Caribbean Follow-up Survey 2012  
FinGen QUESTIONNAIRE

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Country | Country | | | |
| Questionnaire ID | Idquest |  |  |  |
|  | **Yes** | | **No** | |
| Supervisor Call Back | Callback | |  | |

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Establishment name | | est | | | | | | | |
| Address | | address | | | | | | | |
| City/Village | | city | | | Phone | phone | | | |
|  | | **Yes** | **No** |  | | | | | |
| Business card | | bcard |  |  | | | | **Male** | **Female** |
| Respondent | | Name | | name | | | Gender | gender |  |
| Designation/title | | title | | | | | |
| Phone | | phoneresp | | | | | |
| Mobile number | | cellresp | | | | | |
| Interviewer | inter | | | | Code | intercode | | | |
| Supervisor | super | | | | Code | supercode | | | |

|  |  |
| --- | --- |
| **Month(MM)** | **Day(DD)** |
| startmonth | startday |

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| A1) | **Short term: Line of Credit** | | **Medium & Long Term: Loan** | | **Equity Financing** | | **Participa-tory Loan** | | **Government Grants** | | **Leasing Financing** | | | **Suppliers Credit** | | |
|  | **Yes** | **No** | **Yes** | **No** | **Yes** | **No** | **Yes** | **No** | **Yes** | **No** | **Yes** | | **No** | **Yes** | | **No** |
| Does your establishment currently have any of these financing products? *(see definitions below)* | A1a1 |  | A1a2 |  | A1a3 |  | A1a4 |  | A1a5 |  | A1a6 | |  | A1a7 | |  |
| **- If Yes**, please indicate your **level of satisfaction** with each of the following elements: *(see table 1)* |  | | | | | | | | | | | | | | | |
| 1. Amount granted | A1b1a | | A1b2a | | A1b3a | | A1b4a | | A1b5a | | A1b6a | | | A1b7a | | |
| 2. Time to process the application | A1b1b | | A1b2b | |  | | A1b4b | | A1b5b | |  | | | A1b7b | | |
| 3. The documents required | A1b1c | | A1b2c | | A1b3c | | A1b4c | | A1b5c | | A1b6c | | | A1b7c | | |
| 4. Interest rate | A1b1d | | A1b2d | |  | |  | |  | | A1b6d | | | A1b7d | | |
| 5. Service fees | A1b1e | | A1b2e | |  | |  | |  | | A1b6e | | | A1b7e | | |
| 6. Other cost of financing |  | |  | | A1b3f | | A1b4f | | A1b5f | |  | | |  | | |
| 7. Guarantees required by the institution | A1b1g | | A1b2g | |  | | A1b4g | |  | | A1b6g | | | A1b7g | | |
| 8. The financier’s contribution to the general management of the establishment | A1b1h | | A1b2h | | A1b3h | | A1b4h | |  | |  | | |  | | |
| 9. The introduction of the establishment to the financier’s network | A1b1i | | A1b2i | | A1b3i | | A1b4i | |  | |  | | |  | | |
| 10. Overall | A1b1j | | A1b2j | | A1b3j | | A1b4j | | A1b5j | | A1b6j | | | A1b7j | | |
|  | **Yes** | **No** | **Yes** | **No** | **Yes** | **No** | **Yes** | **No** | **Yes** | **No** | **Yes** | **No** | | **Yes** | **No** | |
| **- If No**, did this establishment request any of these financing products in the **last quarter**? | A1c1 |  | A1c2 |  | A1c3 |  | A1c4 |  | A1c5 |  | A1c6 |  | | A1c7 |  | |
| - If **No**, what was the **main** reason why this establishment did not request it? *(see table 2)* | A1d1 | | A1d2 | | A1d3 | | A1d4 | | A1d5 | | A1d6 | | | A1d7 | | |
| - If **Yes**, |  | | | | | | | | | | | | | | | |
| * What was the **main** reason why this establishment requested it? *(see table 3.1 & 3.2 & 3.3)*? | A1e1 | | A1e2 | | A1e3 | | A1e4 | |  | | A1e6 | | | A1e7 | | |
| * What was the **main** category of investors your establishment approached *(see table 4)*? |  | |  | | A1f3 | | A1f4 | |  | |  | | |  | | |
| * Was the request approved? | **Yes** | **No** | **Yes** | **No** | **Yes** | **No** | **Yes** | **No** | **Yes** | **No** | **Yes** | **No** | | **Yes** | **No** | |
| A1g1 |  | A1g2 |  | A1g3 |  | A1g4 |  | A1g5 |  | A1g6 |  | | A1g7 |  | |
| - **If No**, what was the main reason given by the financial institution/potential financiers? *(see table 5.1, 5.2, 5.3)* | A1h1 | | A1h2 | | A1h3 | | A1h4 | | A1h5 | | A1h6 | | | A1h7 | | |
|  | **Yes** | **No** | **Yes** | **No** | **Yes** | **No** | **Yes** | **No** | **Yes** | **No** | **Yes** | **No** | | **Yes** | **No** | |
| - **If No**, do you agree with the reasons provided by the financial institution/potential financiers for turning down your application? | A1i1 |  | A1i2 |  | A1i3 |  | A1i4 |  | A1i5 |  | A1i6 |  | | A1i7 |  | |

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| **#** | **Financing Product** | **Definitions** |
| 1 | Line of Credit | A line of credit may take several forms, such as overdraft protection, demand loan, special purpose, export packing credit, term loan, discounting, purchase of commercial bills, traditional revolving credit card account, etc. It is effectively a bank account that can readily be tapped at the borrower's discretion. It can be unsecured or secured by collateral (short term assets). |
| 2 | Loan | A loan is a type of debt where the borrower initially borrows an amount of money (supported by long term assets) from the lender, and is obligated to pay back or repay typically by regular installments, or partial repayments, with interest. |
| 3 | Equity financing | The act of raising money for company activities by selling common or preferred stock to an individual or institutional investors. In return for the money paid, shareholders receive ownership interests in the corporation. |
| 4 | Participatory loan | Participatory loans do not carry fixed interest charges but give rights to a portion of future profits if they materialize – eventually costing more than the usual interest charged in a commercial loan. Also, they usually include a clause by which the lender may delegate a person to intervene in the management of the establishment. |
| 5 | Government Grants | Funds disbursed by a Government Department or Program that are not repaid. In order to receive such grant, some form of "Grant Writing", often referred to as either a proposal or an application, is usually required. These funds may require a counterpart financing from the firm. |
| 6 | Leasing | Leasing is a process by which a firm can obtain the use of a certain amount of fixed assets for which it must pay a series of contractual, periodic, tax-deductible payments. |
| 7 | Suppliers Credit | A financing arrangement under which a supplier extends credit to the buyer (his client). |

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| **1. Level of satisfaction** | | |  | **4. Main category of investors** | | |
| Totally dissatisfied | | 1 |  | Family members and/or friends | | 1 |
| Dissatisfied | | 2 |  | Private investors | | 2 |
| Satisfied | | 3 |  | Venture capital firms | | 3 |
| Totally satisfied | | 4 |  | Financial institution | | 4 |
|  | | |  | Government institution | | 5 |
| **2. Main reason for not requesting this financing product** | | |  | Other, specify: | A1f3x, A1f4x | 6 |
| No need for this type of financing | | 1 |  |  | | |
| Establishment was turned down before for such type of financing | | 2 |  | **5.1 Main reason given by the financial institution (line of credit & loan)** | | |
| This type of financing was too expensive | | 3 |  | The management team lacked experience | | 1 |
| Procedure to obtain this type of financing was too complicated | | 4 |  | The application did not meet the criteria | | 2 |
| Would prefer another type of financing | | 5 |  | The application was not correctly completed | | 3 |
| Not aware of this type of financing / would require more explanations | | 6 |  | Poor credit history of the establishment | | 4 |
| Did not want to share / dilute the control of the establishment | | 7 |  | The establishment could not provide enough guarantees | | 5 |
| The size of the establishment was too small | | 8 |  | Other, specify: | A1h1x, A1h2x | 5 |
| No programs/services were available in the area of the establishment | | 9 |  |  |  |  |
| The establishment did not meet the acceptance criteria | | 10 |  |  | | |
| Other, specify: | A1d1x, A1d2x, A1d3x, A1d4x, A1d5x, A1d6x, A1d7x | 11 |  | **5.2 Main reason given by potential investors**  **(equity & participatory loan)** | | |
|  |  |  |  | The management team lacked experience | | 1 |
| **3.1 Main reason for requesting a line of credit, loan or suppliers credit** | | |  | The insufficient growth opportunity | | 2 |
| Financing conditions were attractive | | 1 |  | The establishment was too young | | 3 |
| To diversify sources of financing | | 2 |  | The investor did not agree with the establishment business plan and strategies | | 4 |
| To reduce pressure on cash flows | | 3 |  | The investor does not invest in this sector | | 5 |
| Other, specify: | A1e1x, A1e2x, A1e7x | 4 |  | No exit opportunity existed | | 6 |
|  | |  |  | Other, specify: | A1h3x, A1h4x | 7 |
| **3.2 Main reason for requesting equity financing or participatory loan** | | |  |  | |  |
| To diversify sources of financing | | 1 |  | **5.2 Main reason given by government, leasing agencies or suppliers** | | |
| No interest or fees (but share of profits or dividends) | | 2 |  | Application did not meet the requirements | | 1 |
| Right investors can bring valuable skills, contacts and experience and assist with strategy and key decision making | | 3 |  | Poor credit history of the establishment | | 2 |
| Other, specify: | A1e3x, A1e4x | 4 |  | The establishment could not provide enough guarantees | | 3 |
|  |  |  |  | Establishment was too young or too small | | 4 |
| **3.3 Main reason for requesting financing from a leasing company** | | |  | Other, specify: | A1h5x, A1h6x, A1h7x | 5 |
| Financing conditions were attractive | | 1 |  |  | |  |
| To borrow up to 100% of the asset’s value | | 2 |  |  | |  |
| A financial institution had turned down a loan | | 3 |  |  | |  |
| Other, specify: | A1e6x | 4 |  |  | |  |

B1)

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| For each of the following types of financing, indicate your establishment intention to request these financial services within the **next 12 months** *(see table below):* | | | | |
| 1. Line of credit | B1a |  |  |  |
| 2. Long-term loan | B1b |  |  |  |
| 3. Equity financing | B1c |  | **Intentions for the next 12 months** | |
| 4. Participatory loan | B1d |  | No request likely to be made | 1 |
| 5. Government grant | B1e |  | A new application will be filled | 2 |
| 6. Leasing financing | B1f |  | Request of an increase of the current limit | 3 |
| 7. Suppliers credit | B1g |  |  |  |

B2)

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| Which of the following **statements** best describes your position on sharing the equity (ownership) of your firm in order to obtain capital to expand/grow or refinance your business *(see table beside)*? | B2 |  | **Statement** | |
| Yes, I am willing to share more than 50% | 1 |
| Yes, but I would rather keep more than 50% | 2 |
| No, I am not willing to share ownership | 3 |

C1)

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| Does the establishment have any of the following insurance coverages? | | | If **No** | | |
| What is the main **reason** for not having one? *(see table below)* | Would it be interested in having one? | |
|  | **Yes** | **No** | **Yes** | **No** |
| * Damage insurance (earthquake, hurricane, fire etc.) | C1a1 |  | C1b1 | C1c1 |  |
| * Liability insurance | C1a2 |  | C1b2 | C1c2 |  |
| * Mortgage insurance | C1a3 |  | C1b3 | C1c3 |  |
| * Credit insurance for machinery and equipment | C1a4 |  | C1b4 | C1c4 |  |
| * Insurance for vehicles (fleets and trucks) | C1a5 |  | C1b5 | C1c5 |  |
| * Group life insurance | C1a6 |  | C1b6 | C1c6 |  |
| * Personal and collective accident insurance | C1a7 |  | C1b7 | C1c7 |  |
| * Medical insurance | C1a8 |  | C1b8 | C1c8 |  |
| * Directors and Board liability insurance | C1a9 |  | C1b9 | C1c9 |  |
| * Other, specify: C1a10x | C1a10 |  | C1b10 | C1c10 |  |
|  | If No to all, skip to D1 | |  | |  |

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| **Main reason** | | |
| The premium is expensive | | 1 |
| The deductible is high | | 2 |
| Not needed | | 3 |
| Not enough information | | 4 |
| No institution would ensure the company | | 5 |
| Insurers are not reliable / not likely to pay in case of a claim | | 6 |
| Other, specify: | C1b1x, C1b2x, C1b3x, C1b4x, C1b5x,  C1b6x, C1b7x, C1b8x, C1b9x, C1b10x | 7 |

C2)

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| Which type of **financial institution**granted this (these) insurance(s)? *(See table 1 below)* | C2a |  |
| For how long the establishment has a **business relationship** with this institution? *(See table 2 below)* | C2b |  |
| What is the **main reason** for choosing this institution *(See table 3 below)*: | C2c |  |

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| **1. Type of Institution** | | |  | **2. Business relationship** | |  | **3. Main reason** | |
| Commercial Banks | | 1 |  | Less than one year | 1 |  | They offered the lowest premium | 1 |
| Saving Bank or Saving & Loan Society | | 2 |  | Between 1 and 2 years | 2 |  | They offered the insurance with more coverage | 2 |
| Insurance company | | 3 |  | Between 2 and 3 years | 3 |  | It is the only institution that agreed to sell insurance | 3 |
| Other, specify: | C2ax | 4 |  | More than 3 years | 4 |  | The institution offers additional financial services | 4 |
|  | |  |  |  |  | The deductible is low | 5 |
|  | |  |  |  |  | A representative of the institution came to visit the company | 6 |
|  | |  |  |  |  |  | Personal knowledge of people in the insurance company | 7 |
|  | |  |  |  | |  | Other, specify: C2cx | 8 |

C3)

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|  | **Yes** | **No** |  | **Type of Coverage** | |
| Has your establishment claimed from any of these insurance coverages? | C3 |  |  | Damage insurance | 1 |
| Liability insurance | 2 |
| **If Yes,** thinking of this establishment’s largest insured damage in the last 3 years: |  | |  | Mortgage insurance | 3 |
| - What type of insurance coverage did it concern? *(See table beside)* | C3a | |  | Credit insurance for machinery and equipment | 4 |
| - What was the approximate value of the damage? | C3b LCU | |  | Insurance for vehicles (fleets and trucks) | 5 |
| - What percentage the insurer has effectively compensated? | C3c % | |  | Group life insurance | 6 |
|  |  | |  | Personal and collective accident insurance | 7 |
|  |  | |  | Medical insurance | 8 |
|  |  | |  | Directors and Board liability insurance | 9 |
|  |  | |  | Other, specify: C3ax | 10 |

D1)

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| How would you characterize the **gender composition of the owners**/shareholders of this establishment? *(see table 1 below)* | D1a | | If **1**, go to D2 |
| If **not equal to 1:** | **Yes** | **No** |  |
| Is the largest owner/shareholder female? | D1b |  |  |
| With regards to the **largest female owner/shareholder**: | **Yes** | **No** |  |
| * Is she related to any of the other owners of this establishment? | D1c |  |  |
| * What percentage of ownership does she own? | D1d% | |  |
| * To what **extent** does she get involved in the management of this establishment? *(see table 2 below)* | D1e | |  |
| * How many years of experience does she have working in this establishment? | D1f years | |  |
| * How many years of experience does she have working in another establishment? | D1g years | |  |

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| **1. Gender composition of the owners** | |  | **2. Extent** | |
| All men | 1 |  | Makes major strategic and financial decisions | 1 |
| Predominantly men | 2 |  | Makes decisions in consultation with other partners | 2 |
| Equally men and women | 3 |  | Delegates decisions to other partners | 3 |
| Predominantly women | 4 |  |  |  |
| All women | 5 |  |  |  |

D2)

|  |  |  |
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| How would you characterize the **gender composition of the** **management** **group** of this establishment? *(see table below)* | D2a | |
|  | **Male** | **Female** |
| What is the gender of the person responsible for dealing with tax inspectors/authorities? | D2b |  |
| What is the gender of the person responsible for dealing with banks / financial institutions? | D2c |  |

|  |  |
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| **Gender composition of the management group** | |
| All men | 1 |
| Predominantly men | 2 |
| Equally men and women | 3 |
| Predominantly women | 4 |
| All women | 5 |

D3)

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| Please identify the most important criterion by which you define the **success** of your establishment? *(see table 1 below)* | First most important | D3a1 |
| Second most important | D3a2 |
| When profits occur, how much do you systematically reinvest in your establishment? | | D3b % |
| **If more than 0%**, where do you mostly **reinvest**? *(see table 2 below)* | | D3c |

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| **1. Reason of success** | | |  | **2. Reinvest** | | |
| Attaining a pre-established level of profit | | 1 |  | In physical assets | | 1 |
| Still in business in 10 years time | | 2 |  | In human capital | | 2 |
| Providing employment for family | | 3 |  | In market or product development | | 3 |
| Providing employment for others outside the family | | 4 |  | Other, specify: | D3cx | 4 |
| Expanding customer base | | 5 |  |  | |  |
| Expanding range of services/products provided | | 6 |  |  | |  |
| Always innovating (in products/services and/or in processes) | | 7 |  |  | |  |
| Other, specify: | D3a1x, D3a2x | 8 |  |  | |  |

D4)

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| Do you need to spend more time on any of the following activities in order to increase the competitiveness of this establishment? | **Yes** | **No** |
| 1. Efforts to support market development | D4a |  |
| 1. Maintaining to maintain good supply relationships | D4b |  |
| 1. Getting or increasing access to financing | D4c |  |
| 1. Efforts to attract and retain human resources | D4d |  |
| 1. Networking for business purposes | D4e |  |
| 1. Introducing in the workplace policies and programs to facilitate a balance between family responsibilities and work requirements | D4f |  |
| 1. Obtaining quality certification | D4g |  |
| 1. Innovating on products/services or processes | D4h |  |

D5)

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| Most of the time, what is your style of management? *(see table below)* | D5 |

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| --- | --- |
| Style of management | |
| **Decision Maker Manager** (the manager acts alone and takes his decisions without asking to or consulting other persons; he is the only responsible of the measure adopted and of its consequences). | 1 |
| **Consensual Manager** (before taking the final decision, the manager consults other persons in order to obtain their support and to reach a better solution: he looks for a consensus and the adhesion of the group). | 2 |
| **Delegating Manager** (the manager trusts the capacity of others to assume the responsibilities given to them: he delegates to the right persons the responsibilities to take the appropriate decisions and resists the temptation to intervene. It is a non-interference approach but he gives support to others and respects their capacities). | 3 |

D6)

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| Do you think that female owners or managers have more or less **problems** dealing with the following transactions than their male counterparts? (see table below) | | | | | |
| 1. Obtaining licenses | D6a |  |  |  |
| 1. Dealing with taxes and tax collection | D6b |  | Problems | |
| 1. Dealing with labor inspections | D6c |  | Significantly less problems | 0 |
| 1. Dealing with courts | D6d |  | Slightly less problems | 1 |
| 1. Dealing with the police | D6e |  | No difference | 2 |
| 1. Obtaining credit | D6f |  | Slightly more problems | 3 |
| 1. Getting a government contract | D6g |  | Significantly more problems | 4 |

D7)

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| *Smith* needs to renew a small business license from a local government office each year. Bribes are welcomed. *Smith* usually includes an additional bribe with the applications. When *Smith* doesn’t include a bride, the application is lost or encounters long delays such that the firm had to re-file. Does corruption represent an **obstacle** to the operation and growth for *Smith*'s business? *(see table beside)* | D7 |  | Obstacle | |
| No Obstacle | 0 |
| Minor Obstacle | 1 |
| Moderate Obstacle | 2 |
| Major Obstacle | 3 |
| Very Severe Obstacle | 4 |

D8) **Instructions to enumerator:** Please explain the following exercise to the respondent and allow the respondent to fill in the appropriate answers.

|  |  |  |
| --- | --- | --- |
| Please choose a number between 1 and 10, without letting the enumerator know this number chosen.   * Always answer YES if you choose a number between 1 and 5. * Answer the question TRUTHFULLY if you choose a number between 6 and 10 (i.e. answer YES if you have had this behavior before; Answer NO if you have never had this behavior). | Yes | No |
| * Have you ever paid less in business taxes than you should have under the law? | D8a |  |
| * Have you ever used the office telephone for personal matters? | D8b |  |
| * Have you ever deliberately not given your suppliers or clients what was due to them? | D8c |  |

E1)

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|  | **Yes** | **No** |  |
| Are you **aware** of any existing program available in your country offering technical assistance to firms such as yours? | E1a |  |  |
| Does your establishment currently **benefit** from any technical assistance programs? | E1b |  | If **No**, Skip to E4 |

E2)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | | **Yes** | **No** |  |
| Does your establishment currently benefit from any of these technical assistance programs? *(see list below)* | | E2 |  | If **Yes**, Skip to E3 |
| **- If No**, | | **Yes** | **No** |  |
| - Is the other program you are benefiting from partly or totally financed by the government? | | E2a |  |  |
| - Please provide the name of this other technical assistance program: | E2b | | |  |

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| **List of technical assistance programs** | | |
| **Jamaica** | **Trinidad & Tobago** | **Barbados** |
| * Building and Enhancing Productivity Competencies * Building Youth for National Development * Compete Caribbean * E-Powering Jamaica 2012 * International Technical Assistant Program * Jamaica Cluster Competitiveness Project * JBDC Incubator and Resource Centre * Private Sector Development Project * Productivity Advisory Service * Productivity Measurement and Benchmarking * Self Start Fund * Small Project Fund * The Productive Integration of Micro-Enterprises in Jamaica * Tourism Master Plan | * Compete Caribbean * Entrepreneurial Training Institute & Incubation Center * Financial Support Services * InvestTT Limited * SMEXChange * The Research and Development Facility * The Venture Capital Incentive Programme * Trade Assistance * Trade Certification * Trade Sector Support Program * Training Services * Youth Entrepreneurial Success | * Compete Caribbean * Enterprise Productivity and Quality Management Services * Export Promotion and Marketing Fund * Funding For Persons with Innovative Ideas * Incubator * Innovation Support * Market Development Programme * Mentorship * National Innovation Competition * Special Technical Assistance Programme * Specialist Business Development Officers |

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| E3) | General Management, Business Development & Strategies Support | | | Marketing & Operations Support | | | Financial Management, and Tax & Customs Administration Support | | | Technological and Innovation Support | | | Human Resources Support | | |
|  | **Yes** | | **No** | **Yes** | | **No** | **Yes** | | **No** | **Yes** | | **No** | **Yes** | | **No** |
| Does (do) this (these) program(s) your establishment currently benefits from provide any support in the following functional areas? | E3a1 | |  | E3a2 | |  | E3a3 | |  | E3a4 | |  | E3a5 | |  |
| **- If Yes**, did you expect an impact in each of the following categories? Moreover, please indicate the effective **level of impact** onthe following categories *(see table below)* | **Yes** | **No** | Effective impact | **Yes** | **No** | Effective impact | **Yes** | **No** | Effective impact | **Yes** | **No** | Effective impact | **Yes** | **No** | Effective impact |
| 1. Higher sales | E3b1a1 |  | E3b1b1 | E3b1a2 |  | E3b1b2 | E3b1a3 |  | E3b1b3 | E3b1a4 |  | E3b1b4 | E3b1a5 |  | E3b1b5 |
| 2. Lower costs | E3b2a1 |  | E3b2b1 | E3b2a2 |  | E3b2b2 | E3b2a3 |  | E3b2b3 | E3b2a4 |  | E3b2b4 | E3b2a5 |  | E3b2b5 |
| 3. Bigger profits | E3b3a1 |  | E3b3b1 | E3b3a2 |  | E3b3b2 | E3b3a3 |  | E3b3b3 | E3b3a4 |  | E3b3b4 | E3b3a5 |  | E3b3b5 |
| 4. Improved production process / quality of products or services | E3b4a1 |  | E3b4b1 | E3b4a2 |  | E3b4b2 | E3b4a3 |  | E3b4b3 | E3b4a4 |  | E3b4b4 | E3b4a5 |  | E3b4b5 |
| 5. Improved access to financing | E3b5a1 |  | E3b5b1 | E3b5a2 |  | E3b5b2 | E3b5a3 |  | E3b5b3 | E3b5a4 |  | E3b5b4 | E3b5a5 |  | E3b5b5 |
| 6. Improved internal business environment | E3b6a1 |  | E3b6b1 | E3b6a2 |  | E3b6b2 | E3b6a3 |  | E3b6b3 | E3b6a4 |  | E3b6b4 | E3b6a5 |  | E3b6b5 |
| 7. Improved HR management | E3b7a1 |  | E3b7b1 | E3b7a2 |  | E3b7b2 | E3b7a3 |  | E3b7b3 | E3b7a4 |  | E3b7b4 | E3b7a5 |  | E3b7b5 |
| 8. Improved overall results | E3b8a1 |  | E3b8b1 | E3b8a2 |  | E3b8b2 | E3b8a3 |  | E3b8b3 | E3b8a4 |  | E3b8b4 | E3b8a5 |  | E3b8b5 |

Skip to Feedback section

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Level of impact** | | | | |
| Negative impact | | 1 | | |
| No impact | | 2 | | |
| Moderate impact | | 3 | | |
| Large impact | | 4 | | |
|  |  | |  |

E4)

|  |  |  |
| --- | --- | --- |
|  | **Yes** | **No** |
| Would your establishment be interested in receiving such assistance? | E4 |  |
| - If **No**, what would be the **main** reason for this establishment’s disinterest? *(see table 1)* | E4a | |
| * If **Yes**, | **Yes** | **No** |
| * Would your establishment be willing to pay for a part of these support services? | E4b1 |  |
| * From which type of **executing agency** would your establishment prefer receiving assistance from? (*see table 2*) | E4b2 | |
| * For which **functional area** would your establishment require mostly technical assistance? (*see table 3*) | E4b3 | |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **1. Reason of disinterest** | | |  | **2. Executing Agency** | | |
| Not needed | | 1 |  | Community-based organization | | 1 |
| Too expensive | | 2 |  | Local business association | | 2 |
| Already used this type of assistance in the past and wasn’t useful | | 3 |  | Private independent fund | | 3 |
| Administrative procedure is cumbersome | | 4 |  | NGO | | 4 |
| Too many strings attached | | 5 |  | Government-based organization | | 5 |
| Not aware of this type of assistance and don’t know its advantages | | 6 |  | International organization | | 6 |
| Other, specify: | E4ax | 7 |  | Other, specify: | E4b2x | 7 |
|  | |  |  |  |  |  |
| **3. Functional area** | | |  |
| General Management, Business Development & Strategies Support | | 1 |  |
| Marketing & Operations Support | | 2 |  |
| Financial Management, and Tax & Customs Administration Support | | 3 |  |
| Technological and Innovation Support | | 4 |  |
| Human Resources Support | | 5 |  |
| Other, specify: | E4b3x | 6 |  |

**COMPLETE THE FOLLOWING QUESTIONS AFTER THE INTERVIEW HAS BEEN COMPLETED**

|  |  |
| --- | --- |
| Month(MM) | Day(DD) |
| endmonth | endday |

|  |  |
| --- | --- |
| I perceive the answers to questions regarding **opinions and perceptions** to be (see table 1 below): | F1 |
| The answers to questions regarding figures (see table 2 below): | F2 |
| This questionnaire was completed in (see table 3 below): | F3 |
| The interview was done though which **mode** (see table 4 below): | F4 |

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 1. Opinions and Perceptions | | |  | 2. Figures | | | |  | 3. Questionnaire | |
| Truthful (reflect real opinions) | | 1 |  | Are taken directly from establishments’ records | | | 1 |  | One visit in face-to-face interview with one person | 1 |
| Somewhat truthful | | 2 |  | Are estimates computed with some precision | | | 2 |  | One visit in face-to-face interview with different managers/staff | 2 |
| Not truthful | | 3 |  | Are arbitrary and unreliable numbers | | | 3 |  | Several interviews | 3 |
|  | |  |  |  | | |  |  |  |  |
| 4. Interview Mode | | | | | |  | | |  |  |
| Face-to-face visit | | | | | 1 |  | | |  |  |
| By Phone | | | | | 2 |  | | |  |  |
| Through Internet | | | | | 3 |  | | |  |  |
| Other (specify): | F4x | | | | 4 |  | | |  |  |

Interviewer comments:

|  |
| --- |
| comments |
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