

Enterprise No.

enterno

Enterprise Name

entername

# Zimbabwean Manufacturing Enterprise Survey

## Main Questionnaire

### New Firms

July 2015

Version 11

Version 19 July 2015

Interviewer.....

intername

Data entry operator.....

dataentry

## SECTION 1: General Information Sheet

### FIRST VISIT

DATE AND PROPOSED TIME FOR THE VISIT

DAY	MONTH	TIME

DATE OF THE INTERVIEW

DAY	MONTH	YEAR

TIME BEGUN

TIME FINISHED

### SECOND VISIT

DATE AND PROPOSED TIME FOR THE VISIT

DAY	MONTH	YEAR

DATE OF THE INTERVIEW

DAY	MONTH	YEAR

TIME BEGUN

TIME FINISHED

PROGRESS		REQUIRED	LEFT WITH FIRM	PICKED UP	COMPLETED		
					BY FIRM	FIRST INTERVIEW	EVENTUALLY!
MAIN	SECTION 1						
	SECTION 2						
	SECTION 3 PART A						
	SECTION 3 PART B						
	SECTION 4						
	SECTION 5						
	SECTION 6 PART A						
	SECTION 6 PART B						
	SECTION 7 PARTs A-D						
	SECTION 8						
	SECTION 9						
	SECTION 10						
	SECTION 11						
	SECTION 12						

## SECTION 1: General Information Sheet

### THIS INFORMATION IS TO BE COMPLETED PRIOR TO THE INTERVIEW

1.	Sector	Food, Beverages and Tobacco..... 1	<b>Sample Frame</b>	<b>Actual</b>	6.
1_1_sector		Textile, Wearing Apparel and Leather ..... 2			
		Wood Products, Incl. Furniture..... 3			
		Chemicals, Petroleum, Coal, ..... 4			
		Rubber and Plastic Products..... 4			
		Metal, Machinery and Equipment..... 5			
		Other..... 6			
		(SPECIFY.....)		8.	
2.	Location	Harare & surrounds..... 1	<b>Sample Frame</b>	<b>Actual</b>	9.
1_2_location		Bulawayo..... 2			
		Other..... 3			
		(SPECIFY.....)			10.
3.	Size	5-19 employees ..... 1	<b>Sample Frame</b>	<b>Actual</b>	11.
1_3_size		20-99 employees ..... 2			
		100+ employees ..... 3			

Location clues.....

resphone

Telephone numbers... ..

(i). Fixed lines: .....

(ii). Mobile: .....

E-mail address.....

Respondent name.....

entername

Interviewers name .....

intername

Interviewers code .....

intercode

4. Name of enterprise.....

entername

.....

5. Physical address of enterprise.....

.....

.....

## SECTION 1: General Information Sheet

The following questions were already asked by phone when we contacted you for this appointment. In order to make sure we got all the information correctly, I would like to review them with you: Interviewer: if screener answer different from interview answer, establish right answer with respondent.

<p>12. Is this establishment part of a larger firm? <b>1_12_largerfirm</b></p> <p style="margin-left: 20px;">Yes.....</p> <p style="margin-left: 20px;">No, a firm on its own.....</p>	<p>1 (=&gt; 13)</p> <p>2 (=&gt; NEXT SECTION)</p>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <th style="width: 50%; text-align: center;">Screener</th> <th style="width: 50%; text-align: center;">Field</th> </tr> <tr> <td style="height: 30px;"></td> <td style="height: 30px;"></td> </tr> </table>	Screener	Field		
Screener	Field					
<p>13a. What is the number of establishments that form the firm?</p> <p><b>1_13a_numbest</b></p>		<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="height: 30px;"></td> <td style="height: 30px;"></td> </tr> </table>				
<p>13b. Where are the headquarters of the firm located?</p> <p><b>1_13b_headq</b></p>	<p>(CITY: ZIMBABWE)</p> <p>(FOREIGN COUNTRY)</p>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="height: 30px;"></td> <td style="height: 30px;"></td> </tr> </table>				
<p>13c. What kind of establishment is this? <b>1_13c_kindesta</b></p> <p style="margin-left: 20px;">HQ without production and/or sales in this location</p> <p style="margin-left: 20px;">HQ with production and/or sales in this location</p> <p style="margin-left: 20px;">Establishment physically separated from HQ and other establishments of the same firm</p> <p style="margin-left: 20px;">Establishment physically separated from HQ but with other establishments of the same firm</p>	<p>1 (=&gt; 14)</p> <p>2 (=&gt; 14)</p> <p>3 (=&gt; 15)</p> <p>4 (=&gt; 15)</p>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="height: 30px;"></td> <td style="height: 30px;"></td> </tr> </table>				
<p>14. Are the financial statements of the HQ prepared independently from the rest of the establishments?</p> <p style="margin-left: 20px;">Yes.....</p> <p style="margin-left: 20px;">No .....</p>	<p><b>1_14_finstat</b></p> <p>1</p> <p>2 (=&gt; NEXT Section)</p>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="height: 30px;"></td> <td style="height: 30px;"></td> </tr> </table>				
<p>15. Are the financial statements of this establishment prepared separately from HQ's statements?</p> <p style="margin-left: 20px;">Yes.....</p> <p style="margin-left: 20px;">No .....</p>	<p><b>1_15_finstats</b></p> <p>1</p> <p>2</p>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="height: 30px;"></td> <td style="height: 30px;"></td> </tr> </table>				
<p>16. Are the financial statements of this establishment independent from other establishments of the same firm?</p> <p style="margin-left: 20px;">Yes.....</p> <p style="margin-left: 20px;">No .....</p>	<p><b>1_16_finstats</b></p> <p>1</p> <p>2</p>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="height: 30px;"></td> <td style="height: 30px;"></td> </tr> </table>				

## INTRODUCTORY NOTES

BEFORE BEGINNING THE INTERVIEW, GIVE THE RESPONDENT A BRIEF EXPLANATION OF THE REASONS FOR THE INTERVIEW AND THE IMPORTANCE OF THE DATA (SEVERAL POINTS THAT SHOULD BE MADE ARE LISTED BELOW). ALSO MAKE SURE THAT THE RESPONDENT UNDERSTANDS THAT ALL THE INFORMATION GATHERED IN THESE QUESTIONNAIRES IS CONFIDENTIAL. NO FIRM NAMES WILL BE USED IN FINAL REPORTS OR IN INFORMATION RELEASED TO OUTSIDERS

### OBJECTIVE OF SURVEY

The purpose of this survey is to better understand the business environment and how this has affected the Zimbabwean manufacturing sector and labour markets. We are interested in how firms adjust to uncertain economic environments and how workers transition between jobs and between unemployment and employment.

### WE WOULD LIKE TO INTERVIEW X NUMBER OF WORKERS

LARGE FIRM (100+ EMPLOYEES): INTERVIEW 15 WORKERS

MEDIUM FIRMS (20 - 99 EMPLOYEES): INTERVIEW 10 WORKERS

SMALL MEDIUM FIRMS (5-19 EMPLOYEES): INTERVIEW UP TO 10 WORKERS

### *SEVERAL IMPORTANT POINTS IN EXPLAINING REASON FOR THE INTERVIEW*

THIS IS AN INDEPENDENT ACADEMIC LED PROJECT INTERESTED IN IDENTIFYING PROBLEMS FACING ZIMBABWEAN MANUFACTURING INDUSTRY. WE ARE GUIDED BY THE VIEW THAT RIGOROUS ANALYSIS OF DATA WILL CONTRIBUTE TOWARDS CONSTRUCTIVE POLICY ADVICE

INTERNATIONAL INVESTORS AND FOREIGN DONORS ARE INTERESTED IN SUPPORTING PRIVATE SECTOR DEVELOPMENT MORE DIRECTLY. THE INFORMATION YOU PROVIDE WILL BE HELPFUL IN THIS EFFORT

TO CONDUCT THE ANALYSIS, WE HAVE TO ASK RATHER DETAILED QUESTIONS.

WE WOULD BE HAPPY TO GIVE YOU A FINAL REPORT OF THE RESULTS OF THIS STUDY

WE WOULD LIKE TO TELEPHONICALLY CONTACT THE WORKERS NEXT YEAR TO SEE HOW THEIR SITUATION HAS CHANGED

FULL CONFIDENTIALITY OF DATA USED FOR RESEARCH PURPOSES ONLY. RESEARCHERS WILL NOT BE ABLE TO LINK YOUR FIRM TO THE DATA

THANK YOU FOR YOUR TIME AND CONTRIBUTION TO THE STUDY

## Background Notes

USE THIS PAGE TO WRITE DOWN KEY FEATURES REGARDING THE FIRM ARISING FROM YOUR DISCUSSION. THIS MAY INCLUDE HOW THE FIRM IS PERFORMING, MAJOR CHANGES IN ACTIVITY AND OWNERSHIP ETC.

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

## SECTION 2: Entrepreneur Questionnaire

Enterprise No.

i) THESE QUESTIONS ARE TO BE ANSWERED BY THE OWNER OF AN ENTREPRENEURIAL FIRM, OR THE CHAIRMAN OF A COOPERATIVE, OR THE GENERAL MANAGER OR MANAGING DIRECTOR/CEO OF A CORPORATION.

1. Gender (of interviewee) **2\_1\_gender**

MALE..... 1  
FEMALE..... 2

2. How old are you? **2\_2\_age**

YEARS:

3. Are you an owner /controlling shareholder of this firm?

Yes..... **2\_3\_owner** ..... 1 ( => 6)  
No..... 2

4. If not an owner of the firm, what is your current position?

**2\_4\_position**

Chairperson of cooperative..... 1  
General Manager/ MD of Firm/CEO..... 2  
Other Manager..... 3  
Other..... 4  
(SPECIFY.....)

5. What is your relationship to the owner of the firm?

Immediate family..... 1  
Relative..... 2  
Family friend..... **2\_5\_relation** ..... 3  
School or university friend..... 4  
Not related..... 5  
Other ..... 6  
(Specify.....)

NOTE:

Vocational training does not require O-level  
Polytechnic requires O-level

6. What is the highest level of formal education you successfully attained? **2\_6\_hieduc**

NONE..... 1  
PRIMARY..... 2  
INCOMPLETE SECONDARY..... 3  
MATRIC..... 4  
SECONDARY (O LEVEL)..... 5  
SECONDARY (A LEVEL)..... 6  
VOCATIONAL/POLYTECHNIC..... 7  
PROFESSIONAL..... 8  
UNIVERSITY..... 9  
Other (SPECIFY.....) 10

7. What was highest education level succesfully completed by your father and mother

NONE..... 1  
PRIMARY..... 2  
INCOMPLETE SECONDARY..... 3  
MATRIC..... 4  
SECONDARY (O LEVEL)..... 5  
SECONDARY (A LEVEL)..... 6  
VOCATIONAL/POLYTECHNIC..... 7  
PROFESSIONAL..... 8  
UNIVERSITY..... 9  
Other (SPECIFY.....) 10

**2\_7a\_fathedu**

**2\_7b\_motheduc**

Father/guardian

Mother/guardian

--	--

8.

What year did you acquire or assume a management role in this firm?

**2\_8\_acquire**

YEAR:

9.

How many years of work experience in general did you have prior to acquiring/ becoming a manager in this firm?

**2\_9\_workexp**

YEARS:

### SECTION 3: General Firm Questionnaire

#### Part A: Firm Status and Ownership Structure

1. When did your enterprise begin operations in this country (year)?  
[EVEN UNDER DIFFERENT OWNER OR FIRM NAME]

YEAR

2. Does the enterprise currently have any of the following registrations?

	YES = 1; NO = 2
a. Firm Registration (Registrar of Companies)	<input type="text" value="3A_2a_firmreg"/>
b. VAT	<input type="text" value="3A_2b_vat"/>
c. Other (Specify _____)	<input type="text" value="3A_2c_nassa"/>

3. What is the legal status of this enterprise?

Sole Proprietorship.....	1
Partnership.....	2
Private Limited Company.....	3
Public Listed Company.....	4
Corporation (not parastatal).....	5
Corporation (parastatal).....	6
Co-operative.....	7

4. What percentage of your enterprise is owned by :

	PERCENTAGE
a. Private Domestic.....	<input type="text" value="3A_4a_pridom%"/>
b. Private Foreign.....	<input type="text" value="3A_4b_prifore%"/>
b. Government state.....	<input type="text" value="3A_4c_govnm%"/>
c. Other..... (Specify _____)	<input type="text" value="3A_4d_other%"/>
	100%

5. If fully or partly foreign owned, in which country is the foreign company or major foreign shareholder based?

6. If partly or fully owned by domestic private sector, what share of ownership are:

a. Black Zimbabwean.....	<input type="text" value="3A_6a_black"/>
b. White Zimbabwean	<input type="text" value="3A_6b_white"/>
c. Indian/Asian Zimbabwean	<input type="text" value="3A_6c_indian"/>
d. Other	<input type="text" value="3A_6d_other"/>

7. When did current controlling owner(s) take control?

YEAR

8. Who were the previous controlling owners?  
[MULTIPLE ANSWERS POSSIBLE]

Black Zimbabwean.....	1
White Zimbabwean.....	2
Other Zimbabwean.....	3
Foreign individuals.....	4
Foreign company.....	5
Other.....	6

(Specify \_\_\_\_\_)

Answer 1

Answer 2

2

Answer 3

3



### SECTION 3: General Firm Questionnaire

#### Part B: Production and Sales

NEXT WE WOULD LIKE TO DISCUSS THE COST OF YOUR INPUTS AND THE VALUE OF YOUR OUTPUT.

1. Can you provide reliable answers for the the Fiscal Year 2014?

Yes..... 1

No..... 2 (=> 3a)

3B\_2\_canyou

2. Over what period is the Fiscal Year?

	Month	Year		Month	Year
From:			To:		

[ GO TO QUESTION 6]

[ONLY ASK BELOW IF INFORMATION FOR FOR FISCAL YEAR FISCAL YEAR IS NOT AVAILABLE]

- 3a. What is the preferred time period for you to use in discussing the cost of the inputs and the value of the outputs of your production process?

1 year..... 1

1 month..... 2

Other..... 3

(Specify.....)

3B\_1\_preftime

- 3b. What is the last period of this length for which you have reliable data?

	Month	Year		Month	Year
From:			To:		

3B\_3a\_ingthfrm

3B\_3b\_ingthtcd

IF FIRM HAS PEAK PERIODS DURING THE YEAR eg CERTAIN MONTHS WHEN ORDERS ARE HIGH, NOTE HOW MANY MONTHS THESE ARE AND USE THIS INFORMATION WHEN CALCULATING AVERAGE OUTPUT/ SALES FOR THE TIME PERIOD AGREED.

4. Can this last period be considered as average compared to the year as a whole?

Yes..... 1 (=> 6)

No, the period is below average..... 2

No, the period is above average.. 3

3B\_4\_average

5. By what percentage is the period above or below the average sales compared to the year as a whole?

3B\_5\_percent

6. In [period], how many hours per week did this establishment normally operate?

HOURS 3B\_6\_hrsweek

7. What was this establishment's average capacity utilization in [the period]? (Capacity utilization is the amount of output actually produced relative to the maximum amount that could be produced with your existing machinery and equipment and regular shifts) [INTEROGATE]

3B\_7\_capacity

8. At the end of the [period] how many additional employees would this establishment have needed to achieve full capacity

NUMBER 3B\_8\_addemploy

For the current [period] and the same [ period] in previous year, please provide the following information about this establishment.

9. What was your total value of sales of all activities of the firm in this [period]?

2013

2014

3B\_9a\_value13

3B\_9b\_value14

10. What percent of this establishment's total annual sales came from the following activities in [period]:

2013

2014

a. Manufacturing	3B_10a_manuf13	3B_10a_manuf14
b. Trading	3B_10b_trade13	3B_10b_trade14
c. Services	3B_10c_service13	3B_10c_service14
	100%	100%

[INTERVIEWER: RECALL FOR LATER IF FIRM TRADES/SERVICES]

11. In [period], what percent of this establishment's total sales were:

a. National sales	3B_11a_nation
b. Exports	3B_11b_export

PERCENT

100%

### SECTION 3: General Firm Questionnaire

#### Part B: Production and Sales

12. In 2010 [OR initial year if after 2010], what were the three main types of MANUFACTURED products/ services the firm produced/supplied?

**If this establishment produces more than one variety of the main product,  
please consider all varieties as one product**

Main product code	Main product description	Share of total revenue from sales of manufactured goods/services you produced (%)	Do you still produce the product?	Do you now trade imported substitutes?
			YES..... 1 NO..... 2	YES..... 1 NO..... 2
	3B_12a_code	3B_12a_share%	3B_12a_stillpr	3B_12a_import
	3B_12b_code	3B_12b_share%	3B_12b_stillpr	3B_12b_import
	3B_12c_code	3B_12c_share%	3B_12c_stillpr	3B_12c_import
	3B_12d_code	3B_12d_share%	3B_12d_stillpr	3B_12d_import

**INTERVIEWER: USE BOX BELOW FOR CALCULATIONS RELATED TO THIS SECTION**

### SECTION 3: General Firm Questionnaire

I WOULD NOW LIKE TO ASK YOU SOME DETAILED QUESTION ON THE MOST IMPORTANT PRODUCTS THAT YOU **PRODUCE OR SERVICES YOU PROVIDE**  
 [INTERVIEWER: IF FIRM IS ABLE TO PROVIDE DETAILED FINANCIAL ACCOUNTS FROM THEIR BOOKS, OBTAIN EITHER VALUE OR SHARE OF TOTAL REVENUE  
 FOR OTHER FIRMS WORK UP FROM THE PRODUCT INFORMATION TO CONSTRUCT TOTAL VALUES.  
 IN ALL CASES OBTAIN THE AVERAGE PRICE FOR EACH PRODUCT (OR MOST IMPORTANT VARIETY)]

[ENSURE THAT THE FIRM EXCLUDES TRADING ACTIVITIES (RESALE OF GOODS PURCHASED ELSEWHERE)]

			Most important	Second most important	Third most important	TOTAL
13.	What were your firm's three most important MANUFACTURED products OR services in terms of sales value in [period] (list them in order of importance)	Description	3B_13a_mostdesc	3B_13b_secdesc	3B_13c_thirddesc	
14.	a. Total revenue from each product/service was?	US\$	3B_14a_mostotrev	3B_14a_sectotrev	3B_14a_thitotrev	TOT14a 3B_14a_totrev
	b. Percent of total revenue from sale of manufactured goods & services?	Percentage	3B_14b_percmos	3B_14b_percsec	3B_14b_percthird	TOT14b 3B_14b_perctot
	c. In what units did you sell each of these products?	Units	3B_14c_unitmost	3B_14c_unitsec	3B_14c_unitthird	
	d. How many/much of each of these products did you sell?	Quantity = Number of units	3B_14d_sellmost	3B_14d_sellsec	3B_14d_sellthird	
	e. On average, how much did you charge for one unit of each product?	Dollars	3B_14e_chargmos	3B_14e_chargsec	3B_14e_chargth	
	f. Share raw materials in unit price (excluding piece wage rates, rental)?	Percentage	3B_14f_rawmos	3B_14f_rawsec	3B_14f_rawthird	
	g. Total cost of raw materials (excluding piece wage rates, rental) for the total amount of each product you sold in [period] was?	Dollars	3B_14g_costmos	3B_14g_costsec	3B_14g_costthird	TOT14g 3B_14g_total
	g. What share of raw materials used to produce this product/service were imported?	Percentage	3B_14g_importmos	3B_14g_importsec	3B_14g_importhird	
	h. Did you first start producing this product after 2009?	YES = 1 NO = 2	3B_14h_startmos	3B_14h_startsec	3B_14h_starthird	

<b>i. CALCULATE VALUE OF SALES OF MANUFACTURED PRODUCTS/SERVICES:</b>	(TOT14a/TOT14b) 3B_14i_valmanu
<b>j. CALCULATE VALUE OF RAW MATERIALS USED IN PRODUCTION/SERVICES</b>	(TOT14g/TOT14b) 3B_14j_valraw

[CHECK IF CONSISTENT WITH Q9, Q10)

### SECTION 3: General Firm Questionnaire

ONLY ASK THIS QUESTION IF FIRM EXPORTS (SEE QUESTION 11)

[THE PRODUCTS REFERRED TO HERE, ARE THE SAME PRODUCTS IDENTIFIED IN PRIOR QUESTION]

			Most important product	Second most important product	Third most important product
15.	a. Did you export this product in [period]? [IF NO for all Products GO TO next question]	Yes.....1 ... No.....2 ...	3B_15a_expmost	3B_15a_expsec	3B_15a_expthird
	b. What share of output of this product was exported?	Percentage ...	3B_15b_sharmos	3B_15b_sharsec	3B_15b_sharthird
	c. When did you first start exporting this product?	Year	3B_15c_whenmos	3B_15c_whensec	3B_15c_whenthird
	d. What share of this export value was destined for Africa?	Percentage ...	3B_15d_afrimos	3B_15d_afrisec	3B_15d_afrithird
	e. What share of the export value received tariff preferential access?	Percentage ...	3B_15e_tarifmos	3B_15e_tarifsec	3B_15e_tarifthird
	f. How many destinations did you export this product to in [period]?	Number ...	3B_15f_destmos	3B_15f_destsec	3B_15f_destthird
	g. How many African destinations did you export this product to in [period]?	Number ...	3B_15g_afrimos	3B_15g_afrisec	3B_15g_afrithird

ONLY ASK THIS QUESTION IF FIRM TRADES (RE-SELLS PRODUCTS IT PURCHASES FROM ELSEWHERE) (SEE QUESTION 10)

16.	a. What were your three most important TRADED products	Description	3B_16a_tradmos	3B_16a_tradsec	3B_16a_tradthird	
	b. What was the gross profit from the sale of each product?	US\$	3B_16b_profitmos	3B_16b_profitsec	3B_16b_profithird	TOT16b
						3B_16b_profittotal
	c. What is the share of these products in total gross profits from TRADING	Percentage	3B_16c_tradingmost	3B_16c_tradingsec	3B_16c_tradingthird	TOT16c
	d. What proportion of each traded goods are imported?	Percentage	3B_16d_propmos	3B_16d_propsec	3B_16d_propthird	3B_16d_total
	e. Did you first start trading this product after 2009?	YES=1, NO=2	3B_16e_startmos	3B_16e_startsec	3B_16e_starthird	
f. So the TOTAL gross profit from trading was..... (TOT16b/TOT16c)			US\$	3B_16f_totprof		

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### SECTION 3: General Firm Questionnaire

17. What was the total value of all raw materials you used in production/services during [period]?

2013

2014

3B\_17a\_totval13

3B\_17b\_totval14

[You **MUST** OBTAIN VAUES FOR THE PERIOD IN THE PRIOR YEAR]

18. Indirect Costs: What was the cost to your business of each of the following items during the [period]?

a. Cost of electricity

3B\_18a\_elect

b. Cost of fuel (vehicle, generator and gas)

3B\_18b\_fuel

c. Water

3B\_18c\_water

d. Communication services

3B\_18d\_comm

e. Security services

f. Advertising 3B\_18e\_allother

g. Transport services

h. Total indirect costs (sum of sections a. to e. above)

3B\_18f\_totindir

[EXCLUDE LABOUR , INTEREST COSTS, RENTAL AND MAINTENANCE & REPAIR]

19. NOW CALCULATE VALUE ADDED.

TYPE IN FOLLOWING VALUES FROM PRIOR QUESTIONS

a. Value of sales of manufactured products / services (Q14i)

3B\_19a\_valsal

b. Value of raw materials used in production / services (Q14j)

3B\_19b\_valraw

c. Value of profit from trading (Q16e)

3B\_19c\_valprof

20. CALCULATED VALUE ADDED  
(19a + 19c) - (19b + 18h)

3B\_20\_valadd

IF VALUE ADDED IS NEGATIVE CHECK THE NUMBERS WITH THE INTERVIEWEE AGAIN. CHECK THAT THE TIME UNITS USED FOR ALL COMPONENTS ARE CONSISTENT.

- 21a. What was the total cost of labour in this [period], including the wage bill, all allowances and Christmas/November and production bonuses?

2014

3B\_21a\_labor

- 21b. Were any payments of the wage bill during [period] outstanding?

Yes..... 1

No..... 2 (=> 22)

3B\_21b\_wageb

- 21c. How much of the wage bill in [period] was outstanding?

3B\_21c\_outstwg

NOW CALCULATE GROSS PROFITS BY TAKING THE CALCULATED VALUE ADDED (QUESTION 20) AND SUBTRACTING THE ANSWER TO QUESTION 21 TOTAL LABOUR COSTS)

22. Calculated profits (before depreciation and interest charges)

2014

(20 - 21)

3B\_22\_grossprof

23. What was the average value of your inventories of finished goods during [period]?

2014

3B\_23\_finish

- 24a. What was the average value of your inventories of raw materials during [period]?

2014

3B\_24\_rawmat

### SECTION 3: General Firm Questionnaire

THESE QUESTIONS APPLY TO THE FIRMS DOMESTIC SALES ONLY

25. Approximately how many formal domestic competitors are there for your principal product or product range sold in the domestic market?

NONE..... 1  
ONE..... 2  
2-5..... 3  
6-10..... 4  
MORE THAN 10... 5  
Don't know -77

3B\_25\_domest

26. Are imports a major source of competition for your sales in the domestic market

YES..... 1  
NO..... 2

3B\_26\_import

27. Are informal traders/firms a major source of competition for your sales in the domestic market?

YES..... 1  
NO..... 2

3B\_27\_informal

28. What is your market share, i.e., what percentage of the total output for this product sold in domestic market (i.e. including imports and competitor sales) is produced by you?

Less than 5 percent..... 1  
5-25 percent..... 2  
26-50 percent..... 3  
Above 50 percent..... 4  
Don't know..... -77

3B\_28\_mrktshare

29. What percentage of your total sales is accounted for by your most important client?

Less than 5 percent..... 1  
5-25 percent..... 2  
26-50 percent..... 3  
Above 50 percent..... 4  
Don't know..... -77

3B\_29\_client

30. What proportion of your sales are sold to businesses either owned by this firm or by the owner of this firm?

PERCENTAGE

3B\_30\_sold

31. In the past year how often did you change the price of your principal product or product range?

once per week ..... 1  
Once a month..... 2  
Once every 3 months..... 3  
Once every 6 months..... 4  
Once a year..... 5  
No change..... 6  
other (specify..... 7

3B\_31\_change

32. Has there been any entry of new domestic formal competing suppliers for your sales in the domestic market within the last year?

YES..... 1 (=> 33)  
NO..... 2

3B\_32\_entry

33. Is the entry being driven mainly by

Formal domestic firms..... 1  
Formal foreign firms..... 2

3B\_33\_driven

34. Have there been any important formal domestic competitors which exited the market within the last year?

YES..... 1 (=> 35)  
NO..... 2 (=> NEXT SECTION)

3B\_34\_fordom

35. Is the decrease being driven mainly by

Formal domestic firms..... 1  
Formal foreign firms..... 2

3B\_35\_decrease

## SECTION 4: Investment Questionnaire

NOW WE WOULD LIKE TO ASK YOU SOME QUESTIONS ON YOUR ASSETS AND INVESTMENTS IN [PERIOD]

1. For firms keeping financial accounts, what was the net book value, the value of assets (Land, building machinery & equipment) after depreciation, of the firm at the end of fiscal year 2014?

4\_1\_netbook

[INTERVIEWER: DO NOT PROVIDE THE BOOK VALUE OF ASSETS IN THE QUESTIONS BELOW. DERIVE THE SECOND HAND MARKET VALUE]

2.	What would it cost to replace the following assets owned by the firm at the end of 2014	US\$	Quantity
	a. Vehicles	4_2a_vehiclus	4_2a_vehicqnt

[IF ASSET IT NOT OWNED, WRITE 0]

- 3a. List your 3 major assets amongst your machinery and equipment (excluding computers and vehicles) which you use for business purpose at the end of [period]

	Description	What would it cost to replace each of these items with similar equipment (second-hand) (US\$)?
Item 1	4_3a_itemdes1	4_3a_itemcos1
Item 2	4_3a_itemdes2	4_3a_itemcos2
Item 3	4_3a_itemdes3	4_3a_itemcos3
Item 4	4_3a_itemdes4	4_3a_itemcos4

- 3b. What would it cost to replace all other items of machinery & equipment at end of [period]?

US\$ 4\_3a\_total

- 3c. Now calculate the market value of all machinery & equipment (items in 3a+3b)

4\_3b\_replaceother

- 4a. Does the enterprise own the land and building that it uses?

YES..... 1  
NO..... 2

4\_4aownland

- 4b. What is the market value of the land and buildings, in its current condition, that this enterprise uses?

US\$ 4\_4\_mktval

5. What is the market rental rate of the land and buildings in their current conditions (MONTHLY)?

MONTHLY (US\$) 4\_5\_rental

## SECTION 4: Investment Questionnaire

7. What was the value of land, buildings and machinery and equipment sold (US\$)?

NO.....2    (=> 8)

4\_6\_sell

LAND & BUILDINGS	COMPUTERS	VEHICLES	OTHER EQUIPMENT
4_7a_valsold	4_7b_valsold	4_7c_valsold	4_7d_valsold

- YES.....1

NO.....2    ( $\Rightarrow 12$ )

4\_8\_purchase

**NOTE: WE ARE INTERESTED IN DETAILS OF THE INVESTMENTS MADE BY THE FIRM IN THE FISCAL YEAR 2014**

- |   |                    |
|---|--------------------|
| In fiscal year 2014, how much did this establishment spend on purchases of: | Total value (US\$) |
| a. Land and buildings   | 4_9a_land          |
| b. Computers  | 4_9b_computer      |
| c. Vehicles   | 4_9c_vehicles      |

10. List your 3 major investments in machinery and equipment (excluding computers and vehicles) assets in 2014

	Description	Total value (US\$)
Item 1	4_10a_itemdes1	4_10a_itemval1
Item 2	4_10b_itemdes2	4_10b_itemval2
Item 3	4_10c_itemdes3	4_10c_itemval3

11. What was the estimated value of remaining investment in machinery and equipment in [period]?  
2014

4\_11\_invest14

12. What was the value of investment in buildings and machinery and equipment in Fiscal Year 2013?

4\_12\_invest13

- | 13. What was expenditure on maintenance and repair in Fiscal Year 2013 & Fiscal Year 2014? | 2013 | 2014 |
|--|------|------|
|  |      |      |

4\_13b\_repair14

[TOTAL ANNUAL AMOUNT]	4_13a_repair13	4_13b_repair14
[YOU MUST GET VALUES FOR 2013]		



## SECTION 4: Investment Questionnaire

14. Over fiscal year 2014, please estimate the proportion of this establishment's total purchase of fixed assets (such as machinery & equipment, land or buildings) that was financed from each of the following sources:

		Land and buildings	Equipment
a. Internal funds or retained earnings	PERCENT:	4_14a_landint	4_14a equipint
b. Owner's contribution or issued new equity shares	PERCENT:	4_14b_landown	4_14b equipown
c. Borrowed from banks	PERCENT:	4_14c_landbank	4_14c equipbank
d. Borrowed from non-bank financial institutions	PERCENT:	4_14d_landnon	4_14d equipnon
e. Borrowed from parent company or other firms in group	PERCENT:	4_14e_landgrp	4_14e equipgrp
f. Purchases on credit from suppliers and advances from customers	PERCENT:	4_14f_landcred	4_14f equipcred
g. Moneylenders, friends, relatives, bonds, etc.	PERCENT:	4_14g_landfrnd	4_14g equipfrnd
h. Other (SPECIFY _____)	PERCENT:	4_14h_landothr	4_14h equipothr

QUESTIONS 15-16 REFER TO THE MOST RECENT INVESTMENT IN ADDITIONAL **EQUIPMENT** in 2014.

[ONLY ASK IF INVESTED IN ADDITIONAL MACHINERY & EQUIPMENT IN 2014]

15. What was the primary purpose of the investment in equipment?

- Add to capacity..... 1
- Replace old equipment..... 2
- Improve productivity..... 3
- Improve quality of output..... 4
- Produce a new output..... 5
- Remove bottlenecks..... 6
- Other (SPECIFY \_\_\_\_\_) 7

4\_15\_primary

16. What share of additional equipment was imported (directly or indirectly)?

PERCENT

4\_16\_share

## SECTION 5: Relations with suppliers and clients

1. How many suppliers of raw materials do you have?

5\_1\_supplier

2. What proportion of your raw materials are sourced from your main supplier?

PERCENT

5\_2\_propn

3. How long have you been trading with your main supplier?

YEARS

5\_3\_long

4. What proportion of your raw materials was sourced from businesses either owned by this firm or by the owner of this firm?

PERCENT

5\_4\_source

5. Have you replaced inputs produced in Zimbabwe with imported inputs in the past 5 years?

YES..... 1

NO..... 2 (=> 7)

5\_5\_replace

6. What was the main reason?

Domestic supplier closed..... 1

Cheaper imported inputs..... 2

Better quality imported inputs..... 3

Other..... 4

(Specify\_\_\_\_\_)

5\_6\_reason

7. Are you now buying any inputs that you used to produce by yourself from the following suppliers in the past 5 years?

	YES = 1	NO = 2
a. Foreign producers/suppliers	5_7_foreign	
b. Domestic producers/suppliers	5_7_domest	

## SECTION 6: Labour Questionnaire

### Part A: General labour questionnaire

1. What was the total number of people employed by this firm at the end of the fiscal year 2014?  
Please include all employees and managers. (INTERVIEWER: INCLUDE INTERVIEWEE IF APPLICABLE)  
EXCLUDE seasonal workers]

6A\_1\_employee

2. Of these how many were

a. Full-time permanent (INCLUDE Owner)

6A\_2a\_fulltime

b. Full-time contract (at least 5 days/week)

6A\_2b\_fulltime

c. Part-time (less than 5 days/week)

6A\_2c\_parttime

[Check that Q.2a+b+c is equal to Q.1;  
these totals should **EXCLUDE** any additional workers hired during peak seasons (see below).]

3. What was the average length of contract of contract workers in months

MONTHS

6A\_3\_length

4. On average, how many hours per week do part-time workers work  
(e.g. half day per week is generally 20 hours)

HOURS

6A\_4\_hrsper

5. What is the number of full-time workers that this establishment employed at the end of fiscal years [period]?

2005	2010	2013
6A_5a_full2005	6A_5b_full2010	6A_5c_full2013

6A\_5b\_full2010

6. Do you have a peak season?

Yes.....1

No.....2 (=> 10)

6A\_6\_seapeak

7. How many months is the peak season?

6A\_7\_monpeak

8. Was it peak season at the end of the fiscal year [period]

Yes.....1

No.....2

6A\_8\_endpeak

9. How many more workers do you hire in the peak season?

[NOTE: DOUBLE CHECK THAT Q1 EXCLUDES PEAK SEASON  
WORKERS IF YEAR END IS PEAK SEASON]

6A\_9\_hwmany

#### NOTES

(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)

(Full-time, casual workers are all paid short-term (i.e. for less than a fiscal year) employees with no guarantee of renewal of contract employment and work full-time. This includes seasonal workers)

## SECTION 6: Labour Questionnaire

	10. Of your total workforce, how many were in each of the following categories at the end of [period]?	11. How many of these were female?	12. What is the mean TOTAL COST TO COMPANY (wage inclusive of benefits such as housing allowance, medical, vehicle, fuel, schooling, etc.) of each employee per MONTH?
Managers	6A_10a_manage	6A_11a_manage	6A_12a_manage
Professionals (with degree)	6A_10b_degree	6A_11b_degree	6A_12b_degree
Skilled Production workers	6A_10c_skilled	6A_11c_skilled	6A_12c_skilled
Semi-skilled/Unskilled Production workers	6A_10d_semi	6A_11d_semi	6A_12d_semi
Non-production/service workers	6A_10e_service	6A_11e_service	6A_12e_service
Total (CHECK IF SAME AS Q1)	6A_10f_total	6A_11f_total	6A_12f_total

### OCCUPATIONS DEFINITIONS:

**Management:** A manager heads a small manufacturing business or a section of a larger business and, on his/her own behalf or that of the proprietor, plans directs and coordinates the activities of the business

**Professional** (university degree): Engineer, scientist (chemist, etc.), Accountant, programmer, etc.

**Skilled Production Workers:** (Has formal qualification such as diploma) mechanic, technician, machine operator, industry specific skills, foreman, electrician, plumber, welder, machine operator

**Unskilled/Semi-skilled Production Workers:** (May be government trade tested): laborer, worker in factory, driver, packer, unloader  
Include General Workers that work in production activities

**Non-production/ service workers:** Office workers (typist, clerks, messengers), Sales personnel, Service workers (cleaners, guards, canteen staff, etc.)

Include General Workers that work in non-production/services

Note (1): THE TOTAL NUMBER OF WORKERS REPORTED IN THIS TABLE, SHOULD EQUAL THE ANSWER GIVEN FOR 2014 UNDER QUESTION 1 OF THIS SECTION

## SECTION 6: Labour Questionnaire

12, 13    6A\_12\_hire14    6A\_13\_ left 14

14. How many permanent workers did you hire in [period]?

2014  
6A\_14\_hire14

15. How many permanent workers left the firm in [period] ?

2014  
6A\_15\_left14

16. Of the permanent workers that left, how many

	2014
a. did you retrench	6A_16a_retrench
b. quit or absconded	6A_16b_quit
c. retired	6A_16c_retired
d. left because of illness	6A_16d_illness
e. Fire due to misconduct?	6A_16e_fire
f. other (specify_____)	6A_16f_other

NOTE THAT THE SUM OF 16a-f SHOULD EQUAL THE NUMBER REPORTED IN Q. 15.

17. What % of your eligible workforce belongs to a trade union?

PERCENT    6A\_17\_eligible

18. How many days of production did you lose in 2014 due to

a. Strikes or other labor disputes	6A_18a_strikes
b. Civil unrest	6A_18b_lose
c. Employee absenteeism due to illness, death, funerals	6A_18c_death
d. Other (SPECIFY_____)	6A_18d_other

19. How many production shifts do you run per day?

6A\_19\_shifts

## SECTION 6: Labour Questionnaire

### Part B: Retrenchment of Workers

1. What is the minimum number of full-time employees you need to maintain current production levels under normal conditions?

NUMBER: 6B\_1\_minimum

2. In previous year, have you renegotiated any permanent contracts to reduce:

	YES=1, NO=2
a. Work hours	<span style="border: 1px solid black; padding: 2px;">6B_2a_hours</span>
b. Wage salary	<span style="border: 1px solid black; padding: 2px;">6B_2b_salary</span>
c. Benefits	<span style="border: 1px solid black; padding: 2px;">6B_2c_benefit</span>
Other (SPECIFY _____)	<span style="border: 1px solid black; padding: 2px;">6B_2d_other</span>

3. What were the main staffing measure you adopt in the face of a **decline** in demand for your products?

[INCLUDE AT MOST TWO]

Vacant posts not filled..... 1  
 Expiry of fixed-term contracts..... 2  
 Reduce working hours of existing staff ..... 3  
 Redundancy of core staff ..... 4  
 Voluntary redundancy ..... 5  
 Delayed payment of salaries ..... 6  
 Retirement..... 7  
 Other:..... 8  
 (SPECIFY: \_\_\_\_\_)

FIRST

6B\_3a\_first

SECOND

6B\_3b\_second

4. What is the main factor preventing the firm from laying off permanent workers if you wished to?

Redundancy procedures ..... 1  
 (e.g. 3rd party approval, retraining requirements)  
 Severance pay..... 2  
 Difficulties in finding/re-hiring workers..... 3  
 Other..... 4  
 (Specify : \_\_\_\_\_)

6B\_4\_factor

- 5a. If you laid-off or fired workers in previous year what was total severance pay ?  
 [ONLY ASK IF FIRED WORKER]

6B\_5\_layoff

- 5b. Is this amount included in the total wage bill provided earlier (section 3, q21)

YES..... 1

NO..... 2

6B\_5b\_amtinclud

6. What is the main staffing measure you adopt in the face of an **increase** in demand for your products?

Employment with fixed-term contracts..... 1

Increase in working hours ..... 2

Employ more core staff ..... 3

No staffing measures taken ..... 4

Other:..... 5

(SPECIFY: \_\_\_\_\_)

6B\_6\_staffing

7. When you want to employ more of following workers how do you find them?

Through other workers..... 1

Through family / relatives..... 2

Through friends..... 3

Through community / church / social organization..... 4

Through advertising (poster / press / radio)..... 5

Through an employment agency..... 6

Through approaching previous workers:..... 7

Other:..... 8

(SPECIFY: \_\_\_\_\_)

MANAGER

6B\_7a\_manage

PROFESSIONAL

6B\_7b\_profess

OTHER

6B\_7c\_other

## SECTION 7: Financial Markets

### Part A: Background and Overdrafts

ASK THE FOLLOWING QUESTIONS, MAKING A CLEAR DISTINCTION BETWEEN OVERDRAFT FACILITIES AND LOANS FROM FORMAL FINANCIAL INSTITUTIONS:

1. Over fiscal year 2014, please estimate the proportion of this establishment's working capital that was financed from each of the following sources?

	PERCENT
a. Internal funds or retained earnings	7A_1a_retained
b. Borrowed from banks (private and state-owned)	7A_1b_banks
c. Borrowed from non-bank financial institutions which include microfinance institutions, credit cooperatives, credit unions or finance companies	7A_1c_nonbank
d. Borrowed from other companies in the group	7A_1d_group
e. Purchases on credit from suppliers and advances from customers	7A_1e_supplier
f. Other, moneylenders, friends, relatives, etc.	7A_1f_friend

2. At this time, does this establishment have a: checking or savings account?

Yes..... 1  
No..... 2

7A\_2\_account

3. Does your enterprise currently have any overdraft facilities with banks ?

7A\_3\_overdraft

YES ..... 1  
NO ..... 2 ( => Part B)

4. Was collateral required for the overdraft facilities?

7A\_4\_collate

YES ..... 1  
NO ..... 2

5. What was the balance owed on all overdrafts at the end of fiscal year [period]?

DOLLARS:

7A\_5\_balance

6. What was the annual interest rate on overdrafts at the end of fiscal year [period]?

PERCENT

7A\_6\_interest

Note an Overdraft is a type of Line of Credit. The key difference is that the Overdraft is part of your transaction account rather than a separate account.

## SECTION 7: Financial Markets

### Part B : Lines of Credit

1. Did this enterprise have any outstanding loans or lines of credit at the end of Fiscal Year (2014)? **7B\_1\_loans**

Yes..... 1

No..... 2 [= > 9]

2. Referring to the most recent line of credit or loan, what type of financial institution granted this loan? **7B\_2\_credit**

Private commercial banks..... 1

State-owned banks or government agency..... 2

Non-bank financial institutions..... 3

Other..... 4  
(Specify.....)

3. What was loan used for? **7B\_3\_usedfor**

Purchase new machinery..... 1

Working capital..... 2

Purchase of land/building..... 3

Pay-off debts..... 4

Other(Specify.....) 5

4. When was it granted? **7B\_4\_granted**

YEAR

5. What was the total value of outstanding loans or lines of credit held by this establishment at the end of Fiscal Year 2014?

US\$ **7B\_5\_totval**

6. What is the average rate of interest charged on these loans/lines of credit

**7B\_6\_rate**

PERCENT

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

**7B\_7\_collate**

Yes..... 1

No..... 2 [= > 9]

8. Referring only to this most recent loan or line of credit, what types of collateral were required

Collateral	YES = 1	NO=2
Land, buildings owned by the establishment	<b>7B_8a_land</b>	<b>2</b>
Machinery and equipment including movables	<b>7B_8b_equip</b>	<b>2</b>
Other (Specify)	<b>7B_8e_other</b>	<b>2</b>
<b>7B_8c_recievable</b> <b>7B_8d_perasset</b>		

9. At this time, what is the value of outstanding PERSONAL loans that are used to finance this establishment's business activities?

US\$

**7B\_9\_personal**

10. Did this establishment apply for any loans or lines of credit during Fiscal Year 2014?

Yes..... 1 [= > 12]

No..... 2

**7B\_10\_loans**

11. What was the main reason why this establishment did not apply for any line of credit or loan?

No need for a loan - establishment had sufficient funds 1

Application procedures were complex..... 2

Interest rates were not favorable..... 3

Collateral requirements were too high..... 4

Size of loan and maturity were insufficient..... 5

Did not think it would be approved..... 6

Other (Specify)..... 7

**7B\_11\_reason**

[GO TO NEXT SECTION]

12. Were any of these applications refused?

Yes..... 1

No..... 2 [= > Part C]

**7B\_12\_refused**

13. why? **7B\_13\_why**



## SECTION 7: Financial Markets

### Part C: Liquidity/Cash Flow

1. All firms have cash flow (liquidity problems) at some time. Have you had any cash flow (liquidity) problems in Fiscal Year 2014?

YES ..... 1

NO .....2 [=> next Part D]

7C\_1\_cashflow

2. What were your two main responses to the cash flow problem?

Top 1

7C\_2a\_top1

Top 2

7C\_2b\_top2

SOLD OFF RAW MATERIALS..... 1  
SOLD SOME EQUIPMENT..... 2  
BORROWED FROM BANK (OVERDRAFT)..... 3  
BORROWED FROM BANK (LOANS)..... 4  
USED PERSONAL CASH RESERVES..... 5  
BORROWED INFORMALLY..... 6  
BORROWED FROM FAMILY..... 7  
TOOK CASH ADVANCES FROM CLIENTS..... 8  
OBTAINED SUPPLIER CREDIT..... 9  
OTHER..... 10  
(SPECIFY: \_\_\_\_\_)

### Part D: Trade Credit

**NOTE:** TRADE CREDIT IS NOT THE SAME AS TRADE DISCOUNTS FOR LARGE VOLUME ORDERS OR GOOD CLIENTS. IT IS ACCOUNTS PAYABLE AND RECEIVABLE FROM SUPPLIERS AND CLIENTS.

1. How much was owed to suppliers (accounts payable) at end of Fiscal Year [period]

2014

DOLLARS: 7D\_1\_payable

3. How much did clients owe you (accounts receivable) at end of fiscal year [period]?

2014

DOLLARS: 7D\_3\_receivable

- 2 How much did suppliers owe you (prepayments made for goods and services to be delivered later) at end of fiscal year [period]?

2014

DOLLARS: 7D\_2\_prepay

4. How much did you owe clients (prepayments for goods or services to be delivered) at end of fiscal year [period]?

2014

DOLLARS: 7D\_4\_oweclient

## SECTION 8: Infrastructure

THE FIRST QUESTION IS TO BE ANSWERED BY THE INTERVIEWER ON THE BASIS OF HIS OBSERVATIONS. IT SHOULD **NOT** BE ADDRESSED TO THE RESPONDENT DIRECTLY

- 1 What is the state of the road(s) directly outside the enterprise?  
(note: not the private drive belonging to the enterprise)

**Codes**      8\_1\_roads

Sealed road	Good.....	1
	Poor.....	2
	Extremely poor.....	3
Not Sealed road	Good.....	4
	Poor.....	5
	Extremely poor.....	6
No Road	.....	7

## SECTION 8: Infrastructure

2. Does your establishment use a mobile phone for business?

8\_2\_phone Yes.....1  
No.....2

3. What % of your workforce regularly uses a computer in their jobs?

8\_3\_computer

4. How much have you spent on computer hardware & software in the last year? 8\_4\_spent

NOTE: CHECK WHETHER THE AMOUNT IN Q. 4 HAS BEEN INCLUDED IN SECTION 4, INVESTMENT (IT SHOULD BE).

5. Does your establishment uses e-mail in its interactions with clients and suppliers?

8\_5\_email Yes.....1  
No.....2

6. Does your establishment uses a website in its interactions with clients and suppliers?

8\_6\_website Yes.....1  
No.....2

7. Over the last six months, on average, how many days per week did you NOT have an adequate mains water supply? 8\_7\_water  
[CODE 5 DAYS IF NO MAINS SUPPLY] DAYS

8. What percentage of your water comes from a borehole/well or private suppliers?

8\_8\_borehole

PERCENTAGE

9. Over the last six months, on average, how many working hours per month did you experience a power outage?

8\_9\_power

HOURS PER MONTH

10. Do you own/use a generator? 8\_10\_generator

Yes.....1

No.....2 (=> next Section)

11. Do you use the generator for

YES=1, NO = 2

a. Head office

8\_11a\_headoff

b. Production activities

8\_11b\_productn

12. What is the capacity of the generator?

8\_12\_capacity

kVA

13. At what percentage of full production capacity do you operate under generator?

8\_13\_percent

PERCENTAGE

## SECTION 9: Obstacles

1. What are your three biggest problems affecting the operation of specifically your firm?

**NOTE: DO NOT READ OFF THESE CATEGORIES. LET THE RESPONDENT ANSWER, THEN CODE. IF THE RESPONDENT CANNOT ANSWER, HAVE A DISCUSSION.**

Major Problem 1: 9\_1a\_prob1  
.....  
.....

Major Problem 2: 9\_1b\_prob2  
.....  
.....

Major Problem 3: 9\_1c\_prob3  
.....  
.....

Major Problem 4 (if provided):-- 9\_1d\_prob4  
.....  
.....

## SECTION 10: Investor Confidence

EXPLAIN TO THE RESPONDENT THAT WE ARE INTERESTED IN HIS EXPECTATIONS FOR THE FUTURE.

1. Are you more optimistic today than a year ago regarding profits?

Yes.....1  
No.....2

10\_1\_optistic

2. What do you expect your firm's sales, employment and investment to be in one year's time compared with today?

[ANSWER SEPARATELY FOR EACH ITEM IN BOX BELOW USING FOLLOWING CODE:]

A lot higher (more than 20% higher)..... 1  
Moderately higher (1-20% higher)..... 2  
Unchanged.....3  
Moderately lower (1-20% lower)..... 4  
A lot lower (more than 20% lower)..... 5

Sales	Employment	Investment
10_2a_sales		10_2c_invest

10\_2b\_employ

3. Imagine you win a cash prize in a lottery. The prize is worth USD 1000 and can be paid out AT ONCE. Imagine the lottery, which is a financially trustworthy organization, asks if you are prepared to give you USD 3000 if you wait a year before you get the money. Would you agree to that proposal?

AMOUNT TAKEN

10\_lottery

## SECTION 11: Final

1. Is there something you would like to share with us which has not been covered?

11\_comment1

11\_comment2

11\_comment3

11\_comment4

THE SURVEY ENDS HERE  
THANK YOU VERY MUCH FOR YOUR COOPERATION.

## SECTION 12: Closure Administrative

### INTERVIEWERS PLEASE ANSWER AT END OF THE INTERVIEW:

1 It is my perception that the responses to the questions regarding opinions and perceptions:

Truthful.....	1	
Somewhat truthful.....	2	
Not truthful.....	3	

2 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	

### INTERVIEWER COMMENTS:

(Problems occurred/extraordinary circumstances which could influence results)

### SUPERVISORS PLEASE ANSWER:

4 This questionnaire was completed in:

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

3 Total time taken for interview  
(hours plus minutes)

HOURS	MINUTES