

USAID Program of Promotion of Economic Opportunities: Municipal Competitiveness Index Survey of Municipalities

SECCION 1: SAMPLE INFORMATION

SAM001. Municipality

SAM002. Province

SAM003. Date of visit

INTERVIEWER: READ FOLLOWING TEXT TO EACH PERSON NOMINATED BY THE MAYOR TO PARTICIPATE IN THE STUDY

Good morning/Good afternoon. My name is _____ (show identification). RTI and Escuela Superior de Economía y Negocios (ESEN) are conducting a survey with the key officers of the **Municipality of** _____. Its purpose is to know and measure the opinions of the private sector regarding the municipality's performance in promoting a favorable business climate. Your answers will help in the construction of an index that will allow to compare your municipality to other municipalities in the country as to identify opportunities for local economic development.

You have been nominated by the Mayor to participate in the study. However, It is up to you to participate in this study; your participation in the study is completely voluntary. You may refuse to answer to any of the questions I will ask from you and can finish the interview at any time. If you decide to participate in the study we ask that you dedicate a few minutes of your time to answer the questions I am going to ask you; it will take approximately 30 to 35 minutes. There are no physical or economic risks involved in your participation, nor is there any type of direct benefit or compensation for responding to the questions.

Please feel free to express your true thoughts, perceptions and impressions regarding the topics covered during this interview. Your answers will be anonymous and remain completely confidential. In this manner your identity will remain completely anonymous and protected; you will not be asked for personal information. There is no way to connect the data collected with the identity of the respondent. Furthermore, this study is only interested in the answers of the respondents as a group, not in individual answers. Regardless, there is always a potential risk that confidentiality may be compromised. Every effort will be made to protect your information, but this cannot be warranted.

To obtain more information about the study, you may call **Lic. José Luis Trigueros**, Project Director at RTI International, on 2264-3258 or jtrigueros@mcp.rti.org, or **Dr. Carlos Carcach**, at ESEN, on 2234-9292 or ccarcach@esen.edu.sv. You can contact RTI Research Protection Office to ask any question about your rights as a participant in the study on orpe@rti.org.

INTERVIEWER: ASK THE FOLLOWING QUESTION OF EACH PERSON PARTICIPATING IN THE STUDY ACCORDING TO THE QUESTIONNAIRE SECTION SHE IS NOMINATED TO RESPOND

				INT001 Do you agree with participating in the study? Yes=1 No=0
Person answering the section on:				
A. SECTION 3: LOCAL BUSINESS CONDITIONS				<input style="width: 20px; height: 20px;" type="text"/>
B. SECTION 4A: BUSINESS REGISTER				<input style="width: 20px; height: 20px;" type="text"/>
C. SECTION 4B: BUILDING PERMITS				<input style="width: 20px; height: 20px;" type="text"/>
D. SECTION 5: MUNICIPAL FINANCE				<input style="width: 20px; height: 20px;" type="text"/>
E. SECTION 6: MUNICIPAL PROACTIVITY				<input style="width: 20px; height: 20px;" type="text"/>
F. SECTION 7: HUMAN CAPITAL				<input style="width: 20px; height: 20px;" type="text"/>
G. SECTION 8: TRANSPARENCY				<input style="width: 20px; height: 20px;" type="text"/>
H. SECTION 9: DISPUTE RESOLUTION				<input style="width: 20px; height: 20px;" type="text"/>
K. SECTION 10: PUBLIC SAFETY				<input style="width: 20px; height: 20px;" type="text"/>

ENT001B. Interviewer	<input style="width: 20px; height: 20px;" type="text"/>
ENT001C. Supervisor)	<input style="width: 20px; height: 20px;" type="text"/>
ENT001D. Coder	<input style="width: 20px; height: 20px;" type="text"/>
ENT001E. Coding Date	<input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/>
ENT001F. Data Entry Officer	<input style="width: 20px; height: 20px;" type="text"/>
ENT001G. Fecha Digitación	<input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/>

OFFICE RESERVED FIELD

SECTION 3: LOCAL BUSINESS CONDITIONS

SECTION 4: MUNICIPAL REGULATIONS

BUS001A. Interview starting time

BUS001B. Position of the person responding to this section

BUS001C. Phone

BUS001D. Fax

BUS001E. Email

BUS001. According to the 2005 Economic Census there were XXX establishments operating from a fixed location in this Municipality. According to the Business Register of your Municipality, how many establishments were active at December 2010?

BUS002. How many of the active establishments at December 2010 were registered under the name of:

A. A natural person?

B. A registred company?

BUS003. According to the official records held by this municipality and compared with the year 2009, the number of registered establishments:

1. Has increased
2. Has decreased
3. Has remained stable

BUS004. In your opinion, which are the 3 main reasons for it?

R1: _____

R2: _____

R3: _____

BUS005 : Is any of these reasons due to some decision made by the municipality?

1 Yes **0** No (**GO TO BUS007**)

BUS006 Can you tell me why?

BUS007 FINISH THIS INTERVIEW. INTERVIEWER THANKS THE PERSON AND REGISTER THE FINISHING TIME

A. BUSINESS REGISTER

RGB001A. Interview starting time

RGB001B. Position of the person responding to this section

RGB001C. Phone

RGB001D. Fax

RGB001E. Email

RGB002A. Which documents must produce an incorporated company when applying for the registration of a business with this municipality? (**INTERVIEWER: USE THE RIGHT HAND BOX TO WRITE THE TOTAL NUMBER LISTED OF DOCUMENTS**)

D1: _____

D2: _____

D3: _____

D4: _____

D5: _____

D6: _____

RGB002B. And a natural person? (**INTERVIEWER: USE THE RIGHT HAND BOX TO WRITE THE TOTAL NUMBER LISTED OF DOCUMENTS**)

D1: _____

D2: _____

D3: _____

D4: _____

D5: _____

D6: _____

RGB002C. Due to the nature of their activities, some businesses (e.g. restaurants, pharmacies, some factories, etc) must submit additional documents when applying for registration. *Which are these documents?*

Type of Business	Additional Document Required

RGB003: On average and assuming the documentation is complete , *How many days* elapse between the date the application for registering a business is submitted and the date the inspection is conducted by this municipality?

RGB004: On average, *How many days* elapse between the date the inspection is completed and the date this municipality inform its decision on the application for registering a business? (**GO TO RGB005 p 3**)

A. BUSINESS REGISTER (Continue)

B. PERMISOS DE CONSTRUCCIÓN (Continúa)

RGB005: Aside from the tax amount a business must pay based on the financial evaluation done by the municipality, *How much must it additionally pay to this municipality for the registration process?*

RGB006: As at today, how many applications for business registration are you processing?

RGB007: How many applications to register a business do you receive during a typical month?

RGB008: How many new businesses were registered in this municipality during the 2010 year?

RGB009: What percentage of these applications were **not approved** by the municipality?

RGB010. In your opinion, *Which were the 3 most common reasons for not granting approval to these applications?*

- R1: _____
- R2: _____
- R3: _____

RGB011 FINISH THIS INTERVIEW. INTERVIEWER THANKS THE PERSON AND REGISTER THE FINISHING TIME

RGC002C. Due to the nature of their activities, some businesses (e.g. restaurants, pharmacies, some factories, etc) must submit additional documents . *Which are these documents?*

Type of Business	Additional Document Required

RGC003: On average and assuming the documentation is complete , *How many days elapse between the date the application for a building permit and the date the inspection is conducted by this municipality?*

RGC004: On average, *How many days elapse between the date the inspection is completed and the date this municipality inform its decision on the application for a building permit?*

RGC005: On average, what percentage of the total value of a building project is the amount a business must pay as a tariff to this municipality to obtain a building permit?

RGC006: As at today, how many applications for building permits from businesses are you processing?

RGC007: How many applications to obtain a building permit by businesses do you receive during a typical month?

RGC008: How many applications to obtain a building permit were submitted by local businesses *during the 2010 year?*

RGC009: What percentage of these applications were **not approved** by the municipality?

RGC010. In your opinion, *Which were the 3 most common reasons for not granting approval to these applications?*

- R1: _____
- R2: _____
- R3: _____

BUS007 FINISH THIS INTERVIEW. INTERVIEWER THANKS THE PERSON AND REGISTER THE FINISHING TIME

B. BUILDING PERMITS

RGC001A. Interview starting time

RGC001B. Position of the person responding to this section

RGC001C. Phone

RGC001D. Fax

RGC001E. Email

RGC002A. Which documents must produce A BUSINESS when applying *for a building permit, including modifications and extensions,* in this municipality?

- D1: _____
- D2: _____
- D3: _____
- D4: _____
- D5: _____
- D6: _____

GO TO RGC002C

GO TO SECTION 5 p 4

SECTION 5: MUNICIPAL FINANCE

FIN001A. Interview starting time

FIN001C. Phone

FIN001B. Position of the person responding to this section

FIN001D. Fax

FIN001E. Email _____

FIN002. Please provide me the following information for each of the years, 2009 and 2010:

	2009	2010
A. Municipal Budget (\$)		
B. Budget financed with FODES money		
C. Budget financed with own sources		
D. Budget financed with rates, taxes and tariffs		
E. Budget spent in salaries		
F. Budget spent in public works		
G. Budget spent in education		
H. Budget spent in vocational training		
K. Budget spent in providing assistance to local businesses		
M. Budget spent in public safety (Excluding Municipal Police)		
N. Budget spent in training municipal employees		
P. Budget spent in recolection and treatment of solid waste		
Q. Budget spent in urban street maintenance		
R. In 2011, there has been any change to municipal taxes, rates and tariffs relative to 2009? (1=Yes,0=No)		
INTERVIEWER: APPLIES IN CASE OF AN AFFIRMATIVE ANSWER TO QUESTION R) S. On average, there has been an increase or a decrease to municipal taxes, rates and tariffs? (1=INCREASE,0=DECREASE)		
INTERVIEWER: APPLIES IN CASE OF AN AFFIRMATIVE ANSWER TO QUESTION R) T. Overall and due to these changes, has the amount of rates, taxes and tariffs collected by the municipality increased, decreased or has it remained the same? (1=INCREASE,0=DECREASE, 2 SAME)		

FIN003. Could you describe the process of budget elaboration and approval?

FIN003A. Applies when the person mentioned an instance in this process that promotes participation of the local business community and/or the citizens

Could you elaborate on the ways the local business community and citizens participate in the process of budget elaboration and approval?

SECTION 5: MUNICIPAL FINANCE (Continue)

FIN004: On which basis does the municipality determine the amount of municipal tax a business must pay? (Total Assets, Current Assets, Working Capital, etc.)

INTERVIEWER: THIS QUESTION APPLIES ONLY WHEN THE MUNICIPALITY HAS OFFERED INCENTIVES TO KEEP BUSINESS TAX PAYMENTS UP TO DATE.

FIN007: On average and compared to 2009, what percentage has the annual tax collected from businesses increased due to the incentives offered in 2010?

%

FIN005: Which do you consider as the TWO main fiscal advantages this municipality offers to businesses?

V1: _____

V2: _____

FIN008: What is the value of the rates this municipality charges for the provision of the following services?

	Industry		Commerce		Services	
	(\$)	Unit	(\$)	Unit	(\$)	Unit
A. Garbage collection						
B. Public lighting						
C. Waste disposal						
D. Paving						

FIN006: From time to time, municipalities offer incentives to local businesses in order to keep their tax payments up to date. How many times has it happened in this municipality during 2010?

FIN009: FINISH THIS INTERVIEW. INTERVIEWER THANKS THE PERSON AND REGISTER THE FINISHING TIME

SECTION 6: MUNICIPAL PROACTIVITY

PRO001A. Interview starting time

PRO001C. Phone

PRO001B. Position of the person responding to this section

PRO001D. Fax

PRO001E. Email

PRO002. Can you mention initiatives taken by this municipality during 2010 to help solving the problems confronted by local businesses? **INTERVIEWER ASK FOR DOCUMENTATION**

Name of initiative or program	Documentary Evidence Provided (1= Yes, 0 = No)	Is it still ongoing? (1= Yes, 0 = No)	Annual Cost (\$)	Source of Funding (Own budget=1, Central government=2, NGO=3, International Assistance=4 Other=5)	Was it successful ? (1= Yes, 0 = No)

PRO003. Can you mention examples of situations where during 2010 the municipality asked for the support of central government to develop initiatives aimed at helping local businesses to solve their problems but the central government did not give such support? **INTERVIEWER ASK FOR DOCUMENTATION.**

Name of initiative or program	Documentary Evidence Provided (1= Yes, 0 = No)	Amount of Support asked from CG (\$)	What was the impact of no implementing the initiative?

SECTION 6: PROACTIVITY (Continue)

PRO004: FINISH THIS INTERVIEW. INTERVIEWER THANKS THE PERSON AND REGISTER THE FINISHING TIME

SECTION 7: LAND MANAGEMENT & LAND USE

LAN001A. Interview starting time

LAN001B. Position of the person responding to this section

LAN001C. Phone

LAN001D. Fax

LAN001E. Email

LAN002. Does the municipality have a development plan for its territory?
 Yes No (GO TO LAN003)

LAN002A. INTERVIEWER: Can I see it? Was the development plan showed to you?
 Yes No (GO TOLAN003)

LAN002B. Number of the Decree and date of approval by the Municipal Council
 A. Decree number
 B. Date of approval

LAN003. Is there an ordinance that regulates the use of land within the municipality?
 Yes No (GO TO HUM001A)

LAN003A. INTERVIEWER: Can I see it? Was the ordinance showed to you?
 Yes No (GO TO HUM001A)

LAN003B. Number of ordinance and date of publication in Official Diary
 A. Ordinance number
 B. Date published in Official Diary

LAN003C. According to this ordinance, what percentage of the total area of the municipal territory is devoted to each of the following uses

Use of Land	Percentage of Territory	Documentary Evidence Provided Yes = 1, No=2	Reference
A. Residential?			
B. Commercial?			
C. Industrial?			
D. Protected areas?			
E. Other uses?			

SECCIÓN 7: CAPITAL HUMANO

HUM001A. Interview starting time

HUM001B. Position of the person responding to this section

HUM001C. Phone

HUM001D. Fax

HUM001E. Email

HUM002. Does the municipality have a scholarship program?
 Yes No (GO TO HUM003)

HUM002A. INTERVIEWER: Can I see a document? Was the program document showed to you?
 Yes No (GO TO HUM003)

HUM002B. Number of the Decree and date of approval by the Municipal Council
 A. Decree number
 B. Date of approval

HUM002C. Can you tell me the number of persons who were beneficiaries of the program during the 2010 year?
 A. In Pre-School
 B. In Elementary & Basic Education
 C. In General High-School
 D. In Technical High-School
 E. In an Institute of Technology
 F. In a University

HUM002D. How much did the municipality invest in the scholarship program during the 2010 year?

HUM003. Does the municipality have a training program aimed at developing productive skills among its citizens or entrepreneurship?
 Yes No (GO TO HUM004)

HUM003A. INTERVIEWER: Can I see a document? Was the program document showed to you?
 Yes No (GO TO HUM004)

HUM003B. Number of the Decree and date of approval by the Municipal Council
 A. Decree number
 B. Date of approval

GO TO HUM003C p 7

SECTION 7: HUMAN CAPITAL(Continue)

SECCIÓN 8: TRANSPARENCY (Continue)

HUM003C. Which productive activities did this municipality provide training to local residents for during the 2010 year? **INTERVIEWER: Write the name of each activity for which documentation is produced in each line.**

- A. _____
- B. _____
- C. _____
- D. _____
- E. _____
- F. _____

HUM003D. Can you tell me the number of persons who were beneficiaries of these programs during 2010?

HUM003E. How much did the municipality invest in these programs during the 2010 year?

HUM003F. Did the private sector support the municipality to conduct these programs in any way?

- 1** Yes
- 0** No

HUM004. Did the municipality have a labour force support program such as child care, after school care or other programs, etc during 2010?

- 1** Yes
- 0** No **(GO TO HUM005)**

HUM004A. Can you tell me the number of persons who were beneficiaries of these programs during 2010?

HUM004B. How much did the municipality invest in these programs during the 2010 year?

HUM005: FINISH THIS INTERVIEW. INTERVIEWER THANKS THE PERSON AND REGISTER THE FINISHING TIME

TRA002A. Can you describe these processes?
INTERVIEWER: Write the name of each process for which documentation is produced in each line.

- A. _____
- B. _____
- C. _____
- D. _____
- E. _____
- F. _____

TRA003. How frequent are these events?

- 0.** Only when needed
- 1.** Always, once a year
- 2.** Always, twice a year
- 3.** Always, three times a year
- 4.** Always, more than three times a year

TRA004. Does the municipality has put in place processes by which it consult to the population about local issues?

- 0.** No **(GO TO DRE001A)**
- 1.** Yes

TRA005. Can you describe these processes?
INTERVIEWER: Write the name of each process for which documentation is produced in each line.

- A. _____
- B. _____
- C. _____
- D. _____
- E. _____
- F. _____

TRA006. How frequent are these events?

- 0.** Only when needed
- 1.** Always, once a year
- 2.** Always, twice a year
- 3.** Always, three times a year
- 4.** Always, more than three times a year

TRA007: FINISH THIS INTERVIEW. INTERVIEWER THANKS THE PERSON AND REGISTER THE FINISHING TIME .

SECTION 8: TRANSPARENCY

TRA001A. Interview starting time

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TRA001B. Position of the person responding to this section

TRA001C. Phone

--	--	--	--	--	--	--	--

TRA001D. Fax

--	--	--	--	--	--	--	--

TRA001E. Email

TRA002. Does the municipality has put in place processes by which it gives account of its decisions and outcomes to the population?

- 0.** No **(GO TO TRA004)**
- 1.** Yes

GO TO DRE001A p 8

SECTION 9: DISPUTE RESOLUTION

DRE001A. Interview starting time

DRE001B. Position of the person responding to this section

DRE001C. Phone

DRE001D. Fax

DRE001E. Email

DRE002. Does the municipality has put in place processes for the resolution of disputes between:

A. Citizens (1=Yes, 0=No)

B. Local businesses (1=Yes, 0=No)

C. Citizens and local businesses (1=Yes, 0=No)

D. Citizens and the municipality (1=Yes, 0=No)

E. Local businesses and the municipality(1=Yes, 0=No)

DRE003. Can you describe these processes?
INTERVIEWER: Write the name of each process for which documentation is produced in each line.

A. _____

B. _____

C. _____

D. _____

E. _____

F. _____

:DRE004: FINISH THIS INTERVIEW. INTERVIEWER THANKS THE PERSON AND REGISTER THE FINISHING TIME

SECCIÓN 10: PUBLIC SAFETY

CRM001A. Interview starting time

CRM001B. Position of the person responding to this section

CRM001C. Phone

CRM001D. Fax

CRM001E. Email

CRM002. What actions has the municipality taken to prevent crime during the 2010 year? **INTERVIEWER ASK FOR DOCUMENTATION**

Name of iniciativa or program	Documentary Evidence Provided (1= Yes, 0 = No)	¿Es still undergoing? (1= Yes, 0 = No)	Annual Cost (\$)	Source of Funding Own budget=1, Central government=2, NGO=3, International Assistance=4 Other=5

:CRM003: FINISH THIS INTERVIEW. INTERVIEWER THANKS THE PERSON AND REGISTER THE FINISHING TIME

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.