

ESTABLISHMENT ID **id**  
PREFERENCE NUMBER **preference**

			0	0

ROTATION  
**rotation**

**THE WORLD BANK**  
**Turkey 2015 Regional Enterprise Survey**

GPS Coordinates	
Degrees North (Latitude)	<b>lat</b>
Degrees East (Longitude)	<b>lon</b>

**A. CONTROL INFORMATION [TO BE COMPLETED BEFORE INTERVIEW]**

A.0 Questionnaire <b>a0</b>	Module
Manufacturing	1
Retail/wholesale firm	2
Non-retail services firm	3

**A.1 Country**

<b>a1</b>
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A.2	REGION	Sampling Region <b>a2</b>	A.3a	Screener Region <b>a3a</b>
TR10	(İstanbul)	1		1
TR31	(İzmir)	2		2
TR41	(Bursa, Eskişehir, Bilecik)	3		3
TR42	(Kocaeli, Sakarya, Düzce, Bolu, Yalova)	4		4
TR51	(Ankara)	5		5
TR61	(Antalya, Isparta, Burdur)	6		6
TR21	(Tekirdağ, Edirne, Kırklareli)	7		7
TR22	(Balıkesir, Çanakkale)	8		8
TR32	(Aydın, Denizli, Muğla)	9		9
TR33	(Manisa, Afyon, Kütahya, Uşak)	10		10
TR52	(Konya, Karaman)	11		11
TR62	(Adana, Mersin)	12		12
TR72	(Kayseri, Sivas, Yozgat)	13		13
TR81	(Zonguldak, Karabük, Bartın)	14		14
TR83	(Samsun, Tokat, Çorum, Amasya)	15		15

TR63	(Hatay, Kahramanmaraş, Osmaniye)	16	16
TR71	(Kırıkkale, Aksaray, Niğde, Nevşehir, Kırşehir)	17	17
TR82	(Kastamonu, Çankırı, Sinop)	18	18
TR90	(Trabzon, Ordu, Giresun, Rize, Artvin, Gümüşhane)	19	19
TRA1	(Erzurum, Erzincan, Bayburt)	20	20
TRB1	(Malatya, Elazığ, Bingöl, Tunceli)	21	21
TRC1	(Gaziantep, Adıyaman, Kilis)	22	22
TRA2	(Ağrı, Kars, Iğdır, Ardahan)	23	23
TRB2	(Van, Muş, Bitlis, Hakkari)	24	24
TRC2	(Şanlıurfa, Diyarbakır)	25	25
TRC3	(Mardin, Batman, Şırnak, Siirt)	26	26

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

<b>a3x</b>
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**A.4 Industry**

	Sampling sector <b>a4a</b>	Screener sector <b>a4b</b>
Sector name	NACE 2.0 code	NACE 2.0 code
Food	10	10
Manufacture of	11	11

QUESTIONNAIRE NUMBER

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beverages		
Tobacco products	12	12
Textiles	13	13
Wearing apparel	14	14
Leather and related products	15	15
Wood and of products of wood and cork, except furniture	16	16
Paper and paper products	17	17
Printing and reproduction of recorded media	18	18
Coke and refined petroleum products	19	19
Chemicals	20	20
Basic pharmaceutical products and pharmaceutical preparations	21	21
Rubber and plastic products	22	22
Nonmetallic mineral products	23	23
Basic metals	24	24
Fabricated metal products	25	25
Computer, electronic and optical products	26-27	26-27
Machinery and equipment	28	28
Motor vehicles, trailers and semi-trailers and other transport equipment	29-30	29-30
Furniture	31	31
Other manufacturing	32	32
Repair and installation of machinery and equipment	33	33
Construction	41-43	41-43
Wholesale and retail trade and repair of motor vehicles and motorcycles	45	45

Wholesale trade, except of motor vehicles and motorcycles	46	46
Retail	47	47
Transport	49-53	49-53
Accommodation and Restaurant	55-56	55-56
Publishing activities	58	58
Telecommunications	61	61
Computer programming, consultancy and related activities	62	62
Travel agency, tour operator and other reservation service	79	79
Repair of computers and personal and household goods	95	95

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

**A.7 Establishment is part of a larger firm a7**

Yes	1
No, a firm on its own	2

**A.7a**

Number of establishments that form the firm	<b>a7a</b>
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**A.8a Type of establishment a8a**

HQ with production and/or sales in this location	1
Establishment other than HQ	2
<b>DOES NOT APPLY</b>	<b>-7</b>

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

Yes	1
No	2
<b>DOES NOT APPLY</b>	<b>-7</b>

**QUESTIONNAIRE NUMBER**

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

Yes	1
No	2
<b>DOES NOT APPLY</b>	<b>-7</b>

**A.11a** How many establishments are included in the financial statements of headquarters?

Number of establishments	<b>a11a</b>
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**A.12** Interviewer code **a12**

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**A.13** Supervisor code **a13**

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

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

**READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING.**

The goal of this survey is to gather information and opinions about the business environment in Turkey. The information gathered here will help to develop new regional 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.

**TU\_B.1** What is this firm's current legal status?  
**SHOW CARD 1**

English	Turkish	
Shareholding company with shares traded in the stock market	Borsaya açılmış Anonim Şirket	1
Shareholding company with non-traded shares or shares traded privately	Borsaya açılmamış Anonim Şirket	2
Sole proprietorship	?	3
Commandite company	Komandit şirket	4
Partnership	?	5
Limited partnership divided into shares	Sermayesi paylara bölünmüş komandit şirket	6
Limited liability company	Limited şirket	7
Cooperative company	Kooperatif şirket	8
Collective company	Kollektif şirket	9

**GO TO B.2**

**END INTERVIEW**

**END INTERVIEW**

**tu\_b1**

**INTERVIEWER: PLEASE NOTE WHEN tu\_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
Percentage held by largest owner or owners	<b>b3</b> %
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**ESTABLISHMENT ID**

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**B.2** What percentage of this firm is owned by each of the following: **SHOW CARD 2**

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

**IF 100% END INTERVIEW**

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

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

Yes	1	
No	2	<b>GO TO B.5</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>GO TO B.5</b>

**b4**

**INTERVIEWER: PLEASE NOTE WHEN tu\_b1 is 3 (SOLE PROPRIETORSHIP) and b4 is 1 (FIRM HAS A FEMALE OWNER), WRITE 100% FOR QUESTION b4a.**

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

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

**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?

	<b>Year</b>
Year establishment began operations	<b>b5</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR**

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**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	b6
<b>DON'T KNOW (SPONTANEOUS)</b>	-9

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

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

**b6a**

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

	Year
Year establishment formally registered	b6b
<b>DON'T KNOW (SPONTANEOUS)</b>	-9
<b>NEVER REGISTERED (SPONTANEOUS)</b>	-7

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

**B.7** How many years of experience working in this sector does the Top Manager have?

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

**TU\_B.7b** What is the highest educational degree the top manager has completed/obtained?

Manager's highest completed degree	tub7bx
<b>DON'T KNOW (SPONTANEOUS)</b>	-9

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

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

**b7a**

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**B.8** Does this establishment have an internationally-recognized quality certification?  
**(INTERVIEWER: SOME EXAMPLES ARE ISO 9000, 14000, 22000, or HACCP)**

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

**GO TO SECTION C**  
**GO TO SECTION C**  
**GO TO SECTION C**

**b8**

**B.8x** Please specify the internationally-recognized quality certifications

Specify Certifications	<b>b8x</b>
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**C. INFRASTRUCTURE AND SERVICES**

**READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING.**

Now, we turn to the establishment's operations

**TU\_C.1** Over the last two years, did this establishment submit an application to obtain a natural gas connection?

Yes	1	
No	2	<i>GO TO QUESTION C.3</i>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<i>GO TO QUESTION C.3</i>

**tuc1**

**TU\_C2** In reference to that application for a natural gas 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 gas connection	<b>tuc2</b>
<b>LESS THAN ONE DAY</b>	<b>1</b>
<b>STILL IN PROCESS</b>	<b>-6</b>
<b>APPLICATION DENIED</b>	<b>-5</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**TU\_C3** In reference to that application for natural gas connection, was an informal gift or payment expected or requested?

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

**tuc3**

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

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

**c3**

**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?



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	Days
Wait for electrical connection	<b>c4</b>
<b>LESS THAN ONE DAY</b>	<b>1</b>
<b>STILL IN PROCESS</b>	<b>-6</b>
<b>APPLICATION DENIED</b>	<b>-5</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

<b>C.5</b>	In reference to that application for an electrical connection, was an informal gift or payment expected or requested?
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Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>REFUSAL (SPONTANEOUS)</b>	<b>-8</b>

**c5**

<b>C.6</b>	Over fiscal year <b>2014</b> , did this establishment experience power outages?
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Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

*GO TO QUESTION C.10*  
*GO TO QUESTION C.10*

**c6**

<b>C.7</b>	In a typical month, over fiscal year <b>2014</b> , how many power outages did this establishment experience?
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	Number
Number of power outages in a typical month	<b>c7</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

*IF 0, GO TO QUESTION C.9*  
*GO TO QUESTION C.9*

<b>C.8</b>	How long did these power outages last on average?
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	Hours	Minutes
Average duration of power outages	<b>c8a</b>	<b>c8b</b>
<b>LESS THAN ONE MINUTE</b>	<b>0</b>	<b>1</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>-9</b>

<b>C.9</b>	Please estimate the losses that resulted from power outages either as a percentage of total annual sales or as total annual losses.
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	Percent
Loss as percentage of total annual sales due to power outages	<b>c9a</b> %
<b>NONE</b>	<b>0</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

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PROVIDE EITHER ONE OR THE OTHER, NOT BOTH

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

**C.10** Over the course of fiscal year **2014**, did this establishment own or share a generator?

Yes	1	<b>GO TO QUESTION TU_C5</b> <b>GO TO QUESTION TU_C5</b>
No	2	
DON'T KNOW (SPONTANEOUS)	-9	

**c10**

**C.11** In fiscal year **2014**, what percentage of this establishment's electricity came from a generator or generators that the establishment owned or shared?

	Percent
Percentage electricity from generators	<b>c11 %</b>
DON'T KNOW (SPONTANEOUS)	-9

**TU\_C4** What was the size of this generator in KW?

	KW
System size in output	<b>tuc4</b>
DON'T KNOW (SPONTANEOUS)	-9

**TU\_C5** Over the course of fiscal year **2014**, did this establishment own or share a solar array or other alternative energy source?

Yes	1	<b>GO TO QUESTION C.12</b> <b>GO TO QUESTION C.12</b>
No	2	
DON'T KNOW (SPONTANEOUS)	-9	

**tuc5**

**TU\_C6** In fiscal year **2014**, what percentage of this establishment's electricity came from a solar installation or alternative energy source that the establishment owned or shared?

	Percent
Percentage electricity from alternative energy sources	<b>tuc6 %</b>
DON'T KNOW (SPONTANEOUS)	-9

**ESTABLISHMENT ID**

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**TU\_C7** What was the size of this solar array or alternative energy source in KW?

	KW
System size in output	<b>tuc7</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

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

Yes	1	<b>GO TO QUESTION C.15</b> <b>GO TO QUESTION C.15</b>
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	

**c12**

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

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

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

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

**C.15** Over fiscal year **2014**, did this establishment experience insufficient water supply for its operations?

Yes	1	<b>GO TO QUESTION TU_C10</b> <b>GO TO QUESTION TU_C10</b> <b>GO TO QUESTION TU_C10</b>
No	2	
The establishment does not use water for its operations	<b>-7</b>	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	

**c15**

**C.16** In a typical month, over fiscal year **2014**, how many incidents of insufficient water supply did this establishment experience?

**ESTABLISHMENT ID**

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	Number
Number of incidents of water insufficiency in a typical month	<b>c16</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

*IF 0, GO TO QUESTION TU\_C9  
GO TO QUESTION TU\_C9*

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

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

**TU\_C9** What percentage of this firm's water comes from each of the following:  
**SHOW CARD 3**

	Percent	<b>DON'T KNOW (SPONTANEOUS)</b>
Private well	<b>tuc9a</b> %	<b>-9</b>
Public well	<b>tuc9b</b> %	<b>-9</b>
Municipal water pipe	<b>tuc9c</b> %	<b>-9</b>
River water	<b>tuc9d</b> %	<b>-9</b>
Sea water	<b>tuc9e</b> %	<b>-9</b>
Other (Specify) <b>tuc9fx</b>	<b>tuc9f</b> %	<b>-9</b>
	<b>100%</b>	

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

**TU\_C10** At the present time, does this establishment have an internet connection?

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

**tuc10**

*GO TO QUESTION C.22a  
GO TO QUESTION C.22a*

**TU\_C11** Over fiscal year **2014**, did this establishment experience internet outages from the internet provider?

Yes	1
No	2
The establishment does not use Internet for its operations	<b>-7</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**tuc11**

*GO TO QUESTION C.22a  
GO TO QUESTION C.22a  
GO TO QUESTION C22a*

**TU\_C12** In a typical month, over fiscal year **2014**, how many incidents of internet outage from the internet provider did this establishment experience?

ESTABLISHMENT ID

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	Number
Number of incidents of Internet outages in a typical month	<b>tuc12</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

*IF 0, GO TO QUESTION C.22a  
GO TO QUESTION C.22a*

**TU\_C13** How long did these incidents of internet outages last on average?

	Hours
Average duration of Internet outages	<b>tuc13</b>
<b>LESS THAN ONE HOUR</b>	<b>1</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

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

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

**c22a**

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

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

**c22b**

**TU\_C15** At the present time, does this establishment use an online sales platform?

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

**tuc15**

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**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 **2014**, 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 SHOES’ MANUFACTURING**

Description	<b>d1a1x</b>
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**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 PRODUCT AND ACTIVITY	Code <b>d1a2</b>
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**D.1a2b** PLEASE CHOOSE THE 4-DIGIT NACE CODE THAT BEST APPLIES TO THE ESTABLISHMENT’S MAIN ACTIVITY AND PRODUCT.

CODE OF THE MAIN PRODUCT AND ACTIVITY	Code <b>d1a2b</b>
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**TU\_D1** At the present time, does this establishment have a copyright, trademark, or patent covering its main activity or product?  
**INTERVIEWER: READ OUT**

	Yes	No	DON'T KNOW (SPONTANEOUS)
Copyright <b>tud1a</b>	1	2	<b>-9</b>
Trademark <b>tud1b</b>	1	2	<b>-9</b>
Patent <b>tud1c</b>	1	2	<b>-9</b>

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

	Percent
Percentage of sales represented by main product or activity	<b>d1a3</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

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

**D.2** In fiscal year **2014**, what were this establishment's total annual sales for **ALL** products and services?

	LCUs
Last complete fiscal year's total sales	<b>d2</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>PLEASE ALSO WRITE OUT THE NUMBER (i.e. 50,000 as Fifty Thousand)</b>	
	<b>d2x</b>

**N.3** Looking back at the end of fiscal year **2012**, what were total annual sales for this establishment?

	LCUs
Total annual sales in fiscal year <b>2012</b>	<b>n3</b>
<b>IF ESTABLISHMENT WAS NOT IN BUSINESS THREE YEARS AGO</b>	<b>-7</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**D.3** Coming back to fiscal year **2014**, what percentage of this establishment's sales were:  
**(INTERVIEWER: SKIP PATTERNS MUST BE FOLLOWED IN THE ORDER THEY APPEAR IN THE TABLE)**  
**SHOW CARD 4**

	Percent	DON'T KNOW (SPONTANEOUS)	
National sales	<b>d3a</b> %	<b>-9</b>	<b>IF 100, GO TO QUESTION D.12</b>
Indirect exports (sold domestically to third party that exports products)	<b>d3b</b> %	<b>-9</b>	<b>IF 100, GO TO QUESTION D.8</b>
Direct exports	<b>d3c</b> %	<b>-9</b>	<b>IF 0, GO TO QUESTION D.8</b>
	<b>100%</b>		

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

**ESTABLISHMENT ID**

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**D.4** In fiscal year **2014**, 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?

	<b>Days</b>
Average number of days to clear customs	<b>d4</b>
<b>LESS THAN ONE DAY</b>	<b>1</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>DOES NOT APPLY</b>	<b>-7</b>

**GO TO QUESTION D.8**

**D.5a** In reference to when this establishment exported goods directly, in clearing these goods through customs was an informal gift or payment expected or requested?

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

**d5a**

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

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

**INTERVIEWER: WRITE YEAR USING 4 DIGITS**

**TU\_D.2** Regarding these exports, what is the main port of exit that was used to move these goods out of Turkey?

Main port of exit	<b>tud2x</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>



**ESTABLISHMENT ID**

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**D.12** In fiscal year **2014**, 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 5**

	<b>Percent</b>	<b>DON'T KNOW (SPONTANEOUS)</b>
Material inputs or supplies from this region	<b>d12a1</b> %	<b>-9</b>
Material inputs or supplies of OTHER domestic region	<b>d12a2</b> %	<b>-9</b>
Material inputs or supplies of foreign origin	<b>d12b</b> %	<b>-9</b>
	<b>100%</b>	

**IF 0, GO TO QUESTION TU.D4**

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

**D.13** Were any of the material inputs or supplies purchased in fiscal year **2014**, imported directly?

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
	<b>d13</b>

**GO TO QUESTION TU\_D4**  
**GO TO QUESTION TU\_D4**

**TU\_D.3** Regarding these inputs or supplies that are directly imported, what is the main port of entry that was used to bring these goods into Turkey?

Main port of entry	<b>tud3x</b>
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**D.14** In fiscal year **2014**, 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?

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

**D.15a** In reference to when this establishment imported material inputs or supplies, in claiming these goods from customs was an informal gift or payment expected or requested?

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>REFUSAL (SPONTANEOUS)</b>	<b>-8</b>
	<b>d15a</b>

**ESTABLISHMENT ID**

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<b>TU_D.4</b>	Regarding these inputs or supplies that are domestically sourced, what is the main province (NUTS 3) from which they are sourced?
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Main province for domestic inputs	<b>tud4x</b>
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**E. DEGREE OF COMPETITION**


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**E.1** In fiscal year **2014**, which of the following was the main market in which this establishment sold its main product or service?  
**SHOW CARD 6**

Local – main product or service sold mostly in same province where establishment is located	1
National – main product or service sold mostly within Turkey	2
International	3
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

<b>e1</b>
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**E.11** Does this establishment compete against unregistered or informal firms?

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

**GO TO SECTION H**  
**GO TO SECTION H**

<b>e11</b>
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**TU\_E.1** Which, if any, of the following practices of unregistered or informal firms affects your firm the most?  
**SHOW CARD 7**

No effects from informal firms	0
Copyright, trademark, or patent infringement	1
Fraudulent product certifications	2
Tax avoidance	3
Hiring of informal labor	4
Other effect ( <b>Specify _____ tue1x</b> )	5
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

<b>tue1</b>
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**H. INNOVATION**


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**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?  
**SHOW CARD 8**

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

*GO TO QUESTION H.3*  
*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?

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

**h2**

**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 9**

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

**h3**

ESTABLISHMENT ID

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**H.4a** During the last three years, has this establishment introduced any new or significantly improved logistics, delivery, or distribution methods for inputs, products, or services?  
**SHOW CARD 10**

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

**h4a**

**H.5** During the last three years, has this establishment introduced any new or significantly improved organizational structures or management practices?  
**SHOW CARD 11**

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

**h5**

**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, excluding market research surveys?  
**SHOW CARD 12**

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

**GO TO QUESTION TU\_H.4**  
**GO TO QUESTION TU\_H.4**

**h7**

**TU\_H.1** Was this R&D work in-house or outsourced, or both?

In-house	1
Outsourced	2
Both in-house and outsourced	3
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**GO TO H8**

**tuh1**

**ESTABLISHMENT ID**

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**TU\_H.2** In fiscal year **2014**, how many workers did this establishment employ on formal research and development activities in house?

	<b>Number of employees</b>
R&D employees at this establishment	<b>tuh2</b>
<b>NONE (SPONTANEOUS)</b>	<b>0</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**H.8** In fiscal year **2014**, how much did this establishment spend on formal research and development activities, either in-house or contracted with other companies?

	<b>LCU</b>
Cost of formal research and development activities	<b>h8</b>
<b>NONE (SPONTANEOUS)</b>	<b>0</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**TU\_H.3** During the last three years, did this establishment partner with any university or research center to conduct R&D?

Yes	1	<b>tuh3</b>
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	

**TU\_H.4** During the last two years, did this establishment receive any direct or indirect government grant?

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

**tuh4**

## ESTABLISHMENT ID

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**TU\_H.5** From which institutions did this establishment receive the grant(s)?  
**SHOW CARD 13**

	Yes	No	DON'T KNOW (SPONTANEOUS)
Ministry of Science, Industry and Technology <b>tuh5a</b>	1	2	-9
KOSGEB <b>tuh5b</b>	1	2	-9
TUBITAK <b>tuh5c</b>	1	2	-9
Development Agency <b>tuh5d</b>	1	2	-9
Ministry of Agriculture/Agriculture and Rural Support Institution <b>tuh5e</b>	1	2	-9
Incentive Support of Ministry of Economy <b>tuh5f</b>	1	2	-9
İŞKUR <b>tuh5g</b>	1	2	-9
Other (Specify) <b>tuh5hx</b> <b>tuh5h</b>	1	2	-9

**TU\_H.6** What is the total value of the most recent grant received?

	LCUs
Total value of grant <b>tuh6</b>	
<b>REFUSAL (SPONTANEOUS)</b>	-8
<b>DON'T KNOW (SPONTANEOUS)</b>	-9

## ESTABLISHMENT ID

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**F. CAPACITY**


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**F.1** In fiscal year **2014**, what was this establishment's output produced as a proportion of the maximum output possible if using all the resources available (capacity utilization)?

	Percent
Capacity utilization	<b>f1</b> %
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**F.2** In fiscal year **2014**, how **many hours per week** did this establishment normally operate? **(INTERVIEWER: RESPONSE CANNOT BE GREATER THAN 168 HOURS)**

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

**TU\_F.2** In fiscal year **2014**, how **months per year** did this establishment normally operate? **(INTERVIEWER: RESPONSE CANNOT BE GREATER THAN 12 MONTHS)**

	Months
Typical months of operation in a year	<b>tuf2</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**TU\_F.3** Which of the following describes where this establishment is located?  
**SHOW CARD 14**

	Turkish	
Technology Development Zone (TDZ)	Teknoloji Geliştirme Bölgesi	
Free zone (FZ)	Serbest Bölge	
Organized Industrial Zone (OIZ)	Organize sanayi bölgesi	
Specialized Organized Industrial Zone	İhtisas organize sanayi bölgesi	
Small Industrial Zone	Küçük Sanayi Sitesi	
Othe <b>(Specify _____ tuf3x)</b>	Diğer	
		<b>tuf3</b>



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**G. LAND AND PERMITS**

**ENUMERATOR: ASK THE FOLLOWING QUESTION ONLY FOR WHOLESALE AND RETAIL FIRMS. OTHERWISE GO TO G.2**

**G.5** What is the total selling area of this establishment in square meters?

Area in square meters	<b>g5a</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

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

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

**g2**

**TU\_G.1** When applying for this construction permit, did this establishment seek help of an influential person or a person who can help based on communalities such as kinship and familiarity to facilitate the contract?

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

**tug1**

**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?

	<b>Days</b>
Wait for a construction-related permit	<b>g3</b>
<b>LESS THAN ONE DAY</b>	<b>1</b>
<b>STILL IN PROCESS</b>	<b>-6</b>
<b>APPLICATION DENIED</b>	<b>-5</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

ESTABLISHMENT ID

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

**g4**

**TU\_G.2** Over the last two years, did this establishment submit an application to lease land or buildings from the government?

Yes	1	
No	2	<b>GO TO TU_G6</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>GO TO TU_G6</b>

**tug2**

**TU\_G.3** In reference to that application to lease land or buildings from the government, 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	<b>tug3</b>	
<b>LESS THAN ONE DAY</b>	<b>1</b>	<b>GO TO TU_G5</b>
<b>STILL IN PROCESS</b>	<b>-6</b>	<b>GO TO TU_G5</b>
<b>APPLICATION DENIED</b>	<b>-5</b>	<b>GO TO TU_G5</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>GO TO TU_G5</b>

**TU\_G.4** In the last fiscal year, 2014, how much did this establishment spend on leasing land or buildings from the government?

	LCUs	<b>DON'T KNOW (SPONTANEOUS)</b>
Cost of leasing government land or buildings	<b>tug4</b>	<b>-9</b>

**TU\_G.5** In reference to that application lease land or buildings from the government, was an informal gift or payment expected or requested?

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

**tug5**

ESTABLISHMENT ID

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**TU\_G.6** Over the last two years, did this establishment create a new physical facility?

Yes	1	
No	2	<i>GO TO SECTION I</i>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<i>GO TO SECTION I</i>

**tug6**

**TU\_G.7** What is the province where this establishment created this new facility?

Province of investment (NUTS 3 province name)	<b>tug7x</b>
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**TU\_G.8** What is the main reason for investing in this province?  
**SHOW CARD 15**

Government incentives	1	
Proximity to markets	2	
Proximity to input suppliers	3	
Quality of physical infrastructure	4	
Qualified labor force	5	
Availability of social infrastructure/opportunities	6	
Easy access to land	7	
Operating cost (rent, vacancy)	8	
Already operating in and familiar with this province	9	
Industrial agglomeration advantages	10	
<b>OTHER (SPONTANEOUS-SPECIFY) <i>tug8x</i></b>	11	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	

**tug8**

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**I. CRIME****READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:**

We now turn to another topic.

**I.1** In fiscal year **2014**, did this establishment pay for security, for example equipment, personnel, or professional security services?

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

**GO TO QUESTION I.3****GO TO QUESTION I.3****i1**

**I.2** In fiscal year **2014**, 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	<b>i2a</b> %
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

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

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

**I.3** In fiscal year **2014**, did this establishment experience losses as a result of theft, robbery, vandalism or arson on this establishment's premises?

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

**GO TO SECTION K****GO TO SECTION K****i3**

**I.4** In fiscal year **2014**, what were the estimated losses as a result of theft, robbery, vandalism or arson that occurred on this establishment's premises either as a percentage of total annual sales or as total annual losses?

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

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

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

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**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.3** Over fiscal year **2014**, 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 16**

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

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

**K.4** In fiscal year **2014**, did this establishment purchase any new or used fixed assets, such as machinery, vehicles, equipment, land or buildings?

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

**k4**

**N.5** In fiscal year **2014**, how much did this establishment spend on purchases of:

**INTERVIEWER: READ OUT**

	LCUs	DON'T KNOW (SPONTANEOUS)
New or used machinery, vehicles, and equipment	<b>n5a</b>	-9
Land and buildings	<b>n5b</b>	-9

**K.5** Over fiscal year **2014**, please estimate the proportion of this establishment’s total purchase of fixed assets that was financed from each of the following sources:  
**SHOW CARD 17**

**ESTABLISHMENT ID**

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

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

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

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

**k6**

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

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

**k7**

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

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

**GO TO QUESTION K.15d**  
**GO TO QUESTION K.15d**

**k8**

**K.9** Referring to the most recent line of credit or loan, what type of financial institution granted this loan? **SHOW CARD 18**

Private commercial banks	1
State-owned banks or government agency	2
Non-bank financial institutions	3
Other	4
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**k9**

**ESTABLISHMENT ID**

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

	Number
Total number of open lines of credit or outstanding loans	<b>k15b</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**GO TO QUESTION K.15d**

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

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

**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
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**k15d**

**K.16** Referring again to the last fiscal year **2014**, did this establishment apply for any loan or line of credit?

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

**GO TO QUESTION K.20**

**GO TO SECTION J**

**k16**

**K.17** What was the **main** reason why this establishment did not apply for any line of credit or loan?  
**SHOW CARD 19**

No need for a loan - establishment had sufficient capital	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	7
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**GO TO SECTION J**

**GO TO SECTION J**

**GO TO SECTION J**

**GO TO SECTION J**

**GO TO SECTION J**

**GO TO SECTION J**

**GO TO SECTION J**

**GO TO SECTION J**

**k17**

**ESTABLISHMENT ID**

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**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 in full	1
Application was approved in part	2
Application was rejected	3
Application was withdrawn	4
<b>APPLICATION STILL IN PROCESS</b>	<b>-6</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

*GO TO SECTION J*  
*GO TO SECTION J*  
*GO TO SECTION J*  
*GO TO SECTION J*

**k20a1**

**TU\_K.21** In reference to this most recent application for a line of credit or loan, approximately how many days did it take to obtain it from the day of the application to the day the line of credit or loan was granted?

	<b>Days</b>
Wait for a line of credit or loan	<b>tu_k21</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**TU\_K.22** Referring only to this most recent line of credit or loan, what was the approximate value of the collateral required?

	<b>LCUs</b>
Value of collateral	<b>tu_k22</b>
<b>NO COLLATERAL REQUIRED</b>	<b>0</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>



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**J. BUSINESS-GOVERNMENT RELATIONS**


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**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.

**TU\_J.1** Over the last year, has this establishment been involved in disputes that required the use of the following:  
**INTERVIEWER: READ OUT**

	Yes	No	DON'T KNOW (SPONTANEOUS)
Courts <b>tuj1a</b>	1	2	-9
Mediation services <b>tuj1b</b>	1	2	-9
Arbitration services <b>tuj1c</b>	1	2	-9

**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	<b>j2</b> %
<b>NO TIME WAS SPENT</b>	0
<b>DON'T KNOW (SPONTANEOUS)</b>	-9

**TU\_J.4** Over the last year, did this establishment have any **informal** meetings with government officials?

Yes	1	<b>GO TO QUESTION J.3</b> <b>GO TO QUESTION J.3</b>
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	-9	

**tuj4**

**TU\_J.4a** In any of these informal meetings was a gift or informal payment expected or requested?

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

**tuj4a**

ESTABLISHMENT ID

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**TU\_J.3** Over the last year, was this establishment visited or inspected by government officials?

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

*GO TO QUESTION J.6a*  
*GO TO QUESTION J.6a*

**tuj3**

**TU\_J.5** In any of these inspections or meetings was a gift or informal payment expected or requested?

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

**tuj5**

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

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

*GO TO QUESTION J.10*  
*GO TO QUESTION J.10*

**j6a**

**TU\_J.6** When securing or attempting to secure this government contract did this establishment seek help of an influential person or a person who can help based on communalities such as kinship and familiarity to facilitate the contract?

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

**tuj6**

**J.6** 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	<b>j6</b> %
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>REFUSAL (SPONTANEOUS)</b>	<b>-8</b>
<b>NO PAYMENTS</b>	<b>0</b>

ESTABLISHMENT ID

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**TU\_J.10** Over the last two years, did this establishment submit an application to obtain an import license or permit?

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

*GO TO QUESTION J.13*  
*GO TO QUESTION J.13*

**tuj10**

**TU\_J.11** Approximately how many days did it take to obtain this import license or permit from the day of the application to the day it was granted?

	Days
Wait for import license or permit	<b>tuj11</b>
<b>LESS THAN ONE DAY</b>	<b>1</b>
<b>STILL IN PROCESS</b>	<b>-6</b>
<b>APPLICATION DENIED</b>	<b>-5</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

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

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

**j12**

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

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

*GO TO SECTION L*  
*GO TO SECTION L*

**j13**

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

	Days
Wait for operating license	<b>j14</b>
<b>LESS THAN ONE DAY</b>	<b>1</b>
<b>STILL IN PROCESS</b>	<b>-6</b>
<b>APPLICATION DENIED</b>	<b>-5</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**ESTABLISHMENT ID**

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<b>J.15</b>	In reference to that application for an operating license, was an informal gift or payment expected or requested?
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Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>REFUSAL (SPONTANEOUS)</b>	<b>-8</b>

**j15**

ESTABLISHMENT ID

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**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 **2014**, 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	<b>11</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**L.2** Looking back, at the end of fiscal year **2012**, how many permanent, full-time individuals worked in this establishment? Please include all employees and managers **(INTERVIEWER: INCLUDE INTERVIEWEE IF APPLICABLE).**

	Number
Permanent, full-time workers in <b>2012</b>	<b>12</b>
<b>IF ESTABLISHMENT WAS NOT IN BUSINESS IN [insert last complete fiscal year minus two]</b>	<b>-7</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**L.5** At the end of fiscal year **2014**, how many permanent full-time individuals working in this establishment were female?

	Number	<b>DON'T KNOW (SPONTANEOUS)</b>
Female permanent full-time workers	<b>15</b>	<b>-9</b>

**L.6** How many full-time seasonal or temporary employees did this establishment employ during fiscal year **2014**?  
 (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	<b>16</b>
<b>NO FULL-TIME SEASONAL OR TEMPORARY WORKERS</b>	<b>0</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**GO TO QUESTION TU\_L15**

**GO TO QUESTION TU\_L15**

ESTABLISHMENT ID

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**L.6a** During fiscal year **2014**, how many full-time seasonal or temporary employees employed were female?

	Number
Full-time female seasonal or temporary workers employed last fiscal year	<b>16a</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**L.8** What was the average length of employment of all full-time temporary employees in fiscal year **2014**?

	Months
Average length full-time seasonal or temporary employment last fiscal year, in months	<b>18</b>
<b>LESS THAN ONE MONTH</b>	<b>1</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**TU\_L.15** Over the last two years, did this establishment submit an application to obtain work permits for any foreign workers?

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

**GO TO QUESTION TU\_L.18**  
**GO TO QUESTION TU\_L.18**

**tul15**

**TU\_L.16** Approximately how many days did it take to obtain this work permit from the day of the application to the day it was granted?

	Days
Wait for operating license	<b>tul16</b>
<b>LESS THAN ONE DAY</b>	<b>1</b>
<b>STILL IN PROCESS</b>	<b>-6</b>
<b>APPLICATION DENIED</b>	<b>-5</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**TU\_L.17** In reference to that application for a work permit, was an informal gift or payment expected or requested?

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

**tul17**

ESTABLISHMENT ID

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**TU\_L.18** Over the last two years, did this establishment have any vacancies?

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

*GO TO SECTION M*  
*GO TO SECTION M*

**tul18**

**TU\_L.19** Over the last two years, did this establishment **try** to hire workers through Public Employment Services?

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

*GO TO QUESTION TU\_L.21*  
*GO TO QUESTION TU\_L.21*

**tul19**

**TU\_L.20** Over the last two years, did this establishment hire any workers through Public Employment services?

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

**tul20**

**TU\_L.21** Over the last two years, did this establishment **try** to hire any managers or senior-level professionals?

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

*GO TO QUESTION TU\_L.23*  
*GO TO QUESTION TU\_L.23*

**tul21**

**TU\_L.22** Did the establishment encounter any of the following problems when trying to hire a manager or senior-level professional?  
**READ EACH OPTION ALOUD**

Problem	Yes	No	<b>DON'T KNOW (SPONTANEOUS)</b>
There were no or too few applicants <b>tul22a</b>	1	2	<b>-9</b>
Applicants lacked required skills <b>tul22b</b>	1	2	<b>-9</b>

**ESTABLISHMENT ID**

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Applicants expected higher wages than the establishment can offer <b>tul22c</b>	1	2	<b>-9</b>
Applicants did not like the working conditions <b>tul22d</b>	1	2	<b>-9</b>

**TU\_L.23** Over the last two years, did this establishment **try** to hire any non-production technicians, associate professionals, and sales workers?

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

**GO TO SECTION M**  
**GO TO SECTION M**

**tul23**

**TU\_L.24** Did the establishment encounter any of the following problems when trying to hire non-production technicians, associate professionals, and sales workers?  
**READ EACH OPTION ALOUD**

<b>Problem</b>	<b>Yes</b>	<b>No</b>	<b>DON'T KNOW (SPONTANEOUS)</b>
There were no or too few applicants <b>tul24a</b>	1	2	<b>-9</b>
Applicants lacked required skills <b>tul24b</b>	1	2	<b>-9</b>
Applicants expected higher wages than the establishment e can offer <b>tul24c</b>	1	2	<b>-9</b>
Applicants did not like the working conditions <b>tul24d</b>	1	2	<b>-9</b>



ESTABLISHMENT ID

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**M. BUSINESS ENVIRONMENT**

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

<b>M.1</b>	<p>By looking at card <b>20</b> 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</p> <p><b>SHOW CARD 20</b></p> <p><b>INTERVIEWER: DO NOT READ OUT</b></p>
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- |   |
|---|
| <b>1-Access to finance</b>                                |
| <b>2-Access to land</b>                                   |
| <b>3-Business licensing and permits</b>                   |
| <b>4-Corruption</b>                                       |
| <b>5-Courts</b>   |
| <b>6-Crime, theft and disorder</b>                        |
| <b>7-Customs and trade regulations</b>                    |
| <b>8-Electricity</b>                                      |
| <b>9-Inadequately educated workforce</b>                  |
| <b>10-Labor regulations</b>                               |
| <b>11-Political instability</b>                           |
| <b>12-Practices of competitors in the informal sector</b> |
| <b>13-Tax administration</b>                              |
| <b>14-Tax rates</b>                                       |
| <b>15-Transport</b>                                       |

Biggest obstacle	<b>m1a</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>DOES NOT APPLY (SPONTANEOUS)</b>	<b>-7</b>

Rotation (option 1, 2 or 3)	<b>m1d</b>
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**N. PERFORMANCE**


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**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.

**MANUFACTURING only**

**N.2** From this establishment's Income Statement for fiscal year **2014**, please provide the following information:  
**SHOW CARD 21**

<b>READ OUT</b>	<b>LCUs</b>	<b>DON'T KNOW (SPONTANEOUS)</b>
Total annual cost of labor including wages, salaries, bonuses, social security payments	<b>n2a</b>	<b>-9</b>
Total annual cost of raw materials and intermediate goods used in production	<b>n2e</b>	<b>-9</b>
Total annual cost of fuel	<b>n2f</b>	<b>-9</b>
Total annual cost of logistics and transportation excluding fuel	<b>tun2t</b>	<b>-9</b>
Total annual cost of electricity	<b>n2b</b>	<b>-9</b>
Total cost of sales	<b>n2p</b>	<b>-9</b>

**SERVICES only**

**N.2** From this establishment's Income Statement for fiscal year **2014**, please provide the following information about this establishment:  
**SHOW CARD 22**

<b>READ OUT</b>	<b>LCUs</b>	<b>DON'T KNOW (SPONTANEOUS)</b>
Total annual cost of labor including wages, salaries, bonuses, social payments	<b>n2a</b>	<b>-9</b>
Total annual costs of electricity	<b>n2b</b>	<b>-9</b>
<b>ENUMERATOR: ASK THE FOLLOWING QUESTION ONLY FOR RETAIL FIRMS.</b>		
Total annual cost of finished goods and materials purchased to resell	<b>n2i</b>	<b>-9</b>

**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?

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

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

	Position in the firm	Years with the firm	Gender
Main respondent	a15a1ax	a15a2a	a15a3
Second respondent	a15a1bx	a15a2b	a15b3
Third respondent	a15a1cx	a15a2c	a15c3

ENTER 1 WHEN YEARS WITH THE FIRM IS LESS THAN ONE. FOR GENDER 1: MALE, 2: FEMALE

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

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

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

INTERVIEWERS PLEASE ANSWER AT END OF THE INTERVIEW:

<b>A.16</b>	It is my perception that the responses to the questions regarding opinions and perceptions:
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Truthful	1
Somewhat truthful	2
Not truthful	3

a16

<b>A.17</b>	The responses to the questions regarding figures (productivity and employment numbers):
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Are taken directly from establishment records	1
Are estimates computed with some precision	2
Are arbitrary and unreliable numbers	3
Are in some case taken from books in some case estimates	4

a17

ESTABLISHMENT ID

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**INTERVIEWER COMMENTS:**

<b>a17x</b>
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(Problems occurred/extraordinary circumstances which could influence results)

**SUPERVISORS PLEASE ANSWER:**

<b>A.18</b>	This questionnaire was completed in:
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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

**STOP HERE**

<b>a18</b>
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<b>A.19</b>	If option 2 or 3 in <b>A.18</b> , estimate duration of the whole interview
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<b>Hour</b>	<b>Minutes</b>

**a19h**

**a19m**