PACRO Bulk Filer Questionnaire

(15 firms contacted at place of business from list provided by PACRO)

Introduction
The Millennium Challenge Corporation, a US government donor agency, is currently conducting an evaluation of the Zambia Threshold Project (ZTP) which it funded from June 2006-December 2008. ZTP worked with PACRO to set up Customer Service Centers, automate the registration process, and increase the quality of customer care. The ultimate objective of these activities was to reduce the number of days to register a business and reduce opportunities for corruption. PACRO has shared a list of the agents that submit large numbers of applications and your company is included. We would like to ask you some questions about your experience at PACRO to help us understand whether or not the program has been of benefit to the private sector. Please note that the answers will be reported in an aggregated manner to protect confidentiality and to inform the evaluation as a whole.

Part I. General Information
1. Name of firm: ________________________________

2. Are you a:
   __ Notary/lawyer/accountant
   __ Agent
   __ Other [Please list: ____________________________]

3. How many years has your company been in operation (doing this kind of work)?
   __ Less than 3 years
   __ 4-10 years
   __ More than 10 years

4. Are your clients mostly:
   __ Individuals/households
   __ Companies/Investors
   __ Both
   __ Other [Please list: ____________________________]
5. Are your clients mostly located in (please check all that apply):
   - ___ Lusaka
   - ___ Northern Province
   - ___ Eastern Province
   - ___ Southern Province
   - ___ Foreign companies
   - ___ Other ________________________________________

6. What kind of transactions are you mostly hired for (please check all that apply)?
   - Name Clearance
   - Registration of Business Name (Individual)
   - Registration of Business Name (Partnership)
   - Registration of Business Name (Corporation)
   - Annual Return of a Business Name
   - Application for Incorporation as a Public Company
   - Application for Incorporation as a Private Company
   - Other [Please list: __________________________________________________]

Part II. Registration Experience
7. Do you mostly apply:
   - ___ in person
   - ___ send an employee
   - ___ Other ________________________________

8. How many days on average does it take to complete your transaction with PACRO counting from time of lodging application to time of receiving completed certificate?
   - Business Name ________ days ________ weeks ________ months ___ don't know
   - Incorporation ________ days ________ weeks ________ months ___ don't know
   - Other [Please list: __________________________________________________]
     ________ days ________ weeks ________ month ___ don't know

9. Do you or your staff members have to make multiple visits in order to check on the progress of your application or file additional paperwork?
   - ___ yes
   - ___ no
   - ___ don’t know
10. If yes, on average how many visits total did you or your staff have to make before the certificates are ready?
   __ 2/3
   __ 4/5
   __ more than 5

11. Is your company ever asked for extra money to speed up/expedite the registration?
   __ yes __ no __ don’t know

12. Some government offices have a poor reputation of requiring tips or bribes to obtain service. Is this a problem at PACRO?
   _____ Yes, a common problem
   _____ Yes, but only sometimes
   _____ Yes, but very rarely
   _____ No, this doesn’t happen
   _____ No opinion/decline to reply

Comments: ______________________________________________________________
________________________________________________________________________
________________________________________________________________________

Part III. Efficiency and Quality of Service

Now we would like to ask some questions comparing the quality and efficiency of service since the Customer Service Center opened in 2006 with the situation before. 

*Enumerators, if the company commenced operations after 2006, please skip to the next section.*

13. How would you compare the time it takes to process applications now with before the changes?
   _____ faster _____ slower _____ same _____ no opinion

Comment: ______________________________________________________________
________________________________________________________________________

14. How would you compare the quality of customer care now with before the changes?
   __ better __ worse __ same ___ no opinion

Comment: ______________________________________________________________
________________________________________________________________________
15. How would you compare the level of corruption now with before the changes?
___ better ___ worse ___ same ___ no opinion
Please explain: ____________________________________________________________
______________________________________________________________________
______________________________________________________________________

16. Overall, would you say that dealing with PACRO now is:
   _____ Better
   _____ The same
   _____ Worse/ More complicated than before
Comment: ______________________________________________________________
______________________________________________________________________
______________________________________________________________________

Part IV. Customer Outreach and Feedback
17. Have you ever contacted PACRO with a complaint? ___ yes (Skip to question 22) ___
   no

18. If you have not lodged a complaint with PACRO, why not? (After completing, skip to
    Question 27)
   ___ I am satisfied with their service/ No reason to complain
   ___ I do not believe they will respond
   ___ I am too busy
   ___ I don’t want trouble with them (concerned about possible repercussions)
   ___ Other [__________________________________________]

19. If yes, what was your complaint about: (please check all that apply)
   ___ Amount of paperwork required as part of the application process
   ___ Delays in getting certificates
   ___ Unprofessional behavior by staff members
   ___ Demands for extra payment or “speed money”
   ___ More serious criminal acts
   ___ Other [__________________________________________]

20. How did you lodge your complaint or suggestion?
   - Suggestion Box at the Customer Service Center
   - Spoke to a staff member
   - Wrote a letter to management
Respondent ID#: __ Date [_____] Number [_____] ______
Name of Interviewer: __________________________

- Called management
- Contacted the Anti-Corruption Committee
- Contacted the ALAC
- Other [____________________________________]

21. Was PACRO responsive to your concern? __ yes __ no (if no, skip to Question 27)
Comment: __________________________________________________________
________________________________________________________

22. If yes, how soon did they respond to your concern?
   __ Within a week
   __ Within a month
   __ More than a month

23. How did they contact you?
   - Called your office
   - Wrote a letter to you
   - Spoke to you
   __ Didn’t contact me but I saw improvement
   - Other [____________________________________________________]

24. Do you have additional comments you would like to share with us for our evaluation? Please explain:
   ____________________________________________________________________
   ____________________________________________________________________
   ____________________________________________________________________

Thank you for your time and candid responses to the questions!