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|  | **QUESTION - ENGLIGH**  | **RESPONSE SET - ENGLISH** |
| **INTRODUCTION** |
| s0\_q1 | **ENUMERATOR:** Hello, my name is ${enum\_id} and I am here on behalf of GITA. We are currently conducting a survey in order to better understand the profile of firms participating in the Broadband for Development program implemented by the Georgia Innovation and Technology Agency. Would you mind answering a set of questions?  |  |
| **SECTION 1: FIRM CHARACTERISTICS** |
| s1\_q1 | What is the business' tax ID? | |\_\_\_|\_\_\_|\_\_\_|\_\_\_|\_\_\_|\_\_\_|\_\_\_|\_\_\_|\_\_\_|**Do not know – -1****NA – (No tax ID) – -5** |
| s1\_q2 | In which year did the business first start? | **|\_\_\_\_|\_\_\_\_|\_\_\_\_|\_\_\_\_| YEAR** |
| s1\_q3 | Are you the owner, or the manager of this business, or both? | **Owner – 1****Manager – 2****Both owner and manager – 3****Other, please specify: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ – 4****Refuse to answer – -2** |
| s1\_q4 | Business name? | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**NA – (No name) – -5****Do not remember -2**  |
| s1\_q5 | Can I please confirm your name and surname? | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| s1\_q6 | Gender of the respondent?  | **Male – 1****Female – 2** |
| s1\_q7 | Can you please provide the full physical address for the business including: |  |
| s1\_q7a | Region/ Autonomous Republic | **Abkhazia – 1****Samegrelo-Zemo Svaneti – 2****Guria – 3****Adjara – 4****Racha-Lechkhumi and Kvemo Svaneti – 5****Imereti – 6****Samtskhe-Javakheti – 7****Shida Kartli – 8****Mtskheta-Mtianeti – 9****Kvemo Kartli – 10****Kakheti – 11****Tbilisi – 12** |
| s1\_q7b | Municipality  | **TBD (filtered by Region)** |
| s1\_q7c | Street number, street name and office block name (if applicable) | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| s1\_q8 | Cell phone number of the respondent | |\_\_\_|\_\_\_|\_\_\_|\_\_\_|\_\_\_|\_\_\_|\_\_\_|\_\_\_|\_\_\_| |
| s1\_q9 | Alternative cell phone number | |\_\_\_|\_\_\_|\_\_\_|\_\_\_|\_\_\_|\_\_\_|\_\_\_|\_\_\_|\_\_\_|**-5** **NA** |
| s1\_q10 | Name of contact, if different than respondent | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**-5** **NA** |
| s1\_q11 | Email address | **Do not remember -2**  |
| s1\_q12 | Is the business address the same as the household address of the owner? | **Yes – 1****No – 0** |
| s1\_q13 | In which year did you join/start the business? | **|\_\_\_\_|\_\_\_\_|\_\_\_\_|\_\_\_\_| YEAR****Don’t know – -1****Refuse to answer – -2** |
| s1\_q14 | What is the firm's legal status? (Correspond)  | **Individual entrepreneur – 1****Joint liability company – 2****Limited partnership – 3****Limited liability company – 4****Joint stock company – 5****Cooperative – 6****Unregistered – 7****Other – 8****Don’t know – -1****Refuse to answer – -2** |
| s1\_q15 | How many people currently own the business (including yourself)?Please indicate 1, if the legal status is “individual entrepreneur”Please note, all members of the cooperative are owners | **|\_\_\_\_|\_\_\_\_|\_\_\_\_|** |
| s1\_q16 | Are there any female owners? | **Yes – 1****No – 0** |
| s1\_q17 | Who is the largest shareholders (owners) of the company? | **Self – 1****Spouse/Domestic partner/Relative – 2****Non-relative – 3****Equal – 4****Don’t know – -1****Refuse to answer – -2** |
| s1\_q18 | In which sector does this business operate?Refer to the code list - specify if "other" | **Agriculture (honey, wine, etc.) – 1****Manufacturing (furniture, textiles, etc.) – 2****Services (tourism, restaurant, hotel, etc.) – 3** **Other (please specify) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ – 4** |
| s1\_q19 | Please describe the main service or product that your business sells.  | **Agricultural product – 1****Manufactured goods – 2****Hospitality services – 3****Other (please specify) \_\_\_\_\_\_\_\_\_\_\_\_\_\_ – 4** |
| s1\_q19a | Please describe, in your own words, the main product or service that your business sells | **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** |
| s1\_q20 | Is there a bank account in the name of this business? | **Yes – 1****No – 0****Don’t know – -1****Refuse to answer – -2** |
| s1\_q21 | Currently, how many days per week is this business typically in operation? | **|\_\_\_\_| NUMBER OF DAYS** |
| s1\_q22 | How many months of the year in total does this business operate? | **|\_\_\_\_|\_\_\_\_| NUMBER OF MONTHS** |
| s1\_q23 | What were the TOTAL REVENUES in 2017in Georgian Lari? That is the total amount of turnover, the same as overall sales | **|\_\_\_\_|\_\_\_\_|\_\_\_\_|\_\_\_\_|\_\_\_\_|\_\_\_\_|\_\_\_\_|****TOTAL REVENUES** |
| s1\_q24 | If amount is not specified, indicate which range the total revenues fall in. | **0 – 25,000 – 1****25,001 – 75,000 – 2****75,001 – 150,000 – 3****150,001 – 500,000 – 4****500,001 – 1,250,000 – 5****> 1,250,001 – 6****Don’t know – -1****Refuse to answer – -2** |
| s1\_q25 | How many people work for this business (regardless of whether they receive a wage or not), including yourself? | **|\_\_\_\_|\_\_\_\_| NUMBER OF EMPLOYEES** |
| s1\_q26 | How many **full time** employees does this firm currently employ, including yourself?To count as employee (regardless of if this is a family member or not), the person must receive remuneration. To be a full time employee one must work at least 40 hours / week.  | **|\_\_\_\_|\_\_\_\_| NUMBER OF EMPLOYEES** |
| s1\_q27 | How many of the employees are relatives of the manager/owner?  | **|\_\_\_\_|\_\_\_\_| NUMBER OF EMPLOYEES** |
| s1\_q28 | How many **full time** employees did this firm currently employ at the same time last year (2017)? | **|\_\_\_\_|\_\_\_\_| NUMBER OF EMPLOYEES** |
| s1\_q29 | How many part-time employees does this firm currently employ?  | **|\_\_\_\_|\_\_\_\_| NUMBER OF EMPLOYEES** |
| s1\_q30 | How many employees have a university degree or diploma? | **|\_\_\_\_|\_\_\_\_| NUMBER OF EMPLOYEES****Don’t know – -1****Refuse to answer – -2** |
| s1\_q31 | How many employees have completed trainings/attained professional certifications? | **|\_\_\_\_|\_\_\_\_| NUMBER OF EMPLOYEES** |
| s1\_q32 | What is the monthly wage of your highest-earning employee? | |\_\_\_\_|\_\_\_\_|\_\_\_\_|\_\_\_\_|**-5 Not applicable (Newly established / Have not receive salaries yet)**  |
| s1\_q33 | What is the monthly wage of your lowest-earning employee? | |\_\_\_\_|\_\_\_\_|\_\_\_\_|\_\_\_\_|**-5 Not applicable (Newly established / Have not receive salaries yet)** |
| **SECTION 2 : ICT ACCESS AND USAGE** |
| s2\_q1 | Does your business have its own computer (please say no, if this is also the household computer). | **Yes – 1****No – 0 – (please go to s2\_q3)****Don’t know – -1****Refuse to answer – -2** |
| s2\_q2 | How many computers does your business have? | |\_\_\_\_|\_\_\_\_| NUMBER OF COMPUTERS |
| s2\_q3 | Does your household have a computer? | **Yes – 1****No – 0 (please go to s2\_q5)****Don’t know – -1****Refuse to answer – -2**  |
| s2\_q4 | How many computers does the household have? | |\_\_\_\_|\_\_\_\_| NUMBER OF COMPUTERS |
| s2\_q5 | Does the business use the household computer? | **Yes – 1****No – 0****Don’t know – -1****Refuse to answer – -2** |
| s2\_q6 | How many people in your business use a computer at least once a week for business purposes?(If you don't have a computer in the business or at home, then how many people use a computer for business elsewhere?) | **|\_\_\_\_|\_\_\_\_|** |
|  | Do you access the internet through any of the following ways: |  |
| s2\_q7 | *(Do not ask, if in s2\_q1 answer is No, Don’t know or Refuse to answer)* Do you access the internet from computers in your work office? | **Yes – 1****No – 0****Don’t know – -1****Refuse to answer – -2** |
| s2\_q8 | Do you access the internet from computers in your home? | **Yes – 1****No – 0** **Don’t know – -1****Refuse to answer – -2** |
| s2\_q9 | Do you access the internet from a cell phone? | **Yes – 1****No – 0 (please go to s2\_q11)****Don’t know – -1****Refuse to answer – -2** |
| s2\_q10 | How do you access internet on your cellphone? (select all that apply) | **Wifi – 1****2G – 2****3G – 3****4G – 4****Don’t know – -1** |
| s2\_q11 | Do you access the internet at a community center? | **Yes – 1****No – 0****Don’t know – -1****Refuse to answer – -2** |
| s2\_q12 | Do you access the internet at an internet cafe? | **Yes – 1****No – 0****Don’t know – -1****Refuse to answer – -2** |
| s2\_q13 | Do you access the internet from neighboring businesses? | **Yes – 1****No – 0****Don’t know – -1****Refuse to answer – -2** |
| s2\_q14 | Do you access the internet from GITA Innovation Center?  | **Yes – 1****No – 0****Don’t know – -1****Refuse to answer – -2** |
| s2\_q15 | Do you access the internet from the village library? | **Yes – 1****No – 0****Don’t know – -1****Refuse to answer – -2** |
| s2\_q16 | What is the most common way that you access the internet? | **Computer at work office – 1****Computer at home – 2****Cellphone – 3** **Community center – 4****Internet café – 5****Neighboring businesses – 6** **GITA Innovation Center – 7****Village library – 8****Don’t know – -1****Refuse to answer – -2** |
| s2\_q16a | Do you have an internet subscription, which is used for business needs? (from home or office) | **Yes – 1****No – 0** *(Skip questions s2\_q17-s2\_q27 if answer to s2\_q16a is not “Yes”)***Don’t know – -1****Refuse to answer – -2** |
| s2\_q17 | Is the business internet subscription in the business' or household's name?  | **Household – 1****Business – 2****Don’t know – -1****Refuse to answer – -2** |
| s2\_q18 | What do you mostly use the internet for in your business activities? First and second choice.  | **Business transactions with suppliers – 1****Business transactions with customers/handling orders – 2****Market/sector research – 3****Administration – 4****Advertising – 5** **Communicate with government agencies (revenue service, etc.) – 6****Other (please specify) \_\_\_\_\_\_ – 7****Don’t know – -1****Refuse to answer – -2** |
| s2\_q19 | How many hours a day do you use internet for activities related to this business? | **|\_\_\_\_|\_\_\_\_|\_\_\_\_| MINUTES** |
| s2\_q20 | How many people in your business require internet for their work? | **|\_\_\_\_|\_\_\_\_|\_\_\_\_| NUMBER OF PEOPLE** |
|   | **Apply these questions for the internet package that applies to the business needs:**  |  |
| s2\_q21 | Could you tell us what technology you're using for internet? | **DSL – 1****Other fixed broadband connections– 2****Dial-up connection from a land-line phone – 3****Broadband connection with mobile phones – 4****Other mobile phone connections – 5****Don’t know – -1** |
| s2\_q22 | Which ISP provides you with internet access? | **Silknet – 1****Magti – 2** **Other (please specify) \_\_\_\_\_\_\_\_\_\_\_\_\_\_ – 3****Don’t know – -1****Refuse to answer – -2** |
| s2\_q22a | What is the speed of your internet connection?  | **< 2 mb/s – 12 - 10 mb/s  – 211 - 30 mb/s  – 331- 100 mb/s   – 4> 100 mb/s  – 5 Don’t know – -1****Refuse to answer – -2** |
| s2\_q23 | How satisfied are you with the quality/speed of the internet? (Rate from 1 to 5, with 1 being the worst and 5 the best) | **Very satisfied – 1****Satisfied – 2****In the middle – 3****Dissatisfied – 4****Very dissatisfied – 5** **Don’t know – -1****Refuse to answer – -2** |
| s2\_q24 | How much do you pay for this package (per month)? | **|\_\_\_\_|\_\_\_\_|\_\_\_\_| GEL** |
| s2\_q25 | Do ISPs currently offer higher speed internet packages in your neighborhood? | **Yes – 1****No – 0 (go to s2\_q27)****Don’t know – -1****Refuse to answer – -2** |
| s2\_q26 | If yes, why are you not using it?  | **Too expensive – 1****It doesn’t work – 2****I don’t need it – 3****Other (please specify) – 4****Don’t know – -1****Refuse to answer – -2** |
| s2\_q27 | If higher speed internet packages were available, how much would you be willing to pay for it?0 if respondent would not want to pay for it.  | **|\_\_\_\_|\_\_\_\_|\_\_\_\_| GEL** |
| s2\_q28 | Do you have an email account?  | **Yes, I have a personal email account – 1Yes, I have a business email account – 2My business has an email account – 3No (go to** s2\_q33) – 0**Don’t know – -1****Refuse to answer – -2** |
| s2\_q29 | In the past 12 months, have you used email for any of the following for your business:  |  |
| s2\_q30 | Make / take orders? | **Yes – 1****No – 0****Don’t know – -1****Refuse to answer – -2** |
| s2\_q31 | Send / receive invoice to customer / supplier? | **Yes – 1****No – 0****Don’t know – -1****Refuse to answer – -2** |
| s2\_q32 | Any other Customer service? | **Yes – 1****No – 0****Don’t know – -1****Refuse to answer – -2** |
| s2\_q33 | In the past 12 months, have you used **online banking** to make or receive payments for orders for your business?  | **Yes – 1****No – 0****Don’t know – -1****Refuse to answer – -2** |
| **Social Media Facebook** |
| s2\_q34 | Does your firm have a Facebook page? | **Yes – 1****No – 0 (go to s2\_q44)** |
| s2\_q35 | When did you first start using FB for your business? | **|\_\_\_\_|\_\_\_\_|\_\_\_\_|\_\_\_\_| YEAR** |
| s2\_q36 | Please indicate the name of the Facebook page for your business. |  |
|  | Does you firm use Facebook for the following purposes? |  |
| s2\_q37 | to advertise firm's products/services  | **Yes – 1****No – 0****Don’t know – -1****Refuse to answer – -2** |
| s2\_q38 | to list firm’s products/services for sale | **Yes – 1****No – 0****Don’t know – -1****Refuse to answer – -2** |
| s2\_q39 | to respond/react to the clients' questions and comments | **Yes – 1****No – 0****Don’t know – -1****Refuse to answer – -2** |
| s2\_q40 | to involve the client in the product design or development | **Yes – 1****No – 0****Don’t know – -1****Refuse to answer – -2** |
| s2\_q41 | to cooperate with business partners (suppliers)  | **Yes – 1****No – 0****Don’t know – -1****Refuse to answer – -2** |
| s2\_q42 | to cooperate with other organizations (government agencies and NGOs, not business partners or suppliers) | **Yes – 1****No – 0****Don’t know – -1****Refuse to answer – -2** |
| s2\_q43 | to hire the employees | **Yes – 1****No – 0****Don’t know – -1****Refuse to answer – -2** |
| s2\_q44 | Have you ever used the listed e-platforms to advertise or sell your products? (choose all that apply)  | **Swoop - 1Mymarket - 2Hotsale - 3Booking.com - 4AirBNB - 5TripAdvisor - 6Other (specify)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_7****None (go to s2\_q48) - 8****Don't know - -1Refuse to answer - -2** |
| s2\_q45 | Please indicate profile names for all e-platforms that you chose in s2\_q47. |  |
| s2\_q46 | Since when have you started using these websites? [INTERVIEWER! ASK ABOUT EVERY PROFILE NAME] | **|\_\_\_\_|\_\_\_\_|\_\_\_\_|\_\_\_\_| YEAR** |
| s2\_q47 | What do you use these websites for? [INTERVIEWER! ASK ABOUT EVERY PROFILE NAME. ACCEPT ALL ANSWERS] | **Advertise – 1Sell products (transaction process) – 2****Both advertise and sell products (transaction process) – 3** |
| **Firm Website** |
| s2\_q48 | Does your firm have a website? | **Yes – 1****No – 0 (go to s2\_q60)Don't know – -1Refuse to answer – -2** |
| s2\_q49 | When was the website created? | **|\_\_\_\_|\_\_\_\_|\_\_\_\_|\_\_\_\_| YEAR** |
| s2\_q50 | What is the website address (URL)? |  |
| s2\_q51 | If yes, does the website have the following features: |  |
| s2\_q52 | online orders/booking | **Yes – 1****No – 0****Don’t know – -1****Refuse to answer – -2** |
| s2\_q53 | Goods/services catalogues (pictures)  | **Yes – 1****No – 0****Don’t know – -1****Refuse to answer – -2** |
| s2\_q54 | Price list | **Yes – 1****No – 0****Don’t know – -1****Refuse to answer – -2** |
| s2\_q55 | online orders tracking system | **Yes – 1****No – 0****Don’t know – -1****Refuse to answer – -2** |
| s2\_q56 | For the visitor the opportunity to change and customize the product design | **Yes – 1****No – 0****Don’t know – -1****Refuse to answer – -2** |
| s2\_q57 | Personalized search for the permanent or frequent consumers | **Yes – 1****No – 0****Don’t know – -1****Refuse to answer – -2** |
| s2\_q58 | online applications/job announcements  | **Yes – 1****No – 0****Don’t know – -1****Refuse to answer – -2** |
| s2\_q59 | The option to go through an entire sales transaction without talking (calling) to you? | **Yes – 1****No – 0****Don’t know – -1****Refuse to answer – -2** |
| **Online orders** |
| s2\_q60 | Did your firm receive any online orders? | **Yes – 1****No – 0 (go to s2\_q67)****Don’t know – -1****Refuse to answer – -2** |
| s2\_q61 | What proportion of your firm’s revenue comes from online sales (in %)? | **|\_\_\_\_|\_\_\_\_| %** |
| s2\_q62 | Which of the following countries have you received online orders from? | **Georgia – 1 EU – 2 CIS countries – 3 USA – 4 Other countries (Please specify) – 5****Don't know – -1Refuse to answer – -2** |
| s2\_q63 | What proportion of your online sales come from… (in %): |  |
| s2\_q64 | Consumers (individuals) (B2C) | **|\_\_\_\_|\_\_\_\_|\_\_\_\_|%****Don't know – -1Refuse to answer – -2** |
| s2\_q65 | Other businesses (B2B) | **|\_\_\_\_|\_\_\_\_|\_\_\_\_|%****Don't know – -1Refuse to answer – -2** |
| s2\_q66 | Government (B2G) | **|\_\_\_\_|\_\_\_\_|\_\_\_\_|%****Don't know – -1Refuse to answer – -2** |
| **Government** |
| s2\_q67 | How many Georgian government tenders did you submit in the last 12 months? | **|\_\_\_\_|\_\_\_\_|\_\_\_\_|****Go to s2\_q69 if answer is 0** |
| s2\_q68 | How many Georgian government tenders did you win? | **|\_\_\_\_|\_\_\_\_|\_\_\_\_|** |
| s2\_q69 | Do you file your **firm's** taxes through e-filing? | **Yes – 1****No – 0****Don’t know – -1****Refuse to answer – -2** |
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| **SECTION 3: BUSINESS TRANSACTIONS** |  |

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|  | In 2017, what portion of your sales were from the following markets? Please note percentages should add up to 100% |  |
| s3\_q1 | International - main product or service sold mostly to nations outside country where establishment is located. If your business is in the service sector, please consider how much of your business involves international tourists (e.g. foreigners staying in your hotel or eating in your restaurant) | **|\_\_\_\_|\_\_\_\_| %** |
| s3\_q2 | Local - main product or service sold mostly in same municipality where establishment is located  | **|\_\_\_\_|\_\_\_\_| %** |
| s3\_q3 | National - main product or service sold mostly across the country where establishment is located | **|\_\_\_\_|\_\_\_\_| %** |
| s3\_q4 | (Do not ask, if share International is 0%) In which year did your business start exporting? (if services, serving international tourists) | **|\_\_\_\_|\_\_\_\_|\_\_\_\_|\_\_\_\_| YEAR****Don't know – -1Refuse to answer – -2** |
| s3\_q5a | What are the top two problems you face in your business (in order of importance)? If respondent answers "competition", then ask "Can you please tell me why it is hard for you to compete?"(Do not prompt the respondent) | **No problem at all - 0****Difficulty compiling a business plan – 1finding money to expand my business – 2 Finding/retaining the right staff – 3** **Lack of technical experience or skills specific to the product or service offered – 4 limited computer-related skills – 5 Difficulty in managing finances: cash flow – 6 Difficulty in making people aware of my business – 7 Stock outs and limited capacity to manage inventories – 8 Limited knowledge on how to import/export – 9 Not being paid on time – 10Too few clients – 11 No other problems – 12** **Access to Infrastructure (roads, utilities) – 13****Competition - 14 Other (Specify) – 15 Don't know – -1Refuse to answer – -2** |
| S3\_q5b | "Can you please tell me why it is hard for you to compete?" | **We can close this after the pilot** |
| s3\_q6 | Do you get customers from the following sources: |  |
| s3\_q7 | Do you get customers from walk-ins? | **Yes – 1****No – 0****Don’t know – -1****Refuse to answer – -2** |
| s3\_q8 | Do you get customers from friends or neighbors? | **Yes – 1****No – 0****Don’t know – -1****Refuse to answer – -2** |
| s3\_q9 | Do you get customers from referrals from existing customers? | **Yes – 1****No – 0****Don’t know – -1****Refuse to answer – -2** |
| s3\_q10 | Do you get customers from submitting tenders? | **Yes – 1****No – 0****Don’t know – -1****Refuse to answer – -2** |
| s3\_q11 | Do you get customers from visits on your website or Facebook? | **Yes – 1****No – 0****Don’t know – -1****Refuse to answer – -2** |
| s3\_q12 | Do you get customers from referrals from the Chamber of Commerce or sector associations? | **Yes – 1****No – 0****Don’t know – -1****Refuse to answer – -2** |
| **SECTION 4: HOUSEHOLD CHARACTERISTICS** |
| s4\_q1 | What is your highest level of completed education? | **Incomplete high school – 1 High school – 2** **Vocational Education – 3 Bachelor’s degree – 4 Master’s degree – 5 PhD / doctorate – 6 Don't know – -1Refuse to answer – -2** |
| s4\_q2 | What is your annual household income? | **|\_\_\_\_|\_\_\_\_|\_\_\_\_|\_\_\_\_|\_\_\_\_| GEL** |
| s4\_q3 | Does your household have a source of income other than this business? | **Yes – 1****No – 0 (End interview)** **Don’t know – -1****Refuse to answer – -2** |
| s4\_q4 | Can you please tell me what are your household’s other sources of income? (list the main three) | **Income from another business (including, agriculture, cattle breeding) – 1 Employment elsewhere – 2 Government grant for people with disabilities – 3 Government pension – 4 Property rental – 5 No other income source – 6 Other (specify) – 7 Don't know – -1 Refuse to answer – -2** |