

SECTION 3: ESTABLISHMENT INFORMATION

BUS001 ¿Is the owner male or female?
 1 Male 0 Female
 What is her age? _____

BUS002 ¿Is this business registered with other Municipality?
 1 Yes 0 No (GO TO EST001)

BUS003 Name _____
 Why did you decide to register it with this municipality?
INTERVIEWER: Go to EST001 after registering the answer.

EST001 Since when operates this business in _____
 (DECIR NOMBRE DE MUNICIPIO)?
 Month _____
 Year _____

EST002 Is this business a branch of any company?
 1 Yes 0 No (GO TO EST004)

EST003 Where is the head office located?
 Province _____
 Municipality _____

EST004 Does the establishment have VAT registry?
 1 Yes 0 No (GO TO EST005)

EST004A Does it keep formal accounting?
 1 Yes 0 No (GO TO EST005)

EST004B ¿Does it have financial statements, balance sheets and statement of earnings for the 2010 year?
 1 Yes 0 No

EST005 Aproximately, ¿By how much did your gross sales increase in ...	2009 relative to 2008	2010 relative to 2009	2009	2010
Less than \$1000	1	1		
\$1000 to less than \$2000	2	2		
\$2000 to less than \$5000	3	3		
\$5000 to less than \$10000	4	4		
\$10000 to less than \$20000	5	5		
\$20000 to less than \$50000	6	6		
\$50000 to less than \$100000	7	7		
\$100000 and over	8	8		

GO TO EST005A if 2010 minus 2009 different from ZERO. Otherwise, GO TO EST006.

EST005A. In your opinion, which aspects had an influence on the fact that your sales were **HIGHER/LOWER** (INTERVIEWER: **USE HIGHER OR LOWER BASED ON DATA FROM TABLE ABOVE**)?
 1. **IMPROVEMENTS/PROBLEMS** with management of the business
 2. **MORE/LESS** financing for the business
 3. **MORE/LESS** support from central government
 4. **MORE/LESS** support from municipal government
 5. Others _____

EST006. Including you, how many people work at this establishment? (Go to EST007 if the answer is ONE)

EST006A. ¿How many of these people earn a salary, wage or fees?

EST006B. Approximately, how much did this business spend during 2010 on training activities for these workers?
 (Go to EST007 if the answer is ZERO)

EST006C Did you receive any assistance from the Municipality of (STATE NAME) in order to carry out these training workshops or training activities?
 1 Yes (GO TO EST006D) 0 No (GO TO EST007)

EST006D. What did this assistance consist of?

- Provided the training venue
- Organized the training activity or helped to organize it
- Helped with paying trainer's fees
- Helped with paying the expenses related to the training activity (tea, coffee breaks, etc)
- Others (Register a maximum of 2 answers)

R1: _____
 R2: _____

EST007. how do you think your sales in 2011 will be compared to 2010 sales?

- Lower (GO TO EST007A)
- Same (GO TO EST008)
- Higher (GO TO EST007A)

EST007A. Which one of the following aspects do you think will have the greatest influence on your gross sales in 2011 being **LOWER/HIGHER** than in 2010? (INTERVIEWER: Use **HIGHER** or **LOWER** based on the answer to question EST007).
 1. **IMPROVEMENTS/PROBLEMS** with management of the business
 2. **MORE/LESS** financing for the business
 3. **MORE/LESS** support from central government
 4. **MORE/LESS** support from municipal government
 5. Others _____

EST008. What percentage of your customers are:
 from the municipality? _____ %
 from neighboring municipalities? _____ %
 from overseas? _____ %
 tourists? _____ %

INTERVIEWER: CHECK PERCENTAGES ADD UP TO 100%

SECTION 4: MUNICIPAL REGULATIONS

A. PERMIT TO START OPERATIONS

REG000. INTERVIEWER: WRITE THE YEAR IN ANSWER TO EST001 HERE
IS THE YEAR EQUAL TO 2006, 2007, 2008, 2009 or 2010?
Yes (GO TO REG001A) No (GO TO REG001B)

REG001A. How long did the Municipality of (*NAME OF MUNICIPALITY*) take to issue all the permits and licenses required to start this business for the first time?

- 0. Less than one day
- 1. More than one day but less than one week
- 2. More than one week but less than one month
- 3. 1-3 months
- 4. 3-6 months
- 5. More than 6 months
- 6. It has not still been issued
- 997. Doesn't remember
- 999. No answer

Go to REG002A

REG002A. Besides the time you had to wait to obtain the permits and licenses required to start this business, *did you have other problems in obtaining them?*

- 0. No (**GO TO REG001B**)
- 1. Yes (**Continue**)
- 997. Doesn't remember (**GO TO REG001B**)
- 999. No answer (**GO TO REG001B**)

REG003A. Which were these problems? (**GO TO REG001B AFTER RECORDING THE ANSWER**)

- 1. Employees did not treat you well or they were mean to you
- 2. Employees did not give you the right information
- 3. Employees did not know how to do their job
- 4. Employees are unresponsive
- 5. Employees asked you for an extra payment
- 6. Employees only attend members of their own political party well
- 7. Too cumbersome procedures
- 8. Other problems (**Maximum of 2**)
 8.1 _____
 8.2 _____
- 997. Doesn't remember
- 999. No answer

B. MUNICIPAL SOLVENCY

REG001B. In 2010, did you request a solvency statement from the Municipality?

- 0. No (**GO TO REG001C**)
- 1. Yes (**Continue**)
- 997. Doesn't remember (**GO TO REG001C**)
- 999. No answer (**GO TO REG001C**)

REG002B. In 2010, *how many times did you request a solvency statement from this Municipality?*

Number of times _____
(GO TO REG001C IF ANSWER IS ZERO)

- 997. Doesn't remember
- 999. No answer

REG003B. When was the last time in 2010 that you requested a solvency statement from this Municipality?

- Month** (**GO TO REG004B**)
- 997. Doesn't remember (**GO TO REG001C**)
- 999. No answer (**GO TO REG001C**)

B. SOLVENCY STATEMENT (Continue)

REG004B. The last time you requested in 2008 a solvency statement and that you told me that took place in (**STATE MONTH FROM ANSWER TO REG003B**), how long did the Municipality of (**NAME OF MUNICIPALITY**) take to issue it?

- 0. Less than one day
- 1. More than one day but less than one week
- 2. More than one week but less than one month
- 3. 1-3 months
- 4. 3-6 months
- 5. More than 6 months
- 6. It has not still been issued
- 997. Doesn't remember
- 999. No answer **Go to REG002A**

REG005B. Besides the time you had to wait to obtain the solvency statement, did you have other problems to obtain it?

- 0. No (**GO TO REG001C**)
- 1. Yes (**Continue**)
- 997. Doesn't remember (**GO TO REG001C**)
- 999. No answer (**GO TO REG001C**)

REG006B. Which were these problems? (**GO TO REG001C AFTER RECORDING THE ANSWER**)

- 1. Employees did not treat you well or they were mean to you
- 2. Employees did not give you the right information
- 3. Employees did not know how to do their job
- 4. Employees are unresponsive
- 5. Employees asked you for an extra payment
- 6. Employees only attend members of their own political party well
- 7. Too cumbersome procedures
- 8. Other problems (**Maximum of 2**)
 8.1 _____
 8.2 _____
- 997. Doesn't remember
- 999. No answer

C. PERMIT TO MODIFY OR EXPAND A CONSTRUCTION

REG001C. In 2009 and 2010, did you submit an application to modify or expand a construction for this business to the Municipality?

- 0. No (**GO TO REG001D p.4**)
- 1. Yes (**Continue**)
- 997. Doesn't remember (**GO TO REG001D p.4**)
- 999. No answer (**GO TO REG001D p.4**)

REG002C. In 2010, *how many times did you submit an application to modify or expand a construction?*

Number of times _____
(GO TO REG001D IF ANSWER IS ZERO)

- 997. Doesn't remember
- 999. No answer

REG003C. When was the last time in 2010 that you submit an application to modify or expand a construction for this business to the Municipality?

- Month** (**GO TO REG004C p. 4**)
- 997. Doesn't remember (**GO TO REG001D p.4**)
- 999. No answer (**GO TO REG001D p.4**)

<p align="center">C. PERMIT TO MODIFY OR EXPAND A CONSTRUCTION (Continue)</p>	<p align="center">D. PROCEDURES RELATED TO MUNICIPAL TAXES (Continue)</p>	<p align="center">PAGINA 4 de 11</p>
<p>REG004C. The last time you submitted in 2010 an application to modify or expand a construction for this business and that you told me that took place in (STATE MONTH FROM ANSWER TO REG003G), How long did the Municipality of (NAME OF MUNICIPALITY) take to issue it?</p> <p>0. Less than one day 1. More than one day but less than one week 2. More than one week but less than one month 3. 1-3 months 4. 3-6 months 5. More than 6 months 6. It has not still been issued 997. Doesn't remember 999. No answer Go to REG005C</p>	<p>REG004D. The last time you submitted in 2010 an application or request regarding taxes or rates and that you told me that took place in (STATE MONTH FROM ANSWER TO REG003H), how long did the Municipality (NAME OF MUNICIPALITY) take to resolve it?</p> <p>0. Less than one day 1. More than one day but less than one week 2. More than one week but less than one month 3. 1-3 months 4. 3-6 months 5. More than 6 months 6. It has not still been issued 997. Doesn't remember 999. No answer Go to REG005D</p>	
<p>REG005C. Besides the time you had to wait to get approved the application to modify or expand a construction for this business, did you have other problems to obtain it?</p> <p>0. No (GO TO REG001D) 1. Yes (Continue) 997. Doesn't remember (GO TO REG001D) 999. No answer (GO TO REG001D)</p>	<p>REG005D. Besides the time you had to wait to get resolved the application or request regarding <i>taxes or rates</i>, did you have other problems to get it resolved?</p> <p>0. No (GO TO REG007D) 1. Yes (Continue) 997. Doesn't remember (GO TO REG007) 999. No answer (GO TO REG007)</p>	
<p>REG006C. Which were these problems? (GO TO REG001D AFTER RECORDING THE ANSWER)</p> <p>1. Employees did not treat you well or they were mean to you 2. Employees did not give you the right information 3. Employees did not know how to do their job 4. Employees are unresponsive 5. Employees asked you for an extra payment 6. Employees only attend members of their own political party well 7. Too cumbersome procedures 8. Other problems (Maximum of 2) 8.1 _____ 8.2 _____ 997. Doesn't remember 999. No answer</p>	<p>REG006E. Which were these problems? (GO TO REG007 AFTER RECORDING THE ANSWER)</p> <p>1. Employees did not treat you well or they were mean to you 2. Employees did not give you the right information 3. Employees did not know how to do their job 4. Employees are unresponsive 5. Employees asked you for an extra payment 6. Employees only attend members of their own political party well 7. Too cumbersome procedures 8. Other problems (Maximum of 2) 8.1 _____ 8.2 _____ 997. Doesn't remember 999. No answer</p>	
<p align="center">D. PROCEDURES RELATED TO MUNICIPAL TAXES</p>		
<p>REG001D. In 2010, Did you submit an application or request regarding taxes or rates to the Municipality?</p> <p>0. No (GO TO REG007) 1. Yes (Continue) 997. Doesn't remember (GO TO REG007) 999. No answer (GO TO REG007)</p>		
<p>REG002D. . In 2010, how many times did you submit an application or request regarding taxes or rates to this Municipality?</p> <p align="center">Number of times (GO TO REG007 IF ANSWER IS ZERO)</p> <p>997. Doesn't remember 999. No answer</p>		
<p>REG003D. When was the last time in 2007 or 2008 that you submitted an application or request regarding taxes or rates to this Municipality?</p> <p align="center">Month (GO TO REG004D)</p> <p>997. Doesn't remember (GO TO REG007) 999. No answer (GO TO REG007)</p>	<p align="center">E. REGULATORY LOADING</p> <p>REG007. According to your experience with this establishment did the amount of permits required by the Municipality of (NAME THE MUNICIPALITY) to operate the business, increased, decreased or remained the same throughout 2011?</p> <p>1. Decreased 2. Remained the same 3. Increased 998. Doesn't know 999. No answer</p> <p>REG008. Do special regulations exist that have been imposed by the Municipality of (STATE NAME OF MUNICIPALITY) for the use of land or premises by businesses?</p> <p>0. No (GO TO REG011 p 5) 1. Yes (GO TO REG011 p 5) 998. Doesn't know (GO TO REG011 p 5) 999. No answer (GO TO REG011 p 5)</p>	

SECTION 4: MUNICIPAL REGULATIONS (Continue)

REG009. Comparing to neighboring municipalities, do you believe the number of regulations for the use of land or premises, is below average, about average or above average?

- 0. Below average (GO TO REG010)
- 1. Average (GO TO REG010)
- 2. Above average (GO TO REG010)
- 997. Doesn't remember (GO TO REG011)
- 998. Doesn't know (GO TO REG011)
- 999. No answer (GO TO REG011)

REG010. And thinking about the way the Municipality from (STATE NAME OF MUNICIPALITY) ensures these regulations are complied with, do you believe it is adequate or inadequate? (GO TO REG011A AFTER RECORDING THE ANSWER)

- 0. Adequate
- 1. Inadequate
- 998. Doesn't know
- 999. No answer

SECTION 4A: INSPECTIONS

REG011. During year 2010, was your establishment the object of any type of inspection by the Municipality?

- 0. No (GO TO INF001)
- 1. Yes
- 997. Doesn't remember (GO TO INF001)
- 998. Doesn't know (GO TO INF001)
- 999. No answer (GO TO INF001)

REG012. How many times during year 2010?

- Number of times** _____
- 997. Doesn't remember (GO TO INF001)
 - 999. No answer (GO TO INF001)

REG013. ¿In how many of these inspections during 2010 was your business fined by the municipality as a result of an inspection?

- Number of times** _____
- 997. Doesn't remember (GO TO INF001)
 - 999. No answer (GO TO INF001)

REG013A. Comparing to 2009, how much did increase the amount of the fines imposed by municipal inspectors that your business paid in 2010?

- Dollar amount** _____
- 997. Doesn't remember
 - 999. No answer (GO TO INF001)

REG014. Compared to other businesses in the municipality, do you believe that the number of inspections has been below average, about average or above average?

- 0. Below average
- 1. Average
- 2. Above average
- 998. Doesn't know (GO TO INF001)
- 999. No answer (GO TO INF001)

REG015. Do you think that the inspectors working at the Municipality have conducted themselves correctly?

- 0. No (GO TO REG016)
- 1. Yes (GO TO INF001)
- 999. No answer (GO TO INF001)

REG016: Can you tell me why is this so?

(Maximum of 2 answers)

R1: _____

R2: _____

SECCION 5: INFRASTRUCTURE & MUNICIPAL SERVICES

INF001. Municipalities provide services for which they charge businesses and citizens with rates. In your opinion, is the quality of the following services provided by the Municipality from (STATE NAME OF MUNICIPALITY) Good, Poor or Regular?

Codes Applying to each Service

- 1 Poor 888 Municipality does not offer the service
- 2 Regular
- 3 Good 999 No answer

A1. City/Town road and street maintenance

A2. Rural road maintenance

A3. Public lighting

A4. Garbage collection

A5. Embellishment/cleanliness of streets/sidewalks

INF002. During year 2008 and approximately, how many days were the roads conneting this municipality with other municipalities impassable or dangerous?

Number of days _____
(GO TO INF004 IF ANSWER IS ZERO)

- 997. Doesn't remember (GO TO INF004)
- 999. No answer (GO TO INF004)

INF003. By how much do you estimate the losses of you business during these (MENTION NUMBER OF DAYS) days you said it was impossible to enter or leave the municipality because the road was blocked?

- Dollar amount** _____
- 997. Doesn't remember
 - 999. No answer

INF004. Going back to municipal services, , In your opinion, is the quality of the following services provided by the Municipality from (STATE NAME OF MUNICIPALITY) Good, Poor or Regular?

Codes Applying to each Service

- 1 Poor 888 Municipality does not offer the service
- 2 Regular
- 3 Good 999 No answer

A6. Parks and recreation areas

A7. Markets and stalls

A8. Municipal slaughterhouse

A9. Municipal stock saleyard

A10. Information on municipal ordinances and permits

INF005. Businesses often need to recruit workers among local people. How easy or how difficult is it to find people to work in your business among the residents of (STATE THE NAME OF THE MUNICIPALITY)?

- 0. Easy (GO TO INF007, p 6)
- 1. Difficult (GO TO INF006, p 6)
- 999. No answer (GO TO INF007, p 6)

SECCION 5: INFRASTRUCTURE & MUNICIPAL SERVICES (Continue)

INF008. Talking again about municipal services. In your opinion, is the quality of the following services provided by the Municipality from (**STATE NAME OF MUNICIPALITY**) Good, Poor or Regular?

Codes Applying to each Service		
1	Poor	888 Municipality does not offer the service
2	Regular	
3	Good	999 No answer

INF006. Why is it difficult? (Maximum of 3 answers and GO TO INF007)

R1: _____

R2: _____

R3: _____

INF007. Talking again about municipal services. In your opinion, is the quality of the following services provided by the Municipality from (**STATE NAME OF MUNICIPALITY**) Good, Poor or Regular?

Codes Applying to each Service		
1	Poor	888 Municipality does not offer the service
2	Regular	
3	Good	999 No answer

- A11. Environmental risk prevention
- A12. Disaster mitigation
- B1. Controlling informal commerce
- B2. Construction of public works over 2010
- B3. Facilities to carry municipal procedures/paperwork such as a webpage or one-stop service
- B4. Facilities to pay municipal taxes such as multipurpose receipts or electronic payments , etc.
- B5. Preventing and controlling crime

- B6. Technical/vocational training to local workers
- B7. Tourism promotion
- B8. Promoting business opportunities (trade fairs, assisting local business in developing commercial partnerships, providing information on business opportunities, etc)
- B9. Promoting and supporting local business associations

B. ACCESS TO DOCUMENTS ON PLANS FOR INFRASTRUCTURE DEVELOPMENT

TRA001B. During the past 6 months, have you had the need to access any documents on infrastructure development plans?

0. No (GO TO TRA001C)

1. Yes

999. No answer (GO TO TRA001C)

TRA002B. Were you able to gain access to the documents you were looking for?

0. No (GO TO TRA001C)

1. Yes

999. No answer (GO TO TRA001C)

TRA003B. How easy was it to get access to the documents you were looking for?

0. Not difficult at all

1. Somewhat difficult

2. Really difficult

999. No answer (GO TO TRA001C)

TRA004B. Why was it this way? (Maximum of 3 answers and GO TO TRA001C)

R1: _____

R2: _____

R3: _____

SECTION 6: TRANSPARENCY

A. ACCESS TO DOCUMENTS ON MUNICIPAL ACTIONS WITH REGARD TO THE PRIVATE SECTOR

TRA001A. During the past 6 months, have you had the need to access any documents on actions taken by the Municipality with regard to the private sector?

0. No (GO TO TRA001B)

1. Yes

999. No answer (GO TO TRA001B)

TRA002A. Were you able to gain access to the documents you were looking for?

0. No (GO TO TRA001B)

1. Yes

999. No answer (GO TO TRA001B)

TRA003A. How easy was it to get access to the documents you were looking for?

0. Not difficult at all

1. Somewhat difficult

2. Really difficult

999. No answer (GO TO TRA001B)

TRA004A. Why was it this way? (Maximum of 3 answers and GO TO TRA001B)

R1: _____

R2: _____

R3: _____

C. ACCESS TO DOCUMENTS ON REGISTRATION PERMITS & REGULATIONS FOR USE OF LAND

TRA001C. During the past 6 months, have you had the need to access any documents on registration permits or regulations for use of land?

0. No (GO TO TRA001D p 7)

1. Yes

999. No answer (GO TO TRA001D p 7)

TRA002C. Were you able to gain access to the documents you were looking for?

0. No (GO TO TRA001D p 7)

1. Yes

999. No answer (GO TO TRA001D p 7)

TRA003C. How easy was it to get access to the documents you were looking for?

0. Not difficult at all (GO TO TRA004C p 7)

1. Somewhat difficult (GO TO TRA004C p 7)

2. Really difficult (GO TO TRA004C p 7)

999. No answer (GO TO TRA004C p 7)

SECTION 6: TRANSPARENCY (Continue)

TRA004C. Why was it this way? (**Maximum of 3 answers and GO TO TRA001D**)

R1: _____

R2: _____

R3: _____

D. ACCESS TO DOCUMENTS ON CHANGES TO RATES & OTHER TRIBUTES

TRA001D. During the past 6 months, have you had the need to access any documents on changes to rates and/or other tributes?

0. No (GO TO TRA001E)

1. Yes

999. No answer (GO TO TRA001E)

TRA002D. Were you able to gain access to the documents you were looking for?

0. No (GO TO TRA001E)

1. Yes

999. No answer (GO TO TRA001E)

TRA003D. How easy was it to get access to the documents you were looking for?

0. Not difficult at all

1. Somewhat difficult

2. Really difficult

999. No answer (GO TO TRA001E)

TRA004D. Why was it this way? (**Maximum of 3 answers and GO TO TRA001E**)

R1: _____

R2: _____

R3: _____

E. ACCESS TO DATA FROM THE MUNICIPALITY

TRA001E. During the past 6 months, have you had the need to access any data from the Municipality?

0. No (GO TO TRA001F)

1. yes

999. No answer (GO TO TRA001F)

TRA002E. Were you able to gain access to the data you were looking for?

0. No (GO TO TRA001F)

1. Yes

999. No answer (GO TO TRA001F)

TRA003E. How easy was it to get access to the data you were looking for?

0. Not difficult at all

1. Somewhat difficult

2. Really difficult

999. No answer (GO TO TRA001F)

TRA004E. Why was it this way? (**Maximum of 3 answers and GO TO TRA001F**)

R1: _____

R2: _____

R3: _____

F. ACCESS TO DATA ON COMPANIES REGISTERED WITH THE MUNICIPALITY

TRA001F. During the past 6 months, have you had the need to access any data of companies registered with the Municipality?

0. No (GO TO TRA005)

1. Yes

999. No answer (GO TO TRA005)

TRA002F. Were you able to gain access to the data you were looking for?

0. No (GO TO TRA005)

1. Yes

999. No answer (GO TO TRA005)

TRA003F. How easy was it to get access to the data you were looking for?

0. Not difficult at all

1. Somewhat difficult

2. Really difficult

999. No answer (GO TO TRA005)

TRA004F. Why was it this way? (**Maximum of 3 answers and GO TO TRA005**)

R1: _____

R2: _____

R3: _____

TRA005. In this Municipality, are citizens consulted or do participate in the process regarding rates and tributes, or local projects, or municipal regulations?

0. Never

1. Sometimes

2. Always

999. No answer

TRA006. Does your Municipality have a Web page?

0. No (GO TO TRA008)

1. Yes

998. Doesn't know (GO TO TRA008)

999. No answer (GO TO TRA008)

TRA007. Have you used the municipality's Web page during the last 6 months to seek for information related to the operation of this business?

0. No

1. Yes

998. Doesn't know

999. No answer

TRA008. Does the Municipality use any ways to inform its citizens on municipal issues?

0. No (GO TO TRA010 p 8)

1. Yes (GO TO TRA009 p 8)

998. Doesn't know (GO TO TRA010 p 8)

999. No answer (GO TO TRA010 p 8)

INF009. Talking again about municipal services. In your opinion, is the quality of the following services provided by this Municipality Good, Poor or Regular? (**REFER TO CODES IN INF008**)

B10. Seek to attract investors or clients to the municipality

B11. Support access to credit by local businesses

B12. Export promotion

TRA009. Which of the following means does the municipality use? **(INTERVIEWER: FOR EACH OPTION WRITE THE NUMBER 1 IF IT IS MENTIONED. AND 0 OTHERWISE)**

- 1. Billposters
- 2. Information window
- 3. Telephone information line
- 4. Newsletters or local newspapers
- 5. Web page, Facebook or Twitter
- 6. Open council meetings
- 9. None of above
- 998. Doesn't know
- 999. No answer

TRA010. Is there any process whereby you can make recommendations, suggestions or claims to your Municipality?

- 0. No **(GO TO TRA012)**
- 1. Yes
- 998. Doesn't know **(GO TO TRA012)**
- 999. No answer **GO TO TRA012)**

TRA011. . Which means do you most frequently use? **(INTERVIEWER: FOR EACH OPTION WRITE THE NUMBER 1 IF IT IS MENTIONED. AND 0 OTHERWISE)**

- 1. Suggestion box _____
- 2. Open dialog with neighbors _____
- 3. Direct interviews with the Mayor, members of city council, municipal secretary, etc _____
- 4. Others **(Record a maximum of two)**
- 4.1:
- 4.2:
- 999. No answer

TRA012. How predictable are the changes in the ordinances that affect the businesses established in this municipality?

- 0. Not predictable at all
- 1. Somewhat predictable
- 2. They are regularly predictable
- 3. Always predictable
- 999. No answer

TRA013. According to your experience, ¿in this municipality, are contacts necessary to obtain permits or to speed processes up?

- 0. No
- 1. Yes
- 999. No answer

TRA014. In general, does the Municipality surrender to pressure groups such as neighborhood associations, environmentalists, etc., which go against local businesses?

- 0. No
- 1. Yes
- 999. No answer

TRA015. Has your business been affected by some decision made by the municipality resulting from pressure from a neighbor or a neighborhood association?

- 0. No
- 1. Yes
- 999. No answer

SECTION 7: TRANSACTION COSTS

COS001. Some businesses may face hidden costs when dealing with local governments. In general, and in (STATES NAME OF MUNICIPALITY), have you heard about municipal officers or employees that ask local businesses for extra or informal payments to obtain some service or permit from the Municipality?

- 0. No **(GO TO PRO001)**
- 1. Yes **(Continue)**
- 998. Doesn't know **(GO TO PRO001)**
- 999. No answer **(GO TO PRO001)**

COS002. ¿Has it happened to you in 2010?

- 0. No
- 1. Yes
- 999. No answer

COS003. Approximately, on average, what would be the amount of extra or informal payments that a company in your area of activity would have paid during 2008 to the municipality?

- 1. 10-100 dollars
- 2. 100-500 dollars
- 3. 500-1000 dollars
- 4. 1000-5000 dollars
- 5. Más de 5000 dollars
- 998. Doesn't know
- 999. No answer

COS004. In general, does it help to make such extra or informal payments to someone at the municipality to obtain a service or permit that is needed?

- 0. No
- 1. Yes
- 999. No answer

GO TO COS005, PAGE 9

SECTION 7: TRANSACTION COSTS (Continue)

COS005. Most municipalities procure goods and services from local businesses. Is your establishment a provider of goods or services to this municipality, or has it been over the last 3 years? **INTERVIEWER: Mention examples (Heavy machinery, office equipment and supplies, food and beverages, services, etc)**

- 0. No, we have never been providers
- 1. Presently we are not providers, but we have been in the past
- 2. Yes, we presently are providers
- 999. No answer

COS006. In general, are the tender processes transparent in this municipality?

- 0. No (**GO TO COS007**)
- 1. Yes (**GO TO PRO001**)
- 999. No answer (**GO TO PRO001**)

COS007. . According to your experience, what are the 2 main reasons for such a lack of transparency?

R1: _____

 R2: _____

COS008. From what you hear other business owners say, do you consider it normal to make underground payments to municipal officers to gain a tender in this municipality?

- 0. No
- 1. Yes
- 998. Doesn't know
- 999. No answer

SECTION 8: MUNICIPAL PROACTIVITY & DYNAMISM TOWARDS THE PRIVATE SECTOR

PRO001. I will ask you several questions regarding the degree of pro-activity of the Mayor and/or the Municipal Council. All you need to do is give an affirmative or a negative response to each question. In this municipality:

		Codes	
1	Yes	998	Doesn't know
0	No	999	No answer

- A. Does the Municipality apply the policies in a consistent manner?
- B. ¿Do the mayor and council members work in to promote a positive environment for the businesses?
- C. Does the local council have good initiatives that are prohibited by the central government?
- D. All of the policies come from the central government
- E. Is there some kind of favoritism from the Municipality towards the informal sector that affects your business negatively ?
- F. Is there favoritism towards large businesses and discrimination towards small ones?
- G. Is there favoritism towards businesses that belong to persons related to the mayor's party ?

SECTION 9: MUNICIPAL TAXES

TAX001. Recognizing the difficulties many businesses face in fully complying with taxes and regulations, what percentage of total sales would you estimate the typical establish in your sector reports for municipal tax purposes?

%reported _____
998.No answer

TAX002. In your opinion and from what you might have heard from the business community, Is it a common practice for the municipal officers of (STATE NAME OF MUNICIPALITY) to ask for extra payments in order to fix tax and regulation problems of businesses?

- 0. No
- 1. Yes
- 998. Doesn't know
- 999. No answer

TAX003. ¿. Has this happened to your business during2010?

- 0. No
- 1. Yes
- 998. Doesn't know
- 999. No answer

TAX004: Compared to other municipalities, Are the tax rates that business like yours have to pay same, lower or higher?

- 0. Lower
- 1. Same
- 2. Higher
- 998. Doesn't know
- 999. No answer

SECTION 10: PUBLIC SAFETY

CRM001. In your opinion, and compared to neighboring municipalities, is the level of crime in this municipality, low, average or high?

- 0. Lower
- 1. Same
- 2. Higher
- 998. Doesn't know
- 999. No answer

CRM002. Compared with year 2009, would you say that the level of crime in 2010 in this Municipality was lower, the same or greater?

- 1. Lower
- 2. Same (**GO TO CRM004**)
- 3. Higher
- 998. Doesn't know (**GO TO CRM004**)
- 999. No answer (**GO TO CRM004**)

CRM003. Is this increase/decrease due to the Municipality of (NAME THE MUNICIPALITY) having/not having done a good job on crime prevention?

- 0. No
- 1. Yes
- 998. Doesn't know
- 999. No answer

GO TO CRM004, NEXT PAGE

**SECTION 10: PUBLIC SAFETY
(Continue)**

SECCION 11: PANEL DATA (Continue)

CRM004. Has any of the following crimes occurred to your business during year 2008? (*Interviewer: If answer is YES, ask for the approximate money value of losses*)

PAN004C You said in March 2009, the business operating from this location belonged to another person or corporation. Do the old owners live in this municipality?
 0. No (**GO TO PAN004D**)
 1. Yes (**GO TO PAN004C1**)
 998. Doesn't know (**GO TO FIN000**)
 999. No answer (**GO TO FIN000**)

Delito	1. Yes 0. No	Loss Value (\$) (Leave blank if doesn't know or no answer)
A. Theft (without violence or weapon)		
B. Robbery (using violence or weapon)		
C. Extorsion		
D. Kidnapping/Abduction		

PAN004C1 INTERVIEWER: Ask for the old owner's name and address

Name _____
 Address _____

(HAND THE FORM OUT TO THE SUPERVISOR & GO TO FIN000)

SUPERVISOR: ASIGN FORM TO A PANEL INTERVIEWER

CRM005. Please estimate your establishment's costs during 2010 of providing:

- A. Security related to crime (equipment, personnel, or professional security services)?
- B. Protection payments (e.g. to organized crime to prevent violence)?

PAN004D Where does this person actually live?

1. Other municipality (**Especify- GO TO PAN004E**)

Municipality _____
 Province _____

2. Overseas (**GO TO FIN000**)

998. Doen't know (**GO TO FIN000**)
 999. No answer (**GO TO FIN000**)

PAN004E INTERVIEWER: Ask for the old owner's name and address

Name _____
 Address _____

(HAND THE FORM OUT TO THE SUPERVISOR & GO TO FIN000)

SUPERVISOR: ASIGN FORM TO A PANEL INTERVIEWER

SECTION 11: PANEL DATA

PAN001 INTERVIEWER: Was this business' location included in the 2009 ICM sample?

1. Yes (**GO TO PAN002A**) 0. No (**GO TO FIN000**)

PAN002A INTERVIEWER: Ask of the person in charge of the business: Is this the same business that operated from this location in March 2009?

1. Yes (**GO TO PAN002B**) 0. No (**GO TO PAN002B**)

PAN002B INTERVIEWER: Ask of the person in charge of the business: Is the owner of this business the same person or corporation as at March 2009?

1. Yes (**GO TO PAN003**) 0. No (**GO TO PAN003**)

PAN004F: Which reasons led you to close down the business operating from this address in 2009?

1. Sales went down by too much

2. To many competitors

3. Bad infrastructure

4. Crime

5. Poor quality of municipal services

6. Municipal taxes were too high

7. Problems with obtaining municipal permits

8. Others (**Maximum of TWO**)

8.1 _____

8.2 _____

(GO TO FIN000)

PAN003 INTERVIEWER - Write down the answers to PAN002A y PAN002B:

PAN002A	PAN002B

SKIPS

- 1 & 1 **GO TO FIN000**
- 1 & 0 **GO TO PAN004C**
- 0 & 1 **GO TO PAN004F**
- 0 & 0 **GO TO PAN004C**

FIN000: FINISHING TIME _____

INTERVIEWER TO SAY: The interview has come to an end. Thank you for your cooperation. You provided me with valuable information which will be of help in improving the services delivered by the municipality to local businesses

COMMENTS BY INTERVIEWER

Empty text area for interviewer comments.

COMMENTS BY SUPERVISOR

Empty text area for supervisor comments.

OFFICE RESERVED FIELD

Empty text area reserved for office use.