



CAMBODIA: Business Environment and Governance
“Measuring Conditions for Business Operation and Growth”
Private Enterprise Questionnaire

Pre-Interview Information

This part should be filled out by the surveyor before the interview.

Code number: _____ (1)

Date of survey: Month: _____ (2)

Day: _____ (3)

Start Time: ____ : ____ (4)

Interviewer ID: _____ (5)

Location: _____ (6)

Good morning/afternoon/evening, I am _____, an Interviewer from LIDEE Khmer. This study is being conducted by the World Bank with the approval of the Government of Cambodia to help better understand constraints that hinder the development of Cambodian private businesses like yours and ways to improve the quality of those public services. This study is also being conducted for 100 countries by the World Bank and its partners on the World Business Environment Survey team.

The information obtained here will be treated strictly confidentially, and neither your name nor the name of your firm will not be printed or used in any documents. All enterprises will have a code number and the data will be averaged with other respondents.

GENERAL INFORMATION

| | | | | |
|------------------------|--|--------------------------|--------------------------|------|
| i. Country: | Cambodia | Today | 3 years | |
| ago | | | | |
| ii. Company Size: | number of full-time employees: | _____ | _____ | |
| | number of part-time employees | _____ | _____ | |
| iii. Year of Start-up: | | _____ | | (11) |
| iv. Industry: | Manufacturing | | <input type="checkbox"/> | (12) |
| | If manufacturing, garment firm? | | <input type="checkbox"/> | |
| | If manufacturing, agro-processing? | | <input type="checkbox"/> | |
| | If manufacturing, heavy industry? (machine tools, chemicals, autos, etc.) | | <input type="checkbox"/> | |
| | Services | | <input type="checkbox"/> | |
| | If services, tourism, hotel, restaurant? | | <input type="checkbox"/> | |
| | If services, communications | <input type="checkbox"/> | | |
| | Commerce (retail, wholesale) | | <input type="checkbox"/> | |
| | Agriculture, hunting, fishing and forestry | | <input type="checkbox"/> | |

Mining and quarrying
 Electricity, gas and water
 Construction

v. Please specify your enterprise's leading products or services (up to 3)

_____ (13) (14) (15)

vi. Location of management: Phnom Penh (16)
 Large city
 Small city or countryside

vii. City or District name
 _____ (17)

viii. Does any government agency or state body have a financial stake in the ownership of your firm? (18)

yes (specify % of total ownership) %
 no (zero %)

ix. Does any foreign company or individual have a financial stake in the ownership of your firm? (19)

yes (specify % of total ownership) %
 (If yes, specify nationality of leading foreign owner) _____ (20)
 no (zero %)

x. Does your firm export: yes (specify % of total sales) (21)
 no (zero %)

xi. What is the legal organization of this company? 1=Single proprietorship.....
 2=Partnership
 3=Corporation, privately-held.....
 4=Corporation listed on a stock exchange
 5=Cooperative
 6=Others, specify _____ (23)

xii. Which of the following best describes the overall control of your firm, where control means making major decisions concerning the enterprise's direction? (allow only one choice) ..

| “My firm is controlled by: | Today | 3 years ago |
|---|-------|-------------|
| a) Individual owner(s) | 1 | 1 |
| b) A family | 2 | 2 |
| c) A domestic company group (conglomerate) | 3 | 3 |
| d) A foreign company or group | 4 | 4 |
| e) An investment fund or mutual fund | 5 | 5 |
| f) A bank | 6 | 6 |
| g) Its board of directors/supervisory board | 7 | 7 |
| h) Its managers | 8 | 8 |
| i) Its workers | 9 | 9 |
| j) Government | 10 | 10 |

xiii. Does your firm have holdings or operations in other countries? YES . NO (26)

xiv. If your firm has shareholders, what percent of your firm is held by the 3 largest shareholders, either directly or indirectly? ... _____

xv. How was your firm established (circle one)? (28)

- a. Originally private, from time of start up.
- b. Privatization of a state-owned firm
- c. Private subsidiary of a formerly state-owned firm
- d. joint venture, domestic and foreign private owners

I. PROCUREMENT AND SALES

1. What percentage of goods (inputs, raw materials -- including goods for re-export) purchased by your firm are
- 1. Produced in Cambodia _____ % (29)
 - 2. Imported _____ % (30)
- Total 100 %

If the firm does not import, skip to Q4.

2. a. If you import, how long does it typically take from the time your goods arrive in their point of entry (e.g. port, airport) until the time you can claim them from customs? _____ days N/A
- b. How many days does the pre-shipment inspection process take, from the time you submit the goods until the time they are released? a. for imports _____ days b. for exports _____ days ... N/A (32)

3. If you import, what percentage of your total imported input cost is official fees from duties or other costs that are habitually associated with importation (over the C.I.F. cost)? _____ % (33)

4. What percent of goods do you lose in shipping, due to breakage or theft? _____ % (34)

5. What percentage of your products or services is sold to each of the following markets?:
- 1. Domestic Market Now _____ % 3 years ago _____ % (35) (36)
 - 2. Exported _____ % _____ % (37) (38)

6. How severe are each of the following procurement problems for the development of your enterprise?

| | No Obstacle | Minor Obst. | Moderate Obstacle | Major Obstacle | |
|---|----------------|----------------|----------------------|-------------------|------|
| a. Availability of Inputs (including raw materials, spare parts, equipment) | 1 | 2 | 3 | 4 | (39) |
| b. Prices of inputs | 1 | 2 | 3 | 4 | (40) |
| c. Availability of skilled labor, technicians | 1 | 2 | 3 | 4 | (41) |
| d. Availability of managers | 1 | 2 | 3 | 4 | (42) |
| e. smuggling by competitors | 1 | 2 | 3 | 4 | (43) |
| f. Unofficial checkpoints delay/obstruct shipments | 1 | 2 | 3 | 4 | (44) |
| g. Cost of labor | 1 | 2 | 3 | 4 | (45) |
| h. Attitude, motivation of labor | 1 | 2 | 3 | 4 | (46) |
| i. Lack of short-term finance | 1 | 2 | 3 | 4 | (47) |
| j. Late payment by customers | 1 | 2 | 3 | 4 | (48) |

7. How severe are each of the following sales problems for the development of your enterprise?

| | No Obstacle | Minor Obst. | Moderate Obstacle | Major Obstacle | |
|--|----------------|----------------|----------------------|-------------------|------|
| a. Insufficient or unstable demand | 1 | 2 | 3 | 4 | (49) |
| b. Too much competition from Cambodian firms | 1 | 2 | 3 | 4 | (50) |
| c. Too much competition from foreign goods/services | 1 | 2 | 3 | 4 | (51) |
| d. Unreliable transport services | 1 | 2 | 3 | 4 | (52) |
| e. Barriers to my exports imposed by other countries | 1 | 2 | 3 | 4 | (53) |
| f. Lack foreign contacts required for exports | 1 | 2 | 3 | 4 | (54) |

II. QUALITY OF PUBLIC SERVICES

8. Please rate the overall quality and efficiency of services delivered by the following public agencies or services:

(If usual provider in country is private, N/A.)

| | Very Good | Good | Good | Slightly Bad | Slightly Bad | Very Bad | |
|---|-----------|------|------|-----------------|-----------------|----------|-------------|
| Regulatory/Judicial | | | | | | | |
| a. Customs and trade license service/agency | 1 | 2 | 3 | 4 | 5..... | 6 | N/A. (55) |
| b. Tax service/Agency | | 1 | 2 | 3 | 4 | 5..... | 6 N/A. (56) |
| c. Standards and safety inspection | 1 | 2 | 3 | 4 | 5 | 6 N/A. | (57) |
| d. The judiciary/courts | | 1 | 2 | 3 | 4 | 5..... | 6 N/A. (58) |
| Infrastructure | | | | | | | |
| e. Roads Department/Public Works | | 1 | 2 | 3 | 4 | 5..... | 6 N/A. (59) |
| f. Postal Service/Agency | 1 | 2 | 3 | 4 | 5 | 6 N/A. | (60) |
| g. The Telephone Service/Agency | 1 | 2 | 3 | 4 | 5 | 6 N/A. | (61) |
| h. The Electric Power Company/Agency | | 1 | 2 | 3 | 4 | 5..... | 6 N/A. (62) |
| i. The Water/Sewerage Service/Agency | | 1 | 2 | 3 | 4 | 5..... | 6 N/A. (63) |

| | 1 | Human Services | | | | | | |
|---|---|----------------|---|---|--------|---|------|------|
| j. Public Health Care Service/Hospitals | 1 | 2 | 3 | 4 | 5..... | 6 | N/A. | (64) |
| k. Education services/Schools | 1 | 2 | 3 | 4 | 5..... | 6 | N/A. | (65) |

Security

| | | | | | | | | |
|------------------------------|---|---|---|---|---|--------|------|----------|
| l. The Local Police | 1 | 2 | 3 | 4 | 5 | 6. | N/A. | (66) |
| m. Road/Traffic Police | | 1 | 2 | 3 | 4 | 5..... | 6 | N/A (67) |
| n. The armed forces/military | 1 | 2 | 3 | 4 | 5 | 6. | N/A. | (68) |

Policy/Legislation

| | | | | | | | | | |
|--|---|---|---|---|---|--------|-----|------|------|
| o. Central Government leadership (President/PM/Cabinet) | | 1 | 2 | 3 | 4 | 5..... | 6 | N/A. | (69) |
| p. The parliament/National Assembly | | 1 | 2 | 3 | 4 | 5..... | 6 | N/A. | (70) |
| q. Regional government | | 1 | 2 | 3 | 4 | 5..... | 6 | N/A | (71) |
| r. The National Bank of Cambodia | 1 | 2 | 3 | 4 | 5 | 6.. | N/A | (72) | |

9. a. Is your firm connected to the public power system? YES NO..... (73)
- b. If yes, on average, how many days in a year does your firm suffer from electric power outages?
_____ days/year (74)

10. Does your firm own a generator because of unreliable or fluctuating electric power supply? YES NO (75)

11. a. Is your firm connected to the public telephone system? YES NO..... (76)
- b. If yes, how many days in a year does your firm suffer from loss of telephone service?
_____ days/year (77)

12. If your firm uses mobile phones, please describe the primary reason: (78)
- | | | |
|-------------------------------------|---------------------------------------|--------|
| 1. No public service available | 2. More convenient than regular phone | |
| 3. More reliable than regular phone | 4. Other | 5. N/A |

13. Does your firm have internet access? YES NO (79)

II. RULES AND REGULATIONS

14. "In general, information on the laws and regulations affecting my firm are easy to obtain." (80)

To what degree do you agree with this statement?

- (1) fully agree
- (2) agree in most cases
- (3) tend to agree
- (4) tend to disagree
- (5) disagree in most cases
- (6) fully disagree

15. “In general, interpretations of regulations affecting my firm are consistent and predictable.”

(81) (82)

To what degree do you agree with this statement?

| | | <u>Now</u> | | <u>3 years ago</u> |
|-----|------------------------|--------------------------|--------------------------|--------------------------|
| (1) | fully agree | <input type="checkbox"/> | | <input type="checkbox"/> |
| (2) | agree in most cases | <input type="checkbox"/> | | <input type="checkbox"/> |
| (3) | tend to agree | <input type="checkbox"/> | | <input type="checkbox"/> |
| (4) | tend to disagree | | <input type="checkbox"/> | <input type="checkbox"/> |
| (5) | disagree in most cases | <input type="checkbox"/> | | <input type="checkbox"/> |
| (6) | fully disagree | <input type="checkbox"/> | | <input type="checkbox"/> |

16. Please judge on a four point scale how problematic are these different regulatory areas for the operation and growth of your business (Please do not select more than 4 obstacles as the “major” (4)):

| | No Obstacle | Minor Obstacle | Moderate Obstacle | Major Obstacle | |
|---|----------------|-------------------|----------------------|-------------------|------|
| a. Business Licensing | 1 | 2 | 3 | 4 | (83) |
| b. Customs/Foreign Trade Regulations in your country | 1 | 2 | 3 | 4 | (84) |
| c. Labor regulations | 1 | 2 | 3 | 4 | (85) |
| d. Foreign currency/exchange regulations | 1 | 2 | 3 | 4 | (86) |
| e. Environmental regulations | 1 | 2 | 3 | 4 | (87) |
| f. Fire, safety regulations | 1 | 2 | 3 | 4 | (88) |
| g. Tax regulations/administration | 1 | 2 | 3 | 4 | (89) |
| h. High taxes | 1 | 2 | 3 | 4 | (90) |

17. Please rate your overall perception of the relation between government and/or bureaucracy and private firms on the following scale. “All in all, for doing business I perceive the state as”:

| Government | Central/National Government | | | | | Local/Regional | | | | | |
|-------------------|------------------------------------|-------------------|---------|---------------------|-------------------|-----------------------|-------------------|---------|---|---|-----------|
| | Very Mildly unhelpful | Mildly helpful | Neutral | Mildly unhelpful | Very unhelpful | Very helpful | Mildly helpful | Neutral | | | |
| Now | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 | (91) (92) |
| 3 years ago | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 | (93) (94) |

(i) II. LEGAL SYSTEM

18. In resolving business disputes, do you believe your country's court system to be:

| | Always | Usually | Frequently | Sometimes | Seldom | Never |
|-----------------------|--------|---------|------------|-----------|--------|--------|
| a) Fair and Impartial | 1 | 2 | 3 | 4 | 5 | 6 (95) |
| b) Honest/Uncorrupt | 1 | 2 | 3 | 4 | 5 | 6 (96) |
| c) Quick | 1 | 2 | 3 | 4 | 5 | 6 (97) |
| d) Affordable | 1 | 2 | 3 | 4 | 5 | 6 (98) |
| e) Decisions Enforced | 1 | 2 | 3 | 4 | 5 | 6 (99) |

19. Have you initiated a lawsuit against anyone in the last 3 years? YES NO (skip to Q24) (100)

20. If you have initiated a lawsuit in the last three years, how many cases did you:

- a. Settle prior to trial? _____ (101)
- b. Settle after start of trial but before ruling? _____ (102)
- c. Win or lose a judgment? _____ (103)

21. If you won, were you able to enforce judgment (collect payment)? YES NO (104)

22. How long did the worst case take to resolve? _____ months (105)

(If worst case is pending, # months pending) _____ months (106)

The average case? _____ months (107)

23. Based on your experience, are you likely to sue again? MORE LIKELY LESS LIKELY (108)

24. a. During the past two years, did you resolve an important disagreement using a private or informal method of conflict resolution (for example, hiring a lawyer, using a mediator, etc.) other than through the courts? (109)

YES NO

b. If yes, please indicate which method(s) have you used?

- Lawyer (without going to court) YES NO (110)
- Formal Mediator/ Arbitrator YES NO (111)
- Friend/family YES NO (112)
- Government Official YES NO (113)
- Respected member of business community YES NO (114)
- Other respected member of society YES NO (115)
- Security firm YES NO (116)
- Member of my business association or chamber YES NO (117)

Other (specify) _____

YES NO (118)

25. "I am confident that the legal system will uphold my contract and property rights in business disputes".

To what degree do you agree with this statement?

(119) (120)

- | | | <u>Now</u> | <u>3 years ago</u> |
|-----|------------------------|--------------------------|--------------------------|
| (1) | fully agree | <input type="checkbox"/> | <input type="checkbox"/> |
| (2) | agree in most cases | <input type="checkbox"/> | <input type="checkbox"/> |
| (3) | tend to agree | <input type="checkbox"/> | <input type="checkbox"/> |
| (4) | tend to disagree | <input type="checkbox"/> | <input type="checkbox"/> |
| (5) | disagree in most cases | <input type="checkbox"/> | <input type="checkbox"/> |
| (6) | fully disagree | <input type="checkbox"/> | <input type="checkbox"/> |

IV. BUREAUCRATIC RED TAPE

26. If you registered your business in the last five years, how long did the process take (from beginning to end)? _____ weeks (121)

27. In operating your business today, which government requirements are the most difficult to meet? (122) (123)

#1 _____
 #2 _____

28. a. Do you use any facilitators (accountant, tax advisor, lawyer, agent, etc.) to assist you with government regulations? YES (specify) _____ NO..... (124) (125)

b. If yes, what is the annual cost? _____ riel or dollar (126)

29. Is your firm exempted from any taxes or duties? YES (specify exemptions and start year) NO
Name of Exemption Year of Start

_____ (127) (128)
 _____ (129) (130)

30. What percentage of senior management's time per year is spent in dealing with government officials about the application and interpretation of laws and regulations? %

31. What is the average cost that your firm paid for security per month during the last year? _____ riel or dollar (132)

32. During the last two years, did you decide not to make an investment in Cambodia that you had planned to before? Yes No (133)

33. "It is common for firms in my line of business to have to pay some 'unofficial payments' to get things done."
 This is true (134)

- (1) always
- (2) mostly
- (3) frequently
- (4) sometimes
- (5) seldom
- (6) never

34. “Firms in my line of business usually know in advance about how much this ‘unofficial payment’ is.”
This is true (135)
- (1) always
 - (2) mostly
 - (3) frequently
 - (4) sometimes
 - (5) seldom
 - (6) never
-

35. “If a firm pays the required “unofficial payment” the service is usually also delivered as agreed.”
This is true (136)
- (1) always
 - (2) mostly
 - (3) frequently
 - (4) sometimes
 - (5) seldom
 - (6) never
-

36. When unofficial payments are required, which of the following occurs more frequently?..... (137)
- a) A government agent indicates or asks for a payment
 - b) The enterprise offers a payment of its own accord
 - c) It is known beforehand how to pay and how much to pay, so it is not discussed.
-

37. If a government agent acts against the rules I can usually go to another official or to his superior and get the correct treatment without recourse to unofficial payments. This is true
- (1) always
 - (2) mostly
 - (3) frequently
 - (4) sometimes
 - (5) seldom
 - (6) never
-

38. During the last year, please characterize the interactions you had in each of the following contexts.

| | a. During the last year, how many times did your enterprise have contact with this agency or type of official | b. Of these total contacts, how many times did a public official request that you should make an unofficial payment? | c. On average, how much did you have to make an unofficial payment each time you paid an unofficial payment? (in equivalent value if it took the form of gift or other favor)? |
|---|---|--|--|
| (b) Business License Authorities | (139) _____ times | (140) _____ times | _____ riel or dollar _____ (141) |
| (c) Construction permit | (142) _____ times | (143) _____ times | _____ riel or dollar _____ (144) |
| (d) Standards and safety inspection | (145) _____ times | (146) _____ times | _____ riel or dollar _____ (147) |
| (e) Tax Agency/ Inspectors | (148) _____ times | (149) _____ times | _____ riel or dollar _____ (150) |
| (f) Government Procurement Agents | (151) _____ times | (152) _____ times | _____ riel or dollar _____ (153) |
| (g) Customs and trade license service | (154) _____ times | (155) _____ times | _____ riel or dollar _____ (156) |
| (h) Judges/ Court officials | (157) _____ times | (158) _____ times | _____ riel or dollar _____ (159) |
| (i) Traffic police | (160) _____ times | (161) _____ times | _____ riel or dollar _____ (162) |
| (j) Other Police | (163) _____ times | (164) _____ times | _____ riel or dollar _____ (165) |
| (k) Electric Power Company | (166) _____ times | (167) _____ times | _____ riel or dollar _____ (168) |
| (l) Telephone Company | (169) _____ times | (170) _____ times | _____ riel or dollar _____ (171) |
| (m) Politicians influencing polices affecting your firm | (172) _____ times | (173) _____ times | _____ riel or dollar _____ (174) |

39. On average, what percent of revenues do firms like yours typically pay in unofficial payments to public officials? _____% of your revenues.

40. I'm going to describe situations that sometimes happen in many countries. Please select the item that best characterize the case.

a. To avoid having to visit the police office and pay a full fine, a traffic offender offered to pay 5,000 riel to the traffic policeman. The policeman did not ask for the money but accepted it. (1) (2) (3) (4) (5) (176)

- (1) Gift of good will
- (2) Tea money
- (3) Improper behavior
- (4) Bribery
- (5) Corruption

b. Someone visits a government office and receives good assistance from the officer in charge. When the matter is concluded, he offers 10,000 riel, which the official accepted. (1) (2)

- (1) Gift of good will
- (2) Tea money
- (3) Improper behavior
- (4) Bribery
- (5) Corruption

41. Would you say that the need for unofficial payments to each of these functions is greater, the same or less than three years ago?? **READ OUT FUNCTIONS**

| | | Less | Same | Great er | Don't know | |
|--|--|------|------|-------------|---------------|-------|
| a. To get connected to public services (electricity and telephone) | | 1 | 2 | 3 | 4 | (178) |
| b. To get licenses and permits | | 1 | 2 | 3 | 4 | (179) |
| c. To deal with taxes and tax collection | | 1 | 2 | 3 | 4 | (180) |
| d. To gain government contracts | | 1 | 2 | 3 | 4 | (181) |
| e. To deal with customs/imports | | 1 | 2 | 3 | 4 | (182) |
| f. To deal with police | | 1 | 2 | 3 | 4 | (183) |
| g. To deal with courts | | 1 | 2 | 3 | 4 | (184) |
| h. To deal with standards and safety inspectors | | 1 | 2 | 3 | 4 | (185) |

42. Contracts relating to government procurement are generated in a clear and efficient manner. This is true (186)

- (1) always
- (2) mostly
- (3) frequently
- (4) sometimes
- (5) seldom
- (6) never

43. Has your firm made sales to the State Sector over the last 2 years ? (187)
 yes (specify % of total sales) _____% of total sale
 no (record zero % and skip to 45)

44. To which government agency or state enterprise do you supply goods or services? (188) (189) (190)

1. _____
2. _____
3. _____

45. Whether or not you currently do business with the government, could you please comment on the ease or difficulty of the following:

| | No Problem | Minor | Moderate | Major | |
|---------------------------------------|------------|-------|----------|---------|-------|
| a. too complex process | 1 | 2 | 3 | 4 | (191) |
| b. too much competition | 1 | 2 | 3 | 4 | (192) |
| c. requirement of unofficial payments | 1 | 2 | 3 | 4 | (193) |

46. When firms in your industry do business with the government,
- a. what proportion of procurement contracts involve any unofficial payments? ___% of procurement (194)
 - b. how much of the contract value must they offer in additional or unofficial payments to secure the contract? ___% of the contract value

47. As far as you know, has your enterprise ever been required to contribute to a political fund or party in order to avoid unfair treatment?

| | | | | |
|--------------------------------------|-----|----|-------|-------|
| a. In the last 12 months | YES | NO | | (196) |
| b. During the last election campaign | YES | NO | | (197) |

48. How much additional taxes would you be prepared to pay, as a percent of your revenues: (198)

If corruption would be eliminated? Percent

49. We would like to ask about the integrity of various public institutions. Please answer on a scale from 1 to 6, where 1 corresponds to “very dishonest” and 6 corresponds to “very honest”.

Show Card #1.

| | Integrity/honesty of the institutions 1="very dishonest" 2="somewhat dishonest" 3="neither dishonest or honest" 4="somewhat honest" 5="very honest" -9="I don't know" | |
|---|---|-------------|
| 1. Office of Council of Ministers | 1 2 3 4 5 -9 | (199) |
| 2. Political party | 1 2 3 4 5 -9 | (200) |
| 3. Members of National congress | 1 2 3 4 5 -9 | (201) |
| 4. Tax authority | 1 2 3 4 5 -9 | (202) |
| 5. Custom authority | 1 2 3 4 5 -9 | (203) |
| 6. State budget authority | 1 2 3 4 5 -9 | (204) |
| 7. Ministry of Commerce | 1 2 3 4 5 -9 | (205) |
| 8. Ministry of Public Work and Transport | 1 2 3 4 5 -9 | (206) |
| 9. Ministry of Agriculture and Forestry | 1 2 3 4 5 -9 | (207) |
| 10. CDC | 1 2 3 4 5 -9 | (208) |
| 11. CMAC | 1 2 3 4 5 -9 | (209) |
| 12. National Bank of Cambodia | 1 2 3 4 5 -9 | (210) |
| 13. Department of State Assets | 1 2 3 4 5 -9 | (211) |
| 14. Ministry of Education | 1 2 3 4 5 -9 | (212) |
| 15. Ministry of Health | 1 2 3 4 5 -9 | (213) |
| 16. Public registry (ID, passport) | 1 2 3 4 5 -9 | (214) |
| 17. Office of social welfare | 1 2 3 4 5 -9 | (215) |
| 18. Post office | 1 2 3 4 5 -9 | (216) |
| 19. Police excluding traffic police | 1 2 3 4 5 -9 | (217) |
| 20. Traffic police | 1 2 3 4 5 -9 | (218) |
| 21. Anti-corruption ministry/committee | 1 2 3 4 5 -9 | (219) |
| 22. Courts | 1 2 3 4 5 -9 | (220) |
| 23. Office of prosecutor | 1 2 3 4 5 -9 | (221) |
| 24. Municipal government | 1 2 3 4 5 -9 | (222) |
| 25. Provincial government | 1 2 3 4 5 -9 | (223) |
| 26. Electricity provider | 1 2 3 4 5 -9 | (224) |
| 27. Telephone service provider | 1 2 3 4 5 -9 | (225) |
| 28. Water service provider | 1 2 3 4 5 -9 | (226) |
| 29. The armed forces/military | 1 2 3 4 5 -9 | (227) |
| 30. The news media | 1 2 3 4 5 -9 | (228) |
| 31. NGO | 1 2 3 4 5 -9 | (229) |
| 32. Temple | 1 2 3 4 5 -9 | (230) |
| Choose the two least honest indicate by numbers between 1-32 | The least honest _____ The second least honest _____ | (231) (232) |

III. PREDICTABILITY

50. Do you regularly have to cope with unexpected changes in laws, policies or regulations which materially affect your business?

Changes in rules, laws and regulations are

- (1) completely predictable
- (2) highly predictable
- (3) fairly predictable
- (4) fairly unpredictable
- (5) highly unpredictable
- (6) completely unpredictable

51. "In case of important changes in laws or policies affecting my business operation the government takes into account concerns voiced either by me or by my business association."

This is true

- (1) always
- (2) mostly
- (3) frequently
- (4) sometimes
- (5) seldom
- (6) never

52. In the last three years, laws, policies or regulations affecting my business have become

(235)

- (1) much more predictable
- (2) somewhat more predictable
- (3) unchanged
- (4) somewhat less predictable
- (5) much less predictable
- DK don't know

VI. FINANCIAL SECTOR SERVICES AND CORPORATE GOVERNANCE

53. "I have full confidence in the ability of my country's financial system to provide financing to private firms like mine."

To what degree do you agree with this statement?

(236) (237)

- (1) fully agree
- (2) agree in most cases
- (3) tend to agree
- (4) tend to disagree
- (5) disagree in most cases
- (6) fully disagree

Now | 3 years ago

54. Please identify the share (percentage) of your firm's three main financing sources over the last year

| | | | |
|-----------------------------------|--|---------|-------------|
| The main financing sources | (1) (2) (3) (4) (5) (6) (7) (8) (9) (10) (11) (12) | _____ % | (238) (239) |
| The second main financing sources | (1) (2) (3) (4) (5) (6) (7) (8) (9) (10) (11) (12) | _____ % | (240) (241) |
| The third main financing sources | (1) (2) (3) (4) (5) (6) (7) (8) (9) (10) (11) (12) | _____ % | (242) (243) |

- (1) Internal funds/Retained earnings
- (2) Own money
- (3) Local commercial banks

58. If yes, under what terms?
- | | | | |
|-------------------------------|------------|-------|-------------|
| a. % of value of purchase | _____ % | | (257) |
| b. Number of days | _____ days | | (258) |
| c. Do you charge interest? | YES | NO | (259) |
| d. Do you require collateral? | YES | NO | (260) |

59. Do you provide credit to new customers you don't know personally? YES NO (skip to 61) (261)

60. If yes, what mechanisms do you use to check the credit-worthiness of buyers?

- | | | | | |
|---|-----|----|-------|-------|
| Contact references provided by buyer | YES | NO | | (262) |
| Use a private credit information agency | YES | NO | | (263) |
| Contact a Bank | YES | NO | | (264) |
| Other (specify) _____ | YES | NO | | (265) |
| None | YES | NO | | (266) |

61. What percent of your total sales in the last year were made on credit? _____ % (267)

62. What percent of your customers who receive credit do not pay some of their debts on time? _____ % (268)

63. Does your firm use international accounting standards (IAS)? YES ... NO (269)

64. Does your firm provide its shareholders with annual financial statements that have ...
been reviewed by an external auditor? YES ... NO (270)

VII. COMPETITION

65. Regarding your firm's major product line, how many competitors do you face in your markets? (271)

- | | | |
|---------|---------------|-----------------------|
| a) none | b) 3 or fewer | c. many (more than 3) |
|---------|---------------|-----------------------|
-

66. Which of the following would you define as your leading competitor? (272)

- | | |
|--|---|
| a. Domestic small and medium enterprises | 1 |
| b. Domestic large private enterprises | 2 |
| c. Foreign firm producing in domestic market (not imports) | 3 |
| c. State-owned enterprises | 4 |
| d. Micro-enterprises/informal sector | 5 |
| e. Legal imports | 6 |
| f. Smuggled goods | 7 |
| g. My firm has no competitors | 8 |

67. Recognizing the difficulties many enterprises face in fully complying with taxes and regulations, what percentage of total sales would you estimate the typical firm in your area of activity reports for tax purposes? (273)

___%

VIII. SUMMARY QUESTIONS

68. Please judge on a four point scale how problematic are the following factors for the operation and growth of your business. (Please do not select more than 3 obstacles as “major” (4)): *Show Card #2.*

| | No Obstacle | Minor Obstacle | Moderate Obstacle | Major Obstacle | |
|---|-------------|----------------|-------------------|----------------|-------|
| 1. Financing | 1 | 2 | 3 | 4 | (274) |
| 2. Infrastructure (e.g. telephone, electricity, water, roads) | 1 | 2 | 3 | 4 | (275) |
| 3. Taxes and Regulations | 1 | 2 | 3 | 4 | (276) |
| 4. Political Uncertainty/ Instability | 1 | 2 | 3 | 4 | (277) |
| 5. Inflation | 1 | 2 | 3 | 4 | (278) |
| 6. Exchange Rate | 1 | 2 | 3 | 4 | (279) |
| 7. Functioning of the judiciary | 1 | 2 | 3 | 4 | (280) |
| 8. Corruption in the public sector | 1 | 2 | 3 | 4 | (281) |
| 9. Corruption in the private sector | 1 | 2 | 3 | 4 | (282) |
| 10. Street crime/theft/disorder | 1 | 2 | 3 | 4 | (283) |
| 11. Organized Crime/Mafia | 1 | 2 | 3 | 4 | (284) |
| 12. anti-competitive practices by government or other enterprises | 1 | 2 | 3 | 4 | (285) |
| Choose the single most important obstacles of the above 13 obstacles, number between 1 through 12 _____ | | | | | (286) |

ECONOMIC PERFORMANCE

69. Please estimate the growth of your company’s sales, investment, and export over the past three years.

| | Sales (\$ value) ⁽²⁸⁷⁾ | Investment (\$ value) ⁽²⁸⁸⁾ | Exports (\$ value) ⁽²⁸⁹⁾ |
|-----------|--------------------------------------|---|--|
| Increase | % | % | % |
| No Change | 0 | 0 | 0 |
| Decline | % | % | % |

70. Please predict the growth of your company’s sales, investment, and export over the next three year.

| | Sales (\$ value) ⁽²⁹⁰⁾ | Investment (\$ value) ⁽²⁹¹⁾ | Exports (\$ value) ⁽²⁹²⁾ |
|-----------|--------------------------------------|---|--|
| Increase | % | % | % |
| No Change | 0 | 0 | 0 |
| Decline | % | % | % |

71. For background purposes only (to compare your firm to others in our sample), please estimate

- a. the value of your firm’s total sales in the last one year _____ riel or dollar.. (293)
- b. the value of your firm’s fixed assets (land, building, equipment) _____ riel or dollar (294)
- c. the value of your firm’s debts _____ riel or dollar . (295)

72. What is your job title? (296) (297)

| | |
|----------------------------|---|
| Chief Executive/President | 1 |
| Owner/proprietor | 2 |
| Partner | 3 |
| Director | 4 |
| General Manager | 5 |
| Manager | 6 |
| Finance Officer/Accountant | 7 |
| Other (SPECIFY) | 8 |
| | |

73. We would like to ask several questions about the senior-most manager of your firm.

- a. His/her highest level of education (298)
 - 1. Primary
 - 2. Secondary
 - 3. University
 - 4. Post-graduate study
- b. Has s/he worked in the government? (299)
 - 1. Yes
 - 2. No
- c. Gender (300)

1. Male
2. Female

d. Ethnicity

..... (301) (302)

1:

1. **Cambodian (Khmer)**
2. **Cham (Khmer Isram)**
3. **Chinese**
4. **Vietnamese**
5. **Chinese**
6. **Other (specify)** _____

THE SURVEY ENDS HERE. THANK YOU FOR YOUR COOPERATION.

Post-Interview Information

This part should be filled out by the surveyor after the interview.

..... Finish Time: ____: ____ (303)

Overall, would you say that the respondent's reaction to the interview was positive?

1=very negative 5=very positive (1) (2) (3) (4) (5) ... (304)

Overall, how sincere did the respondent seem to be in his/her answers?

1=very insincere 5=very sincere (1) (2) (3) (4) (5) ... (305)