



# Part 2

2.3

Assessment Tool 4

How to assess the EESE and identifying priorities for reform

## Section 2.3: Assessment tools

### In-Depth Firm Level Survey Database

---



#### Purpose

The in-depth firm level **Survey Database** is designed to assist EOs with two central objectives:

1. Obtain information from enterprise members on the specific constraints to their business operations and utilize the information gathered to assist the EO in policy priority setting;
2. Evaluate the effectiveness of an EO's role in the eyes of individual enterprise members.



#### How to use this tool

- This **Survey Database** is a selection of questions across the 17 policy areas of the EESE landscape.
- An EO will '**pick and choose**' which areas and which questions it wants from this database, depending on its priorities. It can then customize these questions further to its own circumstance. **No EO is expected to use all questions.**
- The questions contained in this database can be adapted into a variety of survey types.
- All questions in this database are structured in the same fashion with **FIVE** options offered for every question. This can facilitate a **1–5 ranking**.
- Every question offers a “Don't know/Does not apply” option.
- For the most part, the questions are of 'perception' type –in that respondents are asked to respond with their perception on an issue.
- In other cases the questions ask for specific information on a firm.
- This tool will therefore mostly be used to generate 'perceptions' surveys but in certain areas specific firm level information can be sought.
- If an EO has the capacity and resources for a wider ranging questionnaire it can develop some of the questions into more open-ended formulations.





The EO can choose to survey its members by soliciting a response from them through email, online surveys, standard mail, etc., or could alternatively carry out a direct questionnaire of members through face-to-face interviews. This provides the EO with clear and direct information from enterprises as to the detailed nature of their concerns.

In taking this approach the EO should:

- Identify enterprise members that would be willing to provide time to be interviewed. In some cases, including a sample of non-EO members will help provide a bigger picture on certain issues.
- Ensure there is a sectoral and regional balance along with a mixture of small and large scale enterprises, and enterprises owned/managed by women.
- Ensure that the survey asks for gender of the respondent so analysis can later examine whether (and how) men and women hold different perceptions.
- Identify a partner to conduct the enquiry, a useful partnership can be with universities. For example, a number of EOs have successfully contracted out the interview process to university students. Involving a third party in this way can be an effective way to introduce impartiality to the process.

# 1. PEACE AND POLITICAL STABILITY

## A. POLITICAL STABILITY

1. In your view, is the private sector in the country directly impacted by violence associated with political upheaval?

Never	Rarely	Sometimes	Often	Don't know/ Does not apply
<input type="checkbox"/>				

2. If so, is the violence random?

Never	Rarely	Often	Always	Don't know/ Does not apply
<input type="checkbox"/>				

3. If the violence is not random, are firms targeted for political considerations?

Never	Rarely	Sometimes	Often	Don't know/ Does not apply
<input type="checkbox"/>				

4. How likely is it that the violence will continue to be a hazard to the private sector?

Not likely	Somewhat Likely	Likely	Very Likely	Don't know/ Does not apply
<input type="checkbox"/>				

5. In your view, have firms had to adjust their business operations to avoid violence associated with political upheaval?

No, Not at All	Somewhat	Mostly	Completely	Don't know/ Does not apply
<input type="checkbox"/>				

6. Is policy instability and uncertainty an obstacle for the operation and growth of the private sector in the country?

No, Not at All	Somewhat	Mostly	Completely	Don't know/ Does not apply
<input type="checkbox"/>				

7. Do recent trends provide any indication that firms in the country are not investing or expanding operations because of political instability?

No, Not at All	Somewhat	Mostly	Completely	Don't know/ Does not apply
<input type="checkbox"/>				

8. To what extent do you agree with the statement “firms use their influence, in a positive and transparent manner, on political actors to negotiate conditions for investment”?

Disagree	Somewhat Agree	Agree	Completely Agree	Don't know/ Does not apply
<input type="checkbox"/>				

9. To what extent do you agree with the statement “firms use their influence, in a positive and transparent manner, on political actors to promote broader reforms for a better business environment”?

Disagree	Somewhat Agree	Agree	Completely Agree	Don't know/ Does not apply
<input type="checkbox"/>				

## B. POLITICAL PROCESS AND CULTURE

10. In your view, are firms in the country involved in local political activities?

No, Not at All	Somewhat	Mostly	Completely	Don't know/ Does not apply
<input type="checkbox"/>				

11. In your view, do firms take precautions to ensure that they do not make illegal contributions to candidates for public office?

Never	Rarely	Often	Always	Don't know/ Does not apply
<input type="checkbox"/>				

12. In your view, do firms take precautions to ensure that they do not make illegal contributions to political parties/political organizations?

Never	Rarely	Often	Always	Don't know/ Does not apply
<input type="checkbox"/>				

13. In your view, do political contributions made by some elements of the private sector fully comply with public disclosure requirements?

No, Not at All	Somewhat	Mostly	Completely	Don't know/ Does not apply
<input type="checkbox"/>				

14. To what extent do you agree with the statement “relations between the private sector and senior government figures are always transparent and above board?”

Disagree	Somewhat Agree	Agree	Completely Agree	Don't know/ Does not apply
<input type="checkbox"/>				

15. Do you think that relations between senior government figures and some elements of the private sector involve bribes or other contributions?

Never	Rarely	Often	Always	Don't know/ Does not apply
<input type="checkbox"/>				

16. Do you think firms are successful at managing situations that have potential for conflicts of interest (e.g., negotiating the terms of a public/private joint venture involving a firm and a public official whose private interests create conflicts with his public duties)?

Not successful	Somewhat Successful	Moderately Successful	Very Successful	Don't know/ Does not apply
<input type="checkbox"/>				

17. Does political patronage negatively impact on the operations of firms in the private sector?

No, Not Significantly	Somewhat Significantly	Significantly	Very Significantly	Don't know/ Does not apply
<input type="checkbox"/>				

## C. ETHNICITY

18. Do conflicts in the workplace ever originate from ethnic tensions?

Never	Rarely	Sometimes	Often	Don't know/ Does not apply
<input type="checkbox"/>				

19. Are certain ethnic groups perceived as having a more dominant role in the business community?

No, Never	In Some Cases	In Most Cases	In All Cases	Don't know/ Does not apply
<input type="checkbox"/>				

20. Do firms have code of conducts (or other similar mechanisms) to combat ethnic tensions in the workplace?

No, None Do	Some Do	Most Do	All Do	Don't know/ Does not apply
<input type="checkbox"/>				

21. Has current legislation been effective at preventing ethnic discrimination in the workplace?

Not Effective	Slightly Effective	Moderately Effective	Very Effective	Don't know/ Does not apply
<input type="checkbox"/>				

## D. REGIONAL STABILITY

22. Has rising regional instability caused a significant decrease in regional trade?

No, not Significant	Somewhat Significant	Moderately Significant	Very Significant	Don't know/ Does not apply
<input type="checkbox"/>				

23. How important is regional stability for current operational planning by the private sector?

Not Important	Slightly Important	Important	Very Important	Don't know/ Does not apply
<input type="checkbox"/>				

24. Will rising regional tensions cause any expansion or investment decisions to be postponed or cancelled by firms?

No, Not Likely	Somewhat Likely	Likely	Very Likely	Don't know/ Does not apply
<input type="checkbox"/>				

## E. ROLE OF EMPLOYERS' ORGANIZATIONS

25. To what extent do you agree with the following statement *"The national EO is an independent advocate for business issues"*?

Disagree	Somewhat Agree	Agree	Completely Agree	Don't know/ Does not apply
<input type="checkbox"/>				

26. Would you agree that the national EO is independent of any political party/movement?

Disagree	Somewhat Agree	Agree	Completely Agree	Don't know/ Does not apply
<input type="checkbox"/>				

27. Has the EO been active in promoting codes of practice on ethnic discrimination in the workplace?

No, Not Active	Slightly Active	Active	Very Active	Don't know/ Does not apply
<input type="checkbox"/>				

28. Are you completely satisfied with your EO's policy positions on security and combating crime?

Not Satisfied	Somewhat Satisfied	Satisfied	Completely satisfied	Don't know/ Does not apply
<input type="checkbox"/>				

29. Are you are completely satisfied with your EO's policy positions on regional stability?

Not Satisfied	Somewhat Satisfied	Satisfied	Completely satisfied	Don't know/ Does not apply
<input type="checkbox"/>				

30. Do firms provide input based on their experiences towards the EO's policy development on these issues?

Never	Rarely	Sometimes	Often	Don't know/ Does not apply
<input type="checkbox"/>				

31. Do you find information provided by your EO regarding national legislation on these issues to be useful?

Never	Rarely	Often	Always	Don't know/ Does not apply
<input type="checkbox"/>				

32. Would you like to see the EO doing more in this policy space in terms of advocacy, services, and information flows?

No, they do enough already	Yes, slightly more	Yes, more	Yes, much more	Don't know/ Does not apply
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

33. Please provide an example of when the EO's policy position on these issues helped your firm?

**Details:**

.....

.....

.....

34. What would you like to see from your EO in terms of advocacy, services, and information flow on these issues?

**Details:**

.....

.....

.....

## 2. GOOD GOVERNANCE

### A. TRUST IN GOVERNMENT

1. In your view, does the government provide a regulatory framework that encourages firms to expand their operations, if the business case permits?

No, Not at all	Somewhat	Mostly	Completely	Don't know/ Does not apply
<input type="checkbox"/>				

2. In your view, are interpretations of the laws and regulations affecting firms both consistent and predictable?

No, Not at all	Somewhat	Mostly	Completely	Don't know/ Does not apply
<input type="checkbox"/>				

3. In your view, does the government waste funds earmarked for public services?

No, never	Rarely	Sometimes	Often	Don't know/ Does not apply
<input type="checkbox"/>				

### B. BRIBERY

4. From your perspective, do firms have to make extra 'speed' payments or illicit backhanders to receive a reasonable level of service?

Never	Rarely	Sometimes	Often	Don't know/ Does not apply
<input type="checkbox"/>				

5. Do these payments lead to further bribery activity?

Never	Rarely	Sometimes	Often	Don't know/ Does not apply
<input type="checkbox"/>				

6. To what extent do you agree with the statement *'the only way to avoid administrative obstacles is by making extra 'speed' payments or illicit backhanders'*?

Disagree	Somewhat Agree	Agree	Completely Agree	Don't know/ Does not apply
<input type="checkbox"/>				

7. Are firms expected to give monetary contributions/gifts when meeting with tax inspectors?

Never	Rarely	Often	Always	Don't know/ Does not apply
<input type="checkbox"/>				

8. Are firms expected to give monetary contributions/gifts to secure a government contract?

Never	Rarely	Often	Always	Don't know/ Does not apply
<input type="checkbox"/>				

9. Are firms expected to give monetary contributions/gifts to secure a construction permit?

Never	Rarely	Often	Always	Don't know/ Does not apply
<input type="checkbox"/>				

10. Are firms expected to give monetary contributions/gifts to secure an import license?

Never	Rarely	Often	Always	Don't know/ Does not apply
<input type="checkbox"/>				

11. Are firms expected to give monetary contributions/gifts to secure an operating license?

Never	Rarely	Often	Always	Don't know/ Does not apply
<input type="checkbox"/>				

12. Is bribery, and other forms of corrupt payments, an issue that consistently impacts on firms?

Never	Rarely	Often	Always	Don't know/ Does not apply
<input type="checkbox"/>				

**13.** Do effective, independent anti-corruption institutions exist to handle complaints made by the private sector?

No	They existed in the past	They will exist in the near future	Yes	Don't know/ Does not apply
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**14.** In your view, do firms take active steps to refrain from directly or indirectly, offering, promising, giving, or demanding bribes or other undue advantages to obtain or retain business?

No, Not at All	Somewhat	Mostly	Completely	Don't know/ Does not apply
<input type="checkbox"/>				

**15.** In your view, do firms take active steps to make it clear that business requiring corruption payments or money laundering activities should not be conducted?

No, None Do	Some Do	Most Do	All Do	Don't know/ Does not apply
<input type="checkbox"/>				

**16.** In your view, are firms active when it comes to providing guidance to employees that are likely to be directly confronted with corrupt officials?

No, Not at all	Somewhat Active	Moderately Active	Very Active	Don't know/ Does not apply
<input type="checkbox"/>				

**17.** Do firms have measures in place that commit employees to respect the letter and the spirit of anti-corruption and anti- money laundering laws?

No, None Do	Some Do	Most Do	All Do	Don't know/ Does not apply
<input type="checkbox"/>				

**18.** Do firms undertake due diligence and record-keeping in order to help deter money laundering?

No, None Do	Some Do	Most Do	All Do	Don't know/ Does not apply
<input type="checkbox"/>				

19. Is it common practice for firms which have dealings with business partners that are registered in offshore locations to look into their reputations to ensure they are not involved in money laundering, bribery, and other illicit financial activities?

No, Not Common	Somewhat Common	Common	Very Common	Don't know/ Does not apply
<input type="checkbox"/>				

20. Is it common practice for firms that have dealings with business partners that are registered in offshore locations to request disclosure of corporate and ownership information to ensure they are not involved in money laundering, bribery and other illicit financial activities?

No, Not Common	Somewhat Common	Common	Very Common	Don't know/ Does not apply
<input type="checkbox"/>				

21. Is it common practice for firms that have business partners that are registered in offshore locations to ask the partner firm to provide a rationale for the offshore registration to ensure they are not involved in money laundering, bribery and other illicit financial activities?

No, Not Common	Somewhat Common	Common	Very Common	Don't know/ Does not apply
<input type="checkbox"/>				

## C. PUBLIC SPENDING AND PROCUREMENT

22. When tendering for public bids, are procurement procedures transparent?

Never	Rarely	Often	Always	Don't know/ Does not apply
<input type="checkbox"/>				

23. Are subcontracts, purchase orders or consulting agreements used as a means of channelling corrupt payments to public officials, to employees of business partners or to their relatives?

Never	Rarely	Often	Always	Don't know/ Does not apply
<input type="checkbox"/>				

24. Are lists of agents employed in connection with transactions between public bodies and state-owned firms kept and made available to competent authorities?

Never	Rarely	Often	Always	Don't know/ Does not apply
<input type="checkbox"/>				

25. Do agents in tendering processes usually require 'illicit payments' for services provided?

Never	Rarely	Often	Always	Don't know/ Does not apply
<input type="checkbox"/>				

## D. THE EMPLOYERS' ORGANIZATION'S ROLE

26. Is the national EO active in promoting codes of practice to help business combat corruption and bribery?

No, Not Active	Somewhat Active	Active	Very Active	Don't know/ Does not apply
<input type="checkbox"/>				

27. If so, do firms find these codes of practice useful?

Not useful	Somewhat Useful	Useful	Very Useful	Don't know/ Does not apply
<input type="checkbox"/>				

28. Do you agree that the EO has taken an effective public stance on bribery and corruption?

Disagree	Somewhat Agree	Agree	Completely Agree	Don't know/ Does not apply
<input type="checkbox"/>				

29. Do firms provide input based on their experiences to the EO's corruption and bribery policy development?

Never	Rarely	Sometimes	Often	Don't know/ Does not apply
<input type="checkbox"/>				

30. In your view, are firms satisfied with the EO's policy position on corruption and bribery issues?

Not Satisfied	Somewhat Satisfied	Satisfied	Completely Satisfied	Don't know/ Does not apply
<input type="checkbox"/>				

31. Does the EO provide direct advice or guidance to firms on government procurement procedures?

Never	Rarely	Sometimes	Often	Don't know/ Does not apply
<input type="checkbox"/>				

32. Would you like to see the EO doing more in this policy space in terms of advocacy, services, and information flows?

No, they do enough already	Yes, Slightly More	Yes, More	Yes, Much More	Don't know/ Does not apply
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

33. What else would you like to see from your EO in this policy space in terms of advocacy, services and information flows?

**Details:**

.....

.....

.....

34. In which area of public services is bribery most prevalent in your firm's experience?

**Details:**

.....

.....

.....

## 3. SOCIAL DIALOGUE

### A. Workplace RELATIONS

1. In your view, is the overall “workplace relations climate” (State/national level) an important factor in expansion or investment plans of firms in the private sector?

No, Not Important	Somewhat Important	Important	Very Important	Don't know/ Does not apply
<input type="checkbox"/>				

2. Has there been frequent strike action in last 12 months in the country?

No, Not at All	Rarely	Sometimes	Often	Don't know/ Does not apply
<input type="checkbox"/>				

3. Are lost working days as a result of strike action a major challenge for firms in the country?

No, Never	Rarely	Sometimes	Often	Don't know/ Does not apply
<input type="checkbox"/>				

4. Do firms have a means of dialogue to assist in managing, avoiding, or harmonizing conflicting interests between workers and management?

No, None Do	Some Do	Most Do	All Do	Don't know/ Does not apply
<input type="checkbox"/>				

5. Is your workforce unionized?

100% non-Unionized	Some workers are Unionized	Many Workers are Unionized	100% Unionized	Don't know/ Does not apply
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6. If you negotiate directly with a union, how productive in resolving workplace issues is the relationship?

Not Productive	Somewhat Productive	Mostly Productive	Very Productive	Don't know/ Does not apply
<input type="checkbox"/>				

7. Does your firm recognize multiple unions?

No	It has in the past	It will in the near future	Yes	Don't know/ Does not apply
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8. If so, does this have a positive effect on workplace relations?

No, Not at All	Somewhat	Mostly	Completely	Don't know/ Does not apply
<input type="checkbox"/>				

9. Are the unions your firm deals with cohesive?

No, Not at All	Somewhat	Mostly	Completely	Don't know/ Does not apply
<input type="checkbox"/>				

10. In the next 12 months do you expect union attitudes in the workplace to be productive?

No, Not at All	Somewhat	Mostly	Completely	Don't know/ Does not apply
<input type="checkbox"/>				

11. Are the unions in your sector effective negotiating partners?

No, Not at All	Somewhat	Mostly	Completely	Don't know/ Does not apply
<input type="checkbox"/>				

12. Are the unions in your sector divided?

No, Not at All	Somewhat	Mostly	Completely	Don't know/ Does not apply
<input type="checkbox"/>				

13. If so, does this ever lead to extreme action, such as wildcat strikes?

Never	Rarely	Sometimes	Often	Don't know/ Does not apply
<input type="checkbox"/>				

14. If your firm is non-unionized are there means of employee representation?

No, Not at All	There was in the past	There will be in the near future	Yes	Don't know/ Does not apply
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

15. If yes, how effective are these as a means to resolve conflicts?

Not Effective	Slightly Effective	Effective	Very Effective	Don't know/ Does not apply
<input type="checkbox"/>				

## B. COLLECTIVE BARGAINING

16. Is your firm covered by a collective agreement at the national level?

No, Not at All	It was in the past	It will be in the near future	Yes	Don't know/ Does not apply
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

17. Is your firm covered by a collective agreement at the regional level?

No, Not at All	It was in the past	It will be in the near future	Yes	Don't know/ Does not apply
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

18. Is your firm covered by a collective agreement at the sectoral level?

No, Not at All	It was in the past	It will be in the near future	Yes	Don't know/ Does not apply
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

19. Is your firm covered by a collective agreement at the occupational level?

No, Not at All	It was in the past	It will be in the near future	Yes	Don't know/ Does not apply
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

20. Is your firm covered by a collective agreement at the enterprise level?

No, Not at All	It was in the past	It will be in the near future	Yes	Don't know/ Does not apply
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

21. Can firms that are covered by a national, sectoral or occupational agreement legally deviate from higher level agreements, via, for example, so-called opening clauses?

No, Never	In Exceptional Cases	In Some Cases	In All Cases	Don't know/ Does not apply
<input type="checkbox"/>				

22. In your view, has collective bargaining been a useful tool for engagement between management and workers?

Not Useful	Somewhat Useful	Useful	Very Useful	Don't know/ Does not apply
<input type="checkbox"/>				

23. To what extent do you agree with the statement "the number of collective wage bargaining agreements has been increasing in your sector"?

Do not Agree	Somewhat Agree	Agree	Completely Agree	Don't know/ Does not apply
<input type="checkbox"/>				

## C. CONFLICT RESOLUTION

24. If workplace disputes occur in your firm is external assistance (for resolution of workplace issues) brought in resolve them?

No, Never	Rarely	Sometimes	Often	Don't know/ Does not apply
<input type="checkbox"/>				

25. In your view, is such external assistance effective at resolving workplace disputes?

No, Never	Rarely	Sometimes	Often	Don't know/ Does not apply
<input type="checkbox"/>				

26. Does your firm often use external bodies for resolution of workplace issues (e.g. Independent labour court)?

No, Never	Rarely	Sometimes	Often	Don't know/ Does not apply
<input type="checkbox"/>				

27. If so, were the external bodies useful in resolving the workplace issues?

No, Not Useful	Somewhat Useful	Useful	Very Useful	Don't know/ Does not apply
<input type="checkbox"/>				

## D. THE EMPLOYERS' ORGANIZATION'S ROLE

28. In your view, has the EO been useful in helping firms involved in workplace disputes to resolve their issues?

No, Not useful	Somewhat Useful	Useful	Very Useful	Don't know/ Does not apply
<input type="checkbox"/>				

29. In your view, do firms find the EO to be a useful mediator in disputes with unions at the firm level?

No, Not useful	Somewhat Useful	Useful	Very Useful	Don't know/ Does not apply
<input type="checkbox"/>				

30. In your view, do firms often seek guidance from the EO when negotiating at the firm level?

Never	Rarely	Sometimes	Often	Don't know/ Does not apply
<input type="checkbox"/>				

31. In your view, is this guidance useful?

No, Not Useful	Somewhat Useful	Useful	Very Useful	Don't know/ Does not apply
<input type="checkbox"/>				

32. Does the EO offer direct workplace services?

No	It has in the past	It will in the future	Yes	Don't know/ Does not apply
<input type="checkbox"/>				

33. If yes, do you think firms are satisfied with these services in your view?

No, Not Satisfied	Somewhat Satisfied	Satisfied	Completely Satisfied	Don't know/ Does not apply
<input type="checkbox"/>				

34. In your view, do firms use information products, such as legislation interpretation, offered by the EO?

No, Never	Rarely	Sometimes	Often	Don't know/ Does not apply
<input type="checkbox"/>				

35. In your view, do firms find this information?

No, Not useful	Somewhat Useful	Useful	Very Useful	Don't know/ Does not apply
<input type="checkbox"/>				

36. Do firms often provide input to the EO's workplace and social dialogue policy development?

No, Never	Rarely	Sometimes	Often	Don't know/ Does not apply
<input type="checkbox"/>				

37. In your view, are firms satisfied with the EO's workplace policies?

No, Not Satisfied	Somewhat Satisfied	Satisfied	Completely Satisfied	Don't know/ Does not apply
<input type="checkbox"/>				

38. Are you satisfied with the EO's public stance on workplace and social dialogue issues?

Not Satisfied	Somewhat Satisfied	Satisfied	Completely satisfied	Don't know/ Does not apply
<input type="checkbox"/>				

39. Would you like to see the EO doing more in this policy space in terms of advocacy, services and information flows?

No, they do enough already	Yes, Slightly More	Yes, More	Yes, Much More	Don't know/ Does not apply
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

40. What else would you like to see the EO doing in this policy space in terms of advocacy, services and information flows?

**Details:**

.....

.....

.....

## 4. RESPECT FOR UNIVERSAL HUMAN RIGHTS

### A. FUNDAMENTAL RIGHTS AT WORK

1. To what extent do you agree with the statement “*there is a general awareness by firms of fundamental rights at work (i.e. abolition of child labour, the elimination of all forms of forced or compulsory labour, elimination of discrimination and rights to freedom of association and recognition of collective bargaining)*”?

Disagree	Somewhat Agree	Agree	Completely Agree	Don't know/ Does not apply
<input type="checkbox"/>				

2. To what extents do you agree with the statement “*most firms in the country generally ensure that fundamental rights are respected in their operations*”?

Disagree	Somewhat Agree	Agree	Completely Agree	Don't know/ Does not apply
<input type="checkbox"/>				

### B. RESPONSIBLE BUSINESS CONDUCT

3. To what extent do you agree with the statement “*most firms in the country are fully aware of the labour laws and regulations*”?

Disagree	Somewhat Agree	Agree	Completely Agree	Don't know/ Does not apply
<input type="checkbox"/>				

4. To what extent do you agree with the statement “*firms do not comply with some legal requirements if they are not practical*”?

Disagree	Somewhat Agree	Agree	Completely Agree	Don't know/ Does not apply
<input type="checkbox"/>				

5. To what extent do you agree with the statement “firms do not comply with some legal requirements because the laws are not enforced”?

Disagree	Somewhat Agree	Agree	Completely Agree	Don't know/ Does not apply
<input type="checkbox"/>				

6. To what extent do you agree with the statement “firms do not comply with some legal requirements because most competitors do not comply with the law”?

Disagree	Somewhat Agree	Agree	Completely Agree	Don't know/ Does not apply
<input type="checkbox"/>				

7. Do many firms have mechanisms in place to avoid situations that might aggravate existing problems (e.g. human rights abuses, violent conflict, and corruption in state-owned firms)?

No, None Do	Some Do	Most Do	All Do	Don't know/ Does not apply
<input type="checkbox"/>				

8. Do firms share information about wrongdoing with the public or with relevant government authorities?

Never	Rarely	Often	Always	Don't know/ Does not apply
<input type="checkbox"/>				

## C. EXPECTATIONS ON BUSINESSES

9. Do you think that firms play a role in the community beyond their wealth and employment creation roles, such as corporate social responsibility initiatives?

No, None Do	Some Do	Most Do	All Do	Don't know/ Does not apply
<input type="checkbox"/>				

10. To what extent do you agree with the statement “there are unrealistic expectations placed on private enterprises with regard to their level of community involvement”?

Disagree	Somewhat Agree	Agree	Completely Agree	Don't know/ Does not apply
<input type="checkbox"/>				

## D. THE EMPLOYERS' ORGANIZATION'S ROLE

11. In your view, is the EO active in providing guidance to firms on managing risk?

No, Not at All	Somewhat Active	Active	Very Active	Don't know/ Does not apply
<input type="checkbox"/>				

12. In your view, is the EO active in providing information to firms on elements such as reputation, managing risk, fundamental rights at work?

No, Not at All	Somewhat Active	Active	Very Active	Don't know/ Does not apply
<input type="checkbox"/>				

13. If so, do firms find this information useful?

No, Not useful	Somewhat Useful	Useful	Very Useful	Don't know/ Does not apply
<input type="checkbox"/>				

14. In your view, are firms well informed through the EO about the relevant principles covering business and human rights?

No, Not at All	Somewhat	Mostly	Completely	Don't know/ Does not apply
<input type="checkbox"/>				

15. Do firms often provide input based on their experiences to the EO's human rights policy development?

Never	Rarely	Sometimes	Often	Don't know/ Does not apply
<input type="checkbox"/>				

16. In your view, are firms satisfied with the EO's policy position on these issues?

No, Not Satisfied	Somewhat Satisfied	Satisfied	Completely satisfied	Don't know/ Does not apply
<input type="checkbox"/>				

17. Are you satisfied with the EO's public stance on these issues?

No, Not Satisfied	Somewhat Satisfied	Satisfied	Completely satisfied	Don't know/ Does not apply
<input type="checkbox"/>				

18. Would you like to see the EO doing more in this policy space in terms of advocacy, services and information flows?

No, they do enough already	Yes, Slightly More	Yes, More	Yes, Much More	Don't know/ Does not apply
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

19. What else would you like to see the EO doing in this policy space in terms of advocacy, services and information flows?

**Details:**

.....

.....

.....

## 5. ENTREPRENEURIAL CULTURE

### A. ENTERPRISE START UP

1. Is there an adequate support system for establishing a business (e.g. information on licensing, etc)?

No, Not at All	Somewhat Adequate	Adequate	Very Adequate	Don't know/ Does not apply
<input type="checkbox"/>				

2. In your view, do women have the same opportunity as men to start their own businesses?

No, not at all	To a limited extent	To some extent	Same opportunity	Don't know/ Does not apply
<input type="checkbox"/>				

3. Is Information on legislation necessary for starting a business easily accessible?

No, Not Accessible	Somewhat Accessible	Accessible	Very Accessible	Don't know/ Does not apply
<input type="checkbox"/>				

4. Is Information on legislation necessary for starting a business available in an easy to understand format (e.g. in local languages and distributed regionally)?

No, Not Easy to Understand	Somewhat Easy to Understand	Easy to Understand	Very Easy to Understand	Don't know/ Does not apply
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5. Is information on registering a business as a formal entity straightforward?

No, Not at All	Somewhat Straightforward	Straightforward	Very Straightforward	Don't know/ Does not apply
<input type="checkbox"/>				

6. If a firm changes or expands its sectors of activity are they required to re-register?

No, Never	Rarely	Sometimes	Often	Don't know/ Does not apply
<input type="checkbox"/>				

7. Can a business be registered in person in locations other than the principal/central business registry?

No, Never	In Some Cases	In Most Cases	In All Cases	Don't know/ Does not apply
<input type="checkbox"/>				

8. If yes, is the cost expensive?

No, Not at All	Somewhat expensive	Expensive	Very Expensive	Don't know/ Does not apply
<input type="checkbox"/>				

9. To what extent do you agree with the statement "obtaining a "tax clearance certificate" is a straightforward process"?

Disagree	Somewhat Agree	Agree	Completely Agree	Don't know/ Does not apply
<input type="checkbox"/>				

10. Is obtaining a "tax clearance certificate" an expensive process?

No, Not Expensive	Slightly Expensive	Expensive	Very Expensive	Don't know/ Does not apply
<input type="checkbox"/>				

11. To what extent do you agree with the statement "obtaining a trading license is a straightforward process"?

Disagree	Somewhat Agree	Agree	Completely Agree	Don't know/ Does not apply
<input type="checkbox"/>				

12. Is getting a trading license an expensive process?

Not Expensive	Slightly Expensive	Expensive	Very Expensive	Don't know/ Does not apply
<input type="checkbox"/>				

13. Can a business be registered remotely (via internet, etc.)?

No, Never	In Some Cases	In Most Cases	In All Cases	Don't know/ Does not apply
<input type="checkbox"/>				

14. Is the fee for business registration expensive?

Not Expensive	Slightly Expensive	Expensive	Very Expensive	Don't know/ Does not apply
<input type="checkbox"/>				

15. Who operates the Business Registry?

The Government	The Chamber of Commerce	A Private Firm	Other	Don't know/ Does not apply
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

16. In your view, is the Business Registry a well run operation?

No, Not at All	Somewhat	Mostly	Completely	Don't know/ Does not apply
<input type="checkbox"/>				

## B. BUSINESS DEVELOPMENT SERVICES

17. To what extent do you agree with the statement that business development services are equally accessible to women-owned enterprises?

Disagree	Somewhat Agree	Agree	Completely Agree	Don't know/ Does not apply
<input type="checkbox"/>				

18. To what extent do you agree with the statement “*Business Development Services can be easily accessed*”?

Disagree	Somewhat Agree	Agree	Completely Agree	Don't know/ Does not apply
<input type="checkbox"/>				

19. To what extent do you agree with the statement “*Business Development Services offered by the government are relevant, affordable and of high quality*”?

Disagree	Somewhat Agree	Agree	Completely Agree	Don't know/ Does not apply
<input type="checkbox"/>				

## C. COSTS ON ENTERPRISES

20. Are commercial rents a significant cost for firms?

Not Significant	Somewhat Significant	Significant	Very Significant	Don't know/ Does not apply
<input type="checkbox"/>				

21. Are leasing arrangements flexible (i.e. can be negotiated up and down to reflect current market realities)?

Not Flexible	Somewhat Flexible	Flexible	Very Flexible	Don't know/ Does not apply
<input type="checkbox"/>				

22. Are insurance costs significant for firms?

Not Significant	Somewhat Significant	Significant	Very Significant	Don't know/ Does not apply
<input type="checkbox"/>				

23. Does effective competition exist amongst insurance providers?

No, Not at All	Somewhat	Mostly	Completely	Don't know/ Does not apply
<input type="checkbox"/>				

24. Is waste collection a significant cost for firms?

Not Significant	Somewhat Significant	Significant	Very Significant	Don't know/ Does not apply
<input type="checkbox"/>				

## D. THE EMPLOYERS' ORGANIZATION'S ROLE

25. Did your firm join the EO as a start-up?

Joined after 5 Years	Joined within 5 Years	Joined after 1 Year	Joined as Start-up	Don't know/ Does not apply
<input type="checkbox"/>				

26. In your view, do start-up firms join the EO for access to information?

No, None Do	Some Do	Most Do	All Do	Don't know/ Does not apply
<input type="checkbox"/>				

27. In your view, do start-up firms join the EO for help with workplace issues?

No, None Do	Some Do	Most Do	All Do	Don't know/ Does not apply
<input type="checkbox"/>				

28. In your view, do firms join the EO for access to networks?

No, None Do	Some Do	Most Do	All Do	Don't know/ Does not apply
<input type="checkbox"/>				

29. Does the EO often provide firms with information concerning the start-up phase?

No, Never	Rarely	Sometimes	Often	Don't know/ Does not apply
<input type="checkbox"/>				

30. Is this information useful?

Not useful	Somewhat Useful	Useful	Very Useful	Don't know/ Does not apply
<input type="checkbox"/>				

31. Are there mentorship schemes run by the EO?

No	There were in the past	There will be soon	Yes	Don't know/ Does not apply
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

32. Are there entrepreneurship networks run by the EO?

No	There were in the past	There will be soon	Yes	Don't know/ Does not apply
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

33. Are the entrepreneurship networks and mentoring schemes inclusive of women?

Never	Rarely	Sometimes	Often	Don't know/ Does not apply
<input type="checkbox"/>				

34. In your view, do firms provide input to the EO on issues they identified as a start-up that could make it easier for other start-ups?

No, None Do	Some Do	Most Do	All Do	Don't know/ Does not apply
<input type="checkbox"/>				

35. If so, does the EO usually act on this guidance?

Never	Rarely	Sometimes	Often	Don't know/ Does not apply
<input type="checkbox"/>				

36. Would you like to see the EO doing more in this policy space in terms of advocacy, services and information flows?

No, they do enough already	Yes, Slightly More	Yes, More	Yes, Much More	Don't know/ Does not apply
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

37. What else would you like to see the EO doing in this policy space in terms of advocacy, services and information flows?

**Details:**

.....

.....

.....

## 6. SOUND AND STABLE MACROECONOMIC POLICY

### A. INFLATION RATES

1. Does the inflation rate have a significant impact on the competitiveness of firms?

No, Not Significant	Somewhat Significant	Significant	Very Significant	Don't know/ Does not apply
<input type="checkbox"/>				

2. In your view, has the inflation rate been a significant factor in the plans of firms to invest or expand?

No, Not Significant	Somewhat Significant	Significant	Very Significant	Don't know/ Does not apply
<input type="checkbox"/>				

### B. INTEREST RATES

3. Do interest rates have a significant impact on the competitiveness of firms?

No, Not Significant	Somewhat Significant	Significant	Very Significant	Don't know/ Does not apply
<input type="checkbox"/>				

4. In your view, have interest rates been a significant factor affecting the plans of firms to invest or expand?

Not Significant	Somewhat Significant	Significant	Very Significant	Don't know/ Does not apply
<input type="checkbox"/>				

### C. CURRENCY EXCHANGE RATE POLICES

5. In your view, has volatility in the currency exchange rate had a significant impact on the expansion or investment decisions of firms in the private sector?

No, Not Significant	Somewhat Significant	Significant	Very Significant	Don't know/ Does not apply
<input type="checkbox"/>				

6. In your view, has volatility in the currency exchange rate significantly affected the decisions of firms to export?

No, Not Significantly	Somewhat Significantly	Significantly	Very Significantly	Don't know/ Does not apply
<input type="checkbox"/>				

7. In your view, has volatility in the currency exchange rate significantly affected the decisions of firms to import?

No, Not Significantly	Somewhat Significantly	Significantly	Very Significantly	Don't know/ Does not apply
<input type="checkbox"/>				

8. In your view, do hedging mechanisms protect the revenue flows of firms against volatility in currency markets?

No, Not at All	Somewhat	Mostly	Completely	Don't know/ Does not apply
<input type="checkbox"/>				

9. If so, is the cost expensive?

No, Not Expensive	Slightly Expensive	Expensive	Very Expensive	Don't know/ Does not apply
<input type="checkbox"/>				

## D. COMMODITY PRICES

10. How dependent are firms in your sector on specific commodities for their production processes?

Not Dependent at All	Somewhat Dependent	Dependent	Very Dependent	Don't know/ Does not apply
<input type="checkbox"/>				

11. In your view, do firms try to resource commodities for production processes domestically?

No, None Do	Some Do	Most Do	All Do	Don't know/ Does not apply
<input type="checkbox"/>				

12. In your opinion, have changes in commodity prices significantly impacted firms in your sector?

No, Not Significantly	Somewhat Significantly	Significantly	Very Significantly	Don't know/ Does not apply
<input type="checkbox"/>				

## E. BUSINESS SENTIMENT

13. How likely is it that your firm's capital expenditure during the next 12 months will be greater than last year?

Not Likely	Somewhat Likely	Likely	Very Likely	Don't know/ Does not apply
<input type="checkbox"/>				

14. In your view, do firms expect profitability to improve over the next 12 months?

Not Likely	Somewhat Likely	Likely	Very Likely	Don't know/ Does not apply
<input type="checkbox"/>				

15. In the next 3 years do you think average selling prices will be greater?

Not Likely	Somewhat Likely	Likely	Very Likely	Don't know/ Does not apply
<input type="checkbox"/>				

16. In the next 3 years do you think average costs per unit will be greater?

Not Likely	Somewhat Likely	Likely	Very Likely	Don't know/ Does not apply
<input type="checkbox"/>				

17. In the next 3 years do you think the number of employees in your firm will decrease?

Not Likely	Somewhat Likely	Likely	Very Likely	Don't know/ Does not apply
<input type="checkbox"/>				

18. In the next 3 years do you think the amount of overtime in your firm will be greater?

Not Likely	Somewhat Likely	Likely	Very Likely	Don't know/ Does not apply
<input type="checkbox"/>				

19. In the next 3 years do you think the amount of new orders received by your firm will increase?

Not Likely	Somewhat Likely	Likely	Very Likely	Don't know/ Does not apply
<input type="checkbox"/>				

20. In the next 3 years do you think your firm's exports will increase?

Not Likely	Somewhat Likely	Likely	Very Likely	Don't know/ Does not apply
<input type="checkbox"/>				

21. In the next 3 years do you think your firm's stock of new materials will increase?

Not Likely	Somewhat Likely	Likely	Very Likely	Don't know/ Does not apply
<input type="checkbox"/>				

22. In the next 3 years do you think your firm's stock of finished goods will decrease?

Not Likely	Somewhat Likely	Likely	Very Likely	Don't know/ Does not apply
<input type="checkbox"/>				

23. What is the single largest obstacle tohbiting productivity improvement for firms in the country?

Labour Costs	Negative Attitudes	Skills Shortages	Lack of Time	Poor employee relations
<input type="checkbox"/>				

24. What single factor is most limiting firm's ability to increase production?

Orders	Labour	Materials	Finances	Don't know/ Does not apply
<input type="checkbox"/>				

## F. THE EMPLOYERS' ORGANIZATION'S ROLE

25. Does the EO track economic variables and provide firms with analysis?

No, Never	Rarely	Sometimes	Often	Don't know/ Does not apply
<input type="checkbox"/>				

26. If so, do firms find this information useful for planning strategies?

Not useful	Somewhat Useful	Useful	Very Useful	Don't know/ Does not apply
<input type="checkbox"/>				

27. Would you like to see the EO doing more in this policy space in terms of advocacy, services and information flows?

No, they do enough already	Yes, Slightly More	Yes, More	Yes, Much More	Don't know/ Does not apply
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

28. What else would you like to see the EO doing in this policy space in terms of advocacy, services and information flows?

**Details:**

.....

.....

.....

## 7. TRADE AND SUSTAINABLE ECONOMIC INTEGRATION

### A. POLICY ENVIRONMENT

1. In your view, have firms seen an increase in the amount of product they exports?

No, None Have	Some Have	Most Have	All Have	Don't know/ Does not apply
<input type="checkbox"/>				

2. To what extent do you agree with the statement *"changes in the amount firms in my sector are exporting are a result of domestic tariff adjustments"*?

Disagree	Somewhat Agree	Agree	Completely Agree	Don't know/ Does not apply
<input type="checkbox"/>				

3. To what extent do you agree with the statement *"these changes are a result of non-tariff changes such as anti-dumping measures and countervailing duties"*?

Disagree	Somewhat Agree	Agree	Completely Agree	Don't know/ Does not apply
<input type="checkbox"/>				

4. To what extent do you agree with the statement *"these changes are a result of regional or international changes in trading conditions"*?

Disagree	Somewhat Agree	Agree	Completely Agree	Don't know/ Does not apply
<input type="checkbox"/>				

5. Do exporting firms benefit from government incentives such as tax breaks, etc.?

No, Not at All	Somewhat	Mostly	Completely	Don't know/ Does not apply
<input type="checkbox"/>				

## 6. Do firms have access to trade finance?

No, Not at All	Somewhat	Mostly	Completely	Don't know/ Does not apply
<input type="checkbox"/>				

## 7. Do firms have access to credit guarantees?

No, none at all	Somewhat	Mostly	Completely	Don't know/ Does not apply
<input type="checkbox"/>				

## 8. Do firms have has access to credit insurance?

No, Not at All	Somewhat	Mostly	Completely	Don't know/ Does not apply
<input type="checkbox"/>				

## 9. In your view, do women-owned firms have the same access as male-owned firms to trade finance, credit guarantees and insurance?

No, Not at All	Somewhat	Mostly	Completely	Don't know/ Does not apply
<input type="checkbox"/>				

## 10. In your view, do firms have a clear understanding of trade agreements that are in place between your country and its main trading partner countries?

No, Not at All	Somewhat	Mostly	Completely	Don't know/ Does not apply
<input type="checkbox"/>				

## 11. In your view, do firms make use of available market access programmes for exporting firms?

No, Not at All	Somewhat	Mostly	Completely	Don't know/ Does not apply
<input type="checkbox"/>				

12. To what extent do you agree with the statement *"firms that rely exclusively on the domestic market do so because they lack the capacity to export, i.e., dealing with licences, regulations, etc."*?

Do not Agree	Somewhat Agree	Agree	Completely Agree	Don't know/ Does not apply
<input type="checkbox"/>				

## B. INFORMATION FLOWS

13. In your view, is sufficient information on trading procedures, tariffs, duties, and taxes available to firms?

No, Not Sufficient	Somewhat Sufficient	Sufficient	Completely Sufficient	Don't know/ Does not apply
<input type="checkbox"/>				

14. In your view, can firms easily access up-to-date information on tariffs applied by receiving countries?

No, Not Easily	Somewhat Easily	Easily	Very Easily	Don't know/ Does not apply
<input type="checkbox"/>				

15. In your view, are customs officials aware of all trade agreements and their implications?

No, Not at All	Somewhat Aware	Aware	Very Aware	Don't know/ Does not apply
<input type="checkbox"/>				

## C. TRANSPARENT PROCEDURES

16. To what extent do you agree with the statement *"there are efficient and transparent customs procedures that facilitate importing and exporting"*?

Disagree	Somewhat Agree	Agree	Completely Agree	Don't know/ Does not apply
<input type="checkbox"/>				

17. Are electronic data interchange systems available for submitting and processing documents so as to reduce delays in the trading process?

No, Not at All	In Some Cases	In Most Cases	In All Cases	Don't know/ Does not apply
<input type="checkbox"/>				

## D. PRODUCT STANDARDS AND CERTIFICATIONS

18. In your view, do exporting firms find that product standards and certifications are being used as a deliberate obstacle to limit access to markets in other countries?

No, Not at All	Somewhat	Mostly	Completely	Don't know/ Does not apply
<input type="checkbox"/>				

19. Does certification in the country meet an acceptable standard?

No, Not at All	In Some Cases	In Most Cases	In All Cases	Don't know/ Does not apply
<input type="checkbox"/>				

20. Is the certification framework applied effectively and consistently?

No, Not at All	Somewhat	Mostly	Completely	Don't know/ Does not apply
<input type="checkbox"/>				

## E. EASE OF TRADING CONDITIONS

21. In your view, do firms consider customs and trade regulations to be a significant constraint to trading across borders?

Not Significant	Somewhat Significant	Significant	Very Significant	Don't know/ Does not apply
<input type="checkbox"/>				

22. Is it difficult for firms to obtain certificates of origin and other essential documentation for export?

Not difficult	Somewhat Difficult	Difficult	Very Difficult	Don't know/ Does not apply
<input type="checkbox"/>				

23. To what extent do you agree with the statement *"the amount of time it takes to obtain an import license is a major issue for firms"*?

Disagree	Somewhat Agree	Agree	Completely Agree	Don't know/ Does not apply
<input type="checkbox"/>				

24. To what extent do you agree with the statement “the amount of documents that are required to export goods is a major issue for firms”?

Disagree	Somewhat Agree	Agree	Completely Agree	Don't know/ Does not apply
<input type="checkbox"/>				

25. To what extent do you agree with the statement “the amount of documents that are required to import goods is a major issue for firms”?

Disagree	Somewhat Agree	Agree	Completely Agree	Don't know/ Does not apply
<input type="checkbox"/>				

26. Do any fast-track clearance procedures exist that allow for auditing of shipments after clearance?

No, Not at All	They existed in the past	They will exist in the near future	Yes	Don't know/ Does not apply
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

27. To what extent do you agree with the statement “the average time to clear direct exports through customs is a major issue for firms”?

Disagree	Somewhat Agree	Agree	Completely Agree	Don't know/ Does not apply
<input type="checkbox"/>				

28. To what extent do you agree with the statement “the average time to clear direct imports through customs is a major issue for firms”?

Disagree	Somewhat Agree	Agree	Completely Agree	Don't know/ Does not apply
<input type="checkbox"/>				

29. To what extent do you agree with the statement “the percentage of losses from direct export due to theft, breakage or spoilage is a major issue for firms”?

Disagree	Somewhat Agree	Agree	Completely Agree	Don't know/ Does not apply
<input type="checkbox"/>				

**30.** To what extent do you agree with the statement “the percentage of losses from direct import due to theft, breakage or spoilage is a major issue for firms”?

Disagree	Somewhat Agree	Agree	Completely Agree	Don't know/ Does not apply
<input type="checkbox"/>				

**31.** In your view, do government officials unnecessarily or arbitrarily hold up shipments?

No, Never	Rarely	Sometimes	Often	Don't know/ Does not apply
<input type="checkbox"/>				

**32.** In your view, are illicit payments to government officials necessary to speed up procedures?

No, Never	Rarely	Sometimes	Often	Don't know/ Does not apply
<input type="checkbox"/>				

**33.** Are firms able to submit documents electronically?

No, Not at All	In Some Cases	In Most Cases	In All Cases	Don't know/ Does not apply
<input type="checkbox"/>				

**34.** Can documents be submitted before goods arrive at the port?

No, Not at All	In Some Cases	In Most Cases	In All Cases	Don't know/ Does not apply
<input type="checkbox"/>				

**35.** Are physical inspections mandatory on all goods?

No	On Some Goods	On Most Goods	On All Goods	Don't know/ Does not apply
<input type="checkbox"/>				

**36.** In your view, do firms view the number of checkpoints on roads to ports as a hindrance to operations?

No, None Do	Some Do	Most Do	All Do	Don't know/ Does not apply
<input type="checkbox"/>				

37. In your view, do firms view the number of weighing stations on roads to ports as a hindrance to operations?

No, None Do	Some Do	Most Do	All Do	Don't know/ Does not apply
<input type="checkbox"/>				

## F. INTRA-REGIONAL TRADE

38. In your view, has the government been effective in improving intra-regional trade?

Not Effective	Somewhat Effective	Effective	Very Effective	Don't know/ Does not apply
<input type="checkbox"/>				

## G. MOBILITY

39. Is it difficult for foreign business partners to obtain the necessary visas to enter the country?

Not Difficult	Somewhat Difficult	Difficult	Very Difficult	Don't know/ Does not apply
<input type="checkbox"/>				

## H. INFRASTRUCTURE

40. Is infrastructure sufficient to enable efficient export and import of goods and products?

No, Not Sufficient	Somewhat Sufficient	Sufficient	Completely Sufficient	Don't know/ Does not apply
<input type="checkbox"/>				

41. Are there competitive cargo transport options to and from ports?

No, Not at All	Somewhat	Mostly	Completely	Don't know/ Does not apply
<input type="checkbox"/>				

## I. THE EMPLOYERS' ORGANIZATION'S ROLE

42. Does the EO offer direct services (such as certificate of origin) to firms?

No	They did in the past	They will in the near future	Yes	Don't know/ Does not apply
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

43. If yes, are firms satisfied with these services in your view?

Not Satisfied	Somewhat Satisfied	Satisfied	Completely satisfied	Don't know/ Does not apply
<input type="checkbox"/>				

44. Does the EO provide firms with information on trading conditions?

No	They did in the past	They will in the near future	Yes	Don't know/ Does not apply
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

45. If yes, do firms find this information useful in your view?

No, Not useful	Somewhat Useful	Useful	Very Useful	Don't know/ Does not apply
<input type="checkbox"/>				

46. Do firms often provide input based on their experiences to the EO's trade policy development?

Never	Rarely	Sometimes	Often	Don't know/ Does not apply
<input type="checkbox"/>				

47. In your view, are firms satisfied with the EO's trade policy position?

Not Satisfied	Somewhat Satisfied	Satisfied	Completely satisfied	Don't know/ Does not apply
<input type="checkbox"/>				

48. Are you satisfied with the EO's public stance on trade?

Not Satisfied	Somewhat Satisfied	Satisfied	Completely satisfied	Don't know/ Does not apply
<input type="checkbox"/>				

49. Does the EO provide facilitative services to assist firms with visas for business people?

No, Not at All	In Some Cases	In Most Cases	In All Cases	Don't know/ Does not apply
<input type="checkbox"/>				

50. Would you like to see the EO doing more in this policy space in terms of advocacy, services, and information flows?

No, they do enough already	Yes, Slightly More	Yes, More	Yes, Much More	Don't know/ Does not apply
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

51. What else would you like to see the EO doing in this policy space in terms of advocacy, services, and information flows?

**Details:**

.....

.....

.....

## 8. ENABLING LEGAL AND REGULATORY ENVIRONMENT

### A. GENERAL REGULATION

1. To what extent do you agree with the statement “the amount of overall management time firms spend dealing with the requirements of government regulation is a major issue for firms”?

Disagree	Somewhat Agree	Agree	Completely Agree	Don't know/ Does not apply
<input type="checkbox"/>				

2. To what extent do you agree with the statement “business licenses and permits are easy to obtain”?

Disagree	Somewhat Agree	Agree	Completely Agree	Don't know/ Does not apply
<input type="checkbox"/>				

3. Do firms have to deal with overlapping regulatory bodies?

No, Never	In Some Cases	In Most Cases	In All Cases	Don't know/ Does not apply
<input type="checkbox"/>				

4. Do firms have to pay separate costs to each regulatory body?

No, Never	In Some Cases	In Most Cases	In All Cases	Don't know/ Does not apply
<input type="checkbox"/>				

### B. TAXATION

5. In your view, do firms consider tax administration to be a major constraint to doing business?

Not a Constraint	Slight Constraint	Constraint	Complete Constraint	Don't know/ Does not apply
<input type="checkbox"/>				

6. Is the size of the tax burden on businesses a major constraint on the investment plans of firms in the private sector?

Not a Constraint	Slight Constraint	Constraint	Complete Constraint	Don't know/ Does not apply
<input type="checkbox"/>				

7. Is the average number of visits or required meetings with tax officials each year a significant constraint for firms?

Not Significant	Somewhat Significant	Significant	Very Significant	Don't know/ Does not apply
<input type="checkbox"/>				

8. To what extent do you agree with the statement *"the cost percentage of payroll taxes is a major issue for firms"*?

Disagree	Somewhat Agree	Agree	Completely Agree	Don't know/ Does not apply
<input type="checkbox"/>				

9. To what extent do you agree with the statement *"the reporting requirements to comply with taxation frameworks are a major issue for firms"*?

Disagree	Somewhat Agree	Agree	Completely Agree	Don't know/ Does not apply
<input type="checkbox"/>				

10. To what extent do you agree with the statement *"the average time for firms to comply with tax laws is a major issue for firms"*?

Disagree	Somewhat Agree	Agree	Completely Agree	Don't know/ Does not apply
<input type="checkbox"/>				

11. Is tax collection a multilayered process (e.g., are there central, regional, or other levels of tax collection)?

No, Not at All	Somewhat	Mostly	Completely	Don't know/ Does not apply
<input type="checkbox"/>				

12. Would you agree that the tax collection process could be simplified?

Disagree	Somewhat Agree	Agree	Completely Agree	Don't know/ Does not apply
<input type="checkbox"/>				

13. Is the time involved on compliance issues a significant cost to firms (e.g., the need to employ out-of-house tax advisers, agents, or intermediaries)?

Not Significant	Somewhat Significant	Significant	Very Significant	Don't know/ Does not apply
<input type="checkbox"/>				

14. Are taxes “profit-insensitive” (i.e., taxes that are paid regardless of whether the firm is making a profit).

No	They were in the past	They will be in near future	Yes	Don't know/ Does not apply
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

15. Are tax deductions available for firms to invest in equipment and facilities?

No	They did in the past	They will be in near future	Yes	Don't know/ Does not apply
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

16. Are tax rebates available for loss-making small businesses?

No	They were in the past	They will be in near future	Yes	Don't know/ Does not apply
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

17. Are electronic filing and payment systems available to help firms reduce their tax burden while lightening their administrative requirements?

No, Not at All	In Some Case	In Most Cases	In All Cases	Don't know/ Does not apply
<input type="checkbox"/>				

18. In your view, is withholding tax a significant cost on business?

No, Not Significant	Somewhat Significant	Significant	Very Significant	Don't know/ Does not apply
<input type="checkbox"/>				

19. Is Value Added Tax deductible as a business cost?

No	It was in the past	It will be in the near future	Yes	Don't know/ Does not apply
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## C. BANKRUPTCY LAWS

20. In your view, do firms have confidence in the current legislation and its application?

No, Not at All	Somewhat	Mostly	Completely	Don't know/ Does not apply
<input type="checkbox"/>				

21. In general, do you agree that bankruptcy regulation is adequately flexible in enabling entrepreneurs to have a "second chance" (i.e. starting another business) coming out of a bankruptcy?

Disagree	Somewhat agree	Agree	Completely agree	Don't know/ Does not apply
<input type="checkbox"/>				

## D. LABOUR LAWS

22. In your view, are the laws on worker entitlements clearly understood?

No, Not at All	Somewhat	Mostly	Completely	Don't know/ Does not apply
<input type="checkbox"/>				

23. In your view, are the laws on worker entitlements easy to understand?

No, Not at All	Somewhat	Mostly	Completely	Don't know/ Does not apply
<input type="checkbox"/>				

24. In your view, are the laws on worker entitlements well promulgated?

No, Not at All	Somewhat	Mostly	Completely	Don't know/ Does not apply
<input type="checkbox"/>				

25. In general, do you agree that the current legislation on leave is conducive to enterprise growth?

Disagree	Somewhat Agree	Agree	Completely Agree	Don't know/ Does not apply
<input type="checkbox"/>				

26. In general, do you agree that the current legislation on pensions is conducive to enterprise growth?

Disagree	Somewhat Agree	Agree	Completely Agree	Don't know/ Does not apply
<input type="checkbox"/>				

27. In general, do you agree that the current legislation on termination of employment is conducive to enterprise growth?

Disagree	Somewhat Agree	Agree	Completely Agree	Don't know/ Does not apply
<input type="checkbox"/>				

28. In general, do you agree that the current legislation on working time is conducive to enterprise growth?

Disagree	Somewhat Agree	Agree	Completely Agree	Don't know/ Does not apply
<input type="checkbox"/>				

29. In general, do you agree that the current legislation on recruitment is conducive to enterprise growth?

Disagree	Somewhat Agree	Agree	Completely Agree	Don't know/ Does not apply
<input type="checkbox"/>				

30. In general, do you agree or disagree that the current legislation on collective bargaining structures is conducive to enterprise growth?

Disagree	Somewhat Agree	Agree	Completely Agree	Don't know/ Does not apply
<input type="checkbox"/>				

**31.** In general, do you agree that current legislation on trade union recognition is conducive to enterprise growth?

Disagree	Somewhat Agree	Agree	Completely Agree	Don't know/ Does not apply
<input type="checkbox"/>				

**32.** In general, do you agree that the current legislation on trade union rights to strike provisions is conducive to enterprise growth?

Disagree	Somewhat Agree	Agree	Completely Agree	Don't know/ Does not apply
<input type="checkbox"/>				

**33.** In general, do you agree that the current legislation on minimum wages is conducive to enterprise growth?

Disagree	Somewhat Agree	Agree	Completely Agree	Don't know/ Does not apply
<input type="checkbox"/>				

**34.** In general, do you agree that the current legislation on types of employment contracts (part-time, seasonal, short-term) is conducive to enterprise growth?

Disagree	Somewhat Agree	Agree	Completely Agree	Don't know/ Does not apply
<input type="checkbox"/>				

**35.** In general, do you agree that the current legislation on dismissals is conducive to enterprise growth?

Disagree	Somewhat Agree	Agree	Completely Agree	Don't know/ Does not apply
<input type="checkbox"/>				

**36.** In general, do you agree that the current legislation on night work is conducive to enterprise growth?

Disagree	Somewhat Agree	Agree	Completely Agree	Don't know/ Does not apply
<input type="checkbox"/>				

37. In general, do you agree that the current legislation on allowing employees on fixed-term contracts to carry out permanent tasks is conducive to enterprise growth?

Disagree	Somewhat Agree	Agree	Completely Agree	Don't know/ Does not apply
<input type="checkbox"/>				

38. In general, do you agree that the current legislation on notifying a third party to terminate workers is conducive to enterprise growth?

Disagree	Somewhat Agree	Agree	Completely Agree	Don't know/ Does not apply
<input type="checkbox"/>				

39. Have changes to statutory worker entitlements in the last 5 years had a positive impact on the cost base of firms?

No, Not at All	Somewhat Positive	Positive	Very Positive	Don't know/ Does not apply
<input type="checkbox"/>				

40. Have changes to statutory worker entitlements in the last 5 years had a positive impact on the ability of firms to expand operations?

No, Not at All	Somewhat Positive	Positive	Very Positive	Don't know/ Does not apply
<input type="checkbox"/>				

41. Have changes to statutory worker entitlements in the last 5 years had a positive impact on the ability of firms to expand employment?

Yes, positive impacts	Some positive impacts	Some negative impacts	No, negative impacts	Don't know/ Does not apply
<input type="checkbox"/>				

42. To what extent do you agree with the statement "overall the amount of time involved in complying with statutory worker entitlements is a major issue for firms"?

Disagree	Somewhat Agree	Agree	Completely Agree	Don't know/ Does not apply
<input type="checkbox"/>				

43. In your view, do firms feel that complying with statutory worker entitlements is a straightforward process?

No, Not Straightforward	Somewhat Straightforward	Straightforward	Completely Straightforward	Don't know/ Does not apply
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

44. Do firms benefit from exemptions to certain labour legislative requirements based on firm size?

No, Not at All	In Some Cases	In Most Cases	In All Cases	Don't know/ Does not apply
<input type="checkbox"/>				

45. If so, does this work effectively, i.e., it does not create 'growth traps' whereby the firm does not want to cross a certain threshold?

No, Not at All	Somewhat Effectively	Effectively	Very Effective	Don't know/ Does not apply
<input type="checkbox"/>				

## E. LABOUR ADMINISTRATION

46. To what extent do you agree with the statement "*labour administration services are efficient and effective*"?

Disagree	Somewhat Agree	Agree	Completely Agree	Don't know/ Does not apply
<input type="checkbox"/>				

47. In your view, do firms ever have unhelpful experiences whereby interference by inspectorates has impacted unfairly on operations?

Never	Rarely	Sometimes	Often	Don't know/ Does not apply
<input type="checkbox"/>				

48. In your view, are labour administration services politically motivated?

No, Not at All	Rarely	Sometimes	Often	Don't know/ Does not apply
<input type="checkbox"/>				

49. In your view, do firms consider labour inspections to pose a disruptive impact on operations?

No, Not at All	Somewhat	Mostly	Completely	Don't know/ Does not apply
<input type="checkbox"/>				

50. Do firms need to deal with more than one enforcement authority dealing with labour inspections?

No, Not at All	In Some Cases	In Most Cases	In All Cases	Don't know/ Does not apply
<input type="checkbox"/>				

51. In your view, are multiple enforcement agencies necessary?

No, Not at All	Somewhat	Mostly	Completely	Don't know/ Does not apply
<input type="checkbox"/>				

## F. PLANNING LAWS

52. In general, do you agree that planning and zoning laws (including land use planning and zoning, or city planning policies) are workable and practical?

Disagree	Somewhat Agree	Agree	Completely Agree	Don't know/ Does not apply
<input type="checkbox"/>				

53. In general, do you agree that compliance with building regulations is workable and practical?

Disagree	Somewhat Agree	Agree	Completely Agree	Don't know/ Does not apply
<input type="checkbox"/>				

54. Do firms need to deal with more than one enforcement authority dealing with building regulations?

No, Not at All	In Some Cases	In Most Cases	In All Cases	Don't know/ Does not apply
<input type="checkbox"/>				

55. In your view, are multiple enforcement agencies necessary?

No, Not at All	Some Could be Merged	Many Could be Merged	Yes, Each Authority Plays a Distinct Role	Don't know/ Does not apply
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## G. OCCUPATIONAL HEALTH AND SAFETY (OSH)

56. In general, do you agree that statutory Health and Safety standards are workable and practical?

Disagree	Somewhat Agree	Agree	Completely Agree	Don't know/ Does not apply
<input type="checkbox"/>				

57. In general, do firms think OSH inspections are carried out with efficiency, effectively, and with minimal disruption to firm operations?

No, Not at All	Somewhat	Mostly	Completely	Don't know/ Does not apply
<input type="checkbox"/>				

58. Is the cost of OSH permits affordable?

Not Affordable	Somewhat Affordable	Affordable	Very Affordable	Don't know/ Does not apply
<input type="checkbox"/>				

59. Do firms have to pay for elements of inspection by enforcement authorities (particularly in relation to the permitting regimes)?

No, Not at All	In Some Cases	In Most Cases	In All Cases	Don't know/ Does not apply
<input type="checkbox"/>				

60. In your view, do many firms have to employ, engage or consult specialists with particular expertise or qualifications to ensure compliance with statutory obligations?

No, None Do	Some Do	Most Do	All Do	Don't know/ Does not apply
<input type="checkbox"/>				

61. Is the level of OSH expertise and qualification validated by a Government body?

No, Not at All	In Some Cases	In Most Cases	In All Cases	Don't know/ Does not apply
<input type="checkbox"/>				

62. Does an independent qualifications authority validate the OSH expertise or qualifications of those carrying out validations?

No, Not at All	In Some Cases	In Most Cases	In All Cases	Don't know/ Does not apply
<input type="checkbox"/>				

63. Does the employer pay for this OSH validation?

No, Not at All	In Some Cases	In Most Cases	In All Cases	Don't know/ Does not apply
<input type="checkbox"/>				

64. Is the cost of this validation generally expensive for firms?

Not Expensive	Slightly Expensive	Expensive	Very Expensive	Don't know/ Does not apply
<input type="checkbox"/>				

65. Do firms need to deal with more than one enforcement authority dealing with OSH?

No, Not at All	In Some Cases	In Most Cases	In All Cases	Don't know/ Does not apply
<input type="checkbox"/>				

66. In your view, are multiple enforcement agencies necessary?

No, Not at All	Some Could be Merged	Many Could be Merged	Yes, Each Authority Plays a Distinct Role	Don't know/ Does not apply
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## H. THE EMPLOYERS' ORGANIZATION'S ROLE

67. Does the EO offer direct services to firms such as guidance on taxation, labour legislation, and OSH?

No, Not at All	They did in the past	They will in the near future	Yes	Don't know/ Does not apply
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

68. If so, are firms satisfied with these services in your view?

Not Satisfied	Somewhat Satisfied	Satisfied	Completely satisfied	Don't know/ Does not apply
<input type="checkbox"/>				

69. Does the EO provide firms with information on taxation, labour legislation, and OSH?

No, Never	Rarely	Sometimes	Often	Don't know/ Does not apply
<input type="checkbox"/>				

70. In your view, do firms find this information useful?

Not useful	Somewhat Useful	Useful	Always Useful	Don't know/ Does not apply
<input type="checkbox"/>				

71. Does the EO provide firms with assistance relating to labour inspectorate services?

No, Never	Rarely	Sometimes	Often	Don't know/ Does not apply
<input type="checkbox"/>				

72. If so, is the information useful?

No, Not useful	Somewhat Useful	Useful	Very Useful	Don't know/ Does not apply
<input type="checkbox"/>				

73. Do firms often provide input based on their experiences to the EO's labour legislation policy development?

Never	Rarely	Sometimes	Often	Don't know/ Does not apply
<input type="checkbox"/>				

74. In your view, are firms satisfied with the EO's policy position on these issues?

Not Satisfied	Somewhat Satisfied	Satisfied	Completely satisfied	Don't know/ Does not apply
<input type="checkbox"/>				

75. Are you satisfied with the EO's public stance on these issues?

Not Satisfied	Somewhat Satisfied	Satisfied	Completely satisfied	Don't know/ Does not apply
<input type="checkbox"/>				

76. Would you like to see the EO doing more in this policy space in terms of advocacy, services, and information flows?

No, they do enough already	Yes, Slightly More	Yes, More	Yes, Much More	Don't know/ Does not apply
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

77. What else would you like to see the EO doing in this policy space in terms of advocacy, services, and information flows?

**Details:**

.....

.....

.....

## 9. RULE OF LAW AND SECURE PROPERTY RIGHTS

### A. JUDICIAL FRAMEWORK

1. To what extent do you agree with the statement *"the law is open to political interference"*?

Disagree	Somewhat Agree	Agree	Completely Agree	Don't know/ Does not apply
<input type="checkbox"/>				

2. To what extent do you agree with the statement *"there are effective legal institutions to assist in resolving commercial disputes"*?

Disagree	Somewhat Agree	Agree	Completely Agree	Don't know/ Does not apply
<input type="checkbox"/>				

3. In your view, do firms often use legal institutions to resolve commercial disputes?

No, Never	Rarely	Sometimes	Often	Don't know/ Does not apply
<input type="checkbox"/>				

4. To what extent do you agree with the statement *"laws are applied even-handedly and widely"*?

Disagree	Somewhat Agree	Agree	Completely Agree	Don't know/ Does not apply
<input type="checkbox"/>				

### B. COMMERCIAL PROTECTION

5. In your view, are the available contract enforcement and dispute resolution mechanisms effective in terms of waiting periods and costs, etc.?

No, Not at All	Somewhat	Mostly	Completely	Don't know/ Does not apply
<input type="checkbox"/>				

6. In your view, do commercial dealings, including through sub-contractual arrangements, involve extra-legal contract enforcement mechanisms?

No, Never	In Some Cases	In Most Cases	In All Cases	Don't know/ Does not apply
<input type="checkbox"/>				

7. Is contract enforcement generally a straightforward process?

Not Straightforward	Somewhat Straightforward	Very Straightforward	Completely Straightforward	Don't know/ Does not apply
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8. To what extent do you agree with the statement *"the debt value to enforce a contract is prohibitive in terms of cost"*?

Disagree	Somewhat Agree	Agree	Completely Agree	Don't know/ Does not apply
<input type="checkbox"/>				

9. Is it a straightforward process to register commercial property (in a few steps)?

Not Straightforward	Somewhat Straightforward	Straightforward	Completely Straightforward	Don't know/ Does not apply
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## C. PROPERTY RIGHTS

10. In your view, do firms have confidence that property rights are respected and secure?

No, Not at All	Somewhat	Mostly	Completely	Don't know/ Does not apply
<input type="checkbox"/>				

11. In your view, have many firms experienced recent threats to their property rights?

No, None Have	Some Have	Most Have	All Have	Don't know/ Does not apply
<input type="checkbox"/>				

12. To what extent do you agree with the statement “*threats to the integrity of property rights have resulted in the postponement of investment decisions*”?

Disagree	Somewhat Agree	Agree	Completely Agree	Don't know/ Does not apply
<input type="checkbox"/>				

## D. RULE OF LAW

13. In your view, is crime a constant concern for firms?

No, Not at All	Somewhat of Concern	A Concern	A Major Concern	Don't know/ Does not apply
<input type="checkbox"/>				

14. In your view, do firms regularly identify and analyse the security risks that may exist in their operating environments?

None Do	Some Do	Most Do	All Do	Don't know/ Does not apply
<input type="checkbox"/>				

15. In your view, do firms protect employees and physical assets from threats related to violence through private security operators?

None Do	Some Do	Most Do	All Do	Don't know/ Does not apply
<input type="checkbox"/>				

16. To what extent do you agree with the statement “*the enforcement of law and order is effective in deterring crime*”?

Disagree	Somewhat Agree	Agree	Completely Agree	Don't know/ Does not apply
<input type="checkbox"/>				

17. To what extent do you agree with the statement “*firms in the country have recently deferred or postponed investment decisions on the basis of rising crime*”?

Disagree	Somewhat Agree	Agree	Completely Agree	Don't know/ Does not apply
<input type="checkbox"/>				

18. In your view, how significant a factor is crime in the future investment plans of most firms?

Not Significant	Somewhat Significant	Significant	Extremely Significant	Don't know/ Does not apply
<input type="checkbox"/>				

19. How significant are security cost for firms?

Not Significant	Somewhat Significant	Significant	Extremely Significant	Don't know/ Does not apply
<input type="checkbox"/>				

20. Are the security costs of firms increasing?

No, Not at All	Slightly Increasing	Moderately Increasing	Significantly Increasing	Don't know/ Does not apply
<input type="checkbox"/>				

21. In your view, do firms ensure that they do not facilitate criminality, corruption or contribute to fuelling violent conflict (e.g. through selection of employees and business partners, contracting practices, assessment and resolution, documentation and follow-up monitoring)?

No, Not at All	Somewhat	Mostly	Completely	Don't know/ Does not apply
<input type="checkbox"/>				

## E. THE EMPLOYERS' ORGANIZATION'S ROLE

22. In your view, do firms think the EO been an effective advocate for the respect of property rights and the rule of law?

No, Not at All	Somewhat	Mostly	Completely	Don't know/ Does not apply
<input type="checkbox"/>				

23. Do firms often provide input based on their experiences to the EO's property rights policy development?

Never	Rarely	Sometimes	Often	Don't know/ Does not apply
<input type="checkbox"/>				

24. In your view, are firms satisfied with the EO's policy position on property rights (including on the property rights of women) and the rule of law?

Not Satisfied	Somewhat Satisfied	Satisfied	Completely satisfied	Don't know/ Does not apply
<input type="checkbox"/>				

25. Are you satisfied with the EO's public stance on property rights and the rule of law?

Not Satisfied	Somewhat Satisfied	Satisfied	Completely satisfied	Don't know/ Does not apply
<input type="checkbox"/>				

26. Would you like to see the EO doing more in this policy space in terms of advocacy, services and information flows?

No, they do enough already	Yes, Slightly More	Yes, More	Yes, Much More	Don't know/ Does not apply
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

27. What else would you like to see the EO doing in this policy space in terms of advocacy, services and information flows?

**Details:**

.....

.....

.....

# 10. FAIR COMPETITION

## A. COMPETITION

1. Do monopolies or monopolistic practices exist in your sector?

No, Not at All	They did in the past	They will in the near future	Yes	Don't know/ Does not apply
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. If so, how effective has anti-trust legislation been in breaking them up?

Not Effective	Somewhat Effective	Effective	very Effective	Don't know/ Does not apply
<input type="checkbox"/>				

3. Do firms ever make use of any direct government support programmes?

Never	Rarely	Sometimes	Often	Don't know/ Does not apply
<input type="checkbox"/>				

4. To what extent do you agree with the statement *"pressure from competitors forces firms to continually innovate"*?

Disagree	Somewhat Agree	Agree	Completely Agree	Don't know/ Does not apply
<input type="checkbox"/>				

5. Has your firm significantly reduced the price of its main product in response to price reductions by domestic competitors?

No, Not at All	Somewhat Significantly	Moderately Significantly	Very Significantly	Don't know/ Does not apply
<input type="checkbox"/>				

6. Has your firm significantly reduced the price of its main product in response to price reductions by foreign competitors?

No, Not at All	Somewhat Significantly	Moderately Significantly	Very Significantly	Don't know/ Does not apply
<input type="checkbox"/>				

7. To what extent do you agree with the statement “*there are political factors at play that negatively influence commercial activity*”?

Disagree	Somewhat Agree	Agree	Completely Agree	Don't know/ Does not apply
<input type="checkbox"/>				

## B. RESEARCH AND DEVELOPMENT (R&D)

8. Do firms engage in research and development?

No, None Do	Some Do	Most Do	All Do	Don't know/ Does not apply
<input type="checkbox"/>				

9. Does the government provide assistance to firms to invest in research and development?

Never	Rarely	Sometimes	Often	Don't know/ Does not apply
<input type="checkbox"/>				

10. Is information about such assistance widely known?

No, Not at All	Somewhat	Mostly	Completely	Don't know/ Does not apply
<input type="checkbox"/>				

## C. INTELLECTUAL PROPERTY RIGHTS (IPR)

11. To what extent do you agree with the statement “*intellectual property rights are well defined*”?

Disagree	Somewhat Agree	Agree	Completely Agree	Don't know/ Does not apply
<input type="checkbox"/>				

12. To what extent do you agree with the statement “*intellectual property rights are respected*”?

Disagree	Somewhat Agree	Agree	Completely Agree	Don't know/ Does not apply
<input type="checkbox"/>				

13. To what extent do you agree with the statement “*copyright and patent frameworks are easy to access*”?

Disagree	Somewhat Agree	Agree	Completely Agree	Don't know/ Does not apply
<input type="checkbox"/>				

14. Do firms face competition from counterfeit goods?

No, Never	Rarely	Sometimes	Often	Don't know/ Does not apply
<input type="checkbox"/>				

15. Is this problem increasing?

No, Not at All	Slightly Increasing	Moderately Increasing	Significantly Increasing	Don't know/ Does not apply
<input type="checkbox"/>				

16. To what extent do you agree with the statement “*the penalties for infringement of IPR legislation are a sufficient deterrent*”?

Disagree	Somewhat Agree	Agree	Completely Agree	Don't know/ Does not apply
<input type="checkbox"/>				

17. In your view, are firms aware of existing legislation relating to geographical indications, layout-designs (topographies) or the protection of undisclosed information?

No, Not at All	Somewhat	Mostly	Completely	Don't know/ Does not apply
<input type="checkbox"/>				

18. Are firms aware of existing legislation relating to the protection of new varieties of plants, pharmaceutical, or chemical products?

No, Not at All	Somewhat	Mostly	Completely	Don't know/ Does not apply
<input type="checkbox"/>				

19. Are firms aware of existing legislation relating to compulsory licensing in respect of industrial designs?

No, Not at All	Somewhat	Mostly	Completely	Don't know/ Does not apply
<input type="checkbox"/>				

## D. WAGES

20. Have increases in the cost of labour exceeded productivity growth at firm level?

No, Not at All	Somewhat	Mostly	Completely	Don't know/ Does not apply
<input type="checkbox"/>				

21. Does your firm directly negotiate wage deals with unions?

Never	Rarely	Often	Always	Don't know/ Does not apply
<input type="checkbox"/>				

22. Are these negotiations effective at maintaining firm competitiveness and productivity levels?

Not Effective	Somewhat Effective	Effective	Very Effective	Don't know/ Does not apply
<input type="checkbox"/>				

23. Do you think your firm's next wage enterprise deal will produce higher annual raises than the previous deal?

No, Not at All	Somewhat	Mostly	Completely	Don't know/ Does not apply
<input type="checkbox"/>				

24. How significant is the effect of skills on wages?

Not Significant	Somewhat Significant	Moderately Significant	Very Significant	Don't know/ Does not apply
<input type="checkbox"/>				

25. How significant is the effect of gender on wages (e.g. women are paid at lower wages rates for similar jobs)?

Not Significant	Somewhat Significant	Moderately Significant	Very Significant	Don't know/ Does not apply
<input type="checkbox"/>				

## E. PRODUCTIVITY

26. Is there awareness in the business community of government assistance programmes to help improve productivity?

No Awareness	Limited Awareness	Increasing Awareness	Widespread Awareness	Don't know/ Does not apply
<input type="checkbox"/>				

27. If so, have such government assistance programs been effective in improving productivity?

Not Effective	Somewhat Effective	Effective	Very Effective	Don't know/ Does not apply
<input type="checkbox"/>				

28. In your view, how significant is the effect of skills on the productivity of firms?

Not Significant	Somewhat Significant	Significant	Very Significant	Don't know/ Does not apply
<input type="checkbox"/>				

## F. INFORMAL ECONOMIC ACTIVITY

29. Does your firm compete against unregistered or informal firms?

Never	Rarely	Often	Always	Don't know/ Does not apply
<input type="checkbox"/>				

**30.** Are firms in the “informal economy” a major source of competition?

Never	Rarely	Often	Always	Don't know/ Does not apply
<input type="checkbox"/>				

**31.** Does your firm use any informal suppliers or subcontractors?

Never	Rarely	Sometimes	Often	Don't know/ Does not apply
<input type="checkbox"/>				

**32.** If so, does cost play a significant role in this decision?

No, Not at All	Somewhat Significant	Significant	Very Significant	Don't know/ Does not apply
<input type="checkbox"/>				

**33.** If so, does the level of quality play a significant role in this decision?

No, Not at All	Somewhat Significant	Significant	Very Significant	Don't know/ Does not apply
<input type="checkbox"/>				

**34.** If so, does geographical proximity play a significant role in this decision?

No, Not at All	Somewhat Significant	Significant	Very Significant	Don't know/ Does not apply
<input type="checkbox"/>				

## G. THE EMPLOYERS' ORGANIZATION'S ROLE

**35.** In your view, do firms receive practical guidance from the EO on wage policies?

No, Not at all	Rarely	Sometimes	Often	Don't know/ Does not apply
<input type="checkbox"/>				

**36.** In your view, is this information useful?

No, Not Useful	Somewhat Useful	Useful	Always Useful	Don't know/ Does not apply
<input type="checkbox"/>				

37. To what extent do you agree with the statement “the EO is a strong and effective advocate for national competitiveness”?

Disagree	Somewhat Agree	Agree	Completely Agree	Don't know/ Does not apply
<input type="checkbox"/>				

38. In your view, are certain businesses (i.e., big businesses, foreign businesses, etc.) given preferential treatment?

No, Not at all	Rarely	Sometimes	Often	Don't know/ Does not apply
<input type="checkbox"/>				

39. Does the private sector directly benefit from increased competitiveness measures that the EO has advocated for, such as R&D grants?

Never	Rarely	Sometimes	Often	Don't know/ Does not apply
<input type="checkbox"/>				

40. Would you like to see the EO doing more in this policy space in terms of advocacy, services and information flows?

No, they do enough already	Yes, Slightly More	Yes, More	Yes, Much More	Don't know/ Does not apply
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

41. What else would you like to see the EO doing in this policy space in terms of advocacy, services, and information flows?

**Details:**

.....

.....

.....

# 11. ACCESS TO FINANCIAL SERVICES

## A. AFFORDABILITY AND ACCESS

1. In your view, do many firms rely on self-financing?

None Do	Some Do	Most Do	All Do	Don't know/ Does not apply
<input type="checkbox"/>				

2. In your view, do many firms cover working capital needs from their own funds?

None Do	Some Do	Most Do	All Do	Don't know/ Does not apply
<input type="checkbox"/>				

3. In your view, do many firms use capital from associates?

None Do	Some Do	Most Do	All Do	Don't know/ Does not apply
<input type="checkbox"/>				

4. In your view, do many firms use individual investors?

None Do	Some Do	Most Do	All Do	Don't know/ Does not apply
<input type="checkbox"/>				

5. In your view, do many firms use investment funds?

None Do	Some Do	Most Do	All Do	Don't know/ Does not apply
<input type="checkbox"/>				

6. Are fees for lenders and borrowers affordable?

Not Affordable	Somewhat Affordable	Affordable	Very Affordable	Don't know/ Does not apply
<input type="checkbox"/>				

7. Can enterprises make pre-funded agreements that can be taken to a bank to obtain guarantee loans?

No	They were available in the past	They will be available in the near future	Yes	Don't know/ Does not apply
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8. Do “credit mediators” exist who, at regional and central levels, could intervene to ease difficulties and help enterprises obtain bank funding?

No, Not at All	They existed in the past	They will exist in the near future	Yes	Don't know/ Does not apply
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9. Can enterprises use their positive credit history as ‘collateral’ to access loans at better rates and seek more competitive terms from different lending institutions?

No, Not at All	They could in the past	They will be able to in the near future	Yes	Don't know/ Does not apply
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

10. Are affordable financial products and services available that enterprises need at each stage of their evolution?

No, Not at All	They were available in the past	They will be available in the near future	Yes	Don't know/ Does not apply
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

11. Are fees for borrowers considered affordable (in particular for entrepreneurs in need of start-up capital)?

Not Affordable	Somewhat Affordable	Affordable	Very Affordable	Don't know/ Does not apply
<input type="checkbox"/>				

12. Do women entrepreneurs have more difficulty accessing financing for their businesses?

None Do	Some Do	Most Do	All Do	Don't know/ Does not apply
<input type="checkbox"/>				

13. What sources of (external) finance does your firm usually tap?

Bank	Credit Unions	Customer Advances	Leasing Firms	Don't know/ Does not apply
<input type="checkbox"/>				

## B. FACILITATIVE ENVIRONMENT

14. To what extent do you agree with the statement *"information about financial services is well disseminated among the business sector"*?

Disagree	Somewhat Agree	Agree	Completely Agree	Don't know/ Does not apply
<input type="checkbox"/>				

15. To what extent do you agree with the statement *"micro-finance institutions (MFIs) play a useful intermediary role in this respect"*?

Disagree	Somewhat Agree	Agree	Completely Agree	Don't know/ Does not apply
<input type="checkbox"/>				

16. Do scoring methods for assessing firm credit-worthiness provide enough discretion to allow room for specificities of the client, similar to "relationship banking"?

No	Somewhat	Mostly	Completely	Don't know/ Does not apply
<input type="checkbox"/>				

17. Do automatic systems of credit evaluation evaluate the credit risk of firms such as yours on a firm basis rather than on a sectoral basis?

No	Somewhat	Mostly	Completely	Don't know/ Does not apply
<input type="checkbox"/>				

18. Are collateral share risk schemes available to firms?

No	They were available in the past	They will be available in the near future	Yes	Don't know/ Does not apply
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

19. Have financial products been adapted to the needs of enterprises of differing sizes, and including those of women-owned enterprises?

No	Somewhat	Mostly	Completely	Don't know/ Does not apply
<input type="checkbox"/>				

20. Does your firm's ability to raise capital have a significant effect on production decisions?

Not Significant	Somewhat Significant	Significant	Very Significant	Don't know/ Does not apply
<input type="checkbox"/>				

## C. SMALL AND MEDIUM ENTERPRISES' FINANCE – Questions specifically for SMEs

21. Are there sufficient policy and regulatory incentives to encourage financial institutions to lend to SMEs?

Not Sufficient	Somewhat Sufficient	Sufficient	Very Sufficient	Don't know/ Does not apply
<input type="checkbox"/>				

22. Are there financial instruments available (e.g., venture capital) to develop innovative enterprises?

No	They were available in the past	They will be available in the near future	Yes	Don't know/ Does not apply
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

23. Are financial products adapted to the needs of SMEs?

No	Somewhat	Mostly	Completely	Don't know/ Does not apply
<input type="checkbox"/>				

24. Is there sufficient support targeted to SMEs such as advisory services and programmes to assist them in preparing bankable loan proposals?

No	Somewhat Sufficient	Sufficient	Very Sufficient	Don't know/ Does not apply
<input type="checkbox"/>				

25. Is information about financial services well disseminated to SMEs?

No	Somewhat	Mostly	Completely	Don't know/ Does not apply
<input type="checkbox"/>				

26. Are support mechanisms available that particularly target women-owned SMEs, such as advisory services and programmes to assist them in preparing bank loan proposals?

No	They were available in the past	They will be available in the near future	Yes	Don't know/ Does not apply
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

27. Are support mechanisms available that particularly target SMEs, such as advisory services, and programmes to assist enterprises in preparing bank loan proposals?

No	They were available in the past	They will be available in the near future	Yes	Don't know/ Does not apply
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

28. Do firms have access to leasing instruments to fund working capital needs?

No	Somewhat	Mostly	Completely	Don't know/ Does not apply
<input type="checkbox"/>				

29. Is access to short-term financing effective?

No	Somewhat	Mostly	Completely	Don't know/ Does not apply
<input type="checkbox"/>				

30. Are collateral share risk schemes available for SMEs?

No	They were available in the past	They will be available in the near future	Yes	Don't know/ Does not apply
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## D. THE EMPLOYERS' ORGANIZATION'S ROLE

31. Has the EO been an effective advocate for better access to affordable credit?

No	Somewhat	Mostly	Completely	Don't know/ Does not apply
<input type="checkbox"/>				

32. Has the EO been an effective advocate for better access to credit for women-owned enterprises?

No	Somewhat	Mostly	Completely	Don't know/ Does not apply
<input type="checkbox"/>				

33. Do firms often provide input based on their experiences to the EO's policy development?

Never	Rarely	Sometimes	Often	Don't know/ Does not apply
<input type="checkbox"/>				

34. Does the EO disseminate information about financial services?

Never	Rarely	Sometimes	Often	Don't know/ Does not apply
<input type="checkbox"/>				

35. In your view, has the EO been active in developing initiatives, such as codes of conduct with the banking sector, that have improved access to credit?

No, Not Active	Somewhat Active	Active	Very Active	Don't know/ Does not apply
<input type="checkbox"/>				

36. Has the EO established forums to bring together firms and lending institutions to discuss problems and constraints, including barriers faced by women-owned/managed firms?

No	They have in the past	They have some planned for the future	Yes	Don't know/ Does not apply
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

37. Would you like to see the EO doing more in this policy space in terms of advocacy, services, and information flows?

No, they do enough already	Yes, Slightly More	Yes, More	Yes, Much More	Don't know/ Does not apply
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

38. What else would you like to see the EO doing in this policy space in terms of advocacy, services, and information flows?

**Details:**

.....

.....

.....

## 12. PHYSICAL INFRASTRUCTURE

### A. INFRASTRUCTURE NEEDS AND PRIORITIES

1. Does poor or inadequate infrastructure have a significant effect on your firm's costs?

Not Significant	Somewhat Significant	Significant	Very Significant	Don't know/ Does not apply
<input type="checkbox"/>				

2. Has public investment in infrastructure had a direct and positive impact on your firm's operations?

No	Somewhat	Mostly	Completely	Don't know/ Does not apply
<input type="checkbox"/>				

3. Has public investment in the energy supply had a direct and positive impact on your firm's operations?

No	Somewhat	Mostly	Completely	Don't know/ Does not apply
<input type="checkbox"/>				

4. Has public investment in education had a direct and positive impact on your firm's operations?

No	Somewhat	Mostly	Completely	Don't know/ Does not apply
<input type="checkbox"/>				

5. Has public investment in health services had a direct and positive impact on your firm's operations?

No	Somewhat	Mostly	Completely	Don't know/ Does not apply
<input type="checkbox"/>				

6. Is modernizing ports a priority for the private sector?

No, Not a Priority	Somewhat of a Priority	An Increasing Priority	Major Priority	Don't know/ Does not apply
<input type="checkbox"/>				

**7. Is maintaining and extending the network of railways a priority for the private sector?**

No, Not a Priority	Somewhat of a Priority	An Increasing Priority	Major Priority	Don't know/ Does not apply
<input type="checkbox"/>				

**8. Is maintaining and extending the network of highways a priority for the private sector?**

No, Not a Priority	Somewhat of a Priority	An Increasing Priority	Major Priority	Don't know/ Does not apply
<input type="checkbox"/>				

**9. Is better airport infrastructure a priority for the private sector?**

No, Not a Priority	Somewhat of a Priority	An Increasing Priority	Major Priority	Don't know/ Does not apply
<input type="checkbox"/>				

**10. Is increasing the supply of telecommunications a priority for the private sector?**

No, Not a Priority	Somewhat of a Priority	An Increasing Priority	Major Priority	Don't know/ Does not apply
<input type="checkbox"/>				

**11. Is increasing the supply of energy priority for the private sector?**

No, Not a Priority	Somewhat of a Priority	An Increasing Priority	Major Priority	Don't know/ Does not apply
<input type="checkbox"/>				

**12. Is infrastructure commissioned by the central government?**

No	It was in the past	It will be in the near future	Yes	Don't know/ Does not apply
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**13. Is infrastructure provided by the regional government?**

No	Somewhat	Mostly	Completely	Don't know/ Does not apply
<input type="checkbox"/>				

14. Is infrastructure provided by the local government?

No	Somewhat	Mostly	Completely	Don't know/ Does not apply
<input type="checkbox"/>				

15. Is Infrastructure provided by a mixture of central, regional, and local governments?

No	Somewhat	Mostly	Completely	Don't know/ Does not apply
<input type="checkbox"/>				

16. Is the private sector satisfied with the current way infrastructure is developed?

Not Satisfied	Somewhat Satisfied	Satisfied	Completely satisfied	Don't know/ Does not apply
<input type="checkbox"/>				

17. Do any firms provide information on their needs to the relevant authorities charged with infrastructure development?

No, None do	Some Do	Most Do	All Do	Don't know/ Does not apply
<input type="checkbox"/>				

18. If so, do you feel this input makes a significant difference?

Not Significant	Somewhat Significant	Significant	Significant	Don't know/ Does not apply
<input type="checkbox"/>				

19. Do infrastructure deficiencies result in shortages of critical inputs to firms in your sector?

Never	Rarely	Sometimes	Often	Don't know/ Does not apply
<input type="checkbox"/>				

## B. PUBLIC-PRIVATE PARTNERSHIPS (PPPs)

20. In your view, do many firms have direct experience with Public-Private provision of infrastructure facilities?

No, None do	Some Do	Most Do	All Do	Don't know/ Does not apply
<input type="checkbox"/>				

21. In your view, do firms use any private providers for energy services?

No, None do	Some Do	Most Do	All Do	Don't know/ Does not apply
<input type="checkbox"/>				

22. In your view, do firms use any private providers for water services?

No, None do	Some Do	Most Do	All Do	Don't know/ Does not apply
<input type="checkbox"/>				

## C. PUBLIC SPENDING AND PROCUREMENT

23. In your opinion, are firms paid on time when they complete a government contract?

Not Paid at All	Paid Late	Paid Very Late	Yes, Paid on Time	Don't know/ Does not apply
<input type="checkbox"/>				

24. Are training programmes or other support services available to assist firms in tendering for and managing public contracts?

No	They were available in the past	They will be available in the near future	Yes	Don't know/ Does not apply
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## D. TRANSPORT

25. Do firms have competitive options to service their transport and logistical needs?

No, Not at All	Somewhat Competitive	Moderately Competitive	Very Competitive	Don't know/ Does not apply
<input type="checkbox"/>				

26. Has recent infrastructure activity increased travel time and raised firms transport costs?

No, Not at All	Somewhat	Mostly	Completely	Don't know/ Does not apply
<input type="checkbox"/>				

27. Has recent infrastructure activity lowered travel time and reduced your firms transport costs?

No, Not at All	Somewhat	Mostly	Completely	Don't know/ Does not apply
<input type="checkbox"/>				

## E. ENERGY

28. Are there competitive options available in the energy provision market?

No, Not at All	Somewhat Competitive	Moderately Competitive	Very Competitive	Don't know/ Does not apply
<input type="checkbox"/>				

29. How significant are energy costs for the private sector?

Not Significant	Somewhat Significant	Significant	Very Significant	Don't know/ Does not apply
<input type="checkbox"/>				

30. Are power outages a significant issue for the private sector?

Not Significant	Somewhat Significant	Significant	Very Significant	Don't know/ Does not apply
<input type="checkbox"/>				

31. How often are power outages disruptive on the firm's operations?

Never	Rarely	Sometimes	Often	Don't know/ Does not apply
<input type="checkbox"/>				

32. Do power outages often cause damage to electronic equipment, such as computers, resulting in significant expenses to firms?

Never	Rarely	Sometimes	Often	Don't know/ Does not apply
<input type="checkbox"/>				

33. To what extent do you agree with the statement "obtaining an electricity connection is an efficient process (i.e., the time and cost of completing them)"?

Disagree	Somewhat Agree	Agree	Completely Agree	Don't know/ Does not apply
<input type="checkbox"/>				

34. After a standard connection fee has been paid, do firms also face a variety of other costs that are usually calculated case by case, such as payments for labour, materials, and for inspections?

Never	Rarely	Sometimes	Often	Don't know/ Does not apply
<input type="checkbox"/>				

35. To what extent do you agree with the statement "firms lack the access to electricity required to move into higher value-added activities that rely on electricity-based technologies"?

Disagree	Somewhat Agree	Agree	Completely Agree	Don't know/ Does not apply
<input type="checkbox"/>				

## F. WATER CONNECTIONS

36. To what extent do you agree with the statement "obtaining a water connection is a straightforward process"?

Disagree	Somewhat Agree	Agree	Completely Agree	Don't know/ Does not apply
<input type="checkbox"/>				

37. Are connection fees expensive?

Not Expensive	Slightly Expensive	Expensive	Very Expensive	Don't know/ Does not apply
<input type="checkbox"/>				

38. Are the overall costs to firms for water and sewage services expensive?

Not Expensive	Slightly Expensive	Expensive	Very Expensive	Don't know/ Does not apply
<input type="checkbox"/>				

39. Do water shortages have a significant impact on the firm's operations?

Not Significant	Somewhat Significant	Significant	Very Significant	Don't know/ Does not apply
<input type="checkbox"/>				

## G. PORTS

40. Are ports government run?

No, all ports are privately run	Some ports are government run	Many ports are government run	Yes, all ports are government run	Don't know/ Does not apply
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

41. Are private operators effective at running port facilities, in your view?

No, Not Effective	Somewhat Effective	Effective	Very Effective	Don't know/ Does not apply
<input type="checkbox"/>				

42. Do port facilities allow firms to use deep water vessels?

No, None Do	Some Do	Most Do	All Do	Don't know/ Does not apply
<input type="checkbox"/>				

43. If not, do firms consider this a constraint in your view?

Not a Constraint	Slight Constraint	Constraint	Complete Constraint	Don't know/ Does not apply
<input type="checkbox"/>				

## H. THE EMPLOYERS' ORGANIZATION'S ROLE

44. Does the EO provide direct guidance for firms in how to tender for Public-Private Partnerships?

Never	Rarely	Sometimes	Often	Don't know/ Does not apply
<input type="checkbox"/>				

45. Is the EO active in promoting competition in transport, energy, and utility markets?

No, Not Active	Somewhat Active	Active	Very Active	Don't know/ Does not apply
<input type="checkbox"/>				

46. How effective have they been at this?

Not Effective	Somewhat Effective	Effective	Very Effective	Don't know/ Does not apply
<input type="checkbox"/>				

47. Do the actions of the EO, in its effort to promote development of the economy's infrastructure needs, match with what your firm thinks are needed actions for economic growth in your sector?

No, Not at All	Somewhat	Mostly	Completely	Don't know/ Does not apply
<input type="checkbox"/>				

48. Do firms provide input based on their experiences to the EO's infrastructure policy development?

Never	Rarely	Sometimes	Often	Don't know/ Does not apply
<input type="checkbox"/>				

49. Are you satisfied with the EO's policy position on this issue?

Not Satisfied	Somewhat Satisfied	Satisfied	Completely satisfied	Don't know/ Does not apply
<input type="checkbox"/>				

50. Are you satisfied with the EO's public stance on this issue?

Not Satisfied	Somewhat Satisfied	Satisfied	Completely satisfied	Don't know/ Does not apply
<input type="checkbox"/>				

51. Would you like to see the EO doing more in this policy space in terms of advocacy, services, and information flows?

No, they do enough already	Yes, Slightly More	Yes, More	Yes, Much More	Don't know/ Does not apply
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

52. What else would you like to see the EO doing in this policy space in terms of advocacy, services, and information flows?

**Details:**

.....

.....

.....

# 13. INFORMATION AND COMMUNICATIONS TECHNOLOGY

## A. TELEPHONY

1. To what extent do you agree with the statement “getting connected to a mainline telephone is a straightforward process”?

Disagree	Somewhat Agree	Agree	Completely Agree	Don't know/ Does not apply
<input type="checkbox"/>				

2. Are connection fees expensive?

Not Expensive	Slightly Expensive	Expensive	Very Expensive	Don't know/ Does not apply
<input type="checkbox"/>				

3. Does it take a long time to get connected?

No, Not at All	Somewhat	Mostly	Completely	Don't know/ Does not apply
<input type="checkbox"/>				

4. In your view, do many firms still predominantly use fixed line telephones to communicate with customers and suppliers?

No, None Do	Some Do	Most Do	All Do	Don't know/ Does not apply
<input type="checkbox"/>				

5. How important is the use of mobile telephones in your commercial dealings?

Not Important	Slightly Important	Increasingly Important	Very Important	Don't know/ Does not apply
<input type="checkbox"/>				

## B. COMPUTER USE

6. In your view, do many firms use computers as a part of their business operations?

No, None Do	Some Do	Most Do	All Do	Don't know/ Does not apply
<input type="checkbox"/>				

7. Is the number of staff at your firm who use a computer at least once a week significant?

No, Not Significant	Somewhat Significant	Significant	Very Significant	Don't know/ Does not apply
<input type="checkbox"/>				

8. Does your firm use wireless access within its internal computer network?

No	We are considering it	We will in the near future	Yes	Don't know/ Does not apply
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9. Does your firm have an extranet (i.e., a website or an extension of the Intranet with access restricted to business partners)?

No	We are considering it	We will in the near future	Yes	Don't know/ Does not apply
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## C. INTERNET

10. Does your firm have access to the Internet?

No Access	Poor Access	Limited, but Effective Access	Yes, Good Access	Don't know/ Does not apply
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

11. Does your firm use the Internet for interaction with clients?

Never	Rarely	Sometimes	Often	Don't know/ Does not apply
<input type="checkbox"/>				

12. Does your firm use the Internet for interaction with suppliers?

Never	Rarely	Sometimes	Often	Don't know/ Does not apply
<input type="checkbox"/>				

13. Does your firm use the Internet for interaction with public authorities?

Never	Rarely	Sometimes	Often	Don't know/ Does not apply
<input type="checkbox"/>				

14. Does your firm have a website?

No	We are considering it	We will in the near future	Yes	Don't know/ Does not apply
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## D. COMMERCIAL USE

15. Does your firm regularly share electronic information on supply chain management with suppliers or customers?

Never	Rarely	Sometimes	Often	Don't know/ Does not apply
<input type="checkbox"/>				

16. Does your firm receive orders for products or services via the internet?

Never	Rarely	Sometimes	Often	Don't know/ Does not apply
<input type="checkbox"/>				

## E. BROADBAND

17. Does your firm currently have a broadband internet connection?

No	We are considering it	We will in the near future	Yes	Don't know/ Does not apply
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

18. Is access to broadband sufficient for firms?

Not Sufficient	Somewhat Sufficient	Sufficient	Completely Sufficient	Don't know/ Does not apply
<input type="checkbox"/>				

19. Is broadband access important for businesses to succeed?

No, Not Important	Somewhat Important	Important	Very Important	Don't know/ Does not apply
<input type="checkbox"/>				

20. Is broadband a significant cost for firms?

Not Significant	Somewhat Significant	Significant	Very Significant	Don't know/ Does not apply
<input type="checkbox"/>				

## F. TRAINING

21. In your view, do many firms offer regular IT training for their staff (at least once a year)?

No, None Do	Some Do	Most Do	All Do	Don't know/ Does not apply
<input type="checkbox"/>				

## G. ICT DIFFUSION

22. In your experiences do larger firms diffuse technology to local suppliers?

Never	Rarely	Sometimes	Often	Don't know/ Does not apply
<input type="checkbox"/>				

23. Do subcontracting relationships, in your experience, foster greater technology diffusion?

Never	Rarely	Sometimes	Often	Don't know/ Does not apply
<input type="checkbox"/>				

## H. THE EMPLOYERS' ORGANIZATION'S ROLE

24. Does the EO offer direct ICT services that firms can utilize?

No	They were offered in the past	They will offer them in the near future	Yes	Don't know/ Does not apply
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

25. In your view, are firms satisfied with these services?

Not Satisfied	Somewhat Satisfied	Satisfied	Completely satisfied	Don't know/ Does not apply
<input type="checkbox"/>				

26. Does the EO provide ICT information to firms, including to those owned/managed by women?

Never	Rarely	Sometimes	Often	Don't know/ Does not apply
<input type="checkbox"/>				

27. Do firms find this information useful?

Not Useful	Somewhat Useful	Useful	Very Useful	Don't know/ Does not apply
<input type="checkbox"/>				

28. To what extent do you agree with the statement *"the EO effectively promotes the importance of ICT"*?

Disagree	Somewhat Agree	Agree	Completely Agree	Don't know/ Does not apply
<input type="checkbox"/>				

29. To what extent do you agree with the statement *"the EO plays a facilitative role by helping big firms share technologies with smaller firms"*?

Disagree	Somewhat Agree	Agree	Completely Agree	Don't know/ Does not apply
<input type="checkbox"/>				

30. Do firms often provide input based on their experiences to the EO's information and communication technology policy development?

Never	Rarely	Sometimes	Often	Don't know/ Does not apply
<input type="checkbox"/>				

31. Are you satisfied with the EO's public stance on this issue?

Not Satisfied	Somewhat Satisfied	Satisfied	Completely satisfied	Don't know/ Does not apply
<input type="checkbox"/>				

32. Would you like to see the EO doing more in this policy space in terms of advocacy, services, and information flows?

No, they do enough already	Yes, Slightly More	Yes, More	Yes, Much More	Don't know/ Does not apply
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

33. What else would you like to see the EO doing in this policy space in terms of advocacy, services, and information flows?

**Details:**

.....

.....

.....

# 14. EDUCATION TRAINING AND LIFELONG LEARNING

## A. EDUCATION POLICY

1. Are school leavers generally equipped with the literacy and numeracy skills required by firms in the private sector?

No, Not at All	Somewhat	Mostly	Completely	Don't know/ Does not apply
<input type="checkbox"/>				

2. Are girls and young women coming out of the education system with the knowledge, attitudes and skills to prepare them for a diversity of careers and job opportunities?

No, Not at All	Somewhat	Mostly	Completely	Don't know/ Does not apply
<input type="checkbox"/>				

3. Do many firms have relationships, formal or informal, with local education providers (at any level)?

No, None Do	Some Do	Most Do	All Do	Don't know/ Does not apply
<input type="checkbox"/>				

4. Do higher quality entrants tend to come from private education providers?

Never	Rarely	Sometimes	Often	Don't know/ Does not apply
<input type="checkbox"/>				

5. Does a higher quality of entrant tend to come from public education providers?

Never	Rarely	Sometimes	Often	Don't know/ Does not apply
<input type="checkbox"/>				

## B. COMPETITION

6. Is there good competition for both employers and individuals in the education and training systems?

No, Not at All	Somewhat	Mostly	Completely	Don't know/ Does not apply
<input type="checkbox"/>				

## C. SKILLS

7. Does the average school leaver applying for work, including girls and young women, meet the needs of firms in the private sector?

No, Not at All	Somewhat	Mostly	Completely	Don't know/ Does not apply
<input type="checkbox"/>				

8. Which of the following skills in your view is the most important for firms in the current climate?

Strong Interpersonal Skills	Strong Communication Skills	Sound Academic Achievement	Strong Analytical and Conceptual Skills	Don't know/ Does not apply
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9. Which of the following attributes in your view is the most important for firms in the current climate?

Flexible "Can Do" Attitude	Self-Motivated Self-Starter	Team Player	Energy and Enthusiasm	Don't know/ Does not apply
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

10. Which of the following skills is the main missing competency among school leavers today?

Interpersonal Skills	Communication Skills	Academic Achievement	Analytical and Conceptual Skills	Don't know/ Does not apply
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

11. Which of the following attributes is the main missing competency from school leavers today?

Flexible "Can Do" Attitude	Self-Motivated Self-Starter	Team Player	Energy and Enthusiasm	Don't know/ Does not apply
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**12.** Which of the following competencies is the most important to firms in the current climate?

Ability to Use Foreign Languages	Mathematical Competence	Basic Science and Technology Competencies	Computer Literacy	Don't know/ Does not apply
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Does your firm regularly conduct 'skills audits'?

No, Never	Rarely	Sometimes	Often	Don't know/ Does not apply
<input type="checkbox"/>				

**13.** Has your firm experienced difficulties recruiting individuals with certain skills in the last three years?

No, Never	Rarely	Sometimes	Often	Don't know/ Does not apply
<input type="checkbox"/>				

**14.** If yes, what actions have you taken?

Increased Recruitment	Provided Further Training	Changed Working Practices	Relocated Work within Company	Don't know/ Does not apply
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**15.** Are there government employment and training schemes available that could assist with skills shortages?

No	They were available in the past	They will be available in the near future	Yes	Don't know/ Does not apply
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**16.** If so, are these effective?

No, Not Effective	Somewhat Effective	Effective	Very Effective	Don't know/ Does not apply
<input type="checkbox"/>				

**17.** Are there private employment and training schemes available that could assist with skills shortages?

No	They were available in the past	They will be available in the near future	Yes	Don't know/ Does not apply
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

18. If so, are these effective?

No, Not Effective	Somewhat Effective	Effective	Very Effective	Don't know/ Does not apply
<input type="checkbox"/>				

19. In your view, to what extent do the current skills shortages negatively affect the business of firms in the private sector?

No Negative Impact	Somewhat Negative Impact	Negative Impact	Very Negative Impact	Don't know/ Does not apply
<input type="checkbox"/>				

20. To what extent would a shortage of skilled workers negatively impact on the development of new products or services?

No Negative Impact	Somewhat Negative Impact	Negative Impact	Very Negative Impact	Don't know/ Does not apply
<input type="checkbox"/>				

21. To what extent would a shortage of skilled workers negatively impact on meeting customer service objectives?

No Negative Impact	Somewhat Negative Impact	Negative Impact	Very Negative Impact	Don't know/ Does not apply
<input type="checkbox"/>				

22. To what extent would a shortage of skilled workers negatively impact on meeting the required quality standards?

No Negative Impact	Somewhat Negative Impact	Negative Impact	Very Negative Impact	Don't know/ Does not apply
<input type="checkbox"/>				

23. To what extent would a shortage of skilled workers negatively impact on operating costs?

No Negative Impact	Somewhat Negative Impact	Negative Impact	Very Negative Impact	Don't know/ Does not apply
<input type="checkbox"/>				

24. To what extent would a shortage of skilled workers negatively impact on introducing technological changes?

No Negative Impact	Somewhat Negative Impact	Negative Impact	Very Negative Impact	Don't know/ Does not apply
<input type="checkbox"/>				

25. To what extent would a shortage of skilled workers negatively impact on introducing new working practices?

No Negative Impact	Somewhat Negative Impact	Negative Impact	Very Negative Impact	Don't know/ Does not apply
<input type="checkbox"/>				

26. To what extent do you agree with the statement "a significant barrier to developing and maintaining a proficient workforce is lack of funds for training"?

Disagree	Somewhat Agree	Agree	Completely Agree	Don't know/ Does not apply
<input type="checkbox"/>				

27. To what extent do you agree with the statement "a significant barrier to developing and maintaining a proficient workforce is a lack of relevant courses"?

Disagree	Somewhat Agree	Agree	Completely Agree	Don't know/ Does not apply
<input type="checkbox"/>				

28. To what extent do you agree with the statement "a significant barrier to developing and maintaining a proficient workforce is an unwillingness of staff to undertake training"?

Disagree	Somewhat Agree	Agree	Completely Agree	Don't know/ Does not apply
<input type="checkbox"/>				

29. To what extent do you agree with the statement "a significant barrier to developing and maintaining a proficient workforce is high labour turnover"?

Disagree	Somewhat Agree	Agree	Completely Agree	Don't know/ Does not apply
<input type="checkbox"/>				

**30.** To what extent do you agree with the statement “a significant barrier to developing and maintaining a proficient workforce is a lack of time for training”?

Disagree	Somewhat Agree	Agree	Completely Agree	Don't know/ Does not apply
<input type="checkbox"/>				

**31.** Is there a compulsory training levy on enterprises?

No	There was in the past	There will be in the future	Yes	Don't know/ Does not apply
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**32.** Generally, is the cost of the training offered to firms affordable?

No, Not Affordable	Somewhat Affordable	Affordable	Very Affordable	Don't know/ Does not apply
<input type="checkbox"/>				

**33.** It is difficult, in the current market, for firms to keep highly skilled employees?

No, Not Difficult	Somewhat Difficult	Difficult	Very Difficult	Don't know/ Does not apply
<input type="checkbox"/>				

**34.** Is scarcity of skills leading to poaching of staff?

No, Never	Rarely	Sometimes	Often	Don't know/ Does not apply
<input type="checkbox"/>				

**35.** In your view, do firms conduct regular reviews to ensure their training offers are connected to their needs?

No, None Do	Some Do	Most Do	All Do	Don't know/ Does not apply
<input type="checkbox"/>				

## D. ENTERPRISE LEVEL TRAINING SCHEMES

36. Does your firm have a department or person responsible for training?

No	We did in the past	We will in the future	Yes	Don't know/ Does not apply
<input type="checkbox"/>				

37. Does your firm have a training budget?

No	We did in the past	We will in the future	Yes	Don't know/ Does not apply
<input type="checkbox"/>				

38. Does your firm allocate a certain percentage of the training budget for upgrading the skills of female workers?

No	We did in the past	We will in the future	Yes	Don't know/ Does not apply
<input type="checkbox"/>				

39. Does your firm undertake a regular training needs' analysis?

No	We did in the past	We will in the near future	Yes	Don't know/ Does not apply
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

40. To what extent do you agree with the statement *“addressing performance gaps is probably one of the most important reasons for our firm to invest in training”*?

Disagree	Somewhat Agree	Agree	Completely Agree	Don't know/ Does not apply
<input type="checkbox"/>				

41. To what extent do you agree with the statement *“filling a growth gap due to business expansion is probably one of the most important reasons for our firm to invest in training”*?

Disagree	Somewhat Agree	Agree	Completely Agree	Don't know/ Does not apply
<input type="checkbox"/>				

42. To what extent do you agree with the statement “*succession planning is probably one of the most important reasons for our firm to invest in training*”?

Disagree	Somewhat Agree	Agree	Completely Agree	Don't know/ Does not apply
<input type="checkbox"/>				

43. To what extent do you agree with the statement “*training for the continuous development of the workforce is probably one of the most important reasons for our firm to invest in training*”?

Disagree	Somewhat Agree	Agree	Completely Agree	Don't know/ Does not apply
<input type="checkbox"/>				

44. To what extent do you agree with the statement “*training to improve productivity is probably one of the most important reasons for our firm to invest in training*”?

Disagree	Somewhat Agree	Agree	Completely Agree	Don't know/ Does not apply
<input type="checkbox"/>				

45. Is government-funded training available to firms?

No	It was available in the past	It will be available in the near future	Yes	Don't know/ Does not apply
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

46. If yes, how straightforward is it for firms to access this training?

Not Straightforward	Somewhat Straightforward	Straightforward	Very Straightforward	Don't know/ Does not apply
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## E. APPRENTICESHIPS

47. In your view, do firms consider the available apprenticeship structures in place adequate to their needs?

No, Not at All	Somewhat	Mostly	Completely	Don't know/ Does not apply
<input type="checkbox"/>				

48. Does the current apprenticeship system lead to sustainable work upon completion?

No, Never,	Rarely	Sometimes	Often	Don't know/ Does not apply
<input type="checkbox"/>				

## F. THE EMPLOYERS' ORGANIZATION'S ROLE

49. Does your firm feed information to the EO on skills needs?

Never	Rarely	Sometimes	Often	Don't know/ Does not apply
<input type="checkbox"/>				

50. Does the EO make direct training services available to firms?

No	They were available in the past	They will be available in the near future	Yes	Don't know/ Does not apply
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

51. In your view are firms satisfied with these services?

Not Satisfied	Somewhat Satisfied	Satisfied	Completely satisfied	Don't know/ Does not apply
<input type="checkbox"/>				

52. Does the EO provide information to firms concerning training practices?

Never	Rarely	Sometimes	Often	Don't know/ Does not apply
<input type="checkbox"/>				

53. In your view, are firms satisfied with these information products?

Not Satisfied	Somewhat Satisfied	Satisfied	Completely satisfied	Don't know/ Does not apply
<input type="checkbox"/>				

54. Does the EO provide assistance to firms in accessing government-funded training schemes?

No	It did in the past	It will in the near future	Yes	Don't know/ Does not apply
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

55. Does the EO provide mechanisms that member firms can use to meet their skills' needs, such as graduate databases, or other means to link jobseekers with employers?

No	It did in the past	It will in the near future	No decreasingly	Don't know/ Does not apply
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

56. Does the EO engage with the Government in the process of curriculum design at the tertiary and secondary levels?

Never	Rarely	Sometimes	Often	Don't know/ Does not apply
<input type="checkbox"/>				

57. Does the EO engage with the Government on the issue of upgrading the skills needs of women workers?

Never	Rarely	Sometimes	Often	Don't know/ Does not apply
<input type="checkbox"/>				

58. Do firms provide input based on their experiences to the EO's education and skills policy development?

Never	Rarely	Sometimes	Often	Don't know/ Does not apply
<input type="checkbox"/>				

59. In your view, are firms satisfied with the EO's policy positions on education and training?

Not Satisfied	Somewhat Satisfied	Satisfied	Completely satisfied	Don't know/ Does not apply
<input type="checkbox"/>				

60. Are you satisfied with the EO's public stance on education and training?

Not Satisfied	Somewhat Satisfied	Satisfied	Completely satisfied	Don't know/ Does not apply
<input type="checkbox"/>				

61. Would you like to see the EO doing more in this policy space in terms of advocacy, services, and information flows?

No, they do enough already	Yes, Slightly More	Yes, More	Yes, Much More	Don't know/ Does not apply
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

62. What else would you like to see the EO doing in this policy space in terms of advocacy, services, and information flows?

**Details:**

.....

.....

.....

# 15. SOCIAL JUSTICE AND SOCIAL INCLUSION

## A. DIVERSITY

1. In your view, are firms adopting new employment practices to achieve a more diverse workforce?

No, None Have	Some Have	Most Have	All Have	Don't know/ Does not apply
<input type="checkbox"/>				

2. To what extent do you agree with the statement “*current legislation is a greater obstacle than cultural attitudes in achieving a more diverse workplace in your firm*”?

Disagree	Somewhat Agree	Agree	Completely Agree	Don't know/ Does not apply
<input type="checkbox"/>				

3. To what extent do you agree with the statement “*economic factors are a greater obstacle than cultural attitudes in achieving a more diverse workplace in your firm*”?

Disagree	Somewhat Agree	Agree	Completely Agree	Don't know/ Does not apply
<input type="checkbox"/>				

4. Does current labour legislation have a positive impact on getting young people into the workforce?

No, Not Positive	Somewhat Positive	Positive	Very positive	Don't know/ Does not apply
<input type="checkbox"/>				

5. Does current labour legislation have a positive impact on getting women into the workforce?

No, Not Positive	Somewhat Positive	Positive	Very positive	Don't know/ Does not apply
<input type="checkbox"/>				

6. Does current labour legislation have a positive impact on getting older people into the workforce?

No, Not Positive	Somewhat Positive	Positive	Very positive	Don't know/ Does not apply
<input type="checkbox"/>				

7. Does current labour legislation have a positive impact on getting people with disabilities into the workforce?

No, Not Positive	Somewhat Positive	Positive	Very positive	Don't know/ Does not apply
<input type="checkbox"/>				

## B. EFFECTIVE LABOUR MARKET PARTICIPATION: WOMEN

8. To what extent do you agree with the statement, "women have equal opportunities with men for securing employment in private sector firms"?

Disagree	Somewhat Agree	Agree	Completely Agree	Don't know/ Does not apply
<input type="checkbox"/>				

9. In your view, do firms have gender differences in their employment practices?

No, None Do	Some Do	Most Do	All Do	Don't know/ Does not apply
<input type="checkbox"/>				

10. Do you think that the lack of training to assist the re-entry of women into the labour market is an obstacle to hiring female workers?

No, Never	Rarely	Sometimes	Often	Don't know/ Does not apply
<input type="checkbox"/>				

11. How many firms would you estimate have affirmative action or equal opportunity policies in place to encourage the hiring of more women?

No, None Do	Some Do	Most Do	All Do	Don't know/ Does not apply
<input type="checkbox"/>				

12. Do you think that cultural issues are a direct obstacle to hiring female workers?

No, Never	Rarely	Sometimes	Often	Don't know/ Does not apply
<input type="checkbox"/>				

13. Do you think that taxation is a direct obstacle to hiring female workers?

No, Never	Rarely	Sometimes	Often	Don't know/ Does not apply
<input type="checkbox"/>				

14. Do you think that working time restrictions are a direct obstacle to hiring female workers?

Never	Rarely	Sometimes	Often	Don't know/ Does not apply
<input type="checkbox"/>				

15. Do you think that current maternity legislation is a direct obstacle to hiring female workers?

Never	Rarely	Sometimes	Often	Don't know/ Does not apply
<input type="checkbox"/>				

16. Do you think that regulations requiring private sector firms to have child care facilities once they reach a certain number of female workers is an obstacle to the hiring female workers?

Not at all	Rarely	Sometimes	Often	Don't know/ Does not apply
<input type="checkbox"/>				

17. In your view, which of the following is the biggest barrier to the hiring of female workers?

Working time restrictions	Maternity legislation	Child care facilities requirement	Cultural factors	Don't know/ Does not apply
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## C. EFFECTIVE LABOUR MARKET PARTICIPATION: YOUTH

18. Do you think that minimum wage legislation is a direct obstacle to hiring young workers?

Never	Rarely	Sometimes	Often	Don't know/ Does not apply
<input type="checkbox"/>				

19. Do you think that current labour legislation is a direct obstacle to hiring young workers?

Never	Rarely	Sometimes	Often	Don't know/ Does not apply
<input type="checkbox"/>				

20. Do you think that cultural issues are a direct obstacle to hiring young workers?

Never	Rarely	Sometimes	Often	Don't know/ Does not apply
<input type="checkbox"/>				

21. Do you think that working time restrictions are a direct obstacle to hiring young workers?

Never	Rarely	Sometimes	Often	Don't know/ Does not apply
<input type="checkbox"/>				

22. Do you think that poor skills are a direct obstacle to hiring young workers?

Never	Rarely	Sometimes	Often	Don't know/ Does not apply
<input type="checkbox"/>				

23. What is the most important factor for firms in hiring a young person?

Relevant Skills	Specific Competencies	Personal Attributes	Attitude	Don't know/ Does not apply
<input type="checkbox"/>				

24. To what extent do you agree with the statement, “young women are as likely as young men to have the skills, competencies, attributes and attitudes required by employers”?

Disagree	Somewhat Agree	Agree	Completely Agree	Don't know/ Does not apply
<input type="checkbox"/>				

25. To what extent do you agree with the statement “information regarding the kinds of employment in your firm is available for potential young applicants”?

Disagree	Somewhat Agree	Agree	Completely Agree	Don't know/ Does not apply
<input type="checkbox"/>				

26. Do potential young applicants to firms know what kind of skills are required?

Never	Rarely	Sometimes	Often	Don't know/ Does not apply
<input type="checkbox"/>				

## D. EFFECTIVE LABOUR MARKET PARTICIPATION: OLDER WORKERS

27. Do you think that current labour legislation is a direct obstacle to hiring older workers?

Never	Rarely	Sometimes	Often	Don't know/ Does not apply
<input type="checkbox"/>				

28. Do you think that other legislation is a direct obstacle to hiring older workers?

Never	Rarely	Sometimes	Often	Don't know/ Does not apply
<input type="checkbox"/>				

29. Do you think that “early retirement” culture is an obstacle to hiring older workers?

Never	Rarely	Sometimes	Often	Don't know/ Does not apply
<input type="checkbox"/>				

**30.** Do you think that the age of retirement is a direct obstacle to hiring older workers?

Never	Rarely	Sometimes	Often	Don't know/ Does not apply
<input type="checkbox"/>				

**31.** Do you think that a skills gap for older workers is a direct obstacle to hiring older workers?

Never	Rarely	Sometimes	Often	Don't know/ Does not apply
<input type="checkbox"/>				

**32.** Do you think that limited pension portability is a direct obstacle to hiring older workers?

Never	Rarely	Sometimes	Often	Don't know/ Does not apply
<input type="checkbox"/>				

**33.** Do you think that cultural attitudes towards older workers are a direct obstacle to hiring older workers?

Never	Rarely	Sometimes	Often	Don't know/ Does not apply
<input type="checkbox"/>				

**34.** Do you think that taxation structures are a direct obstacle to hiring older workers?

Never	Rarely	Sometimes	Often	Don't know/ Does not apply
<input type="checkbox"/>				

**35.** Do you think that "costs" are a direct obstacle to hiring older workers?

Never	Rarely	Sometimes	Often	Don't know/ Does not apply
<input type="checkbox"/>				

**36.** Are there tax or pension incentives that encourage firms to hire individuals that can work past the age of retirement?

No, None	There were in the past	There will be in the near future	Yes	Don't know/ Does not apply
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

<input type="checkbox"/>				
--------------------------	--------------------------	--------------------------	--------------------------	--------------------------

37. Are there tax or pension incentives that encourage individuals to work past the age of retirement?

No, None	There were in the past	There will be in the near future	Yes	Don't know/ Does not apply
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

38. In your view, do many firms promote personal savings and retirement plans for individuals?

No, None Do	Some Do	Most Do	All Do	Don't know/ Does not apply
<input type="checkbox"/>				

39. In your view, do employment protection measures encourage firms to decide to hire older workers?

No, Not at All	Somewhat	Mostly	Completely	Don't know/ Does not apply
<input type="checkbox"/>				

## E. EFFECTIVE LABOUR MARKET PARTICIPATION: MIGRANTS

40. Do you think that current labour legislation is a direct obstacle to hiring migrant workers?

No, Never	Rarely	Often	Always	Don't know/ Does not apply
<input type="checkbox"/>				

41. Do you think that cultural reasons are a direct obstacle to hiring migrant workers?

No, Never	Rarely	Sometimes	Often	Don't know/ Does not apply
<input type="checkbox"/>				

42. Do you think that working time restrictions are a direct obstacle to hiring migrant workers?

No, Never	Rarely	Sometimes	Often	Don't know/ Does not apply
<input type="checkbox"/>				

## F. EFFECTIVE LABOUR MARKET PARTICIPATION: DISABLED WORKERS

43. Do you think that current labour legislation is a direct obstacle to hiring workers with disabilities?

No, Never	Rarely	Sometimes	Often	Don't know/ Does not apply
<input type="checkbox"/>				

44. Do you think that other legislation is a direct obstacle to hiring workers with disabilities?

No, Never	Rarely	Sometimes	Often	Don't know/ Does not apply
<input type="checkbox"/>				

45. Do you think that cultural issues are a direct obstacle to hiring workers with disabilities?

No, Never	Rarely	Sometimes	Often	Don't know/ Does not apply
<input type="checkbox"/>				

46. Do you think that working time restrictions are a direct obstacle to hiring workers with disabilities?

No, Never	Rarely	Sometimes	Often	Don't know/ Does not apply
<input type="checkbox"/>				

## G. HIV AND AIDS

47. Do many firms offer voluntary counselling and testing for HIV to their workers and their families?

No, None Do	Some Do	Most Do	All Do	Don't know/ Does not apply
<input type="checkbox"/>				

48. Are cultural attitudes a direct obstacle to hiring workers with HIV?

No, Never	Rarely	Sometimes	Often	Don't know/ Does not apply
<input type="checkbox"/>				

## H. THE EMPLOYERS' ORGANIZATION'S ROLE

49. To what extent do you agree with the statement “the EO has been a strong advocate of economic growth in the context of sustainability and promoting equality of opportunity”?

Disagree	Somewhat Agree	Agree	Completely Agree	Don't know/ Does not apply
<input type="checkbox"/>				

50. In your view, are firms satisfied with the EO's policy position on social inclusion?

Not Satisfied	Somewhat Satisfied	Satisfied	Completely satisfied	Don't know/ Does not apply
<input type="checkbox"/>				

51. Are you satisfied with the EO's public stance on social inclusion?

Not Satisfied	Somewhat Satisfied	Satisfied	Completely satisfied	Don't know/ Does not apply
<input type="checkbox"/>				

52. Do firms often provide input based on their experiences to the EO's social inclusion and diversity policy development?

Never	Rarely	Sometimes	Often	Don't know/ Does not apply
<input type="checkbox"/>				

53. Does the EO make available useful services/guidance related to the employment of youth/women/migrants/people with disabilities available to firms?

No, Not at All	They did in the past	They will in the near future	Yes	Don't know/ Does not apply
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

54. Would you like to see the EO doing more in this policy space in terms of advocacy, services, and information flows?

No, they do enough already	Yes, Slightly More	Yes, More	Yes, Much More	Don't know/ Does not apply
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**55.** What else would you like to see the EO doing in this policy space in terms of advocacy, services, and information flows?

**Details:**

.....

.....

.....

# 16. ADEQUATE SOCIAL PROTECTION

## A. PUBLIC WORKS

1. Does the government ever use infrastructure projects as a means of income support for low-income groups?

No, Never	Rarely	Sometimes	Often	Don't know/ Does not apply
<input type="checkbox"/>				

2. How useful do you find these projects for supporting economic activity and adding to the real infrastructure needs?

Not useful	Somewhat Useful	Useful	Very Useful	Don't know/ Does not apply
<input type="checkbox"/>				

3. Do firms have any input into these activities in terms of what to build and where?

Never	Rarely	Sometimes	Often	Don't know/ Does not apply
<input type="checkbox"/>				

## B. SOCIAL SECURITY COSTS

4. To what extent do you agree with the statement “*current legislation on employer social security contributions is conducive to enterprise growth*”?

Disagree	Somewhat Agree	Agree	Completely Agree	Don't know/ Does not apply
<input type="checkbox"/>				

5. To what extent do you agree with the statement “*social security costs have been increasing in the last three years*”?

Disagree	Somewhat Agree	Agree	Completely Agree	Don't know/ Does not apply
<input type="checkbox"/>				

6. To what extent do you agree with the statement “social security costs are an overwhelming burden for smaller firms”?

Disagree	Somewhat Agree	Agree	Completely Agree	Don't know/ Does not apply
<input type="checkbox"/>				

7. To what extent do you agree with the statement “significant changes to social security costs in the last five years have impacted positively on the firms’ cost base”?

Disagree	Somewhat Agree	Agree	Completely Agree	Don't know/ Does not apply
<input type="checkbox"/>				

8. In your view, do firms feel that the time involved in complying with statutory social security obligations is a significant cost for the firm?

Not Significant	Somewhat Significant	Significant	Very Significant	Don't know/ Does not apply
<input type="checkbox"/>				

9. In your view, do firms feel that the time involved in complying with statutory social security obligations could be lessened?

No	Somewhat	Mostly	Completely	Don't know/ Does not apply
<input type="checkbox"/>				

10. Do employers need to pay into multiple social security funds?

No	They have since merged into one	They will have to in the near future	Yes	Don't know/ Does not apply
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

11. Are there multiple reporting bodies?

No	They have since merged into one	There will be	Yes	Don't know/ Does not apply
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12. Do separate reporting bodies involve separate time and costs?

No	Somewhat	Mostly	Completely	Don't know/ Does not apply
<input type="checkbox"/>				

13. To what extent do you agree with the statement “changes to disposable earnings via changes in the tax and benefit system have made it more conducive to hiring staff”?

Disagree	Somewhat Agree	Agree	Completely Agree	Don't know/ Does not apply
<input type="checkbox"/>				

14. To what extent do you agree with the statement “changes to disposable earnings via changes in the tax and benefit system have made it less conducive to hiring staff”?

Disagree	Somewhat Agree	Agree	Completely Agree	Don't know/ Does not apply
<input type="checkbox"/>				

## C. HIV AND AIDS

15. Do HIV and AIDS significantly impact on firms in economic and social terms?

No, Not Significantly	Somewhat Significantly	Significantly	Very Significantly	Don't know/ Does not apply
<input type="checkbox"/>				

16. In your view, do many firms formulate an HIV and AIDS workplace policy?

No, None Do	Some Do	Most Do	All Do	Don't know/ Does not apply
<input type="checkbox"/>				

17. In your view, do many firms conduct workplace information campaigns on HIV and AIDS?

No, None Do	Some Do	Most Do	All Do	Don't know/ Does not apply
<input type="checkbox"/>				

18. In your view, do many firms provide information on health services to infected staff?

No, None Do	Some Do	Most Do	All Do	Don't know/ Does not apply
<input type="checkbox"/>				

## D. THE EMPLOYERS' ORGANIZATION'S ROLE

19. Does the EO provide firms with information or guidance on mandatory social protection obligations?

No, Never	Rarely	Sometimes	Often	Don't know/ Does not apply
<input type="checkbox"/>				

20. If so, do firms find this information useful?

Not Useful	Somewhat Useful	Useful	Very Useful	Don't know/ Does not apply
<input type="checkbox"/>				

21. Do firms often provide input based on their experiences to the EO's social protection policy development?

Never	Rarely	Sometimes	Often	Don't know/ Does not apply
<input type="checkbox"/>				

22. In your view, are firms satisfied with the EO's policy position on social protection?

Not Satisfied	Somewhat Satisfied	Satisfied	Completely satisfied	Don't know/ Does not apply
<input type="checkbox"/>				

23. Are you satisfied with the EO's public stance on social protection?

Not Satisfied	Somewhat Satisfied	Satisfied	Completely satisfied	Don't know/ Does not apply
<input type="checkbox"/>				

24. Does the EO have a national code for the workplace on equal opportunity employment that promotes examples of good practice among firms?

No	It has in the past	It will in the near future	Yes	Don't know/ Does not apply
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

25. Does the EO have a national code for the workplace on HIV and AIDS that promotes examples of good practice among firms?

No	It has in the past	It will in the near future	Yes	Don't know/ Does not apply
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

26. Does the EO offer organized training on HIV and AIDS in the workplace?

No	It has in the past	It will in the near future	Yes	Don't know/ Does not apply
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

27. Does the EO provide guidance materials on HIV and AIDS in the workplace?

No	It has in the past	It will in the near future	Yes	Don't know/ Does not apply
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

28. Does the EO facilitate programmes to share knowledge and resources among firms on HIV and AIDS in the workplace?

No	It has in the past	It will in the near future	Yes	Don't know/ Does not apply
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

29. Would you like to see the EO doing more in this policy space in terms of advocacy, services, and information flows?

No, they do enough already	Yes, Slightly More	Yes, More	Yes, Much More	Don't know/ Does not apply
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

30. What else would you like to see the EO doing in this policy space in terms of advocacy, services, and information flows?

**Details:**

.....

.....

.....

# 17. RESPONSIBLE STEWARDSHIP OF THE ENVIRONMENT

## A. REGULATORY ENVIRONMENT

1. In your view, do firms find statutory environmental standards to be workable and practical?

No, Not at All	Somewhat	Mostly	Completely	Don't know/ Does not apply
<input type="checkbox"/>				

## B. SECTORS

2. Does the sector in which your firm operates expect significant impact from climate change?

No, Not Significant	Somewhat Significant	Significant	Very Significant	Don't know/ Does not apply
<input type="checkbox"/>				

3. If so, have firms been adapting or thinking about adapting to new realities?

No, None Have	Some Have	Most Have	All Have	Don't know/ Does not apply
<input type="checkbox"/>				

## C. LABOUR

4. Is climate change ever raised as an issue in labour agreements with your workers/unions?

Never	Rarely	Sometimes	Often	Don't know/ Does not apply
<input type="checkbox"/>				

## D. SKILLS

5. In your view, have firms undertaken a skills impact assessment on the likely impact of climate change on their operations?

No, None Have	Some Have	Most Have	All Have	Don't know/ Does not apply
<input type="checkbox"/>				

## E. TRADE

6. Has your firm been significantly impacted by trade measures such as border tax adjustments or by labelling for the “carbon footprint” of a product or service?

No, Not at All	Somewhat Significantly	Significantly	Very Significantly	Don't know/ Does not apply
<input type="checkbox"/>				

## F. INSPECTIONS

7. Would you agree that when there are environmental inspections they are carried out efficiently, effectively, and with minimal disruption to firm operations?

Disagree	Somewhat Agree	Agree	Completely Agree	Don't know/ Does not apply
<input type="checkbox"/>				

8. Do firms require environmental permits to operate?

No, None Do	Some do	Most Do	All Do	Don't know/ Does not apply
<input type="checkbox"/>				

9. If so, is the cost affordable?

Not Affordable	Somewhat Affordable	Affordable	Very Affordable	Don't know/ Does not apply
<input type="checkbox"/>				

10. Do firms have to pay for elements of inspection by enforcement authorities (particularly in relation to the permitting regimes)?

No, Not at All	Some Elements	Most Elements	All Elements	Don't know/ Does not apply
<input type="checkbox"/>				

11. In your view, do many firms have to employ, engage or consult specialists with particular expertise or qualifications to ensure compliance with statutory obligations?

No, None Do	Some Do	Most Do	All Do	Don't know/ Does not apply
<input type="checkbox"/>				

12. Is the level of expertise and qualification validated by a government body?

No	In some Cases	In most Cases	In all Cases	Don't know/ Does not apply
<input type="checkbox"/>				

13. Does an independent qualifications authority validate the expertise or qualifications?

No	In some Cases	In most Cases	In all Cases	Don't know/ Does not apply
<input type="checkbox"/>				

14. Does the employer pay for this validation?

No	In some Cases	In most Cases	In all Cases	Don't know/ Does not apply
<input type="checkbox"/>				

15. Is the cost of this validation generally expensive for firms?

Not Expensive	Slightly Expensive	Expensive	Very Expensive	Don't know/ Does not apply
<input type="checkbox"/>				

16. Is there more than one environmental enforcement authority that firms have to deal with?

No	There was in the past	There will be in the near future	Yes	Don't know/ Does not apply
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

17. Is it necessary to have multiple enforcement agencies?

No, Not at all	Many could be merged	Some could be merged	Yes, each authority plays a distinct role.	Don't know/ Does not apply
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## G. CLIMATE CHANGE: THE THE EMPLOYERS' ORGANIZATION'S ROLE

18. To what extent do you agree with the statement *"the EO has been a strong advocate of economic growth in the context of environmental sustainability"*?

Never	Rarely	Sometimes	Often	Don't know/ Does not apply
<input type="checkbox"/>				

19. In your view, does the EO provide firms with information on environmentally conscious waste management programmes?

Never	Rarely	Sometimes	Often	Don't know/ Does not apply
<input type="checkbox"/>				

20. In your view, are firms satisfied with the EO's policy position on climate change?

Not Satisfied	Somewhat Satisfied	Satisfied	Completely satisfied	Don't know/ Does not apply
<input type="checkbox"/>				

21. Are you satisfied with the EO's public stance on climate change?

Not Satisfied	Somewhat Satisfied	Satisfied	Completely satisfied	Don't know/ Does not apply
<input type="checkbox"/>				

22. Do firms often provide input based on their experiences to the EO's environmental policy development?

Never	Rarely	Sometimes	Often	Don't know/ Does not apply
<input type="checkbox"/>				

23. Does the EO offer useful services/guidance related to the stewardship of the environment to firms?

No	It has in the past	It will in the near future	Yes	Don't know/ Does not apply
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

24. Would you like to see the EO doing more in this policy space in terms of advocacy, services, and information flows?

No, they do enough already	Yes, Slightly More	Yes, More	Yes, Much More	Don't know/ Does not apply
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

25. What else would you like to see the EO doing in this policy space in terms of advocacy, services, and information flows?

**Details:**

.....

.....

.....

## FIRM INFORMATION

1. Sex of respondent:  Male  Female

2. Firm Name

.....

3. Industry

- Manufacturing
- Textiles
  - Food
  - Garments
  - Chemicals
  - Plastics and rubber
  - Machinery and equipment
  - Chemicals
  - Electronics
  - Non-metallic minerals
  - Other manufacturing

- 
- Services
- Retail
  - Information Technology
  - Hospitality
  - Financial
  - Business services
  - Wholesale
  - Other services (e.g. education services, health services, personal services, etc.)

- 
- Other
- Construction and transport
  - Agriculture, fishing

4. City/Town

.....

5. How many employees does this firm have?

- Fewer than 5

- Between 5 and 19
- Between 20 and 99
- More than 99

6. What percentage of the firm's employees are:  Male  Female?

7. What kind of firm is this?

- A private for-profit establishment
- A government-owned establishment
- A community-owned establishment
- A cooperative

8. What is the ownership composition of the firm?

- Wholly female-owned
- Wholly male owned
- Majority female-owned
- Majority male-owned
- Equally male and female owned (50/50)
- None of the above apply

9. How long has the firm been in existence?

- Less than 1 year
- Less than 2 years
- Less than 5 years
- More than 5 years

10. Is this establishment part of a larger firm?

- Yes
- No, it is a firm on its own

11. What is the principal market in which this establishment sells its main product lines or services?

- Local – [products sold mostly in same municipality where establishment is located]
- National – [products sold mostly across nation]
- International – [products sold mostly to nations outside country]

**12.** Member of the EO since

- Last 12 months
- Last two years
- Last five years
- Five years or more

**13.** Is the firm a member of any other Business Membership Organizations? If so, which ones?

.....

.....

.....

.....

.....