

Annex 1. BEEPS surveys and infrastructure

The World Bank and EBRD have jointly conducted the Business Environment and Enterprise Performance Surveys (BEEPS) in 1999, 2002 and 2005 covering most of the countries in the ECA region. These surveys cover a wide range of businesses. The 1999 survey covered 3,000 enterprises in 20 countries. The 2002 survey covered 6,100 enterprises in 26 countries, and the 2005 survey covered 9,500 enterprises in 27 countries. Turkmenistan is the only country not covered.

Survey had a wide range of questions for the respondents and only a few were relevant to the infrastructure. The raw survey data relating to 2002 and 2005 surveys was analyzed using the Stata SE8 program and results relating to each country, each sub-region and the ECA region compiled into convenient tables, which are given as a part of this annex for ready use. The average for each country is the average of responses from firms in that country. The averages for the sub-region and region are also the averages of responses received from the firms of the sub-region or the region. No attempt was made to calculate population-weighted averages. Enterprises who did not respond were ignored. The analysis was carried out by Sanjay Sinha, while the raw survey data and explanatory help were provided by James Anderson. Their help is gratefully acknowledged. This annex contains the following tables:

2002 Survey

1. Power Outages and Surges from the Electricity Grid- Number of days
2. Insufficient or Intermittent Water Supply- Number of days
3. Unavailable Telephone Services- Number of days
4. Unofficial Payments for Water and Electricity Services
5. Number of days of waiting for Electricity Connection
6. Number of days of waiting for Telephone connection

2005 Survey

1. Power Outages and Surges: frequency (days), duration (hours) and consequent loss of sales as a percentage of annual sales
2. Insufficient or Intermittent water supply: frequency (days), duration (hours) and consequent loss of sales as a percentage of annual sales
3. Unavailable telephone service: frequency (days), duration (hours) and consequent loss of sales as a percentage of annual sales
4. Unofficial payments/gifts for electricity and water services.
5. Number of days of waiting for electricity connection
6. Number of days of waiting for telephone connection

2002 and 2005 Surveys Comparative Tables

1. How problematic was *electricity service* for the operation and growth of business?
2. How problematic was *transport service* for the operation and growth of business?
3. How problematic was *telephone service* for the operation and growth of business?
4. How problematic was *regulatory uncertainty* for the operation and growth of business?

1. Power Outages and Surges from the Electricity Grid-
Number of days in 2002

Region	Country	Rural	Urban	Rural and Urban
Baltics	Estonia	3.6	3.8	3.8
	Latvia	2.6	2.8	2.7
	Lithuania	1.8	1.3	1.4
Baltics Average		2.5	2.6	2.6
CEE	Czech	3.0	1.6	2.2
	Hungary	2.9	2.9	2.9
	Poland	4.2	1.6	2.2
	Slovakia	5.2	2.0	2.6
	Slovenia	2.8	1.0	2.0
CEE Average		3.4	1.9	2.3
CIS - Central	Belarus	2.0	1.1	1.2
	Kazakhstan	19.2	9.0	10.5
	Russia	6.8	5.4	5.6
	Ukraine	18.3	7.5	9.4
CIS - Central Average		11.8	5.9	6.9
CIS-7	Armenia	4.9	4.4	4.5
	Azerbaijan	161.2	44.3	61.5
	Georgia	97.6	56.6	63.2
	Kyrgyzstan	54.3	15.9	26.7
	Moldova	23.9	3.5	10.7
	Tajikistan	73.1	28.0	38.2
	Uzbekistan	34.4	15.7	21.8
CIS-7 Average		51.5	24.9	31.7
SEE	Albania	53.9	46.1	47.5
	Bosnia	6.0	4.2	4.5
	Bulgaria	7.8	4.3	5.6
	Croatia	4.0	2.8	3.3
	FYROM	10.7	5.5	6.5
	Montenegro	12.0	9.9	10.3
	Romania	10.0	5.9	7.2
	Serbia	12.0	9.9	10.3
SEE Average		11.5	11.1	11.2
Turkey	Turkey	3.4	2.5	2.7
Turkey Average		3.4	2.5	2.7
ECA Average		16.0	9.4	11.0

2. Insufficient or Intermittent Water Supply-
Number of days in 2002

Region	Country	Rural	Urban	Rural and Urban
Baltics	Estonia	1.2	1.4	1.4
	Latvia	1.9	1.4	1.6
	Lithuania	0.9	0.5	0.6
Baltics Average		1.3	1.1	1.2
CEE	Czech	0.8	0.8	0.8
	Hungary	0.9	0.8	0.8
	Poland	0.8	0.4	0.5
	Slovakia	0.0	0.7	0.6
	Slovenia	0.5	0.1	0.3
CEE Average		0.7	0.6	0.6
CIS - Central	Belarus	0.3	2.4	2.1
	Kazakhstan	11.6	2.8	4.1
	Russia	9.4	6.7	7.2
	Ukraine	32.7	29.0	29.6
CIS - Central Average		15.8	12.3	12.9
CIS-7	Armenia	16.5	29.8	26.7
	Azerbaijan	40.9	7.0	11.6
	Georgia	46.6	28.6	31.5
	Kyrgyzstan	21.7	3.1	8.3
	Moldova	81.2	3.2	31.0
	Tajikistan	34.6	26.2	28.1
	Uzbekistan	48.8	17.7	28.1
CIS-7 Average		44.7	17.0	24.0
SEE	Albania	9.9	17.3	15.9
	Bosnia	3.0	2.9	2.9
	Bulgaria	7.3	4.2	5.4
	Croatia	1.1	0.5	0.8
	Macedonia	9.4	8.5	8.7
	Montenegro	6.9	2.3	3.2
	Romania	23.9	4.4	10.6
	Serbia	6.9	2.3	3.2
SEE Average		9.6	5.2	6.4
Turkey	Turkey	0.6	1.0	0.9
Turkey Average		0.6	1.0	0.9
ECA Average		13.7	7.7	9.2

3. Unavailable Telephone Services-
Number of days in 2002

Region	Country	Rural	Urban	Rural and Urban
Baltics	Estonia	2.4	1.8	1.9
	Latvia	0.7	0.8	0.8
	Lithuania	1.1	1.5	1.4
Baltics Average		1.3	1.4	1.4
CEE	Czech	0.9	0.8	0.8
	Hungary	1.2	1.7	1.6
	Poland	1.6	1.4	1.4
	Slovakia	0.7	1.6	1.4
	Slovenia	0.7	1.6	1.1
CEE Average		1.1	1.4	1.3
CIS - Central	Belarus	3.7	1.4	1.8
	Kazakhstan	17.8	3.6	5.6
	Russia	23.8	4.5	7.8
	Ukraine	4.1	0.8	3.4
CIS - Central Average		13.2	3.4	5.0
CIS-7	Armenia	10.7	7.1	7.9
	Azerbaijan	0.2	3.7	3.2
	Georgia	13.6	13.9	13.9
	Kyrgyzstan	24.5	12.5	15.9
	Moldova	2.7	1.2	1.7
	Tajikistan	62.3	37.9	43.4
	Uzbekistan	37.1	3.3	23.6
CIS-7 Average		23.5	13.6	16.1
SEE	Albania	6.7	9.2	8.8
	Bosnia	2.7	4.8	4.4
	Bulgaria	1.6	1.8	1.7
	Croatia	1.3	1.1	1.2
	Macedonia	3.2	3.3	3.3
	Montenegro	14.3	13.1	13.3
	Romania	1.8	2.1	2.0
	Serbia	14.3	13.1	13.3
SEE Average		3.7	5.4	5.0
Turkey	Turkey	0.8	17.0	0.8
Turkey Average		0.8	0.8	0.8
ECA Average		7.9	5.0	5.8

4. Unofficial Payments for Water and Electricity Services

Unofficial Payments/gifts for electricity and water services in 2002

Region	Country	Never	Seldom	Sometimes	Frequently	Usually	Always
Baltics	Estonia	84%	9%	5%	1%	1%	1%
	Latvia	87%	8%	4%	0%	1%	1%
	Lithuania	93%	4%	3%	0%	0%	1%
Baltics Average		89%	6%	4%	0%	0%	1%
CEE	Czech	78%	10%	6%	2%	1%	2%
	Hungary	76%	14%	5%	4%	0%	1%
	Poland	84%	10%	3%	1%	1%	1%
	Slovakia	83%	10%	4%	2%	1%	0%
	Slovenia	81%	11%	7%	1%	0%	0%
CEE Average		77%	12%	6%	3%	1%	1%
CIS - Central	Belarus	81%	11%	5%	2%	1%	1%
	Kazakhstan	74%	12%	9%	2%	1%	1%
	Russia	64%	16%	11%	5%	3%	1%
	Ukraine	68%	16%	8%	4%	3%	2%
CIS - Central Average		70%	14%	9%	4%	2%	1%
CIS-7	Armenia	90%	4%	4%	0%	2%	0%
	Azerbaijan	64%	9%	17%	7%	1%	2%
	Georgia	61%	18%	10%	9%	2%	0%
	Kyrgyzstan	61%	18%	12%	4%	3%	2%
	Moldova	62%	28%	8%	1%	1%	1%
	Tajikistan	35%	29%	16%	8%	9%	2%
	Uzbekistan	78%	11%	6%	3%	0%	1%
CIS-7 Average		65%	16%	10%	4%	3%	1%
SEE	Albania	29%	36%	21%	9%	4%	1%
	BiH	48%	19%	17%	13%	1%	1%
	Bulgaria	67%	13%	10%	5%	5%	0%
	Croatia	69%	17%	10%	3%	0%	0%
	FYROM	57%	28%	9%	4%	1%	1%
	Romania	75%	13%	8%	2%	2%	0%
SEE Average		60%	20%	12%	6%	2%	1%
Turkey	Turkey	57%	16%	15%	9%	3%	1%
Turkey Average		57%	16%	15%	9%	3%	1%
ECA Average		69%	15%	9%	4%	2%	1%

5. Number of days of waiting for Electricity Connection

Region	Country	National 2002
Baltics	Estonia	1.8
	Latvia	1.7
	Lithuania	1.1
Baltics Average		1.5
CEE	Czech	0.1
	Hungary	3.9
	Poland	5.3
	Slovakia	2.9
	Slovenia	3.3
CEE Average		3.5
CIS - Central	Belarus	9.6
	Kazakhstan	2.5
	Russia	5.9
	Ukraine	9.2
CIS - Central Average		6.2
CIS-7	Armenia	1.4
	Azerbaijan	4.4
	Georgia	1.0
	Kyrgyzstan	4.1
	Moldova	6.2
	Tajikistan	11.5
	Uzbekistan	5.7
CIS-7 Average		5.0
SEE	Albania	10.8
	Bosnia	1.0
	Bulgaria	3.5
	Croatia	0.6
	Romania	4.4
	Serbia	3.1
SEE Average		3.7
Turkey	Turkey	0.9
Turkey Average		0.9
ECA Average		3.9

6. Number of days of waiting for Telephone connection

Region	Country	National 2002
Baltics	Estonia	2.4
	Latvia	2.2
	Lithuania	8.2
Baltics Average		2.5
CEE	Czech	1.9
	Hungary	6.0
	Poland	7.6
	Slovakia	2.9
	Slovenia	7.8
CEE Average		5.4
CIS - Central	Belarus	59.9
	Kazakhstan	21.1
	Russia	14.4
	Ukraine	13.8
CIS - Central Average		14.9
CIS-7	Armenia	59.9
	Azerbaijan	21.1
	Georgia	14.4
	Kyrgyzstan	13.8
	Moldova	7.8
	Tajikistan	17.4
	Uzbekistan	8.9
CIS-7 Average		10.2
SEE	Albania	18.1
	Bosnia	1.9
	Bulgaria	20.1
	Croatia	5.0
	FYROM	8.9
	Romania	6.0
	Serbia	29.7
SEE Average		13.4
Turkey	Turkey	1.5
Turkey Average		1.5
ECA Average		9.4

1. 2005 Survey: Power Outages and Surges: frequency (days), duration (hours) and consequent loss of sales as a percentage of annual sales

Power outages or surges from the public grid. No. of days in past 12 months					Power outages or surges from the public grid. Average duration (hours/day)					Power outages or surges from the public grid. % of total sales lost				
Region	Country	Rural	Urban	Rural and Urban	Region	Country	Rural	Urban	Rural and Urban	Region	Country	Rural	Urban	Rural and Urban
Baltics	Estonia	3.1	1.3	1.8	Baltics	Estonia	5.3	3.5	4.3	Baltics	Estonia	1.1	1.3	1.2
	Latvia	2.4	1.2	1.6		Latvia	11.8	5.9	8.1		Latvia	1.5	1.5	1.5
	Lithuania	1.8	0.8	1.1		Lithuania	5.6	4.4	4.8		Lithuania	1.2	1.6	1.4
Baltics Average		2.4	1.1	1.5	Baltics Average		7.6	4.6	5.8	Baltics Average		1.3	1.5	1.4
CEE	Czech	0.5	0.3	0.4	CEE	Czech	6.0	5.3	5.7	CEE	Czech	1.5	9.8	4.4
	Hungary	2.5	2.1	2.2		Hungary	3.1	3.9	3.7		Hungary	1.4	1.5	1.4
	Poland	1.4	0.9	1.0		Poland	5.3	5.4	5.4		Poland	2.0	1.8	1.8
	Slovakia	0.3	0.3	0.3		Slovakia	8.8	6.4	6.8		Slovakia	1.5	1.0	1.2
	Slovenia	1.6	0.7	1.2		Slovenia	4.9	2.7	4.3		Slovenia	1.4	1.0	1.3
CEE Average		1.4	1.0	1.1	CEE Average		4.7	4.6	4.6	CEE Average		1.7	2.0	1.9
CIS - Central	Belarus	2.7	2.5	2.5	CIS - Central	Belarus	7.8	4.9	5.5	CIS - Central	Belarus	3.3	3.9	3.8
	Kazakhstan	13.9	5.7	6.7		Kazakhstan	5.8	6.0	6.0		Kazakhstan	2.2	2.5	2.5
	Russia	5.6	3.2	3.5		Russia	6.3	6.2	6.2		Russia	2.8	1.9	2.1
	Ukraine	2.5	5.0	4.7		Ukraine	4.8	6.7	6.4		Ukraine	2.1	3.2	2.9
CIS - Central Average		6.4	4.3	4.6	CIS - Central Average		6.0	6.1	6.1	CIS - Central Average		2.4	2.6	2.6
CIS-7	Armenia	2.8	1.6	1.9	CIS-7	Armenia	7.1	5.7	6.1	CIS-7	Armenia	2.8	2.4	2.5
	Azerbaijan	78.4	10.6	16.0		Azerbaijan	3.3	3.6	3.6		Azerbaijan	8.3	5.4	6.3
	Georgia	110.6	45.9	56.9		Georgia	4.2	4.0	4.0		Georgia	19.3	8.5	10.7
	Kyrgyzstan	25.5	10.0	14.4		Kyrgyzstan	6.2	6.8	6.6		Kyrgyzstan	4.7	4.1	4.3
	Moldova	2.9	1.8	2.1		Moldova	4.9	8.2	7.1		Moldova	4.3	2.6	3.1
	Tajikistan	42.3	35.0	36.6		Tajikistan	8.3	6.9	7.2		Tajikistan	10.0	7.6	8.1
	Uzbekistan	6.0	9.0	8.0		Uzbekistan	6.3	6.4	6.4		Uzbekistan	3.7	3.1	3.2
CIS-7 Average		22.8	13.8	15.9	CIS-7 Average		5.9	5.9	5.9	CIS-7 Average		7.8	5.6	6.1
SEE	Albania	182.4	197.5	194.2	SEE	Albania	3.1	4.1	3.9	SEE	Albania	8.5	12.1	11.2
	Bosnia	4.5	1.7	2.2		Bosnia	4.6	4.1	4.2		Bosnia	1.8	2.9	2.8
	Bulgaria	5.8	5.2	5.4		Bulgaria	4.5	2.8	3.3		Bulgaria	1.1	1.8	1.5
	Croatia	3.1	1.4	2.1		Croatia	5.9	4.8	5.3		Croatia	1.9	3.1	2.4
	FYROM	8.7	2.9	3.9		FYROM	4.8	5.7	5.5		FYROM	1.9	2.1	2.0
	Montenegro	6.7	2.5	4.8		Montenegro	6.5	2.5	5.2		Montenegro	6.0	1.0	4.3
	Romania	5.3	4.2	4.5		Romania	4.3	4.0	4.1		Romania	2.2	2.5	2.4
	Serbia	7.3	3.2	3.9		Serbia	5.2	4.7	4.8		Serbia	3.2	2.3	2.5
	SEE Average		20.1	23.8		22.8	SEE Average		4.5		4.1	4.2	SEE Average	
Turkey	Turkey	5.5	3.8	4.1	Turkey	Turkey	4.8	5.8	5.6	Turkey	Turkey	2.0	2.3	2.3
Turkey Average		5.5	3.8	4.1	Turkey Average		4.8	5.8	5.6	Turkey Average		2.0	2.3	2.3
ECA Average		10.9	9.4	9.8	ECA Average		5.4	5.3	5.3	ECA Average		4.2	4.1	4.1

2. 2005 Survey: Insufficient or Intermittent water supply: frequency (days), duration (hours) and consequent loss of sales as a percentage of annual sales

Insufficient water supply No. of days in past 12 months					Insufficient water supply Average duration (hours/day)					Insufficient water supply % of total sales lost				
Region	Country	Rural	Urban	Rural and Urban	Region	Country	Rural	Urban	Rural and Urban	Region	Country	Rural	Urban	Rural and Urban
Baltics	Estonia	0.2	0.2	0.2	Baltics	Estonia	3.2	7.3	6.2	Baltics	Estonia		1.5	1.5
	Latvia	1.3	0.4	0.7		Latvia	10.7	9.5	10.1		Latvia	5.0	1.0	3.0
	Lithuania	0.6	0.3	0.4		Lithuania	4.5	3.5	3.8		Lithuania		2.0	2.0
Baltics Average		0.7	0.3	0.4	Baltics Average		8.0	7.0	7.4	Baltics Average		5.0	1.5	2.2
CEE	Czech	0.7	0.2	0.4	CEE	Czech	4.2	8.1	7.1	CEE	Czech		2.5	2.5
	Hungary	0.4	0.5	0.5		Hungary	2.9	6.6	5.8		Hungary	1.0	2.3	2.0
	Poland	0.2	0.2	0.2		Poland	4.8	6.2	5.8		Poland	2.3	2.1	2.2
	Slovakia	0.0	0.2	0.2		Slovakia		11.7	11.7		Slovakia		1.0	1.0
	Slovenia	0.3	0.0	0.2		Slovenia	5.0	24.0	6.4		Slovenia	6.5		6.5
CEE Average		0.4	0.2	0.3	CEE Average		4.4	7.2	6.3	CEE Average		3.1	2.1	2.5
CIS - Central	Belarus	1.3	0.9	0.9	CIS - Central	Belarus	24.0	9.5	11.2	CIS - Central	Belarus	15.0	5.0	6.7
	Kazakhstan	9.1	3.5	4.2		Kazakhstan	10.1	9.6	9.7		Kazakhstan	2.0	2.1	2.1
	Russia	10.3	1.7	3.0		Russia	6.0	8.8	8.0		Russia	1.3	2.3	2.1
	Ukraine	0.6	6.2	5.4		Ukraine	12.9	9.2	9.5		Ukraine	1.0	2.9	2.7
CIS - Central Average		6.1	3.2	3.6	CIS - Central Average		8.9	9.2	9.2	CIS - Central Average		2.9	2.7	2.7
CIS-7	Armenia	1.3	2.6	2.3	CIS-7	Armenia	12.7	7.6	8.6	CIS-7	Armenia	3.0	3.7	3.6
	Azerbaijan	33.8	3.7	6.1		Azerbaijan	2.5	3.6	3.3		Azerbaijan	3.8	3.3	3.5
	Georgia	22.1	8.8	11.0		Georgia	8.3	4.7	5.1		Georgia	4.3	4.6	4.6
	Kyrgyzstan	10.2	1.9	4.2		Kyrgyzstan	8.5	11.8	10.6		Kyrgyzstan	5.7	4.0	4.7
	Moldova	4.2	1.3	2.3		Moldova	5.4	9.9	8.2		Moldova	4.0	10.5	7.8
	Tajikistan	12.7	9.1	9.9		Tajikistan	8.0	6.4	6.6		Tajikistan	6.1	4.2	4.6
	Uzbekistan	5.2	1.9	3.0		Uzbekistan	7.1	8.1	7.8		Uzbekistan	5.3	3.1	3.6
CIS-7 Average		8.6	3.8	4.9	CIS-7 Average		7.2	7.2	7.2	CIS-7 Average		4.8	4.7	4.7
SEE	Albania	95.1	89.1	90.5	SEE	Albania	6.7	6.4	6.4	SEE	Albania	9.0	4.9	5.6
	Bosnia	22.8	4.7	7.7		Bosnia	10.2	5.9	6.8		Bosnia	16.0	12.1	12.8
	Bulgaria	7.4	3.6	5.0		Bulgaria	6.2	8.8	7.7		Bulgaria	1.0	3.1	2.5
	Croatia	0.2	0.2	0.2		Croatia	5.6	7.3	6.5		Croatia	2.3		2.3
	FYROM	0.0	0.9	0.7		FYROM	2.0	6.3	6.0		FYROM		1.2	1.2
	Montenegro	1.4	0.0	0.8		Montenegro	5.0		5.0		Montenegro	1.0		1.0
	Romania	2.6	2.1	2.2		Romania	5.6	7.6	6.9		Romania	2.1	3.3	2.9
	Serbia	1.8	0.8	1.0		Serbia	6.5	9.3	8.8		Serbia	2.7	1.8	1.9
SEE Average		11.1	9.4	9.9	SEE Average		6.1	7.4	7.0	SEE Average		3.6	4.2	4.0
Turkey	Turkey	1.0	0.5	0.6	Turkey	Turkey	11.8	5.4	6.2	Turkey	Turkey	1.0	1.0	1.0
Turkey Average		1.0	0.5	0.6	Turkey Average		11.8	5.4	6.2	Turkey Average		1.0	1.0	1.0
ECA Average		5.3	3.6	4.0	ECA Average		6.9	7.7	7.5	ECA Average		3.9	3.8	3.9

3. 2005 Survey: Unavailable telephone service: frequency (days), duration (hours) and consequent loss of sales as a percentage of annual sales

Unavailable mainline telephone service? No. of days in past 12 months					Unavailable mainline telephone service? Average duration (hours/day)					Unavailable mainline telephone service? % of total sales lost				
Region	Country	Rural	Urban	Rural and Urban	Region	Country	Rural	Urban	Rural and Urban	Region	Country	Rural	Urban	Rural and Urban
Baltics	Estonia	0.9	0.3	0.4	Baltics	Estonia	2.3	2.7	2.6	Baltics	Estonia	5.0		5.0
	Latvia	0.8	0.4	0.5		Latvia	17.4	8.2	11.2		Latvia		1.0	1.0
	Lithuania	0.8	0.6	0.6		Lithuania	5.6	4.4	4.7		Lithuania		1.0	1.0
Baltics Average		0.8	0.4	0.5	Baltics Average		8.2	5.2	6.2	Baltics Average		5.0	1.0	1.8
CEE	Czech	2.3	0.5	1.4	CEE	Czech	8.2	6.7	7.0	CEE	Czech		3.7	3.7
	Hungary	3.3	0.9	1.5		Hungary	2.8	6.7	6.0		Hungary		1.0	1.0
	Poland	0.9	0.7	0.7		Poland	9.9	10.0	10.0		Poland	1.5	1.6	1.6
	Slovakia	0.0	0.4	0.3		Slovakia		8.4	8.4		Slovakia		2.0	2.0
	Slovenia	0.9	0.6	0.8		Slovenia	6.3	6.9	6.5		Slovenia	1.0	1.0	1.0
CEE Average		1.6	0.7	0.9	CEE Average		7.2	8.4	8.1	CEE Average		1.3	1.7	1.6
CIS - Central	Belarus	5.5	0.4	1.2	CIS - Central	Belarus	6.6	5.2	5.7	CIS - Central	Belarus	1.0		1.0
	Kazakhstan	1.0	3.0	2.8		Kazakhstan	5.4	8.4	8.2		Kazakhstan		1.2	1.2
	Russia	2.3	2.0	2.1		Russia	5.3	9.1	8.7		Russia		2.5	2.5
	Ukraine	4.4	2.4	2.7		Ukraine	10.7	10.4	10.4		Ukraine	2.0	2.1	2.1
CIS - Central Average		3.0	2.2	2.3	CIS - Central Average		6.8	9.0	8.8	CIS - Central Average		1.5	1.9	1.9
CIS-7	Armenia	1.1	0.7	0.8	CIS-7	Armenia	7.2	5.9	6.2	CIS-7	Armenia		2.7	2.7
	Azerbaijan	0.7	0.6	0.6		Azerbaijan	1.0	4.1	3.8		Azerbaijan		3.0	3.0
	Georgia	18.7	1.7	4.6		Georgia	3.0	6.8	6.2		Georgia	1.5	1.8	1.8
	Kyrgyzstan	4.8	1.7	2.6		Kyrgyzstan	10.4	11.7	11.3		Kyrgyzstan	1.0	2.7	2.3
	Moldova	1.4	0.5	0.8		Moldova	3.9	9.2	7.4		Moldova			
	Tajikistan	2.1	4.9	4.3		Tajikistan	8.7	7.3	7.5		Tajikistan	2.3	2.0	2.0
	Uzbekistan	3.4	4.3	4.0		Uzbekistan	8.5	10.7	10.0		Uzbekistan	1.3	1.3	1.3
CIS-7 Average		3.5	1.8	2.2	CIS-7 Average		7.1	7.8	7.6	CIS-7 Average		1.6	2.1	2.0
SEE	Albania	9.9	8.5	8.8	SEE	Albania	20.0	10.6	12.5	SEE	Albania	2.0	2.8	2.7
	Bosnia	0.4	1.1	1.0		Bosnia	18.0	6.8	8.1		Bosnia		6.3	6.3
	Bulgaria	0.9	2.8	2.1		Bulgaria	10.8	8.7	9.3		Bulgaria	1.0	1.0	1.0
	Croatia	0.9	0.8	0.9		Croatia	6.3	5.3	5.7		Croatia	1.0	2.2	1.9
	FYROM	4.5	1.0	1.6		FYROM	4.5	8.5	7.7		FYROM	5.0	3.5	3.7
	Montenegro	0.0	0.0	0.0		Montenegro					Montenegro			
	Romania	0.9	0.6	0.7		Romania	6.4	5.7	5.9		Romania	1.7	1.7	1.7
	Serbia	15.3	1.2	3.6		Serbia	8.6	5.2	6.2		Serbia	6.2	1.2	2.3
SEE Average		3.1	1.7	2.1	SEE Average		9.6	7.3	7.9	SEE Average		3.4	2.5	2.6
Turkey	Turkey	0.1	0.3	0.3	Turkey	Turkey	13.0	7.7	8.0	Turkey	Turkey			
Turkey Average		0.1	0.3	0.3	Turkey Average		13.0	7.7	8.0	Turkey Average				
ECA Average		2.4	1.5	1.7	ECA Average		7.9	8.0	8.0	ECA Average		2.4	2.1	2.1

4. 2005 Survey: Unofficial payments/gifts for electricity and water services.

Region		Never	Seldom	Sometimes	Frequently	Usually	Always
Baltics	Rural	88%	6%	4%	1%	0%	0%
	Urban	94%	3%	2%	1%	0%	0%
Baltics Average		92%	4%	3%	1%	0%	0%
CEE	Rural	82%	8%	7%	1%	1%	0%
	Urban	83%	10%	4%	2%	1%	0%
CEE Average		83%	9%	5%	2%	1%	0%
Central CIS	Rural	74%	15%	8%	1%	2%	1%
	Urban	78%	11%	6%	2%	2%	1%
Central CIS Average		77%	12%	6%	2%	2%	1%
CIS-7	Rural	67%	14%	15%	3%	0%	2%
	Urban	66%	16%	12%	4%	1%	1%
CIS-7 Average		66%	15%	13%	4%	1%	1%
SEE	Rural	76%	11%	7%	3%	2%	1%
	Urban	69%	16%	9%	4%	1%	1%
SEE Average		71%	14%	9%	4%	1%	1%
Turkey	Rural	80%	9%	8%	1%	1%	1%
	Urban	81%	6%	6%	3%	2%	1%
Turkey Average		81%	7%	7%	2%	2%	1%
ECA Average		76%	12%	8%	3%	1%	1%

5. 2005 Survey: Number of days of waiting for electricity connection					6. 2005 Survey: Number of days of waiting for telephone connection		
Region	Country	Rural	Urban	Rural and Urban	Region	Country	National 2005
Baltics	Estonia	3.1	10.5	8.4	Baltics	Estonia	5.5
	Latvia	37.4	24.6	31.0		Latvia	11.8
	Lithuania	2.5	38.5	30.2		Lithuania	6.4
Baltics Average		17.0	25.1	22.5	Baltics Average		8.8
CEE	Czech	5.9	13.8	11.4	CEE	Czech	4.8
	Hungary	10.9	10.0	10.2		Hungary	27.7
	Poland	17.8	11.2	13.3		Poland	14.2
	Slovakia	10.6	5.0	6.0		Slovakia	8.0
	Slovenia	12.3	30.7	17.9		Slovenia	12.2
CEE Average		12.2	11.7	11.8	CEE Average		10.3
CIS - Ca	Belarus	18.8	18.8	18.8	CIS - Ca	Belarus	23.8
	Kazakhstan	2.5	15.4	13.9		Kazakhstan	17.2
	Russia	11.9	16.8	16.1		Russia	19.7
	Ukraine	33.1	29.6	30.4		Ukraine	35.5
CIS - Central Average		21.4	21.2	21.2	CIS - Central Average		27.8
CIS-7	Armenia	3.0	3.1	3.1	CIS-7	Armenia	8.1
	Azerbaijan	8.1	1.7	2.3		Azerbaijan	2.1
	Georgia		2.3	2.3		Georgia	9.0
	Kyrgyzstan	12.8	14.1	13.8		Kyrgyzstan	8.4
	Moldova	33.5	24.7	28.8		Moldova	13.3
	Tajikistan	7.2	6.5	6.6		Tajikistan	9.7
	Uzbekistan	5.2	14.4	12.0		Uzbekistan	17.4
CIS-7 Average		14.0	7.2	8.7	CIS-7 Average		10.0
SEE	Albania	17.3	31.0	26.6	SEE	Albania	36.3
	Bosnia	6.4	7.6	7.3		Bosnia	4.9
	Bulgaria	42.6	31.5	35.5		Bulgaria	18.0
	Croatia	7.8	23.4	18.6		Croatia	9.6
	Romania	20.5	24.5	23.0		FYROM	16.0
	Serbia	12.5	17.6	16.8		Romania	16.7
SEE Average		18.2	20.8	19.9	SEE Average		25.9
Turkey	Turkey	7.4	5.8	6.1	Turkey	Turkey	8.8
Turkey Average		7.4	5.8	6.1	Turkey Average		8.8
ECA Average		14.9	13.3	13.7	ECA Average		16.5

1. How problematic was *electricity service* for the operation and growth of business?

Electricity		2002			
Region	Country	No Obstacle	Minor Obstacle	Moderate Obstacle	Major Obstacle
Baltics	Estonia	67%	18%	5%	10%
	Latvia	81%	9%	7%	4%
	Lithuania	69%	18%	9%	5%
Baltics Average		72%	15%	7%	6%
CEE	Czech	74%	14%	6%	5%
	Hungary	85%	8%	5%	1%
	Poland	69%	16%	9%	5%
	Slovakia	71%	14%	12%	3%
	Slovenia	87%	11%	2%	1%
CEE Average		76%	14%	7%	4%
CIS - Central	Belarus	88%	6%	2%	3%
	Kazakhstan	80%	10%	6%	4%
	Russia	74%	16%	6%	5%
	Ukraine	70%	16%	8%	6%
CIS - Central Average		76%	13%	6%	5%
CIS-7	Armenia	56%	13%	15%	16%
	Azerbaijan	53%	16%	11%	20%
	Georgia	25%	25%	27%	22%
	Kyrgyzstan	62%	17%	16%	5%
	Moldova	70%	19%	7%	4%
	Tajikistan	32%	34%	20%	14%
	Uzbekistan	73%	13%	8%	6%
CIS-7 Average		54%	19%	14%	12%
SEE	Albania	9%	15%	19%	57%
	Bosnia	58%	21%	15%	6%
	Bulgaria	70%	13%	8%	8%
	Croatia	84%	10%	5%	1%
	FYROM	62%	25%	7%	5%
	Romania	62%	19%	10%	9%
	S and M	56%	24%	14%	6%
SEE Average		58%	18%	11%	12%
Turkey	Turkey	44%	25%	14%	17%
Turkey Average		44%	25%	14%	17%
ECA Average		65%	17%	10%	9%

Electricity		2005			
Region	Country	No Obstacle	Minor Obstacle	Moderate Obstacle	Major Obstacle
Baltics	Estonia	79%	13%	5%	3%
	Latvia	77%	12%	6%	4%
	Lithuania	74%	14%	8%	4%
Baltics Average		76%	13%	7%	4%
CEE	Czech	57%	16%	12%	16%
	Hungary	85%	8%	6%	2%
	Poland	71%	17%	8%	4%
	Slovakia	76%	16%	5%	3%
	Slovenia	85%	11%	2%	3%
CEE Average		74%	14%	7%	5%
CIS - Central	Belarus	84%	14%	1%	1%
	Kazakhstan	75%	16%	7%	3%
	Russia	75%	14%	6%	5%
	Ukraine	77%	12%	6%	5%
CIS - Central Average		77%	14%	5%	4%
CIS-7	Armenia	59%	27%	10%	3%
	Azerbaijan	60%	19%	16%	5%
	Georgia	30%	22%	14%	34%
	Kyrgyzstan	70%	15%	11%	4%
	Moldova	67%	21%	9%	3%
	Tajikistan	38%	35%	17%	10%
	Uzbekistan	60%	22%	10%	7%
CIS-7 Average		57%	23%	12%	8%
SEE	Albania	23%	20%	23%	35%
	Bosnia	61%	15%	16%	8%
	Bulgaria	79%	9%	6%	6%
	Croatia	82%	13%	2%	2%
	FYROM	60%	16%	12%	12%
	Romania	62%	18%	12%	8%
	S and M	61%	19%	14%	5%
SEE Average		63%	16%	12%	10%
Turkey	Turkey	55%	22%	14%	9%
Turkey Average		55%	22%	14%	9%
ECA Average		68%	17%	9%	6%

2. How problematic was *transport service* for the operation and growth of business?

Transportation		2002			
Region	Country	No Obstacle	Minor Obstacle	Moderate Obstacle	Major Obstacle
Baltics	Estonia	63%	22%	11%	4%
	Latvia	74%	16%	7%	3%
	Lithuania	78%	15%	6%	3%
Baltics Average		72%	17%	8%	3%
CEE	Czech	63%	22%	12%	2%
	Hungary	69%	20%	7%	4%
	Poland	67%	19%	9%	6%
	Slovakia	59%	24%	11%	6%
	Slovenia	85%	10%	4%	0%
CEE Average		68%	19%	9%	4%
CIS - Central	Belarus	80%	13%	4%	2%
	Kazakhstan	76%	14%	5%	4%
	Russia	70%	18%	8%	4%
	Ukraine	72%	19%	8%	2%
CIS - Central Average		73%	17%	7%	3%
CIS-7	Armenia	59%	22%	10%	9%
	Azerbaijan	81%	16%	2%	1%
	Georgia	61%	22%	11%	5%
	Kyrgyzstan	72%	16%	9%	3%
	Moldova	64%	18%	9%	9%
	Tajikistan	45%	36%	15%	4%
	Uzbekistan	75%	11%	9%	5%
CIS-7 Average		66%	20%	9%	5%
SEE	Albania	42%	23%	11%	24%
	Bosnia	53%	25%	16%	6%
	Bulgaria	75%	12%	7%	6%
	Croatia	73%	16%	8%	3%
	FYROM	63%	21%	11%	5%
	Romania	65%	17%	10%	8%
S and M	63%	19%	13%	4%	
SEE Average		63%	19%	11%	8%
Turkey	Turkey	57%	24%	11%	8%
Turkey Average		57%	24%	11%	8%
ECA Average		67%	19%	9%	5%

Transportation		2005			
Region	Country	No Obstacle	Minor Obstacle	Moderate Obstacle	Major Obstacle
Baltics	Estonia	80%	11%	7%	2%
	Latvia	72%	17%	7%	5%
	Lithuania	75%	14%	6%	4%
Baltics Average		76%	14%	7%	4%
CEE	Czech	52%	19%	14%	15%
	Hungary	71%	15%	10%	4%
	Poland	68%	18%	9%	5%
	Slovakia	72%	21%	6%	1%
	Slovenia	81%	14%	4%	1%
CEE Average		68%	17%	9%	5%
CIS - Central	Belarus	78%	17%	3%	2%
	Kazakhstan	75%	15%	8%	2%
	Russia	73%	15%	8%	4%
	Ukraine	78%	12%	6%	4%
CIS - Central Average		76%	14%	7%	3%
CIS-7	Armenia	48%	27%	16%	9%
	Azerbaijan	76%	19%	5%	1%
	Georgia	57%	16%	10%	17%
	Kyrgyzstan	77%	13%	7%	2%
	Moldova	65%	21%	10%	4%
	Tajikistan	65%	23%	11%	2%
	Uzbekistan	70%	17%	10%	3%
CIS-7 Average		65%	20%	10%	5%
SEE	Albania	53%	21%	14%	12%
	Bosnia	49%	26%	16%	8%
	Bulgaria	79%	12%	5%	4%
	Croatia	79%	13%	6%	1%
	FYROM	60%	21%	13%	5%
	Romania	60%	20%	13%	7%
S and M	66%	18%	12%	4%	
SEE Average		64%	19%	11%	6%
Turkey	Turkey	60%	19%	15%	7%
Turkey Average		60%	19%	15%	7%
ECA Average		68%	17%	9%	5%

3. How problematic was *telephone service* for the operation and growth of business?

Telecommunications		2002			
Region	Country	No Obstacle	Minor Obstacle	Moderate Obstacle	Major Obstacle
Baltics	Estonia	67%	23%	5%	5%
	Latvia	74%	14%	9%	3%
	Lithuania	60%	23%	13%	4%
Baltics Average		67%	20%	9%	4%
CEE	Czech	69%	21%	8%	2%
	Hungary	79%	13%	6%	2%
	Poland	62%	22%	12%	5%
	Slovakia	75%	16%	7%	2%
	Slovenia	81%	16%	2%	1%
CEE Average		71%	19%	8%	3%
CIS - Central	Belarus	81%	14%	3%	3%
	Kazakhstan	80%	13%	5%	3%
	Russia	71%	17%	8%	4%
	Ukraine	73%	17%	5%	5%
CIS - Central Average		75%	15%	6%	4%
CIS-7	Armenia	56%	18%	15%	11%
	Azerbaijan	79%	12%	5%	4%
	Georgia	73%	11%	9%	6%
	Kyrgyzstan	66%	18%	12%	4%
	Moldova	78%	14%	6%	2%
	Tajikistan	46%	35%	15%	4%
	Uzbekistan	75%	10%	9%	6%
CIS-7 Average		68%	17%	10%	5%
SEE	Albania	50%	20%	12%	18%
	Bosnia	61%	22%	14%	3%
	Bulgaria	71%	16%	6%	7%
	Croatia	83%	11%	4%	1%
	FYROM	67%	22%	7%	4%
	Romania	67%	18%	8%	7%
	S and M	56%	21%	12%	10%
SEE Average		65%	19%	9%	7%
Turkey	Turkey	46%	31%	12%	11%
Turkey Average		46%	31%	12%	11%
ECA Average		68%	19%	8%	5%

Telecommunications		2005			
Region	Country	No Obstacle	Minor Obstacle	Moderate Obstacle	Major Obstacle
Baltics	Estonia	84%	12%	1%	2%
	Latvia	77%	8%	12%	3%
	Lithuania	81%	13%	3%	3%
Baltics Average		81%	11%	6%	3%
CEE	Czech	52%	19%	13%	15%
	Hungary	79%	13%	5%	2%
	Poland	69%	19%	9%	3%
	Slovakia	83%	12%	3%	2%
	Slovenia	87%	10%	2%	0%
CEE Average		72%	16%	7%	4%
CIS - Central	Belarus	82%	14%	3%	1%
	Kazakhstan	79%	14%	4%	2%
	Russia	78%	13%	6%	2%
	Ukraine	79%	12%	5%	4%
CIS - Central Average		79%	13%	5%	2%
CIS-7	Armenia	54%	24%	18%	5%
	Azerbaijan	76%	19%	4%	1%
	Georgia	67%	18%	5%	10%
	Kyrgyzstan	85%	9%	3%	2%
	Moldova	72%	19%	7%	3%
	Tajikistan	65%	27%	5%	4%
	Uzbekistan	81%	12%	4%	3%
CIS-7 Average		71%	19%	7%	4%
SEE	Albania	51%	25%	14%	10%
	Bosnia	63%	20%	15%	2%
	Bulgaria	80%	10%	5%	4%
	Croatia	79%	17%	3%	2%
	FYROM	60%	16%	14%	10%
	Romania	63%	20%	11%	6%
	S and M	63%	19%	12%	6%
SEE Average		66%	18%	10%	6%
Turkey	Turkey	61%	19%	14%	7%
Turkey Average		61%	19%	14%	7%
ECA Average		72%	16%	8%	4%

4. How problematic was *regulatory uncertainty* for the operation and growth of business?

Uncertainty about regulatory policies		2002			
Region	Country	No Obstacle	Minor Obstacle	Moderate Obstacle	Major Obstacle
Baltics	Estonia	17%	34%	37%	12%
	Latvia	14%	18%	41%	27%
	Lithuania	16%	20%	30%	34%
Baltics Average		16%	23%	36%	25%
CEE	Czech	16%	30%	33%	20%
	Hungary	28%	27%	24%	21%
	Poland	6%	10%	27%	57%
	Slovakia	11%	22%	23%	45%
	Slovenia	27%	30%	31%	12%
CEE Average		16%	21%	28%	36%
CIS - Central	Belarus	7%	13%	20%	59%
	Kazakhstan	29%	35%	18%	19%
	Russia	17%	21%	31%	32%
	Ukraine	9%	15%	29%	47%
CIS - Central Average		15%	20%	26%	39%
CIS-7	Armenia	20%	18%	31%	32%
	Azerbaijan	62%	19%	12%	7%
	Georgia	6%	18%	32%	44%
	Kyrgyzstan	19%	25%	29%	28%
	Moldova	8%	8%	32%	53%
	Tajikistan	13%	30%	26%	31%
	Uzbekistan	24%	24%	31%	21%
CIS-7 Average		21%	20%	28%	31%
SEE	Albania	8%	21%	22%	49%
	Bosnia	21%	16%	22%	40%
	Bulgaria	8%	10%	23%	60%
	Croatia	15%	18%	31%	36%
	FYROM	20%	19%	24%	37%
	Romania	13%	14%	29%	43%
	S and M	12%	10%	30%	48%
SEE Average		13%	15%	26%	46%
Turkey	Turkey	13%	9%	25%	54%
Turkey Average		13%	9%	25%	54%
ECA Average		16%	19%	28%	38%

Uncertainty about regulatory policies		2005			
Region	Country	No Obstacle	Minor Obstacle	Moderate Obstacle	Major Obstacle
Baltics	Estonia	49%	25%	21%	5%
	Latvia	23%	22%	33%	22%
	Lithuania	19%	28%	30%	23%
Baltics Average		31%	25%	28%	17%
CEE	Czech	15%	25%	38%	22%
	Hungary	28%	22%	23%	26%
	Poland	13%	19%	25%	43%
	Slovakia	34%	27%	26%	13%
	Slovenia	26%	30%	33%	12%
CEE Average		20%	23%	27%	30%
CIS - Central	Belarus	23%	27%	27%	23%
	Kazakhstan	41%	30%	20%	9%
	Russia	18%	23%	33%	26%
	Ukraine	24%	18%	26%	31%
CIS - Central Average		27%	24%	26%	23%
CIS-7	Armenia	30%	33%	24%	12%
	Azerbaijan	64%	27%	7%	3%
	Georgia	17%	10%	28%	45%
	Kyrgyzstan	9%	22%	36%	33%
	Moldova	10%	20%	38%	32%
	Tajikistan	41%	33%	20%	6%
	Uzbekistan	34%	30%	24%	12%
CIS-7 Average		30%	26%	25%	19%
SEE	Albania	23%	22%	36%	19%
	Bosnia	14%	24%	27%	35%
	Bulgaria	24%	19%	29%	28%
	Croatia	31%	25%	27%	18%
	FYROM	34%	19%	20%	28%
	Romania	19%	19%	28%	34%
	S and M	8%	11%	20%	61%
SEE Average		21%	19%	27%	33%
Turkey	Turkey	28%	12%	28%	32%
Turkey Average		28%	12%	28%	32%
ECA Average		25%	22%	27%	26%