FINAL

Enterprise No.

Present Enterprise Name

Enterprise Name in 2013 Survey

MAIN QUESTIONNAIRE

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

June 2015

Interviewer

Supervisor

Date of the interview

Day	Month	Year

Time begun

Time finished

IDENTIFICATION PARTICULARS

1) Firm number (Enterprise code) _____(Aq1)

2) a) Name of respondent _____(Aq2a)

b) Position of respondent _____(Aq2b)

Code: Owner (1), Manager (2), Other (3)

c) Gender of respondent _____(Aq2c)

Code: Male (1), Female (2)

d) Year of birth of respondent _____(Aq2d)

3) a) Name of firm _____(Aq3a)

b) GPS coordinates

ba) Latitude _____(Aq3ba)

bb) Longitude _____(Aq3bb)

c) Address of firm

ca) Street name _____(Aq3ba)

cb) Number of building _____(Aq3bb)

cc) Commune/Ward _____(Aq3bc)

cd) District _____(Aq3bd)

Code: See manual for district codes

ce) 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)

d) Telephone number

Office:_____ Mobile:_____

e) Does the firm have internet access? _____(Aq3d)

Code: Yes (1), No (2)

f) Does the firm have an email address? _____(Aq3e)

Code: Yes (1), No (2)

g) Does the firm have a website? _____(Aq3f)

Code: Yes (1), No (2)

4) Did this firm merge with (take-over) another enterprise since 2013 (last survey)?

Code: Yes (1), No (2) _____(Aq4a)

5) a) What type of zone is the firms' main production facility located in? _____(Aq5a)

Code: Industrial park/zone (IZ) (1), High-Tech park/zone (HTZ) (2), Export processing park/zone (EPZ) (3), Other (4).

b) Does the firm have more than one manufacturing location? _____(Aq5b)

Code: Yes (1), No (2)

6) a) When did the firm start to operate as the current firm? (Year) _____(Aq6a)

If started operating during 2014 (i.e. since 1 Jan 2014) stop survey and contact supervisor

aa) Was this firm formally registered (had BRC/ECN) 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 unique Enterprise Code Number (ECN), issued by the Government in June 2010, that combines the old Business Registration License (BRC) and the Tax Code (TC) number? _____(Aq7a)

Code: Yes (1), No (2)

aa) 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)

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 2013 (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), Privatization of enterprise, while it was still in business (3), Previous owner sold enterprise, which was no longer operating (4), Privatization 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 2013:

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 2013 (last survey)? _____(Aq11)

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 2014, experience insufficient power for production? _____(Aq14f)

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

g) Did you during 2014 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) a) 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)

b) If enterprise has a CLUR:

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

(number of days) _____(Aq16ba)

bb) What was the cost of obtaining it? (million VND) _____(Aq16bb)

c) If land rented (informally (case 3) or formally (case 4)), what was the total cost in 2014? (million VND)

_____(Aq16c)

17) a) How many different goods/services (different 4-digit VSIC) did your firm produce in 2014?

_____(Aq17a)

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

	Name	VSIC 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 VSIC classification given in the manual)

ENTERPRISE HISTORY

Question 18 to 22 should only be answered by firms not previously surveyed (i.e. 2015 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). _____ (Aq19)

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 licenses _____(Aq20h)

i) Lack of skilled labor _____(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)

22) What were the sources of start-up capital for this firm?

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

a) Founders' own money _____(Aq22a)

b) Loans from family members _____(Aq22b)

c) Loans from friends and acquaintances _____(Aq22c)

d) Finance/investments from other enterprises _____(Aq22d)

e) Domestic bank loan _____(Aq22e)

f) International bank loan _____(Aq22f)

g) Informal credit association (money lenders, informal bank, pawn shop) _____(Aq22g)

h) Business association _____(Aq22h)

i) Other _____(Aq22i)

HOUSEHOLD CHARACTERISTICS OF THE OWNER/MANAGER (RESPONDENT)

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

a) Total _____(Aq23a)

aa) Female _____(Aq23aa)

b) By age:

ba) Below age of 15 _____(Aq23ba)

bb) Aged 15 – 60 _____(Aq23bb)

bc) Aged over 60 _____(Aq23bc)

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

a) Number of full time jobs _____(Aq24a)

Of which;

aa) In the enterprise _____(Aq24aa)

ab) Elsewhere, for wages _____(Aq24ab)

ac) Elsewhere, self-employed _____(Aq24ac)

b) Number of part time jobs _____(Aq24b)

Of which;

ba) In the enterprise _____(Aq24ba)

bb) Elsewhere, for wages _____(Aq24bb)

bc) Elsewhere, self-employed _____(Aq24bc)

25) a) How many income generating jobs do you currently have? _____(Aq25a)

b) Is the firm the main source of income for your household? _____(Aq25b)

Code: Yes (1), No (2)

26) By how much do you estimate that your total household real income has changed since 2013?

_____(Aq26)

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)

27) Characteristics of the respondent:

a) Ethnicity of respondent _____(Aq27a)

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

b) What was the highest general educational level completed of respondent? _____(Aq27b)

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? _____(Aq27c)

Code:

Unskilled = 1
Technical level without certificate = 2
Vocational elementary= 3
Vocational secondary = 4
Professional secondary - 5
Vocational college = 6
College= 7
University and higher =8

d) Previous main work status _____(Aq27d)

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 _____(Aq27e)

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

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

fa) Mother of respondent _____(Aq27fa)

fb) Father of respondent _____(Aq27fb)

g) Other experience/positions:

ga) Village, commune, district, province cadre _____(Aq27ga)

gb) War veteran _____(Aq27gb)

gc) Other position of responsibility _____(Aq27gc)

Code: Yes (1), No (2)

h) Are you a member of the Communist Party _____(Aq27h)

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)**
Aq27ia	Aq27ib	Aq27ic	Aq27id	Aq27ie

Question 28 is for owner of the enterprise only. If respondent is the manager, go to question 29

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

Code: Yes (1), No (2) _____(Aq28a)

aa) If yes, was it in the same sector (4-digit VSIC)? _____(Aq28aa)

Code: Yes (1), No (2)

b) Does the owner currently have more than one enterprise? _____(Aq28b)

Code: Yes (1), No (2)

ba) If yes, how many? _____(Aq28ba)

bb) Why were the other enterprises created? (List main reason) _____(Aq28bb)

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

29) Does your enterprise use: (select only one) _____(Aq29)

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 35. Otherwise continue.

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

a) Under 3 years old _____(Aq30a)

b) Between 3 to 5 years old _____(Aq30b)

c) Between 6 to 10 years old _____(Aq30c)

d) Between 11 to 20 years old _____(Aq30d)

e) More than 20 years old _____(Aq30e)

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

aa) New _____(Aq31a)

ab) Used/Second hand _____(Aq31b)

ac) Self-constructed _____(Aq31c)

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

ba) Same district as place of production (domestic/Vietnamese equipment/machine) _____(Aq31ba)

bb) Other district but same province as place of production (domestic/Vietnamese equipment/machine) _____(Aq31bb)

bc) Other province as place of production (domestic/Vietnamese equipment/machine) _____(Aq31bc)

bd) Through direct imports (foreign equipment/machine) _____(Aq31bd)

be) Through indirect imports (foreign equipment/machine) _____(Aq31be)

32) a) Does the enterprise own or rent main equipment/machinery in use? _____(Aq32a)

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 Q34

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) _____(Aq32b)

33) What is the main source of supply of machinery and equipment? _____(Aq33)

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

34) By how much would you be able to increase your production from the present level using existing equipment/machinery only? _____(Aq34)

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)

35) a) How many operating personal computers (pc) does the firm have? _____(Aq35a)

b) Does your firm sell products via e-trading? _____(Aq35b)

Code: Yes (1), No (2)

c) Does your firm buy input materials via e-trading? _____(Aq35c)

Code: Yes (1), No (2)

36) <u>a) Outsourcing:</u>

Did the firm outsource production in 2014? _____(Aq36a)

Code: Yes (1), No (2)

aa) If yes, how many outsourcing subcontracts in 2014? _____(Aq36aa)

ab) What was the total cost of outsourcing in 2014? (million VND) _____(Aq36ab)

ac) What percentage of your outsourcing contract value was for exports? _____(Aq36ac)

ad) Main reason for outsourcing parts of the production. _____(Aq36ad)

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)

<u>b) Firm as subcontractor:</u>

Did the enterprise itself produce as subcontractor in 2014? _____(Aq36b)

Code: Yes (1), No (2)

ba) If yes to ba), how many subcontracts in 2014? _____(Aq36ba)

bb) What was the total revenue from these subcontracts in 2014? (million VND) _____(Aq36bb)

bc) What percentage came from subcontracts with foreign-invested enterprises _____(Aq36bc)

SALES STRUCTURE

37) a) Does the firm have an internationally recognized quality certification? _____(Aq37a)

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

b) Does the firm have any quality certification recognized domestically (only in Vietnam)? _____(Aq37b)

Code: Yes (1), No (2)

c) Is your enterprise required by customers to certify certain standards of production? _____(Aq37c)

Code: Yes (1), No (2)

38) What is the name of the certified standard (both international and domestic)?

(Please write down the name of the standard/certificate in order of perceived importance for the business)

Standard/Certificate 1 _____(Aq38a)

Standard/Certificate 2 _____(Aq38b)

Standard/Certificate 3 _____(Aq38c)

39) When have you obtained the certificate (date)?

(Please write down the date)

	a) Date (dd/mm/yyyy)	What was the cost of certification (VND)? (*include both formal and informal costs*)
Certificate 1	(Aq39a1)	(Aq39b1)
Certificate 2	(Aq39a2)	(Aq39b2)
Certificate 3	(Aq39a3)	(Aq39b3)

40) On a 7-point scale (from very little to very much), please indicate how important were the following contacts for your decision to implement standards? Code: 0—1—2—3—4—5—6—7

a) Buyers/customers_____ (Aq40a)

b) Suppliers of raw materials or intermediate products _____(Aq40b)

c) Other business people in the same sector (but not suppliers or customers) _____ (Aq40c)

d) Other business people in a different sector (but not suppliers or customers) _____ (Aq40d)

e) Business association _____ (Aq40e)

f) Politicians and civil servants _____ (Aq40f)

g) Bank officials (incl. both formal and informal creditors) _____ (Aq40g)

h) Other, please specify _____ (Aq40h)

41) Production quantity and unit prices in 2014. 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 VSIC 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 million VND)	ag) Average cost of producing one unit of output (in million VND)
1. (Aq41aa1)	1. (Aq41ab1)	(Aq41ac1)	(Aq41ad1)	(Aq41ae1)	(Aq41af1)	(Aq41ag1)
2. (Aq41aa2)	2. (Aq41ab2)	(Aq41ac2)	(Aq41ad2)	(Aq41ae2)	(Aq41af2)	(Aq41ag2)
3. (Aq41aa3)	3. (Aq41ab3)	(Aq41ac3)	(Aq41ad3)	(Aq41ae3)	(Aq41af3)	(Aq41ag3)

b) How many times did you change the output price of your main product in 2014? (mentioned in the first line of Q41) _____(Aq41b)

c) For your most important product, by how much did the output price change (in % terms) during 2014 (mentioned in the first line of Q41)?

_____(Aq41c)

d) For your most important product (mentioned in the first line of Q41), do you set the price of your product as a fixed mark-up over production costs? _____(Aq41d)

da) If yes, what is the average percentage of this mark-up? _____(Aq41da)

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

a) Final consumption _____(Aq42a)

b) Intermediate inputs/capital equipment in agriculture _____(Aq42b)

c) Intermediate inputs/capital equipment in manufacturing _____(Aq42c)

d) Intermediate inputs/capital equipment in services _____(Aq42d)

e) Don't know _____(Aq42e)

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

43) Does the enterprise produce on advance order? _____(Aq43)

Code: No, never (1), Sometimes (2), Yes, always or almost always (3)

44) Do you advertise your products? _____(Aq44)

Code: Yes (1), No (2)

45) 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). _____(Aq45a)

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?

_____(Aq45b)

46) Location of customers (in 2014) 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 _____(Aq46aa)

ab) Other commune within district _____(Aq46ab)

ac) Other district within province _____(Aq46ac)

ad) Neighbouring province _____(Aq46ad)

ae) Other province (non-neighbouring) _____(Aq46ae)

af) Export/outside country (direct) _____(Aq46af)

b) What is the distance to your main customer (in km)? _____(Aq46b)

47) Sales structure (in 2014) 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) _____(Aq47a)

b) Tourists _____(Aq47b)

c) Non-commercial government authorities _____(Aq47c)

d) Domestic, non-state enterprises _____(Aq47d)

e) State enterprises _____(Aq47e)

f) Foreign invested companies _____(Aq47f)

g) Direct export (should equal Q46af) _____(Aq47g)

48) What percentage of your sales volume is from return customers? _____(Aq48)

49) What percentage of your total sales volume (value) is based on written contracts with your customers?

_____(Aq49)

50) 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? _____(Aq50a)

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?

Code: (1) Yes, (2) No _____(Aq50b)

51) a) Does your enterprise export (directly or indirectly)? _____(Aq51a)

Code: Yes (1), No (2)

b) If yes, how? _____(Aq51b)

Code: Directly, only (1); Both directly and through trading companies (2); and Through trading companies, only (3)

INDIRECT COSTS, RAW MATERIALS AND SERVICES

52) a) How large a share of the firm's total costs comes from transportation? _____(Aq52a)

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

b1) The firm handles the transport itself _____(Aq52b1)

b2) Contract with a transport company that handles firm cargo _____(Aq52b2)

b3) Collective agreement with other firms for joint shipments _____(Aq52b3)

c) If the enterprise consolidates cargo with other enterprises (category b3) above), what is the main purpose? _____(Aq52c)

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

53) How many days of inventory of the most important input does the firm have (on average)? _____(Aq53)

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)

54) From whom did the enterprise procure its raw materials and other inputs in 2014? Give percentage distribution in terms of value. (Should add up to 100%)

a) From households _____(Aq54a)

b) Other non-state enterprises _____(Aq54b)

c) State enterprises _____(Aq54c)

d) Other state agencies _____(Aq54d)

e) Imported (directly) _____(Aq54e)

f) Other _____(Aq54f)

55) From where did the enterprise procure its raw material and other inputs in 2014? Give percentage distribution in terms of value. (Should add up to 100%)

a) Same commune _____(Aq55a)

b) Other commune within district _____(Aq55b)

c) Other district within province _____(Aq55c)

d) Neighboring province _____(Aq55d)

e) Other province (non-neighboring) _____(Aq55e)

f) Import (directly) _____(Aq55f)

56) What percentage of your total input or intermediates purchase volume (value) is based on written contracts with your suppliers? _____(Aq56)

57) 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?

Code: (1) Yes, (2) No _____(Aq57a)

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

Code: (1) Yes, (2) No _____(Aq57b)

58) a) Can the firm select suppliers freely? _____(Aq58a)

Code: (1) Yes, (2) No

If yes,

ba) How does the enterprise identify suppliers? (List most important) _____(Aq58ba)

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) _____(Aq58bb)

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

Code: (1) Yes, (2) No _____(Aq58bc)

bd) Does the enterprise take account of the conduct of suppliers when deciding who to purchase raw materials and inputs from? _____(Aq58bd)

Code: (1) Yes, (2) No

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

(Chose 3 most important) _____(Aq58bda)

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)

59) What is the distance (in km) to your main (most important) supplier? _____(Aq59)

60) a) Do you purchase business services outside the enterprise? _____(Aq60a)

Code: Yes (1), No (2)

b) How much was on average spent in 2014? (List in percentage of total costs) _____(Aq60b)

c) 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)

ca) Market info, marketing, advertisement services _____(Aq60aa)

cb) Information services on technology and inputs _____(Aq60ab)

cc) Transport services _____(Aq60ac)

cd) Tax, audit and accounting services _____(Aq60ad)

ce) Legal services (incl. advise on trademarks and patents) _____(Aq60ae)

cf) Management and human resource advise _____(Aq60af)

ah) Other _____(Aq60ah)

61) 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 _____(Aq61a)

b) Non-state enterprises _____(Aq61b)

c) State enterprises _____(Aq61c)

d) Co-operative organizations/collective farms _____(Aq61d)

e) Local authorities _____(Aq61e)

f) Foreign invested enterprises _____(Aq61f)

g) Other _____(Aq61g)

INVESTMENTS, ASSETS, LIABILITIES AND CREDIT

62) Has the firm made any investments since 2013 (last survey)? _____(Aq62)

Code: Yes (1), No (2)

If no (2), go to Q65. Otherwise continue.

a) If yes, how much was actually invested (million VND) _____(Aq62a)

Of which:

aa) Land _____(Aq62aa)

ab) Buildings _____(Aq62ab)

ac) Equipment/machinery _____(Aq62ac)

ad) Research and development (R&D) _____(Aq62ad)

ae) Human capital upgrading (training) _____(Aq62ae)

af) Patents _____(Aq62af)

ag) Investments in other enterprises _____(Aq62ag)

ah) Other investments (including increase in working capital) _____(Aq62ah)

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

a) Own capital _____(Aq63a)

b) Borrowed from bank/credit institution _____(Aq63b)

c) Borrowed against interest from other sources _____(Aq63c)

d) Borrowed from friends and relatives without interest _____(Aq63d)

e) Borrowed from other sources without interest _____(Aq63e)

f) Stocks issued _____(Aq63f)

g) Other, specify _____(Aq63g)

64) What was the main purpose of the investment (select one only)? _____(Aq64)

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).

65) Total assets in 2014 (end-year) *(million VND) (in market value)*

a) Total physical assets _____ (Aq65a)

aa) Land _____ (Aq65aa)

ab) Buildings _____ (Aq65ab)

ac) Equipment/machinery _____ (Aq65ac)

ad) Transport equipment _____ (Aq65ad)

ae) Raw materials, input inventories _____ (Aq65ae)

af) Finished goods/inventories _____ (Aq65af)

b) Total financial assets _____ (Aq65b)

ba) Cash and deposits _____ (Aq65ba)

bb) Outstanding credits _____ (Aq65bb)

c) Total assets (end year) in 2014 (end-year, sum of a + b) _____ (Aq65c)

66) Total liabilities in 2014 end-year *(million VND)* _____(Aq66)

a) Formal short term debt (up to one year) _____(Aq66a)

b) Informal short term debt (up to one year) _____(Aq66b)

c) Formal long term debt (over a year) _____(Aq66c)

d) Informal long term debt (over a year) _____(Aq66d)

67) How much were your total interest payments in 2014? *(million VND)* _____(Aq67)

a) Of which: Interest payment on formal loans? _____(Aq67a)

68) a) Did the enterprise ever fail to service its debt on time in 2014? _____(Aq68a)

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

b) If yes, what was the main reason (list one only): _____(Aq68b)

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)

69) Does your firm (at this time) have an overdraft facility? _____(Aq69)

Code: Yes (1), No (2)

70) a) Has your firm applied for bank loans or other formal credit since 2013 (last survey)?

Code: Yes (1), No (2) _____(Aq70)

If No, then go to question 76.

71) Did your firm experience any problems getting the loan? _____(Aq71)

Code: Yes (1), No (2)

a) If yes, why? _____(Aq71a)

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).

72) How many formal loans (short/long term) have your firm obtained since 2013 (last survey)?

a) Number of formal short term loans _____(Aq72a)

b) Number of formal long term loans _____(Aq72b)

73) Which bank/formal credit institution do you primarily use? _____(Aq73)

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)

74) How many formal loan applications (short and long term) have been denied since 2013 (last survey)?

a) Number of formal short term loans _____(Aq74a)

b) Number of formal long term loans _____(Aq74b)

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

a) Source _____(Aq75a)

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 (million VND). _____(Aq75b)

c) Which year and month did you borrow? _____(Aq75c)

c1) What is the duration of the loan (months) _____(Aq75c1)

d) Current liability (million VND). _____(Aq75d)

e) Interest rate, % month. _____(Aq75e)

f) Did your firm have to offer assets as collateral for the loan? _____(Aq75f)

Code: Yes (1), No (2)

fa) If Yes, what kind of collateral? _____(Aq75fa)

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

g) Is there a guarantor for this loan? _____(Aq75g)

Code: Yes (1), No (2)

ga) If yes, which relations do guarantor and the firm have? _____(Aq75ga)

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

76) Do you still think that you are in need of a loan? _____(Aq76)

Code: Yes (1), No (2)

a) If yes (1), why? _____(Aq76a)

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

b) If no (2), why? _____(Aq76b)

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

77) Why has the firm not applied for formal loans since 2013 (last survey)? _____(Aq77)

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).

78) Have you borrowed from informal sources since 2013 (last survey)? _____(Aq78)

Code: Yes (1), No (2)

If No, then go to Q80.

a) If yes, why? _____(Aq78a)

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

b) Number of informal long term loans since 2013 (last survey)? _____(Aq78b)

c) Since 2013 (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? _____(Aq78ca)

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

a) Source _____(Aq79a)

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

b) Amount originally borrowed (million VND) _____(Aq79b)

c) Which year and month did you borrow? _____(Aq79c)

ca) Duration of this loan (months) _____ (Aq79ca)

d) Current liability (million VND). _____(Aq79d)

e) Interest rate, % month. _____(Aq79e)

f) Did your firm have to offer assets as collateral for the loan? _____(Aq79f)

Code: Yes (1), No (2)

fa) If yes (1), what kind of collateral? _____(Aq79fa)

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

g) Is there a guarantor for this loan? _____(Aq79g)

Code: Yes (1), No (2)

ga) If yes, which relations do guarantor and the firm have? _____(Aq79ga)

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

80) Which source of loan do you consider most important for the operation of your firm? _____(Aq80)

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

Question 81 – 84 should be answered for the most important loan only (consistent with Q80)

81) How far is the distance (in km) to the most important creditor (in terms of loan size)?_____ (Aq81)

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

82) Where is the creditor located?

a) Same Commune/Ward _____(Aq82a)

b) Same District _____(Aq82b)

c) Same Province/City _____(Aq82c)

d) Other Province _____ (Aq82d)

e) Outside of Vietnam _____ (Aq82e)

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

Code: Yes (1), No (2) _____(Aq83)

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

Code: Yes (1), No (2) _____(Aq84)

FEES, TAXES AND INFORMAL COSTS

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

Code: Yes (1), No (2) _____(Aq85)

If No, go to Q86

a) Are these accounts audited? _____(Aq85a)

Code: Yes (1), No (2)

b) Do you submit financial reports to government authorities? _____(Aq85b)

Code: Yes (1), No (2)

ba) If No, why not? _____(Aq85ba)

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

86) Fees and taxes paid in 2014 (in million VND).

a) Total taxes and fees (should correspond to the answer in the economic accounts Q) _____(Aq86a)

aa) Corporate Income Tax (if registered under Enterprise Law) or Household Business Income Tax (if Household Establishment) _____(Aq86aa)

ab) Value Added Tax (VAT) _____(Aq86ab)

ac) Business Registration Tax (Commercial license tax) _____(Aq86ac)

ad) Import/Export taxes _____(Aq86ad)

ae) Special Consumption Tax (Luxury good taxation) _____(Aq86ae)

af) Property/Enterprise tax (Stamp duties) _____(Aq86af)

ag) Other taxes _____(Aq86ag)

87) 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)? _____(Aq87a)

b) What is the distance (in km) to the relevant tax office? _____(Aq87b)

88) Do you have to pay informal/communication fees? _____(Aq88)

Code: Yes (1), No (2)

a) If yes, how many times did you have to pay in 2014? _____(Aq88a)

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 2014? (million VND) _____(Aq88b)

c) What is the bribe payment/communication fee mainly used for? _____(Aq88c)

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).

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

Code: Yes (1), No (2), Don't know (3) _____(Aq89)

1. If yes, why _____(Aq89a)

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

90) What was the total work force end-2014?

	Total	**Female**
a) Total labor force (sum of aa+ab)	_____(Aq90at)	_____(Aq90af)
Of which (total):		
aa) regular labor force (full time and part time)	_____(A90aat)	_____(Aq90aaf)
aaa) Regular full-time labor force	_____(Aq90aaat)	_____(Aq90aaaf)
aab) Regular part-time labor force	_____ (Aq90aabt)	_____(Aq90aabf)
ab) Total casual labor force	_____(Aq90abt)	_____(Aq90abf)

b) How many of the regular labor force is unpaid? _____ (Aq90b)

c) What percentage of the regular full-time labor force (90aaa) has a formal (written down) labor contract?

_____ (Aq90c)

d) For these formal (written down) contracts (of FT regular labor force, q90aaa), what is the contract duration?

_____ (Aq90d)

(total should add up to 100%):

(da) Indefinite term contract _____ (Aq90da)

(db) Definite term contract valid for between 12 and 36 months _____ (Aq90db)

(dc) Contract valid for between 3 and 12 months _____ (Aq90dc)

(dd) Contract valid less than 3 months _____ (Aq90dd)

e) What is the average number of days worked per month by a regular full-time employee at your firm?

_____(Aq90e)

f) What is the average number of hours worked per day by a regular full-time employee at your firm?

_____(Aq90f)

91) Of the total regular workforce in 2014 (reported in q90aa), how many are in each of the following categories?

	Total	Female
a) Managers (Top management)	_____ (Aq91ta)	_____ (Aq91fa)
b) Professionals (university and college degree)	_____ (Aq91tb)	_____ (Aq91fb)
c) Office workers	_____ (Aq91tc)	_____ (Aq91fc)
d) Sales personnel	_____ (Aq91td)	_____ (Aq91we)
e) Service workers (cleaners, food prep/servers)	_____ (Aq91te)	_____ (Aq91wf)
f) Production workers	_____ (Aq91tf)	_____ (Aq91wff)
fa) number of unskilled production workers	_____ (Aq91tfa)	_____ (Aq91wfa)
g) Apprentice	_____ (Aq91tg)	_____ (Aq91wg)
Total (sum of a+b+c+d+e+f+g)	_____ (Aq91t)	_____ (Aq91w)

92) How was the stability of regular workers in the firm?

	In 2014	**From the beginning of 2015 until present**
a) How many additional regular workers did the firm hire?	q92a2_01	q92a3_01
b) How many regular workers left the firm?	q92a2_02	q92a3_02
Of which:		
ba) Left voluntarily?	q92a2_03	q92a3_03
bb) Were fired?	q92a2_04	q92a3_04
bc) Retired?	q92a2_05	q92a3_05
bd) Left because of illness?	q92a2_06	q92a3_06
be) Died?	q92a2_07	q92a3_07
bf) Left for other reasons?	q92a2_08	q92a3_08
bg) Made redundant?	q92a2_09	q92a3_09
Of which:		
bga) By types of worker		
bga1) Production worker	q92a2_10	q92a3_10
bga2) Other (Manager, Professionals etc.)	q92a2_11	q92a3_11
bgb) By technical level		
bgb1) Unskilled	q92a2_12	q92a3_12
bgb2) Technical level without certificate	q92a2_13	q92a3_13
bgb3) Vocational Elementary	q92a2_14	q92a3_14
bgb4) Vocational Secondary	q92a2_15	q92a3_15
bgb5) Professional Secondary	q92a2_16	q92a3_16
bgb6) Vocational College	q92a2_17	q92a3_17
bgb7) College	q92a2_18	q92a3_18
bgb8) University and higher	q92a2_19	q92a3_19
bgc) By gender		
bgc1) Female worker	q92a2_20	q92a3_20
bgc2) Male worker	q92a2_21	q92a3_21
bgd) By permanent address		
bgd1) Migrant worker	q92a2_22	q92a3_22
bgd2) Local worker	q92a2_23	q92a3_23

93) Reasons for laying off workers

	2014	**From the beginning of 2015 until present**
a) The basis for reducing the labor force *Code: Negotiation between employers and representative of employees (1), Direct negotiation between enterprise and employee (2), Enterprise determines by itself (3), Other (4)*	q93a	q93a1
b) Informing employees/representative organizations of the labor force reduction in advance? *Code: Yes (1), No (2)*	q93b	q93b1
ba) If yes, how long is it since the time of information until the time of implementation? *Code: Less than one week (1), Between one week and one month (2), More than one month (3).*	q93ba	q93ba1

94) a) Does the enterprise normally train (means more than 50% of the cases) **existing workers**?

Code: Yes (1), No (2) _____(Aq94a)

aa) If yes, what is the average number of days of this training? _____(Aq94aa)

b) How many **existing workers** did the enterprise train in 2014? _____(Aq94b)

ba) How many **existing workers** were trained within the different training categories? *(Report number of trained workers)*

	Total number of workers training	Number of production workers trained
On-the-job training	Q94ba1a	Q94ba1b
Off-the-job training	Q94ba2a	Q94ba2b
Informal training	Q94ba3a	Q94ba3b

(Note: On-the-job training refers to training received while at the job during 'normal' working hours, i.e. formal in-house training that has an identifiable start and end. Off-the-job training refers to training received outside the formal workplace (can for example take place at a vocational school, a SME association or similar). Informal training is training received by co-workers/supervisor while still undertaking the primary working tasks (for example learning from observing others performing a task, sharing of easier ways to do the work, and constructive work criticism from supervisors)).

bb) What is the main reason for training **existing workers**? _____(Aq94bb)

Code: New production technology (1), General lack of skills required to perform tasks correctly (2), Introduction of a new product (3), Improvement of existing products (4), To improve worker productivity (5), To manage new areas of responsibilities/job function (6), New regulatory requirements (7), Other (8)

bc) Who generally pays for the training? _____(Aq94bc)

Code: Paid by the enterprise (1), By the worker through fixed cost (2), By the worker through reduced wages prior to/during the training (3), Public sources of finance (4), The local trade union (5), Business/SME association (6) Training was cost-less (7) Other.

bd) How many **existing workers** trained in 2014 left the firm between the end of training up to the present? *(number)*? _____(Aq94bd)

95) a) Do **new workers** normally have the required skills when hired? _____(Aq95a)

Code: Yes (1), No (2)

b) Does the enterprise normally (means more than 50% of the cases) train **new workers**?

Code: Yes (1), No (2) _____(Aq95b)

ba) If yes, what is the average number of days of this training? _____(Aq95ba**)**

c) How many **new workers** did the enterprise train in 2014? _____(Aq95c)

ca) How many **new workers** were trained within the different training categories? *(Report number of trained workers)*

	Total number of workers training	Number of production workers trained
On-the-job training	Q95ca1a	Q95ca1b
Off-the-job training	Q95ca2a	Q95ca2b
Informal training	Q95ca3a	Q95ca3b

(Note: On-the-job training refers to training received while at the job during 'normal' working hours, i.e. formal in-house training that has an identifiable start and end. Off-the-job training refers to training received outside the formal workplace (can for example take place at a vocational school, a SME association or similar). Informal training is training received by co-workers/supervisor while still undertaking the primary working tasks (for example learning from observing others performing a task, sharing of easier ways to do the work, and constructive work criticism from supervisors)).

cb) What is the main reason for training **new workers**? _____(Aq95cb)

Code: Lack of general skills required to perform tasks correctly (1), Lack of knowledge about production technologies (2), Lack of knowledge about the firm's business practices (3), Lack of knowledge about the products/industry (4), To generally improve worker productivity (5), To manage new areas of responsibilities/job function compared to existing experience (6), Other (7)

cc) Who generally pays for the training? _____(Aq95cc)

*Code: Paid by the enterprise (1), By the worker through fixed cost (2), By the worker through reduced wages prior to/during the training (3), Public sources of finance (4), The local trade union (5), Business/SME association (6) Training was cost-less (7) Other***.**

cd) How many of the **new workers** trained in 2014 left the firm after the training up to the present *(number)*?

_____(Aq95cd)

96) a) Does the firm usually deduct training expenditures in tax forms? _____(Aq96a)

Code: Yes (1), No (2) Don't know (3)

b) If yes, did you receive the deduction? _____(Aq96b)

Code: Yes (1), No (2)

c) If no, why does the firm usually not deduct training expenditures? _____(Aq96c)

Code: (1) Lack of knowledge, (2) The tax regulations are difficult to understand, (3) Don't what to interact with public officials, (4) The costs of training is negligible, (5) Process is too cumbersome compared to the benefit from the deduction, (6) Don't pay taxes, (7) This tax exemption is not available from local authorities (8) Other.

97) a) Is there an automatic job rotation system/company regulation among production workers?

Code: Yes (1), No (2) _____(Aq97a)

b) Has there been any additional restructuring of the labor force in 2014? _____(Aq97b)

Code: Yes (1), No (2)

ba) If yes how? (most important) _____(Aq97ba)

Code: Rotating labor 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)

98) 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. _____(Aq98a)

b) Through labor exchange _____(Aq98b)

c) Recommended by friends, relatives, other workers _____(Aq98c)

d) Recommended/allocated by local authorities _____(Aq98d)

e) Personal contacts _____(Aq98e)

f) Through employment service centers _____(Aq98f)

g) Other _____(Aq98g)

h) Not applicable _____(Aq98h)

99) Did your enterprise experience any difficulties in recruiting workers with the required/appropriate skill level in 2014? _____(Aq99)

Code: Yes (1), No (2), Not applicable, have not needed/no need to recruit (3)

a) If yes (1), why? _____(Aq99a)

Code: Lack of locally available skilled labor (1), Cannot provide sufficient wage offer (2), Working conditions not attractive (3), Other, specify (4)

100) 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 _____(Aq100aa)

ab) Wage rates in local state enterprises _____(Aq100ab)

ac) Set by authorities _____(Aq100ac)

ad) Wage rate for employment in agriculture _____(Aq100ad)

ae) Individual negotiation with each worker _____(Aq100ae)

af) Paying capacity of the enterprise _____(Aq100af)

ag) Other _____(Aq100ag)

101) a) What was the average monthly wage (1000 VND) for a production worker in 2014?_____(Aq101a)

b) What was the monthly wage (1000 VND) for a newly hired (in 2014) production worker?

_____(Aq101b)

c) How did average monthly wage/income (not including other 'fringe' benefits) of an average production worker in your enterprise change between 2013 and 2014? _____(Aq101c)

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

ca) If decrease (1);

ca1) Are women (relatively to men) more likely within the firm to experience a wage decrease?

Code: Yes (1), No (2) _____(Aq101ca1)

ca2) Are unskilled (relatively to skilled) more likely within the firm to experience a wage decrease?

Code: Yes (1), No (2) _____(Aq101ca2)

d) 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) _____(Aq101d)

e) If yes, what is the difference, on average, in wages (i.e. how large is the hazardous conditions premium)? (in percent)? _____(Aq101e)

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

Code: Yes (1), No (2), Not Applicable (3) _____(Aq101g)

102) Does the enterprise have its own regulation on severance pay (aside from the Labor Code)?

Code: Yes (1), No (2) _____(Aq102a)

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

ba) Due to incompetence of worker _____(Aq102ba)

bb) Due to general cutback in firm. _____(Aq102bb)

Code: Yes (1), No (2)

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

Code: Yes (1), No (2), If No skip to Q103b _____(Aq103a)

aa) If Yes, when was the local Trade Union established (year)? _____(Aq103aa)

ab) If yes, what percentage of workers in the firm are members of this trade union? _____(Aq103ab)

ac) Who is chairman of this local/plant level trade union _____(Aq103ac)

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

ad) Is the trade union registered with the VGCL (Vietnam General Confederation of Labor)?

_____(Aq103ad)

ae) Does the enterprise have a Collective Labor Agreement? _____(Aq103ae)

Code: Yes (1), No (2)

ae1) If yes, when was the most recent Collective Labor Agreement signed (year)? _____(Aq103ae1)

ae2) Has this Collective Labor Agreement been reported to superior trade union? _____(Aq103ae2)

b) Has your enterprise experienced any labor dispute since the last survey (in 2013)? _____(Aq103b)

Code: Yes (1), No (2)

104) a) Did you pay contribution to social insurance for your employees in 2014?

Code: Yes (1), No (2) _____(Aq104a)

b) Did you pay contribution to health insurance for your employees in 2014?

Code: Yes (1), No (2) _____(Aq104b)

c) Did you pay contribution to unemployment insurance for your employees in 2014?

Code: Yes (1), No (2) _____(Aq104c)

d) Do you normally compensate your workforce directly for accidents or professional illness?

Code: Yes (1), No (2) _____(Aq104d)

105) 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 _____(Aq105a)

b) Right to paid maternity leave _____(Aq105b)

c) Right to unpaid maternity leave _____(Aq105c)

d) Annual leave with pay _____(Aq105d)

e) Any payment (lump-sum) when worker retires _____(Aq105e)

f) Survival Benefit (family) _____ (Aq105f)

106) 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 _____(Aq106a1)

2) Employees supervise each other _____(Aq106a2)

3) Incentives through additional payment systems _____(Aq106a3)

4) Social ('fringe') benefits _____(Aq106a4)

5) Cultivating Trust/Loyalty/Obligation _____(Aq106a5)

6) Management by quality of production _____(Aq106a6)

7) Time supervision _____(Aq106a7)

8) Threat of dismissal _____(Aq106a8)

9) Other _____(Aq106a9)

ENVIRONMENT

107) a) Does the firm have a "Certificate for registration of satisfaction of environmental standards" (ESC)? (Ask to see certificate if possible) _____(Aq107a)

Code: Yes (1), No (2)

b) If yes, why did you choose to get an environmental standards certificate (ESC)? _____(Aq107b)

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 labor (5), Other (6)

c) Which of the requirements for the environmental certificate were the most difficult and most costly to meet? (Select three most difficult and costly).

Code: 1 = most difficult/costly, 2 = second most difficult/costly, and 3 = third most difficult/costly.

	Most Difficult	***Most Costly***
Air quality	_____(Aq107ca1)	_____ (Aq107cb1)
Fire	_____(Aq107ca2)	_____ (Aq107cb2)
Heat	_____(Aq107ca3)	_____ (Aq107cb3)
Lighting	_____(Aq107ca4)	_____ (Aq107cb4)
Noise	_____(Aq107ca5)	_____ (Aq107cb5)
Waste disposal	_____(Aq107ca6)	_____ (Aq107cb6)
Water pollution	_____(Aq107ca7)	_____ (Aq107cb7)
Soil degradation/pollution	_____(Aq107ca8)	_____ (Aq107cb8)
Other, please specify	_____(Aq107ca9)	_____ (Aq107cb9)

108) 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 (million VND)	If investment, which year was the investment made?
1. Air quality	(Aq108aa1)	(Aq108ab1)	(Aq108ac1)	(Aq108ad1)
2. Fire	(Aq108aa2)	(Aq108ab2)	(Aq108ac2)	(Aq108ad2)
3. Heat	(Aq108aa3)	(Aq108ab3)	(Aq108ac3)	(Aq108ad3)
4. Lighting	(Aq108aa4)	(Aq108ab4)	(Aq108ac4)	(Aq108ad4)
5. Noise	(Aq108aa5)	(Aq108ab5)	(Aq108ac5)	(Aq108ad5)
6. Waste disposal	(Aq108aa6)	(Aq108ab6)	(Aq108ac6)	(Aq108ad6)
7. Water pollution	(Aq108aa7)	(Aq108ab7)	(Aq108ac7)	(Aq108ad7)
8. Soil degradation/pollution	(Aq108aa8)	(Aq108ab8)	(Aq108ac8)	(Aq108ad8)
9. Other, please specify	(Aq108aa9)	(Aq108ab9)	(Aq108ac9)	(Aq108ad9)

b) Why do you choose to treat these environmental factors (main reason)? _____ (Aq108b)

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

109) 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 2012 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? *Code: Under a month ago (1), 1-3 months ago (2), More than 3 months ago (3)*
1) Business people in the same sector (same product as Q17b)	(Aq109a1)	(Aq109b1)	(Aq109c1)	(Aq109d1)
2) Other business people in a different sector.	(Aq109a2)	(Aq109b2)	(Aq109c2)	(Aq109d2)
3) Bank officials (incl. both formal and informal creditors)	(Aq109a3)	(Aq109b3)	(Aq109c3)	(Aq109d3)
4) Politicians and civil servants	(Aq109a4)	(Aq109b4)	(Aq109c4)	(Aq109d4)
5) Other	(Aq109a5)	(Aq109b5)	(Aq109c5)	(Aq109d5)
Total (T)	(Aq109a6)	X	(Aq109c6)	X

110) Which is the number of contacts (percentage of Total (T) in Q109):

a) Supplier of your firm? _____(Aq110a)

b) Customer of your firm? _____(Aq110b)

c) Debtor of your firm? _____(Aq110c)

d) Creditor of your firm? _____(Aq110d)

e) Women? _____(Aq110e)

111) Do you normally socialize with customers in order to secure major contracts? _____(Aq111)

Code: Yes (1), No (2)

112) Did the owner/manager find the first customer through a personal social contact?

_____(Aq112)

Code: Yes (1), No (2)

a) If yes, please specify the nature of the connection. _____(Aq112a)

Code: Family and relatives (1), Friend (2), Acquaintance (3), Do not know (4)

113) Did the owner/manager find its currently most important (largest sales) customer through personal social networks?

Code: Yes (1), No (2) _____(Aq113)

a) If yes, please specify the nature of the connection. _____(Aq113a)

Code: Family and relatives (1), Friend (2), Acquaintance (3), Do not know (4)

114) How many of your customers do you know in person (such that you would recognize them on the street and stop for a chat)? (percentage) _____(Aq114)

115) On a 7- point scale (from very little (0) to very much(7)), please indicate the extent to which your firm has utilized personal connections with customers. _____(Aq115)

Code: 0—1—2—3—4—5—6—7

116) What percentage of contract value (typical contract) do you estimate that you usually spend on banquets, gifts, travel costs, etc.? _____(Aq116)

117) Are government agencies or officials sometimes involved in the following types of decisions by your firm?

Code: Yes (1), No (2), Not Applicable (9)

a) Investment decisions _____(Aq117a)

b) Employment/layoff _____(Aq117b)

c) Sales _____(Aq117c)

d) Pricing _____(Aq117d)

e) Merger and acquisition _____(Aq117e)

f) Dividends _____(Aq117f)

g) Wages _____(Aq117g)

h) Other (please specify) _____(Aq117h)

118) Is your firm member of one or more business associations? _____(Aq118)

Code: Yes (1), No (2)

a) If yes, how many business associations at present _____(Aq118a)

b) Details on membership of three most important business associations

ba) Name of Association	bb) Do you pay membership fees? *Code: Yes (1), No (2)*	bc) At time of joining, which one did you consider the most important purpose of the business association (i.e. expectation from joining)? *(Use codes below, choose only one association)*	bd) Have you received some advocacy support from the association so far? *Code: Yes (1), No (2)*	be) What has been the actual benefit, in reality, of being a member of the Business Association? (*Use codes below, chose only one association*)	bf) Assess the advocacy support provided by the business associations? *Code: Good (1) Average (2) In sufficient (3) Not able to assess (4)*	bg) Which type of advocacy support would you prefer that business associations offered? *(Use codes below, choose only one)*
(Aq118ba1)	(Aq118bb1)	(Aq118bc1)	(Aq118bd1)	(Aq118be1)	(Aq118bf1)	(Aq118bg1)
(Aq118ba2)	(Aq118bb2)	(Aq118bc2)	(Aq118bd2)	(Aq118be2)	(Aq118bf2)	(Aq118bg2)
(Aq118ba3)	(Aq118bb3)	(Aq118bc3)	(Aq118bd3)	(Aq118be3)	(Aq118bf3)	(Aq118bg3)

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

119) a) Do you face competition in your field of activity? _____(Aq119a)

Code: Yes (1), No (2)

If yes, how hard was the competition?

aa) From state enterprises _____(Aq119aa)

ab) From other non-state formal enterprises _____(Aq119ab)

ac) From other non-state informal (unregistered) enterprises _____(Aq119ac)

ad) From legal imports/foreign competition _____(Aq119ad)

ae) From smuggling _____(Aq119ae)

af) From other sources _____(Aq119af)

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) _____(Aq119b)

c) Approximately how many competitors do you currently have? _____(Aq119c)

120) Do you have accumulated goods, which are difficult to sell? _____(Aq120a)

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 _____(Aq120aa)

ab) The quality is too low _____(Aq120ab)

ac) Do not have access to good sales channels _____(Aq120ac)

ad) Transportation problems _____(Aq120ad)

ae) The price is too high _____(Aq120ae)

af) Other _____(Aq120af)

121) Has the firm introduced new product groups (different from q17b) since 2013 (last survey) [different ISIC 4-digit code]?

Code: Yes (1), No (2) _____(Aq121)

a) If yes, how many? _____(Aq121a)

b) If yes, what motivated this change? (select only one) _____(Aq121b)

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)

c) How successful was the change? (select only one) _____(Aq121c)

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

122) Has the firm made any improvements of existing products (same as in Q17b) or changed specification since 2013 (last survey)? [within one ISIC 4-digit code]?

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

a) If yes, how many? _____(Aq122a)

b) If yes, what motivated this change? (select only one) _____(Aq122b)

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)

c) How successful was the change? (select only one) _____(Aq122c)

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

123) Has the firm introduced new production processes/new technology since 2013 (last survey)?

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

a) If yes, how many? _____(Aq123a)

b) If yes, what motivated this change? (select only one) _____(Aq123b)

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)

c) How successful was the change? (select only one) _____(Aq123c)

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

d) If yes, from where did the firm procure the new technology? _____(Aq123d)

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

e) 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) _____(Aq123e)

ea) If yes, what was the main purpose of the adaption? _____(Aq123ea)

Select the three 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).

eb) Who did the adaption? _____(Aq123eb)

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)

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

Code: Yes (1), No (2) _____(Aq124a)

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) _____(Aq124ba)

bb) Lack of raw material _____(Aq124bb)

bc) Lack of market outlet/problems identifying new markets _____(Aq124bc)

bd) Lack of technical know-how _____(Aq124bd)

be) Lack of suitable machinery/equipment _____(Aq124be)

bf) Difficulty in finding suitable premises/land _____(Aq124bf)

bg) Complicated government regulations _____(Aq124bg)

bh) Lack of skilled labour _____(Aq124bh)

bi) Negative attitude of local officials _____(Aq124bi)

bj) Other _____(Aq124bj)

125) Does the firm face any major constraints to growth? _____(Aq125)

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 _____(Aq125aa)

ab) Cannot afford to hire wage labor _____(Aq125ab)

ac) Lack of skilled workers in the local job market _____(Aq125ac)

ad) Lack of technical know-how _____(Aq125ad)

ae) Current products/services have limited/reduced demand _____(Aq125ae)

af) Too much competition/unfair competition _____(Aq125af)

ag) Lack of marketing services or transport facilities _____(Aq125ag)

ah) Lack of modern machinery/equipment _____(Aq125ah)

ai) Lack of raw material _____(Aq125ai)

aj) Lack of energy (power, fuel) _____(Aq125aj)

ak) Inadequate premises/land _____(Aq125ak)

al) Too much interference by local officials _____(Aq125al)

am) Government policies uncertain _____(Aq125am)

an) Difficult to get licenses/permissions from authorities _____(Aq125an)

ao) Lack of quality roads _____(Aq125ao)

ap) Other factors _____(Aq125ap)

126) Government assistance in 2014:

	1. Did you receive assistance? *Code: Yes (1), No (2)*	2. Which level do you receive assistance? *Code: Commune (1), District (2), Provincial (3), National (4), Other (5)*	3. How did you get in contact? *Code: I contacted the authorities (1), I was contacted by authority (2).*	4. Did you have pay communication fees in order to obtain the assistance? *Code: Yes (1), No (2)*	5. How do you assess the impact of the support? *Code: Significant (1), Average (2), Cannot tell (3)*	6. If you do not receive government assistance, what is the reason? *Code: Do not want it (1), Do not need it (2), Do not know how to get it (3), Other specify (4)*
a) Financial Assistance:	(Aq126a1)	(Aq126a2)	(Aq126a3)	(Aq126a4)	(Aq126a5)	(Aq126a6)
b) Technical Assistance:	(Aq126b1)	(Aq126b2)	(Aq126b3)	(Aq126b4)	(Aq126b5)	(Aq126b6)
c) Received other type of government assistance (not well specified)	(Aq126c1)	(Aq126c2)	(Aq126c3)	(Aq126c4)	(Aq126c5)	(Aq126c6)

d) Now we would like you to think back to the international crises 5 to 7 years ago (around 2009) and ask you about a specific government intervention.

da) Did you receive a bank loan in 2009? _____(Aq126da)

Code: Yes (1), No (2), Firm did not exist at that time (3), Cannot remember (4)

db) If yes, was the loan obtained under the 2009 stimulus package where loans received interest rate support (Decision 131/ QD-TTg)? _____(Aq126db)

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

dc) What was the amount of the loan? _____(Aq126dc)

dd) What was the interest rate charged on this loan? _____(Aq126dd)

127) 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 _____(Aq127a)

b) Assistance with premises/land _____(Aq127b)

c) Assistance with infrastructural facilities _____(Aq127c)

d) By providing easier access to credit _____(Aq127d)

e) By restricting competition from imported goods (illegally) _____(Aq127e)

f) Through more liberal imports of inputs _____(Aq127f)

g) Assistance with raw materials _____(Aq127g)

h) Through assistance with technical know-how _____(Aq127h)

i) By improving training facilities for workers _____(Aq127i)

j) Through assistance with marketing _____(Aq127j)

k) By clarifying sustainable long term government policies _____(Aq127k)

l) Through improved macro-economic policies _____(Aq127l)

m) Through better private sector policies _____(Aq127m)

n) Other, specify _____(Aq127n)

128) 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)	_____(Aq128a1)	_____(Aq128a2)
b) Social insurance registration certificate	_____(Aq128b1)	_____(Aq128b2)
c) Investment certificate	_____(Aq128c1)	_____(Aq128c2)
d) Environmental standards certificate	_____(Aq128d1)	_____(Aq128d2)
e) Fire prevention certificate	_____(Aq128e1)	_____(Aq128e2)
f) Technology transfer certificate	_____(Aq128f1)	_____(Aq128f2)
g) License to operate overseas accounts	_____(Aq128g1)	_____(Aq128g2)

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

a) Enterprise law _____(Aq129a)

b) Cooperative law _____(Aq129b)

c) Labor code _____(Aq129c)

d) Customs law _____(Aq129d)

e) Insurance law _____(Aq129e)

f) Tax law _____(Aq129f)

g) Environmental law _____(Aq129g)

h) Land law _____(Aq129h)

i) Investment law _____(Aq129i)

j) Social Insurance Law _____(Aq129j)

k) Gender equality law _____(Aq129k)

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

130) How many times (in 2014) was your firm inspected by government officials for the following reasons?

a) Policy compliance inspections (labor, tax, etc.) _____(Aq130a)

b) Technical compliance inspections (environmental, fire, etc.) _____(Aq130b)

c) Other inspections (after accidents etc.) _____(Aq130c)

PERSONALITY AND BEHAVIOUR

131) a) Would you describe yourself as someone who tries to avoid risks (risk-averse) or as someone who is willing to take risks (risk-loving)? Please answer on a scale of 0-10 where 0 means "risk averse" and 10 means "risk loving". *Code: 0- 1-2-3-4-5-6-7-8-9-10* _____(Aq131a)

b) People can behave differently in different situations. How would you rate your willingness to take risks in the following areas? Please answer on a scale of 0-10 where 0 means "risk averse" and 10 means "risk loving". *Code: 0-1-2-3-4-5-6-7-8-9-10*

ba) While driving? _____(Aq131ba)

bb) In financial matters? _____(Aq131bb)

bc) During recreational hobbies and sports? _____(Aq131bc)

bd) In your occupation/running your enterprise? _____(Aq131bd)

be) With your health? _____(Aq131be)

bf) Your faith in other people? _____(Aq131bf)

132) For each of the following statements, indicate how well it applies to you on a scale of 1 to 7 where 1 means "does not apply to me at all" and 7 means "applies to me perfectly". *Code: 1-2-3-4-5-6-7*

I see myself as someone who:

a) Is original, comes up with new ideas _____(Aq132a)
b) Values artistic experiences _____(Aq132b)
c) Has an active imagination _____(Aq132c)
d) Does a thorough job _____(Aq132d)
e) Does things effectively and efficiently _____(Aq132e)
f) Tends to be lazy _____(Aq132f)
g) Is communicative, talkative _____(Aq132g)
h) Is outgoing, sociable _____(Aq132h)
i) Is reserved _____(Aq132i)
j) Has a forgiving nature _____(Aq132j)
k) Is considerate and kind to others _____(Aq132k)
l) Is sometimes somewhat rude to others _____(Aq132l)
m) Worries a lot _____(Aq132m)
n) Gets nervous easily _____(Aq132n)
o) Is relaxed, handles stress well _____(Aq132o)

133) For each of the following statements, indicate how much you agree with it on a scale of 1 to 7 where 1 means "disagree completely" and 7 means "agree completely". *Code: 1-2-3-4-5-6-7*

a) How my life goes depends on me _____(Aq133a)

b) One has to work hard in order to succeed _____(Aq133b)

c) If a person is socially/politically active, he/she can have an effect on societal living conditions _____(Aq133c)

d) If I run up against difficulties in life, I often doubt my own abilities _____(Aq133d)

e) Compared to other people, I have not achieved what I deserve _____(Aq133e)

f) What a person achieves in life is above all a question of fate or luck _____(Aq133f)

g) I frequently have the experience that other people have a controlling influence over my life _____(Aq133g)

h) The opportunities that I have in life are determined by societal living conditions? _____(Aq133h)

i) Inborn abilities are more important than any efforts one can make _____(Aq133i)

j) I have little control over the things that happen in my life _____(Aq133j)

134) For each of the following statements, indicate how true these are for you on a scale of 1-5 where 1 means "being very untrue" and 5 means "being very true". *Code: 1-2-3-4-5*

a) I have innovative ideas _____(Aq134a)

b) If something can't be done, I find a way _____(Aq134b)

c) I often find more than one solution to a problem _____(Aq134c)