

Draft Endline Malawi Enterprise

Survey Instrument

Millennium Challenge Corporation

April 16, 2019

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Preliminary data to link with baseline

**This section with firm information should be completed by the enumerator prior to the interview, using information provided by ESCOM and any other available information. The information completed in this section should be verified with the firm during the enumerator visit.**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **For Enumerator to complete** |  |  |  |
| A1 | Interviewer Number |  |  |  |
| A2 | Questionnaire Number |  |  |  |
|  | List Account number (s) associated to this firm |  |  |  |
| A3a | Account #1 |  |  |  |
| A3b | Account #2 |  |  |  |
| A3c | Account #3 |  |  |  |
|  |  |  |  |  |
|  | List Meter number(s) associated to this firm |  | (List all) |  |
| A4a | Meter #1 |  |  |  |
| A4b | Meter #2 |  |  |  |
|  |  |  |  |  |
|  | Contact information for individuals (pre-screening) |  |  |  |
| A5 | Name 1 |  |  |  |
| A6 | Phone number 1 |  |  |  |
| A7 | Name 2 |  |  |  |
| A8 | Phone number 2 |  |  |  |
|  | Address (physical location) |  | Address 2 (if applicable) |  |
| A9 |  |  |  |  |
|  |  |  |  |  |

Screening instrument for replacements only

**Screening Instrument will be implemented with REPLACEMENT firms only. Enumerators should ask to speak with the MD, owner, or CEO.**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Q#** | **Question** | **Option codes** | **Options** | **Instructions to enumerator** | **Skip patterns** |
| S1 | We are conducting a survey of businesses in Malawi about business challenges – particularly about challenges related to energy and electricity. Your business has been selected to participate in the survey. Before we go any further, we would like you to answer some preliminary questions to make sure that we are in the right place. These initial questions should only take five minutes of your time. | | | From Pre-interview questions, be sure that you are speaking with either OWNER, MD, CEO |  |
| S2 | Which of the following categories best applies to the main product or service of this firm. |  |  |  |  |
|  |  | A | Agriculture, hunting and forestry |  |  |
|  |  | B | Fishing, aquaculture and service activities incidental to fishing |  |  |
|  |  | C | Mining and quarrying |  |  |
|  |  | D | Manufacturing |  |  |
|  |  | E | Electricity, gas and water supply |  |  |
|  |  | F | Construction |  |  |
|  |  | G | Wholesale and retail trade; repair of motor vehicles, motorcycles and personal and  household goods |  |  |
|  |  | H | Accommodations and restaurant/food/beverage service |  |  |
|  |  | I | Transport, storage and communications |  |  |
|  |  | J | Financial institutions/Banking/Insurance |  |  |
|  |  | K | Real estate, renting and business activities |  |  |
|  |  | L | Public administration and defense; compulsory social |  | Stop, go to S5 |
|  |  | M | Education |  | Stop, go to S5 |
|  |  | N | Health and social work |  | Stop, go to S5 |
|  |  | O | Other community, social and personal service activities |  | Stop, go to S5 |
|  |  | P | Extraterritorial organizations and bodies |  | Stop, go to S5 |
|  |  | Q | This is not a business |  |  |
| S3 | Are you a for-profit business or a not for profit organization? |  |  |  | Selected(${S2}, ‘A-K’) |
|  |  | 1 | For profit business |  | to S4 |
|  |  | 2 | Not for profit organization |  | Go to S5 |
| S4 | Is your organization a government institution or a parastatal? |  |  |  | selected(${S3}, '1') |
|  |  | 1 | Yes |  | Go to S5 |
|  |  | 2 | No |  | Go to S6 |
| S5 | Thank you very much for your time however, we are looking to speak to certain types of firms with different characteristics from yours. Have a good day. |  |  | End Survey  (If further explanation is requested, provide reason) | Selected(${S2}, ‘L-Q’) |//  selected(${S4}, '1') |// selected(${S3}, '2') |
| S6 | Does this firm have locations other than this facility? |  |  |  |  |
|  |  | 1 | Yes |  | Go to S7 |
|  |  | 2 | No |  | Go to S9 |
| S7 | How many other facilities do you have? |  |  |  |  |
|  |  |  | Numeric |  | S7>0 |
| S8 | In the survey we would like to ask you a series of questions about electricity challenges at this facility. If, however, there is another facility that uses substantially more electricity than this facility, please let us know and we can focus the questions on this other facility. Is there another facility with substantially higher electricity consumption? |  |  | For example, the interview might take place at a commercial outlet selling goods from a manufacturing plant. Alternatively the interview might take place at an office for a mining operation. In these cases, the survey should focus on the plant and mining facility. As a rule of thumb, consumption should be at least three times greater to switch. | selected(${S6, '1') |
|  |  | 1 | Yes |  |  |
|  |  | 2 | No |  |  |
| S9 | What facility will be the focus of the survey? |  |  | Do not ask this question, simply record the result |  |
|  |  | 1 | This facility |  |  |
|  |  | 2 | Another facility (specify) | If another facility, specify which facility and location. | If S8=1 then S9==2 |
|  |  |  | String |  |  |
| S10 | Great! We would like to include your firm and XXXX facility in our survey. The survey includes broad questions about the firm, detailed questions about electricity use, and questions about company finances. In some firms we conduct the interview with one person who is knowledgeable on these issues and with other firms we speak with different people, each knowledgeable about some issues. Who do you recommend we should talk with to complete this survey? What is the best way to contact the individual(s) who will be interviewed? May I schedule a time to speak with this person now? Can I have his/her phone number? |  |  | Share the pre-interview questionnaire with the interviewee.  Record name and contact information for the interviewee. Record date/time of interview, if set.  If the respondent is not knowledgeable about the facility where the interview is to take place then thank the person for his/her time and request contact information for the other facility. |  |
|  |  |  |  |  |  |

Informed consent

(To be updated)

General Questions: Firm, and Business Environment

(To be updated to confirm baseline information)

Business environment

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Q# | Question | **Option codes** | | **Options** | **Instructions to enumerator** | **Skip patterns** |
|  | *Now we would like to ask you about some of the obstacles this firm currently confronts.* |  |  | |  |  |
| 2a | Which of the following elements of the business environment currently represents the biggest obstacle to growth faced by this firm |  |  | | Show card 2a |  |
|  |  | 1 | Access to finance | |  |  |
|  |  | 2 | Business licensing and permits | |  |  |
|  |  | 3 | Crime, theft and disorder | |  |  |
|  |  | 4 | Customs and trade regulations | |  |  |
|  |  | 5 | The quality and reliability of electricity | |  |  |
|  |  | 6 | Inadequately educated workforce | |  |  |
|  |  | 7 | Macroeconomic instability | |  |  |
|  |  | 8 | Political instability | |  |  |
|  |  | 9 | Tax rates | |  |  |
|  |  | 10 | Transportation | |  |  |
|  |  | 11 | The quality and reliability of water | |  |  |
|  |  | 12 | Other (specify) | |  |  |
|  |  |  | String | |  |  |
|  |  | -98 | DK | |  |  |
|  |  | -97 | NA | |  |  |
|  |  |  |  | |  |  |
| 2b | Which of the following elements of the business environment currently represents the **SECOND** biggest obstacle to growth faced by this firm |  |  | | Show card 2b |  |
|  |  | 1 | Access to finance | |  |  |
|  |  | 2 | Business licensing and permits | |  |  |
|  |  | 3 | Crime, theft and disorder | |  |  |
|  |  | 4 | Customs and trade regulations | |  |  |
|  |  | 5 | The quality and reliability of electricity | |  |  |
|  |  | 6 | Inadequately educated workforce | |  |  |
|  |  | 7 | Macroeconomic instability | |  |  |
|  |  | 8 | Political instability | |  |  |
|  |  | 9 | Tax rates | |  |  |
|  |  | 10 | Transportation | |  |  |
|  |  | 11 | The quality and reliability of water | |  |  |
|  |  | -98 | DK | |  |  |
|  |  | -97 | NA | |  |  |
| 2c | From among these 11 different obstacles to growth, where would you rank electricity as an obstacle to growth?  1 Access to finance  2 Business licensing and permits  3 Crime, theft and disorder  4 Customs and trade regulations  5 The quality and reliability of electricity  6 Inadequately educated workforce  7 Macroeconomic instability  8 Political instability  9 Tax rates  10 Transportation  11 The quality and reliability of water |  |  | | Prompt: For example, if you thought that electricity was the next biggest obstacle you would say 3. If you thought that electricity was the smallest obstacle you would say 11. SHOW CARD 3 | If 2a and 2b don’t include electricity |
|  |  |  | Numeric | |  | Limit to number between 3-11 |

ESCOM in comparative perspective

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Q#** | **Question** | **Option codes** | | **Options** | **Instructions to enumerator** | **Skip patterns** |
|  | *Now we would like to ask you to rate your satisfaction with different providers of public goods and services on the quality of several public services on a scale from 1 to 5 where 1 is very satisfied and 5 is very dissatisfied?* |  |  | |  |  |
| 3a | How satisfied are you with the Water Board? |  |  | | Show Card 4. If not serviced by a Water Board mark N/A |  |
|  |  | 1 | Very Satisfied | |  |  |
|  |  | 2 | Satisfied | |  |  |
|  |  | 3 | Neither Satisfied nor Dissatisfied | |  |  |
|  |  | 4 | Dissatisfied | |  |  |
|  |  | 5 | Very Dissatisfied | |  |  |
|  |  | -98 | DK | |  |  |
|  |  | -97 | NA | |  |  |
| 3b | How satisfied are you with the Roads Authority? |  |  | | Show Card 4 |  |
|  |  | 1 | Very Satisfied | |  |  |
|  |  | 2 | Satisfied | |  |  |
|  |  | 3 | Neither dissatisfied nor satisfied | |  |  |
|  |  | 4 | Dissatisfied | |  |  |
|  |  | 5 | Very Dissatisfied | |  |  |
|  |  | -98 | DK | |  |  |
|  |  | -97 | NA | |  |  |
| 3c | How satisfied are you with Malawi Telecommunications Limited? |  |  | | Show Card 4 |  |
|  |  | 1 | Very Satisfied | |  |  |
|  |  | 2 | Satisfied | |  |  |
|  |  | 3 | Neither dissatisfied nor satisfied | |  |  |
|  |  | 4 | Dissatisfied | |  |  |
|  |  | 5 | Very Dissatisfied | |  |  |
|  |  | -98 | DK | |  |  |
|  |  | -97 | NA | |  |  |
| 3d | How satisfied are you with the Electricity Supply Corporation of Malawi (ESCOM)? |  |  | | Show Card 4 |  |
|  |  | 1 | Very Satisfied | |  |  |
|  |  | 2 | Satisfied | |  |  |
|  |  | 3 | Neither dissatisfied nor satisfied | |  |  |
|  |  | 4 | Dissatisfied | |  |  |
|  |  | 5 | Very Dissatisfied | |  |  |
|  |  | -98 | DK | |  |  |
|  |  | -97 | NA | |  |  |

Energy use

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Q# | Question | **Option codes** | **Options** | **Instructions to enumerator** | **Skip patterns** |
|  | *In the following questions on outages, we will be referring to this facility referenced during the baseline (or the screening) in the case of replacements. That facility was XXXXXXXXXX .* |  |  |  | Program to pull facility |
| 4e | How many years has this firm had operations at the selected facility? |  |  | At selected facility |  |
|  |  |  | Numeric |  | 4e>! 2015-1i |
| 4f | Does this facility operate year round or is work at this facility seasonal? |  |  |  |  |
|  |  | 1 | Year round |  | Go to 4h |
|  |  | 2 | Seasonal |  | Go to 4g |
|  |  | 3 | Year round but with seasonal slowdowns and peaks (spontaneous) |  | Go to 4h |
| 4g | In what months does it not operate? |  |  | Select all that apply | selected(${4f},’2’) |
|  |  | 1 | January |  |  |
|  |  | 2 | February |  |  |
|  |  | 3 | March |  |  |
|  |  | 4 | April |  |  |
|  |  | 5 | May |  |  |
|  |  | 6 | June |  |  |
|  |  | 7 | July |  |  |
|  |  | 8 | August |  |  |
|  |  | 9 | September |  |  |
|  |  | 10 | October |  |  |
|  |  | 11 | November |  |  |
|  |  | 12 | December |  |  |
| 4h | In a typical workweek, how many days does this facility usually operate? |  |  | At selected facility. If seasonal, responses should refer to the time period in which the firm is operating. |  |
|  |  | 1 | One |  |  |
|  |  | 2 | Two |  |  |
|  |  | 3 | Three |  |  |
|  |  | 4 | Four |  |  |
|  |  | 5 | Five |  |  |
|  |  | 6 | Six |  |  |
|  |  | 7 | Seven |  |  |
| 4i | In a typical workday, how many hours per day does the facility operate? |  |  | We recognize that firms might work shorter days on certain days of the week. Focus on the typical day. If seasonal, response should refer to the time period in which the firm is operating. |  |
|  |  |  | Numeric |  | 0<4i=<24 |
| 4j | In thinking about the last month, what sources of energy has this facility used? |  |  | Check all that apply. At selected facility. Does not include vehicles and diesel/gasoline for transport |  |
|  |  | 1 | ESCOM electricity connection |  |  |
|  |  | 3 | Generator |  |  |
|  |  | 4 | Biomass (all forms: charcoal, firewood, crop residue, etc.) |  |  |
|  |  | 5 | Solar |  |  |
|  |  | 6 | Wind |  |  |
|  |  | 7 | Kerosene |  |  |
|  |  | 8 | Coal |  |  |
|  |  | 9 | Petroleum |  |  |
|  |  | 10 | Diesel |  |  |
|  |  | 11 | Natural gas |  |  |
|  |  | 12 | Candles |  |  |
|  |  | 13 | Other (specify) |  |  |
|  |  | 14 | None |  |  |
|  |  |  | String |  |  |
| 4k | At this facility, what assets do you have that are powered with electricity? |  |  | Select all that apply. At selected facility. |  |
|  |  | 1 | Lights |  |  |
|  |  | 2 | Office equipment, such as computers and printers |  |  |
|  |  | 3 | Light machinery |  |  |
|  |  | 4 | Heavy machinery |  |  |
|  |  | 5 | Air conditioning |  |  |
|  |  | 6 | Other (Specify) |  |  |
|  |  |  | String |  |  |
| 4l | When there is a power outage, do you experience a total or partial shutdown of business? |  |  |  |  |
|  |  | 1 | Total |  |  |
|  |  | 2 | Partial |  |  |
|  |  | 3 | Business continues with minimal effect |  |  |

Attitudinal questions A

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Q#** | **Question** | **Option codes** | **Options** | **Instructions to enumerator** | **Skip patterns** |
| 5a | Would you agree or disagree with the following statement: the current electricity tariff is a fair price for electricity. |  |  | Show Card 5 |  |
|  |  | 1 | Strongly agree |  |  |
|  |  | 2 | Agree |  |  |
|  |  | 3 | Disagree |  |  |
|  |  | 4 | Strongly disagree |  |  |
| 5b | Would you agree or disagree with the following statement: In a country like Malawi, businesses should subsidize the cost of electricity for poor households. |  |  | Show Card 5 |  |
|  |  | 1 | Strongly agree |  |  |
|  |  | 2 | Agree |  |  |
|  |  | 3 | Disagree |  |  |
|  |  | 4 | Strongly disagree |  |  |
| 5c | Would you agree or disagree with the following statement: In a country like Malawi, the government should subsidize the cost of electricity for businesses. |  |  | Show Card 5 |  |
|  |  | 1 | Strongly agree |  |  |
|  |  | 2 | Agree |  |  |
|  |  | 3 | Disagree |  |  |
|  |  | 4 | Strongly disagree |  |  |
| 5d | In thinking about what you currently pay for electricity, what percent increase in electricity tariffs would you be willing to pay if the number of outages could be reduced by half? |  |  | Responses should be entered as a percentage. Prompt: “Like 10%, 20%, 50%, 100%” |  |
|  |  |  | Percentage |  |  |
| 5e | In thinking about what you currently pay for electricity, what percent increase in electricity tariffs would you be willing to pay if the number of outages could be almost eliminated? |  |  | Responses should be entered as a percentage. Prompt: “Like 10%, 20%, 50%, 100%” |  |
|  |  |  | Percentage |  |  |
| 5f | There have been some tariff increases in recent years. Do you trust ESCOM to convert higher tariff income into improved service? |  |  | Show card 6 |  |
|  |  | 1 | Strongly trust |  |  |
|  |  | 2 | Somewhat trust |  |  |
|  |  | 3 | Somewhat distrust |  |  |
|  |  | 4 | Strongly distrust |  |  |
|  |  | -98 | DK |  |  |
| 5g | How would you evaluate the quality of ESCOM’s communication with its customers? |  |  | Show card 7 |  |
|  |  | 1 | Very Good |  |  |
|  |  | 2 | Good |  |  |
|  |  | 3 | Fair |  |  |
|  |  | 4 | Poor |  |  |
|  |  | 5 | Very Poor |  |  |
| 5h | Would you agree or disagree with the following statement: Given the way things are in Malawi, it is sometimes justifiable to make informal payments or pay bribes to obtain improved service. |  |  | Show card 5 |  |
|  |  | 1 | Strongly agree |  |  |
|  |  | 2 | Agree |  |  |
|  |  | 3 | Disagree |  |  |
|  |  | 4 | Strongly disagree |  |  |
| 5i | Would you agree or disagree with the following statement: Given the way things are in Malawi, it is sometimes justifiable to leverage one's personal contacts to obtain improved service. |  |  | Show card 5 |  |
|  |  | 1 | Strongly agree |  |  |
|  |  | 2 | Agree |  |  |
|  |  | 3 | Disagree |  |  |
|  |  | 4 | Strongly disagree |  |  |
| 5j | In your opinion, how big a problem is corruption in ESCOM? |  |  |  |  |
|  |  | 1 | Major problem |  |  |
|  |  | 2 | Problem |  |  |
|  |  | 3 | Minor problem |  |  |
|  |  | 4 | Not a problem |  |  |

MERA and the Compact

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Q#** | Question | **Option codes** | **Options** | **Instructions to enumerator** | **Skip patterns** |
| 6a | To your knowledge are electricity rates set by a regulator in Malawi? |  |  |  |  |
|  |  | 1 | Yes |  |  |
|  |  | 2 | No |  |  |
|  |  | 3 | DK |  |  |
| 6b | What is the name of the energy regulator in Malawi? |  |  | Do not read responses |  |
|  |  | 1 | Malawi Energy Regulatory Authority or MERA |  |  |
|  |  | 2 | Incorrect but something close | e.g. Electricity Regulator of Malawi, MARA |  |
|  |  | 3 | Incorrect |  |  |
|  |  | 4 | DK |  |  |
| 6c | What is your impression of the regulator? |  |  | Show card 8 | selected(${6b}, '1' | ‘2’) |
|  |  | 1 | Very positive |  |  |
|  |  | 2 | Positive |  |  |
|  |  | 3 | Neutral |  |  |
|  |  | 4 | Negative |  |  |
|  |  | 5 | Mostly negative |  |  |
|  |  | -94 | No opinion |  |  |
|  |  | -98 | DK |  |  |
| 6d | Before today, have you heard of the Millennium Challenge Compact between the Malawian and United States government? |  |  |  |  |
|  |  | 1 | Yes |  |  |
|  |  | 2 | No |  | Go to 7a |
|  |  | -98 | DK |  |  |
|  |  |  |  |  |  |
| 6e | What is your impression of the Compact |  |  | Show card 8 | selected(${6d}, '1') |
|  |  | 1 | Very positive |  |  |
|  |  | 2 | Positive |  |  |
|  |  | 3 | Neutral |  |  |
|  |  | 4 | Negative |  |  |
|  |  | 5 | Mostly negative |  |  |
|  |  | -94 | No opinion |  |  |
|  |  | -98 | DK |  |  |

Power outages

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Q#** | **Question** | **Option codes** | **Options** | **Instructions to enumerator** | **Skip patterns** |
|  | *We would like to ask you about electricity outages that this facility has experienced in the previous 12 months.* ***By outages we mean when the power goes out for more than 3 minutes****. To answer these questions, we would like to speak to someone who is knowledgeable about electricity and ESCOM related issues at this firm. We are going to ask you for a series of estimates. Please provide us with your best estimate.* |  |  | It might be necessary in larger firms with specialized roles for the respondent to change |  |
| 7a | How satisfied are you with your electricity supply at this facility? |  |  | At selected facility.  Show card 4 |  |
|  |  | 1 | Very dissatisfied |  |  |
|  |  | 2 | Dissatisfied |  |  |
|  |  | 3 | Neither satisfied nor dissatisfied |  |  |
|  |  | 4 | Satisfied |  |  |
|  |  | 5 | Very satisfied |  |  |
| 7b | Do you keep track of the number, timing, or duration of outages at this facility? |  |  | Probe: If yes, ask if this information is accessible presently in order to answer specific questions about outages? If the informational is inaccessible, then select 2 or 3 (depending on their response). |  |
|  |  | 1 | Yes |  | Go to 7c-7f |
|  |  | 2 | No |  | Go to 7g-7j |
|  |  | 3 | Sporadically (spontaneous) |  | Go to 7g-7j |
| 7c | What is the total number of outages this facility has experienced during the rainy season months in the last year? |  |  | If the respondent is unable to answer these questions please request the assistance of another respondent. | selected(${7b},’1’) |
|  |  |  | Numeric |  |  |
| 7d | What is the total number of hours this facility has experienced outages during the rainy season months in the last year? |  |  | Round up to next hour. Eg, If 20 min = 1 hour | selected(${7b},’1’) |
|  |  |  | Numeric |  |  |
| 7e | What is the total number of outages this facility has experienced during the dry season months in the last year? |  |  |  | selected(${7b},’1’) |
|  |  |  | Numeric |  |  |
| 7f | What is the total number of hours this facility has experienced outages during the dry season months in the last year? |  |  | Round up to next hour. Eg, If 20 min = 1 hour | selected(${7b},’1’) |
|  |  |  | Numeric |  | Go to 7k |
| 7g | We would like to try to estimate the number of outages. In thinking about the last 12 month period, in a TYPICAL month in the dry season, how many times a month did you experience power outages at this facility? |  |  | At selected facility.  Encourage to make to estimate. | selected(${7b},’2’ | ‘3’) |
|  |  |  | Numeric |  |  |
| 7h | How many hours did the TYPICAL dry season outage last for? |  |  | At selected facility  Encourage to make to estimate. |  |
|  |  |  | Numeric |  |  |
| 7i | In thinking about the last 12 month period, in a TYPICAL month in the rainy season, how many times a month did you experience power outages at this facility? |  |  | At selected facility  Encourage to make to estimate. |  |
|  |  |  | Numeric |  |  |
| 7j | How many hours did the TYPICAL rainy season outage last for? |  |  | At selected facility  Encourage to make to estimate. |  |
|  |  |  | Numeric |  |  |
| 7k | Do you know if your electrical line at this facility is an "industrial line.”? An industrial line is one which feeds an industrial park and typically experiences reduced loadshedding |  |  |  |  |
|  |  | 1 | Industrial line |  |  |
|  |  | 2 | Not industrial line |  |  |
|  |  | 3 | It is supposed to be an industrial line but there is high load shedding anyway [spontaneous – do not read] |  |  |
|  |  | -98 | Don't know |  |  |
| 7l | In thinking about the electricity situation 12 months (1 year) ago at this facility, has electricity improved, worsened, or stayed the same? |  |  | At selected facility. Electricity might improve and worsen in the course of the year. Respondents should compare the present with how it was 1 year ago. Use NA if the firm was not using the facility one year ago.  SHOW CARD 9 |  |
|  |  | 1 | Improved greatly |  |  |
|  |  | 2 | Improved somewhat |  |  |
|  |  | 3 | Stayed the same |  |  |
|  |  | 4 | Worsened somewhat |  |  |
|  |  | 5 | Worsened greatly |  |  |
|  |  | -97 | NA |  |  |
| 7m | You might remember that at the end of 2013, a new hydropower plant called Kapichira II began operating. In thinking about the electricity situation before this time, has electricity improved, worsened, or stayed the same? |  |  | At selected facility. Use NA if the firm was not using the facility at the end of 2013.  SHOW CARD 9 | If 4e<2 then skip, Go to 7n |
|  |  | 1 | Improved greatly |  |  |
|  |  | 2 | Improved somewhat |  |  |
|  |  | 3 | Stayed the same |  |  |
|  |  | 4 | Worsened somewhat |  |  |
|  |  | 5 | Worsened greatly |  |  |
|  |  | -98 | Don’t know |  |  |
|  |  | -97 | NA |  |  |
| 7n | How many times in the last 3 months would you estimate that you have received or seen notification of outages for this facility? |  |  | “Seen” might include in the newspaper or on the ESCOM website. Outages could be due to planned load-shedding or planned maintenance. Probe: Estimate |  |
|  |  |  | Numeric | If ==0 Go to Question 8 | If $==0 Go to 8 |
| 7o | How often are these notifications accurate? |  |  |  | If 7n >0 |
|  |  | 1 | Always |  |  |
|  |  | 2 | Most of the time |  |  |
|  |  | 3 | Sometimes |  |  |
|  |  | 4 | Rarely |  |  |
|  |  | 5 | Never |  |  |

Generators

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Q#** | Question | **Option codes** | **Options** | **Instructions to enumerator** | **Skip patterns** |
| 8 | Do you own or use a generator? |  |  |  |  |
|  |  | 1 | Yes |  |  |
|  |  | 2 | No |  | Go to 10a |
| 9a | How often do you use a generator when there is a power outage? |  |  |  | selected(${8}, '1') |
|  |  | 1 | Always |  | Go to 9c |
|  |  | 2 | Most of the time |  |  |
|  |  | 3 | Sometimes |  |  |
|  |  | 4 | Rarely |  |  |
|  |  | 5 | Never |  |  |
| 9b | If you do not always run the generator, what is the main reason why do you not always run it? |  |  | Use the other field to explain | selected(${9a}, '2'|'3'|'4'|'5') |
|  |  | 1 | Not cost effective for short outages |  |  |
|  |  | 2 | Not cost effective for long outages |  |  |
|  |  | 3 | Able to focus on non-electricity dependent work |  |  |
|  |  | 4 | Maintenance problems |  |  |
|  |  | 5 | Other |  |  |
|  |  |  | String |  |  |
| 9c | How many generators does this facility have? |  |  |  |  |
|  |  |  | Numeric | Must be >0, If ==0 error message |  |
| 9d | I’d like to ask you a few questions about your primary generator. Is your primary generator standby (automatic start up) or portable (manual start up)? |  |  |  | selected(${8}, '1') |
|  |  | 1 | Standby |  |  |
|  |  | 2 | Portable |  |  |
|  |  | -98 | DK |  |  |
| 9e | What is the wattage of the generator? |  |  | Response should be in KW. If the respondent is unsure of the wattage, encourage to respondent to have someone check the wattage and the capacity of the tank. If they do not know, an estimate is acceptable. | selected(${8}, '1') |
|  |  |  | Numeric |  |  |
|  |  | -98 | DK |  |  |
| 9f | Do you own the generator, or is it rented or shared? |  |  | Shared might occur if the establishment is a commercial establishment in a shopping plaza | selected(${8}, '1') |
|  |  | 1 | Own |  | Go to 9g |
|  |  | 2 | Rented |  | Go to 9i |
|  |  | 3 | Shared |  | Go to 9i |
| 9g | How long ago was the generator purchased? |  |  | Include notes if did not purchase. For example, if shared | selected(${9f}, '1') |
|  |  | 1 | Less than one year ago |  |  |
|  |  | 2 | 1-5 years ago |  |  |
|  |  | 3 | 6-10 years ago |  |  |
|  |  | 4 | 11-15 years ago |  |  |
|  |  | 5 | 16-20 years ago |  |  |
|  |  | 6 | More than 20 years ago |  |  |
| 9h | How much did the generator cost in Malawian Kwacha or US Dollars at the time of purchase? |  |  | If the respondent does not remember or is not knowledgeable, request that s/he looks up the amount or seeks the input of another individual | selected(${9f}, '1') |
|  |  |  | Numeric | Kwacha |  |
|  |  |  | Numeric | USD (US Dollar) |  |
|  |  | -98 | DK/Refused |  |  |
| 9i | Do you track the fuel costs to running the generator? |  |  |  | selected(${8}, '1') |
|  |  | 1 | Yes |  | Go to 9j |
|  |  | 2 | No |  | Go to 9k |
| 9j | In 2015, how much in Malawian kwacha did you spend on fuel for the generator? |  |  | If the respondent only has data available for the firms’ fiscal year, please use the fiscal year and note the fiscal year’s months below | selected(${9i}, '1')  Go to 9r |
|  |  |  | Numeric |  |  |
|  |  |  | String | If Fiscal year, specify Start/End the of Fiscal Year **(MM/YYYY-MM/YYYY)**  If NA leave blank |  |
|  |  | -98 | DK |  |  |
| 9k | Even if you do not keep track of the fuel costs, we would still like to try to estimate the fuel costs. What is the litre capacity of the generator’s tank? |  |  | Push to ensure accurate response. | selected(${9i}, '2')|selected(${9j},’-98’ |
|  |  |  | Numeric |  |  |
| 9l | How often do you refuel the tank? |  |  | How many times | selected(${9i}, '2')|selected(${9j},’-98’ |
|  |  |  | Numeric |  |  |
| 9l\_1 | Units | 1 | Days |  |  |
|  |  | 2 | Weeks |  |  |
|  |  | 3 | Months |  |  |
|  |  | 4 | Years |  |  |
| 9m | What fuel does the generator use? |  |  |  | selected(${9i}, '2')|selected(${9j},’-98’ |
|  |  | 1 | Diesel |  |  |
|  |  | 2 | Petrol |  |  |
|  |  | 3 | Other (specify) |  |  |
|  |  |  | String |  |  |
| 9n | What is the cost per litre? |  |  |  |  |
|  |  |  | Numeric |  |  |
| 9o | So if you consume [import from 9k] litres \* [import 9n: MWK8000 per litre of diesel OR [MWKXXXX per litre of petro] \* [import 52/9l] times per year then you have fuel costs of [calculate] per year. |  |  |  | selected(${9i}, '2')|selected(${9j},’-98’ TO BE PROGRAMED |
|  |  |  | Numeric |  |  |
| 9p | Does this sound correct? |  |  | Notes if incorrect. Provide corrected estimate. | selected(${9i}, '2') |
|  |  | 1 | Yes |  |  |
|  |  | 2 | No |  |  |
| 9q | What do you think would be a more accurate estimate? |  |  |  | selected(${9i}, '2') |
|  |  |  | Numeric |  |  |
| 9r | In 2015, how much in Malawian kwacha did you spend on maintenance for the generator? |  |  | If the respondent only has data available for the firms’ fiscal year, please use the fiscal year and note the fiscal year’s months below | selected(${8}, '1') |
|  |  |  | Numeric |  |  |
|  |  | -98 | DK |  |  |

Idle workers

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Q#** | **Question** | **Option codes** | **Options** | **Instructions to enumerator** | **Skip patterns** |
| 10a | If you experience a power outage without back-up power, which of the following is the most common? |  |  |  | selected(${8}, '2'|${9a}~=’1’) |
|  |  | 1 | The firm bears the costs of idle workers |  |  |
|  |  | 2 | Workers make up the time when the power returns |  | Go to 11a |
|  |  | 3 | The workers are paid less or sent home |  | Go to 11a |
|  |  | 4 | Workers conduct work that does not require electricity |  | Go to 11a |
|  |  | 5 | Other |  | Go to 11a |
|  |  |  | String |  |  |
| 10b | Do you track the costs of idle workers due to power outages? |  |  |  | selected(${10a}, '1') |
|  |  | 1 | Yes |  |  |
|  |  | 2 | No |  |  |
| 10c | In 2015, how much in Malawian kwacha do you estimate to have spent in paying idle workers from power outages? |  |  | If the respondent only has data available for the firms’ fiscal year, please use the fiscal year and note the fiscal year’s months below | selected(${10a}, '1') |
|  |  |  | Numeric |  |  |

Voltage

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Q#** | **Question** | **Option codes** | **Options** | **Instructions to enumerator** | **Skip patterns** |
| 11a | So far we have been talking about outages, but now we would like to talk about low voltage. In cases of low voltage, you might not lose power but the lights might dim or you might not be able to run certain machines. How often do you experience problems of low voltage? |  |  |  |  |
|  |  | 1 | Several times a day |  |  |
|  |  | 2 | Once a day |  |  |
|  |  | 3 | Several times a week |  |  |
|  |  | 4 | Once a week |  |  |
|  |  | 5 | Several times a month |  |  |
|  |  | 6 | Once a month |  |  |
|  |  | 7 | Rarely |  |  |
|  |  | 8 | Never |  |  |
| 11b | What kind of impact does low voltage have on this firm’s business? |  |  |  |  |
|  |  | 1 | Major impact |  |  |
|  |  | 2 | Moderate impact |  |  |
|  |  | 3 | Minor impact |  |  |
|  |  | 4 | No impact |  |  |
| 11c | Another problem is voltage that can be too high. This can cause an outage but it can also cause a surge that damages electrical appliances or equipment. In the last 12 months, have you had any electrical appliances or equipment damaged because of power surges? |  |  |  |  |
|  |  | 1 | Yes |  |  |
|  |  | 2 | No |  |  |
|  |  | -98 | DK |  |  |
| 11d | What was damaged? |  |  |  | selected(${11c}, '1') |
|  |  |  | String |  |  |
| 11e | Could you please estimate the cost of fixing or replacing the damaged items in Malawian kwacha over the last year? |  |  |  | selected(${11c}, '1') |
|  |  |  | Numeric |  |  |
| 11f | There are steps that businesses can take to prevent equipment damage from power surges. Do you have surge protection at the point where power is supplied to the facility? |  |  |  |  |
|  |  | 1 | Yes |  |  |
|  |  | 2 | No |  |  |
|  |  | -98 | DK |  |  |
| 11g | Do you have surge protection for individual pieces of sensitive equipment? |  |  |  |  |
|  |  | 1 | Yes |  |  |
|  |  | 2 | No |  |  |
|  |  | -98 | DK |  |  |
| 11h | How successful do you feel that surge protection equipment is at preventing equipment damage? |  |  | Show card 10 |  |
|  |  | 1 | Very effective |  |  |
|  |  | 2 | Effective |  |  |
|  |  | 3 | Ineffective |  |  |
|  |  | 4 | Very ineffective |  |  |
|  |  | -98 | DK |  |  |
| 11i | How much would you estimate is the value of your surge protection equipment? |  |  |  | selected(${11f}, '1' | ${11g}, ‘1’) |
|  |  |  | Numeric |  |  |

Other costs and lost revenue

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 12a | In the last 12 months, have you experienced any **OTHER** costs as a result of power outages? |  |  | Prompt: For example, there might be labor or material costs to restarting production in a factory, the cost of re-processing materials, or spoilage costs  Make sure to emphasize that these costs should not include labor, generator costs or equipment damage. (DO NOT ACCEPT THESE) |  |
|  |  | 1 | Yes |  | Go to 12b |
|  |  | 2 | No |  |  |
| 12b | Please explain |  |  | Audio record and transcribe | Selected(${12a},’1’) |
|  |  |  | String |  |  |
| 12c | Code response |  |  | Do not read question. Code based on previous response. Select all that apply. |  |
|  |  | 1 | Destruction of raw materials |  |  |
|  |  | 2 | Lost output |  |  |
|  |  | 3 | Restart costs |  |  |
|  |  | 4 | Damage of equipment |  |  |
|  |  | 5 | Other |  |  |
|  |  |  | String |  |  |
|  |  | -98 | DK |  |  |
| 12d | Have you estimated the monetary value in Malawian kwacha on what this has cost your firm in 2015? Or can you provide an approximation? |  |  |  | Selected(${12a},’1’) |
|  |  | 1 | Yes (systematic estimation) |  |  |
|  |  | 2 | Yes (approximation) |  |  |
|  |  | 3 | No |  |  |
| 12e | How much did it cost? |  |  | If the respondent only has data available for the firms’ fiscal year, please use the fiscal year and note the fiscal year’s months below |  |
|  |  |  | Numeric |  |  |
|  |  |  | String | If Fiscal year, specify Start/End the of Fiscal Year (MM/YYYY-MM/YYYY) |  |
| 12f | We have talked about the COSTS of electricity outages. Now I would like to ask you about lost revenue. Has this firm lost out on potential REVENUE as a result of electricity outages over the course of the last 12 months? |  |  | Clarify: For example, a restaurant that uses an electric stove and cannot serve hot lunch to customers or a factory operating at peak operating capacity during a high demand period might lose revenue during outages |  |
|  |  | 1 | Yes |  |  |
|  |  | 2 | No |  |  |
|  |  | -98 | DK |  |  |
| 12g | Please explain |  |  | Audio record and transcribe | Selected(${12f},’1’) |
|  |  |  | String |  |  |
| 12h | Have you estimated the monetary value in Malawian kwacha on what this has cost your firm in 2015? Or can you provide an approximation? |  |  |  | Selected(${12f},’1’) |
|  |  | 1 | Yes (systematic estimation) |  |  |
|  |  | 2 | Yes (approximation) |  |  |
|  |  | 3 | No |  |  |
|  |  |  |  |  |  |
| 12i | How much did it cost? |  |  | If the respondent only has data available for the firms’ fiscal year, please use the fiscal year and note the fiscal year’s months below | Selected(${12h},’1’|’2’) |
|  |  |  | Numeric |  |  |
|  |  |  | ~~String~~ | If Fiscal year, specify Start/End the of Fiscal Year (MM/YYYY-MM/YYYY)  (If NA leave blank) |  |
| 12j | In thinking of the last 12 months, were there instances when suppliers were delayed in the delivery of inputs due to power outages? |  |  |  |  |
|  |  | 1 | Yes |  |  |
|  |  | 2 | No |  |  |
|  |  | -98 | DK |  |  |
| 12k | In thinking of the last 12 months, were there instances when your firm was delayed in providing goods or services to clients due to power outages? |  |  |  |  |
|  |  | 1 | Yes |  |  |
|  |  | 2 | No |  |  |
|  |  | -98 | DK |  |  |

ESCOM Fault response

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 13a | In the last 12 months has your firm called ESCOM to report a fault? |  |  |  |  |
|  |  | 1 | Yes |  |  |
|  |  | 2 | No |  |  |
|  |  | -98 | DK |  |  |
| 13b | Who does your firm typically call when you call ESCOM to report an outage? |  |  |  |  |
|  |  | 1 | The faults number |  |  |
|  |  | 2 | The customer care number |  |  |
|  |  | 3 | A personal contact at ESCOM |  |  |
|  |  | 4 | Other |  |  |
|  |  |  | String |  |  |
| 13c | When there is a fault that requires ESCOM to come and fix a problem, how long does it typically take ESCOM to fix the problem? |  |  | Faults exclude load shedding and planned maintenance outages. |  |
|  |  |  | Numeric |  |  |
| 13d | Time Unit |  |  |  | 0<13d<4 |
|  |  | 1 | Hours |  |  |
|  |  | 2 | Days |  |  |
|  |  | 3 | Weeks |  |  |
|  |  | 4 | Months |  |  |
| 13e | How would you evaluate ESCOM's response to faults? |  |  | Show card 7 |  |
|  |  | 1 | Very good |  |  |
|  |  | 2 | Good |  |  |
|  |  | 3 | Fair |  |  |
|  |  | 4 | Poor |  |  |
|  |  | 5 | Very poor |  |  |
| 13f | In comparison with twelve months ago, do you think that ESCOM's response to faults has improved, stayed the same, or worsened? |  |  | Show card 9 |  |
|  |  | 1 | Improved greatly |  |  |
|  |  | 2 | Improved somewhat |  |  |
|  |  | 3 | Stayed the same |  |  |
|  |  | 4 | Worsened somewhat |  |  |
|  |  | 5 | Worsened greatly |  |  |

New Connections

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 14 | In the last 24 months, or 2 years, has your firm solicited a new electricity connection for this or any other facility? |  |  |  |  |
|  |  | 1 | Yes |  |  |
|  |  |  |  |  |  |
|  |  | 2 | No |  | Go to 15 |
|  |  | -98 | DK |  |  |
| 14a | Have you obtained the connection? |  |  |  | selected(${14}, '1') |
|  |  | 1 | Yes |  |  |
|  |  | 2 | No |  |  |
| 14b | From the time you submitted an application, how long did it take for ESCOM personnel to give you a quote? |  |  | Record either in months or in days depending on response. Leave blank if still have not received a quote. | selected(${14a}, '1') |
|  |  |  | Numeric |  | selected(${14a}, '1') |
| 14c | Unit of previous answer |  |  |  | selected(${14a}, '1') |
|  |  | 1 | Days |  |  |
|  |  | 2 | Weeks |  |  |
|  |  | 3 | Months |  |  |
|  |  | 4 | Years |  |  |
| 14d | From the time you paid for the connection, how long did it take for ESCOM personnel to give you a connection? |  |  |  | selected(${14a}, '1') |
|  |  |  | Numeric |  |  |
| 14e | Units |  |  |  | selected(${14a}, '1') |
|  |  | 1 | Days |  |  |
|  |  | 2 | Weeks |  |  |
|  |  | 3 | Months |  |  |
|  |  | 4 | Years |  |  |
| 14f | What type of connection did you request? |  |  |  | selected(${14a}, '1') |
|  |  | 1 | Maximum demand |  |  |
|  |  | 2 | Three phase |  |  |
|  |  | 3 | Single phase |  |  |
| 14g | What was the cost of the connection charged by ESCOM? |  |  |  | selected(${14a}, '1') |
|  |  |  | Numeric |  |  |
|  |  | -98 | DK |  |  |
| 14h | Did ESCOM have to install new transformers or new poles? |  |  |  | selected(${14a}, '1') |
|  |  | 1 | New transformers |  |  |
|  |  | 2 | New poles |  |  |
|  |  | 3 | Both |  |  |
|  |  | 4 | No |  |  |
|  |  | -98 | DK |  |  |
| 14i | Whose assistance did you seek in obtaining a connection from ESCOM? |  |  | Select all that apply | selected(${14a}, '1') |
|  |  | 1 | ESCOM Customer care |  |  |
|  |  | 2 | A personal contact at ESCOM |  |  |
|  |  | 3 | An private electricity contractor to act as intermediary |  |  |
|  |  | 4 | A former ESCOM employee to act as intermediary |  |  |
| 14j | Did anyone solicit a gift or informal payment from you to expedite the connection process? |  |  |  | selected(${14a}, '1') |
|  |  | 1 | Yes |  |  |
|  |  | 2 | No |  |  |
|  |  | -99 | Refused |  |  |
| 14k | How satisfied are you with the process of obtaining an ESCOM electricity connection? |  |  | Show card 4 | selected(${14a}, '1') |
|  |  | 1 | Very satisfied |  |  |
|  |  | 2 | Satisfied |  |  |
|  |  | 3 | Neither satisfied or dissatisfied |  |  |
|  |  | 4 | Dissatisfied |  |  |
|  |  | 5 | Very dissatisfied |  |  |
| 14l | How long ago did you submit an initial application requesting a quote? |  |  | Record in months. If less than 1 month record 1. If 2 years record as 24 months. | selected(${14a}, '2') |
|  |  |  | Numeric |  | selected(${14a}, '2') |
| 14m | Have you paid for a connection? |  |  |  | selected(${14a}, '2') |
|  |  | 1 | Yes |  |  |
|  |  | 2 | No |  |  |
| 14n | How long ago did you pay for a connection? |  |  | Record in months. If less than 1 month record 1. If 2 years record as 24 months. | selected(${14a}, '2') |
|  |  |  | Numeric |  |  |
| 14o | What type of connection did you request? |  |  |  | selected(${14a}, '2') |
|  |  | 1 | Maximum demand |  |  |
|  |  | 2 | Three phase |  |  |
|  |  | 3 | Single phase |  |  |
| 14p | What was the cost of the connection quoted by ESCOM? |  |  |  | selected(${14a}, '2') |
|  |  |  | Numeric |  |  |
|  |  | -98 | DK |  |  |
| 14q | Did or will ESCOM have to install new transformers or new poles |  |  |  | selected(${14a}, '2') |
|  |  | 1 | New transformers |  |  |
|  |  | 2 | New poles |  |  |
|  |  | 3 | Both |  |  |
|  |  | 4 | No |  |  |
|  |  | -98 | DK |  |  |
| 14r | Whose assistance have you sought in obtaining a connection from ESCOM? |  |  | Select all that apply | selected(${14a}, '2') |
|  |  | 1 | ESCOM Customer care |  |  |
|  |  | 2 | A personal contact at ESCOM |  |  |
|  |  | 3 | A private electricity contractor to act as intermediary |  |  |
|  |  | 4 | A former ESCOM employee to act as intermediary |  |  |
| 14s | Has anyone solicited a gift or informal payment from you to expedite the connection process? |  |  | Note that “refused” is “refused to answer” not “refused to pay the bribe.” | selected(${14a}, '2') |
|  |  | 1 | Yes |  |  |
|  |  | 2 | No |  |  |
|  |  | -99 | Refused |  |  |

Billing

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 15a | Do you have a prepaid or post-paid meter? |  |  |  |  |
|  |  | 1 | Prepaid |  |  |
|  |  | 2 | Postpaid |  |  |
|  |  | 3 | Both |  |  |
| 15b | Which do you think is preferable: a prepaid meter or a post-paid meter? |  |  |  |  |
|  |  | 1 | Prepaid |  |  |
|  |  | 2 | Postpaid |  |  |
|  |  | 3 | Both are the same (spontaneous) |  |  |
| 15c | Have you had any problems with ESCOM invoices in the last 12 months? |  |  |  | selected(${15a}, '2'|’3’) |
|  |  | 1 | Yes |  |  |
|  |  | 2 | No |  | If 15a = 2 and 15c = 2, then Go To 16a  If 15a = 3 and 15c = 2, then Go To 15e |
|  |  | 3 | Yes, but more than a year ago (Unsolicited) |  |  |
|  |  | -98 | DK |  |  |
| 15d | Was the billing problem any one of the following? |  |  | Select all that apply | selected(${15c}, '1')  Go to 16a |
|  |  | 1 | Bill received late |  |  |
|  |  | 2 | Incorrect tariff category |  |  |
|  |  | 3 | Incorrect consumption |  |  |
|  |  | 4 | Previous payment not registered |  |  |
|  |  | 5 | Inconvenience of bill payment options |  |  |
|  |  | 6 | Other |  |  |
|  |  |  | String |  |  |
| 15e | Have you had any problems with purchasing credit for your prepaid meter in the last 12 months? |  |  |  | selected(${15a}, '1'|’3’) |
|  |  | 1 | Yes |  |  |
|  |  | 2 | No |  |  |
|  |  | 3 | Yes, More than a year ago but not now (Unsolicited) |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
| 15f | Please explain the problem |  |  | Record and transcribe | selected(${15e}, '1') |
|  |  | 1 | Prepaid token did not work |  |  |
|  |  | 2 | Prepaid token gave incorrect amount |  |  |
|  |  | 3 | Forgot account information at the time of purchase |  |  |
|  |  | 4 | Inconvenience of purchasing token code |  |  |
|  |  | 5 | Other |  |  |
|  |  |  | String |  |  |
|  |  | -98 | Don’t Know |  |  |

Attitudinal questions 2

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | *Now we would like to get your views on a number of important topics. Please state your personal opinion, as we cannot expect you to represent the opinion of the company.* |  |  |  |  |
| 16a | Would you agree or disagree with the following statement: On the whole, ESCOM is responsive to the needs of businesses like mine? |  |  | Businesses like yours means similar size, industry, and location  Show Card 5 |  |
|  |  | 1 | Strongly agree |  |  |
|  |  | 2 | Agree |  |  |
|  |  | 3 | Disagree |  |  |
|  |  | 4 | Strongly disagree |  |  |
| 16b | Would you agree or disagree with the following statement: ESCOM personnel are more responsive to businesses that provide gifts or make informal payments. |  |  | Show Card 5 |  |
|  |  | 1 | Strongly agree |  |  |
|  |  | 2 | Agree |  |  |
|  |  | 3 | Disagree |  |  |
|  |  | 4 | Strongly disagree |  |  |
| 16c | Would you agree or disagree with the following statement: ESCOM personnel are more responsive if you have a personal contact in ESCOM. |  |  | Show Card 5 |  |
|  |  | 1 | Strongly agree |  |  |
|  |  | 2 | Agree |  |  |
|  |  | 3 | Disagree |  |  |
|  |  | 4 | Strongly disagree |  |  |

Financial information

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | *Now we would like to ask you some financial questions about the last three calendar years. For these questions it would be helpful for you to have access to financial information and if a financial manager responded to these questions. Are you ready to answer this “Financial and Management” section?* |  |  | It might be necessary in larger firms with specialized roles for the respondent to change |  |
| 17a | Will you be able to provide us financial information in calendar years or only in fiscal years? |  |  |  |  |
|  |  | 1 | Yes, calendar years |  | Go to 17c |
|  |  | 2 | Only fiscal years |  |  |
| 17b | When is your fiscal year |  |  |  |  |
|  |  |  | String | Specify Start/End the of Fiscal Year (MM/YYYY-MM/YYYY)  If NA leave blank |  |
| 17c | What were your TOTAL costs in 2018? |  |  | -99 if Refused |  |
|  |  |  | Numeric |  |  |
| 17d | What were your TOTAL costs in 2017? |  |  | -99 if Refused |  |
|  |  |  | Numeric |  |  |
| 17e | If you are unwilling to provide cost information, could you please calculate for me what percent of total costs are made up of electricity costs for the 2018 and 2017 calendar years. Let’s start with 2018. |  |  | For respondents that do not provide Total cost information | selected(${17c}, '-99') |
|  |  |  | Percentage | (0-100) |  |
| 17g | How much were your electricity expenditures in 2017? |  |  |  | selected(${17c}, 'value') |
|  |  |  | Numeric |  |  |
|  |  | -99 | Refused |  |  |
| 17i | Besides electricity costs and any generator costs, what other energy costs did you have in 2018? |  |  | This includes costs for biomass, kerosene, coal, petroleum, diesel, gasoline, natural gas, or candles. This does not include the cost of gasoline/diesel for vehicles |  |
| 17k | What were your LABOR costs in 2018? |  |  | -98 DK  -99 Refused |  |
|  |  |  | Numeric |  |  |
| 17m | What were your CAPITAL costs in 2018? |  |  |  |  |
|  |  |  | Numeric |  |  |
| 17o | How much was your total turnover in 2018? |  |  | -98 DK  -99 Refused |  |
|  |  |  | Numeric |  |  |
| 17h | Now we will move to 2017. How much were your electricity expenditures in 2017? |  |  |  | selected(${17d}, '-'value') |
|  |  |  | Numeric |  |  |
|  |  | -99 | Refused |  |  |
|  |  |  |  |  |  |
|  |  |  | Numeric |  |  |
| 17j | Besides electricity costs and any generator costs, what other energy costs did you have in 2017? |  |  |  |  |
|  |  |  | Numeric |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
| 17l | What were your LABOR costs in 2017? |  |  | -98 DK  -99 Refused |  |
|  |  |  | Numeric |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
| 17n | What were your CAPITAL costs in 2017? |  |  | -98 DK  -99 Refused |  |
|  |  |  | Numeric |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
| 17p | How much was your total turnover in 2017? |  |  | -98 DK  -99 Refused |  |
|  |  |  | Numeric |  |  |
| 17q | Are numbers provided exact amounts or approximations? |  |  | Do not read question. Enumerators to fill out. I |  |
|  |  | 1 | Exact amounts |  |  |
|  |  | 2 | Approximations |  |  |
| 18a | At the end of 2018 how many permanent, full-time employees did this firm employ? Please include all employees and managers. |  |  | -98 DK |  |
|  |  |  | Numeric |  |  |
| 18b | At the end of 2018, how many permanent full-time employees of this firm were female? |  |  | 18b<=18a   -98 DK |  |
|  |  |  | Numeric |  |  |
| 18c | At the end of 2018, how many temporary or part time employees did this firm employ? |  |  | Temporary means employment is less than 12 months   -98 DK |  |
|  |  |  | Numeric |  |  |
| 18d | At the end of 2017 how many permanent, full-time employees did this firm employ? Please include all employees and managers |  |  | -98 DK |  |
|  |  |  | Numeric |  |  |
| 19a | In 2018, what percentage of this firm‘s sales were DIRECT EXPORTS? |  |  | -98 DK |  |
|  |  |  | Percentage |  | 0=<19a<100 |
| 19b | In 2018, as a proportion of all material inputs or supplies purchased that year, what percentage of this firm‘s material inputs or supplies were of foreign origin? |  |  | Direct or indirect imports. May be an approximation |  |
|  |  |  | Percentage |  |  |
| 19c | In 2018, did the firm have any loans or line of credit from a formal financial institution? |  |  | (0-100) |  |
|  |  | 1 | Yes |  |  |
|  |  | 2 | No |  |  |

Investments

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | *Now I would like to ask you about the growth of your firm.* |  |  |  |  |
| 20a | In 2018, did this firm make any substantial new investments? |  |  | If the firm is foreign owned, then this question is only concerned with investments in Malawi. |  |
|  |  | 1 | Yes |  |  |
|  |  | 2 | No |  | Go to 20f |
| 20b | Could you briefly explain: What investments did you make? |  |  | Select all that apply and specify  Show card 11 | selected(${20a}, '1') |
|  |  | 1 | Purchased/rented additional land |  |  |
|  |  | 2 | Built new structures/buildings |  |  |
|  |  | 3 | Upgraded existing structures |  |  |
|  |  | 4 | Purchased/rented new equipment or tools |  |  |
|  |  | 5 | Hired more workers |  |  |
|  |  | 6 | Other(specify) |  |  |
|  |  |  | String |  |  |
| 20c | What was the approximate value in Malawian kwacha or US dollar of these investments? |  |  | Clarify: if hired workers then the salary costs of those workers for a one year period. | selected(${20a}, '1') |
|  |  |  | Numeric |  |  |
| 20d | Currency |  |  |  |  |
|  |  | 1 | Malawian kwacha |  |  |
|  |  | 2 | US dollar |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
| 20e | Why was it a good time to invest? Please select any of the following factors that influenced your decision to invest. |  |  | Provide options. Check all that apply.  Show card 12 | selected(${20a}, '1')  GO to 21a |
|  |  | 1 | High demand or access to markets |  |  |
|  |  | 2 | High internal capacity of the firm |  |  |
|  |  | 3 | Good macroeconomic or political climate |  |  |
|  |  | 4 | Access to financing |  |  |
|  |  | 5 | Reliable electricity supply |  |  |
|  |  | 6 | Reliable water supply |  |  |
|  |  | 7 | Low government regulation or taxation |  |  |
|  |  | 8 | Reliable security situation |  |  |
|  |  | -96 | Other (specify) |  |  |
|  |  |  | String |  |  |
| 20f | Why did you or the firm not make any new investments? |  |  | Provide options. Check all that apply.  Show card 13 | selected(${20a}, '2') |
|  |  | 1 | Inadequate demand or access to markets |  |  |
|  |  | 2 | Lack of internal capacity |  |  |
|  |  | 3 | Poor macroeconomic or political climate |  |  |
|  |  | 4 | Lack of financing |  |  |
|  |  | 5 | Unreliable electricity supply |  |  |
|  |  | 6 | Unreliable water supply |  |  |
|  |  | 7 | Government regulation or taxation |  |  |
|  |  | 8 | Crime, theft, and disorder |  |  |
|  |  | -96 | Other (specify) |  |  |
|  |  |  | String |  |  |
| 21a | How satisfied are you with your current revenue/turnover? |  |  | Show card 4 |  |
|  |  | 1 | Very satisfied |  |  |
|  |  | 2 | satisfied |  |  |
|  |  | 3 | Neither dissatisfied nor satisfied |  |  |
|  |  | 4 | Dissatisfied |  |  |
|  |  | 5 | Very dissatisfied |  |  |
| 21b | How satisfied are you with your current profits? |  |  | Show card 4 |  |
|  |  | 1 | Very satisfied |  |  |
|  |  | 2 | satisfied |  |  |
|  |  | 3 | Neither dissatisfied nor satisfied |  |  |
|  |  | 4 | Dissatisfied |  |  |
|  |  | 5 | Very dissatisfied |  |  |
| 21c | In general, would you say that the economic outlook for your business is: |  |  | Show card 7 |  |
|  |  | 1 | Very Good |  |  |
|  |  | 2 | Good |  |  |
|  |  | 3 | Fair |  |  |
|  |  | 4 | Poor |  |  |
|  |  | 5 | Very poor |  |  |

Contact information

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | *We are almost done. As we mentioned above, we would like to follow up with you in a year. Could you please provide us with some detailed contact information or your business cards?* |  |  |  |  |
| B1 | Name of the respondent. |  |  |  | IF answered |
|  |  |  | String |  |  |
| B2 | What is your position in the firm? |  |  |  |  |
|  |  |  | String |  |  |
| B3 | Coding of the position of this respondent |  |  |  |  |
|  |  | 1 | MD/President/CEO |  |  |
|  |  | 2 | Chief financial/revenue officer |  |  |
|  |  | 3 | Chief engineer/technical officer |  |  |
|  |  | 4 | Other |  |  |
| B4 | Sex of this respondent |  |  |  |  |
|  |  | 1 | Male |  |  |
|  |  | 2 | Female |  |  |
| B5 | What is your age? |  |  |  |  |
|  |  |  | Numeric |  |  |
| B6 | What was the highest level of education that you completed? |  |  |  |  |
|  |  | 1 | No formal education |  |  |
|  |  | 2 | Primary school |  |  |
|  |  | 3 | Secondary school |  |  |
|  |  | 4 | Post-secondary technical school |  |  |
|  |  | 5 | Undergraduates |  |  |
|  |  | 6 | Post-graduate degree |  |  |
|  |  | -99 | Refused |  |  |
| B7 | What sets of questions did this respondent answer? |  |  | Select all that apply |  |
|  |  | 1 | General firm-level/ business environment |  |  |
|  |  | 2 | Power outages |  |  |
|  |  | 3 | Financial/Management |  |  |
| B8 | Cell phone number of first respondent |  |  |  |  |
|  |  |  | Numeric |  |  |
| B9 | Office phone number of first respondent |  |  |  |  |
| C1 | Name of the second respondent |  |  |  |  |
|  |  |  | String |  |  |
| C2 | Position of the second respondent |  |  |  |  |
|  |  |  | String |  |  |
| C3 | Coding of the position of the second respondent |  |  |  |  |
|  |  | 1 | MD/President/CEO |  |  |
|  |  | 2 | Chief financial/revenue officer |  |  |
|  |  | 3 | Chief engineer/technical officer |  |  |
|  |  | -96 | Other |  |  |
| C4 | Sex of the second respondent |  |  |  |  |
|  |  | 1 | Male |  |  |
|  |  | 2 | Female |  |  |
| C5 | What is your age? |  |  |  |  |
|  |  |  | Numeric |  |  |
| C6 | What is the highest level of education you completed? |  |  |  |  |
|  |  | 1 | No formal education |  |  |
|  |  | 2 | Primary school |  |  |
|  |  | 3 | Secondary school |  |  |
|  |  | 4 | Post-secondary technical school |  |  |
|  |  | 5 | Undergraduate |  |  |
|  |  | 6 | Post-graduate degree |  |  |
|  |  | -99 | Refused |  |  |
| C7 | What sets of questions did the respondent answer? |  |  | Select all that apply |  |
|  |  | 1 | General firm-level/business environment |  |  |
|  |  | 2 | Power outages |  |  |
|  |  | 3 | Financial/Management |  |  |
| C8 | Cellphone number of the second respondent |  |  |  |  |
|  |  |  | Numeric |  |  |
| C9 | Office number of the second respondent |  |  |  |  |
| D1 | Name of the third respondent |  |  |  |  |
|  |  |  | String |  |  |
| D2 | Position of the third respondent |  |  |  |  |
|  |  |  | String |  |  |
| D3 | Coding of the position of the third respondent |  |  |  |  |
|  |  | 1 | MD/President/CEO |  |  |
|  |  | 2 | Chief financial/revenue officer |  |  |
|  |  | 3 | Chief engineer/technical officer |  |  |
|  |  | -96 | Other |  |  |
| D4 | Sex of the third respondent |  |  |  |  |
|  |  | 1 | Male |  |  |
|  |  | 2 | Female |  |  |
| D5 | What is your age? |  |  | Show card 14 |  |
|  |  | 1 | 15-19 |  |  |
|  |  | 2 | 20-24 |  |  |
|  |  | 3 | 25-29 |  |  |
|  |  | 4 | 30-34 |  |  |
|  |  | 5 | 35-39 |  |  |
|  |  | 6 | 40-44 |  |  |
|  |  | 7 | 45-49 |  |  |
|  |  | 8 | 50-54 |  |  |
|  |  | 9 | 55-59 |  |  |
|  |  | 10 | 60-64 |  |  |
|  |  | 11 | 65-69 |  |  |
|  |  | 12 | >=70 |  |  |
|  |  |  |  |  |  |
| D6 | What is the highest level of education you completed? |  |  |  |  |
|  |  | 1 | No formal education |  |  |
|  |  | 2 | Primary school |  |  |
|  |  | 3 | Secondary school |  |  |
|  |  | 4 | Post-secondary technical school |  |  |
|  |  | 5 | Undergraduate |  |  |
|  |  | 6 | Post-graduate degree |  |  |
|  |  | -99 | Refused |  |  |
| D7 | What sets of questions did this respondent answer? |  |  | Select all that apply |  |
|  |  | 1 | General firm-level/ business environment |  |  |
|  |  | 2 | Power outages |  |  |
|  |  | 3 | Financial/Management |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  | Numeric |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  | Numeric |  |  |
| D8 | Cellphone number of the third respondent |  |  |  |  |
|  |  |  | Numeric |  |  |
| D9 | Office number of the third respondent |  |  |  |  |
|  |  |  | Numeric |  |  |
| E1 | Company address |  |  |  |  |
|  |  |  | String |  |  |
| E2 | Ward/Area |  |  |  |  |
|  |  |  | String |  |  |
| E3 | Region |  |  |  |  |
|  |  | 1 | North |  |  |
|  |  | 2 | Central |  |  |
|  |  | 3 | South |  |  |
| E4 | District (North, Center, South) |  |  | Options are presented by region |  |
|  |  | 1 | Balaka |  |  |
|  |  | 2 | Blantyre |  |  |
|  |  | 3 | Chikwawa |  |  |
|  |  | 4 | Chiradzulu |  |  |
|  |  | 5 | Chitipa |  |  |
|  |  | 6 | Dedza |  |  |
|  |  | 7 | Dowa |  |  |
|  |  | 8 | Karonga |  |  |
|  |  | 9 | Kasungu |  |  |
|  |  | 10 | Likoma |  |  |
|  |  | 11 | Lilongwe |  |  |
|  |  | 12 | Machinga |  |  |
|  |  | 13 | Mangochi |  |  |
|  |  | 14 | Mchinji |  |  |
|  |  | 15 | Mulanje |  |  |
|  |  | 16 | Mwanza |  |  |
|  |  | 17 | Mzimba |  |  |
|  |  | 18 | Neno |  |  |
|  |  | 19 | Nkhatabay |  |  |
|  |  | 20 | Nkhotakota |  |  |
|  |  | 21 | Nsanje |  |  |
|  |  | 22 | Ntcheu |  |  |
|  |  | 23 | Ntchisi |  |  |
|  |  | 24 | Phalombe |  |  |
|  |  | 25 | Rumphi |  |  |
|  |  | 26 | Salima |  |  |
|  |  | 27 | Thyolo |  |  |
|  |  | 28 | Zomba |  |  |

For enumerators

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | To be filled by the enumerator and not in the presence of the interviewees. |  |  |  |  |
| F1 | Do you think the respondent was honest in his/her responses? |  |  |  |  |
|  |  | 1 | Yes |  |  |
|  |  | 2 | Somewhat |  |  |
|  |  | 3 | No |  |  |
| F2 | How would you rate the overall quality of this interview |  |  |  |  |
|  |  | 1 | Good |  |  |
|  |  | 2 | Fair |  |  |
|  |  | 3 | Poor |  |  |
| F3 | Location of the business |  |  |  |  |
|  |  | 1 | Traditional market |  |  |
|  |  | 2 | Roadside |  |  |
|  |  | 3 | Commercial area |  |  |
|  |  | 4 | Industrial zone |  |  |
|  |  | 5 | Residential/Home/Apt. |  |  |
|  |  | 6 | Other (specify) |  |  |
|  |  |  | String |  |  |
| F5 | Location of the business 2 |  |  | For the enumerator to answer. |  |
|  |  | 1 | Rural |  |  |
|  |  | 2 | Town |  |  |
|  |  | 3 | Peri-urban |  |  |
|  |  | 4 | Urban |  |  |