

Local Business Enabling Environment Survey

The aim of this **Local Business Enabling Environment Survey** is to obtain information on your perceptions of local conditions and regulations that affect local businesses. The goal is to highlight policies and practices that hinder business development and identify key opportunities and issues facing local businesses. Your answers should reflect only your experience of the city/municipal business enabling environment. The information obtained will be treated confidentially and neither your name, nor the name of your business will be used. The information will be used by the Local Economic Development Partnership in your city/municipality to help develop a strategy to develop the local economy. Your input to that strategy is invited by contacting:

I. Information About Your Business

Q.1 What is your position/job title in this business?

Owner	
Chief Executive/Chief Operating Officer/Principal	
Manager (finance, marketing, personnel)	
Other (please specify)	
.....	

Q.2 Type of business activity?

Agricultural Production	
Manufacturing	
Retail Trade	
Service Sector	
Construction	
Other (please specify)	
.....	

Q.3 Organizational form. (please choose one)

Type	Private Enterprise	Public Enterprise
a) Partnership		
b) Sole proprietorship		
c) Cooperative		
d) Other (please specify)		
.....		

This survey instrument was designed by a team of consultants under the guidance of Gwen Swinburn, Senior Urban Specialist at the World Bank. The team included consultants Fergus Murphy, World Bank and Carmen Zarzu, Romania. Contributions were also received from Artan Rroji at the Foundation for Local Autonomy and Governance, Albania. Support for developing and piloting this survey was received from the Local Government Institute, Budapest, and the World Bank. The survey serves as a quick and easy tool to obtain the views from businesses and local institutions as inputs into a local economic development strategic planning process. As this instrument is piloted and used, the World Bank requests that results and suggestions for survey enhancement are sent to Gwen Swinburn at gswinburn@worldbank.org or gwen.swinburn@gmail.com. LED practitioners are encouraged to abstract or reproduce the survey to suit their needs with the usual acknowledgements. A spreadsheet will shortly be prepared to facilitate the analysis of survey results. Further information about the local economic development program at the World Bank can be found at www.worldbank.org/urban/led and www.deltakosova.org/

Q.4 What are your key business products/services?

Q.5 How long has your business been active (years/months)? _____

Q.6 Please estimate the percentage of your products/services that are sold:

In your town/city area	%
In the region	%
Within the country	%
Outside the country	%

Q.7 How many people does your business currently employ (full-time equivalents)?

0	1-5	6-10	11-50	51-200	>201	N/a

II. Business Perspective on the Operating Environment

Q.8 Do you intend to expand your business? YES Go to Q.8.1
NO Go to Q.9

Q.8.1 Where do you intend to expand your business? (please tick the appropriate box)

Within the Municipality	Outside the Municipality	Outside the Country

Q.9 Are you optimistic or pessimistic about the future of your business in your community?

OPTIMISTIC
PESSIMISTIC

Q.10 Does the business experience difficulties in finding qualified people? YES
NO

Q.11 In which skills areas do you think your staff need training? Rank each skills area from 1 to 9 according to priority, with 1 being the highest and 9 being the lowest.

a.) Technical skills		f.) Finance	
b.) Accounting		g.) Quality Control	
c.) Computer skills		h.) Budgeting	
d.) Management		i.) Other (please specify)	
e.) Marketing and Sales		

Q.12 Where do you experience the main competition for your products/services? Using a scale of 1-3, please rank accordingly in order of importance, 1 being the most competition, 3 being the least.

a.) Other local businesses	
b.) National businesses	
c.) Foreign goods/suppliers	

Q.13 Do you think that business associations can help you develop your business?

YES
NO

Q.14 List any business association operating in your community.

Q.15 In which business sector would you invest in a new business?

Q.16 Please list in order of importance, the five most important factors that hinder you from expanding your business. (do not prompt)

1. _____
2. _____
3. _____
4. _____
5. _____

III. Perceptions of Municipal Government

Q.17 Approximately how many days per year does the owner/manager spend dealing with municipal government officials on regulatory requirements? _____ days.

Q.17.1 Do you consider this to be: Too Little Reasonable Too much

Q.18 Approximately how much time per year does it take you to process and receive all of the required licenses and permits that allow you to operate as a business (please include land, construction, waste water, all other permits and certifications) _____ days.

Q.18.1 Do you consider this to be: Too Little Reasonable Too much

Q.19 Based on your current experience of municipal government practices, please rate each of the following practices in terms of how they currently impact your business. (Using a scale of 1-5, where 1 is *no impact* and 5 is the *most impact*, please circle the appropriate number).

MUNICIPAL PRACTICES	No Impact	Little Impact	Moderate Impact	Major Impact	Significant Impact
Rules and regulations change too frequently	1	2	3	4	5
Too much time is spent in dealing with authorities	1	2	3	4	5
Overlapping, duplicating and contradictory rules	1	2	3	4	5
Rules are too complex and impossible to comply with	1	2	3	4	5
Requirements are unpredictable and depend on officials	1	2	3	4	5
Lack of clear regulations in some areas	1	2	3	4	5
Costs are too high and unpredictable	1	2	3	4	5
Use of municipal power in unfair competition	1	2	3	4	5
Unregulated competition from informal sector economy	1	2	3	4	5
Corruption and irregular practices	1	2	3	4	5

Q.20 Please list in order of importance, the three most important measures that the municipal government could introduce/undertake to make it easier for your business to grow. (do not prompt)

1. _____
2. _____
3. _____

Q.21 From the list below and using a scale of 1-6 where 1 is the most important, please identify in order of importance, the measures that you would like to see introduced by the municipality that you think would support your business to develop and expand.

MUNICIPAL MEASURE	Rank in Importance (1-6)
Provide training and expertise for the business	
Improve procedures for businesses	
Provide information on business development	
Improve business support infrastructure	
Reforming local taxation policies	
Other (please specify)	

Q.22 Based on your current experience of factors that affect the growth and effective operation of your business, please rate each of the following factors in terms of how they impact your business. (Using a scale of 1-5, where 1 is *no impact* and 5 is the *most impact*, please circle the appropriate number).

INFRASTRUCTURE	No Impact	Little Impact	Moderate Impact	Major Impact	Significant Impact
Roads	1	2	3	4	5
Rail	1	2	3	4	5
Air Access	1	2	3	4	5
Port Access/services	1	2	3	4	5
Business premises/land	1	2	3	4	5

PUBLIC SERVICES	No Impact	Little Impact	Moderate Impact	Major Impact	Significant Impact
Tax administration	1	2	3	4	5
Business licensing and operating permits	1	2	3	4	5
Electricity supply	1	2	3	4	5
Water availability	1	2	3	4	5
Solid waste disposal	1	2	3	4	5
Telecommunications availability	1	2	3	4	5
Police protection	1	2	3	4	5
Fire protection	1	2	3	4	5
Planning and zoning regulations	1	2	3	4	5

QUALITY OF LIFE	No Impact	Little Impact	Moderate Impact	Major Impact	Significant Impact
Tax rates	1	2	3	4	5
Medical care and hospitals	1	2	3	4	5
Education system	1	2	3	4	5
Hotel facilities	1	2	3	4	5
Conference facilities	1	2	3	4	5
Telecommunications costs	1	2	3	4	5
Crime, theft and disorder	1	2	3	4	5
Housing costs and availability	1	2	3	4	5
Recreation amenities	1	2	3	4	5

OTHER	No Impact	Little Impact	Moderate Impact	Major Impact	Significant Impact
Lack of qualified personnel	1	2	3	4	5
Customs and trade regulations	1	2	3	4	5
Corruption	1	2	3	4	5
Access to, and cost of, financing	1	2	3	4	5
Availability of effective business support services	1	2	3	4	5

Q.23 Based on your current experience, how good do you think the support to Small and Medium-sized Enterprises (SMEs) is in your community? (Using a scale of 1-5 where 1 is *poor* and 5 is *excellent*, please circle the appropriate number).

SUPPORT TO SMEs	Poor	Fair	Satisfactory	Good	Excellent
Business Associations	1	2	3	4	5
Professional Associations	1	2	3	4	5
Municipal Government	1	2	3	4	5
Central Government	1	2	3	4	5
Professional Private Services	1	2	3	4	5
Local Economic Development Office	1	2	3	4	5
Regional Economic Development Office	1	2	3	4	5
International Organizations	1	2	3	4	5
Non-Governmental Organizations	1	2	3	4	5

Q.24 How would you rate your relationship with the following bodies/departments? (Using a scale of 1-5 where 1 is *poor* and 5 is *excellent*, please circle the appropriate number).

WORKING RELATIONSHIPS	Poor	Fair	Satisfactory	Good	Excellent	N/A
Mayor	1	2	3	4	5	6
City Council	1	2	3	4	5	6
LED Team in City Hall						
Municipal Finance and Tax Department	1	2	3	4	5	6
Economic Development Office of the Regional Government	1	2	3	4	5	6
Prefect	1	2	3	4	5	6
National/State Tax and Income Tax Directorate	1	2	3	4	5	6

Q.25 Which municipal government department most positively affects the development of your business and why?

Q.26 Which municipal government department most negatively affects the development of your business and why?

Q.27 Can you name one municipal government department that deals with local economic development?

YES Please provide the name of the department _____
 NO

Q.28 Which of the following groups, if any, is the most active in promoting local economic development in your community? (please tick/check only one)

Municipality	
A formal incorporated public-private partnership organization	
Private business (Chamber of Commerce, Board of Trade)	
Other (please specify)	
.....	
Do not know	

Q.28.1 Does the municipal government provide any LED funding for external organizations? If yes, please specify which organization.

YES _____
 NO
 DO NOT KNOW

Q.29 Which of the following best describes the situation with regard the organization and delivery of local economic development in your municipality? (please tick/check only one)

The office of the Mayor/chief executive officer/city manager has responsibility for local economic development activities	
Local economic development activities are centralized in a separate department/division	
Local economic development is decentralized and functions are carried out by several line departments	
Some local economic development functions are centralized while others are carried out by separate line departments	
Local economic development is a function of a larger agency, such as a community development department, that is responsible for housing, zoning, and inspections	
Do not know	

IV. Business View on the Economic Development of the Community

Q.30 In order of importance, which are the three fastest growing sectors/industries in your community?

Q.31 In your opinion, which are the three sectors/industries that are declining the most in your community?

Q.32 Which are the three most attractive businesses enabling environment features about your community for investors (three strengths)?

Q.33 In order of importance, which are the three worst businesses enabling environment features (three weaknesses)?
 1. _____
 2. _____
 3. _____

