

**OFFICE OF THE Vice-President  
WORLD BANK  
CIVIL SOCIETY ORGANIZATIONS**

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**CONFIDENTIAL STUDY USERS - CC 729-01**

Identification number \_\_\_\_\_

DATE OF THE INTERVIEW: Day \_\_\_\_/ Month\_\_\_\_\_/ 2001

City \_\_\_\_\_

Start time\_\_\_\_\_ Finish time \_\_\_\_\_

Respondent's Sex M ----1 F ---- 2

Interviewer \_\_\_\_\_

### **INTRODUCTION**

The objective of this survey is to have a better understanding of the reasons that prevent or limit the development of businesses in our country. It specifically looks at the impact of the diverse modalities of corruption in the development of the private sector. This study is done in order to make recommendations that allow to eliminate or at least decrease the sources of corruption that limit competition and increase costs weakening the possibilities for business growth. The information collected in this questionnaire will be treated in a strictly confidential manner. Neither your name nor the name of your company will be printed in any document. Each interviewed company will have an assigned code, and the collected data will be averaged with other responses. None of the questionnaires will be revealed to any person or institution. This questionnaire is applied and handled by the National Consulting Center. Its results will be used by the National Government, civil society organizations and the private sector to jointly design a national strategy to fight corruption.

## BUSINESS ENVIRONMENT

1. I will now read to you a series of situations in order to ask you if you consider them an obstacle to business development. If you consider them to be an obstacle I request you use the following scale to rate their importance. The scale is from 1 to 7, where **1 means that it is a serious obstacle and 7 that it is a slight obstacle.**

<u>Obstacles to business development</u>	<u>Serious</u>			<u>Slight</u>				<u>It isn't an Obstacle</u>	<u>DK/DR</u>
	1	2	3	4	5	6	7		
01. Legal procedures to establish a business	1	2	3	4	5	6	7	8	9
02. Requirements to conduct foreign trade operations	1	2	3	4	5	6	7	8	9
03. Regulations for foreign currency transactions	1	2	3	4	5	6	7	8	9
04. Tax administration system and norms	1	2	3	4	5	6	7	8	9
05. Smuggling	1	2	3	4	5	6	7	8	9
06. Cost of procedures and regulations	1	2	3	4	5	6	7	8	9
07. Frequent changes in public policy	1	2	3	4	5	6	7	8	9
08. Corruption	1	2	3	4	5	6	7	8	9
09. Insecurity	1	2	3	4	5	6	7	8	9
10. Low level of efficiency at quality in governmental bureaucracy	1	2	3	4	5	6	7	8	9
11. Lack of fiscal stability	1	2	3	4	5	6	7	8	9
12. In appropriate infrastructure	1	2	3	4	5	6	7	8	9
13. Access and financing costs	1	2	3	4	5	6	7	8	9
14. Inflation	1	2	3	4	5	6	7	8	9
15. Unstable economic policies	1	2	3	4	5	6	7	8	9
16. Uncertainty generated by decisions in the judicial branch	1	2	3	4	5	6	7	8	9
17. Monopolies	1	2	3	4	5	6	7	8	9
18. Low levels in technological development	1	2	3	4	5	6	7	8	9
19. Violence	1	2	3	4	5	6	7	8	9
20. Difficulties in the promotion of competitiveness	1	2	3	4	5	6	7	8	9
21. Other (specify) _____	1	2	3	4	5	6	7		

2. From the aforementioned obstacles, mention in ranking order which ones you consider to be most important three? **(You can write the corresponding numeral)**

☉ \_\_\_\_\_

☉ \_\_\_\_\_

☉ \_\_\_\_\_

3. What percentage of your business' monthly income would you be willing to pay if the first obstacle that you mentioned in the previous question (**MENTION THE OBSTACLE**) were completely eliminated today

Less than 1%	1 to 5%	6 to 10%	11 to 25%	26 to 50%	More than 50%	D.A.	DK/DR
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>8</b>	<b>9</b>

4. What percentage of your business' monthly income would you be willing to pay, if all corruption in Colombia's public sector was eliminated?

Less than 1%	1 to 5%	6 to 10%	11 to 25%	26 to 50%	More than 50%	D.A.	DK/DR
1	2	3	4	5	6	8	9

### Analyzing the Problem of Corruption

5. Please tell me, in your opinion, how honest / dishonest is each one of the following institutions? Answer in a scale from 1 to 7, where **1 means "Totally dishonest"** and **7 "Totally honest"**. (**HAND CARD 1. IF THE RESPONDENT DOES NOT KNOW ANY OF THE INSTITUTIONS, MAKE A NOTE OF IT AND GO TO THE NEXT LINE.**)

PUBLIC INSTITUTIONS	Totally dishonest						Totally honest	Doesn't know
01. Department of Treasury and Public Credit	1	2	3	4	5	6	7	8
02. Department of the Interior	1	2	3	4	5	6	7	8
03. Department of Health	1	2	3	4	5	6	7	8
04. Department of Education	1	2	3	4	5	6	7	8
05. Department of Communications	1	2	3	4	5	6	7	8
06. Department of Transportation	1	2	3	4	5	6	7	8
07. Constitutional Court	1	2	3	4	5	6	7	8
08. Judiciary Superior Council	1	2	3	4	5	6	7	8
09. Central Bank	1	2	3	4	5	6	7	8
10. National Registry	1	2	3	4	5	6	7	8
11. National Congress	1	2	3	4	5	6	7	8
12. National Police	1	2	3	4	5	6	7	8
13. Armed Forces	1	2	3	4	5	6	7	8
14. National comptroller's Office	1	2	3	4	5	6	7	8
15. National Prosecutor's Office	1	2	3	4	5	6	7	8
16. Attorney General's Office	1	2	3	4	5	6	7	8
17. People's Defense Office	1	2	3	4	5	6	7	8
18. Courts	1	2	3	4	5	6	7	8
19. _____ City Hall (MENTION TOWN / CITY / DISTRICT)	1	2	3	4	5	6	7	8
20. _____ Provincial Government (Mention DEPARTMENT)	1	2	3	4	5	6	7	8
21. DIAN	1	2	3	4	5	6	7	8
57. SENA	1	2	3	4	5	6	7	8
58. I.C.B.F.	1	2	3	4	5	6	7	8
59. Social Security	1	2	3	4	5	6	7	8
60. Telecom	1	2	3	4	5	6	7	8
61. Ecopetrol	1	2	3	4	5	6	7	8
62. Public Notaries	1	2	3	4	5	6	7	8
63. Banking Superintendence	1	2	3	4	5	6	7	8
64. Commerce and Industry Superintendence	1	2	3	4	5	6	7	8
65. Public Service Superintendence	1	2	3	4	5	6	7	8

6. And, how efficient / inefficient is each one of the following institutions in its contribution to social control of public offices? Answer on a scale from 1 to 7 where **1 means "Totally inefficient"** and **7**



Less than 1%	1 to 1.99%	2 to 9.99%	10 to 12%	13 to 25%	More than 26%	D.A.	DK/DR
1	2	3	4	5	6	8	9

11. On this 1 to 7 scale, (**SHOW CARD 5 SCALE**), please rate how often you believe businesses have to make unofficial payments (tips or bribes) in order to gain tenders or contract competitions from the public sector?

	<u>Always</u>						<u>Never</u>	<u>DK/DR</u>
1. Today	1	2	3	4	5	6	7	9
2. Two years ago (1999):	1	2	3	4	5	6	7	9

Imagine that one of your competitors is competing along with your company for a public contract. If it had the chance to pay bribes in order to gain this contract, on the average, what percentage of the total contract award do you believe your competitor would have to pay under the table to secure the contract nowadays? (**SHOW CARD 4 SCALE**)

Less than 1%	1 to 5%	6 to 10%	11 to 25%	26 to 50%	More than 50%	DK/DR
1	2	3	4	5	6	9

12. During the last two years (1999-2000): Did this percentage significantly decrease or increase? Use a 1 to 7 scale, **where 1 means it increased a lot and 7 means it decreased a lot** (**SHOW CARD 6 SCALE**)

<u>Increased a lot</u>		<u>Decreased a lot</u>	DK/DR
1	2 3 4 5 6	7	9

13. Nowadays, how frequently do businesses like yours find themselves obliged to make unofficial payments or retributions to public officials associated with the following business operations? (Use a 1 to 7 scale, **where 1 means always and 7 means never**)

	<u>Always</u>						<u>Never</u>	<u>DK/DR</u>
01. Public service procedures	1	2	3	4	5	6	7	9
02. Requests for licenses and permits	1	2	3	4	5	6	7	9
03. Update on fiscal situation	1	2	3	4	5	6	7	9
04. Obtain contracts with state institutions	1	2	3	4	5	6	7	9
05. Obtain import and export permits and licenses	1	2	3	4	5	6	7	9
06. Advance legal proceedings in the judicial branch	1	2	3	4	5	6	7	9

14. When bribes are paid, what happens more often?

1. The public official suggests or requests the payment.
2. The company offers it spontaneously.



## TRANSPARENCY

22. I will show you a card with opposing sentences on each side. We will use a 1 to 7 scale to find out your agreement or disagreement with each sentence, ***where 1 reflects you agree more with the sentence on the left and 7 with the sentence on the right. If you don't agree with any of the sentences, choose a number in the middle.*** (HAND OUT 7)

01. My company <b>never</b> has clear and precise information about the requirements and obligations that the authorities have established to be able to participate in business.	1 2 3 4 5 6 7	My company <b>always</b> has clear and precise information about the requirements and obligations that the authorities have established to be able to participate in business.
02. The development process for rules or new policies that affect businesses are <b>never</b> informed.	1 2 3 4 5 6 7	The development process for rules or new policies that affect businesses are <b>never</b> informed.
03. In relation to important changes in laws or policies that affect my company's operation, the government <b>never</b> considers my opinion or that of trade unions.	1 2 3 4 5 6 7	In relation to important changes in laws or policies that affect my company's operation, the government <b>never</b> considers my opinion or that of trade unions.
04. The business environment created by the government causes that we <b>always</b> have to receive unexpected changes in laws or policies that substantially affect our business.	1 2 3 4 5 6 7	The business environment created by the government guarantees that we <b>never</b> have to receive unexpected changes in laws or policies that substantially affect our business.
05. Information about public tenders is <b>never</b> generated in a clear and efficient manner.	1 2 3 4 5 6 7	Information about public tenders is <b>always</b> generated in a clear and efficient manner.

## JUDICIAL SYSTEM

28. Now let's talk about Colombia's Judicial System. I will show you some sentences that people sometimes say so you can please tell me where your opinion lays. ***If you agree more with the sentence in the left, choose a low number. If you agree more with the sentence in the right, choose a high number. If you don't agree with any of the sentences, choose a number in the middle.*** (MAKE SURE YOU WERE UNDERSTOOD AND HAND OUT CARD 9)

01. The judicial system does not deserve <b>any</b> trust	1 2 3 4 5 6 7	The judicial system deserves <b>complete</b> trust
02. The judicial system is totally <b>dependent</b> on the government	1 2 3 4 5 6 7	The judicial system is totally <b>independent</b> from the government
03. Laws in Colombia are applied <b>only for poor people</b> , as they say "laws are only for those who wear ruanas"	1 2 3 4 5 6 7	Laws in Colombia are applied <b>equally for everyone</b> , rich or poor.
04. The judicial system is quite <b>unfair</b> .	1 2 3 4 5 6 7	The judicial system is quite <b>fair</b> .
05. The judicial system is <b>manipulated</b> by economic interests/	1 2 3 4 5 6 7	The judicial system is totally <b>independent</b> of economic interests.
06. The judicial system is <b>more</b> corrupt than the government.	1 2 3 4 5 6 7	The judicial system is <b>less</b> corrupt than the government.

29. During the last two years (1999-2000), did you ever consider going to court to solve a problem, but in the end decided not to do it?

YES	1
NO	2

30. I will read you a list of factors that interfere with justice, so you can tell me how often have you encountered each of them, use a 1 to 7 scale where **1 means "highly frequent" and 7 means "rarely frequent"** (Hand out card 10)

Factors that prevent justice form being good	<u>Highly frequent</u>						<u>Rarely frequent</u>
	1	2	3	4	5	6	7
01. Legal and extra-legal costs involved in accessing justice	1	2	3	4	5	6	7
02. Access to adequate legal counsel	1	2	3	4	5	6	7
03. Judges' lack of credibility	1	2	3	4	5	6	7
04. Judges' little professional capacity	1	2	3	4	5	6	7
05. The excessive amount of time taken by proceedings	1	2	3	4	5	6	7
06. Difficulties in sentence enforcement	1	2	3	4	5	6	7
07. Complicated and tricky legislation	1	2	3	4	5	6	7

31. In the last two years (1999-2000), has your company solved any important disagreement?

YES	1
NO	2

**Go to question 33**

32. Could you tell me which resource/s was/were used?

- 01. Private negotiations by a lawyer
- 02. Intervention by a high-ranking official
- 03. Mediation or conciliation by a third party
- 04. Negotiations by a civil organization that promotes mediation or conciliation
- 05. Negotiation through the Police of the Attorney General
- 06. Threats or use of force
- 07. Direct negotiation with the other party
- 08. Other (SPECIFY) \_\_\_\_\_

**ADDITIONAL COSTS FROM THE OPERATION OF BUREAUCRACY**

33. How much time each week does your administrative staff, or your external consultants, spend dealing with bureaucracy in general? Note how many hours a week on the average did your administrative staff spend dealing with democracy in the last year (2000). (SHOW CARD 4 SCALE)

Less than 1%	1 to 5%	6 to 10%	11 to 25%	26 to 50%	More than 50%	D.A.	DK/DR
1	2	3	4	5	6	8	9

34. In the last two years (1999-2000) has this amount of time increased or decreased? Respond using a 1 to 7 scale, where **1 means it has increased a lot and 7 means it has decreased a lot.** (HAND OUT CARD 6 SCALE)

Increased a lot
Decreased a lot  
 1                    2 3 4 5 6                    7

35. On the average, how much do you estimate that time cost your company in the last year (2000)?  
(A.T.) \$ \_\_\_\_\_

36. At what public institution was the greatest amount of time spent?

Institution \_\_\_\_\_

37. Given the cost bureaucracy represents for your company, tell me if in the last two years (1999-2000), your company decided against making an investment in Colombia which it had previously planned to make?

YES	1
NO	2

38. If your answer was yes, could you describe what kind of investment it was?

(A.T.) \_\_\_\_\_

39. What percentage of total income did your company spend in security in the last year (2000)?

Less than 1%	1 to 5%	6 to 10%	11 to 25%	26 to 50%	More than 50%	D.A.	DK/DR
1	2	3	4	5	6	8	9

40. In the last year (2000), have your security costs increased or decreased? respond using a 1 to 7 scale, where **1 means they have increased a lot and 7 means they have decreased a lot.** (HAND OUT CARD 6 SCALE)

Increased a lot
Decreased a lot  
 1                    2 3 4 5 6                    7

**INFORMAL ECONOMY**

41. In general, for business in your sector, what percentage of employees have written contracts?

42. You believe that the advantages for a company that operates in the informal market over one that operates in the formal market in relation to costs are:

Highly significant	1
Significant	2
Equivalent	3
Slightly significant	4
Irrelevant	5

43. In your opinion, what percentage of income growth do companies that operate informally (for example not paying taxes, not obtaining required licenses, permits, etc) have over a competitor that operates formally?

Highly significant	1
Significant	2
Equivalent	3
Slightly significant	4
Irrelevant	5

**PUBLIC TENDERS**

44. In the last two years (1999-2000), have you participated in public tenders or contests? **ACCEPT BOTH OPTIONS**

1. PUBLIC TENDERS	⇒ (GO TO QUESTION 46)
2. CONTESTS	
3. NO	

45. ¿What percentage of the income comes from public tenders and/or contests? **SHOW CARD 4 SCALE**

Less than 1%	1 a 5%	6 a 10%	11 a 25%	26 a 50%	More than 50%	DK/DR
1	2	3	4	5	6	9

46. Have you refused from participating in other tenders or contests in which you had consider participation but didn't do it?

YES	1	(GO TO NEXT QUESTION)
NO	2	(GO TO QUESTION 48)

47. Could you tell me how important is each of the following reasons in explaining why you didn't participate? Use a 1 to 7 scale, where **1 means a highly irrelevant reason and 7 means a very important reason.**

	<u>Highly irrelevant</u>							<u>Very strong</u>
01. The complexity of the process due to the required documentation	1	2	3	4	5	6	7	
02. The cost of the process (specifications, etc.)	1	2	3	4	5	6	7	
03. Unofficial payments (commissions and required bribes)	1	2	3	4	5	6	7	
04. Lack of an impartial frame of competition	1	2	3	4	5	6	7	
05. Possibility to obtain contracts without competing	1	2	3	4	5	6	7	
06. Didn't have direct contacts with the responsible parties	1	2	3	4	5	6	7	

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 48. How do you rate the tender processes in each one of the following institutions? Rate the quality in terms of: open competition, lack of unofficial payments, honesty of the process, clarity and simplicity of the process. Choose **1 for very low quality and 7 for high quality**

	<u>Low Quality</u>							<u>High Quality</u>
01. Private companies	1	2	3	4	5	6	7	
02. National public institutions	1	2	3	4	5	6	7	
03. Municipal / District / Provincial government offices	1	2	3	4	5	6	7	
04. Territorial public institutions	1	2	3	4	5	6	7	

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 49. In the last two years (1999-2000) regarding the contracts of companies with the State, do you know how frequently the following practices have occurred? (Use a 1 to 7 scale, where **1 means Not frequently at all and 7 means Very frequently**)

	<u>Very frequently</u>							<u>Not frequently at all</u>
01. Technical division	1	2	3	4	5	6	7	
02. Contractors monopoly	1	2	3	4	5	6	7	
03. Adjusting specifications in the interest of one company	1	2	3	4	5	6	7	
04. Presenting fill-up offers by non-real competitors	1	2	3	4	5	6	7	
05. Modifying contract terms during the implementation stage	1	2	3	4	5	6	7	

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 50. Please, in your opinion, how frequently the money from bribes goes to each of the following areas: (Use a 1 to 7 scale, where **1 means Very frequently and 7 means Not frequently**)

	<u>Very frequently</u>							<u>Not frequently</u>
01. Finance political campaigns	1	2	3	4	5	6	7	
02. Keep the Mafia organized inside the institutions	1	2	3	4	5	6	7	
03. Pay corrupt officials who operate on their own	1	2	3	4	5	6	7	
04. Finance armed groups (paramilitary, guerrilla)	1	2	3	4	5	6	7	

**PERCEPTION OF CORRUPTION**

51. We would like to have your opinion on some subjects. Please tell us your opinion choosing from a 1 to 7 scale, where *1 means you strongly agree with the sentence on the left and 7 means that you agree more with the sentence on the right, if you don't agree with any sentence choose a number in the middle.* You can only choose one number for each pair of sentences. **(SHOW CARD 11).**

01. Most people <b>are not</b> trustworthy.	1 2 3 4 5 6 7	Most people <b>are</b> trustworthy.
02. The political class in general <b>is not</b> trustworthy.	1 2 3 4 5 6 7	The political class in general <b>is</b> trustworthy.
03. The mass media – newspapers, television, radio- in general <b>are not</b> trustworthy	1 2 3 4 5 6 7	The mass media – newspapers, television, radio- in general <b>are</b> trustworthy
04. <b>I don't</b> trust the National Government.	1 2 3 4 5 6 7	<b>I do</b> trust in the National Government.
05. The Government <b>should not</b> make the fight against corruption a priority.	1 2 3 4 5 6 7	The Government <b>should</b> make the fight against corruption a priority.
06. Business people support corruption.	1 2 3 4 5 6 7	Business people <b>do not contribute</b> to corruption.
07. A campaign against corruption <b>is not</b> possible politically or administratively at this moment.	1 2 3 4 5 6 7	A campaign against corruption <b>is possible</b> politically or administratively at this moment.
08. Public officials <b>should be</b> judged more harshly than business people in corruption cases.	1 2 3 4 5 6 7	Public officials <b>should not be</b> judged more harshly than business people in corruption cases.
09. My competitors do not recognize the compliance with ethical norms in their business dealings.	1 2 3 4 5 6 7	My competitors are committed and comply with ethical norms in their business dealings.

52. Let's imagine the following situation: One evening, a little bit late, you are walking towards your car in an empty parking lot. Furthermore at that moment there is no security and you are alone. Suddenly you notice there is an envelope on the floor. You pick it up and realize it contains 20 one hundred-dollar bills. How probable is that each of these reactions reflects yours: **Use a 1 to 7 scale, where 1 means it is not probable at all, 4 somewhat probable and 7 highly probable. (HAND OUT CARD 4. REQUEST ONE ANSWER FOR EACH OPTION).**

SITUATION	Not probable at all			Somewhat probable			Highly probable		DK/DA
	1	2	3	4	5	6	7		
01. Since this money has no owner, this lucky break can help me with my family expenses.	1	2	3	4	5	6	7	9	
02. I'll take it home and think overnight about what to do with it.	1	2	3	4	5	6	7	9	
03. Right away I look for building security to report the finding and hand in the money	1	2	3	4	5	6	7	9	
04. I wouldn't know what to do.	1	2	3	4	5	6	7	9	

53. The same envelope situation described before: however, now you must assume that there is a 30% chance that there is a hidden camera in the parking lot and it is possibly being watched. How probable is that each of these reactions reflects yours: **Use a 1 to 7 scale, where 1 means it is not probable at all, 4 somewhat probable and 7 highly probable. (HAND OUT CARD 4)**

SITUATION	Not probable at all			Somewhat probable			Highly probable	DK/ DA
		2	3		5	6		
01. Since this money has no owner, this lucky break can help me with my family expenses.	1	2	3	4	5	6	7	9
02. I'll take it home and think overnight about what to do with it.	1	2	3	4	5	6	7	9
03. Right away I look for building security to report the finding and hand in the money	1	2	3	4	5	6	7	9
04. I wouldn't know what to do.	1	2	3	4	5	6	7	9

54. The same situation as before, but now you must assume that the chance of being watched and that the information will be shared is high, 70%. How probable is that each of these reactions reflects yours: **Use a 1 to 7 scale, where 1 means it is not probable at all, 4 somewhat probable and 7 highly probable.** (HAND OUT CARD 4)

SITUATION	Not probable at all			Somewhat probable			Highly probable	DK/ DA
		2	3		5	6		
01. Since this money has no owner, this lucky break can help me with my family expenses.	1	2	3	4	5	6	7	9
02. I'll take it home and think overnight about what to do with it.	1	2	3	4	5	6	7	9
03. Right away I look for building security to report the finding and hand in the money	1	2	3	4	5	6	7	9
04. I wouldn't know what to do.	1	2	3	4	5	6	7	9

### RESPONDENT'S INFORMATION

55. Have you ever been democratically elected to serve in a political position in the public administration?

YES	1
NO	2

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56. Have you ever worked in the public sector? (The Informer)

YES	1
NO	2

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57. What is your position in the company?

General Manager / General Director	1
Financial manager / Director	2
Human Resource Manager / Chief of Staff	3
Department Head / Unit Head	4
Other ( specify) _____	5

58. What's the highest educational level you have reached so far?

Elementary school	1
High School	2
Technician	3
University	4
Master's degree	5
Ph.D.	6

59. In what area did you graduate in college: ( choose one option)

Science and technology, engineering	1
Economics, Business	2
Humanities	3
Other (specify) _____	4

60. Have you received any business training since your graduation?

YES	1
NO	2

61. What is your nationality?

Colombian	1
Other (specify) _____	2

62. If you had the power to do something to fight corruption in Colombia, what would be the first thing you would do? What would you do next?

First \_\_\_\_\_

Second \_\_\_\_\_

Third \_\_\_\_\_

Fourth \_\_\_\_\_

Finally could you tell me what percentage of total income does your company report to DIAN for income tax declaration?

\_\_\_\_\_%

**THANKS FOR YOUR COLLABORATION WITH THIS INTERVIEW**

**FEATURES OF THE INTERVIEWED COMPANIES**

63. Approximately, what was your company's total income for last year (2000), in pesos?

A.T. \$ \_\_\_\_\_

64. How much do you estimate to be the value of capital investment (equipment, buildings, etc.) that your company owns, in pesos \$?

A.T.\$ \_\_\_\_\_

65. In relation to the countries current conditions, how much annual growth or decline do you expect for your company in the next two years?

01. Growth ..... A.T. \_\_\_\_\_ %  
 02. Decline..... A.T. \_\_\_\_\_ %

66. Since 1996, has your company been awarded any credit?

YES	1	(GO TO NEXT QUESTION)
NO	2	(GO TO QUESTION 69)

67. What kind of institution awarded the credit?

- 01. Private bank
- 02. State-owned bank
- 03. Private resources
- 04. Others( specify) :

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68. In the last two years (1999-2000), has **your Company** applied for a bank loan?

YES	1	⇒ (GO TO NEXT QUESTION)
NO	2	⇒ (GO TO QUESTION 71)

69. Could you tell me if **your Company** already received the loan?

YES	1
NO	2
Still waiting for an answer	3

70. In the last two years (1999-2000), did your company make any large investments in land, construction, machinery or equipment?

YES	1
NO	2

71. In the next two years (2001-2002), have you planned to make any large investments in land, construction, machinery or equipment with your Company?

YES	1
NO	2

72. In the last two years (1999-2000), did you make any large equipment and/or machinery import for your Company?

YES	1
NO	2

73. Is it included in your Company's activities ...?

	YES	NO
1. Export	1	2
2. Import	1	2

74. In the last two years (1999-2000), has your company been fined by DIAN?

YES	1	(GO TO NEXT QUESTION)
NO	2	(GO TO QUESTION 77)

75. Could you tell me if you appealed this decision?

YES	1
NO	2

76. Did your company receive any of the following benefits in the last year(2000)?

	YES	NO
1. Direct subsidies	1	2
2. Fiscal agreements	1	2
3. Bank loans with interest rates below market value	1	2
4. Debt restructuring with the State's financial institutions	1	2
5. No debt payments thanks to formal or informal arrangements with banks, suppliers or other private creditors	1	2

77. In the year 2000, from your Company's total income (official and unofficial), approximately what percentage responds to each of these categories:

	%
01. Cost of supplies	
02. Personnel – labor cost	
03. Credit / interest cost	
04. Legal costs	
05. Cost of corrupt transactions	
06. Taxes over total income	
	100%

78. What percentage of your company's total income comes from each of the following activities:

	%
01. Agriculture	
02. Stockbreeding	
03. Industry	
04. Construction	
05. Wholesale trade	
06. Retail trade	
07. Banks and Financial services	
08. Other services	
	100%

79. What year did this company start operations?

Year it started operations \_\_\_\_\_

80. ¿How many full-time employees does your company have ...

1. Today ? \_\_\_\_\_
2. In 1998 ? \_\_\_\_\_
3. In 1996 ? \_\_\_\_\_

81. How many **full time** administrative personnel (secretaries, assistants etc.) does your Company have?

Number of administrative employees \_\_\_\_\_

82. In relation to the Company's shareholding, please could you tell me approximately what percentage is owned by each of the following groups?

	%
01. The State (Central Government or State-owned business)	
02. Local government (Municipality or Provincial Government)	
03. Workers and their families	
04. Foreign investors	
05. National investors	
	100%

83. Of your company's total businesses, what percentage is done with the State?

% \_\_\_\_\_

84. What percentage of your company's high ranking employees have been politicians?

% \_\_\_\_\_

85. What percentage of your company's employees has worked in the public sector?  
(approximately)

% \_\_\_\_\_

86. Where are the company's headquarters (main offices)?

- 01. Colombia
- 02. Outside Colombia (specify where) \_\_\_\_\_

**PLEASE RETURN THIS QUESTIONNAIRE PROPERLY FILLED  
TO THE INTERVIEWER ON THE DAY OF THE INTERVIEW  
THANKS FOR YOUR COLLABORATION**

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**PROCEDURES / PUBLIC SERVICES**

<p><b>(HAND CARD 8 WITH THE LIST OF PROCEDURES AND ASK THE QUESTIONS FROM LEFT TO RIGHT)</b></p>	<p><b>23. a) Considering</b> attention, speed, professionalism, training and efficiency, how would you rate the quality of this service? Use a 1 to 7 scale where <b>1 represents very low quality and 7 very high quality.</b></p> <p><b>b)</b> And, how has the quality of this service changed in the last two years (1999-2000)? Use the 1 to 7 scale where <b>1 means that it has decreased and 7 means it has improved</b> (8-DOESN'T APPLY) (IF THE RATING IS 6 OR 7, GO TO Q. 25.)</p>	<p>24. Have you filed any complaints for bad service, delay or mishandling received at that Institution?</p> <p><b>(IF COMPLAINTS WERE FILED):</b> Using a scale form 1 to 7, tell me, how satisfied were you with the response given to your complaint?(<b>1 means completely unsatisfied and 7 completely satisfied</b>)</p> <p><b>(DID NOT FILE A COMPLAINT):</b> Tell me why you didn't file the complaint?</p> <ol style="list-style-type: none"> <li>Did not know how to do it.</li> <li>It would have taken too much time.</li> <li>It would not have served any purpose.</li> <li>Tried but couldn't.</li> <li>Other reasons (DO NOT READ)</li> </ol>	<p>25. Frequently public servants request or you feel obliged to <b>give retributions like tips/gifts/ bribes, etc.?</b> Please answer if this happened to you when requesting /receiving this service. Using a scale from 1 to 7, <b>where 1 means that it happened all the time and 7 that it never happened.</b></p>	<p>26. On the average, how much would you say you have spent in extra payments: <b>bribes/tips/gifts, etc.)</b> every time you request a service? (For <b>gifts</b>, give an estimation of their value) <b>(WRITE THE AMOUNT IN PESOS)</b></p>	<p>27. Regarding transportation, time, attention, etc, could you tell me how significant was it for you the cost involved in requesting this procedure/service? Use a 1 to 7 scale where <b>1 represents very significant and 7 not very significant.</b></p>
	<p><b>01. Export / Import procedures</b></p> <p>a) 1 2 3 4 5 6 7 ----- b) 1 2 3 4 5 6 7 8</p>	<p>YES -- <u>How much?</u> 1 2 3 4 5 6 1 7 ----- NO -- 2 <u>Why?</u> 1 2 3 4 5</p>	<p>1 2 3 4 5 6 7 ----- GO TO Q. 27</p>	<p>\$ _____</p>	<p>1 2 3 4 5 6 7</p>
	<p><b>02. National Tax procedures</b></p> <p>a) 1 2 3 4 5 6 7 ----- b) 1 2 3 4 5 6 7 8</p>	<p>YES -- <u>How much?</u> 1 2 3 4 5 6 1 7 ----- NO -- 2 <u>Why?</u> 1 2 3 4 5</p>	<p>1 2 3 4 5 6 7 ----- GO TO Q. 27</p>	<p>\$ _____</p>	<p>1 2 3 4 5 6 7</p>
	<p><b>03. Municipal / district tax procedures</b></p> <p>a) 1 2 3 4 5 6 7 ----- b) 1 2 3 4 5 6 7 8</p>	<p>YES -- <u>How much?</u> 1 2 3 4 5 6 1 7 ----- NO -- 2 <u>Why?</u> 1 2 3 4 5</p>	<p>1 2 3 4 5 6 7 ----- GO TO Q. 27</p>	<p>\$ _____</p>	<p>1 2 3 4 5 6 7</p>
	<p><b>04. Technical Inspection for Vehicles</b></p> <p>a) 1 2 3 4 5 6 7 ----- b) 1 2 3 4 5 6 7 8</p>	<p>YES -- <u>How much?</u> 1 2 3 4 5 6 1 7 ----- NO -- 2 <u>Why?</u> 1 2 3 4 5</p>	<p>1 2 3 4 5 6 7 ----- GO TO Q. 27</p>	<p>\$ _____</p>	<p>1 2 3 4 5 6 7</p>
	<p><b>05. Registration for Vehicles</b></p> <p>a) 1 2 3 4 5 6 7 ----- b) 1 2 3 4 5 6 7 8</p>	<p>YES -- <u>How much?</u> 1 2 3 4 5 6 1 7 ----- NO -- 2 <u>Why?</u> 1 2 3 4 5</p>	<p>1 2 3 4 5 6 7 ----- GO TO Q. 27</p>	<p>\$ _____</p>	<p>1 2 3 4 5 6 7</p>
	<p><b>06. Mercantile Registry / Legal Representative Registration</b></p> <p>a) 1 2 3 4 5 6 7 ----- b) 1 2 3 4 5 6 7 8</p>	<p>YES -- <u>How much?</u> 1 2 3 4 5 6 1 7 ----- NO -- 2 <u>Why?</u> 1 2 3 4 5</p>	<p>1 2 3 4 5 6 7 ----- GO TO Q. 27</p>	<p>\$ _____</p>	<p>1 2 3 4 5 6 7</p>
	<p><b>07. Property registrar / Freedom certificate</b></p> <p>a) 1 2 3 4 5 6 7 ----- b) 1 2 3 4 5 6 7 8</p>	<p>YES -- <u>How much?</u> 1 2 3 4 5 6 1 7 ----- NO -- 2 <u>Why?</u> 1 2 3 4 5</p>	<p>1 2 3 4 5 6 7 ----- GO TO Q. 27</p>	<p>\$ _____</p>	<p>1 2 3 4 5 6 7</p>

**PROCEDURES / PUBLIC SERVICES**

<p><b>(HAND CARD 3 WITH THE LIST OF PROCEDURES AND ASK THE QUESTIONS FROM LEFT TO RIGHT)</b></p>	<p><b>23. a)</b> Considering attention, speed, professionalism, training and efficiency, how would you rate the quality of this service? Use a 1 to 7 scale where <u>1 represents very low quality and 7 very high quality.</u></p> <p><b>b)</b> And, how has the quality of this service changed in the last two years (1999-2000)? Use the 1 to 7 scale where <u>1 means that it has decreased and 7 means it has improved</u> (8-DOESN'T APPLY) (IF THE RATING IS 6 OR 7, GO TO Q. 25.)</p>	<p><b>24.</b> Have you filed any complaints for bad service, delay or mishandling received at that Institution?</p> <p><b>(IF COMPLAINTS WERE FILED):</b> Using a scale from 1 to 7, tell me, how satisfied were you with the response given to your complaint?(<u>1 means completely unsatisfied and 7 completely satisfied</u>)</p> <p><b>(DID NOT FILE A COMPLAINT):</b> Tell me why you didn't file the complaint?</p> <p>6. Did not know how to do it. 7. It would have taken too much time. 8. It would not have served any purpose. 9. Tried but couldn't. 10. Other reasons (DO NOT READ)</p>	<p><b>25.</b> Frequently public servants request, or you feel obliged to give retributions like tips/gifts/bribes, etc.? Please answer if this happened to you when requesting /receiving this service. Using a scale from 1 to 7, <u>where 1 means that it happened all the time and 7 that it never happened.</u></p>	<p><b>26.</b> On the average, how much would you say you have spent in extra payments: <u>bribes/tips/gifts, etc.)</u> every time you request a service? (For gifts, give an estimation of their value) <b>(WRITE THE AMOUNT IN PESOS)</b></p>	<p><b>27.</b> Regarding transportation, time, attention, etc, could you tell me how significant was it for you the cost involved in requesting this procedure/service? Use a 1 to 7 scale where <u>1 represents very significant and 7 not very significant.</u></p>
<p><b>08.</b> Credit from State-owned banks</p>	<p><b>a)</b> 1 2 3 4 5 6 7 ----- <b>b)</b> 1 2 3 4 5 6 7 8</p>	<p><b>YES --</b> <u>How much?</u> 1 2 3 4 5 6 7 ----- <b>NO -- 2</b> <u>Why?</u> 1 2 3 4 5</p>	<p>1 2 3 4 5 6 7 ----- <b>GO TO Q. 27</b></p>	<p>\$ _____</p>	<p>1 2 3 4 5 6 7</p>
<p><b>09.</b> Health permit</p>	<p><b>a)</b> 1 2 3 4 5 6 7 ----- <b>b)</b> 1 2 3 4 5 6 7 8</p>	<p><b>YES --</b> <u>How much?</u> 1 2 3 4 5 6 7 ----- <b>NO -- 2</b> <u>Why?</u> 1 2 3 4 5</p>	<p>1 2 3 4 5 6 7 ----- <b>GO TO Q. 27</b></p>	<p>\$ _____</p>	<p>1 2 3 4 5 6 7</p>
<p><b>10.</b> Firefighters fee</p>	<p><b>a)</b> 1 2 3 4 5 6 7 ----- <b>b)</b> 1 2 3 4 5 6 7 8</p>	<p><b>YES --</b> <u>How much?</u> 1 2 3 4 5 6 7 ----- <b>NO -- 2</b> <u>Why?</u> 1 2 3 4 5</p>	<p>1 2 3 4 5 6 7 ----- <b>GO TO Q. 27</b></p>	<p>\$ _____</p>	<p>1 2 3 4 5 6 7</p>
<p><b>11.</b> Environmental license</p>	<p><b>a)</b> 1 2 3 4 5 6 7 ----- <b>b)</b> 1 2 3 4 5 6 7 8</p>	<p><b>YES --</b> <u>How much?</u> 1 2 3 4 5 6 7 ----- <b>NO -- 2</b> <u>Why?</u> 1 2 3 4 5</p>	<p>1 2 3 4 5 6 7 ----- <b>GO TO Q. 27</b></p>	<p>\$ _____</p>	<p>1 2 3 4 5 6 7</p>
<p><b>12.</b> Telephone installation</p>	<p><b>a)</b> 1 2 3 4 5 6 7 ----- <b>b)</b> 1 2 3 4 5 6 7 8</p>	<p><b>YES --</b> <u>How much?</u> 1 2 3 4 5 6 7 ----- <b>NO -- 2</b> <u>Why?</u> 1 2 3 4 5</p>	<p>1 2 3 4 5 6 7 ----- <b>GO TO Q. 27</b></p>	<p>\$ _____</p>	<p>1 2 3 4 5 6 7</p>
<p><b>13.</b> Electricity connection</p>	<p><b>a)</b> 1 2 3 4 5 6 7 ----- <b>b)</b> 1 2 3 4 5 6 7 8</p>	<p><b>YES --</b> <u>How much?</u> 1 2 3 4 5 6 7 ----- <b>NO -- 2</b> <u>Why?</u> 1 2 3 4 5</p>	<p>1 2 3 4 5 6 7 ----- <b>GO TO Q. 27</b></p>	<p>\$ _____</p>	<p>1 2 3 4 5 6 7</p>
<p><b>14.</b> Water / aqueduct procedures</p>	<p><b>a)</b> 1 2 3 4 5 6 7 ----- <b>b)</b> 1 2 3 4 5 6 7 8</p>	<p><b>YES --</b> <u>How much?</u> 1 2 3 4 5 6 7 ----- <b>NO -- 2</b> <u>Why?</u> 1 2 3 4 5</p>	<p>1 2 3 4 5 6 7 ----- <b>GO TO Q. 27</b></p>	<p>\$ _____</p>	<p>1 2 3 4 5 6 7</p>

