

## LOCAL BUSINESS ENABLING ENVIRONMENT SURVEY

The aim of this **Local Business Enabling Environment Survey** is to obtain information on your perceptions of local conditions and regulations that affect local businesses. The goal is to highlight policies and practices that hinder business development and identify key concerns and issues facing local businesses. Your answers should reflect only your experience of the local business enabling environment. The information obtained will be treated confidentially and neither your name nor the name of your business will be used. The information will be used by the Local Economic Development Partnership in your community to help develop a strategy to develop the local economy. Your input to that strategy is invited by contacting \_\_\_\_\_

### A BASIC INFORMATION ABOUT YOUR BUSINESS

1. What is your position in this business?

Owner	
Chief Executive/President	
Finance/Marketing/Personnel manager	
Other (Please specify)	

2. Type of business activity?

Agricultural production	
Manufacturing	
Retail Trade/Personal Services	
Service Sector	
Construction	
Other (Please specify)	
.....	

3. Organizational form (Please choose one)

Type	Private Enterprise	Public Enterprise
a) Partnership		
b) Sole proprietorship		
c) Cooperative		
d) Other (Please specify)		

4. What are your key business activities/products?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

5. How long has your business been active (years)?

6. Please estimate the percentage of your products/services that are sold in:

In your town/city area	
In the region	
Within Albania	
Beyond Albania	

7. How many people does your business employ (full time equivalents)?

<b>1-5</b>	<b>6-10</b>	<b>11-50</b>	<b>51-200</b>	<b>&gt;201</b>

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**B BUSINESS PERSPECTIVE IN THE OPERATING ENVIRONMENT**

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8. Do you intend to expand your business? YES  NO

If YES, in what area: within the Municipality, outside the municipality, outside Albania.

9. Is it difficult for you to find qualified people? YES  NO

10. In which skills areas do you think your staff need training? Select the most important starting with 1.

a) Technical skills		f) finance	
b) Accounting		g) Quality Control	
c) Computer skills		h) Budgeting	
d) Management		i) Other (please specify)	
e) Marketing and sales			

11. Where do you see the main competition for your products/services coming from? Specify the most competitive by putting 1 to 3.

a) other local businesses	
b) national businesses	
c) foreign goods/suppliers	

12. Do you think that business associations can help you develop your business?

YES  NO

13. List any business association operating in your community?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

14. In which business sector would invest in a new business?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

15. Please list, according to importance, 5 factors that hinder you from expanding your business?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**C Expectations and Judgement of Business on Institutions on Local Level**

16. How much time per year does it take you to process and receive all of the required licenses and permits that allow you to operate as a business (please include land, construction, waste water, all other permits and certifications coming also from social insurance, directorate of agriculture and that of tax and income tax) \_\_\_\_\_ days.

Little c    Enough c    Too much c    Reasonable \_\_\_\_ days

17. Based on your current experience with LOCAL GOVERNMENT and using a scale of 1 - 5 (where 1 is 'no impact' and 5 is 'the most impact'), please rate each of the following aspects in terms of how they impact your business.

Possible Aspects	No Problem 1	Minor Problem 2	Moderate Problem 3	Major Problem 4	Severe Problem 5
Rules and regulations change too frequently					
Too much time is spent in dealing with authorities					
Overlapping, duplicating and contradictory rules					
Rules are too complex and impossible to comply with					
Requirements are unpredictable and depend on officials					
Lack of clear regulations in some areas					
Costs are too high and unpredictable					
Use of municipal power in unfair competition					
Unregulated competition from informal sector economy					
Corruption and irregular practices					

18. What are the three most important things the municipality could do to make it easier for your business to grow?

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19. What can the Municipality do to help you develop your business? Put 1 to the option that you think has the greatest impact.

- Provide training and expertise for the business  
 Improve procedures  
 Provide information  
 Improve infrastructure  
 Provide incentive through local tax policies  
 Other, please specify \_\_\_\_\_

20. How many times during the last 12 months was your business inspected by the authorities listed below?

	Number of Inspections	Reason	Reasonable		Amount of Fine	Amount of Bribe	N/A
			Yes	No			
Directorate of Taxes							
Waste Water inspection							
Municipal Authorities							
Licensing authorities							
Environmental authorities							
Municipal Police							
Other (please specify)							

21. Based on your current experience and using a scale of 1 - 5, please rate each of the following factors as a problem for the growth and effective operation of your business (Please tick).

**Infrastructure**

Business Enabling Factors	No Problem 1	Minor Problem 2	Moderate Problem 3	Major Problem 4	Severe Problem 5	N/A
Roads						
Rail						
Air Access						
Port Access/services						
Business premises/land						

**Public Services**

Business Enabling Factors	No Problem 1	Minor Problem 2	Moderate Problem 3	Major Problem 4	Severe Problem 5	N/A
Tax administration						
Business licensing and operating permits						
Electricity supply						
Water availability						
Solid waste disposal						
Telecommunications availability						
Police protection						
Fire protection						
Planning and zoning regulations						

### Quality of Life

Business Enabling Factors	No Problem 1	Minor Problem 2	Moderate Problem 3	Major Problem 4	Severe Problem 5	N/A
Tax rates						
Medical care and hospitals						
Education system						
Hotel facilities						
Conference facilities						
Telecommunications cost						
Crime, theft and disorder						
Housing costs and availability						
Recreation amenities						
Cultural amenities						

### Other

Business Enabling Factors	No Problem 1	Minor Problem 2	Moderate Problem 3	Major Problem 4	Severe Problem 5	N/A
Lack of qualified personnel						
Customs and trade regulations						
Corruption						
Access to, and cost of, financing						
Availability of effective business support services						
Attitude of City Government						

22. How good do you think support to SMEs is in your Community? Based on your current experience and using a scale of 1 - 5 (where 1 is 'not very good' and 5 is 'very good' (Please tick).

Business Enabling Factors	Not very good 1	Acceptable 2	Satisfactory 3	Good 4	Very good 5	Do not know	N/A
Business Associations							
Professional Associations							
Municipal Government							
Central Government							
Professional Private Services							
Local Economic Development Office							
Regional Economic Development Office							
International Organizations							
Non-Governmental Organizations							

23. How would you rate your relationship with the following?

Business Enabling Factors	Not supportive 1	Minor supportive 2	Moderate supportive 3	Major supportive 4	Severe supportive 5	Do not know	N/A
Mayor							
City Council							
Municipal Finance and Tax Department							
LED Office of Regional Council Government							
Prefect							
Tax and Income Tax Directorate							

24. Which municipal department positively effects the development of your business and why?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

25. Which municipal department negatively effects the development of your business and why?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

26. Can you name one municipal department that deals with local economic development?

\_\_\_\_\_

27. Which of the following groups, if any, is the most active in promoting economic development in your community? (Check only one.)

- .. Municipality
- .. A formal, incorporated public/private partnership organization.
- .. Private business (e.g., Chamber of Commerce, Board of Trade)
- .. Other (please specify)

If checked, does local government provide some funding for the organization? YES c NO c

- .. Do not know

28. Which of the following deals with the economic development activities in your municipality? (Check only one.)

- .. The office of the mayor/CAO/city manager handles economic development activities
- .. Economic development activities are centralized in a separate department/division
- .. Economic development is decentralized; functions are carried out by several line departments
- .. Some economic development functions are centralized while others are carried out by separate line departments
- .. Economic development is a function of a larger agency, such as a community development department, that is responsible for housing, zoning, and inspections
- .. Do not know

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**D Business View on the Economic Development of the Community**

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29. In your opinion which are the three fastest growing sectors/industries in your community?

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30. In your opinion which are the three sectors that are declining the most in your community?

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31. Which are the three most attractive business enabling environment features about your community for investors (three strengths)?

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33. Which are the three worst business enabling environment features (three weaknesses)?

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34. In your opinion, how has the overall business enabling environment changed over the last three years? (Please circle the appropriate number)

<b>Improved</b>	<b>Stayed the Same</b>	<b>Deteriorated</b>
1	2	3

35. What three things could you do to contribute towards the development of the local economy in your city?

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36. Which of these describes most closely your community's economy during the last five years? (Check only one.)

- Rapid growth
- Moderate growth
- Slow growth
- Economic base is stable – no real growth or decline
- Modest decline
- Significant decline

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**Thank You**