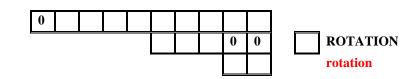
#### QUESTIONNAIRE NUMBER id RECORD NUMBER recnumber PREFERENCE NUMBER preference



#### THE JOINT WORLD BANK/EBRD/EIB MENA Enterprise Survey Manufacturing Module

Manujacianng Module

## GPS Coordinates [INTERVIEWER, DO NOT ENTER THE DATA] Latitude lat Longitude lon

#### A. CONTROL INFORMATION

A.0 Questionnaire a0	Module
Manufacturing	1
A.1 Country	a1
A.1a Language of the interview	ala
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	
<b>A.3b</b> Is this city the official capital city? <b>a</b>	3b
Yes	1
No	2
A.3b Is this city the main business city? a.	3c
Yes	1

#### A.3 Size of locality a3

City with population over 1 million – other than capital	2
Over 250,000 to 1 million	3
50,000 to 250,000	4
Less than 50,000	5

A.4 Indu	stry	Sampling
		sector
F		a4a
	Food	15
	Textiles	17
D	Garments	18
uc	Leather	19
ctic	Wood	20
Manufacturing:Section D	Publishing, printing and recorded media	22
uri	Chemicals	24
actı	Plastics & rubber	25
աք	Non metallic minerals	26
Ian	Fabricated metal products	28
N	Motor vehicles	34
	Furniture	36
	Other manufacturing	99
Retail	Retail	52
	Wholesale	51
Other Services	IT	72
	Hotels	551
	Restaurants	552
	Services of motor vehicles	50
	Construction Section F	45
_	Transport (60-64)	60

MENA ES Manufacturing

No

2

A.4 Indu	stry	Screener
		sector
		a4b
	Food	15
	Tobacco	16
	Textiles	17
	Garments	18
	Leather	19
	Wood	20
	Paper	21
Manufacturing:Section D	Publishing, printing and recorded media	22
tio	Refined petroleum products	23
Sec	Chemicals	24
:gu	Plastics & rubber	25
uri	Non metallic minerals	26
act	Basic metals	27
Jun	Fabricated metal products	28
Чаı	Machinery and equipment	29
r,	Office, accounting and computing	30
	machinery	
	Electronics (31 & 32)	31
	Precision instruments	33
	Motor vehicles	34
	Other transport equipment	35
	Furniture	36
	Recycling	37
Retail	Retail	52
	Wholesale	51
Other Services	IT	72
	Hotel and restaurants: section H	55
	Services of motor vehicles	50
	Construction Section F:	45
her	Transport (60-62)	60
Ot	Supporting transport activities (incl. travel agencies)	63
	Post and telecommunications	64

A.5 Sector match between screener information and sample frame **a**5

Yes, screener and sample frame info match	1
No, screener and sample frame do not match but establishment still does activities that match sample frame	
No, does not match	3

A.6 Size	Sampling size <mark>a6a</mark>	Screener Size <mark>a6b</mark>
Micro <5 (panel only)	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 No, a firm on its own	1
No, a firm on its own	2

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

A.7b Type of establishment a7b

Head	quarters	1
Subsi	diary site	2

#### A.8 Type of establishment a8

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

**A.9** Are the establishment's financial statements prepared separately from HQ's statements? **a9** 

Yes	1
No	2
DOES NOT APPLY	-7

A.10 Are the establishment's financial statements prepared separately from other establishments of the same firm? a10

Yes	1
No	2
Yes No DOES NOT APPLY	-7

A.11 If HQ, are financial statements independent from the rest of the establishments? **a11** 

Yes	1
No	2
DOES NOT APPLY	-7

A.12 Interviewer code

b1x

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

Day (dd)	Month (mm)	Year (yyyy)	Hour (00 to 23)	<b>Minutes (00 to 59)</b>
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 the World Bank, the European Bank for Reconstruction and Development, and the European Investment Bank, 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**

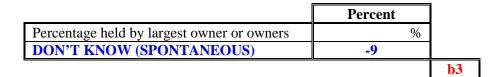
**READ OUT THE FOLLOWING INTRODUCTORY SENTENCE ONLY IF a7=1 (YES)** The first few questions apply to the firm which your establishment is part of.

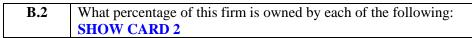
B.1 What is this firm's current legal status? SHOW CARD 1

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

## INTERVIEWER: PLEASE NOTE WHEN b1 IS 3 (SOLE PROPRIETORSHIP), WRITE 100% FOR QUESTION b3.

**B.3** What percentage of this firm does the largest owner or owners own?





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

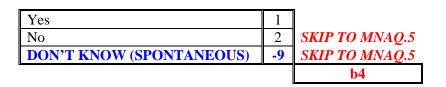
IF 100% END INTERVIEW

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

MNAB.4a	Is the principal owner, or one of the principal owners, a female?
	(The principal owner is the person or persons with the largest ownership share)

Yes	1	SKIP TO B.4a
No	2	
DON'T KNOW (SPONTANEOUS)	-9	
		MNAb4a

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



**B.4a** What percentage of the firm is owned by females?

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

#### MNAQ.5 How was this firm established? SHOW CARD 3

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	
<b>OTHER (SPONTANEOUS - SPECIFY)</b>	6	
DON'T KNOW (SPONTANEOUS)	-9	
		MNAq5

OTHER	
	MNAq5x

#### **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?



#### **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	
Full-time employees at start-up		
DON'T KNOW (SPONTANEOUS)	-9	
		<b>b6</b>

### Was this establishment formally registered when it began operations?

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

**B.6a** 

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

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

b6b

#### **INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR**

<b>B.7</b>	ow many years of experience working in this sector does the Top Manager ha	ave?

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

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

Yes	1	
No	2	
DON'T KNOW (SPONTANEOUS)	-9	
	1	b7a

MNAB.7b	What is the highest level of education completed by the Top Manager?
	SHOW CARD 4

University degree or higher	1	
Completed Secondary school including	2	
Vocational		
Preparatory or Incomplete Secondary school	3	
Completed Primary school	4	
Incomplete Primary school or did not enter	5	
school		
DON'T KNOW (SPONTANEOUS)	-9	
		MANIAL 7L

MNAb7b

<b>B.8</b>	Does this establishment have an internationally-recognized quality certification?
	(INTERVIEWER: SOME EXAMPLES ARE ISO 9000 OR 14000, OR HACCP)

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

#### C. INFRASTRUCTURE AND SERVICES

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

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

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

## **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?

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

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

Yes	1	
No	2	
DON'T KNOW (SPONTANEOUS)	-9	
<b>REFUSAL (SPONTANEOUS)</b>	-8	
		0

## 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
		<b>c6</b>

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

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

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

	Hours	]
Average duration of power outages (hours)		
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.

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

c9a

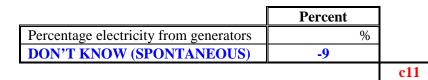
#### **PROVIDE EITHER ONE OR THE OTHER, NOT BOTH**

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

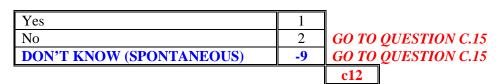
C.10	Over the course of fiscal year [insert last complete fiscal year], did this establishment own or share
	a generator?

Yes	1	]
No	2	GO TO QUESTION C.12
DON'T KNOW (SPONTANEOUS)	-9	GO TO QUESTION C.12
		c10

### **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?



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



**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	1
		<b>c1</b> 3

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

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

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 MNAC.18
THE ESTABLISHMENT DOES NOT USE WATER FOR PRODUCTION	-7	GO TO QUESTION C.22a
DON'T KNOW (SPONTANEOUS)	-9	<b>GO TO QUESTION MNAC.18</b>
		c15

**C.16** In a typical month, over fiscal year [insert last complete fiscal year], how many incidents of insufficient water supply did this establishment experience?

	Number	]
Average number of incidents of water		IF 0, GO TO QUESTION MNAC.18
insufficiency per month		
DON'T KNOW (SPONTANEOUS)	-9	GO TO QUESTION MNAC.18
		<b>c16</b>

#### C.17 How long did these incidents of insufficient water supply last on average?

	Hours	
Average duration of insufficient water supply		
LESS THAN ONE HOUR	1	
DON'T KNOW (SPONTANEOUS)	-9	
		c17

## MNAC.18In fiscal year [insert last complete fiscal year], what percentage of this establishment's water<br/>supply, used in the production process, was from the following?SHOW CARD 5

	Percent	DON'T KNOW (SPONTANEOUS)
Water from public sources	<b>c18</b> %	-9
Your own well or shared well	<b>MNAc18a</b> %	-9
Purchased from private vendors	<b>MNAc18b</b> %	-9
Other	<b>MNAc18c</b> %	-9
	100 %	

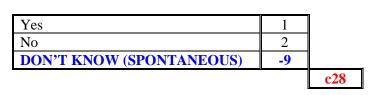
#### **C.22a** At the present time, does this establishment use e-mail to communicate with clients or suppliers?

Yes	1	
No	2	
DON'T KNOW (SPONTANEOUS)	-9	
		c22a

#### **C.22b** At the present time, does this establishment have its own website?

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

**C.28** Does this establishment currently use cell phones for the operations of the establishment?



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 6

						(SPONTA	NEOUS)
	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very severe obstacle	DON'T KNOW	DOES NOT APPLY
Electricity c30a	0	1	2	3	4	-9	-7
	<i>IF 0, GO</i> <i>TO C.30B</i>					GO TO C.30B	GO TO C.30B

**MNAC.31a1** Would 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	GO TO QUESTION C.30b
Remain the same	2	GO TO QUESTION C.30b
Decrease	3	
DON'T KNOW (SPONTANEOUS)	-9	GO TO QUESTION C.30b
		MNAc31a1

MNAC.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

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 6

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

QUESTIONNAIRE NUMBER					

#### 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 activity and product, that is, the activity and product that represented the largest proportion of annual sales? ENUMERATOR: PLEASE SPECIFY THE ACTIVITY AND PRODUCT IN DETAIL. FOR EX., "LEATHER SHOE MANUFACTURING" NOT JUST "SHOE MANUFACTURING".

Description

d1a1x

#### 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.

CODE OF THE MAIN ACTIVITY AND PRODUCT

d1a2

Code

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

	Percent	
Percentage of sales represented by main activity and 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	
<b>REFUSAL (SPONTANEOUS)</b>	-8	SKIP TO N.3
		d2

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

	LCUs	
Total annual sales three years ago		
ESTABLISHMENT WAS NOT IN	-7	
<b>BUSINESS THREE YEARS AGO</b>	-/	
DON'T KNOW (SPONTANEOUS)	-9	
		r

## **D.3** In fiscal year [insert last complete fiscal year], what percentage of this establishment's sales were: SHOW CARD 7

	Percent	DON'T KNOW (SPONTANEOUS)	
National sales	<b>d3a</b> %	-9	IF 100, GO TO QUESTION D.10
Indirect exports (sold domestically to third party that exports products)	<b>d3b</b> %	-9	IF 100, GO TO QUESTION D.8
Direct exports [EXCL. WEST BANK AND GAZA]	<b>d3c</b> %	-9	IF 0, GO TO QUESTION D.8
Direct exports to Israel [WEST BANK AND GAZA ONLY]	d3ca %	-9	
Direct exports to countries excluding Israel [WEST BANK AND GAZA ONLY]	d3cb %	-9	IF D3ca + D3cb = 0, GO TO QUESTION D.8
	100%		-

## **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	
DON'T KNOW (SPONTANEOUS)	-9	
DOES NOT APPLY	-7	
		<b>d4</b>

## **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
DON'T KNOW (SPONTANEOUS)	-9
DOES NOT APPLY	-7

**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?

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

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

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

#### **INTERVIEWER : PROVIDE FOUR DIGITS FOR YEAR**

MNAD.7 In fiscal year [insert last complete fiscal year], what was the main country of destination for this establishment's exports?

	Country	]
Country		
DON'T KNOW (SPONTANEOUS)	-9	
		MNAd7x

**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	
		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



**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 8

	Percent	DON'T KNOW (SPONTANEOU S)	
Material inputs or supplies of domestic origin	d12a %	-9	
Material inputs or supplies of foreign origin [EXCL. WEST BANK AND GAZA]	<b>d12b</b> %	-9	IF 0, GO TO QUESTION D.16
Material inputs or supplies of Israeli origin [WEST BANK AND GAZA ONLY]	<b>d12ba</b> %	-9	
Material inputs or supplies of foreign origin, excluding Israel [WEST BANK AND GAZA ONLY]	d12bb %	-9	<i>IF D12BA</i> + <i>D12BB</i> = 0, <i>GO</i> <i>TO QUESTION D.16</i>
	100%		-

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

Yes	1	]
No	2	GO TO QUESTION D.16
DON'T KNOW (SPONTANEOUS)	-9	GO TO QUESTION D.16
		d13

## **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	
		1

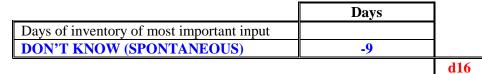
#### d14

**MNAD.14b** In fiscal year [insert last complete fiscal year], when this establishment imported material inputs or supplies, what was the longest number of days that it took 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	
Longest number of days to clear customs		]
LESS THAN ONE DAY	1	
DON'T KNOW (SPONTANEOUS)	-9	
		MNAd14

**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 AS STOCK ON HAND)



D.30	Using the response options on the card; To what degree is Transport an obstacle to the current operations of this establishment? SHOW CARD 9
	Using the response options on the card; To what degree is Customs and Trade Regulation an obstacle to the current operations of this establishment? SHOW CARD 9

						(SPONTA	<b>NEOUS</b> )
	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very severe obstacle	DON'T KNOW	DOES NOT APPLY
Transport d30a	0	1	2	3	4	-9	-7
Customs and trade regulations <b>d30b</b>	0	1	2	3	4	-9	-7
	IF 0, GO TO E.1					GO TO E.1	GO TO E.1

**MNAD.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	GO TO QUESTION E.1
Remain the same	2	GO TO QUESTION E.1
Decrease	3	
<b>DON'T KNOW (SPONTANEOUS)</b>	-9	GO TO QUESTION E.1
		MNAd31b1

MNAD.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	%
DON'T KNOW (SPONTANEOUS)	-9

_			_	_	_	_

#### E. DEGREE OF COMPETITION

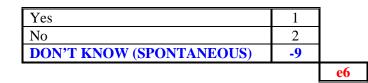
E.1 In fiscal year [insert last complete fiscal year], which of the following was the main market in which this establishment sold its main product? SHOW CARD 10

Local – main product sold mostly in same city/town where establishment is located	1	
National – main product sold mostly across the country where establishment is located	2	
International	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 (SPONTANEOUS)	-4	
DON'T KNOW (SPONTANEOUS)	-9	
		e2l

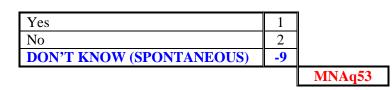
**E.6** Does this establishment at present use technology licensed from a foreign-owned company, excluding office software?



MNAE.3How important are each of the following influences on this establishment to reduce the production<br/>costs of existing products and/or to develop new products on a scale of 1 to 4, 1 being "Not at all<br/>important" and 4 being "Very important".SHOW CARD 11

					(SPON	TANEOUS)
	Not at all important	Slightly important	Fairly important	Very important	DON'T KNOW	DOES NOT APPLY
Pressure from domestic competitors MNAe3a	1	2	3	4	-9	-7
Pressure from foreign competitors [EXCL. WEST BANK AND GAZA] MNAe3b	1	2	3	4	-9	-7
Pressure from Israeli competitors [WEST BANK AND GAZA ONLY] MNAe3c	1	2	3	4	-9	-7
Pressure from foreign competitors, excluding Israel [WEST BANK AND GAZA ONLY] MNAe3d	1	2	3	4	-9	-7

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



MNAE.20	By looking at card, can you tell me which of the practices of your competitors included in the list,
	if any, currently represents the biggest obstacle faced by this establishment
	SHOW CARD 12

#### **INTERVIEWER: RECORD ONE ANSWER**

They avoid VAT or other sales taxes	1	
They do not pay duties or observe trade regulations	2	
They avoid labor taxes or regulations	3	
They have favored access to credit	4	
They have favored access to infrastructure	5	
services		
They conspire to limit my access to markets or supplies	6	
None of the listed practices represent an obstacle	7	
for this establishment		
DON'T KNOW (SPONTANEOUS)	-9	
		MNAe20

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

Yes	1	
No	2	
DON'T KNOW (SPONTANEOUS)	-9	
		e11

### 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 13

						(SPONTA	NEOUS)
	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very severe obstacle	DON'T KNOW	DOES NOT APPLY
Practices of competitors in the informal sector e30	0	1	2	3	4	-9	-7

#### H. INNOVATION

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

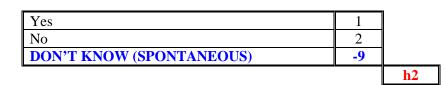
And now we switch to a different topic. In this section "new" means new to the establishment but not necessarily new to the market.

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

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 14 WITH INNOVATION EXAMPLES

Yes	1	1
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 also new for the establishment's main market?



## H.3 During the last three years, has this establishment introduced any new or significantly improved methods of manufacturing products or offering services? SHOW CARD 15 WITH INNOVATION EXAMPLES

Yes	1	1
No	2	
DON'T KNOW (SPONTANEOUS)	-9	
		h3

## H.4aDuring the last three years, has this establishment introduced any new or significantly improved<br/>logistics, delivery, or distribution methods for inputs, products, or services?SHOW CARD 16 WITH INNOVATION EXAMPLES

Yes	1	
No	2	
DON'T KNOW (SPONTANEOUS)	-9	
		h4a

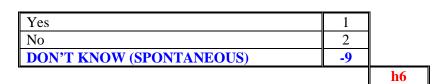
H.4b	During the last three years, has this establishment introduced any new or significantly improved
	supporting activities for your processes, such as maintenance systems or operations for purchasing,
	accounting, or computing?
	SHOW CARD 17 WITH INNOVATION EXAMPLES

Yes	1	
No	2	
DON'T KNOW (SPONTANEOUS)	-9	
		h4b

H.5During the last three years, has this establishment introduced any new or significantly improved<br/>organizational structures or management practices?<br/>SHOW CARD 18 WITH INNOVATION EXAMPLES

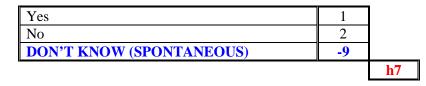
Yes	1	
No	2	
DON'T KNOW (SPONTANEOUS)	-9	
		h5

H.6 During the last three years, has this establishment introduced new or significantly improved marketing methods?
 SHOW CARD 19 WITH INNOVATION EXAMPLES



**H.7** During the last three years, did this establishment spend on formal research and development activities, either in-house or contracted with other companies?

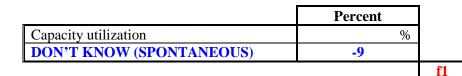
(INTERVIEWER: Research and development (R&D) is defined as creative work undertaken on a systematic basis in order to increase the stock of knowledge. For example, laboratory research for a new chemical compound of paint would be research and development while market research surveys or internet surfing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



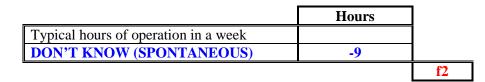
**H.8** During the last three years, did this establishment give employees some time to develop or try out a new approach or new idea about products or services, business process, firm management, or marketing?

Yes	1	]
No	2	
DON'T KNOW (SPONTANEOUS)	-9	
		h8

**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?



**MNAF.3** Are you planning to increase the production capacity and/or volume of sales of this establishment over the next year?

Yes	1	GO TO QUESTION G.6
No	2	
DON'T KNOW (SPONTANEOUS)	-9	
		MNAf3

**MNAF.4** Are you satisfied with the current production capacity and/or volume of sales of this establishment?

Yes	1	]
No	2	GO TO QUESTION G.6
DON'T KNOW (SPONTANEOUS)	-9	GO TO QUESTION G.6
		MNAf4

MNAF.5What are the reasons for you being satisfied with the current production capacity and/or volume<br/>of sales of this establishment?INTERVIEWER: READ OUT

	(SPONTANEC			TANEOUS)
	Yes	No	DON'T KNOW	DOES NOT APPLY
No more growth potential MNAf5a	1	2	-9	-7
Avoid increased regulatory burden, licensing or reporting requirements <b>MNAf5b</b>	1	2	-9	-7
Avoid shareholder dispersion MNAf5c	1	2	-9	-7
Content with current workload MNAf5d	1	2	-9	-7

#### G. LAND AND PERMITS

G.6	Of the buildings occu	pied by this establishment, what percentage is owned and what percentage is
	rented or leased?	SHOW CARD 20

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

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

G.1	Of the land occupied by this establishment, what percent is:
	SHOW CARD 20

		(SPONTANEOUS)		
	Percent	DON'T KNOW	DOES NOT APPLY (A FLOOR IN A BUILDING)	
Owned by this establishment	<mark>g1a</mark> %	-9	-7	
Rented or leased by this establishment	<b>g1b</b> %	-9	-7	
Other	<mark>g1c</mark> %	-9	-7	
	100%			

#### INTERVIEWER: CHECK THAT TOTAL SUMS TO 100% (UNLESS RESPONDENT DOES NOT KNOW OR IF ESTABLISHMENT OCCUPIES A FLOOR IN A BUILDING)

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

Yes	1	]
No	2	GO TO QUESTION G.30
<b>DON'T KNOW (SPONTANEOUS)</b>	-9	GO TO QUESTION G.30
	÷	g2

**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	
		Q

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

Yes	1	
No	2	
DON'T KNOW (SPONTANEOUS)	-9	
<b>REFUSAL (SPONTANEOUS)</b>	-8	
		<b>g</b> 4

G.30 Using the response options on the card; To what degree is Access to Land an obstacle to the current operations of this establishment?
 SHOW CARD 21

					(SPONTA	NEOUS)	
	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very severe obstacle	DON'T KNOW	DOES NOT APPLY
Access to land g30a	0	1	2	3	4	-9	-7

#### I. CRIME

#### **READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:** We now turn to 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**

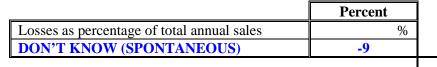
	LCUs	
Total annual cost of security		
DON'T KNOW (SPONTANEOUS)	-9	
		i2b

**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?



i4a

#### **PROVIDE EITHER ONE OR THE OTHER, NOT BOTH**

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

i4b

I.30 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 21

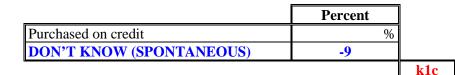
						(SPONTA	NEOUS)
	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very severe obstacle	DON'T KNOW	DOES NOT APPLY
Crime, theft and disorder <b>i30</b>	0	1	2	3	4	-9	-7

#### **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 this establishment's total annual purchases of material inputs or services was purchased on credit (paid after delivery)?



**K.2** In fiscal year [insert last complete fiscal year], what percentage of this establishment's total annual sales of its goods or services was sold on credit (paid after delivery)?

	Percent	
Sold on credit	%	
DON'T KNOW (SPONTANEOUS)	-9	
		k20

# K.3 Over fiscal year [insert last complete fiscal year], please estimate the proportion of this establishment's working capital, that is the funds available for day-to-day operations, that was financed from each of the following sources? SHOW CARD 22

	Percent	DON'T KNOW (SPONTANEOUS)
Internal funds or retained earnings	<mark>k3a</mark> %	-9
Borrowed from private commercial banks	<mark>k3b</mark> %	-9
Borrowed from state-owned banks	<b>k3c</b> %	-9
Borrowed from non-bank financial institutions which include		-9
microfinance institutions, credit cooperatives, credit unions, or	k3e %	
finance companies		
Purchases on credit from suppliers and advances from customers	<b>k3f</b> %	-9
Other, moneylenders, friends, relatives, etc.	<b>k3hd</b> %	-9
	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 QUE	STION MNAK.4a
DON'T KNOW (SPONTANEOUS)	-9	GO TO QUE	STION MNAK.4a
		k4	

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

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

**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 23

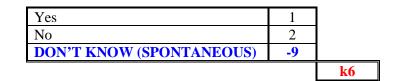
	Percent	DON'T KNOW (SPONTANEOUS)
Internal funds or retained earnings	<b>k5a</b> %	-9
Owners' contribution or issued new equity shares	<mark>k5i</mark> %	-9
Borrowed from private commercial banks	<b>k5b</b> %	-9
Borrowed from state-owned banks	<mark>k5c</mark> %	-9
Borrowed from non-bank financial institutions	<mark>k5e</mark> %	-9
Purchases on credit from suppliers and advances from customers	<b>k5f</b> %	-9
Other, moneylenders, friends, relatives, bonds, etc	k5hdj %	-9
	100%	

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

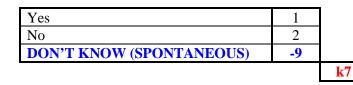
MNAK.4a In fiscal year [insert last complete fiscal year], did this establishment lease any fixed assets, such as machinery, vehicles, equipment, land or buildings?

Yes	1	1
No	2	
DON'T KNOW (SPONTANEOUS)	-9	
		MNAk4a

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



**K.7** At this time, does this establishment have an overdraft facility?



**K.8** At this time, does this establishment have a line of credit or a loan from a financial institution?

Yes	1	GO TO QUESTION K.9
No	2	
DON'T KNOW (SPONTANEOUS)	-9	GO TO QUESTION K.15d
		k8

 MNAK.8c
 What is the reason for not having a loan or line of credit currently?

 SHOW CARD 24

Because this establishment did not apply for a loan or line of credit	1	GO TO QUESTION K.15d
Because the last application for a loan or line of credit was turned down	2	
Because the approval of the application for a loan or line of credit is still pending	3	GO TO QUESTION K.15d
DON'T KNOW (SPONTANEOUS)	-9	GO TO QUESTION K.15d
		MNAk8c

MNAK.8d What was the main reason given when the application was turned down? SHOW CARD 25

Lack of accepted collateral	1	GO TO QUESTION K.15d
Incompleteness of application	2	GO TO QUESTION K.15d
Perceived lack of profitability of project	3	GO TO QUESTION K.15d
Credit history of the establishment or owner	4	GO TO QUESTION K.15d
DON'T KNOW (SPONTANEOUS)	-9	GO TO QUESTION K.15d
		MNAk8d

K.9 Referring to the most recent line of credit or loan, what type of financial institution granted this loan?
 SHOW CARD 26

Private commercial banks	1	
State-owned banks or government agency	2	
Non-bank financial institutions	3	GO TO QUESTION K.10
Partially private, partially state-owned bank	5	
Other	4	GO TO QUESTION K.10
DON'T KNOW (SPONTANEOUS)	-9	GO TO QUESTION K.10
		k9

Bank 1	1	1
Bank 2	2	
Bank 3	3	
Bank 4	4	
Bank 5	5	
Bank 6	6	
Bank 7	7	
Bank 8	8	
Bank 9	9	
Bank 10	10	
<b>OTHER (SPONTANEOUS - SPECIFY)</b>	11	
DON'T KNOW (SPONTANEOUS)	-9	
		MNAk9a

K.10Referring only to this most recent line of credit or loan, in what year was the most recent line of<br/>credit or loan approved?INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR

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

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

	LCUs	1
Size of most recent loan or line of credit approved		
REFUSAL (SPONTANEOUS)	-8	
DON'T KNOW (SPONTANEOUS)	-9	
		k11

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

LCU	1	
Euro	2	
US Dollar	3	
<b>OTHER (SPONTANEOUS - SPECIFY)</b>	4	
DON'T KNOW (SPONTANEOUS)	-9	
		MNAq46f



OTHER		
	MNAq46fx	

#### MNAQ.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 (%)		7
DOES NOT APPLY, USES	-7	
PRINCIPLES OF ISLAMIC BANKING		
<b>REFUSAL (SPONTANEOUS)</b>	-8	
DON'T KNOW (SPONTANEOUS)	-9	
		MNAq46d

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

	Months	]
Duration		
<b>REFUSAL (SPONTANEOUS)</b>	-8	1
DON'T KNOW (SPONTANEOUS)	-9	1
		MNAq46

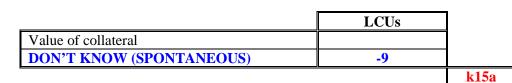
**K.13** Referring only to this most recent loan or line of credit, did the financing require collateral?

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

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

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

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



MNAK.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	
<b>REFUSAL (SPONTANEOUS)</b>	-8
DON'T KNOW (SPONTANEOUS)	-9

MNAk15a1

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

Total number of outstanding loans or open lines of credit		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 loans or lines of credit held by this establishment?

	LCUs	
Total value of loans outstanding		
<b>REFUSAL (SPONTANEOUS)</b>	-8	
DON'T KNOW (SPONTANEOUS)	-9	
		k15c

**K.15d** At this time, does the owner or owners of this establishment have any outstanding personal loans that are used to finance this establishment's business activities?

Yes	1	
No	2	
DON'T KNOW (SPONTANEOUS)	-9	
		k15d

**K.16** Referring again to the last fiscal year [insert last complete fiscal year], did this establishment apply for any loans or lines of credit?

Yes	1	GO TO QUESTION K.20
No	2	
DON'T KNOW (SPONTANEOUS)	-9	GO TO QUESTION K.21
		k16

**K.17** What was the main reason why this establishment did not apply for any line of credit or loan? **SHOW CARD 28** 

No need for a loan - establishment had sufficient capital	1	GO TO QUESTION K.21
Application procedures were complex	2	GO TO QUESTION K.21
Interest rates were not favorable	3	GO TO QUESTION K.21
Collateral requirements were too high	4	GO TO QUESTION K.21
Size of loan and maturity were insufficient	5	GO TO QUESTION K.21
Did not think it would be approved	6	GO TO QUESTION K.21
Other	7	GO TO QUESTION K.21
DON'T KNOW (SPONTANEOUS)	-9	GO TO QUESTION K.21
		k17

**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	GO TO QUESTION K.21
Application was rejected	2	GO TO QUESTION K.21
Application was granted only in part	3	
Application was withdrawn	4	GO TO QUESTION MNAK.20c
APPLICATION STILL IN PROCESS	-6	GO TO QUESTION K.21
DON'T KNOW (SPONTANEOUS)	-9	GO TO QUESTION K.21
	·	k20a

MNAK.20bReferring only to this most recent application for a line of credit or loan, which source of<br/>funding was the most important to make up for the partial loan rejection?SHOW CARD 29

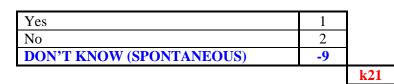
Outside equity	1	GO TO QUESTION K.21
Internal Funding	2	GO TO QUESTION K.21
Down-scaling of investment	3	GO TO QUESTION K.21
Loan from relatives	4	GO TO QUESTION K.21
Other non-bank funding	5	GO TO QUESTION K.21
DOES NOT APPLY (SPONTANEOUS)	-7	GO TO QUESTION K.21
DON'T KNOW (SPONTANEOUS)	-9	GO TO QUESTION K.21
		MNAk20b

MNAK.20cReferring only to this most recent application for a line of credit or loan, why did this<br/>establishment withdraw its application?<br/>SHOW CARD 30

		MNAk20c
DON'T KNOW (SPONTANEOUS)	-9	
Maturity was too long	4	
Maturity was too short	3	
Collateral requirement was too high	2	
Offered interest rate was too high	1	

MENA ES Manufacturing

## **K.21** In fiscal year [insert last complete fiscal year], did this establishment have its annual financial 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 31** 

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

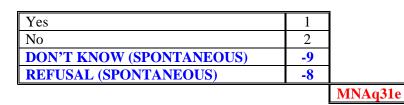


#### J. BUSINESS-GOVERNMENT RELATIONS

#### **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.

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



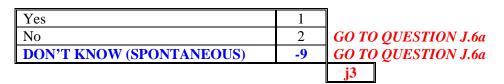
#### J.1 I am going to read a few statements describing the court system and how it could affect business. Please tell me if you Strongly disagree, Tend to disagree, Tend to agree, or Strongly agree. SHOW CARD 32 INTERVIEWER: READ OUT

					(SPONT	ANEOUS)
	Strongly disagree	Tend to disagree	Tend to agree	Strongly agree	DON'T KNOW	DOES NOT APPLY
"The court system is fair, impartial and uncorrupted." h7a	1	2	3	4	-9	-7
"The court system is quick." MNAj1b	1	2	3	4	-9	-7
"The court system is able to enforce its decisions." MNAjlc	1	2	3	4	-9	-7
"I'm confident that the court system will enforce this establishment's contractual and property rights in business disputes." MNAj1a	1	2	3	4	-9	-7
"In general, government officials' interpretations of regulations affecting this establishment are consistent and predictable." MNAj1d	1	2	3	4	-9	-7

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	
		i

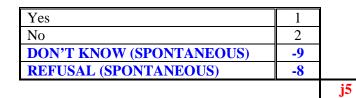
**J.3** Over the last year, was this establishment visited or inspected by tax officials?



## **J.4** Over the last year, how many times was this establishment either inspected by tax officials or required to meet with them?

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

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



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

Yes	1	]
No	2	GO TO QUESTION J.7
DON'T KNOW (SPONTANEOUS)	-9	GO TO QUESTION J.7
		i6a

J.6	When establishments like this one do business with the government, what percent of the contract
	When establishments like this one do business with the government, what percent of the contract value would be typically paid in informal payments or gifts to secure the contract?

	Percent
Percent of the contract value paid as informal payments or gifts	%
LESS THAN 1%	1
DON'T KNOW (SPONTANEOUS)	-9
<b>REFUSAL (SPONTANEOUS)</b>	-8
NO PAYMENTS	0

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?

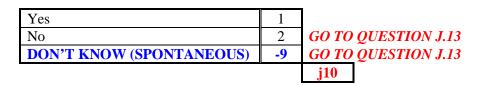
	Percent
Percentage of total annual sales paid as informal payment	%
NO PAYMENTS OR GIFTS ARE PAID	0
DON'T KNOW (SPONTANEOUS)	-9
<b>REFUSAL (SPONTANEOUS)</b>	-8

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	
<b>REFUSAL (SPONTANEOUS)</b>	-8	
	Ŭ	

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



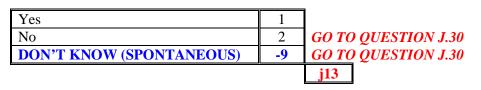
**J.11** Approximately how many days did it take to obtain this import license from the day of the application to the day it was granted?

	Days	
Wait for import license		
LESS THAN ONE DAY	1	
STILL IN PROCESS	-6	
APPLICATION DENIED	-5	
DON'T KNOW (SPONTANEOUS)	-9	
		j1

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

Yes	1	
No	2	
DON'T KNOW (SPONTANEOUS)	-9	
<b>REFUSAL (SPONTANEOUS)</b>	-8	
		j12

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



**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	
Wait for an operating license		
LESS THAN ONE DAY	1	
STILL IN PROCESS	-6	
APPLICATION DENIED	-5	
DON'T KNOW (SPONTANEOUS)	-9	
· · · · · · · · · · · · · · · · · · ·		j1

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

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

J.30a Using the response options on the card; To what degree is/are Tax rates an obstacle to the current operations of this establishment? SHOW CARD 33

						(SPONT	ANEOUS)
	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very severe obstacle	DON'T KNOW	DOES NOT APPLY
Tax rates <b>j30a</b>	0	1	2	3	4	-9	-7

1					

**J.30b** Using the response options on the card; To what degree is/are Tax administration an obstacle to the current operations of this establishment? SHOW CARD 33

						(SPONTA	ANEOUS)
	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very severe obstacle	DON'T KNOW	DOES NOT APPLY
Tax administration <b>j30b</b>	0	1	2	3	4	-9	-7
	IF 0, GO TO J.30c					GO TO J.30c	GO TO J.30c

MNAJ.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	GO TO QUESTION J.30c
Remain the same	2	GO TO QUESTION J.30c
Decrease	3	
DON'T KNOW (SPONTANEOUS)	-9	GO TO QUESTION J.30c
		MNAj31b1

MNAJ.31b3	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		
			MNAj31b

J.30c
-------

							(SPONTANEOUS)		
	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very severe obstacle	DON'T KNOW	DOES NOT APPLY		
Business licensing and permits <b>j30c</b>	0	1	2	3	4	-9	-7		
	IF 0, GO TO J.30e					GO TO J.30e	GO TO J.30e		

**MNAJ.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	GO TO QUESTION J.30e
Remain the same	2	GO TO QUESTION J.30e
Decrease	3	
<b>DON'T KNOW (SPONTANEOUS)</b>	-9	GO TO QUESTION J.30e
		MNAj31c1

MNAJ.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	

MNAj31c3

## J.30e Using the response options on the card; To what degree is/are Political Instability an obstacle to the current operations of this establishment? SHOW CARD 33

			(SPONTANEOUS)				
	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very severe obstacle	DON'T KNOW	DOES NOT APPLY
Political instability <b>j30e</b>	0	1	2	3	4	-9	-7

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 33
---

			(SPONTANEOUS)				
	No obstacle	Minor obstacle	Moderate obstacle	<sup>3</sup> severe		DON'T KNOW	DOES NOT APPLY
Corruption <b>j30f</b>	0	1	2	3	4	-9	-7
	IF 0, GO					GO TO	GO TO
	ТО Н.30					<b>H.30</b>	H.30

**MNAJ.31f1** Would your total annual costs increase, remain the same or decrease over the next fiscal year if corruption is no longer an obstacle?

Increase	1	GO TO QUESTION H.30
Remain the same	2	GO TO QUESTION H.30
Decrease	3	
DON'T KNOW (SPONTANEOUS)	-9	GO TO QUESTION H.30
		MNAj31f1

MNAJ.31f3 By what percentage would your 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 the Courts an obstacle to the current
	operations of this establishment?
	SHOW CARD 33

			(SPONTANEOUS)				
	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very severe obstacle	DON'T KNOW	DOES NOT APPLY
Courts h30	0	1	2	3	4	-9	-7

	U	Using the response options on the card; To what degree is regulatory policy uncertainty an obstacle to the current operations of this establishment? <b>SHOW CARD 33</b>
--	---	---

						(SPONT)	ANEOUS)
	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very severe obstacle	DON'T KNOW	DOES NOT APPLY
Regulatory policy uncertainty <b>MNAj30g</b>	0	1	2	3	4	-9	-7

#### 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 (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 a full shift)
 (INTERVIEWER: INCLUDE INTERVIEWEE IF APPLICABLE).

	Number	
Permanent, full-time workers end of last fiscal year		
DON'T KNOW (SPONTANEOUS)	-9	
		<b>l</b> 1

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

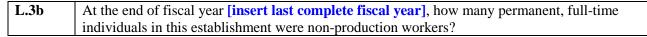
	Number	
Permanent, full-time workers three fiscal years ago		
IF ESTABLISHMENT WAS NOT IN BUSINESS THREE YEARS AGO	-7	
DON'T KNOW (SPONTANEOUS)	-9	

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

	Number	]
Production workers		IF 0, GO TO L.3b
DON'T KNOW (SPONTANEOUS)	-9	
		<b>13</b> a

#### **MNAL.3a** And out of these production workers how many were younger than 30 years old?

	Number	
Production workers younger than 30 years old		
DON'T KNOW (SPONTANEOUS)	-9	
		MNAl3a



	Number	
Non-production workers [e.g., managers, administration, sales]		IF 0, GO TO L.4a
DON'T KNOW (SPONTANEOUS)	-9	
		13b

**MNAL.3b** And out of these non-production workers how many were younger than 30 years old?

	Number	
Non-production workers younger than 30 years old		
DON'T KNOW (SPONTANEOUS)	-9	
		MNA13b

**L.4a** At the end of fiscal year [insert last complete fiscal year], how many permanent, full-time individuals working in this establishment were skilled production workers?

	Number	
Skilled production workers		IF 0, GO TO L.4b
DON'T KNOW (SPONTANEOUS)	-9	
	<u>.</u>	<b>l4a</b>

MNAL.4a And out of these skilled production workers how many were younger than 30 years old?

	Number	
Skilled production workers younger than 30 years old		
DON'T KNOW (SPONTANEOUS)	-9	
		MNAl4a

**L.4b** At the end of fiscal year **[insert last complete fiscal year]**, how many permanent, full-time individuals working in this establishment were unskilled production workers?

	Number		
Unskilled production workers		IF 0, GO TO MNAL.4c	
DON'T KNOW (SPONTANEOUS)	-9		
		14b	

**MNAL.4b** And out of these unskilled production workers how many were younger than 30 years old?

	Number	
Unskilled production workers younger than 30 years old		
DON'T KNOW (SPONTANEOUS)	-9	
		MNAl4b

MNAL.4c	Over the course of fiscal year [insert last complete fiscal year], did the total wage cost of an
	average permanent full-time employee
	(INTERVIEWER: READ EACH CATEGORY)

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

GO TO QUESTION MNAL.4e GO TO QUESTION L.5 GO TO QUESTION L.5 MNAI4c

MNAL.4d Over the course of fiscal year [insert last complete fiscal year], in percentage terms, how much did the total wage cost of an average permanent full-time employee increase?

	Percent	
Percentage increase in total wage cost of permanent full-time employee	%	GO TO QUESTION L. 4f
DON'T KNOW (SPONTANEOUS)	-9	GO TO QUESTION L. 4f
		MNAl4d

MNAL.4e Over the course of fiscal year [insert last complete fiscal year], in percentage terms, how much did the total wage cost of an average permanent full-time employee decrease?

	Percent	
Percentage decrease in total wage cost of permanent full-time employee	%	
DON'T KNOW (SPONTANEOUS)	-9	
		1

MNAl4e

#### MNAL.4f The main reason for this change was: SHOW CARD 34

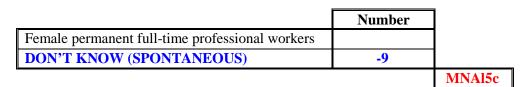
DON'T KNOW (SPONTANEOUS)	-9	MNA14f
OTHER (SPONTANEOUS - SPECIFY)	4	-
Changes in bonuses and extra payments (not part of the regular wage)	3	
Changes in net wage paid by the employer to the employee	2	
Changes in social contributions paid by the employer	1	

OTHER	
	MNAl4fx

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)
Female permanent full-time production workers	15a	-9
Female permanent full-time non-production workers	15b	-9

# MNAL.5cAt the end of fiscal year [insert last complete fiscal year], how many female, permanent, full-<br/>time professionals worked in this establishment?<br/>(Professional employees are those whose daily responsibilities include work of an intellectual<br/>nature and/or managerial responsibilities)



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

	Number	]
Full-time seasonal or temporary workers employed last		
fiscal year		
NO FULL-TIME SEASONAL OR TEMPORARY	0	GO TO QUESTION L.9a
WORKERS	U	0010 QUESTION L.94
DON'T KNOW (SPONTANEOUS)	-9	GO TO QUESTION L.9a
		16

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

	Number	
Full-time female seasonal or temporary workers employed last fiscal year		
DON'T KNOW (SPONTANEOUS)	-9	
		169

**L.8** What was the average length in months of employment of all full-time temporary employees in fiscal year [insert last complete fiscal year]?

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



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

	Number	
Average number of years of education of typical production worker		
DON'T KNOW (SPONTANEOUS)	-9	
		l

## **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		
DON'T KNOW (SPONTANEOUS)	-9	
NO FEMALE PRODUCTION WORKERS	-7	

## MNAL.9At the end of fiscal year [insert last complete fiscal year], how many full-time permanent<br/>employees in this establishment had the following as their highest education level?SHOW CARD 35

	Number	DON'T KNOW (SPONTANEOUS)
University degree or higher	MNAl9a1	-9
Completed secondary school including vocational	MNAl9a2	-9

**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.11a** Referring to the training programs run over fiscal year [insert last complete fiscal year], how many or what percentage of production full-time permanent employees received formal training?

	Number	
Production full-time permanent employees trained		
IF NO EMPLOYEES IN A CATEGORY WERE TRAINED	0	
DON'T KNOW (SPONTANEOUS)	-9	
		l11a



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

## **L.11b** And how many or what percentage of non-production full-time permanent employees received formal training?

	Number
Non-production full-time permanent employees trained	
IF NO EMPLOYEES IN A CATEGORY WERE TRAINED	0
DON'T KNOW (SPONTANEOUS)	-9

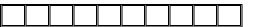
**l11c** 

#### PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

	Percent	
Non-production full-time permanent employees trained	%	
IF NO EMPLOYEES IN A CATEGORY WERE TRAINED	0	
DON'T KNOW (SPONTANEOUS)	-9	
		l11d

L.30 Using the response options on the card; To what degree are Labor Regulations an obstacle to the current operations of this establishment?
 SHOW CARD 36
 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 36

						(SPONT	'ANEOUS)
	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very severe obstacle	DON'T KNOW	DOES NOT APPLY
Labor regulations 130a	0	1	2	3	4	-9	-7
Inadequately educated workforce 130b	0	1	2	3	4	-9	-7



#### **M. BUSINESS ENVIRONMENT**

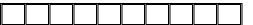
#### **READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:**

M.1 By looking at card, 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 37
 INTERVIEWER: DO NOT READ OUT

1-Access to finance
2-Access to land
<b>3-Business licensing and permits</b>
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	
<b>DOES NOT APPLY (SPONTANEOUS)</b>	-7	
		m1a

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: SHOW CARD 38

	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	n2ra	-9
Total rental cost of land and buildings	n2rb	-9
Other cost of production not included above	n2j	-9

**N.6** From this establishment's Balance Sheet for 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	n6a	-9
Land and buildings	n6b	-9

MNAN.8 What was the value of the following at the end of the fiscal year [insert last complete fiscal year]:

	LCUs	
Value of your total assets		
DON'T KNOW (SPONTANEOUS)	-9	
		MN

MNAn8a

**N.7** Hypothetically, if this establishment were to purchase the assets it uses now, in their current condition and regardless of whether the establishment owns them or not, how much would they cost, independently of whether they are owned, rented or leased?

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

## MNAA.20 Is the top manager of this establishment also the owner of this establishment? INTERVIEWER: IF THE ANSWER IS MADE AVAILABLE IN THE INTERVIEW, CODE WITHOUT ASKING QUESTION

Yes	1	
No	2	
DON'T KNOW (SPONTANEOUS)	-9	
		MNAa20

#### A.15a4. INTERVIEWER: PLEASE INDICATE THE NUMBER OF RESPONDENTS:

	Number of respondents
1 respondent	1
2 respondents	2
3 or more respondents	3

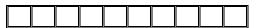
a15a4

#### **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		MNAa15a4a	1=LESS THAN ONE YEAR
Gender		a15a3a	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	MNAa15a4b	1=LESS THAN ONE YEAR
Gender		-7	a15a3b	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	MNAa15a4c	1=LESS THAN ONE YEAR



Gender		-7	a15a3c	1=MALE, 2=FEMALE DO NOT READ OUT
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#### THIS MODULE OF THE SURVEY ENDS HERE

#### IF NOT ELIGIBLE FOR THE INNOVATION MODULE: THANK YOU VERY MUCH FOR YOUR COOPERATION.

#### IF ELIGIBLE FOR INNOVATION MODULE, PROMPT:

BASED ON YOUR ANSWERS, WE HAVE DETERMINED THAT YOU ARE ELIGIBLE TO ANSWER A FEW ADDITIONAL QUESTIONS ON THE TOPIC OF INNOVATION. WOULD YOU BE WILLING TO PARTICIPATE AT THIS TIME? THESE QUESTIONS SHOULD LAST APPROXIMATELY 10-15 MINUTES.

#### IF RESPONDENT RESPONDS YES, PROCEED TO INNOVATION MODULE

#### IF RESPONDENT SAYS NO: THANK YOU VERY MUCH FOR YOUR COOPERATION.

#### IF THE RESPONDENT SAYS YES, BUT AT A LATER TIME:

WOULD YOU LIKE TO SCHEDULE AN INTERVIEW AT A LATER TIME TO COMPLETE THIS PORTION OF THE INTERVIEW? IT MAY ALSO BE ADMINISTERED ONLINE THROUGH A SECURE LINK WE WILL SEND YOU BY EMAIL.

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

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

#### **INTERVIEWER: DO NOT READ OUT:**

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

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		]
Are estimates computed with some precision		
Are arbitrary and unreliable numbers		
Are partially taken directly from establishment records and partially estimated		
		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 person1One visit in face-to-face interview with different managers/staff2Several visits3a18

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

Hour (00 to 23)	Minutes (00 to 59)	
a19h	a19m	