

IDRA

2008

Business Impact Survey

Millennium Challenge Project

SERIAL No (ID): _____

Interviewer: Circle the proper code for the city

TIRANE	SHKODER	DURRES	ELBASAN	LUSHNJE	FIER	VLORE	OTHER
1	2	3	4	5	6	7	8

Date: ___ / ___ / 2008

Starting time ___ : ___ minutes

Interviewer: Circle the proper code as instructed:

LTO 1
TTO 2

Interviewer ID:

Signature:

Name of the Company ; _____

Name of the Respondent : _____

Respondent's phone number : _____

Fill in the office	Verified: <input type="checkbox"/> Valid <input type="checkbox"/> Not Valid <input type="checkbox"/>	
	Coder: <input type="text"/>	
	Date: <input type="text"/> / <input type="text"/> / 2008	
DE Operator: <input type="text"/>	<input type="text"/>	

QUESTIONNAIRE

Interviewer!

This survey is done through face to face interviews. During the interview please read the questions as they are formulated in the questionnaire. Circle the respective codes for every answer. Open ended questions should be written exactly as given by the respondent.

Instructions for interviewers are in bold italic letters.

(Face-to-face interview)

This study is being conducted on behalf of the Millennium Challenge Threshold Program in Albania, a U.S. government funded project that is being administered by USAID in cooperation with the Government of Albania. The purpose of the survey is to assess the effectiveness of new electronic services provided by the GOA over the last two years and to determine where further improvements are needed. Your answers should reflect only your perception and experience of doing business in Albania.

I would like to assure you, that the information obtained here will be treated strictly anonymously and confidentially. Neither your name nor the name of your firm will be used in any document based on this survey. No Governmental organization/institution will be informed of any individual firm's responses or participation in this survey.

GENERAL INFORMATION

I WOULD LIKE TO START BY ASKING SOME GENERAL QUESTIONS ABOUT YOU AND YOUR COMPANY.

Q.1 What is your job title? Please note that even if you have more than one job title we are interested in the title/responsibilities that you regard as the most important.

	Q1
Chief Executive/President	1
Owner/proprietor	2
Partner	3
Director	4
General Manager	5
Manager	6
Finance Officer	7

INTERVIEWER: IF NOT ONE OF THE ABOVE, STOP AND ASK TO SEE THE APPROPRIATE PERSON

Q.2 Which of the following sectors best describes your company activity (largest sales)?

	Q2
Industry	1
Construction	2
Transport & Communication	3
Trade	4
Services	5

Q.3 Could you specify your main line of products or services?

INTERVIEWER! Write down in words the main line of products or services. Remember! Only the main line of business, i.e the one that accounts for the largest amount of the company's revenues (sales)

Q. 4 Which of the following best describes your company ownership (based on the largest shareholder(s))?

	Q4
Domestic company	1
Foreign owned company	2
State Company	3
Joint-venture (Domestic and foreign)	4
Branch of a foreign company/Representative Office	5
Other: (Specify)	6

Q.5 In what year was the company established?

	Q5
Year of establishment

Q.6 What percentage of your firm's sales from last year) were:

Sold domestically %	Q6.1
Exported %	Q6.2
TOTAL	100 %	

Q.7 What is the legal form of your company?

	Q7
Sole Proprietorship	1
Limited liability company	2
Joint-Stock company	3
Branch or representative office of foreign company	4
Collective company	5
Commandite company	6
Other..... (Specify)	7

Q.8 How many full-time employees does your company have? (check one box)

	Q8
Self-employed	1
1 – 5 Employees	2
6 – 20 Employees	3
21 – 80 Employees	4
Over 80 Employees	5

Q.9 Do you have at your company offices: (One answer only)

Q9		
Full Internet access	1	Continue
Email access only	2	GO TO Q13
Neither of the these	3	GO TO Q13

Q.10 What kind of connection do you use to get access to internet?

Q10	
Dial up	1
Antenna / Wireless	2
ADSL / Direct cable	3
Satellite connection	4
Other _____ (Specify)	5
Don't know	0

Q.11 Do you have Intranet (Local Network) at your offices?

Q11		
Yes	1	Continue
No	2	GO TO Q14

Q.12 If Yes, how many computers do you have connected in your local network?

Q12		
Nr. of computers	_____	GO TO Q14

Q.13 Why don't you have internet access at your company offices? Multiple answers allowed.

Q13	
Don't need internet	1
Cannot access internet from this area/There are no providers	2
It is expensive	3
It is very low speed	4
Other _____ (Specify)	5
Other _____ (Specify)	6

Q.14 Is your company using on-line banking services?

Q14	
Yes	1
No	2

TAX SECTION

Q15. What is your main source of information about the tax system in Albania, including tax forms and instructions? (*One answer only – MAIN SOURCE*)

	Q15
GDT web site	1
Visits to tax office	2
Visits by tax employees to your office	3
Direct mail	4
Telephone	5
Through outside accounting service	6
Official gazette	7
Media (newspaper, TV, Radio)	8
Publications	9
Other _____ (Specify)	10

Q15.A. Have you used the GDT website during the last three months?

	Q15.A	
Yes	1	Continue
No	2	Go to Q17

Q15.B. If Yes how often do you use the website?

	Q15.B
Several times per week	1
Once a week	2
Once per two weeks	3
Once per month	4
Less than once per month	5

Q15.C. How would you evaluate the quality of the GDT website?

	Q15.C
Very Good	1
Good	2
Medium	3
Poor	4
Very Poor	5
DK / No Answer	6

Q.17 How do you usually obtain information about the status of your tax account (i.e. information on your unpaid liabilities, are there any fines, status of any appeals, etc)? (Only one answer)

	Q17
Visits to Tax office	1
Visits by Tax employees to your office	2
Direct mail	3
Telephone	4
Through outside accounting service	5
GDT website	6
Other _____(Specify)	7

Q17.A. How often, on average, do you meet with tax department per month?

	Q17.A
Less than once per month or not at all	1
Once per month	2
Twice per month	3
Three times per month	4
More than three times per month	5

Q.18 How would you rate the following aspects of your interaction and experience with the tax system in Albania?

INTERVIEWER!! READ OUT THE SCALE.

	Very good	Good	Satisfactory	Unsatisfactory	DK/No resp.	
18.1 Availability and timeliness of information	1	2	3	4	0	Q18.1
18.2 Quality of information	1	2	3	4	0	Q18.2

18.9 During the last 6 months, overall treatment your company has received during interactions with tax authorities)	1	2	3	4	0	Q18.9
18.10 During the last 6 months, courtesy of the GDT employees during interactions	1	2	3	4	0	Q18.10
18.11 During the last 6 months, professionalism showed by GDT employees during interactions	1	2	3	4	0	Q18.1

Q.19 Monthly, how much time on average do company employees spend in preparing and filing tax declarations and payments (VAT, and withholding Personal Income Tax)?
(One answer only)

Interviewer!! Please notice that we need "aggregate time" of all employees involved in these procedures. So monthly average of total time of all employees involved.

	Q19
Less than 2 hours	1
2 – 4 hours	2
4 – 8 hours	3
1 – 2 days (9-16 hours)	4
2-5 days (17-40 hours)	5
More than 5 days	6

Q19.A. Thinking of unofficial payments or gift that a firm like yours would make in a given year, could you please tell me how often they would make a gift to deal with taxes and tax collection?

Never	1
Sometimes	2
Usually	4
Always	5

Q.20 How much time on average do company employees spend in preparing and filing the annual tax report? (One answer only)

Up to 1 week	1
2 weeks	2
1 month	3
More than 1 month	4

Q.21 How confident are you in your company's ability to:

	Very confident	Fairly confident	Not confident	
Understand the tax laws and procedures	1	2	3	Q21.1
Calculate tax liability	1	2	3	Q21.2
Use the GDT web site	1	2	3	Q21.3

Q22.A. Have you heard about the possibility of filing tax payments online?

		Q22.A
Yes		1
No		2

Q24.A. Has your company received classroom training in e-filing offered through the project (e.g. at the Lincoln Center or Alfa XP)?

		Q24/A
Yes		1
No		2

Q24.B. What is the total number of tax payments you made last year for the corporate income tax, the value added tax and social and health contributions?

0 - 24	1
25 - 49	2
50 - 75	3
More than 75	4

PUBLIC PROCUREMENT

Q.25 What proportion of your company's revenues are from sales of goods, works and services to government agencies? (Only one answer)

		Q25
All		1
More than 50%		2
25 to 50%		3
Less than 25%		4
None		0

Q26. Has your company ever participated in a public tender?

		Q26	
Yes	1	Continue	
No	2	GO TO Q32	

Q26A (ex. Q33). What does your company offers in public tenders?

Goods	1
Works	2
Services	3

Q27. How many public tenders has your company submitted during the most recent three years 2006, 2007, 2008? (Only one answer)

	Q27
More than 10	1
5 to 10	2
2 - 5	3
1	4
None (Not applied in last 3 years)	0

Q28. When was the last time that your company participated in a public tender?

Month	Q28.1	Year	Q28.2

Q29. To what agencies has your company submitted tenders? (Check all that apply)

	Q29
Government ministries	1
Government institutions	2
Local Government	3
Prefectures	5
Public companies	6
Other _____ (Specify)	7

Q30. How do you obtain information about public procurement procedures? (Multiple answers allowed)

	Q30
PPA web site	1
Visits to government offices	2
Public Announcement Bulletin	3
Official gazette	4
Publications	5
Media	6
Other _____ (Specify)	7

Q30.A. Have you heard about the possibility of on-line procurement (Electronic Procurement System)?

Q30.A	
Yes	1
No	2

Q30.B. Have you/your company participated in e-procurement (online procurement)?

Q30.B	
Yes	1
No	2

Q30.C. Have you heard of the Procurement Advocate Office?

Q30.C	
Yes	1
No	2

Q30.D. And if so, how did you hear about it? (Multiple Responses Allowed)

Q30.D	
Newspaper	1
TV	2
Radio	3
Friend	4
Other_____ (Specify)	5

Q.32 Do you intend to participate in a public tender during the next 12 months?

Q32		
Yes	1	Continue
No	2	GO TO Q38

Q.34 How receptive would you be to submission of public tenders through the internet /on-line? (One answer only)

Q34	
Very receptive	1
Somewhat receptive	2
Not receptive	3
Unsure	4

Q35. How confident are you in your company's ability to:

	Very confident	Fairly confident	Not confident	
Understand the public procurement laws and procedures	1	2	3	Q35.1
Prepare and submit public tenders	1	2	3	Q35.2
Use the PPA web site and other information sources	1	2	3	Q35.3

Q.36 How would you like to receive public procurement system information in the future? (Check all that apply)

PPA website	1	Q36.1
Business associations	2	Q36.2
Training seminars	3	Q36.3
Public Announcement bulletin	4	Q36.4
Email updates/ E-newsletters	5	Q36.5
Newspapers	6	Q36.6
Other _____ (Specify)	7	Q36.7

Q36.A. When firms in your industry do business with government, what percent of the contract value do you estimate would be typically paid in gifts to secure the contract?

	Q36.A
Up to 2%	1
2-4%	2
4-6%	3
More than 6%	4
None (0) / Nothing would be paid	0

Q36.B. Thinking of unofficial payments or gifts that a firm like yours would make in a given year, could you please tell me how often they would make a gift to obtain government contracts?

Never	1
Sometimes / Rarely	2
Approximately in half of the cases	3
Usually	4
Always	5

Q37.A Have you attended a formal training for:

	Yes	No	
New public procurement law	1	2	Q37.A.1
E-tendering (e-procurement system)	1	2	Q37.A.2

INTERVIEWER: Ask Q38 only to those who did not intend to participate in tenders (Q32='2')

Q.38 Why are you not planning to participate in public tenders? (Check all that apply)

We don't make/produce anything that government buys	1	Q38.1
There is not enough profit doing business with government	2	Q38.2
We already sell everything we can produce to private customers (we are operating at full capacity)	3	Q38.3
Tendering is a complicated and time consuming process	4	Q38.4
The public procurement system is unfair	5	Q38.5
We don't want to deal with government bureaucracy	6	Q38.6
Other _____ (Specify)	7	Q38.7

BUSINESS REGISTRATION

Q.47 How receptive would you be to business registration through the internet (on-line)?

	Q47
Very receptive	1
Somewhat receptive	2
Not receptive	3
Unsure	4

Q50. Have you heard about the National Registration Center (One-stop shop for business registration)?

	Q50
Yes	1
No	2

Q54. Considering that the current fee for business registration services does not cover the full cost of operating the NRC network, how much would you be willing to pay per transaction to ensure one-day service continues?

	Q54
100 leke	1
200-500 leke	2
500-1,000 leke	3
More than 1000 leke	4

DEMOGRAPHICS

D1. Gender

Male	1
Female	2

D2. What is your age?

1. 18 - 25
2. 26 - 40
3. 41 – 55
4. 56 – 70
5. Over 70

D3. What is your education?

1. No Education
2. Elementary School (Completed)
3. Secondary School (Completed)
4. University Degree (Completed)
5. Master or PHD degree

D9. Which is your Internet Service Provider?

<i>Do not have internet</i>	Abcom / ICC	Abissnet	Adanet	Albania Online	Interalb	Other (Specify)
0	1	2	3	4	5	6

INTERVIEWER THANK THE RESPONDENT!

Thank you very much for having taken the time to complete this questionnaire!

INTERVIEWER'S COMMENTS (Problems occurred/extraordinary circumstances which could influence results)

I certify that this interview has been personally carried out by me with the respondent. I further certify that all the information included herein is truthful and correct.

I understand that any discrepancies during back-checking of this questionnaire will result in the cancellation of this interview.

INTERVIEWER'S SIGNATURE:

DATE: