NOT APPLY (SPONTANEOUS)	-7	GO TO QUESTION K.1
		i30

I.31a1 Would this establishment's total annual costs increase, remain the same or decrease over the next fiscal year if crime, theft, and disorder is no longer an obstacle?

Increase	1	
Remain the same	2	GO TO QUESTION K.1
Decrease	3	GO TO QUESTION I.31a3
DON'T KNOW (SPONTANEOUS)	-9	GO TO QUESTION K.1
		ECAi31a1

I.31a2 By what percentage would this establishment's total annual costs INCREASE in the next fiscal year?

Γ	Percent]
Expected percentage INCREASE in total annual cost in the next fiscal year	%	GO TO QUESTION K.1
DON'T KNOW (SPONTANEOUS)	-9	GO TO QUESTION K.1
		ECAi31a2

I.31a3	By what percentage would this establishment's total annual costs DECREASE in the next
	fiscal year?

	Percent	
Expected percentage DECREASE in total annual cost in the next fiscal year	%	
DON'T KNOW (SPONTANEOUS)	-9	
		ECAi31a

K. FINANCE

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

I would like to ask you a few questions about how you finance the operations of this establishment.

K.1 In fiscal year [insert last complete fiscal year], what percentage of material inputs or services were purchased on credit - paid after delivery?

	Percent	
Paid after delivery?	%	
DON'T KNOW (SPONTANEOUS)	-9	
		k1c

K.2 In fiscal year [insert last complete fiscal year], what percentage of this establishment's total annual sales of goods and services were sold on credit - paid after delivery?

	Percent	
Paid after delivery?	%	
DON'T KNOW (SPONTANEOUS)	-9	
		k2c

K.3 Over fiscal year [insert last complete fiscal year], please estimate the proportion of this establishment's working capital that was financed from each of the following sources: (INTERVIEWER: WORKING CAPITAL IS THE MONEY AVAILABLE TO THE ESTABLISHMENT FOR DAY-TO-DAY OPERATIONS) SHOW CARD 19

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

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

K.4 In fiscal year [insert last complete fiscal year], did this establishment purchase any fixed assets, such as machinery, vehicles, equipment, land or buildings?

Yes	1]
No	2	GO TO QUESTION K.4a
DON'T KNOW (SPONTANEOUS)	-9	GO TO QUESTION K.4a
		k4

In fiscal year [insert last complete fiscal year], how much did this establishment spend on N.5 purchases of:

	LCUs	DON'T KNOW (SPONTANEOUS)	
Machinery, vehicles, and equipment (new or used)		-9	n5a
Land and buildings		-9	n5b

K.5	Over fiscal year [insert last complete fiscal year], please estimate the proportion of this
	establishment's total purchase of fixed assets that was financed from each of the following sources:
	SHOW CARD 20

	Percent	DON'T KNOW (SPONTANEOUS)	
Internal funds or retained earnings	%	-9	k5a
Owners' contribution or issued new equity shares	%	-9	k5i
Borrowed from banks: private and state-owned	%	-9	k5bc
Borrowed from non-bank financial institutions which include		-9	k5e
microfinance institutions, credit cooperatives, credit unions, or	%		
finance companies			
Purchases on credit from suppliers and advances from customers	%	-9	k5f
Other (moneylenders, friends, relatives, bonds, etc.)	%	-9	k5hdj
	100%		

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

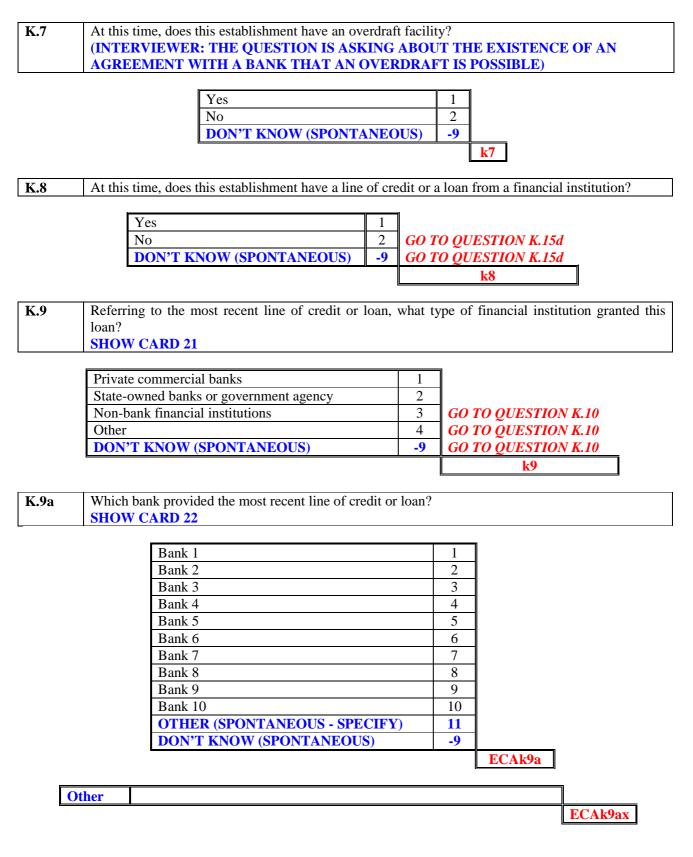
K.4a In fiscal year [insert last complete fiscal year], did this establishment lease any fixed assets, such as machinery, vehicles, equipment, land or buildings?

Yes	1]
No	2	
DON'T KNOW (SPONTANEOUS)	-9	
		ECAk4a

K.6	Now let's talk about the establishment's current situation. At this time, does this establishment have
	a checking or savings account?

Yes	1	
No	2	
DON'T KNOW (SPONTANEOUS)	-9	
		k6





K.10 Referring only to this most recent line of credit or loan, in what year was the most recent line of credit or loan approved?

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

INTERVIEWER: WRITE YEAR USING 4 DIGITS.

K.11 Referring only to this most recent loan or line of credit, what was its value at the time of approval?

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

Q.46f In what currency is the most recent line of credit or loan denominated?

Local currency	1	
Euro	2	
US Dollar	3	
OTHER (SPONTANEOUS - SPECIFY)	4	
		ECAq46f

Other		
	ECAq	46fx

Q.46d What is the annual nominal interest rate (in percent) of the most recent line of credit or loan? (INTERVIEWER: IF THE RESPONDENT SAYS THAT THE INTEREST RATE IS VARIABLE, PLEASE ASK THE RESPONDENT TO CALCULATE THE AVERAGE ANNUAL INTEREST RATE)

	Percent	
Annual nominal interest rate (%)		
REFUSAL (SPONTANEOUS)	-8	
DON'T KNOW (SPONTANEOUS)	-9	
		ECAq46d

Q.46e What was the original duration of the most recent line of credit or loan in months?

	Months]
Duration		
REFUSAL (SPONTANEOUS)	-8	
DON'T KNOW (SPONTANEOUS)	-9	
15		ECAq46e



K.13 Referring only to this most recent loan or line of credit, did the financing require collateral?

Yes	1	
No	2	GO TO QUESTION K.15a1
DON'T KNOW (SPONTANEOUS)	-9	GO TO QUESTION K.15a1
		k13

K.14Referring only to this most recent loan or line of credit, what type of collateral was required?
(INTERVIEWER: READ OUT)

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

K.15a Referring only to this most recent line of credit or loan, what was the approximate value of the collateral required?

	LCUs	
Value of collateral		
DON'T KNOW (SPONTANEOUS)	-9	
		k15a

K.15a1 What is the outstanding balance on this most recent line of credit or loan?

	LCUs
Outstanding balance on the most recent	
line of credit or loan	
REFUSAL (SPONTANEOUS)	-8
DON'T KNOW (SPONTANEOUS)	-9

ECAk15a1

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

	Number]
Total number of loans outstanding		IF 1, GO TO QUESTION K.15d
DON'T KNOW (SPONTANEOUS)	-9	GO TO QUESTION K.15d
		k15b

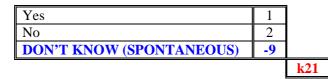
K.15c	What is the total value of outstanding 1				
			<u>r creatt ne</u>	na oy	
			LCUs		
7	Fotal value of loans outstanding				
I	REFUSAL (SPONTANEOUS)		-8		
I	DON'T KNOW (SPONTANEOUS)		-9		
					k15c
K.15d	At this time, does the owner of this esta	ablishment hav	e any out	standi	ng personal loans that are used
	to finance this establishment's business	s activities?			
	Yes No DON'T KNOW (S	PONTANEO	1 2 US) -9		.5d
X.16	Referring again to fiscal year [insert any loans or lines of credit?	last complete			
	Yes No	1 2	GO TO	QUE	STION K.20
	DON'T KNOW (SDONTAN)			OUE	STION K 21
	DON'T KNOW (SPONTAN	EOUS) -9	<i>GO TO</i>		<u>STION K.21</u> 16
K.17	DON'T KNOW (SPONTAN) What was the main reason why this SHOW CARD 23 INTERVIEWER: ONE ANSWER C	establishment		k	16
	What was the main reason why this SHOW CARD 23 INTERVIEWER: ONE ANSWER C	establishment		k apply	for any line of credit or loan?
Non	What was the main reason why this SHOW CARD 23 INTERVIEWER: ONE ANSWER C need for a loan - establishment had suffici	establishment		k apply 1	for any line of credit or loans
No n Appl	What was the main reason why this SHOW CARD 23 INTERVIEWER: ONE ANSWER C need for a loan - establishment had suffici lication procedures were complex	establishment		k apply 1 2	16 for any line of credit or loan? GO TO QUESTION K.21 GO TO QUESTION K.21 GO TO QUESTION K.21
No n Appl Inter	What was the main reason why this SHOW CARD 23 INTERVIEWER: ONE ANSWER C need for a loan - establishment had suffici lication procedures were complex rest rates were not favorable	establishment		k apply 1	16 for any line of credit or loan GO TO QUESTION K.21 GO TO QUESTION K.21 GO TO QUESTION K.21 GO TO QUESTION K.21
No n Appl Inter Colla	What was the main reason why this SHOW CARD 23 INTERVIEWER: ONE ANSWER C need for a loan - establishment had suffici- lication procedures were complex rest rates were not favorable ateral requirements were too high	establishment		k apply 1 2 3	16for any line of credit or loanGO TO QUESTION K.21GO TO QUESTION K.21GO TO QUESTION K.21GO TO QUESTION K.21GO TO QUESTION K.21
No n Appl Inter Colla Size	What was the main reason why this SHOW CARD 23 INTERVIEWER: ONE ANSWER C need for a loan - establishment had suffici lication procedures were complex rest rates were not favorable	establishment DNLY ient capital	did not a	k apply 1 2 3 4	16for any line of credit or loanGO TO QUESTION K.21GO TO QUESTION K.21
No n Appl Inter Colla Size It is p	What was the main reason why this SHOW CARD 23 INTERVIEWER: ONE ANSWER C meed for a loan - establishment had suffici- lication procedures were complex rest rates were not favorable ateral requirements were too high of loan and maturity were insufficient	establishment DNLY ient capital	did not a	k apply 1 2 3 4 5	16for any line of credit or loan?GO TO QUESTION K.21GO TO QUESTION K.21GO TO QUESTION K.21GO TO QUESTION K.21GO TO QUESTION K.21
No n Appl Inter Colla Size It is p	What was the main reason why this SHOW CARD 23 INTERVIEWER: ONE ANSWER C need for a loan - establishment had suffici- lication procedures were complex rest rates were not favorable ateral requirements were too high of loan and maturity were insufficient necessary to make informal payments to not think it would be approved	establishment DNLY ient capital	did not a	k apply 1 2 3 4 5 6	16for any line of credit or loan?GO TO QUESTION K.21GO TO QUESTION K.21
Appl Inter Colla Size It is 1 Did 1	What was the main reason why this SHOW CARD 23 INTERVIEWER: ONE ANSWER C need for a loan - establishment had suffici- lication procedures were complex rest rates were not favorable ateral requirements were too high of loan and maturity were insufficient necessary to make informal payments to not think it would be approved	establishment DNLY ient capital	did not a	k apply 1 2 3 4 5 6 7	16for any line of credit or loan?GO TO QUESTION K.21GO TO QUESTION K.21

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

Application was approved	1	
Application was rejected	2	
APPLICATION WITHDRAWN BY THE ESTABLISHMENT	-3	
APPLICATION STILL IN PROCESS	-6	
DON'T KNOW (SPONTANEOUS)	-9	
		k20a

K.21	

In fiscal year **[insert last complete fiscal year]**, did this establi statements checked and certified by an external auditor?



K.30	Using the response options on the card; To what degree is Access to Finance an obstacle to the
	current operations of this establishment?
	SHOW CARD 24

No obstacle	0	
Minor obstacle	1	
Moderate obstacle	2	
Major obstacle	3	
Very severe obstacle	4	
DON'T KNOW (SPONTANEOUS)	-9	
DOES NOT APPLY (SPONTANEOUS)	-7	
		k30

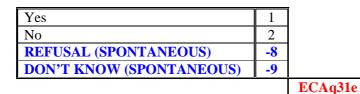


J. BUSINESS-GOVERNMENT RELATIONS

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

The following questions assess how establishments, such as this one, deal with government officials and their agencies.

Q.31e Has this establishment been to court as a **plaintiff or as a defendant** in the last three years?



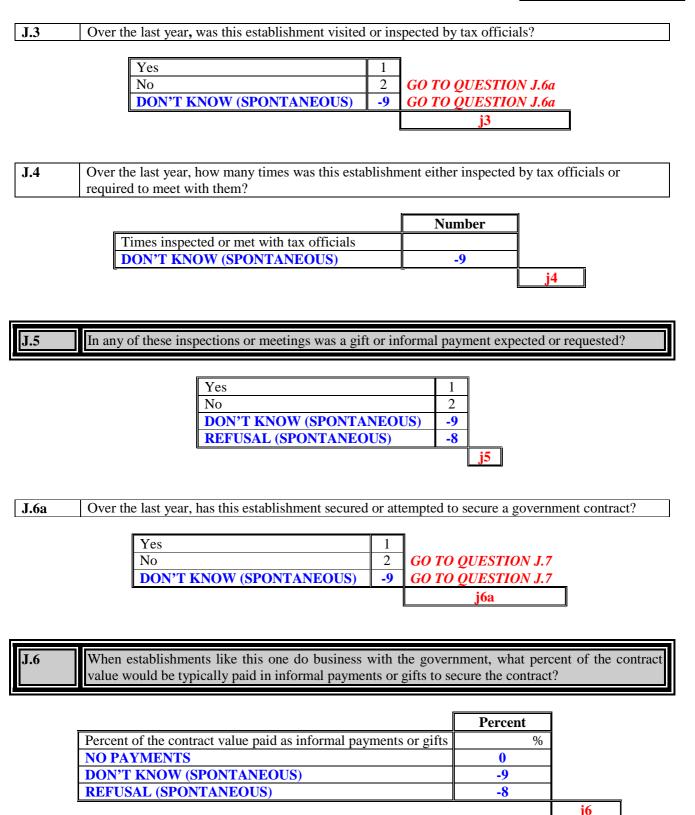
J.1 I am going to read some statements that describe the court system and how it could affect businesses. For each of them, could you please tell me if you Strongly disagree, Tend to disagree, Tend to agree, or Strongly agree. SHOW CARD 25

	Strongly disagree	Tend to disagree	Tend to agree	Strongly agree	DON'T KNOW (SPONTAN EOUS)	
"The court system is fair, impartial and uncorrupted."	1	2	3	4	-9	h7a
"The court system is quick."	1	2	3	4	-9	ECAj1b
"The court system is able to enforce its decisions."	1	2	3	4	-9	ECAj1c

J.2	In a typical week over the last year, what percentage of total senior management's time was spent on
	dealing with requirements imposed by government regulations?
	[By senior management I mean managers, directors, and officers above direct supervisors of
	production or sales workers. Some examples of government regulations are taxes, customs, labor
	regulations, licensing and registration, including dealings with officials and completing forms]

	Percent	
Senior management's time spent on dealing with regulations	%	
NO TIME WAS SPENT	0	
DON'T KNOW (SPONTANEOUS)	-9	
		j2







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

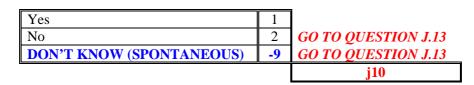
Percent	
%	
0	
-9	
-8	
	0 -9

j7a

PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

	LCUs	
Total annual informal payment		
NO PAYMENTS OR GIFTS ARE PAID	0	
DON'T KNOW (SPONTANEOUS)	-9	
REFUSAL (SPONTANEOUS)	-8	

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



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

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

J.12	In reference to that application for an import license requested?	, was an ii	nformal gif	t or payment expected
	Yes	1		
	No	2		
	DON'T KNOW (SPONTANEOU]	
	REFUSAL (SPONTANEOUS)	-8		
			j12	

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

Yes	1	
No	2	GO TO QUESTION J.30a
DON'T KNOW (SPONTANEOUS)	-9	GO TO QUESTION J.30a
		j13

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

	Days
or operating license	
THAN ONE DAY	1
L IN PROCESS	-6
ICATION DENIED	-5
T KNOW (SPONTANEOUS)	-9
T KNOW (SPONTANEOUS)	

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

i14

Yes	1	
No	2	
DON'T KNOW (SPONTANEOUS)	-9	
REFUSAL (SPONTANEOUS)	-8	
		j15

30a

J.30a Using the response options on the card; To what degree are **tax rates** an obstacle to the current operations of this establishment? SHOW CARD 26

No obstacle	0	
Minor obstacle	1	
Moderate obstacle	2	1
Major obstacle	3	1
Very severe obstacle	4	1
DON'T KNOW (SPONTANEOUS)	-9	1
DOES NOT APPLY (SPONTANEOUS)	-7	

J.30b Using the response options on the card; To what degree is **tax administration** an obstacle to the current operations of this establishment? SHOW CARD 26

No obstacle	0	GO TO QUESTION J.30c
Minor obstacle	1	
Moderate obstacle	2	
Major obstacle	3	
Very severe obstacle	4	
DON'T KNOW (SPONTANEOUS)	-9	GO TO QUESTION J.30c
DOES NOT APPLY (SPONTANEOUS)	-7	GO TO QUESTION J.30c
		i30b

J.31b1 Would this establishment's total annual costs increase, remain the same or decrease over the next fiscal year if tax administration is no longer an obstacle?

Increase	1	
Remain the same	2	GO TO QUESTION J.30c
Decrease	3	GO TO QUESTION J.31b3
DON'T KNOW (SPONTANEOUS)	-9	GO TO QUESTION J.30c
		ECAj31b1

J.31b2 By what percentage would this establishment's total annual costs INCREASE in the next fiscal year?

	Percent	
Expected percentage INCREASE in total annual cost in the next fiscal year	%	GO TO QUESTION J.30c
DON'T KNOW (SPONTANEOUS)	-9	GO TO QUESTION J.30c
		ECAj31b2

By what percentage would this establishment's total annual costs DECREASE in the next J.31b3 fiscal year?

	Percent
Expected percentage DECREASE in total annual costs in the next fiscal year	%
DON'T KNOW (SPONTANEOUS)	-9
	n

J.30c	Using the response options on the card; To what degree are business licensing and permits an
	obstacle to the current operations of this establishment?
	SHOW CARD 26
P	

No obstacle	0	GO TO QUESTION J.30e
Minor obstacle	1	
Moderate obstacle	2	
Major obstacle	3	
Very severe obstacle	4	
DON'T KNOW (SPONTANEOUS)	-9	GO TO QUESTION J.30e
DOES NOT APPLY (SPONTANEOUS)	-7	GO TO QUESTION J.30e
		j30c

J.31c1 Would this establishment's total annual costs increase, remain the same or decrease over the next fiscal year if business licensing and permits are no longer an obstacle?

Increase	1	
Remain the same	2	GO TO QUESTION J.30e
Decrease	3	GO TO QUESTION J.31c
DON'T KNOW (SPONTANEOUS)	-9	GO TO QUESTION J.30e
		ECAj31c1

By what percentage would this establishment's total annual costs INCREASE in the next J.31c2 fiscal year?

1c1

	Percent	
Expected percentage INCREASE in total annual cost in the next fiscal year	%	GO TO QUESTION J.30e
DON'T KNOW (SPONTANEOUS)	-9	GO TO QUESTION J.30e
		ECAj31c2

ECAj31c3

J.31c3 By what percentage would this establishment's total annual costs DECREASE in the next fiscal year?

	Percent
Expected percentage DECREASE in total annual costs in the next fiscal year	%
DON'T KNOW (SPONTANEOUS)	-9

J.30e Using the response options on the card; To what degree is **political instability** an obstacle to the current operations of this establishment? SHOW CARD 26

		i30e
DOES NOT APPLY (SPONTANEOUS)	-7	
DON'T KNOW (SPONTANEOUS)	-9	
Very severe obstacle	4	
Major obstacle	3	
Moderate obstacle	2	
Minor obstacle	1	
No obstacle	0	

J.30f Using the response options on the card; To what degree is **corruption** an obstacle to the current operations of this establishment? SHOW CARD 26

No obstacle	0	GO TO QUESTION H.30
Minor obstacle	1	
Moderate obstacle	2	
Major obstacle	3]
Very severe obstacle	4]
DON'T KNOW (SPONTANEOUS)	-9	GO TO QUESTION H.30
DOES NOT APPLY (SPONTANEOUS)	-7	GO TO QUESTION H.30
		j30f

J.31f1 Would this establishment's total annual costs increase, remain the same or decrease over the next fiscal year if corruption is no longer an obstacle?

Increase	1	
Remain the same	2	GO TO QUESTION H.30
Decrease	3	GO TO QUESTION J.31f3
DON'T KNOW (SPONTANEOUS)	-9	GO TO QUESTION H.30
		ECAj31f1

J.31f2 By what percentage would this establishment's total annual costs INCREASE in the next fiscal year?

Expected percentage INCREASE in total		
annual cost in the next fiscal year	%	GO TO QUESTION H.30
DON'T KNOW (SPONTANEOUS)	-9	GO TO QUESTION H.30

J.31f3	By what percentage would this establishment's total annual costs DECREASE in the next
	fiscal year?

	Percent
Expected percentage DECREASE in total annual costs in the next fiscal year	%
DON'T KNOW (SPONTANEOUS)	-9

H.30 Using the response options on the card; To what degree are courts an obstacle to the current operations of this establishment?SHOW CARD 26

No obstacle	0	GO TO QUESTION Q.39
Minor obstacle	1	
Moderate obstacle	2	
Major obstacle	3	
Very severe obstacle	4	
DON'T KNOW (SPONTANEOUS)	-9	GO TO QUESTION Q.39
DOES NOT APPLY (SPONTANEOUS)	-7	GO TO QUESTION Q.39
		h30

H.31a1	Would this establishment's total annual costs increase, remain the same or decrease over
	the next fiscal year if courts are no longer an obstacle?

Increase	1	
Remain the same	2	GO TO QUESTION Q.39
Decrease	3	GO TO QUESTION H.31a3
DON'T KNOW (SPONTANEOUS)	-9	GO TO QUESTION Q.39
		ECAh31a1

H.31a2 By what percentage would this establishment's total annual costs INCREASE in the next fiscal year?

	Percent]
Expected percentage INCREASE in total annual cost in the next fiscal year	%	GO TO QUESTION Q.39
DON'T KNOW (SPONTANEOUS)	-9	GO TO QUESTION Q.39
		ECAh31a2

H.31a3 By what percentage would this establishment's total annual costs DECREASE in the next fiscal year?

	Percent	
Expected percentage DECREASE in total annual costs in the next fiscal year	%	
DON'T KNOW (SPONTANEOUS)	-9	
		ECAh

X.

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

To conclude the topic on regulations

Q.39 Thinking about officials, would you say the following statement is always, very frequently, frequently, sometimes, seldom or never true? SHOW CARD 27

to have to pay some irregular "additional payments or gifts" to get things done with 1 2 3 4 5 6 -9 regard to customs, taxes, licenses, regulations,		Never	Seldom	Sometimes	Frequently	Very frequently	Always	DON'T KNOW (SPONTANE OUS)
	It is common for firms in my line of business to have to pay some irregular "additional payments or gifts" to get things done with regard to customs, taxes, licenses, regulations, services etc	1	2	3	4	5	6	-9

ECAq39

Q.41 Thinking now of unofficial payments/gifts that establishments like this one would make in a given year, please tell me how often would they make payments/gifts for the following purposes: SHOW CARD 28

	Never	Seldom	Sometimes	Frequently	Very frequently	Always	DON'T KNOW (SPONTANE OUS)	
To deal with customs/imports	1	2	3	4	5	6	-9	ECAq41a
To deal with courts	1	2	3	4	5	6	-9	ECAq41b
To deal with taxes and tax collection	1	2	3	4	5	6	-9	ECAq41c

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 this establishment?
SHOW CARD 29

		SPONTANEOUS						
	No impact	Minor impact	Moderate impact	Major impact	Decisive impact	DON'T KNOW	DOES NOT APPLY	
Private payments/gifts or other benefits to Parliamentarians to affect their votes	1	2	3	4	5	-9	-7	ECAq44a
Private payments/gifts or other benefits to Government officials to affect the content of government decrees	1	2	3	4	5	-9	-7	ECAq44b
Private payments/gifts or other benefits to local or regional government officials to affect their votes or content of government decrees	1	2	3	4	5	-9	-7	ECAq44c

R. USE OF CONSULTING SERVICES

R.16a In the last three complete fiscal years, how many times has this establishment hired an external consultant (such as management consultant, engineer, architect, accountant)? (INTERVIEWER: EXTERNAL ACCOUNTANTS HIRED SOLELY TO PREPARE THE COMPANY'S FINANCIAL STATEMENTS (OUTSOURCED ACCOUNTING) ARE NOT CONSIDERED TO BE EXTERNAL CONSULTANTS.)

Number of times this establishment hired an external consultant		
NO EXTERNAL CONSULTANTS HIRED	0	GO TO QUESTION R.20
DON'T KNOW (SPONTANEOUS)	-9	GO TO QUESTION L.1
		ECAr16a

R.17 What kind of consulting services were provided?

			(SPONTA]	
INTERVIEWER: READ EACH OPTION ALOUD	Yes	No	DON'T KNOW	DOES NOT APPLY	
Business skills improvements (finance, marketing, communication, basic HR, business plan)	1	2	-9	-7	ECAr17a
Business process improvements (informational/accounting system or introduction of quality standard)	1	2	-9	-7	ECAr17b
More sophisticated projects (restructuring, feasibility study, environmental management and energy efficiency)	1	2	-9	-7	ECAr17c

R.18 Were any of these external consultants hired from [insert country name] consulting firms?

Yes	1	GO TO QUESTION L.1
No	2	GO TO QUESTION L.1
DON'T KNOW (SPONTANEOUS)	-9	GO TO QUESTION L.1
		ECAr18

R.20 What was the main reason why this establishment did not hire an external consultant? **SHOW CARD 30**

		ECAr20
DOES NOT APPLY (SPONTANEOUS)	-7	
DON'T KNOW (SPONTANEOUS)	-9	
OTHER (SPONTANEOUS – SPECIFY)	6	
Not aware of consultancy services offered	5	
There are no external consultants available	4	
External consultants do not offer the services needed	3	
External consultants are too expensive	2	
No need for external consultants	1	

Other	
	ECAr20x

L. LABOR

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING: Now I would like to ask you a few questions about this establishment's labor force.

L.1 At the end of fiscal year [insert last complete fiscal year], how many permanent, full-time individuals worked in this establishment? Please include all employees and managers (INTERVIEWER: INCLUDE INTERVIEWEE IF APPLICABLE) (Permanent, full-time employees are defined as all paid employees that are contracted for a term of one or more fiscal years and/or have a guaranteed renewal of their employment contract and that work full-time)

	Number	
Permanent, full-time workers end of last fiscal		COMPLETE INNOVATION
year		ELIGIBILITY SHEET
DON'T KNOW (SPONTANEOUS)	-9	
		11

L.2 Three fiscal years ago, at the end of fiscal year [insert three complete fiscal years ago], how many permanent, full-time individuals worked in this establishment? Please include all employees and managers (INTERVIEWER: INCLUDE INTERVIEWEE IF APPLICABLE).

	Number	
Permanent, full-time workers three fiscal years ago		
THE ESTABLISHMENT WAS NOT IN BUSINESS THREE YEARS AGO	-7	
DON'T KNOW (SPONTANEOUS)	-9	

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

READ OUT	Number	DON'T KNOW (SPONTANEOUS)	
Production workers		-9	13a
Non-production workers [e.g., managers, administration, sales]		-9	13b

L.4 At the end of fiscal year [insert last complete fiscal year], how many permanent, full-time individuals working in this establishment were:

READ OUT	Number	DON'T KNOW (SPONTANEOUS)	
Skilled production workers		-9	l4a
Unskilled production workers		-9	14b

L.5 At the end of fiscal year **[insert last complete fiscal year]**, how many permanent full-time individuals working in this establishment in the following categories were female?

	Number	DON'T KNOW (SPONTANEOUS)	
Permanent full-time production workers		-9	15 a
Permanent full-time non-production workers		-9	15b

L.6 How many full-time temporary employees did this establishment employ throughout fiscal year [insert last complete fiscal year]? (Full-time, temporary workers are all paid short-term (i.e. for less than a fiscal year) employees with no guarantee of renewal of contract employment and that work full-time)

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

L.6a How many full-time temporary employees employed throughout fiscal year [insert last complete fiscal year], were females?

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

L.8 What was the average length of employment of all full-time temporary employees in fiscal year [insert last complete fiscal year] in months? (INTERVIEWER: THIS CANNOT BE MORE THAN 12 MONTHS.)

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

L.9a What is the average **number of years** of education of a typical permanent full-time production worker employed in this establishment?

 Number of years

 Average number of years of education of typical production worker

 DON'T KNOW (SPONTANEOUS)

 -9

L.9a2 What is the average number of years of education of a typical female permanent full-time production worker employed in this establishment?

	Number
Average number of years of education of typical female production worker	19a2
DON'T KNOW (SPONTANEOUS)	-9
NO FEMALE PRODUCTION WORKERS	-7

Q.69 What percent of this establishment's permanent full-time employees employed at the end of fiscal year [insert last complete fiscal year] had a university degree?

	Percent	
Percentage of permanent full-time employees with a university degree	%	
NO ONE HAS A UNIVERSITY DEGREE	0	
DON'T KNOW (SPONTANEOUS)	-9	
		ECAq6

L.10	Over fiscal year [insert last complete fiscal year], did this establishment have formal training
	programs for its permanent, full-time employees?

Yes	1	
No	2	GO TO QUESTION L.30a
DON'T KNOW (SPONTANEOUS)	-9	GO TO QUESTION L.30a
		110

L.11 Referring to the training programs run over fiscal year [insert last complete fiscal year], what percentage of permanent, full-time employees of the following categories received formal training?

	Percent	IF NO EMPLOYEES IN A CATEGORY WERE TRAINED	DON'T KNOW (SPONTANEOUS)	
Percentage of production full-time permanent employees trained	%	0	-9	l11a
Percentage of non-production full- time permanent employees trained	%	0	-9	l11b

Using the response options on the card; To what degree are Labor Regulations an obstacle to the current operations of this establishment?
SHOW CARD 31

No obstacle	0	GO TO QUESTION L.30b
Minor obstacle	1	
Moderate obstacle	2	
Major obstacle	3	7
Very severe obstacle	4	
DON'T KNOW (SPONTANEOUS)	-9	GO TO QUESTION L.30b
DOES NOT APPLY (SPONTANEOUS)	-7	GO TO QUESTION L.30b
		130a

L.31a1 Would this establishment's total annual costs increase, remain the same or decrease over the next fiscal year if labor regulations are no longer an obstacle?

Increase	1	
Remain the same	2	GO 1
Decrease	3	GO 1
DON'T KNOW (SPONTANEOUS)	-9	GO 1

GO TO QUESTION L.30b GO TO QUESTION L.31a3 GO TO QUESTION L.30b ECAl31a1

L.31a2 By what percentage would this establishment's total annual costs INCREASE in the next fiscal year?

	Percent]
Expected percentage INCREASE in total annual cost in the next fiscal year	%	GO TO QUESTION L.30b
DON'T KNOW (SPONTANEOUS)	-9	GO TO QUESTION L.30b
		ECAl31a2

ECAl31a3

L.31a3 By what percentage would this establishment's total annual costs DECREASE in the next fiscal year?

Percent	
%	
-9	

L.30b Using the response options on the card; To what degree is an Inadequately Educated Workforce an obstacle to the current operations of this establishment? SHOW CARD 31

No obstacle	0	GO TO QUESTION M.1
Minor obstacle	1	
Moderate obstacle	2	
Major obstacle	3	
Very severe obstacle	4	
DON'T KNOW (SPONTANEOUS)	-9	GO TO QUESTION M.1
DOES NOT APPLY (SPONTANEOUS)	-7	GO TO QUESTION M.1
		130b

L.31b1 Would this establishment's total annual **sales** increase, remain the same or decrease over the next fiscal year if an inadequately educated workforce is no longer an obstacle?

Increase	1	
Remain the same	2	GO TC
Decrease	3	GO TC
DON'T KNOW (SPONTANEOUS)	-9	GO TC

GO TO QUESTION M.1 GO TO QUESTION L.31b3 GO TO QUESTION M.1 ECAl31b1

L.31b2 By what percentage would this establishment's total annual **sales** INCREASE in the next fiscal year?

	Percent]
Expected percentage INCREASE in total annual sales in the next fiscal year	%	GO TO QUESTION M.1
DON'T KNOW (SPONTANEOUS)	-9	GO TO QUESTION M.1
		ECAl31b2

L.31b3 By what percentage would this establishment's total annual **sales** DECREASE in the next fiscal year?

[Percent	
Expected percentage DECREASE in total annual costs in the next fiscal year	%	
DON'T KNOW (SPONTANEOUS)	-9	
		ECAl31b



M. BUSINESS ENVIRONMENT

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

The next set of questions is designed to get a general picture of your opinion about the business environment that affects your operations.

M.1	By looking at card [insert card number] can you tell me which of the elements of the business	
	environment included in the list, if any, currently represents the biggest obstacle faced by this	
	establishment?	
	SHOW CARD 32 (WRITE THE ROTATION BELOW)	
	INTERVIEWER: DO NOT READ OUT	

1-Access to finance
2-Access to land
3-Business licensing and permits
4-Corruption
5-Courts
6-Crime, theft and disorder
7-Customs and trade regulations
8-Electricity
9-Inadequately educated workforce
10-Labor regulations
11-Political instability
12-Practices of competitors in the informal sector
13-Tax administration
14-Tax rates
15-Transport

Biggest obstacle		
DON'T KNOW (SPONTANEOUS)	-9	
DOES NOT APPLY (SPONTANEOUS)	-7	
		m1a
		ml

Rotation (option 1, 2 or 3)	
	m1d



N. PERFORMANCE

READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:

Now, we would like to ask you a few questions about the financial results of this establishment. It is important that this information be as accurate as possible. The individual data are treated as confidential – the identity of your establishment will not be revealed at any point. Please provide the following information from the financial statements of this establishment.

N.2 From this establishment's Income Statement for fiscal year [insert last complete fiscal year], please provide the following information about this establishment: SHOW CARD 33

	LCUs	DON'T KNOW (SPONTANEOUS)
Total annual cost of labor including wages, salaries, bonuses, social security payments	n2a	-9
Total annual cost of raw materials and intermediate goods used in production	n2e	-9
Total annual costs of fuel	n2f	-9
Total annual costs of electricity	n2b	-9
Total rental cost of machinery, vehicles and equipment [NON-RUSSIA ONLY]	n2ra	-9
Total rental cost of land and buildings [NON-RUSSIA ONLY]	n2rb	-9
Other cost of production not included above [NON-RUSSIA ONLY]	n2j	-9

N.6 From this establishment's Balance Sheet, at the end of fiscal year [insert last complete fiscal year], what was the net book value, that is the value of assets after depreciation, of the following:

	LCUs	DON'T KNOW (SPONTANEOUS)	
Machinery, vehicles, and equipment		-9	n6a
Land and buildings		-9	n6b

ĺ	N.7	Hypothetically, if this establishment were to purchase the assets it uses now, in their current	
		condition, how much would they cost?	

	LCUs	DON'T KNOW (SPONTANEOUS)	
Machinery, vehicles, and equipment		-9	n7a
Land and buildings		-9	n7b

S. EXPECTATIONS

S.1a	In the next fiscal year, do you expect this establishment's annual sales to increase, stay the
	same or decrease?

Increase	1	7
Stay the same	2	GO TO QUESTION VIN.1
Decrease	3	GO TO QUESTION S.1c
DON'T KNOW (SPONTANEOUS)	-9	GO TO QUESTION VIN.1
		ECAs1a

	S.1b	By what percentage do you expect this establishment's annual sales to INCREASE?
--	------	---

	Percent	
Expected percentage INCREASE in annual sales	%	GO TO QUESTION VIN.1
DON'T KNOW (SPONTANEOUS)	-9	GO TO QUESTION VIN.1
		ECAs1b

S.1c By what percentage do you expect this establishment's annual sales to DECREASE?

Percent
%
-9

ECAs1c



VIN. PERCEPTIONS OF OBSTACLES

THE FOLLOWING QUESTION IS AIMED AT UNDERSTANDING HOW BUSINESS PERCEIVE BRIBES

VIN.1	Imagine there are 5 towns, and for each town please imagine a firm which is of similar size
	as yours. The firm needs to get a permit from the authorities. The situation regarding bribes
	somewhat differs across the towns.
	(INTERVIEWER: READ THE SITUATIONS FROM THE FIRST COLUMN)
	SHOW CARD 34

						SPON O	
READ OUT	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very severe obstacle	DON'T KNOW	DOESN'T APPLY
In town #1 , it is not difficult to obtain the permit without giving a bribe, but a bribe can facilitate or speed up obtaining the permit. To what extent would you say that in this town corruption is an obstacle to the current operations of the firm? vin1a	0	1	2	3	4	-9	-7
In town #2, the bureaucrats who grant permits never take bribes. It is possible to get the permit following the rules even though it may take a long time. To what extent would you say that in this town corruption is an obstacle to the current operations of the firm? vin1b	0	1	2	3	4	-9	-7
In town #3 it is very difficult to obtain permits without paying a bribe. But even when you make a payment, the success is not guaranteed. To what extent would you say that in this town corruption is an obstacle to the current operations of the firm? vin1c	0	1	2	3	4	-9	-7
In town #4 it is very difficult to obtain permits without the informal payments. But when you make a payment, the success is guaranteed. To what extent would you say that in this town, corruption is an obstacle to the current operations of the firm? vin1d	0	1	2	3	4	-9	-7
In town #5, the situation in general is the same as in town #4. Besides that, it is known that the upper-level bureaucracy of this town is involved in illegal activities. To what extent would you say that in this town, corruption is an obstacle to the current operations of the firm? vin1e	0	1	2	3	4	-9	-7

A.15a Please complete the following information about the interviewee(s)

	Main respondent		_
Position in the firm		a15a1ax	
Years with the firm		a15a2a	1=LESS THAN ONE YEAR
Years in the position		ECAa15a4a	1=LESS THAN ONE YEAR
Gender		a15a3	1=MALE, 2=FEMALE DO NOT READ OUT

	Second respondent	DOES NOT APPLY		
Position in the firm		-7	a15a1bx	
Years with the firm		-7	a15a2b	1=LESS THAN ONE YEAR
Years in the position		-7	ECAa15a4b	1=LESS THAN ONE YEAR
Gender		-7	a15b3	1=MALE, 2=FEMALE DO NOT READ OUT

	Third respondent	DOES NOT APPLY		
Position in the firm		-7	a15a1cx	
Years with the firm		-7	a15a2c	1=LESS THAN ONE YEAR
Years in the position		-7	ECAa15a4c	1=LESS THAN ONE YEAR
Gender		-7	a15c3	1=MALE, 2=FEMALE DO NOT READ OUT

INTERVIEWER: PLEASE CHECK WHETHER THE ESTABLISHMENT IS ELIGIBLE FOR THE INNOVATION MODULE – REFER TO THE DECISION MATRIX.

IF ESTABLISHMENT IS ELIGIBLE, PROCEED TO THE INNOVATION MODULE.

IF ESTABLISHMENT IS NOT ELIGIBLE, THEN THE SURVEY ENDS HERE

THANK YOU VERY MUCH FOR YOUR COOPERATION.



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

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

INTERVIEWERS PLEASE ANSWER AT END OF THE INTERVIEW:

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

Truthful	1	
Somewhat truthful	2	
Not truthful	3	
		a16

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

Are taken directly from establishment records	1	
Are estimates computed with some precision	2	
Are arbitrary and unreliable numbers	3	
Are partially taken directly from establishment	4	
records and partially estimated	4	
		a17

INTERVIEWER COMMENTS:

a17x

(Problems occurred/extraordinary circumstances which could influence results)

SUPERVISORS PLEASE ANSWER:

A.18 This questionnaire was completed in:

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

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

Hour	Minutes
a19h	a19m