

FINAL

Enterprise No.

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Present Enterprise Name

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Enterprise Name in 2009 Survey

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MAIN QUESTIONNAIRE

SURVEY OF SMALL AND MEDIUM SCALE MANUFACTURING ENTERPRISES (SMEs) IN VIETNAM

June 2011

Interviewer

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Supervisor

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Date of the interview

Day	Month	Year

Time begun

--

Time finished

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MAIN QUESTIONNAIRE

Previously and not previously surveyed enterprises in operation

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IDENTIFICATION PARTICULARS

- 1) Firm number (Enterprise code) _____(Aq1)
- 2) a) Name of respondent _____(Aq2a)
b) Position of respondent _____(Aq2b)
Code: Owner (1), Manager (2)
c) Gender of respondent _____(Aq2c)
Code: Male (1), Female (2)
d) Year of birth of respondent _____(Aq2d)
- 3) a) Name of firm _____(Aq3a)
b) Address of firm
ba) Street name _____(Aq3ba)
bb) Number of Building _____(Aq3bb)
bc) Commune/Ward _____(Aq3bc)
bd) District _____(Aq3bd)
Code: See manual for district codes (2004 definition)
be) City/Province _____(Aq3be)
Code: Ha Noi (1), HCMC (79), Hai Phong (31), éx-Ha Tay (28), Long An (80), Phu Tho (25), Quang Nam (49), Nghe An (40), Khanh Hoa (56), Lam Dong (68)
c) Telephone number
Office: _____ Mobile: _____
d) Does the firm have internet access? _____(Aq3d)
Code: Yes (1), No (2)
e) Does the firm have an email address? _____(Aq3e)
Code: Yes (1), No (2)
If yes, please specify the email address? _____(Aq3e1)
f) Does the firm have a website? _____(Aq3f)
Code: Yes (1), No (2)
If yes, please write down website address: _____(Aq3f1)
- 4) Did this firm merge with (take-over) another enterprise since August 2009 (last survey)?
Code: Yes (1), No (2) _____(Aq4a)
- 5) What type of zone is the main production facility located in? _____(Aq5)
Code: Industrial park/zone (IZ) (1), High-Tech park/zone (HTZ) (2), Export processing park/zone (EPZ) (3), Other (4).
a) Does this firm have more than one manufacturing location? _____(Aq5a)
Code: Yes (1), No (2)

- 6) a) When did the firm start to operate as the current firm? (Year) _____(Aq6a)
If started operating during 2010 (i.e. since 1 Jan 2010) stop survey and contact supervisor
 aa) Was this formally registered (had BRC) when it began operations? _____(Aq6aa)
 b) When did the firm come under the current owner(s)? (Year) _____(Aq6b)
- 7) a) Are you aware of the new unique Enterprise Code Number (ECN), issued by the Government, that combines the old Business Registration License (BRC) and the Tax Code (TC) number? _____(Aq7a)
Code: Yes (1), No (2)
 ab) If yes, does the enterprise have the ECN? _____(Aq7aa)
Code: Yes (1), No (2)
 If Yes, skip to 7D
 b) Does the enterprise have a Business Registration Certificate (BRC)? _____(Aq7b)
Code: Yes (1), No (2)
 ba) If yes, what is the BRC number? _____(Aq7ba)
 c) Does the enterprise have a tax code (TC) number? _____(Aq7c)
Code: Yes (1), No (2)
 ca) If yes, what is the firm TC number? _____(Aq7ca)
 d) Do you know about the National Enterprise Registration Information Portal (NERIP)? _____(Aq7d)
- 8) Type of enterprise _____(Aq8)
Code: "Repeat" firm, still in business (1) => continue with Q9, "Repeat" firm, no longer in business (2) => Change to EXIT questionnaire, Firm not previously surveyed (3) => go to q10
- 9) Has the enterprise changed owner(s) since August 2009 (last survey)? _____(Aq9)
Code: Yes (1), No (2)
 a) If yes, how? _____(Aq9a)
Code: Inherited from previous owner (who died, retired) without pay (1), Previous owner sold enterprise while it was still in operation (2), Privatisation of enterprise, while it was still in business (3), Previous owner sold enterprise, which was no longer operating (4), Privatisation of enterprise no longer in operation (5), Previous owner went bankrupt (could no longer pay bills) (6), Other reason (7)
If answer 1, 2 or 3, continue with Question 10.
If answer 4, 5 or 6, change to Exit Questionnaire.
If answer 7, make own judgement whether to continue or to change to Exit questionnaire.
- 10) Has the enterprise since the last survey in August 2009 (last survey):
 a) Been closed down for up to a year? _____(Aq10a)
Code: Yes (1), No (2)
 aa) If yes, why? (select only one) _____(Aq10aa)
Code: Too much competition (1), Low quality of products (2), Product became un-modern (3), Poor distribution/marketing channels (4), Production costs too high (5), Difficulties in getting inputs/raw material (6), Lack of demand/orders (7), Shortage of qualified labour (8), Normal part of business cycle / seasonal (9), Other (10)
 b) Changed ownership form/legal status _____(Aq10b)

Code: Yes (1), No (2)

11) Has the location of the main production facility changed since August 2009 (last survey)?

Code: Yes (1), No (2)

a) If yes, why? (select only one from code list) _____(Aq11a)

Code: New premises larger (1), New premises better equipped (2), New premises have better location in terms of infrastructure (3), New premises have better location in terms of demand for products (4), New premises have better location in terms access to suppliers (5), New premises less expensive (6), Had to relocate due to environmental regulations (7), No choice (was forced to evacuate previous premises) (8), Other (9).

GENERAL CHARACTERISTICS

12) a) Form of ownership/legal status _____(Aq12a)

Code: Household establishment/business (1), Private (sole proprietorship) (2), Partnership (3), Collective/Cooperative (4), Limited liability company (5), Joint stock company with state capital (6), Joint stock company without state capital (7), Joint venture with foreign capital (8), State enterprise (central) (9), State enterprise (local) (10)

b) If household establishment/business (1), at what level is the firm registered?

Code: District level (1), Not registered (2) _____(Aq12b)

c) Is the firm owned by a single person or does it have multiple owners? _____(Aq12c)

Code: One owner (1), Multiple owners (2)

ca) If multiple ownership, what is the ownership percentage of the largest owner/shareholder?
_____ (Aq12ca)

13) Main area of business and production activity _____(Aq13)

Code: (List only one according to the GSO product list given in the manual – Economic sectors - 1-digit ISIC)

14) Does the enterprise have any of the following facilities?

a) Is there a main (paved) road leading to the firm? _____(Aq14a)

b) Easy access to rail _____(Aq14b)

c) Easy access to port _____(Aq14c)

d) Access to public electricity grid _____(Aq14d)

e) Access to public provided water system _____(Aq14e)

Code: Yes (1), No (2)

f) Did you, during 2010, experience insufficient power for production? _____(Aq14f)

Code: Often (1), Seldom (2), Never (3)

g) Did you during 2010 experience insufficient water supply for production ? _____(Aq14g)

Code: Often (1), Seldom (2), Never (3)

15) What are the premises housing the main production facility of the enterprise mainly used for?
_____ (Aq15)

Code: Mainly used for residential purposes (1), Mainly used for production purposes (2), Exclusively used for production purposes (3)

16) Is the land housing the main production facility of the enterprise owned or rented? _____(Aq16a)

Code: Enterprise owner has a Certificate of Land Use Right (CLUR) which was purchased (1), Enterprise owner has a CLUR which was inherited (2), Enterprise owner has an informal arrangement to use the land (3), Rented/Leased (4), Other (5)

a) If enterprise has a CLUR:

aa) How long did it take to obtain it from the time of application to the receipt of the CLUR?

(number of days) _____(Aq16aa)

ab) What was the cost of obtaining it? (1,000 VND) _____(Aq16ab)

b) If land rented (informally (case 3) or formally (case 4)), what was the total cost in 2010? (1,000 VND)
_____ (Aq16b)

17) a) How many different goods/services (different 4-digit ISIC) did your firm produce in 2010?

b) Name these goods/services by order of importance (in revenue terms):

	Name	ISIC 4-digit code
ba) Most important good/service	_____ (Aq17ba1)	_____ (Aq17ba2)
bb) Second most important good/service	_____ (Aq17bb1)	_____ (Aq17bb2)
bc) Third most important good/service	_____ (Aq17bc1)	_____ (Aq17bc2)

Note: (The enumerator should only list the name of the each product. During data entry afterwards each of the goods should be listed according to the 4-digit ISIC classification given in the manual)

ENTERPRISE HISTORY

Question 18 to 21 should only be answered by firms not previously surveyed (i.e. 2011 is the first time firm is surveyed) and if respondent is the owner of the enterprise. (i.e. code 1 in Q2b)

- 18) Did the owner of the enterprise work with similar products/services (as listed in Q17b) prior to establishing the present enterprise? _____ (Aq18)

Code: Yes, mainly for own consumption (1), Yes, mainly for sale/exchange (informal business) (2), Yes, as an employee in another non-state enterprise (3), Yes, as an employee in a state owned enterprise (4), Yes, in the capacity of member of a collective farm (5), Yes, other (6), No (7)

- 19) What was the most important reason for the owner to start this particular line of business? (List a maximum of three in order of importance).

a) Most important reason _____ (Aq19a)

b) Second most important reason _____ (Aq19b)

c) Third most important reason _____ (Aq19c)

Code: Own market research found profit possibilities (1), Previous experience in this line of business (2), Local industrial tradition in this field (3), Had seen others with high profits in this field (4), Secure supply/marketing channels (5), Was advised by friends/relatives (6), Was advised by local authorities (7), Received financial support for this business idea (8), Inherited the enterprise (9), Other (10)

- 20) Which difficulties were encountered when the enterprise was established / bought for the first time?

a) Lack of capital _____ (Aq20a)

b) Lack of raw material _____ (Aq20b)

c) Lack of marketing outlet / packaging & distribution services _____ (Aq20c)

d) Lack of marketing skills _____ (Aq20d)

e) Lack of technical know-how _____ (Aq20e)

f) Lack of suitable machinery/equipment _____ (Aq20f)

g) Difficulty in finding suitable premises _____ (Aq20g)

h) Complicated regulations/difficulties in obtaining licences _____ (Aq20h)

i) Lack of skilled labour _____ (Aq20i)

j) Lack of support from local government _____ (Aq20j)

k) Lack of business development services/business advice/entrepreneurship development services _____ (Aq20k)

l) Lack of relevant business associations _____ (Aq20l)

m) Other _____ (Aq20m)

Code: Severe difficulty (1); moderate difficulty (2); insignificant difficulty (3)

21) Did you get any assistance from the following sources in coping with these start-up problems/difficulties?

Code: Yes (1), No (2) - (Please answer for all the following cases)

- | | |
|--------------------------------------|---------------|
| a) Government officials | _____ (Aq21a) |
| b) State owned commercial banks | _____ (Aq21b) |
| c) State owned enterprises | _____ (Aq21c) |
| d) Donor agencies/Foreign NGOs | _____ (Aq21d) |
| e) Mass organizations | _____ (Aq21e) |
| f) Other private firms/private banks | _____ (Aq21f) |
| g) Friends and relatives/family | _____ (Aq21g) |
| h) Business associations | _____ (Aq21h) |
| i) Other | _____ (Aq21i) |

HOUSEHOLD CHARACTERISTICS OF THE OWNER/MANAGER (RESPONDENT)

22) Number of members in the respondent's household:

- a) Total _____(Aq22a)
 aa) Female _____(Aq22aa)
b) By age:
 ba) Below age of 15 _____(Aq22ba)
 bb) Aged 15 – 60 _____(Aq22bb)
 bc) Aged over 60 _____(Aq22bc)

23) Activity status of household members aged 15 or more:

- a) Number of full time jobs _____(Aq23a)
Of which;
 aa) In the enterprise _____(Aq23aa)
 ab) Elsewhere, for wages _____(Aq23ab)
 ac) Elsewhere, self-employed _____(Aq23ac)
b) Number of part time jobs _____(Aq23b)
Of which;
 ba) In the enterprise _____(Aq23ba)
 bb) Elsewhere, for wages _____(Aq23bb)
 bc) Elsewhere, self-employed _____

- 24) a) How many income generating jobs do you currently have? _____(Aq24a)
 b) Is the firm the main source of income for your household? _____(Aq24b)

Code: Yes (1), No (2)

25) By how much do you estimate that your total household real income has changed since 2009?

_____(Aq25)

Code: It has declined (1), It is unchanged (2), It has increased by no more than 25 percent (3), It has increased by 25-50 percent (4), It has increased by 50-100 percent (5), It has increased by more than 100 percent (6)

26) Characteristics of the respondent:

a) Ethnicity of respondent _____(Aq26a)

Code: Kinh (1), Hoa (2), other (3)

b) What was the highest general educational level completed of respondent? _____(Aq26b)

Code: No education (1), Not finished primary (2), Finished primary (3), Finished lower secondary (4), Finished upper secondary (5)

c) What was the highest professional education completed of respondent? _____(Aq26c)

Code:

Unskilled = 1

Technical certificate/ Elementary worker = 2

Technical worker without certificate = 3

Technical worker with certificate/professional secondary = 4

College/University/post-graduate = 5

d) Previous main work status _____(Aq26d)

Code: Wage employee in state enterprise (1), Wage employee in non-state enterprise (2), Self-employed in manufacturing-construction (3), Self-employed in trade/services (4), Own or collective farm (5), Other (6)

e) Main previous occupation of respondent _____(Aq26e)

Code: GSO classification (1-digit) (See manual)

f) What is/was the main occupation of mother and father of respondent?

fa) Mother of respondent _____(Aq26fa)

fb) Father of respondent _____(Aq26fb)

g) Other experience/positions:

ga) Village, commune, district, province cadre _____(Aq26ga)

gb) War veteran _____(Aq26gb)

gc) Other position of responsibility _____(Aq26gc)

Code: Yes (1), No (2)

h) Are you a member of the Communist Party _____(Aq26h)

Code: Yes (1), No (2)

i) Characteristics of the house where your household lives				
a) What type of dwelling? Codes: Villa (1), permanent self-contained house (2), permanent non-contained house (3), semi-permanent house (4), unsettled house and other (5)	b) What is the space of your dwelling, including living and accessory rooms? (square meters)	c) How long has your household been living in this dwelling? (years)	d) In approximately which year was the dwelling built?	e) When did last undertake major house repair? (year)
Aq26ia	Aq26ib	Aq26ic	Aq26id	Aq26ie

Question 27 is for owner of the enterprise only. If respondent is the manager go to question 28

27) a) Before establishing, or owning, the present enterprise, did you own any other enterprise?

Code: Yes (1), No (2)

_____(Aq27a)

aa) If yes, was it in the same sector (4-digit ISIC)?

_____(Aq27aa)

Code: Yes (1), No (2)

b) Does the owner currently have more than one enterprise?

_____(Aq27b)

Code: Yes (1), No (2)

ba) If yes, how many?

_____(Aq27ba)

bb) Why were the other enterprises created? (List main reason)

_____(Aq27bb)

Code: For tax purposes (1), To obtain government subsidies or other support (2), To expand in a different line of business (3), Other (4)

PRODUCTION CHARACTERISTICS AND TECHNOLOGY

28) Does your enterprise use: (select only one) _____(Aq28)

Code: Only hand tools, no machinery (1), Manually operated machinery only (2), Power driven machinery only (3), Both manually and power driven machinery (4)

If answer (1), go to Question 33. Otherwise continue.

29) What percentage of your main/most important equipment/machinery is?

a) Under 3 years old _____(Aq29a)

b) Between 3 to 5 years old _____(Aq29b)

c) Between 6 to 10 years old _____(Aq29c)

d) Between 11 to 20 years old _____(Aq29d)

e) More than 20 years old _____(Aq29e)

30) a) What percentage of your main equipment/machinery did you get?

aa) New _____(Aq30a)

ab) Used/Second hand _____(Aq30b)

ac) Self-constructed _____(Aq30c)

b) What percentage of your main equipment/machinery did you purchase/lease/get?

ba) Same district as place of production (domestic/Vietnamese equipment/machine) _____(Aq30ba)

bb) Other district but same province as place of production (domestic/Vietnamese equipment/machine)
_____ (Aq30bb)

bc) Other province as place of production (domestic/Vietnamese equipment/machine) _____(Aq30bc)

bd) Through direct imports (foreign equipment/machine) _____(Aq30bd)

be) Through indirect imports (foreign equipment/machine) _____(Aq30be)

31) a) Does the enterprise own or rent main equipment/machinery in use? _____(Aq31a)

Code: Own all the machinery and equipment in use (1), Rent/borrow all the machinery and equipment from others (2), Rent/borrow part of the machinery and equipment from others (3)

If answer (2) skip to Q33

b) If the enterprise owns any main machinery/equipment, how was the purchase financed?

Code: Self-financed (1), Financial loan (2), Gift (3), Other (4) _____(Aq31b)

32) What is the main source of supply of machinery and equipment? _____(Aq32)

Code: Other private enterprise/source (1), State enterprise/outlet (2), Direct import (3), Other (4)

33) By how much would you be able to increase your production from the present level using existing equipment/machinery only? _____(Aq33)

Code: Not at all, operating at maximum capacity (1), By no more than 10 percent (2), By between 10 and 25 percent (3), By between 25 and 50 percent (4), By between 50 and 100 percent (5), By more than 100 percent (6)

34) a) How many operating personal computers (pc) does the firm have? _____(Aq34a)

b) Does your firm sell products via e-trading? _____(Aq34b)

Code: Yes (1), No (2)

c) Does your firm buy input materials via e-trading? _____(Aq34c)

Code: Yes (1), No (2)

35) a) Outsourcing:

Did the firm outsource production in 2010? _____(Aq35a)

Code: Yes (1), No (2)

aa) If yes, how many outsourcing subcontracts in 2010? _____(Aq35aa)

ab) What was the total cost of outsourcing in 2010? (1,000 VND) _____(Aq35ab)

ac) What percentage of your outsourcing contract value was for exports? _____(Aq35ac)

ad) Main reason for outsourcing parts of the production. _____(Aq35ad)

Code: To benefit from specialization (1), Other producers are more efficient (2), Capacity constraints related to equipment (3), Constraints related to labour (4), Capacity constraints related to land (5), Capacity constraints related to buildings (6), Other (7)

b) Firm as subcontractor:

Did the enterprise itself produce as subcontractor in 2010? _____(Aq35b)

Code: Yes (1), No (2)

ba) If yes to ba), how many subcontracts in 2010? _____(Aq35ba)

bb) What was the total revenue from these subcontracts in 2010? (1,000 VND) _____(Aq35bb)

bc) What percentage came from subcontracts with foreign-invested enterprises _____(Aq35bc)

SALES STRUCTURE

36) a) Does the firm have an internationally recognized quality certification? _____(Aq36a)

(e.g ISO 9000, ISO 14000 etc.) Code: Yes (1), No (2)

b) Is your enterprise required by customers to meet certain standards of production or abide by certain codes of conduct? _____(Aq36b)

Code: Yes (1), No (2)

37) Production quantity and unit prices in 2010. List by product. List in order of importance (in revenue terms).

Code: 1 = most important, 2 = second most important, and 3 = third most important.

aa) Name of product	ab) 4-digit ISIC Code	ac) In what units do you produce and sell this product?	ad) Quantity produced	ae) Quantity sold	af) Average sales price of one unit of output (in 1,000 VND)	ag) Average cost of producing one unit of output (in 1,000 VND)
1. (Aq37aa1)	1. (Aq37ab1)	(Aq37ac1)	(Aq37ad1)	(Aq37ae1)	(Aq37af1)	(Aq37ag1)
2. (Aq37aa2)	2. (Aq37ab2)	(Aq37ac2)	(Aq37ad2)	(Aq37ae2)	(Aq37af2)	(Aq37ag2)
3. (Aq37aa3)	3. (Aq37ab3)	(Aq37ac3)	(Aq37ad3)	(Aq37ae3)	(Aq37af3)	(Aq37ag3)

b) How many times did you change the output price of your main product in 2010? _____(Aq37b)

c) For you most important product, by how much did the output price change (in % terms) during 2010?

_____ (Aq37c)

38) How much of your production is used for: (in percent of total sales)

a) Final consumption _____(Aq38a)

b) Intermediate inputs/capital equipment in agriculture _____(Aq38b)

c) Intermediate inputs/capital equipment in manufacturing _____(Aq38c)

d) Intermediate inputs/capital equipment in services _____(Aq38d)

e) Don't know _____(Aq38e)

((a) to (e) should add up to 100%)

39) a) How do you set the prices of your products/services? (List maximum 3 in order of importance: most important = 1, second most important = 2, third most important = 3)

a1) A fixed mark-up over production costs _____(Aq39a1)

a2) Charge similar prices as my competitors _____(Aq39a2)

a3) Charge somewhat lower prices than my competitors _____(Aq39a3)

a4) Individual negotiation with each customer _____(Aq39a4)

a5) Prices are given by government regulations _____(Aq39a5)

a6) Other _____(Aq39a6)

- 40) Does the enterprise produce on advance order? _____(Aq40)
Code: No, never (1), Sometimes (2), Yes, always or almost always (3)
- 41) Do you advertise your products?
Code: Yes (1), No (2)
- a) If yes, advertisement amount used in 2010? (in 1,000 VND) _____(Aq41a)
- b) If yes, how do you advertise? *Code: Yes (1), No (2)*
- ba) On street posters, or similar _____(Aq41ba)
- bb) Door-to-door information material _____(Aq41bb)
- bc) In newspapers/yellow pages _____(Aq41bc)
- bd) In the radio _____(Aq41bd)
- be) In TV _____(Aq41be)
- bf) On the Internet _____(Aq41bf)
- bg) Through trade fair _____(Aq41bg)
- bh) Other _____(Aq41bh)
- 42) a) How many customers normally buy the most important good/service produced by your enterprise? (Should correspond to the most important product in question q17ba). _____(Aq42a)
Code: Exclusively one customer (1), 2-5 customers (2), 6-10 customers (3), 11-20 customers (4), Over 20 customers (5)
- b) How large (estimate) is your current (within district) market share within your main line of activity? _____(Aq42b)
- 43) Location of customers (in 2010) of the most important product (in terms of value). (Should correspond to the most important product in question q17ba). Calculate as percentages.
- aa) Same commune _____(Aq43aa)
- ab) Other commune within district _____(Aq43ab)
- ac) Other district within province _____(Aq43ac)
- ad) Neighbouring province _____(Aq43ad)
- ae) Other province (non-neighbouring) _____(Aq43ae)
- af) Export/outside country (direct) _____(Aq43af)
- b) What is the distance to your main customer (in km)? _____(Aq43b)

- 44) Sales structure (in 2010) of most important product (in terms of value). (Should correspond to the most important product in question q17ba). Calculate as percentages.
- a) Individual people/households (non-tourists) _____(Aq44a)
 - b) Tourists _____(Aq44b)
 - c) Non-commercial government authorities _____(Aq44c)
 - d) Domestic, non-state enterprises _____(Aq44d)
 - e) State enterprises _____(Aq44e)
 - f) Foreign invested companies _____(Aq44f)
 - g) Direct export (should equal Q43af) _____(Aq44g)
- 45) a) Have your relations with any of your customers ever required any special/additional investments in production and/or information technology and human capital upgrading? _____(Aq45a)
Code: (1) Yes, (2) No
- b) If yes, have any of these customer relations ever resulted in technology transfer from the customer to your firm? _____(Aq45b)
Code: (1) Yes, (2) No
- 46) Does your enterprise export (directly or indirectly)? _____(Aq46)
Code: Yes (1), No (2)
If answer No (2) to Q49 skip to Q60
- a) If yes, how? _____(Aq46a)
Code: Directly, only (1); Both directly and through trading companies (2); and Through trading companies, only (3)
If answer (3) to q49a skip to Question 60
- 47) Which year did your firm start producing for direct export? _____(Aq47)
- 48) How many foreign customers did you have for your direct export products in 2010? _____(Aq48)
- 49) a) What percentage of total sales did your enterprise export directly in 2010 to foreign countries? _____(Aq49a)
- b) of which, direct export (percentage of total export) by country (should add up to 100%):
- ba) China _____(Aq49ba)
 - bb) Japan _____(Aq49bb)
 - bc) ASEAN countries _____(Aq49bc)
 - bd) Other Asian countries _____(Aq49bd)
 - be) US _____(Aq49be)
 - bf) EU _____(Aq49bf)
 - bg) Russia _____(Aq49bg)
 - bh) Other (non-Asian) countries _____(Aq49bh)

- 50) a) How many days (on average in 2010) did it take to get customs clearance in Vietnam for export products? _____(Aq50a)
Code: 0-14 days (1), 15-30 days (2), between 31-60 days (3), between 61-90 days (4) over 90 days (5), Don't know (6)
- b) How many days (on average in 2010) did it take to export your products (from the time it arrives at the destination of exit from Vietnam (e.g. port, airport) until the product reaches your main importer? (FOB enterprises should not answered with code 99) _____(Aq50b)
Code: 0-14 days (1), 15-30 days (2), between 31-60 days (3), between 61-90 days (4) over 90 days (5), Don't know (6)
- c) What is the most constraining factor for quick export delivery? _____(Aq50c)
Code: Vietnamese customs (1) Transport (outside Vietnam) (2), Foreign Customs (3), Other (4)
- 51) Do you receive orders for direct export production? _____(Aq51)
Code: Yes (1), No (2)
- a) If yes, does your enterprise receive product specifications, designs or materials for the production? _____(Aq51a)
Code: Yes (1), No (2)
- 52) Does your enterprise have long-term relations (that is more than one year) with your direct export product customers? _____(Aq52)
Code: Yes (1), No (2)
- 53) Do you use legal advice when entering direct export contracts? _____(Aq53)
Code: Yes (1), No (2)
- a) If yes, indicate who? _____(Aq53a)
Code: Individual person (1), Private company (2), Government (3), Business association (4), more than one source (5)
- 54) Have foreign customers ever requested certification of your procedures and/or products? _____(Aq54)
Code: Yes (1), No (2)
- a) If yes, who provided the certification? (List most important) _____(Aq54a)
Code: Domestic government agency (1), Domestic private agency (2), Foreign government agency (3), Foreign private agency (4).
- 55) Assess the performance of the cooperation with foreign partners? _____(Aq55)
Code: Satisfactory (1), Medium (2), Unsatisfactory (3)
- 56) Did the cooperation with foreign partners provide you with technology or expertise that you otherwise would not have had access to? _____(Aq56)
Code: Yes (1), No (2)

INDIRECT COSTS, RAW MATERIALS AND SERVICES

57) What was the cost to your firm of the following items in 2010 (1,000 VND)?

- | | |
|--|---------------|
| a) Electricity | _____ (Aq57a) |
| b) Liquid fuel, solid fuel and gas water | _____ (Aq57b) |
| c) Water | _____ (Aq57c) |
| d) Rental costs (including storage) | _____ (Aq57d) |
| e) Stationary and office supplies | _____ (Aq57e) |
| f) Telephone/Internet | _____ (Aq57f) |
| g) Transport | _____ (Aq57g) |
| h) Insurance (including standby fund against risk) | _____ (Aq57h) |
| i) Marketing and advertisement (incl. web-site costs) | _____ (Aq57i) |
| j) Maintenance & repairs of plant, equipment and buildings | _____ (Aq57j) |
| k) Other | _____ (Aq57k) |
| Total indirect costs in 2010 (sum of a to k) | _____ (Aq57) |

58) How many days of inventory of the most important input does the firm have (on average)? _____ (Aq58)

Code: Under a week (1), 1-2 weeks (2), 2-3 weeks (3), 3-4 weeks (4), Over 4 weeks (5), Don't know (6)

59) What percentage of the firm's total transport cost is due to (should add to 100%):

- | | |
|-----------------------------|---------------|
| a) Road transport | _____ (Aq59a) |
| b) Rail transport | _____ (Aq59b) |
| c) Coastal (Ocean) shipping | _____ (Aq59c) |
| d) Air transport | _____ (Aq59d) |

60) Who is responsible for the firm's transport? Give percentage distribution (a-c should add to 100%)

- | | |
|--|----------------|
| a) The firm handles the transport itself | _____ (Aq60a) |
| b) Contract with a transport company that handles firm cargo | _____ (Aq60b) |
| c) Collective agreement with other firms for joint shipments | _____ (Aq60c) |
| ca) If the enterprise consolidates cargo with other enterprises (category c) above), what is the main purpose? | _____ (Aq60ca) |

Code: To reduce transportation costs (1), To reduce transit time (2), Business network considerations (3), Social network considerations (4), Other (5)

61) From whom did the enterprise procure its raw materials and other inputs in 2010. Give percentage distribution in terms of value. (Should add up to 100%)

- a) From households _____(Aq61a)
- b) Other non-state enterprises _____(Aq61b)
- c) State enterprises _____(Aq61c)
- d) Other state agencies _____(Aq61d)
- e) Imported (directly) _____(Aq61e)
- f) Other _____(Aq61f)

62) From where did the enterprise procure its raw material and other inputs in 2010? Give percentage distribution in terms of value. (Should add up to 100%)

- a) Same commune _____(Aq62a)
- b) Other commune within district _____(Aq62b)
- c) Other district within province _____(Aq62c)
- d) Neighbouring province _____(Aq62d)
- e) Other province (non-neighbouring) _____(Aq62e)
- f) Import (directly) _____(Aq62f)

If the firm does not use imported inputs go to question 65, otherwise continue

63) What were the origins of the imported raw materials and other inputs in 2010? Give percentage distribution in terms of value. (Should add up to 100%)

- a) China _____(Aq63a)
- b) Japan _____(Aq63b)
- c) ASEAN countries _____(Aq63c)
- d) Other Asian countries _____(Aq63d)
- e) US _____(Aq63e)
- f) EU _____(Aq63f)
- g) Russia _____(Aq63g)
- h) Other (non-Asian) countries _____(Aq63h)

64) a) What was the average number of days from goods arrived at the point of entry in Vietnam until it reached the firm (Import customs clearance)? _____(Aq64a)

Code: 0-14 days (1), 15-30 days (2), between 31-60 days (3), between 61-90 days (4) over 90 days (5), Don't know (6)

b) What percentage of average cargo was lost in 2008 while in transit in Vietnam? _____(Aq64b)

65) a) Have your relations with raw material and other input suppliers ever required any special/additional investments in production and/or information technology and human capital upgrading? _____(Aq65a)

Code: (1) Yes, (2) No

b) If yes, have these supplier relations ever resulted in technology transfer from the supplier to your firm? _____(Aq65b)

Code: (1) Yes, (2) No

66)

a) Can the firm select suppliers freely? _____(Aq66a)

Code: (1) Yes, (2) No

If yes,

ba) How does the enterprise identify suppliers? (List most important) _____(Aq66ba)

Code: (1) Personal contact, (2) Marketing efforts by suppliers, (3) Through Government Agencies, (4) Own search processes, (5) Through business association; (6) Other

bb) What are the main criteria in selecting suppliers? (List most important) _____(Aq66bb)

Code: (1) Competitive price, (2) Terms of credit, (3) Currency of payment (VND/Gold/ US dollar), (4) Quality standards, (5) Secure supply, (6) Know supplier personally, (7) Geographic proximity, (8) Allocated supply by Government agency, (9) Other

bc) Would it be easy for the enterprise to find an alternative supplier if the current main suppliers closed down _____(Aq66bc)

Code: (1) Yes, (2) No

bd) Does the enterprise take account of the conduct of suppliers when deciding who to purchase raw materials and inputs from? _____(Aq66bd)

Code: (1) Yes, (2) No

bda) If yes, what is the important conduct taken into account when selecting suppliers? _____(Aq66bda)

(Chose 3 most important)

Code: (1) Working conditions, (2) employee pay (2), energy consumption (3), waste production, disposal and emissions (4), quality standards (5), clear and honest product labelling (6), community responsibility (engagement/protection) (7), fringe benefits to employees (8), use of labour in-line with state regulations (9), whether supplier has a union (10), whether supplier is formal (i.e. has a BRC), other (12)

67) What is the distance (in km) to your main (most important) supplier? _____(Aq67)

68) Do you purchase business services outside the enterprise? _____(Aq68)

Code: Yes (1), No (2)

a) If yes, which business service purchased outside the enterprise do you find most important? List maximum 3 in order of importance (most important = 1, second most important = 2 and third most important = 3)

aa) Market info, marketing, advertisement services _____(Aq68aa)

ab) Information services on technology and inputs _____(Aq68ab)

ac) Transport services _____(Aq68ac)

ad) Tax, audit and accounting services _____(Aq68ad)

ae) Legal services (incl. advise on trademarks and patents) _____(Aq68ae)

af) Management and human resource advise _____(Aq68af)

ag) Vocational training _____(Aq68ag)

ah) Other _____(Aq68ah)

b) How much was on average spent in 2008? (List in percentage of total costs) _____(Aq68b)

69) What are the main sources for obtaining services purchased from outside the enterprise? (*List maximum 3 in order of importance with 1 = most important, 2 = second most important and third most important = 3*)

a) Private individuals/households _____(Aq69a)

b) Non-state enterprises _____(Aq69b)

c) State enterprises _____(Aq69c)

d) Co-operative organisations/collective farms _____(Aq69d)

e) Local authorities _____(Aq69e)

f) Foreign invested enterprises _____(Aq69f)

g) Other _____(Aq69g)

INVESTMENTS, ASSETS, LIABILITIES AND CREDIT

70) Has the firm made any investments since 2009 (last survey)? _____(Aq70)

Code: Yes (1), No (2)

If no (2), go to Question 76. Otherwise continue.

a) If yes, how much was actually invested (1,000 VND) _____(Aq70a)

Of which:

aa) Land _____(Aq70aa)

ab) Buildings _____(Aq70ab)

ac) Equipment/machinery _____(Aq70ac)

ad) Research and development (R&D) _____(Aq70ad)

ae) Human capital upgrading (training) _____(Aq70ae)

af) Patents _____(Aq70af)

ag) Investments in other enterprises _____(Aq70ag)

ah) Other investments (including increase in working capital) _____(Aq70ah)

71) How were investments financed? (List as percentage of total investment)

a) Own capital _____(Aq71a)

b) Borrowed from bank/credit institution _____(Aq71b)

c) Borrowed against interest from other sources _____(Aq71c)

d) Borrowed from friends and relatives without interest _____(Aq71d)

e) Borrowed from other sources without interest _____(Aq71e)

f) Stocks issued _____(Aq71f)

g) Other, specify _____(Aq71g)

72) What was the main purpose of the investment (select one only)? _____(Aq72)

Code: Add to capacity (1), Replace old equipment (2), Improve productivity (3), Improve quality of output (4), Produce a new output (5), Safety (6), Environmental requirements (7), Other purpose (8).

73) Total assets in 2010 (end-year) (1,000 VND) (in market value)

a) Total physical assets _____(Aq73a)

aa) Land _____(Aq73aa)

ab) Buildings _____(Aq73ab)

ac) Equipment/machinery _____(Aq73ac)

ad) Transport equipment _____(Aq73ad)

ae) Raw materials, input inventories _____(Aq73ae)

af) Finished goods/inventories _____(Aq73af)

b) Total financial assets _____(Aq73b)

ba) Cash and deposits _____(Aq73ba)

bb) Outstanding credits _____(Aq73bb)

c) Total assets (end year) in 2010 (end-year, sum of a + b) _____(Aq73c)

74) Did your firm sell any land, buildings or (used) equipment in 2010? _____(Aq74a)

Code: Yes (1), No (2)

a) If yes, what was the sales value and why were the assets sold?

	Sales Value (1,000 VND)	Main reason for sale
aa) Land	_____(Aq77aa1)	_____(Aq74aa2)
ab) Buildings	_____(Aq77ab1)	_____(Aq74ab2)
ac) Equipment/machinery	_____(Aq77ac1)	_____(Aq74ac2)

Code: Excess capacity/too much equipment/machinery (1), Replacement (2), Increase liquidity (3), Change of production/no need for old equipment/machinery (4), Other (5)

75) Total liabilities in 2010 end-year (1,000 VND) _____(Aq75)

a) Formal short term debt (up to one year) in 2010 _____(Aq75a)

b) Informal short term debt (up to one year) in 2010 _____(Aq75b)

c) Formal long term debt (over a year) in 2010 _____(Aq75c)

d) Informal long term debt (over a year) in 2010 _____(Aq75d)

76) How much were your total interest payments in 2010? (1,000 VND) _____(Aq76)

a) Of which: Interest payment on formal loans? _____(Aq76a)

77) Did the enterprise ever fail to service its debt on time in 2010? _____(Aq77)

Code: Yes (1), No (2), No debt (3)

If yes:

a) Number of times _____(Aq77a)

b) Maximum amount involved (1,000 VND) _____(Aq77b)

c) Main reason (list one only): _____(Aq77c)

Code: Failed to collect debt owed by others (1), Could not sell product (2), Had loss for other reason (3), Delay on purpose (4), Other (5)

78) a) Current outstanding balance owed to all suppliers? (1,000 VND) _____(Aq78a)

b) Current amount due to your firm from all customers? (1,000 VND) _____(Aq78b)

79) Does your firm (at this time) have an overdraft facility? _____(Aq79)

Code: Yes (1), No (2)

80) Has your firm applied for bank loans or other formal credit since 2009 (last survey)? _____(Aq80)

Code: Yes (1), No (2)

If No, then skip to question 90.

If Yes, then answer questions 84-89.

81) Did your firm experience any problems getting the loan? _____(Aq81)

Code: Yes (1), No (2)

a) If yes, why? _____(Aq81a)

Code: Lack of collateral (1); Did not deliver a proper description of the potential of the enterprise (2); Complicated government regulations (3) Administrative difficulties in obtaining clearance from bank authorities (4); Other (5).

82) How many formal loans (short/long term) have your firm obtained since 2009 (last survey)?

a) Number of formal short term loans _____(Aq82a)

b) Number of formal long term loans _____(Aq82b)

83) a) Which bank/formal credit institution do you primarily use? _____(Aq83a)

Code: State Owned Commercial Bank (SOCB) (1), Private bank (2), Foreign bank (3), Social Policy Bank (4), DAF (Development assistance fund) (5), Targeted programs (6), Other (7)

84) How many formal loan applications (short and long term) have been denied since 2009 (last survey)?

a) Number of formal short term loans _____(Aq84a)

b) Number of formal long term loans _____(Aq84b)

85) Specification of the most important (in value terms) current formal loan.

a) Source _____(Aq85a)

Codes: State Owned Commercial Bank (SOCB) (1), Private/joint stock bank (2), Foreign bank (3), Social Policy Bank (4), DAF (Development assistance fund) (5), Targeted programs (6), Other sources (7)

b) Amount originally borrowed (1,000 VND). _____(Aq85b)

c) Which year and month did you borrow? _____(Aq85c)

c1) What is the duration of the loan (months) _____(Aq85c1)

d) Current liability (1,000 VND). _____(Aq85d)

e) Interest rate, % month. _____(Aq85e)

f) Did your firm have to offer assets as collateral for the loan? _____(Aq85f)

Code: Yes (1), No (2)

fa) If Yes, what kind of collateral? _____(Aq85fa)

Code: Land (CLUR) (1); Housing (2); Capital equipment (3); Personal belongings (4); Other (5).

g) Is there a guarantor for this loan? _____(Aq85g)

Code: Yes (1), No (2)

ga) If yes, which relations do guarantor and the firm have? _____(Aq85ga)

Code: Family (1); Friends (2); Trade partner or business relationship (3), Credit guarantee fund (4), Member of this guarantee organization (5); Other (6)

86) Do you still think that you are in need of a loan? _____(Aq86)

Code: Yes (1), No (2)

a) If yes (1), why? _____(Aq86a)

Code: To pay debt/to compensate for losses (1); for recurrent spendings (2); investment (3); Other (4)

b) If no (2), why? _____(Aq86b)

Code: Have enough own funds (1), don't want/need to invest (2), other (3)

87) Why has the firm not applied for formal loans since 2009 (last survey)? _____(Aq87)

Code: Inadequate collateral (1), Don't want to incur debt (2), Process too difficult (3), Didn't need one (4), Interest rate too high (5), Already heavily indebted (6), Other (7).

88) Have you borrowed from informal sources since August 2009 (last survey)? _____(Aq88)

Code: Yes (1), No (2)

IF NO, THEN SKIP TO q90

a) If yes, why? _____(Aq88a)

Code: Couldn't get formal credit (1), Most favourable interest (2), Easier formalities (3), No collateral required (4), Flexible payback (5), Other (6)

b) Number of informal long term loans since August 2009 (last survey)? _____(Aq88b)

c) Since August 2009 (last survey) have you experienced any difficulties in obtaining credit from informal sources?

Code: Yes (1), No (2)

ca) If yes, how many times have you had difficulties? _____(Aq88ca)

89) Specification of the most important (in value terms) current informal loan.

a) Source _____(Aq89a)

Codes: Private moneylender (1), Relative and friends to owner (2), Enterprises (3), Other sources (4)

b) Amount originally borrowed (1,000 VND) _____(Aq89b)

c) Which year and month did you borrow? _____(Aq89c)

ca) Duration of this loan (months) _____(Aq89ca)

d) Current liability (1,000 VND). _____(Aq89d)

e) Interest rate, % month. _____(Aq89e)

f) Did your firm have to offer assets as collateral for the loan? _____(Aq89f)

Code: Yes (1), No (2)

fa) If yes (1), what kind of collateral? _____(Aq89fa)

Code: Land (CLUR) (1); Housing (2); Capital equipment (3); Personal belongings (4); Other (5).

g) Is there a guarantor for this loan? _____(Aq89g)

Code: Yes (1), No (2)

ga) If yes, which relations do guarantor and the firm have? _____(Aq89ga)

Code: Family (1); Friends (2); Trade partner or business relationship (3), Other (4)

90) Which source of loan do you consider most important for the operation of your firm? _____(Aq90)

Code: Formal loan (1), Informal loan (2)

Question 91 – 94 should be answered for the most important loan only (consistent with q90)

91) How far is the distance (in km) to the most important creditor (in terms of loan size)? _____ (Aq91)

Code: Under 5 km (1), between 5-10 km (2), between 11-20 km (3), more than 20 km (4)

92) Where is the creditor located?

a) Same Commune/Ward _____ (Aq92a)

b) Same District _____ (Aq92b)

c) Same Province/City _____ (Aq92c)

d) Other Province _____ (Aq92d)

e) Outside of Vietnam _____ (Aq92e)

93) Did your enterprise ever extend (give) a loan to the main creditor (formal or informal)?

Code: Yes (1), No (2) _____ (Aq93)

94) Has your enterprise ever borrowed from the main creditor (formal or informal) before?

Code: Yes (1), No (2) _____ (Aq94)

FEES, TAXES AND INFORMAL COSTS

95) Does the enterprise maintain a formal accounting book in accordance with government guidelines?

Code: Yes (1), No (2)

_____ (Aq95)

If No, skip to q96

a) Are these accounts audited?

_____ (Aq95a)

Code: Yes (1), No (2)

b) Do you submit financial reports to government authorities?

_____ (Aq95b)

Code: Yes (1), No (2)

ba) If No, why not?

_____ (Aq95ba)

Code: (1) Not obliged to; (2) Other

96) Fees and taxes paid in 2010 (in 1,000 VND).

a) Total taxes and fees

_____ (Aq96a)

aa) Corporate Income Tax (if registered under Enterprise Law) or Household Business Income Tax (if Household Establishment)

_____ (Aq96aa)

ab) Value Added Tax (VAT)

_____ (Aq96ab)

ac) Business Registration Tax (Commercial license tax)

_____ (Aq96ac)

ad) Import/Export taxes

_____ (Aq96ad)

ae) Special Consumption Tax (Luxury good taxation)

_____ (Aq96ae)

af) Property/Enterprise tax (Stamp duties)

_____ (Aq96af)

ag) Other taxes

_____ (Aq96ag)

97) a) Approximately, what percentage of management's working time is spent each month dealing with government regulations and officials (including taxes, permits, licenses, business and trade regulations)?

_____ (Aq97a)

b) What is the distance (in km) to the relevant tax office?

_____ (Aq97b)

98) Do you have to pay informal/communication fees?

_____ (Aq98)

Code: Yes (1), No (2)

a) If yes, how many times did you have to pay in 2010?

_____ (Aq98a)

Code: Only once (1), 2-5 times (2), 6-10 times (3), More than 10 times (4)

b) Approximately how much did you pay in total in 2010? (1,000 VND)

_____ (Aq98b)

c) What is the bribe payment/communication fee mainly used for?

_____ (Aq98c)

Code: to get connected to public services (1), to get licenses and permits (2), to deal with taxes and tax collection (3), to gain government contracts/public procurement (4), to deal with customs/imports/exports (5), other (6).

99) Do you think that the bribe payments/communication fees will increase in the coming years?

Code: Yes (1), No (2)

_____(Aq99)

a) If yes, why

_____(Aq99a)

Code: More difficult to comply with government regulation (1), needed in order to keep up with the competitive environment (2), Due to introduction of new products and processes (3), in order to enter export markets (4), other, please specify (5)

EMPLOYMENT

Question 100 should only be answered by firms interviewed for the first time in 2011 (Full time is considered as a person working more than 6 months per year, more than 20 days a month and more than 20 hours per week. – see manual for details).

100) Number of full-time employees at the time of establishment? _____(Aq100)

101) What was the total work force number as at 31 Dec 2010?

	Total	Female
a) Total labour force (sum of aa+ab)	_____(Aq101at)	_____(Aq101af)
Of which (total):		
aa) regular labour force (full time and part time)	_____(Aq101aat)	_____(Aq101aaf)
aaa) Regular full-time labour force	_____(Aq101aaat)	_____(Aq101aaaf)
aab) Regular part-time labour force	_____(Aq101aabt)	_____(Aq101aabf)
ab) Total casual labour force	_____(Aq101abt)	_____(Aq101abf)
b) How many of the regular labour force is unpaid?	_____(Aq101b)	
c) What percentage of the regular full-time labour force (101aaa) has a formal (written down) labour contract?		_____(Aq101c)
ca) <u>For these formal (written down) contracts (of FT regular labour force, q101aaa), what is the contract duration?</u>		
<i>(total should add up to 100%):</i>		
(caa) Indefinite term contract		_____(Aq101caa)
(cab) Definite term contract valid for between 12 and 36 months		_____(Aq101cab)
(cac) Contract valid for between 3 and 12 months		_____(Aq101cac)
(cad) Contract valid less than 3 months		_____(Aq101cad)
d) What is the average number of days worked per month by a regular full-time employee at your firm?		_____(Aq101d)
e) What is the average number of hours worked per day by a regular full-time employee at your firm?		_____(Aq101e)

102) Of the total regular workforce in 2010 (reported in q101aat), how many are in each of the following categories?

	Total	Female
a) Managers (Top management)	_____(Aq102ta)	_____(Aq102fa)
b) Professionals (university and college degree)	_____(Aq102tb)	_____(Aq102fb)
ba) Engineer and similar	_____(Aq102tba)	_____(Aq102fba)
bb) Accountant/Economist	_____(Aq102tbb)	_____(Aq102fbb)
bc) Technicians	_____(Aq102tbc)	_____(Aq102fbc)

bd) Other professionals	_____ (Aq102tbd)	_____ (Aq102fbd)
c) Office workers	_____ (Aq102tc)	_____ (Aq102fc)
d) Sales personnel	_____ (Aq102td)	_____ (Aq102we)
e) Service workers (cleaners, food prep/servers)	_____ (Aq102te)	_____ (Aq102wf)
f) Production workers	_____ (Aq102tf)	_____ (Aq102wff)
fa) Foreman and supervisor	_____ (Aq102tfa)	_____ (Aq102wfa)
fb) Electrician, plumber, etc.	_____ (Aq102tfb)	_____ (Aq102wfb)
fc) Mach. maintenance/repair	_____ (Aq102tfc)	_____ (Aq102wfc)
fd) Mach. operator/assembler	_____ (Aq102tfd)	_____ (Aq102wfd)
fe) Master	_____ (Aq102tfe)	_____ (Aq102wfe)
ff) Labourer (unskilled)	_____ (Aq102tff)	_____ (Aq102wff)
g) Apprentice	_____ (Aq102tg)	_____ (Aq102wg)
Total (sum of a+b+c+d+e+f+g and equal q104b)	_____ (Aq102t)	_____ (Aq102w)

103) How was the stability of the labour force (for the regular workers in q101aat) in 2010?

- a) How many additional regular workers did the firm hire? _____ (Aq103a)
- b) How many regular workers left the firm? _____ (Aq103b)

Of which:

- ba) Left voluntarily? _____ (Aq103ba)
- bb) Were fired? _____ (Aq103bb)
- bc) Retired? _____ (Aq103bc)
- bd) Left because of illness? _____ (Aq103bd)
- be) Died? _____ (Aq103be)
- bf) Left for other reasons? _____ (Aq103bf)

- c) Did the firm reduce its labour force in 2010? _____ (Aq103c)

Code: Yes (1), No (2)

- d) If yes, what was the basis for doing so? _____ (Aq103d)

Code: Negotiation between employers and representative of employees (1), Direct negotiation between enterprise and employee (2), Enterprise decision alone (3), Other, please specify (4)

- e) Did the firm prior to laying off workers, inform the employees/representative organizations of the labour force reduction? _____ (Aq103e)

Code: Yes (1), No (2)

- ea) If yes, how much time in advance? _____ (Aq103ea)

Code: Less than one week (1), between one week and a month (2), more than one month (3)

- 104) a) Does the enterprise normally (means more than 50% of the cases) train new workers? _____(Aq104a)
Code: Yes (1), No (2)
 aa) If yes, what is the average number of days of this training? _____(Aq104aa)
 b) Does this training include any health and safety training? _____(Aq104b)
Code: Yes (1), No (2)
 c) What percentage of production workers (q102f) receive health and safety training? _____(Aq104c)
- 105) Does the enterprise normally train (short term) existing workers? _____(Aq105)
Code: Yes (1), No (2)
 a) If yes, what is the average number of days of this training? _____(Aq105a)
 b) Does this training normally (means more than 50%) include health and safety training? _____(Aq105b)
Code: Yes (1), No (2)
- 106) a) Is there an automatic job rotation system/company regulation among production workers? _____(Aq106a)
Code: Yes (1), No (2)
 b) Has there been any additional restructuring of the labour force in 2010? _____(Aq106b)
Code: Yes (1), No (2)
 ba) If yes how? (most important) _____(Aq106ba)
Code: Rotating labour among divisions within enterprise (1), Reducing the average working hours per worker per day (2), Increasing the average working hours per worker per day (3), Reducing number of "work" shifts a day (4), Increasing number of "work" shifts a day (5), Allowing workers to take turns to be off work (6), Recruitment of more labour (7), Other (8)
- 107) How does the enterprise hire workers? List three most important ways. (1 = most important, 2 = second most important, and 3 = third most important).
- a) Newspaper, advertisement etc. _____(Aq107a)
 - b) Through labour exchange _____(Aq107b)
 - c) Recommended by friends, relatives, other workers _____(Aq107c)
 - d) Recommended/allocated by local authorities _____(Aq107d)
 - e) Personal contacts _____(Aq107e)
 - f) Through employment service centres _____(Aq107f)
 - g) Other _____(Aq107g)
 - h) Not applicable _____(Aq107h)
- 108) Did your enterprise experience any difficulties in recruiting workers with the required/appropriate skill level in 2010? _____(Aq108)
Code: Yes (1), No (2), Not applicable, have not needed/no need to recruit (3)
 a) If yes (1), why? _____(Aq108a)
Code: Lack of skilled labour (1), Cannot provide sufficient wage offer (2), Working conditions not attractive (3), Other, specify (4)
- 109) a) What is the main basis for determining wage rates? List maximum of three in order of importance.

(1 = most important, 2 = second most important, and 3 = third most important).

- aa) Wage rates in other local non-state enterprises _____(Aq109aa)
- ab) Wage rates in local state enterprises _____(Aq109ab)
- ac) Set by authorities _____(Aq109ac)
- ad) Wage rate for employment in agriculture _____(Aq109ad)
- ae) Individual negotiation with each worker _____(Aq109ae)
- af) Paying capacity of the enterprise _____(Aq109af)
- ag) Other _____(Aq109ag)

b) What was the average monthly wage (1000 VND) for a production worker in 2010? _____(Aq109b)

c) What was the monthly wage (1000 VND) for a newly hired (in 2010) production worker?

_____ (Aq109c)

d) How did average monthly wage/income (not including other 'fringe' benefits) of an average production worker in your enterprise move between 2009 and 2010? _____(Aq109d)

Code: Decrease (1), No change (2), Increase (3)

e) Is there any difference in wages between employees who work in hazardous conditions and those who do not (i.e. a premium paid for working in hazardous conditions)?

Code: Yes (1), No (2)

_____ (Aq109e)

ea) If yes, what is the difference, on average, in wages (i.e. how large is the hazardous conditions premium)? (as percentage of the total wage bill)? _____(Aq109ea)

f) Are employees paid overtime for working outside standard hours?

Code: Yes (1), No (2), Not Applicable (3)

_____ (Aq109f)

110) a) Does the enterprise have its own regulation on severance pay (aside from the Labour Code)?

Code: Yes (1), No (2)

_____ (Aq110a)

b) When you lay off workers do you in general provide (by regulation) them with severance pay?

ba) Due to incompetence of worker

_____ (Aq110ba)

bb) Due to general cutback in firm.

_____ (Aq110bb)

Code: Yes (1), No (2)

111) a) Does the enterprise have a local/plant level trade union/employee representative organization?

Code: Yes (1), No (2), If No skip to Q114b

_____ (Aq111a)

aa) If Yes, when was the local Trade Union established (year)?

_____ (Aq111aa)

ab) If yes, what percentage of workers in the firm are members of this trade union?

_____ (Aq111ab)

ac) Who is chairman of this local/plant level trade union

_____ (Aq111ac)

Code: Owner of enterprise (1), relative to owner (2), managerial staff (3), head of personnel section (4), senior worker (5), other (6)

ad) Does the enterprise have a Collective Labour Agreement?

_____ (Aq111ad)

Code: Yes (1), No (2)

ad1) If yes, when was the most recent Collective Labour Agreement signed (year)?

_____ (Aq111ad1)

ad2) Has this Collective Labour Agreement been reported to superior trade union?

- Code: Yes (1), No (2) _____(Aq111ad2)
- b) Has your enterprise experienced any labour dispute since the last survey (August 2009)? _____(Aq111b)
- Code: Yes (1), No (2)
- 112) a) Did you pay contribution to social insurance for your employees in 2010? _____(Aq112a)
- Code: Yes (1), No (2)
- b) Did you pay contribution to health insurance for your employees in 2010? _____(Aq112b)
- Code: Yes (1), No (2)
- c) Did you pay contribution to unemployment insurance for your employees in 2010? _____(Aq112c)
- Code: Yes (1), No (2)
- d) Do you normally compensate your workforce directly for accidents or professional illness? _____(Aq112d)
- Code: Yes (1), No (2)
- 113) Do the employees enjoy any of the following benefits (by regulation, directly or from the government)?
- Code: Yes (1), No (2)
- a) Sick leave with pay _____(Aq113a)
- b) Right to paid maternity leave _____(Aq113b)
- c) Right to unpaid maternity leave _____(Aq113c)
- d) Annual leave with pay _____(Aq113d)
- e) Any payment (lump-sum) when worker retires _____(Aq113e)
- f) Survival Benefit (family) _____(Aq113f)
- 114) Do you rely on any of these measures to ensure that your employees work hard enough (*list maximum of 3 in order of importance, 1 = most important, 2 = second most important, and 3 = third most important*):
- 1) Supervision through foreman _____(Aq114a1)
- 2) Employees supervise each other _____(Aq114a2)
- 3) Incentives through additional payment systems _____(Aq114a3)
- 4) Social ('fringe') benefits _____(Aq114a4)
- 5) Cultivating Trust/Loyalty/Obligation _____(Aq114a5)
- 6) Management by quality of production _____(Aq114a6)
- 7) Time supervision _____(Aq114a7)
- 8) Threat of dismissal _____(Aq114a8)
- 9) Other _____(Aq114a9)

ENVIRONMENT

115)

a) Does the firm have a "Certificate for registration of satisfaction of environmental standards" (ESC)?
(Ask to see certificate if possible)

Code: Yes (1), No (2) _____ (Aq115a)

b) If yes, why did you choose to get a environmental standards certificate (ESC)? _____ (Aq115b)

Code: It is cost reducing (in the longer run) (1), To attract or required by customers (2), Required by officials/law (3), Personal reasons/we have to protect the environment (4), Improve working conditions for labour (5), Other (6)

c) IF FIRM HAS A ESC, which of the requirements for the environmental certificate were the most difficult and most costly to meet? (Select three most difficult and costly).

IF FIRM DOES NOT YET HAVE A ESC, what is its opinion of which would be most difficult/costly)

(1 = most difficult/costly, 2 = second most difficult/costly, and 3 = third most difficult/costly).

	<i>Most Difficult</i>	<i>Most Costly</i>
Air quality	_____ (Aq115ca1)	_____ (Aq115cb1)
Fire	_____ (Aq115 ca 2)	_____ (Aq115 cb 2)
Heat	_____ (Aq115 ca 3)	_____ (Aq115 cb 3)
Lighting	_____ (Aq115 ca 4)	_____ (Aq115 cb 4)
Noise	_____ (Aq115 ca 5)	_____ (Aq115 cb 5)
Waste disposal	_____ (Aq115 ca 6)	_____ (Aq115 cb 6)
Water pollution	_____ (Aq115 ca 7)	_____ (Aq115 cb 7)
Soil degradation/pollution	_____ (Aq115 ca 8)	_____ (Aq115 cb 8)
Other, please specify	_____ (Aq115 ca 9)	_____ (Aq115 cb 9)

116)

a) Which of the following environmental factors does your firm treat and how much do they cost?

Factor	Treated 1. Yes 2. No	Investments in equipment 1. Yes 2. No > skip to next line	Equipment cost (1000 VND)
1. Air quality	_____ (Aq116ab1)	_____ (Aq116ac1)	_____ (Aq116ad1)
2. Fire	_____ (Aq116ab2)	_____ (Aq116ac2)	_____ (Aq116ad2)
3. Heat	_____ (Aq116ab3)	_____ (Aq116ac3)	_____ (Aq116ad3)
4. Lighting	_____ (Aq116ab4)	_____ (Aq116ac4)	_____ (Aq116ad4)
5. Noise	_____ (Aq116ab5)	_____ (Aq116ac5)	_____ (Aq116ad5)
6. Waste disposal	_____ (Aq116ab6)	_____ (Aq116ac6)	_____ (Aq116ad6)
7. Water pollution	_____ (Aq116ab7)	_____ (Aq116ac7)	_____ (Aq116ad7)
8. Soil degradation/pollution	_____ (Aq116ab8)	_____ (Aq116ac8)	_____ (Aq116ad8)
9. Other, please specify	_____ (Aq116ab9)	_____ (Aq116ac9)	_____ (Aq116ad9)

b) Why do you choose to treat these environmental factors (main reason)? _____ (Aq116 b)

Code: It is cost reducing (in the longer run) (1), To attract or required by customers (2), Required by officials/law (3), Personal reasons/we have to protect the environment (4), Improve working conditions for labour (5), Other (6)

NETWORKS

117) Social network information

	a) Approximately, with how many people do you currently (presently) have regular contact with? (Contact at least once every 3 months, which you find useful for your business operations in each of the following categories)	b) Of these contacts, whom do you consider the most important?	c) How many times in 2010 did your contacts assist in issues related to the operation of your firm?	d) When was the last time one of your contacts assisted you/your firm with issues related to the operation of your firm? <i>Code: Under a month ago (1), 1-3 months ago (2), More than 3 months ago (3)</i>
1) Business people in the same sector (same product as Q17b)	(Aq117a1)	(Aq117b1)	(Aq117c1)	(Aq117d1)
2) Other business people in a different sector.	(Aq117a2)	(Aq117b2)	(Aq117c2)	(Aq117d2)
3) Bank officials (incl. both formal and informal creditors)	(Aq117a3)	(Aq117b3)	(Aq117c3)	(Aq117d3)
4) Politicians and civil servants	(Aq117a4)	(Aq117b4)	(Aq117c4)	(Aq117d4)
5) Other	(Aq117a5)	(Aq117b5)	(Aq117c5)	(Aq117d5)
Total (T)	(Aq117a6)	X	(Aq117c6)	X

118) Which is the number of contacts is (percentage of Total (T) in q117):

- | | |
|---------------------------|----------------|
| a) Supplier of your firm? | _____ (Aq118a) |
| b) Customer of your firm? | _____ (Aq118b) |
| c) Debtor of your firm? | _____ (Aq118c) |
| d) Creditor of your firm? | _____ (Aq118d) |
| e) Women? | _____ (Aq118e) |

119) Is your firm member of one or more business associations?

_____ (Aq119)

Code: Yes (1), No (2)

a) If yes, how many business associations at present

_____ (Aq119a)

b) Details on membership of three most important business associations

ba) Name of Association	bb) Do you pay membership fees? <i>Code: Yes (1), No (2)</i>	bc) At time of joining, which one did you consider the most important purpose of the business association (i.e. expectation from joining)? <i>(Use codes below, choose only one association)</i>	bd) Have you received some advocacy support from the association so far? <i>Code: Yes (1), No (2)</i>	be) What has been the actual benefit, in reality, of being a member of the Business Association? <i>(Use codes below, chose only one association)</i>	bf) Assess the advocacy support provided by the business associations? <i>Code: Good (1) Average (2) In sufficient (3) Not able to assess (4)</i>	bg) Which type of advocacy support would you prefer that business associations offered? <i>(Use codes below, choose only one)</i>
(Aq119ba1)	(Aq119bb1)	(Aq119bc1)	(Aq119bd1)	(Aq119be1)	(Aq119bf1)	(Aq119bg1)
(Aq119ba2)	(Aq119bb2)	(Aq119bc2)	(Aq119bd2)	(Aq119be2)	(Aq119bf2)	(Aq119bg2)
(Aq119ba3)	(Aq119bb3)	(Aq119bc3)	(Aq119bd3)	(Aq119be3)	(Aq119bf3)	(Aq119bg3)

Codes: Access to land (1), Costs and time of starting a business (2), Labour training (3), Time and costs of complying with regulations (4), Authorities' solving of problems facing businesses (5), Private sector services (such as trade fairs and export promotion) provided by authorities (6), Communication of new policies and laws to firms (7), Provision of preferential loans (8), Tax relief (9), Economic arbitration (10), Other (11).

ECONOMIC CONSTRAINTS AND POTENTIALS

120) a) Do you face competition in your field of activity? _____(Aq120a)

Code: Yes (1), No (2)

If yes, how hard was the competition?

aa) From state enterprises _____(Aq120aa)

ab) From other non-state formal enterprises _____(Aq120ab)

ac) From other non-state informal (unregistered) enterprises _____(Aq120ac)

ad) From legal imports/foreign competition _____(Aq120ad)

ae) From smuggling _____(Aq120ae)

af) From other sources _____(Aq120af)

Code: Severe (1), Moderate (2), Insignificant (3), No competition (4)

b) How is the level of competition as compared to 2 years ago (since last survey)?

Code: Increased (1), Same (2), Decreased (3) _____(Aq120b)

121) Do you have accumulated goods, which are difficult to sell? _____(Aq121a)

Code: Yes (1), No (2)

a) If yes, is that because (*list maximum of 3 in order of importance, 1 = most important, 2 = second most important, and 3 = third most important*):

aa) Too much of the same product in the market _____(Aq121aa)

ab) The quality is too low _____(Aq121ab)

ac) Do not have access to good sales channels _____(Aq121ac)

ad) Transportation problems _____(Aq121ad)

ae) The price is too high _____(Aq121ae)

af) Other _____(Aq121af)

122) Has the firm introduced new product groups (different from q17b) since 2009 (last survey) [different ISIC 4-digit code]?

Code: Yes (1), No (2) _____(Aq122)

a) If yes, what motivated this change? (select only one) _____(Aq122a)

Code: Difficulty in selling old product (1), Increasing competition from domestic producers (2), Increasing competition from imports/foreign competitors (3), Requested by purchasing enterprises (4), Other (5)

b) How successful was the change? (select only one) _____(Aq122b)

Code: Successful (1), Unsuccessful (2), Too early to tell (3)

123) Has the firm made any improvements of existing products (same as in Q17b) or changed specification? (Since August 2009, last survey) [within one ISIC 4-digit code]?

Code: Yes (1), No (2) _____(Aq123)

a) If yes, what motivated this change? (select only one) _____(Aq123a)

Code: Difficulty in selling product (1), Increasing competition from domestic producers (2), Increasing competition from imports/foreign competitors (3), Requested by purchasing enterprises (4), Other (5)

b) How successful was the change? (select only one) _____(Aq123b)

Code: Successful (1), Unsuccessful (2), Too early to tell (3)

124) Has the firm introduced new production processes/new technology since 2009 (last survey)?

Code: Yes (1), No (2) _____(Aq124)

a) If yes, what motivated this change? (select only one) _____(Aq124a)

Code: Needed upgrading in order to face competition (1), Upgrading was done to potentially earn more profit (2), Everybody else is upgrading (3), Required by buyers to improve quality (4), Required by law, regulations (5), Other (6)

b) How successful was the change? (select only one) _____(Aq124b)

Code: Successful (1), Unsuccessful (2), Too early to tell (3)

c) If yes, from where did the firm procure the new technology? _____(Aq124c)

Code: Self-constructed (1), domestic (2), Indirect Import (3), Direct Import (4)

d) Was it necessary to carry out any technical adaption to the equipment/machinery as a part of the new production processes/new technology?

Code: Yes (1), No (2) _____(Aq124d)

da) If yes, what was the main purpose of the adaption? _____(Aq124da)

Select the 3 most important:

Code: adapt to local materials (1), adapt for product size (2), to adapt to local climate (3), to adapt to energy source (4), adapt to water supply capacity (5), adapt to local skills level (6), adapt to physical characteristics of local population (7), other (8).

db) Who did the adaption? _____(Aq124db)

Code: Self (i.e. the enterprise itself) (1), contract with the supplier of the technology (2), another firm (i.e. not the interviewed enterprise and not the supplier of the technology) (3), Other (4)

125) a) Do you plan to start up new projects/product lines in the near future

Code: Yes (1), No (2) _____(Aq125a)

b) Which are the major problems in starting up new projects?

Code: Severe problem (1); Moderate problem (2); Insignificant problem (3)

ba) Lack of capital (availability and access) _____(Aq125ba)

bb) Lack of raw material _____(Aq125bb)

bc) Lack of market outlet/problems identifying new markets _____(Aq125bc)

bd) Lack of technical know-how _____(Aq125bd)

be) Lack of suitable machinery/equipment _____(Aq125be)

bf) Difficulty in finding suitable premises/land _____(Aq125bf)

bg) Complicated government regulations _____(Aq125bg)

bh) Lack of skilled labour _____(Aq125bh)

bi) Negative attitude of local officials _____(Aq125bi)

bj) Other _____(Aq125bj)

126) Does the firm face any major constraints to growth? _____(Aq126)

Code: Yes (1), No (2)

a) If yes, what are the major constraints to the growth of the enterprise?

Rank maximum of 3 in order of importance. (1 = most, 2 = second most, 3 = third most important).

aa) Shortage of capital/credit _____(Aq126aa)

ab) Cannot afford to hire wage labour _____(Aq126ab)

ac) Lack of skilled workers in the local job market _____(Aq126ac)

ad) Lack of technical know-how _____(Aq126ad)

ae) Current products/services have limited/reduced demand _____(Aq126ae)

af) Too much competition/unfair competition _____(Aq126af)

ag) Lack marketing services or transport facilities _____(Aq126ag)

ah) Lack of modern machinery/equipment _____(Aq126ah)

ai) Lack of raw material _____(Aq126ai)

aj) Lack of energy (power, fuel) _____(Aq126aj)

ak) Inadequate premises/land _____(Aq126ak)

al) Too much interference by local officials _____(Aq126al)

am) Government policies uncertain _____(Aq126am)

an) Difficult to get licences/permissions from authorities _____(Aq122an)

ao) Other factors _____(Aq122ao)

127)

a) Has the recent international economic crisis adversely affected your business, worsened the constraints faced and/or introduced new constraints? _____(Aq127a)

Code: Yes (1), No (2)

aa) If yes, do you believe that this effect will be temporary or permanent.

Code: Temporary (1), Permanent (2), Don't know (3) _____(Aq127aa)

b) Has the enterprise experienced any positive consequences arising from the recent international economic crisis?

Code: Yes (1), No (2) _____(Aq127b)

ba) If yes, how? Rank maximum of 3 in order of importance. (1 = most important, 2 = second most important, 3 = third most important).

baa) More skilled labour available _____(Aq127baa)

bab) Cheaper inputs/materials _____(Aq127bab)

bac) Lower wage costs _____(Aq127bac)

bad) Failure of weaker competitors _____(Aq127bad)

bae) Government support has made doing business easier _____(Aq127bae)

baf) Falling land (real estate) prices/rentals _____(Aq127baf)

bag) Lower machinery rental costs _____(Aq127bag)

bah) Other _____(Aq127bah)

128) Government assistance in 2010:

	1. Did you receive assistance? <i>Code: Yes (1), No (2)</i>	2. Which level do you receive assistance? <i>Code: Commune (1), District (2), Provincial (3), National (4), Other (5)</i>	3. How did you get in contact? <i>Code: I contacted the authorities (1), I was contacted by authority (2).</i>	4. Did you have pay communication fees in order to obtain the assistance? <i>Code: Yes (1), No (2)</i>	5. How do you assess the impact of the support? <i>Code: Significant (1), Average (2), Cannot tell (3)</i>
a) Financial Assistance:	(Aq128a1)	(Aq128a2)	(Aq128a3)	(Aq128a4)	(Aq128a5)
aa) Investment Incentives (Tax exemptions or reductions)	(Aq128aa1)	(Aq128aa2)	(Aq128aa3)	(Aq128aa4)	(Aq128aa5)
ab) Loans (Policy lending/soft loans from Vietnam Development Bank (VDB) or Vietnam Bank for Social Policy (VBSP))	(Aq128ab1)	(Aq128ab2)	(Aq128ab3)	(Aq128ab4)	(Aq128ab5)
b) Technical Assistance:	(Aq128b1)	(Aq128b2)	(Aq128b3)	(Aq128b4)	(Aq128b5)
ba) Human Resource Training Programme (Provides training for SMEs and potential entrepreneurs about business start-up, business management, etc.)	(Aq128ba1)	(Aq128ba2)	(Aq128ba3)	(Aq128ba4)	(Aq128ba5)
bb) National Key Trade Promotion Programme (Provides partial financial assistance to study export opportunities and participate in international exhibitions and fairs. Support by the “Export Support Fund”)	(Aq128bb1)	(Aq128bb2)	(Aq128bb3)	(Aq128bb4)	(Aq128bb5)
bc) Quality and Technology Improvement Programmes (training and grants for implementing quality assurance programs (ISO 9000 etc.))	(Aq128bc1)	(Aq128bc2)	(Aq128bc3)	(Aq128bc4)	(Aq128bc5)
c) Received other type of government assistance (not well specified)	(Aq128c1)	(Aq128c2)	(Aq128c3)	(Aq128c4)	(Aq128c5)

129) If you have any of the following, approximately how long time did it take to obtain the document?

(Time to obtain should be reported as the time from the date of application to current document obtained)

	Have document (Yes = 1, No = 2)	Time to obtain (Number of days)
a) Business Registration Application (incl. Business Registration Certificate, Tax Code Registration Certificate, and Seal Engraving Permit)	_____ (Aq129a1)	_____ (Aq129a2)
b) Social insurance registration certificate	_____ (Aq129b1)	_____ (Aq129b2)
c) Investment certificate	_____ (Aq129c1)	_____ (Aq129c2)
d) Environmental standards certificate	_____ (Aq129d1)	_____ (Aq129d2)
e) Fire prevention certificate	_____ (Aq129e1)	_____ (Aq129e2)
f) Technology transfer certificate	_____ (Aq129f1)	_____ (Aq129f2)
g) License to operate overseas accounts	_____ (Aq129g1)	_____ (Aq129g2)

130) How would you characterize your knowledge about the following laws and government regulations:

a) Enterprise law	_____ (Aq130a)
b) Cooperative law	_____ (Aq130b)
c) Labour code	_____ (Aq130c)
d) Customs law	_____ (Aq130d)
e) Insurance law	_____ (Aq130e)
f) Tax law	_____ (Aq130f)
g) Environmental law	_____ (Aq130g)
h) Land law	_____ (Aq130h)
i) Investment law	_____ (Aq130i)
j) Social Insurance Law	_____ (Aq130j)
k) Gender equality law	_____ (Aq130k)

Code: Good (1), Average (2), Poor (3), No knowledge/Not of my interest (4)

131) How many times (in 2010) was your firm inspected by government officials for the following reasons?

a) Policy compliance inspections (labour, tax, etc.)	_____ (Aq131a)
b) Technical compliance inspections (environmental, fire, etc.)	_____ (Aq131b)
c) Other inspections (after accidents etc.)	_____ (Aq131c)

132) How could the authorities' best help the enterprise expand and increase its profits?

Rank a maximum of 3. (1 = most important, 2 = second most important, and 3 = third most important).

- | | |
|---|----------------|
| a) By further removing bureaucratic requirements/restrictions | _____ (Aq132a) |
| b) Assistance with premises/land | _____ (Aq132b) |
| c) Assistance with infrastructural facilities | _____ (Aq132c) |
| d) By providing easier access to credit | _____ (Aq132d) |
| e) By restricting competition from imported goods (illegally) | _____ (Aq132e) |
| f) Through more liberal imports of inputs | _____ (Aq132f) |
| g) Assistance with raw materials | _____ (Aq132g) |
| h) Through assistance with technical know-how | _____ (Aq132h) |
| i) By improving training facilities for workers | _____ (Aq132i) |
| j) Through assistance with marketing | _____ (Aq132j) |
| k) By clarifying sustainable long term government policies | _____ (Aq132k) |
| l) Through improved macro-economic policies | _____ (Aq132l) |
| m) Through better private sector policies | _____ (Aq132m) |
| n) Other, specify | _____ (Aq132n) |