

Appendix III

SURVEY QUESTIONNAIRES

Quantitative Questionnaire (Micro Enterprises)

The Economic Institute of Cambodia (EIC) has been undertaking a study on Private Sector Development in Cambodia. Under the auspices of *USAID, Pact and PADCO/AECOM*, the EIC's research team will conduct interviews with about 1,200 enterprises of Micro, Small, Medium and Large size in nine municipalities/provinces, including Phnom Penh, Kandal, Kampong Cham, Prey Veng, Kampot, Sihanouk Ville, Battambang, Banteay Meanchey and Siem Reap.

The ultimate goal and long term perspective of this research is to promote the private sector for employment generation and economic growth.

**Information obtained here will be treated strictly
anonymously and confidentially.**

01. In general, how serious is the payment of unofficial fees in the private sector in Cambodia?

Not serious

1	2	3	4	5	6	7
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Very serious

02. Has your firm been inspected by the following public authorities during the last 12 months? How much did you pay for each inspection?

	Total Payment (*)	Frequency (How many times a year?)	Official Payment	Unofficial Payment
☐ Police				
☐ Tax authorities				
☐ Local authorities				
☐ Fire and building safety				
☐ Standard inspection				
☐ Environment				
☐ Labor and social security				
☐ Other: _____				
☐ Other: _____				
Total				
Percentage (%)				

(*) Very important: please specify clearly the currency unit (Ex. Riel/R, Dollar/\$, Bath/B, etc.)

03. On average, what percent of annual sales value does your enterprise pay in fees to all public officials?

About: _____percent of total annual sales value

04. Does your enterprise operate with a license (patent license or other form of license) from any particular authority?

☐ Yes

☐ No (Go to question 08)

05. How much did you pay for each operating license registration process?

	Total Payment	Official Payment	Unofficial Payment
☐ Business location registration (from local authority)			
☐ Operating license (from any ministry/department)			
☐ Other: _____			
Total			

06. In general, how does the additional payment (informal fees) to the public official occur? (More than 1 answer)

- ☐ Public officer comes to my enterprise
- ☐ My enterprise gets in contact with the public officer directly
- ☐ There is a middleman
- ☐ Other: _____

07. In general, do you know in advance how much you have to make in additional payments to public servants to maintain the business?

Never know

1	2	3	4	5	6	7
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Always know

08. When the additional payment is made, the public service will be delivered more efficiently?

Strongly disagree

1	2	3	4	5	6	7
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Strongly agree

09. Why do you pay the informal fees to public officers? (More than 1 answers)

- ☐ To get public services done
- ☐ To avoid extortion by public officers
- ☐ To maintain good relations for business
- ☐ To compensate official for his unpaid time
- ☐ To express thanks for public service delivery
- ☐ Other: _____

10. According to you, what are the reasons for unofficial fees in the private sector in Cambodia?

Please tell by rating them from 1 (not the reason) to 7 (the most likely reason).

	1	2	3	4	5	6	7
Low salary of public official							
Culture of corruption							
Too many and too complex government regulations							
Poor law enforcement							
Lack of an independent and effective judiciary							
Lack of controls and lack of accountability of public officials							
Lack of an effective corruption recording system							
Lack of moral (ethic)							
Lack of democracy							
Lack of effective civil society							
Others: _____							

11. In general, who deals with the public official when they come for inspection?

- ☐ Owner (male)
 ☐ Administrative staff (male)
 ☐ Owner (female)
 ☐ Administrative staff (female)
 ☐ Other: _____

12. In your opinion, how successful have government actions been in fighting corruption?

Not successful at all

1	2	3	4	5	6	7
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 Very successful

13. Have you ever heard about the anti-corruption law?

- ☐ Yes
 ☐ No

14. How effective do you think will the anti-corruption law be when adopted by the Parliament in the near future?

Not effective at all

1	2	3	4	5	6	7
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 Very effective

15. According to you, how effective are the following tools/actions to successfully fight corruption in the private sector in Cambodia?

15-01. Raising the salaries of public officials

Not effective at all

1	2	3	4	5	6	7
---	---	---	---	---	---	---

 Very effective

15-02. Compensation and promotion based on performance of public officials

Not effective at all

1	2	3	4	5	6	7
---	---	---	---	---	---	---

 Very effective

15-03. Creation of an independent authority for fighting corruption

Not effective at all

1	2	3	4	5	6	7
---	---	---	---	---	---	---

 Very effective

15-04. Creation of corruption reporting system/network

Not effective at all

1	2	3	4	5	6	7
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 Very effective

15-05. Declaration of assets of public officials

Not effective at all

1	2	3	4	5	6	7
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 Very effective

15-06. Publishing the official fees required by the public

Not effective at all

1	2	3	4	5	6	7
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 Very effective

15-07. One stop-window for businesses

Not effective at all

1	2	3	4	5	6	7
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 Very effective

15-08. Active business associations that can negotiate with the Government

Not effective at all

1	2	3	4	5	6	7
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 Very effective

16. If the unofficial fees are to be generalized and formalized, do you think it is a good way in successfully fighting corruption in Cambodia's private sector?

Strongly disagree

1	2	3	4	5	6	7
---	---	---	---	---	---	---

 Strongly agree

About the Enterprise

17. Year of establishment: _____

18. Number of employees:

Total: _____ Male: _____ Female: _____

19. Your enterprise's estimated annual total revenue:

	Total Revenue
Daily	
Monthly	
Seasonally (semester)	
Yearly	

(*) please specify clearly the currency unit (Ex. Riel/R, Dollar/\$, Bath/B, etc.)

Name of enterprise: _____		Type of business: _____	
Name of interviewee: _____		Sex:	☐ male ☐ female
Occupation/title: _____		Age: _____	
Address: _____		commune: _____	district: _____ province: _____
Contact (phone/email): _____			
Sector of Activities:			
☐ Agriculture/Forestry/Aquaculture		☐ Service	
☐ Industry/Manufacturing/Handcraft		☐ Construction	

Quantitative Questionnaire

(SME & Large Enterprises)

The Economic Institute of Cambodia (EIC) has been undertaking a study on Private Sector Development in Cambodia. Under the auspices of *USAID, Pact and PADCO/AECOM*, the EIC's research team will conduct interviews with about 1,200 enterprises of Micro, Small, Medium and Large size in nine municipalities/provinces, including Phnom Penh, Kandal, Kampong Cham, Prey Veng, Kampot, Sihanouk Ville, Battambang, Banteay Meanchey and Siem Reap.

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Not serious

1	2	3	4	5	6	7
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Very serious

02. On average, what percent of annual sales value does your enterprise pay in fees to all public officials?

About: _____ percent of total annual sales value

03. Has your firm been inspected by the following public authorities during the last 12 months? How much did you pay for each inspection?

	Total Payment (*)	Frequency (How many times a year?)	Official Payment	Unofficial Payment
☐ Police				
☐ Tax authorities				
☐ Local authorities				
☐ Fire and building safety				
☐ Standard inspection				
☐ Environment				
☐ Labor and social security				
☐ Other: _____				
☐ Other: _____				
Total				
Percentage (%)				

(*) Very important: please specify clearly the currency unit (Ex. Riel/R, Dollar/\$, Bath/B, etc.)

04. Has your enterprise been registered or re-registered?

☐ Yes (Year of Registration: _____)

☐ No (go to question 06)

05. Where did you register for your enterprise? How much did you pay for each registration process?

	Total Payment	Official Payment	Unofficial Payment
☐ Firm registration (MoC)			
☐ Tax registration (MEF)			
☐ VAT registration (MEF)			
☐ Labor registration (MLVT)			
☐ Land registration (MLMUPC)			
☐ Council for Development of Cambodia (CDC)			
☐ Other: _____			
Total			

06. Does your enterprise operate with a license (patent license or other form of license) from any particular authority?

- ☐ Yes
☐ No (Go to question 08)

07. How much did you pay for each operating license registration process?

	Total Payment	Official Payment	Unofficial Payment
☐ Business location registration (from local authority)			
☐ Operating license (from any ministry/department)			
☐ Other: _____			
Total			

08. Has your enterprise imported or exported (raw material/final products) last year?

- ☐ Yes
☐ No (Go to question 10)

09. Which authorities did you contact for your enterprise's imports/ exports last year? How much did you pay to meet administrative requirements for last year's imports/exports?

	Total Payment	Official Payment	Unofficial Payment
☐ Middle man			
☐ Border police			
☐ Customs clearance			
☐ CAM Control			
☐ Vet. & phyto-sanitary inspection			
☐ Others: _____			
Total			

10. Has your enterprise done business with the Government?

- ☐ Yes
☐ No (Go to question 12)

11. When doing business with the government, how much (% fee) of the contract value is expected to be paid in "additional payments" for the bid to succeed?

About: _____ percent of the contract value

12. In general, how does the additional payment (informal fees) to the public official occur? (More than 1 answer)

- ☐ Public officer comes to my enterprise
☐ My enterprise gets in contact with the public officer directly
☐ There is a middleman
☐ Other: _____

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Lack of an effective corruption recording system							
Lack of moral (ethic)							
Lack of democracy							
Lack of effective civil society							
Others: _____							

17. In general, who deals with the public official when they come for inspection?

- ☐ Owner (male)
- ☐ Administrative staff (male)
- ☐ Owner (female)
- ☐ Administrative staff (female)
- ☐ Other: _____

18. In your opinion, how successful have government actions been in fighting corruption?

Not successful at all

1	2	3	4	5	6	7
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Very successful

19. Have you ever heard about the anti-corruption law?

☐ Yes

☐ No

20. How effective do you think will the anti-corruption law be when adopted by the Parliament in the near future?

Not effective at all

1	2	3	4	5	6	7
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Very effective

21. According to you, how effective are the following tools/actions to successfully fight corruption in the private sector in Cambodia?

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21-03. Creation of an independent authority for fighting corruption

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Very effective

21-04. Creation of corruption reporting system/network

Not effective at all

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21-05. Declaration of assets of public officials

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Very effective

21-07. One stop-window for businesses

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Very effective

21-08. Active business associations that can negotiate with the Government

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1	2	3	4	5	6	7
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Very effective

22. If the unofficial fees are to be generalized and formalized, do you think it is a good way in successfully fighting corruption in Cambodia's private sector?

Strongly disagree

1	2	3	4	5	6	7
---	---	---	---	---	---	---

Strongly agree

About the Enterprise

23. Year of establishment: _____

24. Number of employees:

Total: _____ Male: _____ Female: _____

25. What percentage of your firm is owned by:

Domestic (Cambodian): _____%

Foreign: _____%

26. Your enterprise's estimated annual total revenue:

	Total Revenue
Daily	
Monthly	
Seasonally (semester)	
Yearly	

(*) please specify clearly the currency unit (Ex. Riel/R, Dollar/\$, Bath/B etc.)

Name of enterprise: _____ Type of business: _____

Name of interviewee: _____ Sex: ☐ male ☐ female

Occupation/title: _____ Age: _____

Address: _____ commune: _____ district: _____ province: _____

Contact (phone/email): _____

Sector of Activities:

☐ Agriculture/Forestry/Aquaculture

☐ Service

☐ Industry/Manufacturing/Handcraft

☐ Construction

Guiding Questions for Focus Group Discussions

1. Which are the authorities that frequently require you to pay unofficial fees? Why?
2. Do your enterprises register or receive licenses (patents) from the Government? Why and why not?
3. Why do enterprises need to pay unofficial fees to public officers?
4. Why do you think public officials require unofficial payments from the private sector?
5. Are unofficial payments in the private sector serious for your business? Why? Why not?
6. What are the impacts of unofficial payment and corruption to your business?
7. Who deals with these public officials? Are women or men more effective in dealing with the officials? Why? And why not?
8. In order to reduce corruption in the private sector, what do you think are the best ways?
9. What could be your roles in the fight against corruption in the private sector? How could these roles be successful? Who can assist you?
10. If the answer to the question above is associations, what initiatives are needed for associations to operate well? How? Who can assist? Are businesses willing to take part in these associations? (Role of women in the associations?)
11. What priority actions should the Government take to fight corruption? Should the Government tackle petty corruption or high-level corruption first? Why and why not?

Guiding Questions for Interviews with Public Officials

1. Why do public servants in Cambodia take unofficial fees from businessmen?
2. How do public servants use the money they got from unofficial fees?
3. If salaries are enough, do you think that public servants will stop taking unofficial fees from businessmen? If not, why?
4. In other countries, salaries are sufficient. According to you, why do public servants still take unofficial fee from the private sector?
5. How much is enough for a public servant's salary?
6. Any recommendation which can help to reduce taking unofficial fees from the private sector?
7. The anti-corruption law will soon be approved by the National Assembly. Do you think that it will be effective?