

**BUSINESS ENVIRONMENT AND ENTERPRISE PERFORMANCE
SURVEY QUESTIONNAIRE
(Face-to-face interview)**

The purpose of this survey is to better understand constraints that hinder the development of businesses like yours. This study is being conducted for 28 countries by the European Bank for Reconstruction and Development and the World Bank. The initial goal is to better understand conditions for doing business in your country and how they compare to other countries. The ultimate goal of this research is to advise governments on ways to change policies and practices that impose a burden on private firms and to develop new projects and programs that strengthen support for enterprise growth. Your answers should reflect only your perception and experience of doing business in your country.

I would like to assure you, that the information obtained here would be treated strictly anonymously and confidentially. Neither your name nor the name of your firm will be used in any document based on this survey. Neither the European Bank for Reconstruction and Development nor the World Bank nor any Governmental organisation will be informed of any individual firm's responses or participation in this survey.

I WOULD LIKE TO START BY ASKING SOME GENERAL QUESTIONS ABOUT YOU AND THIS ORGANIZATION.

Q.1	What is your job title? Please note that even if you have more than one job title we are interested in the title/responsibilities that you regard as the most important.
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	Q1 207
Chief Executive/President/Vice President	1
Owner/proprietor	2
Partner	3
Director	4
General Manager	5
Manager	6
Finance Officer	7

INTERVIEWER: IF NOT ONE OF THE ABOVE, STOP AND ASK TO SEE THE APPROPRIATE PERSON

Q.2	What percentage of your sales comes from the following sectors in which your establishment operates?
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Mining and quarrying	%	208-210	Q2a
Construction	%	211-213	Q2b
Manufacturing	%	214-216	Q2c
Transport storage and communication	%	217-219	Q2d
Wholesale, retail, repairs	%	220-222	Q2e
Real estate, renting and business services	%	223-225	Q2f
Hotels and restaurants	%	226-228	Q2g
Other	%	229-231	Q2h

CHECK THAT THE TOTAL IS 100%

Q.3a | What percentage of your firm does the largest shareholder(s) own?

.....% **Q3a**
232-234

Q.3b | How many shareholders hold this percentage share of the firm? Please give me the number

Number of shareholders holding this percentage share of the firm:..... **Q3b**
235-236

Q.4 | Which of the following best describes the largest shareholder(s) in your firm?

▪ **INTERVIEWER: SHOW CARD: 1 - MULTIPLE ANSWER**

	Q4a 237-244
Individual	01
Family	02
Domestic company	03
Foreign company	04
Bank	05
Investment fund	06
Managers of the firm	07
Employees of the firm	08
Government or government agency	09
Other (SPECIFY)	10
Don't know	11

Q4b

Other:.....	245-246
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INTERVIEWER: ASK Q.9 IF COMPANY IS PRIVATE (I.E SCREENER QUESTIONNAIRE QUESTION S.2 CODES 1-6) ELSE GO TO Q.10

Q.9 | How was your firm established?

▪ **INTERVIEWER: SHOW CARD: 2 - ONE ANSWER ONLY**

		Q9aa 247
GO TO Q.9a	Privatisation of a state-owned firm	1
GO TO Q.10	Originally private, from time of start up (I.E., NO STATE-OWNED PREDECESSOR)	22222
GO TO Q.10	Private subsidiary of a formerly state-owned firm	3
GO TO Q.10	Joint venture with foreign partner(s)	4
GO TO Q.10	Other (SPECIFY).....	5

Q9ab

Other:.....	248
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Q.9a What year was the privatisation completed?

Year of privatisation completed:..... **Q9a**
249-252

Q.10 Has there been a change in the general manager since 1998?

Q10

	253
Yes	1
No	2

Q.11 Did the current general manager work in the company prior to being appointed as a general manager?

Q11

	254
Yes	1
No	2

Q.12 What is the age of the general manager?

Age	Q12cat
20-29	2
30-39	3
40-49	4
50-59	5
60-69	6
70-85	7

Q.13 What is the highest level of education of the general manager?

Q13

	257
Did not complete secondary school	1
Secondary school	2
Vocational training	3
Some university training	4
Completed university degree	5
Completed higher university degree (eg. masters, doctorate)	6
Don't know	7

I WOULD NOW ASK SOME QUESTIONS ABOUT THE SALES OF YOUR FIRM AND ITS SUPPLIERS

Q.14a What percentage of your firm's sales are:

Sold domestically	%	258-260	Q14a1
Exported directly	%	261-263	Q14a2
Exported indirectly through a distributor	%	264-266	Q14a3

CHECK THAT THE TOTAL IS 100%

INTERVIEWER: IF IN Q14a THE FIRM EXPORTS DIRECTLY, ASK Q14b, ELSE GO TO Q15

Q.14b What was the average and the longest number of days in 2001 that it took from the time your goods arrived in their point of exit (eg, port, airport) until the time they cleared customs?

	Days		
On average		267-269	Q14b1
The longest time in 2001		270-272	Q14b2

INTERVIEWER: IF THE RESPONDENT SAID NO DELAYS - WRITE 000

Q.15 What percentage of your domestic sales are to:

Government or government agencies (excluding state-owned enterprises)	%	307-309	Q15a
Multinationals located in your country (not including your parent company, if applicable)	%	310-312	Q15b
Your firm's parent company or affiliated subsidiaries	%	313-315	Q15c
Large domestic firms (those with approximately 250 plus workers) (not including your parent company, if applicable)	%	316-318	Q15d
Other (sales to small firms, individuals, etc.)	%	319-321	Q15e

CHECK THAT THE TOTAL IS 100%

Q.16a What percentage of your sales in the past 12 months goes to your three largest customers:

- INTERVIEWER: SHOW CARD: 3 - ONE ANSWER ONLY

Q16a

	322
Less than 20%	1
20% or more	2

Q.17a What percentage of your sales in the past 12 months is to customers that you have had for at least 3 years

- INTERVIEWER: SHOW CARD: 4 - ONE ANSWER ONLY

Q17a

	323
Less than 20%	1
20% or more	2

Q.18a Thinking of your firm's major product line or main line of services in the domestic market, how many competitors do you face?

- INTERVIEWER: SHOW CARD: 5 - ONE ANSWER ONLY

Q18a

		324
GO TO Q.19	None	1
GO TO Q.18b	1-3	2
GO TO Q.19	4 or more	3

Q.18b Please give me the exact number of your competitors

Number:..... **Q18b**
325

Q.19 How important is competition from imports in the market for you main product line or main line of services in the domestic market?

▪ **INTERVIEWER: SHOW CARD: 6 - ONE ANSWER ONLY**

Q19

326	
Not important	1
Slightly important	2
Fairly important	3
Very important	4
Extremely important	5
These products cannot be imported	6
Don't know	7

Q.21 Now I would like to ask you a hypothetical question. If you were to raise your prices of your main product line or main line of services 10% above their current level in the domestic market (after allowing for any inflation) which of the following would best describe the result assuming that your competitors maintained their current prices?

▪ **INTERVIEWER: SHOW CARD: 7 - ONE ANSWER ONLY**

Q21

327	
Our customers would continue to buy from us in the same quantities as now	1
Our customers would continue to buy from us, but at slightly lower quantities	2
Customers would continue to buy from us, but at much lower quantities	3
Many of our customers would buy from our competitors instead	4

Q.22a Considering your main product line or main line of services, in the domestic market what percentage of the total market sales does your firm have?

▪ **INTERVIEWER: SHOW CARD: 8 - ONE ANSWER ONLY**

Q22a

328		
GO TO Q.23	0-5%	1
GO TO Q.22b	More than 5%	2

Q.22b Please give me the percentage of the total market sales that your firm has.

.....% **Q22b**
329-331

Q.23 Considering your main product line or main line of services in the domestic market, by what margin does your sales price exceed your operating costs (i.e., the cost material inputs plus wage costs but not overheads and depreciation)

Q23
% **332-334**

Q.24 What percent of your establishment's material inputs and supplies are:

Purchased from domestic sources	%	335-337	Q24a
Imported directly	%	338-340	Q24b
Imported indirectly through a distributor	%	341-343	Q24c

CHECK THAT THE TOTAL IS 100%

INTERVIEWER: IF IN Q24 THE FIRM IMPORTS DIRECTLY, ASK Q25, ELSE GO TO Q26

Q.25 What was the average and the longest number of days in 2001 that it took from the time your goods arrived in their point of entry (e.g. port, airport) until the time you could claim them from customs?

	DAYS		
On average		344-346	Q25a
The longest time in 2001		347-349	Q25b

INTERVIEWER: IF THE RESPONDENT SAID NO DELAYS - WRITE 000

Q.26 What percent of sales in 2001 was lost due to delivery delays from your material input suppliers?

Q26
% **350-352**

INTERVIEWER: IF THE RESPONDENT SAID NO SALES LOST - WRITE 000

Q.27a Thinking of your firm's main material input, how many suppliers do you have?

▪ **INTERVIEWER: SHOW CARD: 9 - ONE ANSWER ONLY**

		Q27a
		353
GO TO Q.30a	None	1
GO TO Q.27b	1-3	2
GO TO Q.28	4 or more	3

Q.27b Please give me the exact number of your suppliers.

Q27b
 Number:..... **354**

Q.28 What per cent of your material input purchases in 2001 is from the suppliers that you have had for at least 3 years?

▪ **INTERVIEWER: SHOW CARD: 10 - ONE ANSWER ONLY**

Q28	
355	
Less than 20%	1
20% or more	2

Q.30a Now, I would like to ask you a hypothetical question. If the main supplier of your main material input increased its supply price by 10% above what you pay at present (after allowing for inflation), how would you respond assuming that alternative suppliers if any left prices and other terms unchanged?

▪ **INTERVIEWER: SHOW CARD: 11 - ONE ANSWER ONLY**

Q30a	
356	
Purchase the same amount of the main material input from the existing main supplier	1
Purchase some of this material input from alternative suppliers, but continue most of the purchases from the existing main supplier	2
Purchase most of this material input from alternative suppliers, but continue some purchases from the existing main supplier	3
Purchase all of this material input from alternative suppliers	4

Q.31 How important are the following as potential sources of information about new suppliers for your firm?

▪ **INTERVIEWER: SHOW CARD: 12**

♦ **Not important: 1, Slightly important: 2, Fairly important: 3, Very important: 4, Extremely important: 5, Don't know: 6**

	New suppliers		
Family	1 2 3 4 5 6	357	Q31a
Friends	1 2 3 4 5 6	358	Q31b
Former employees who now work for a potential customer or supplier	1 2 3 4 5 6	359	Q31c
Prior employment of senior managers by a potential customer or supplier	1 2 3 4 5 6	360	Q31d
Existing customers or suppliers	1 2 3 4 5 6	361	Q31e
Government agencies	1 2 3 4 5 6	362	Q31f
Business associations/chambers of commerce	1 2 3 4 5 6	363	Q31g
Trade fairs and other public sources of information	1 2 3 4 5 6	364	Q31h

Q.32 Has your company undertaken any of the following initiatives since 1998?
INTERVIEWER: FOR EACH INITIATIVE ANSWERED “YES” ASK: And how important in retrospect was this initiative for the survival and/or growth of your company over that period?

- **INTERVIEWER: SHOW CARD: 13**
- ◆ **Not important: 1, Slightly important: 2, Fairly important: 3, Very important: 4, Extremely important: 5, Don't now: 6**

	Undertaken				How important							
	Yes	No			1	2	3	4	5	6		
Changed of identity of main material input supplier	1	2	365	Q32a1	1	2	3	4	5	6	368	Q32b1
Changed of identity of the main customers (>20% of sales)	1	2	366	Q32a2	1	2	3	4	5	6	369	Q32b2
Exported to new country	1	2	367	Q32a3	1	2	3	4	5	6	370	Q32b3

I WOULD NOW LIKE TO ASK YOU SOME QUESTIONS ABOUT INFRASTRUCTURE SERVICES

Q.33 How many days in 2001 did your establishment experienced:

	Days		
Power outages or surges from the public grid?		407-409	Q33a
Insufficient water supply?		410-412	Q33b
Unavailable mainline telephone service?		413-415	Q33c

INTERVIEWER: IF THE RESPONDENT SAID NO DAYS - WRITE 000

Q.38 Does your firm regularly use in its interactions with clients and suppliers any of the following?

	Yes	No		
Fixed line telephone	1	2	416	Q38a
Fax	1	2	417	Q38b
Mobile telephone	1	2	418	Q38c
Email	1	2	419	Q38d
Internet	1	2	420	Q38e

Q.40 Based on the experience of your firm since 1998, what is/was the actual delay experienced in obtaining from the date of application each of the following?

	Actual delay or wait in days		
A fixed line telephone connection		421-423	Q40a
An electrical connection		424-426	Q40b

INTERVIEWER: IF THE RESPONDENT SAID NO DELAYS/SERVICE INCLUDED AS PART OF PROPERTY RENTAL - WRITE 000

NOW I'D LIKE YOU TO THINK ABOUT THE JUDICIARY AND LAW ENFORCEMENT

Q.41 How often do you associate the following descriptions with the court system in resolving business disputes?

▪ **INTERVIEWER: SHOW CARD: 14**

	Never	Seldom	Sometimes	Frequently	Usually	Always	Do not know		
Fair and impartial	1	2	3	4	5	6	7	427	Q41a
Honest/uncorrupted	1	2	3	4	5	6	7	428	Q41b
Quick	1	2	3	4	5	6	7	429	Q41c
Affordable	1	2	3	4	5	6	7	430	Q41d
Able to enforce its decisions	1	2	3	4	5	6	7	431	Q41e

Q.42 To what degree do you agree with this statement? "I am confident that the legal system will uphold my contract and property rights in business disputes".

▪ **INTERVIEWER: SHOW CARD: 15**

Strongly disagree	Disagree in most cases	Tend to disagree	Tend to agree	Agree in most cases	Strongly agree	Don't know	Q42
1	2	3	4	5	6	7	432

I WOULD NOW LIKE TO ASK YOU SOME QUESTIONS ABOUT THE PAYMENT TERMS OF YOUR FIRM

Q.43a What per cent of your firm's sales are pre-paid?

.....% **Q43a**
433-435

INTERVIEWER: IF THE RESPONDENT SAID NO SALES ARE PRE-PAID - WRITE 000

Q.43b What per cent of your firm's sales are sold on credit?

.....% **Q43b**
436-438

INTERVIEWER: IF THE RESPONDENT SAID NO SALES ARE SOLD ON CREDIT - WRITE 000

Q.43b1 Have you ever had to resolve an overdue payment?

		Q43b1
		439
GO TO Q 43c	Yes	1
GO TO Q 43e	No	2

Q.43c How long did it typically take (in weeks) to resolve an overdue payment?

Weeks:..... **Q43c**
440-442

Q.43d Of these disputes over payments, what per cent was resolved by court action?

.....% **Q43d**
443-445

Q.43e How many cases in civil or commercial arbitration courts have involved your enterprise either as a plaintiff or defendant since January 2000?

		Number of cases	
Plaintiff		446-447	Q43e1
Defendant		448-449	Q43e2

INTERVIEWER: IF THE RESPONDENT SAID NO CASES - WRITE 00

Q.44 Do you pay for security (equipment, personnel, etc. excluding “protection payments”) or protection payments? If yes, what per cent of your total annual sales do you pay?

	Make payments				% of total annual sales		
	Yes	No					
Security (equipment, personnel, etc. excluding “protection payments”)	1	2	450	Q44a1	%	452-454	Q44b1
Protection payments	1	2	451	Q44a2	%	455-457	Q44b2

Q.45 Have you had any losses as a result of theft, robbery, vandalism or arson against your establishment in 2001? If yes, what were your estimated losses as a per cent of your total 2001 sales?

Had losses		Losses as a % of total 2001 sales		
Yes	No			
1	2	458	Q45a	% 459-461 Q45b

NOW I WOULD LIKE YOU TO THINK ABOUT THE GOVERNMENT POLICIES, LAWS AND REGULATIONS GOVERNING YOUR BUSINESS

Q.46 To what degree do you agree with the following statements?

▪ **INTERVIEWER: SHOW CARD: 16**

	Strongly disagree	Disagree in most cases	Tend to disagree	Tend to agree	Agree in most cases	Strongly agree	Don't know		
Information on the laws & regulations affecting my firm is easy to obtain	1	2	3	4	5	6	7	462	Q46a
Interpretations of the laws and regulations affecting my firm are consistent & predictable	1	2	3	4	5	6	7	463	Q46b

Q.49 How likely do you think it is that an unforeseen change in laws or regulations will occur in 2003 and have a significant impact on your business?

▪ **INTERVIEWER: SHOW CARD: 17**

	Q49 464
Extremely unlikely	1
Highly unlikely	2
Fairly unlikely	3
Fairly likely	4
Highly likely	5
Extremely likely	6
Don't know	7

Q.50 What per cent of senior management's time in 2001 was spent in dealing with public officials about the application and interpretation of laws and regulations and to get or to maintain access to public services?

.....% **Q50**
465-467

INTERVIEWER: IF THE RESPONDENT SAID NO TIME WAS SPENT – WRITE 000

Q.51 How often is the following statement true? "If a government agent acts against the rules I can usually go to another official or to his superior and get the correct treatment without recourse to unofficial payments/gifts."

▪ **INTERVIEWER: SHOW CARD: 18**

Never	Seldom	Sometimes	Frequently	Usually	Always	Don't know
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1	2	3	4	5	6	7	468	Q51
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Q.51a Is your firm a member of a business association or chamber of commerce?

		Q51a
		469
GO TO Q.51b	Yes	1
GO TO Q.52	No	2

Q.51b What services do you receive from the association or associations to which you belong, and what is the value of these services to your firm? “Critical value to your firm” should be placed on services that significantly reduce the costs of your firm or significantly increase the sales of your firm.

▪ **INTERVIEWER: SHOW CARD: 19**

	No value	Minor value	Moderate value	Major value	Critical value to your firm	Not provided		
Lobbying government	0	1	2	3	4	5	470	Q51b1
Resolution of disputes (with officials, workers or other firms)	0	1	2	3	4	5	471	Q51b2
Information and/or contacts on domestic product and input markets	0	1	2	3	4	5	472	Q51b3
Information and/or contacts on international product and input markets	0	1	2	3	4	5	473	Q51b4
Accrediting standards or quality of products; reputational benefits	0	1	2	3	4	5	474	Q51b5
Information on government regulations	0	1	2	3	4	5	475	Q51b6

THINK ABOUT NATIONAL LAWS AND REGULATIONS ENACTED IN 2001 THAT HAD A SUBSTANTIAL IMPACT ON YOUR BUSINESS:

Q.52 Did your firm seek to influence the content of laws or regulations affecting it?

		Q52
		476
Yes		1
No		2

Q.53 How much influence do you think the following groups actually had on recently enacted national laws and regulations that have a substantial impact on your business?

▪ **INTERVIEWER: SHOW CARD: 20**

	No impact	Minor influence	Moderate influence	Major influence	Decisive influence	Don't know		
Your firm	0	1	2	3	4	5	507	Q53a
Your domestic competitors	0	1	2	3	4	5	508	Q53b
Other domestic firms	0	1	2	3	4	5	509	Q53c
Foreign firms	0	1	2	3	4	5	510	Q53d
A business association to which you belong	0	1	2	3	4	5	511	Q53e
Other business associations	0	1	2	3	4	5	512	Q53f
Dominant firms or conglomerates in key sectors of the economy	0	1	2	3	4	5	513	Q53g
Labour unions	0	1	2	3	4	5	514	Q53h
Organised crime	0	1	2	3	4	5	515	Q53i
Regional or local government	0	1	2	3	4	5	516	Q53j
Military	0	1	2	3	4	5	517	Q53k
Individuals or firms with close personal ties to political leaders	0	1	2	3	4	5	518	Q53l
International development agencies or foreign governments	0	1	2	3	4	5	519	Q53m

WE NOW WANT TO ASK YOUR OPINION ON “UNOFFICIAL PAYMENTS” TO OFFICIALS IN THIS COUNTRY. CAN I PLEASE REASSURE YOU THAT:

We are interested in your opinions in a personal capacity

We do not imply in any way that your company makes unofficial payments/gifts

We recognise that your company neither approves of nor condones the use of unofficial payments/gifts

The responses that you give will be aggregated and presented in purely statistical terms; any comments you give me cannot be attributed to either you or your company

Q.54 Thinking about officials, would you say the following statements are always, usually, frequently, sometimes, seldom or never true?

▪ **INTERVIEWER: SHOW CARD: 21**

	Never	Seldom	Sometimes	Frequently	Usually	Always	Don't know		
“It is common for firms in my line of business to have to pay some irregular “additional payments/gifts” to get things done ” with regard to customs, taxes, licenses, regulations, services etc	1	2	3	4	5	6	7	520	Q54a
“Firms in my line of business	1	2	3	4	5	6	7		Q54b

usually know in advance about how much this 'additional payment/gifts' is									521	
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Q.55 On average, what percent of total annual sales do firm's like yours typically pay in unofficial payments/gifts to public officials?

.....% **Q55**
522-524

INTERVIEWER: IF THE RESPONDENT SAID NO PAYMENTS ARE MADE – WRITE 000

Q.56 Thinking now of unofficial payments/gifts that a firm like yours would make in a given year, could you please tell me how often would they make payments/gifts for the following purposes

▪ **INTERVIEWER: SHOW CARD: 22**

	Never	Seldom	Sometimes	Frequently	Usually	Always	Don't know		
To get connected to and maintain public services (electricity and telephone)	1	2	3	4	5	6	7	525	Q56a
To obtain business licenses and permits	1	2	3	4	5	6	7	526	Q56b
To obtain government contracts	1	2	3	4	5	6	7	527	Q56c
To deal with occupational health and safety inspections	1	2	3	4	5	6	7	528	Q56d
To deal with fire and building inspections	1	2	3	4	5	6	7	529	Q56e
To deal with environmental inspections	1	2	3	4	5	6	7	530	Q56f
To deal with taxes and tax collection	1	2	3	4	5	6	7	531	Q56g
To deal with customs/imports	1	2	3	4	5	6	7	532	Q56h
To deal with courts	1	2	3	4	5	6	7	533	Q56i
To influence the content of new legislation rules decrees etc.	1	2	3	4	5	6	7	534	Q56j

Q.57 When firms in your industry do business with the government, how much of the contract value would be typically paid in additional or unofficial payments/gifts to secure the contract?

.....% **Q57**
535-537

INTERVIEWER: IF THE RESPONDENT SAID NO PAYMENTS/GIFTS ARE PAID – WRITE 000

Use List 3

Q.58 Recognising the difficulties that many firms face in fully complying with taxes and regulations, what per cent of total annual sales would you estimate the typical firm in your area of business reports for tax purposes?

.....% **Q58**
538-540

Q.59 It is often said that firms make unofficial payments/gifts, private payments or other benefits to public officials to gain advantages in the drafting of laws, decrees, regulations, and other binding government decisions. To what extent have the following practices had a direct impact on your business.

▪ **INTERVIEWER: SHOW CARD: 23**

	No impact	Minor impact	Moderate impact	Major impact	Decisive Impact	Don't know		
Private payments/gifts or other benefits to Parliamentarians to affect their votes	0	1	2	3	4	5	541	Q59a
Private payments/gifts or other benefits to Government officials to affect the content of government decrees	0	1	2	3	4	5	542	Q59b
Private payments/gifts or other benefits to judges to affect the decisions of criminal court cases	0	1	2	3	4	5	543	Q59c
Private payments/gifts or other benefits to judges to affect the decisions in commercial cases	0	1	2	3	4	5	544	Q59d
Private payments/gifts or other benefits to central bank officials to affect central bank policies and decision	0	1	2	3	4	5	545	Q59e
Illegal contributions to political parties and/or election campaigns to affect the decisions of elected officials	0	1	2	3	4	5	546	Q59f

I WOULD NOW LIKE TO ASK SOME QUESTIONS ABOUT THE FINANCING OF YOUR FIRM

Q.64 What proportion of your firm's working capital and new fixed investment has been financed from each of the following sources, over the past 12 months?

▪ **INTERVIEWER: SHOW CARD: 24**

	Working capital (i.e. inventories, accounts receivable, cash)			New investments (i.e. new land, buildings, machinery, equipment)		
Internal funds/Retained earnings	%	Q64a1	607-609	%	Q64b1	707-709
Equity (i.e. issue new shares)	%	Q64a2	610-612	%	Q64b2	710-712
Borrowing from local private commercial banks	%	Q64a3	613-615	%	Q64b3	713-715
Borrowing from state-owned banks, including state development banks	%	Q64a4	616-618	%	Q64b4	716-718

Borrowing from foreign banks	%	Q64a5	619-621	%	Q64b5	719-721
Loans from family/friends	%	Q64a6	622-624	%	Q64b6	722-724
Money lenders or other informal sources (other than family/friends)	%	Q64a7	625-627	%	Q64b7	725-727
Trade credit from suppliers	%	Q64a8	628-630	%	Q64b8	728-730
Trade credit from customers	%	Q64a9	631-633	%	Q64b9	731-733
Credit cards	%	Q64a10	634-636	%	Q64b10	734-736
Leasing arrangement	%	Q64a11	637-639	%	Q64b11	737-739
The government (other than state-owned banks)	%	Q64a12	640-642	%	Q64b12	740-742
Other (SPECIFY SOURCES):.....	%	Q64a13	643-645	%	Q64b13	743-745

CHECK THAT TOTALS ARE 100% 100%

Other		Q64a14	646-648		Q64b14	746-748
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Q.65a Thinking of the most recent bank loan or overdraft you obtained, did the financing require collateral?

Q65a

		807
GO TO Q.65b	Yes	1
GO TO Q.65d	No	2
GO TO Q.66	No loan	3

Q.65b What kind of collateral (e.g. land, buildings, machinery, your home) was required? MULTIPLE ANSWER ALLOWED

Q65b1

		808-813
Land		1
Buildings		2
Machinery		3
Your home		4
Other (Specify).....		5

Q65b2

Other:	814
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Q.65c What was the approximate value of the collateral required as a percent of the loan value?

Q65c

.....% **815-817**

Q.65d What is the loan's annual cost (i.e. rate of interest)?

Q65d

.....% **818-820**

Q.65e What is the duration of the loan in months?

Q65e

Months:..... **821-823**

Q.65f How many days did it take to agree the loan with the bank from the date of application?

Days:..... **Q65f**
824-826

Q.65h Now I would like to ask you a hypothetical question. If your firm were to fall behind in its bank repayments, which of the following would best describe how you would expect the bank to react?

▪ **INTERVIEWER: SHOW CARD: 25 - ONE ANSWER ONLY**

Q65h

	827
Do nothing	1
Extend the term of the loan without changing the conditions	2
Extend the term of the loan but increase the interest rate	3
Begin legal proceedings to take possession of some assets of the firm	4
Don't know	5

Q.66 Now I would like to ask you a hypothetical question. Suppose that your firm has to obtain a loan from a commercial bank. How easy would it be for your firm to obtain a short-term working capital loan on commercial terms. And how easy would it be for your firm to obtain a longer term banking loan for new investment

▪ **INTERVIEWER: SHOW CARD: 26- ONE ANSWER ONLY**

	Impossible	Very difficult	Fairly difficult	Fairly easy	Very easy	Don't know		
Short-term working capital loan on commercial terms	1	2	3	4	5	6	828	Q66a
Long-term bank loan for new investment on commercial terms	1	2	3	4	5	6	829	Q66b

Q.70a Has your firm changed its main bank (the single bank with which your firm has the closest relationship) since 1998?

Q70a

		830
GO TO Q70B	Yes	1
GO TO Q72b	No	2
GO TO Q72b	No main bank	3

Q.70b And how important in retrospect was this initiative for the survival and/or growth of your company over that period

▪ **INTERVIEWER: SHOW CARD: 27 - ONE ANSWER ONLY**

Q70b

		831
Not important		1

Slightly important	2
Fairly important	3
Very important	4
Extremely important	5
Don't know	6

Q.72b Now I would like to ask you a hypothetical question: Suppose that the incoming cash flow to your firm for the next quarter is 10% lower than you had expected. This cash flow is not permanently lost, but merely unexpectedly delayed. However, your working capital needs and level of production remain the same. Please look at this list and select at most 4 sources from which you would finance this gap. For each of the source selected, please indicate its importance.

▪ **INTERVIEWER: SHOW CARD: 28**

- ◆ Not important: 1, Slightly important: 2, Fairly important: 3, Very important: 4, Extremely important: 5, Don't know: 6

	Q72b1			
	Circle at most 4 sources	How important		
	832-839			
Liquidate short term financial assets	01	1 2 3 4 5 6	841	Q72b2a
Obtain credit from banks	02	1 2 3 4 5 6	842	Q72b2b
Obtain credit from suppliers	03	1 2 3 4 5 6	843	Q72b2c
Delay payment to suppliers/utilities	04	1 2 3 4 5 6	844	Q72b2d
Issue bills of exchange (e.g. veksel)	05	1 2 3 4 5 6	845	Q72b2e
Exchange goods for goods	06	1 2 3 4 5 6	846	Q72b2f
Delay payments to budget (taxes) and extra-budgetary funds	07	1 2 3 4 5 6	847	Q72b2g
Delay payments to workers (wages)	08	1 2 3 4 5 6	848	Q72b2h
Obtain credit from the government	09	1 2 3 4 5 6	849	Q72b2i
Obtain a subsidy from the government	10	1 2 3 4 5 6	850	Q72b2j
Other (Specify source)	11	1 2 3 4 5 6	851	Q72b2k

Q.73 Does your firm use international accounting standards (IAS)?

Q73	
853	
Yes	1
No	2
Don't know	3

Q.74 Does your establishment have its annual financial statement reviewed by an external auditor?

Q74	
854	
Yes	1
No	2
Don't know	3

Q.75 How long does it take to clear (in days) the following payments through your financial institution and what is the charge you pay as a per cent of the transaction?

- **INTERVIEWER: IF THE RESPONDENT PAYS A LUMP/FIXED FEE, CIRCLE THE CODE IN THE LAST COLUMN (“PAY A LUMP/FIXED SUM”)**

	Days			Charge (% of transaction)			Pay a lump/ fixed sum		
Cheque		855-856	Q75a1	%	861-863	Q75b1	1	870	Q75c1
Domestic currency wire		857-858	Q75a2	%	864-866	Q75b2	1	871	Q75c2
Foreign currency wire		859-860	Q75a3	%	867-869	Q75b3	1	872	Q75c3

Use List 3

Q.76 What share of your sales to your customers (in per cent) in 2001 was ultimately settled by:

Q.77 What share of your purchases from suppliers in 2001 was ultimately settled by:

	Q.76 Customer			Q.77 Suppliers		
Cash or bank transfer (cash settlement)	%	907-909	Q76a	%	923-925	Q77a
Bills of exchange (e.g., veksel)	%	910-912	Q76b	%	926-928	Q77b
Debt swaps or offsets	%	913-915	Q76c	%	929-931	Q77c
Exchange of goods for goods	%	916-918	Q76d	%	932-934	Q77d
Other	%	919-921	Q76e	%	935-937	Q77e

CHECK THAT TOTALS ARE 100%

100%

Q.78 Do you currently have any payments overdue (by more than 90 days) to each of the following. If yes, what is the amount of the overdue payments as a % of your total annual sales?

	Yes	No	Don't know			If yes, % of total annual sales		
Utilities	1	2	3	939	Q78a1		943-945	Q78b1
Taxes	1	2	3	940	Q78a2		946-948	Q78b2
Employees	1	2	3	941	Q78a3		949-951	Q78b3
Material Input suppliers	1	2	3	942	Q78a4		952-954	Q78b4

Q.79 Since 1998, has your firm received any subsidies from the national government, regional/local governments or any other sources? If yes, on average since 1998, what was the amount of these subsidies as a per cent of average annual sales.

Yes	No	Don't know	If YES, % of total annual sales

National government	1	2	3	955	Q79a1		959-961	Q79b1
Regional or local government	1	2	3	956	Q79a2		962-964	Q79b2
Other (SPECIFY)	1	2	3	957	Q79a3		965-967	Q79b3

I WOULD NOW LIKE TO ASK YOU QUESTIONS ABOUT THE OVERALL BUSINESS ENVIRONMENT IN YOUR COUNTRY AND HOW IT AFFECTS YOUR FIRM

Q.80	Can you tell me how problematic are these different factors for the operation and growth of your business.
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▪ **INTERVIEWER: SHOW CARD: 29**

	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Don't Know		
Access to financing (e.g., collateral required) or financing not available from banks	1	2	3	4	5	1007	Q80a
Cost of financing (e.g., interest rates and charges)	1	2	3	4	5	1008	Q80b
Telecommunications	1	2	3	4	5	1009	Q80c
Electricity	1	2	3	4	5	1010	Q80d
Transportation	1	2	3	4	5	1011	Q80e
Access to land	1	2	3	4	5	1012	Q80f
Tax rates	1	2	3	4	5	1013	Q80g
Tax administration	1	2	3	4	5	1014	Q80h
Customs and trade regulations	1	2	3	4	5	1015	Q80i
Business licensing and permits	1	2	3	4	5	1016	Q80j
Labour regulations	1	2	3	4	5	1017	Q80k
Skills and education of available workers	1	2	3	4	5	1018	Q80l
Economic policy uncertainty	1	2	3	4	5	1019	Q80m
Macroeconomic instability (inflation, exchange rate)	1	2	3	4	5	1020	Q80n
Functioning of the judiciary	1	2	3	4	5	1021	Q80o
Corruption	1	2	3	4	5	1022	Q80p
Street crime/theft/disorder	1	2	3	4	5	1023	Q80q
Organised crime/Mafia	1	2	3	4	5	1024	Q80r
Anti-competitive practices of other producers	1	2	3	4	5	1025	Q80s
Contract violations of by customers and suppliers	1	2	3	4	5	1026	Q80t
Title or leasing of land	1	2	3	4	5	1027	Q80u
Other (Specify)	1	2	3	4	5	1028	Q80v

Other:						1029-1030	Q80w
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I WOULD NOW LIKE TO ASK YOU SOME QUESTIONS ABOUT THE PERFORMANCE OF YOUR FIRM AND ITS INVESTMENT ACTIVITIES

Q.81 Since 1998 , how have the following changed (increased/decreased) and what is the percent of change for your company, in real terms (i.e., after allowing for inflation):

	Increase	Decrease	No change			% change		
Sales	1	2	3	1031	Q81a1	%	1034-1036	Q81b1
Exports	1	2	3	1032	Q81a2	%	1037-1039	Q81b2
Fixed Assets (e.g., land, buildings, machinery and equipment)	1	2	3	1033	Q81a3	%	1040-1042	Q81b3

Q.82 For classification purposes please could you tell me:

	Local currency (000's)	US dollars (000's)	
The estimate of your firm's total sales in 2001		Under \$10,000	Q82acat 1
		\$10- \$19,000	2
		\$20- \$49,000	3
		\$50- \$99,000	4
		\$100- \$249,000	5
		\$250- \$499,000	6
		\$500-999,000	7
		\$1-1.99 million	8
		\$2-4.99 million	9
		\$5-9.99 million	10
		\$10-19.99 million	11
		\$20-49.99 million	12
		\$50 million or more	13
The estimate of the replacement value of the physical production assets used by your firm (land, building, equipment) in 2001:			Q82beat

		Under \$10,000	1
		\$10- \$19,000	2
		\$20- \$49,000	3
		\$50- \$99,000	4
		\$100- \$249,000	5
		\$250- \$499,000	6
		\$500-999,000	7
		\$1-1.99 million	8
		\$2-4.99 million	9
		\$5-9.99 million	10
		\$10-19.99 million	11
		\$20-49.99 million	12
		\$50 million or more	13

INTERVIEWER: OBTAIN THE ABOVE VALUES IN ONE OF THE TWO CURRENCIES (I.E EITHER LOCAL OR IN US DOLLARS).

Q.83	On average since 1998 how much has your company spent on the following expressed as a per cent of the average annual sales of your firm over the same period?
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	In % of average annual sales over since 1998		
New buildings, machinery and equipment	%	1055-1057	Q83a
Research and development (including wages and salaries of R&D personnel, materials, R&D related education and training costs)	%	1058-1060	Q83b
Advertising and marketing	%	1061-1063	Q83c
Raw materials and bought in components/services	%	1064-1066	Q83d

INTERVIEWER: FOR THOSE ACTIVITIES THAT THE RESPONDENT SAID THAT HIS COMPANY DID NOT SPEND – WRITE 000

INTERVIEWER: FOR, Q84a and Q84b, COMPARE WITH 1998, IF THE COMPANY BEGAN OPERATIONS ON OR EARLIER THAN 1998. IF THE COMPANY BEGAN OPERATIONS IN 1999, ASK FOR 1999.

Q.84a At the end of 2001, what was the level (expressed as a per cent) of debt in relation to your total assets? And what was the level at the end of 1998/1999?

2001	Q84a1	1998/1999	Q84a2
%	1067-1069	%	1070-1072

Q.84a1 In 2001, what was the level (expressed as a per cent) of gross profits in relation to your total sales. What was the level in 1998/1999?

▪ **INTERVIEWER: SHOW CARD: 30**

	Q84a1a 2001	Q84a1b 1998/1999
	1107	1108
Negative	1	1
0%	2	2
1-10%	3	3
11-20%	4	4
21-30%	5	5
31-40%	6	6
More than 40%	7	7

Q.84b How much did your firm reinvest out of profits in 2001

▪ **INTERVIEWER: SHOW CARD: 32**

	Q84b 1109
0%	1
1-10%	2
11-25%	3
26-50%	4
51-75%	5
More than 75%	6

Q.84c What percentage of your total borrowing (loans, accounts payable) is currently denominated in foreign currency?

.....% **Q84c**
1110-1112

INTERVIEWER: IF THE RESPONDENT SAID THAT NOTHING IS DENOMINATED IN FOREIGN CURRENCY – WRITE 000

Q.85	Has your company undertaken any of the following initiatives since 1998? INTERVIEWER: FOR EACH INITIATIVE ANSWERED “YES” ASK: And how important in retrospect was this initiative for the survival and/or growth of your company over that period?
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- **INTERVIEWER: SHOW CARD: 33**
- ◆ **Not important: 1, Slightly important: 2, Fairly important: 3, Very important: 4, Extremely important: 5, Don't know: 6**

	Undertaken				How important							
	Yes	No			1	2	3	4	5	6		
Developed successfully a major new product line	1	2	1113	Q85a1	1	2	3	4	5	6	1124	Q85b1
Upgraded an existing product line	1	2	1114	Q85a2	1	2	3	4	5	6	1125	Q85b2
Introduced new technology that has substantially changed the way that the main product is produced	1	2	1115	Q85a3	1	2	3	4	5	6	1126	Q85b3
Discontinued at least one product (not production) line	1	2	1116	Q85a4	1	2	3	4	5	6	1127	Q85b4
Opened of new plant	1	2	1117	Q85a5	1	2	3	4	5	6	1128	Q85b5
Closed at least one existing plant or outlet	1	2	1118	Q85a6	1	2	3	4	5	6	1129	Q85b6
Agreed a new joint venture with foreign partner	1	2	1119	Q85a7	1	2	3	4	5	6	1130	Q85b7
Obtained a new licensing agreement	1	2	1120	Q85a8	1	2	3	4	5	6	1131	Q85b8
Outsourced a major production activity that was previously conducted in-house	1	2	1121	Q85a9	1	2	3	4	5	6	1132	Q85b9
Brought in-house of a major production activity that was previously outsourced	1	2	1122	Q85a10	1	2	3	4	5	6	1133	Q85b10
Obtained a new quality accreditation (ISO 9000)	1	2	1123	Q85a11	1	2	3	4	5	6	1134	Q85b11

Q.86	Thinking of your main product line or main line of services and comparing your production process with that of your closest competitor, which of the following best summarises your position:
-------------	---

- **INTERVIEWER: SHOW CARD: 34 - ONE ANSWER ONLY**

Q86	
1135	
My firm's technology is less advanced than that of its main competitor	1
My firm's technology is about the same as that of its main competitor	2
My firm's technology is more advanced than that of its main competitor	3
Don't know	4

Q.87	Which of the following best describes the organisation of departments (in terms of the allocation of responsibilities, budgetary resources and staff) within your firm since 1998?
-------------	--

- **INTERVIEWER: SHOW CARD: 35 - ONE ANSWER ONLY**

Q87	
1136	
My firm is organised in much the same way as it was in 1998	1
My firm has had some reallocation of responsibility and resources between departments	2
My firm has had major reallocations of responsibility and resources between	3

departments	
My firm has had a completely new organisational structure	4
Don't know	5

Q.88 How would you rate the importance of each of the following factors on key decisions about your business with respect to “Developing new products or services and markets”:

▪ **INTERVIEWER: SHOW CARD: 36**

	Not at all important	Slightly important	Fairly important	Very important	Don't know		
Pressure from domestic competitors	1	2	3	4	5	1137	Q88a
Pressure from foreign competitors	1	2	3	4	5	1138	Q88b
Pressure from customers	1	2	3	4	5	1139	Q88c
Pressure from creditors	1	2	3	4	5	1140	Q88d
Pressure from shareholders	1	2	3	4	5	1141	Q88e
Pressure from government or government agencies	1	2	3	4	5	1142	Q88f

Q.89 How would you rate the importance of each of the following factors on key decisions about your business with respect to “Reducing the production costs of existing products or services”:

▪ **INTERVIEWER: SHOW CARD: 37**

	Not at all important	Slightly important	Fairly important	Very important	Don't know		
Pressure from domestic competitors	1	2	3	4	5	1143	Q89a
Pressure from foreign competitors	1	2	3	4	5	1144	Q89b
Pressure from customers	1	2	3	4	5	1145	Q89c
Pressure from creditors	1	2	3	4	5	1146	Q89d
Pressure from shareholders	1	2	3	4	5	1147	Q89e
Pressure from government or government agencies	1	2	3	4	5	1148	Q89f

INTERVIEWER: FOR Q90, Q91a and Q91b, COMPARE WITH 1998, IF THE COMPANY BEGAN OPERATIONS ON OR EARLIER THAN 1998. IF THE COMPANY BEGAN OPERATIONS IN 1999, ASK FOR 1999.

Q.90 In your judgement, what is your current output in comparison with the maximum output possible using the firm's facilities/man power at the time? If you are using your facilities/man power to the full, answer 100%; if output was 60% of capacity, answer 60%. What was the capacity utilisation in 1998/1999

	Current capacity of utilisation	Q90a	Capacity utilisation in 1998/1999	Q90b
Level of utilisation of facilities/man power		1150-1152		1153-1155

I WOULD NOW LIKE TO ASK YOU SOME QUESTIONS ABOUT THE EMPLOYEES OF YOUR FIRM

Q.91a How many permanent, full-time employees does your firm have now and how many did it have in 1998/1999? (give an estimate number)

Now	Q91a1cat	1998/1999	Q91a2cat
2-49	2	2-49	2
50-250	3	50-250	3
>250	4	>250	4

Percentage change in fulltime employment between 1998/9 and 2002 (in decimals): **q91ftgrowth**

Q.91b How many part-time or temporary employees does your firm have now and how many did it have in 1998/1999? (give an estimate number)

Now	Q91b1cat	1998/1999	Q91b2cat
0	0	0	0
1-49	2	1-49	2
50-250	3	50-250	3
>250	4	>250	4

Percentage change in part-time employment between 1998/9 and 2002 (in decimals): **q91ptgrowth**

Ratio of full-time to part-time employment in 1998/9: **q91ftpt1999**

Ratio of full-time to part-time employment in 2002: **q91ftpt2002**

Q.92 What per cent of your current permanent, full-time workers are:

Managers (excluding those involve in shop floor supervision)	%	1207-1209	Q92a
Professionals (e.g., accountants, engineers, scientists)	%	1210-1212	Q92b
Skilled workers	%	1213-1215	Q92c
Unskilled workers	%	1216-1218	Q92d
Support workers (e.g., administration, sales)	%	1219-1221	Q92e

CHECK THAT THE TOTAL IS 100%

Q.93 What percent of your permanent, full-time employees are expatriates?

.....% **Q93** **1222-1224**

INTERVIEWER: IF THE RESPONDENT SAID NO EXPATRIATES – WRITE 000

Q.94 What percent of the workforce at your firm have the following education levels:

Did not complete primary school	%	1225-1227	Q94a
Primary schooling	%	1228-1230	Q94b

Some secondary school	%	1231-1233	Q94c
Secondary school diploma	%	1234-1236	Q94d
Some university	%	1237-1239	Q94e
University degree or higher	%	1240-1242	Q94f

CHECK THAT THE TOTAL IS 100%

Q.95 How much time did it take to fill your most recent vacancy for a:

	Weeks		
Manager?		1243-1244	Q95a
Professional?		1245-1246	Q95b
Skilled worker?		1247-1248	Q95c
Unskilled worker?		1249-1250	Q95d
Support workers (e.g., administration, sales)		1251-1252	Q95e

Q.96 Do you offer formal training to your employees? If yes, what percent of employees in each category received training in 2001?

	Yes	No	Don't know		If YES, % Trained		
Managers	1	2	3	1258	Q96a1		1263-1265 Q96b1
Professional?	1	2	3	1259	Q96a2		1266-1268 Q96b2
Skilled workers	1	2	3	1260	Q96a3		1269-1271 Q96b3
Unskilled workers	1	2	3	1261	Q96a4		1272-1274 Q96b4
Support workers	1	2	3	1262	Q96a5		1275-1277 Q96b5

INTERVIEWER: IF NO % OF EMPLOYEES IN A CATEGORY WAS TRAINED – WRITE 000, WHERE APPLICABLE

Q.97 How many days did you lose in 2001 due to:

	Days		
Strikes or other labour disputes?		1307-1309	Q97a
Civil unrest		1310-1312	Q97b

INTERVIEWER; IF NO DAYS LOST – WRITE 000, WHERE APPLICABLE

Q.98 Now, I would like to ask you a hypothetical question. If you could change the number of regular full-time workers you currently employ without any restrictions (i.e. without seeking permission, making severance payments etc.), what would be your optimal level of employment as a percent of your existing workforce? (e.g. 90% implies you would reduce your workforce by 10%, 110% means you want to expand by 10%)

.....% **Q98**
1313-1315

Q.99 Since 1998, how have the following changed (increased/decreased). If changed, how important in retrospect were they for the survival and/or growth of your company over that period

- **INTERVIEWER: SHOW CARD: 38**
- ◆ **Not important: 1, Slightly important: 2, Fairly important: 3, Very important: 4, Extremely important: 5, Don't know: 6**

	Increase	Decrease	No change			How important							
The share of skilled workers	1	2	3	1316	Q99a1	1	2	3	4	5	6	1320	Q99b1
The share of unskilled workers	1	2	3	1317	Q99a2	1	2	3	4	5	6	1321	Q99b2
The share of managers and professionals	1	2	3	1318	Q99a3	1	2	3	4	5	6	1322	Q99b3
The share of employees that have at least a secondary education	1	2	3	1319	Q99a4	1	2	3	4	5	6	1323	Q99b4

Q.100 Since 1998, how many managers, professionals and skilled workers left your firm for a job or to seek employment in the more developed industrial economies of North America, Europe or East Asia? If so how important in retrospect were they for the survival and/or growth of your company over that period ?

- **INTERVIEWER: SHOW CARD: 39**
- ◆ **Not important: 1, Slightly important: 2, Fairly important: 3, Very important: 4, Extremely important: 5, Don't know: 6**

	Left company/How many				How many			How important							
	Yes	No													
Managers	1	2	1324	Q100a1		1327-1329	Q100b1	1	2	3	4	5	6	1336	Q100c1
Professionals	1	2	1325	Q100a2		1330-1332	Q100b2	1	2	3	4	5	6	1337	Q100c2
Skilled workers	1	2	1326	Q100a3		1333-1335	Q100b3	1	2	3	4	5	6	1338	Q100c3

INTERVIEWER THANK RESPONDENT:

Thank you very much for having taken the time to complete this questionnaire. The information on your perceptions is a very important input for the evaluation of conditions in the business environment and private sector relations with government, as well as for the formulation of policy advice.

Selected screener questions.

S.1a In what year did your firm begin operations in this country?

YEAR

Year: **112-115**

S.2 What is the legal organisation of this company? **ONLY ONE ANSWER ALLOWED**

S2a S2b

	116-117	118
Single proprietorship	01	1
Partnership	02	
Cooperative	03	
Corporation, privately held	04	

Corporation listed on a stock exchange	05	2
Other private sector (Specify).....	06	
State/municipal/district-owned enterprise	07	
Corporatized state-owned enterprise	08	
Other state owned (Specify).....	09	
Other.....	119-120	

S.4a How many full-time employees work for this company?

	S4a2
	128
None	
1	
2-10	1
11-49	
50-99	2
100-249	
250-499	3
500-999	
1000-9999	
10,000 or more	

S.4c What percentage of your firm is owned by: **READ OUT OPTIONS**

Private foreign company/organisation	%	129-131	S4c1
Private domestic company/organisation	%	132-134	S4c2
Government/State	%	135-137	S4c3
Other	%	138-140	S4c4

CHECK THAT THE TOTAL IS 100%