



Republic of Ghana

3A

**GHANA STATISTICAL SERVICE
P.O. BOX GP1098
ACCRA**

INTEGRATED BUSINESS ESTABLISHMENT SURVEY (IBES) 2015 (MANUFACTURING)

(CALENDAR YEAR 2013 OR FINANCIAL YEAR INCLUDING AT LEAST SIX MONTHS OF 2013)

GENERAL INFORMATION

This questionnaire is for manufacturing establishment engaging **Thirty (30) or more persons**. A questionnaire must be completed for each establishment. An interviewer will visit each establishment and assist in completing the questionnaire. A copy of the questionnaire may be retained for the establishment's record.

If book figures are not available, carefully prepared estimates will be accepted.

INFORMATION SUPPLIED CONFIDENTIAL

All information supplied is confidential under the Statistical Service Law, P. N. D. C. Law 135. The information shall be used by Statistical Service in the preparation of statistics in accordance with the Statistical Service Law. The information provided shall not be used for the purpose of taxation.

In case of any further enquiries, please contact: 0244865832 / 0243267403 / 0244760080 / 0504833815

INSTRUCTION FOR COMPLETING THIS QUESTIONNAIRE

- a. PLEASE COMPLETE ALL PARTS OF EACH QUESTION INCLUDING TOTALS. DO NOT WRITE IN SPACE MARKED **“FOR OFFICE USE”**. READ INSTRUCTION(S) ACCOMPANYING EACH QUESTION BEFORE COMPLETING.
- b. Use a dash (-) where the question is applicable but no data is available.
- c. Where the response to a question is zero, write ‘0’
- d. If a question does not apply, write N/A (i.e. Not Applicable) in the space provided.
- e. All monetary values should be recorded in GH CEDIS except where otherwise indicated in a question.
- f. The accounting period covered by this questionnaire should include at least six (6) months of 2013.

SECTION 1: IDENTIFICATION AND CLASSIFICATION INFORMATION

ESTABLISHMENT REFERENCE NUMBER

ENUMERATION ZONE NUMBER

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1.1: NAME AND PHYSICAL LOCATION OF ESTABLISHMENT

1.1.1 NAME OF ESTABLISHMENT:

1.1.2 STREET NAME:

1.1.3 SUBURB/AREA:

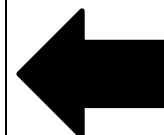
1.1.4 EXACT LOCATION:

.....

1.1.5 TOWN NAME:

1.1.6 DISTRICT NAME

1.1.7 REGION NAME:



PLEASE
AMEND IF
INCORRECT

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1.2: OTHER INFORMATION

1.2.1 POSTAL ADDRESS:

1.2.2 TELEPHONE NUMBER:

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1.2.3 E-MAIL ADDRESS:.....

1.2.4 FORM OF ORGANIZATION (e.g. Head Office, Subsidiary, Single establishment):

.....

1.2.5 TYPE OF OWNERSHIP (Private, Public, PPP):

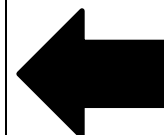
1.2.6 NATIONALITY OF OWNERSHIP:

1.2.7 TYPE OF LEGAL ORGANIZATION (e.g. Limited Liability Co., Partnership etc.):

.....

1.2.8 NAME OF CONTACT PERSON:

1.2.9 YEAR OF COMMENCEMENT OF BUSINESS



PLEASE
AMEND IF
INCORRECT

1.3 PERIOD OF OPERATION DURING 2013

1.3.1 PERIOD OF OPERATION DURING 2013

Mark (X) in the box that applies

☐ 1

Operated throughout 2013.
(Skip to 1.4.1)

☐ 2

Operated for only part of 2013
(enter number of months).....
and mark (X) in the appropriate boxes for the period of operation.

J	F	M	A	M	J	J	A	S	O	N	D

☐ 3

Establishment did not operate during 2013.

1.4 REASON(S) FOR NOT OPERATING THROUGHOUT THE YEAR

FOR OFFICE USE

.....
.....

1.4.1 How many years has the establishment been located at the current address?

1.4.2 What were the reasons for locating at the present address? (Multiple responses are possible)

A	It is close to the place where the founder was born, grew up or has family	
B	Infrastructure (power, roads etc.) is good	
C	It is close to where customers are located	
D	There are many workers that the establishment needs in the vicinity	
E	It is close to important suppliers / raw material	
F	Rents / land prices are cheap	
G	The environment is dynamic / it is close to other successful firms	
H	Other (Specify)	

1.4.3 PERIOD OF NORMAL PRODUCTION

For which of these months was the establishment's production average/normal?
Mark (X) in the appropriate boxes.

J	F	M	A	M	J	J	A	S	O	N	D

1.5 TYPE OF RECORDS OF ACCOUNT KEPT BY ESTABLISHMENT

Does the establishment keep some form of record or accounts? Mark (X) in the box that applies

☐ 1

YES

☐ 2

NO (Skip to 1.6)

1.5.1 ACCOUNTING PERIOD

Please state the accounting period covered by this establishment.

From / / 20 to / / 20
(DD/MM/YY)

1.6 PRINCIPAL MANUFACTURING ACTIVITY

1.6.1: Describe establishment's principal manufacturing activity during the 2013 financial year. (.e.g. Manufacture of aluminum buckets, manufacture of household electrical appliances, etc.)

.....
.....
.....

FOR OFFICE USE

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1.6.2: Other manufacturing activities during the 2013 financial year

FOR OFFICE USE

1.6.2.1

1.6.2.2

1.6.2.3

1.6.3: Non-manufacturing activities during the 2013 financial year.
(e.g retail, etc.)

FOR OFFICE USE

1.6.3.1

1.6.3.2

1.6.3.3

1.6.4: Is the principal manufacturing activity the same for the 2014 financial year?

Mark (X) in the box that applies

☐ 1 YES

☐ 2 NO

If No, state the principal activity for the 2014 financial year

.....
.....
.....

FOR OFFICE USE

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2. PERSONS ENGAGED

[illegible]

All persons working for pay by the establishment.

INCLUDE employees on sick leave, paid vacation, and study leave with pay.

Employees directly engaged in production or production related activities in the establishment.

INCLUDE any supervisory personnel whose function is to record or expedite any step in the production process.

2.1.2 OTHER EMPLOYEES

2.2. UNPAID WORKERS (sum of 2.2.1, 2.2.2 & 2.2.3)

Proprietors and partners who are actively engaged in management of the establishment and are not paid a salary or wage. (Managers and directors of corporations working for pay should be reported with “other employees”)

INCLUDE All persons undergoing on the job training without pay including unpaid apprentices.

Family members of any of the owners who work in the establishment without regular pay for at least one-third of the normal working period

2.3 NATIONAL SERVICE PERSONS

6

3. **WAGES AND SALARIES (CASH AND IN KIND) PAID TO EMPLOYEES DURING THE 2013 FINANCIAL YEAR**

State all payments, whether in cash or in kind, to employees for work done during the 2013 financial year. In kind refers to the estimated net cost to the employer of those goods and services furnished to employee free of charge or at markedly reduced cost.

ALL CASH PAYMENTS

- INCLUDE* Wages and salaries, other cash payments, e.g. bonuses and cost of living allowance.
- INCLUDE* Wages paid during vacation, sick leave and study leave with pay
- INCLUDE* Contribution payable by the employees and deducted by the employer such as the Social Security and National Insurance Trust (SSNIT) contributions, taxes, group insurance premium and the like.

GOODS AND SERVICES PAID IN KIND

- INCLUDE* Estimated cost of subsidized housing, transport, medical care, free uniforms, goods and the like

TYPE OF PAYMENTS	WAGES AND SALARIES
	ALL PAYMENTS IN CASH AND KIND (GH CEDIS)
3.1 Operatives (Direct Production Workers)	
3.2 Other employees (include directors)	
3.3 TOTAL	

4. **SUPPLEMENTS TO WAGES AND SALARIES DURING THE 2013 FINANCIAL YEAR**
(These items are not included in Question 3)

- INCLUDE* Employer's contribution on behalf of employees to the Social Security and National Insurance Trust (SSNIT), private pension plans, workmen's accident compensation plan and insurance premiums on hospital and medical schemes and the like.

(GH CEDIS)

4.1 Social Security	
4.2 Others	
4.3 TOTAL	

SECTION 3: STOCKS

5. STOCKS OF THIS ESTABLISHMENT DURING THE 2013 FINANCIAL YEAR

- INCLUDE* the value of all stocks held at the establishment itself or in ancillary locations such as warehouses
- INCLUDE* materials owned by this establishment but held by others for processing
- EXCLUDE* materials owned by others but held by this establishment for processing.
- VALUATION* should be at prices specified in the questions, on comparable basis for both beginning and the end of year. Alternatively, book values may be given.

DEFINITIONS

PURCHASER'S PRICE (DELIVERY COST)

The delivered cost at the establishment including the purchase price, charges for transport, the cost of insurance, the value of packaging materials charged for and all taxes and duties on the goods. Discounts or rebate allowed to the purchaser and the value of packing materials returned to supplier should be deducted.

EX – FACTORY PRICE (Producer's price)

The establishment price charged to the consumer.

INCLUDE duties and taxes put on products when they leave the establishment

EXCLUDE any subsidies

TYPE OF STOCK	VALUE OF STOCKS (GH CEDIS)	
	AT BEGINNING OF FINANCIAL YEAR 2013 1	AT END OF FINANCIAL YEAR 2013 2
5.1 Raw material and supplies (purchaser's prices)		
5.2 Work in progress (in purchaser's price)		
5.3 Fuel (in purchaser's price)		
5.4 Finished goods (at ex-factory price)		
5.5 Goods purchased for resale (at ex-factory price)		
5.6 Other (Specify)		
5.7 TOTAL (sum of 5.1 to 5.6)		

SECTION 4: FIXED CAPITAL FORMATION

6. VALUE OF FIXED ASSETS DURING THE 2013 FINANCIAL YEAR

VALUE OF FIXED ASSETS AND DEPRECIATION ALLOWED DURING THE 2013 FINANCIAL YEAR

Enter the book value of fixed assets at the beginning of the financial year and depreciation allowed at current replacement cost of assets used up during the year through normal wear and tear, foreseen obsolescence and the normal rate of accidental damage.

BOOK VALUE OF FIXED ASSETS PURCHASED (Column 1)

INCLUDE the book value of fixed assets acquired by the establishment prior to the 2013 financial year.

FIXED ASSETS PURCHASED (Column 2)

INCLUDE the cost of new fixed assets acquired by the establishment during the 2013 financial year.

SALES OF FIXED ASSETS (Column 3)

INCLUDE the value of sale of fixed assets during the 2013 financial year.

DEPRECIATION OF FIXED ASSETS (Column 4)

INCLUDE depreciation allowed at current replacement cost of assets used up during the year through normal wear and tear, foreseen obsolescence and the normal rate of accidental damage.

BOOK VALUE OF FIXED ASSETS PURCHASED (Column 5)

INCLUDE the book value of fixed assets acquired by the establishment as at the end of 2013 financial year.

VALUATION Value at full cost incurred, that is at delivered cost plus the cost of installation including any fee and taxes but excluding financial costs.

ASSETS	BOOK VALUE AS AT THE BEGINNING OF FINANCIAL YEAR 2013 (GH CEDIS) 1	FIXED ASSETS PURCHASED IN 2013 (GH CEDIS) 2	VALUE OF SALES OF FIXED ASSETS (GH CEDIS) 3	DEPRECIATION (GH CEDIS) 4	BOOK VALUE AS AT THE END OF FINANCIAL YEAR 2013 (GH CEDIS) 5
6.1 Land (undeveloped land)				//////////////////// ////////////////////	
6.2 Residential Buildings					
6.3 Non-Residential Buildings					
6.4 Other construction and land improvements					
6.5 Machinery, plant and other equipment (except for transport & electricity)					
6.6 Generator set & Plant					
6.7 Transport and equipment					
6.8 Furniture, fixtures & office equipment					
6.9 ICT equipment					
6.10 Research & development					
6.11 Computer software					
6.12 Entertainment, Literary and artistic originals					
6.13 Other Intellectual Property product					
6.14 Other (Specify)					
6.15 TOTAL (sum of 6.1 to 6.14)					

SECTION 5: INPUT COSTS

7. QUANTITY AND COST OF PRINCIPAL MATERIALS PURCHASED DURING THE 2013 FINANCIAL YEAR

Complete a separate line for each material purchased. Enter balance of purchases in line 7.10 columns 5, 6 and 7 add total value in line 7.11 columns 5, 6 and 7.

INCLUDE all raw materials, fabricated parts and components, etc. received during the 2013 financial year.

INCLUDE materials and components used in the account production of fixed assets or used by other establishments in making product for this establishment under contract.

INCLUDE fuel that enter the product directly or are used to generate electricity.

EXCLUDE deductible Value Added Tax (VAT)

VALUATION should be in purchaser' prices (defined in question 5)

Materials of DOMESTIC ORIGIN include all materials produced in Ghana. Materials of FOREIGN ORIGIN include all materials imported into Ghana (i.e. produced in a foreign country) irrespective of whether they were purchased in Ghana or not.

DESCRIPTION OF MATERIAL	FOR OFFICE USE	UNIT OF MEASURE	MATERIALS PURCHASED DURING THE 2013 FINANCIAL YEAR					
			TOTAL QUANTITY	AVERAGE UNIT PRICE		TOTAL DELIVERY COST (GH CEDIS)	ORIGIN OF MATERIALS	
							DOMESTIC	IMPORTED
				(GH CEDIS)	(GH CEDIS)			
	1	2	3	4 GH CEDIS	P	5	6	7
7.1								
7.2								
7.3								
7.4								
7.5								
7.6								
7.7								
7.8								
7.9								
7.10 All other materials purchased not listed individually above.	///////// /////////	///////// /////////	///////// /////////	///////// /////////	///////// /////////			
7.11 TOTAL (sum of 7.1 to 7.10)	///////// /////////	///////// /////////	///////// /////////	///////// /////////	///////// /////////			

8. **FUEL PURCHASED DURING THE 2013 FINANCIAL YEAR**

State in delivery cost (purchaser's price).

INCLUDE fuel for transport, electricity and other machines (as well as fuel used to generate electricity).

EXCLUDE (a) fuel produced and consumed in the same establishment.

(b) fuel purchased as raw materials to enter into the products of the establishment

TYPE OF FUEL	FOR OFFICE USE	UNIT OF MEASURE	QUANTITY	DELIVERY COST (GH CEDIS)
	1	2	3	4
8.1 Diesel for generating electricity				
8.2 Diesel for transport equipment and other machines				
8.3 Petrol for generating electricity				
8.4 Petrol for transport equipment and other machines				
8.5 Wood				
8.6 Gas (L.P.G) for generating electricity				
8.7 Gas (L.P.G) for transport equipment's and other machines				
8.8 Charcoal				
8.9 Other (Specify)				
8.10 TOTAL (sum of 8.1 to 8.9)	///////////////// ////////////////	///////////////// ////////////////	///////////////// ////////////////	

9. **PURCHASES DURING THE 2013 FINANCIAL YEAR.**

VALUATION should be in purchasers' prices (as defined in question 5).

TYPE OF COST	DELIVERY COST (GH CEDIS)
9.1 Purchase of raw materials, supplies, etc. purchased (same as 7.11 col. 5).	
9.2 Purchase of fuels. (same as 8.10 col. 4)	
9.3 Purchase of electricity	
9.4 Purchase of water	
9.5 Purchase of goods for resale	
9.6 Other (Specify)	
9.7 TOTAL (sum of 9.1 to 9.6)	

10. **OTHER OPERATING COST DURING THE 2013 FINANCIAL YEAR.**

Enter the following types of individual costs. This includes:

Labour costs not included in compensation of employees, purchases of provision and supplies for sale in employee facilities. Amount paid for storage or warehousing.

EXCLUDE Purchase of land and other capital goods, bad debts, depreciation and outright purchase of patent and licenses.

DESCRIPTION OF OTHER COST	COST (GH CEDIS)
10.1 Laundry and cleaning services	
10.2 Music and other entertainment expenses	
10.3 Repairs and maintenance paid for on vehicles, buildings etc. to outside firms	
10.4 Cartage and haulage expenses paid	
10.5 Travel expenses (e.g. management, personal etc.)	
10.6 Value of contract and commission work paid	
10.7 Audit, accounting and legal fee	
10.8 Security services paid to other firms	
10.9 Staff training (when done by another establishment)	
10.10 Services of employment agencies	
10.11 Advertising and promotion etc.	
10.12 Bank charges	
10.13 Telephone, telecommunication, and Internet	
10.14 Postage	
10.15 Tax (e.g. Property Tax)	
10.16 Office stationery and supplies	
10.17 Management and consultation fee	
10.18 Rent paid for hiring of furniture, building, plant and machinery, land etc.	
10.19 Interest paid	
10.20 Dividend paid	
10.21 Royalty paid	
10.22 Business licenses, rates on property paid to central or local government etc.	
10.23 Insurance paid	
10.24 Exchange rate losses (losses due to currency depreciation)	
10.25 Loss on sale of fixed assets	
10.26 Payment for hotel organized activities and tours	
10.27 Other (Specify).....	
10.28 GRAND TOTAL	

SECTION 6: SALES AND OTHER RECEIPTS OF THIS ESTABLISHMENT

11a. VALUE OF PRODUCTION AND SALE OF PRODUCTS DURING THE 2013 FINANCIAL YEAR

Complete a separate line for each product. Enter balance of sales in line 11.10 and total values in line 11.11

INCLUDE all duties and taxes on products when they leave the establishment.

INCLUDE products made elsewhere for this establishment on a contract basis from materials supplied by the establishment.

EXCLUDE transport charges to the purchasers or user and any subsidies received by the establishment.

VALUATION should be at ex-factory prices, **i.e. excluding VAT** (defined in question 5).

VALUE OF PRODUCTION AND SALE OF PRODUCTS DURING THE 2013 FINANCIAL YEAR

DESCRIPTION OF PRODUCTS	FOR OFFICE USE	UNIT OF MEAS URE	TOTAL PRODUCTION DURING 2013 FINANCIAL YEAR			VALUE OF SALES DURING THE YEAR 2013			
			QUANTITY	AVERAGE UNIT PRICE		VALUE (GH CEDIS)	TOTAL (GH CEDIS)	DOMESTIC (GH CEDIS)	EXPORTED (GH CEDIS)
				4					
	1	2	3	GH CEDIS	P				
11.1									
11.2									
11.3									
11.4									
11.5									
11.6									
11.7									
11.8									
11.9									
11.10 Other products not listed above	///////// ///////// /////////	///////// ///////// /////////	///////// ///////// /////////	///////// ///////// /////////	///////// ///////// /////////				
11.11 TOTAL(sum of 11.1 to 11.10)	///////// ///////// /////////	///////// ///////// /////////	///////// ///////// /////////	///////// ///////// /////////	///////// ///////// /////////				

11b. RECEIPTS FROM CONTRACT WORK IN 2013 FOR WHICH RAW MATERIALS WERE SUPPLIED OR PAID FOR BY CUSTOMERS

NAME OF PRODUCT	FOR OFFICE USE	UNIT OF MEASURE	QUANTITY	AVERAGE UNIT PRICE	TOTAL REVENUE
				(GH CEDIS)	(GH CEDIS)
	1	2	3	4	5
11.12					
11.13					
11.14					
11.15					
11.16					
11.17 Other products not listed above	////////////////	////////////////	////////////////	////////////////	
11.18 TOTAL (sum 11.12 to 11.17)	////////////////	////////////////	////////////////	////////////////	

12. **VALUE OF SALES DURING THE 2013 FINANCIAL YEAR**

VALUATION should be at ex-factory prices, (defined in question 5)

DESCRIPTION OF ITEM	VALUE (GH CEDIS)
12.1 Sale of goods and any transfer of goods (same as 11.11 column 6)	
12.2 Receipt for contract work done for others on their materials (same as 11.18 col 5)	
12.3 Receipt for repair and installation work done for others	
12.4 Other receipt from industrial services	
12.5 Goods sold in the same condition as purchased	
12.6 Value of capital goods produced for the establishment's own use	
12.7 Other (Specify)	
12.8 TOTAL (sum of 12.1 to 12.7)	

13. **OTHER RECEIPT DURING THE 2013 FINANCIAL YEAR**

Enter receipts from non-industrial services.

EXCLUDE the following: interest for subsidies received from the sale of used capital goods (included in capital formation)

DESCRIPTION OF SERVICES	VALUE (GH CEDIS)
13.1 Receipt from rental or lease of building and machinery	
13.2 Commission received	
13.3 Revenue from the operation of employee facilities	
13.4 Receipt from storage of goods, warehousing and cold storage for others.	
13.5 Receipt from transport services rendered to other, (other than delivery of own products)	
13.6 Dividend received	
13.7 Other receipts	
13.8 TOTAL (sum of 13.1 to 13.7)	

14. **INDUSTRIAL CAPACITY UTILIZATION**

Give an estimate of percentage UTILIZATION of optimum or full production capacity (with existing plant and machinery as at 2013).

PERCENT

RESEARCH AND DEVELOPMENT

SECTION 7: PRODUCT INNOVATION

A product innovation is the **introduction** to the market of a **new** or **significantly** improved **good or service** with respect to its capabilities, such as improved user-friendliness, components, software or sub-systems. The innovation (new or improved) **must be new to your firm, but it does not need to be new to your industry sector or market**. It does not matter if innovation was originally developed by your firm or by other firms. The next set of questions will refer to this new or significantly improved goods or service as a "product innovation".

15.1. For your financial year 2013, did your firm introduce any goods and/or service to the market that are: **Yes = 1; No = 2; Don't Know = 3** (If No to all Skip to Section 8). (Please circle)

A. New to the firm? Your firm introduced a new or significantly improved goods or services that was already available from your competitors in the market	1
	2
	3
B. New to the Ghanaian market Your firm introduced a new or significantly improved goods or services onto your market before your competitors (it may have already been available in other market of other countries)	1
	2
	3
C. New to the rest of the world Your firm introduced a new or significantly improved goods and services onto the market as well as other markets abroad	1
	2
	3

15.2: Using the definition of product innovation above, please estimate the percentage of your firm's total sales in your financial year 2013 from the activities below.

	2013
A. Goods and services innovations introduced during 2013 that were new to your firm	
B. Goods and services innovations introduced during 2013 that were new to Ghanaian market	
C. Goods and services innovations introduced during 2013 that were new to the rest of the world	
D. Other goods and services sold in 2013	
TOTAL	100%

15.3: Whom were these products (goods or services) innovations mainly developed for? **Yes = 1; No = 2; Don't Know = 3** (Please circle)

A. Mainly for your firm or enterprise group	1	2	3
B. Your firm together with other firms or institutions	1	2	3
C. Your firm by adapting or modifying goods or services originally developed by other firms or institutions	1	2	3
D. Mainly for other firms or institutions	1	2	3

15.4: Please describe the **main** product (goods or services) innovation that your firm introduced to the market in the financial year 2013.

Product/Service Code (for office use only)

15.5: In the financial year 2013, what percentage of your firm's total sales was represented by sales from the product (goods or services) innovation described in question 15.4 above?

15.6: Please describe in detail how the **main** product (goods or service) innovation is different from the most similar product or service, if any, previously produced by your firm.

15.7: Do any of the following describe why your firm introduced the main product (goods or services) innovation and were these objectives met by the innovation? (You may choose more than one option) use **Yes = 1; No = 2; Do not Know = 3** to answer questions 15.7a and 15.7b (*Please circle*)

	15.7a: Objective for innovation			15.7b: If "Yes" to 15.7a Was this objective met by the innovation		
A. Replace a product or services offered by your firm	1	2	3	1	2	3
B. Extend the range of product or services offered by your firm	1	2	3	1	2	3
C. Increase domestic (Ghanaian) market share	1	2	3	1	2	3
D. Export to new foreign markets or increase foreign market share	1	2	3	1	2	3
E. Decrease the cost of production or cost of offering the service	1	2	3	1	2	3
F. Offer products or service already offered by competitor	1	2	3	1	2	3
G. Comply with regulation or standards (e.g. safety or environmental regulations)	1	2	3	1	2	3
H. Deal with a decrease in the demand for other product or service	1	2	3	1	2	3
I. Other (Specify)	1	2	3	1	2	3

15.8 Did your firm import material or receive supplies of foreign origin in 2013 for innovation activities?

1 YES 2 NO (*Skip to Section 8*)

15.9: For your firm's most important material input or supply of foreign origin purchased in 2013, how important were the following reason(s) why it was imported rather than purchased domestically? : (Use options 1= **Very Important**; 2= **Important**; 3 =**Not Important**) – (*Please circle*)

A. There are no domestic suppliers	1	2	3
B. Similar input of domestic origin are more expensive	1	2	3
C. Similar input of domestic origin are of poor quality	1	2	3
D. Domestic supplier of similar inputs are too unreliable	1	2	3
E. Other (Specify)	1	2	3

SECTION 8: PROCESS INNOVATION

Process innovation is the **use (implementation) of new or significantly improved methods** for the production or supply of goods and services. The next set of questions will refer to any new or significantly improved method as a "process innovation". The innovation (new or improved) must be new to your firm, but it does not need to be new to your industry sector or market. It does not matter if the innovation was originally developed by your firm or by other firms. Exclude purely organizational innovation such as changes in firm structure or management practice.

Use options: Yes =1; No=2; Do not Know =3 to answer 16.1, 16.2, and 16.3. If answer to 16.1 – 16.3 is 2 or 3 Skip to Section 9 (Please circle)

	Firm			Ghanaian Market			Outside Ghana		
16.1: During the 2013 financial year, did your firm implement or use any methods of manufacturing or offering services that were new and/or significantly improved to your:	1	2	3	1	2	3	1	2	3
16.2: During the 2013 financial year, did your firm implement or use any logistic, delivery, or distribution method for inputs, product, or services that were new and/or significantly improved to your:	1	2	3	1	2	3	1	2	3
16.3: During the 2013 financial year, did your firm implement or use any supporting activity for processes, such as maintenance systems or operation for purchasing, accounting or computing that were new and/or significantly improved to your:	1	2	3	1	2	3	1	2	3

16.4. Please describe in detail your firm's **main** process innovation (**Referred to in one or more of 16.1 to 16.3**)

<p>.....</p> <p>.....</p>

16.5: Whom was the **main** process innovation developed for? **Use options Yes =1; No =2; Do not know =3 (Please circle)**

A. Mainly for your firm or enterprise group	1	2	3
B. Your firm together with other firms or institutions	1	2	3
C. Your firm by adapting or modifying goods or service originally developed by other firms or institutions	1	2	3
D. Mainly for other firms or institutions	1	2	3

16.6: Do any of the following reasons describe why your firm introduced the main process innovation and were these objectives met by the innovation? (You may choose more than one reason). **Use Yes = 1; No = 2; Do not Know = 3 (Please circle)**

	16.6a: Objective for innovation			16.6b: If "Yes" to 16.6a was this objective met by the innovation		
A. Increase the quantity of product or services	1	2	3	1	2	3
B. Increase the total production or amount of services offered	1	2	3	1	2	3
C. Increase the flexibility of production or offering service	1	2	3	1	2	3
D. Increase the speed of production or offering service	1	2	3	1	2	3
E. Increase the speed of delivery to the customer	1	2	3	1	2	3
F. Decrease the cost of production or offering service	1	2	3	1	2	3
G. Other (Specify)	1	2	3	1	2	3

SECTION 9 - INNOVATION ACTIVITIES

Innovation activities include the acquisition of machinery, equipment, software, licensed engineering and development work, training, marketing and research and experimental development (R&D) when they are **specifically** undertaken to develop and/or implement a product or process innovation

17.1: Did your firm conduct any of the following innovation activities in the financial year 2013? Use options Yes = 1; No =2; Do not know =3. (Please circle) If response to all is No =2, then Skip to 17.8

A	Intramural (in-house) Research and Experimental Development (R&D) Creative work undertaken on a systematic basis within your firm to increase the stock of knowledge and its use to devise new and improved product and processes (including software development).	1	2	3
B	Extramural or outsourced R&D Same activities as above, but performed by other companies (including other enterprises within your group) or by public or private research organization (e.g. universities) and purchased by your firm	1	2	3
C	Acquisition of machinery, equipment and software Acquisition of advanced machinery, equipment and computer hardware or software to produce new or significantly improved products and processes	1	2	3
D	Acquisition of other external knowledge Purchase or licensing of patents and non-patented inventions, know-how, and other types of knowledge from other enterprises or organizations	1	2	3
E	Formal training Internal or external training for personnel specifically for the development and/or introduction of new or significantly improved product and processes	1	2	3
F	Market introduction of innovations Activities for the market introduction of your new or significantly improved goods and services, including market research and launch advertising.	1	2	3
G	Other activities (including design) Procedure and technical preparations, including design, to implement new or significantly improved product and processes that are not covered in A-F above.	1	2	3

17.2. Please estimate the amount of expenditure in 2013 for the first five innovation activities mentioned in 17.1 (A to E) Please include personnel and related costs	2013 GH CEDIS
A. Intramural (in-house) R&D Include labour costs, capital expenditure on buildings and equipment specifically for R&D	
B. Purchase/or acquisition of extramural or outsourced R&D	
C. Acquisition of machinery, equipment and software: Exclude expenditure on equipment for R&D	
D. Acquisition of other external knowledge	
E. Formal training	

17.3: Were employees hired specifically for the purpose of developing any new and/or improved product(s) or process in the 2013 financial year?

☐ 1

YES

☐ 2

NO (Mark X in the box). If No Skip to 17.5

17.4: If yes, to 17.3, how many of these workers were hired from	Number	Don't know (DK)
A. Domestic Industry		
B. Domestic Research and Academic Institutions		
C. Foreign Industry		
D. Foreign Research and Academic Institutions		
E. Other (Specify)		

17.5: As a consequence of introducing the innovation(s), did the total number of workers employed by the firm (Use options Yes= 1; No =2; Do not know =3) (Please circle)	Operatives Workers			Other workers		
A. Increase	1	2	3	1	2	3
B. Decrease	1	2	3	1	2	3
C. Remain the Same	1	2	3	1	2	3

17.6: How important were the following in motivating your decision to engage in innovation activities. (Use options 1 = Very Important; 2 = Important; 3 = Not Important) (Please circle)	Response		
A. Customer	1	2	3
B. Competitors	1	2	3
C. Domestic supplier	1	2	3
D. Domestic buyer (firms)	1	2	3
E. Foreign buyer (firms)	1	2	3
F. Multinational Suppliers (located in Ghana)	1	2	3
G. Multinational buyers (located in Ghana)	1	2	3

Source	17.7a: Thinking about innovation, has your firm used the following external sources of information or ideas for any innovation activity in 2013. Use options 1 = Yes paid 2 = Yes not paid 3 = No 4 = Not Applicable				17.7b: If yes (1 or 2) in 17.7a, how important was it? (Use options 1 = Very Important; 2 = Important; 3 = Not important		
A. Knowledge from parent firm	1	2	3	4	1	2	3
B. Knowledge from competitor	1	2	3	4	1	2	3
C. Knowledge from suppliers	1	2	3	4	1	2	3
D. Product or services available in the market (reverse engineering/ observation)	1	2	3	4	1	2	3
E. Academic and Research institutions	1	2	3	4	1	2	3
F. Consultancy firms	1	2	3	4	1	2	3
G. Business associations and workshops/conferences/exhibitions and trade shows	1	2	3	4	1	2	3
H. Professional journal and trade publication	1	2	3	4	1	2	3
I. Government Ministries or programs	1	2	3	4	1	2	3
J. Internet	1	2	3	4	1	2	3
K. Customer Feedback	1	2	3	4	1	2	3
L. Other (Specify)	1	2	3	4	1	2	3

17.8: How important were the following factors in hampering your innovation activities or influencing your decisions not to innovate: (Use options 1 = Very Important; 2 = Important; 3 = Not Important) (Please circle)

Cost factors:			
A. Lack of funds within your firm or group	1	2	3
B. Lack of external sources of funding	1	2	3
C. Innovation costs too high	1	2	3
Knowledge factors:			
D. Lack of qualified personnel	1	2	3
E. Lack of information on technology	1	2	3
F. Lack of information on markets	1	2	3
G. Difficult in finding co-operation partners for innovation	1	2	3
Market factors:			
H. Market dominated by established firms	1	2	3
I. Uncertain demand for innovative goods or services	1	2	3
Reason not to innovate:			
J. No need due to prior innovations	1	2	3
K. No need because of no demand for innovations	1	2	3

SECTION 10: RESEARCH AND DEVELOPMENT (R&D)

18.1 There are three forms of Research and Development (R&D) which are described below:

A. Basic research

- Work undertaken primarily to acquire new knowledge of the underlying foundations of phenomena and observable facts, without a specific application in view.
- Analysis of properties, structures and relationships with a view to formulating and testing hypotheses, theories or laws.
- The results of basic research are usually published in peer-reviewed scientific journals.

B. Applied research

- Original investigation to acquire new knowledge with a specific application in view.
- Activities that determine the possible uses for the findings of basic research.
- The results of applied research are intended primarily to be valid for a single or limited number of products, operations, methods, or systems.
- Applied research develops ideas into operational form.
- Information or knowledge derived from applied research may be published in peer-reviewed journals or subjected to other forms of intellectual property protection.

C. Experimental development

- Systematic work using existing knowledge gained from research and/or practical experience for the purpose of creating new or improved materials, products, processes or services, or improving substantially those already produced or installed.

18.2 Please provide the headcount of all R&D personnel in 2013 according to the categories below.

Category	Total	Ghanaians		Non- Ghanaians	
		Males	Females	Males	Females
A. Researchers					
B. Technicians					
C. Other R&D personnel					
D. TOTAL R&D personnel (sum of A to C)					

18.3 Please provide how much money you spent on R&D in 2013 according to the categories below.

Category	Expenditure (GH CEDIS)
A. Labour costs of R&D personnel	
B. Capital expenditure on R&D (e.g. land & buildings, plant & machinery, vehicles, computers and related equipment, etc.)	
C. Recurrent expenditures on R&D such as electricity, training & education, rent, advertisement, etc.)	
D. TOTAL R&D expenditure (sum of A to C)	

Note the following:

- ✓ The labour costs should include only costs on personnel that were involved in R&D.
- ✓ The full price of capital expenses must be reported in the year of purchase (do not depreciate).
- ✓ If the assets has been/will be used for more than one activity, include only an estimate of the portion used for R&D

Expenditure should include – but not limited to:

- Expenditure on fixed assets used in the R&D projects of your business.
- Acquisition of software, including fees, expected to be used for more than one year.
- Purchase of databases expected to be used for more than one year.
- Major repairs and improvements on land & buildings.

Excluding:

- Other repairs and maintenance expenses
- Depreciation provisions
- Proceeds from the sale of R&D assets.

SECTION 11: FIRM LEVEL CAPABILITIES, TRUST AND INTERACTION

(Use options 1 = Agree; 2 = Indifferent; 3 = Disagree) (Please circle)

19.1: Please indicate to which extent your firm identifies and select knowledge			
A. Your firm has active network of contacts with the scientific and research community	1	2	3
B. Your firm has access to journals and magazines to keep abreast of market and technical trends	1	2	3
C. Your firm has regular conduct of technological audit of our company	1	2	3
D. Your firm has ways of monitoring the needs of her clients and customers	1	2	3
19.2: Please indicate to which extent your firm acquires knowledge			
A. Your firm is successful at acquiring the knowledge required to understand customer needs	1	2	3
B. Your firm is successful at acquiring the knowledge required to identify market opportunities	1	2	3
C. Your firm is successful at acquiring the knowledge required to comply with the requirements and expectations of trading partners	1	2	3
19.3. Please indicate to which extent your firm combines knowledge:			
A. Your employees have the skills to fuse or link newly acquired knowledge with existing knowledge	1	2	3
B. Your firm has her knowledge management systems to better use or exchange information, knowledge and skills within our establishment	1	2	3
C. Your firm has a department or coordinator that diffuses and disseminates knowledge within the establishment	1	2	3
D. Different departments can work together easily in our firm	1	2	3
19.4. Please indicate to what extent your firm commercializes its products (goods and/or services)			
A. There is a well-organized marketing department in your firm	1	2	3
B. There are commercialize products and services that are completely new to unit in your firm	1	2	3
C. Your firm has increases in sales of new product in existing markets	1	2	3
D. Your firm has increases in sales of new products in new markets	1	2	3
19.5. Please indicate to what extent you agree or disagree with the following statements about relations:			
A. There is the tendency to trust other organizations	1	2	3
B. There is no well-established relations with buyers	1	2	3
C. There is a well-established relations with suppliers	1	2	3
D. There is no well-established relations with competitors	1	2	3
E. There is a well-established relations with institutional actors	1	2	3

SECTION 12: INTERVIEWER'S REVIEW

The interviewer will review the form for the completeness and accuracy in the following section before you complete the certification.

a. COMPLETENESS CHECKS

Mark (X) in the box that applies

Have the following questions been completed?

Question	Yes	No
1.3		
1.5		
1.6		
2.1		
2.4		
3.3		
4.3		
5.7		
6.15		
7.11 col. 5		
8.10 col. 4		
9.7		
10.28		

Question	Yes	No
11.11 col 6		
11.18 col. 5		
12.8		
13.8		
14		
15.1		
15.2		
15.3		
15.4		
15.5		
15.6		
15.7		
15.8		

Question	Yes	No
15.9		
16.1		
16.2		
16.3		
16.4		
16.5		
16.6		
17.1		
17.2		
17.3		
17.4		
17.5		
17.6		

Question	Yes	No
17.7a		
17.7b		
17.8		
18.1		
18.2		
18.3		
19.1		
19.2		
19.3		
19.4		
19.5		

If NO explain in "Remarks"

REMARKS

.....

b. Calculate and enter figures for checks (b, c and d)

CHECK	CALCULATIONS REQUIRED	FIGURES FOR CENSUS (GH CEDIS)
b. Average annual wage per employee	Total 3.3 / question 2.1 col. 1a	

c. Sales, other receipts, input costs, wages and salaries

A

B

SALES AND OTHER RECEIPTS

INPUT COSTS, WAGES AND SALARIES

Total 5.7 col 1, 12.8 & 13.8

Total 3.3 & 4.3
 Total 5.7 col.2
 Total 9.8 & 10.28
 Total

Is the answer in box A greater than the total in box B?

Mark (X) in the box that applies.

YES

NO

(explain the "No" in "Remarks")

1

2

REMARKS

.....

d. Source of data

Mark (X) in the applicable box (es)

☐

1

Data derived from financial statements

☐

3

Careful estimates

☐

2

Other documented source

☐

4

Estimates

If more than one box is marked, indicate in space for remarks the question number(s) from each source.

REMARKS

.....

.....

e. This questionnaire was completed by (*Mark (X)* in the box that applies)

☐

1

Respondents

☐

2

Interviewer

SECTION 13: CERTIFICATION OF THIS QUESTIONNAIRE

- A. Thank you for completing this questionnaire. Please enter any comments which would assist in the interpretation of the information given.

COMMENTS:
.....
.....

- B. NAME OF PERSON SUPPLYING THE INFORMATION TELEPHONE NUMBER

.....

SIGNATURE:

STAMP

DESIGNATION: DATE:

- C. INTERVIEWER'S NAME

INTERVIEWER'S ID NO.

DATE OF INTERVIEW

SUPERVISOR'S NAME

SUPERVISOR'S PHONE NO.

SUPERVISOR'S SIGNATURE:.....

ZONAL CO-ORDINATOR'S NAME:

ZONAL CO-ORDINATOR'S SIGNATURE

- D. CLERICAL PROCESSING (**FOR OFFICE USE**)

EDITOR'S NUMBER SIGNATURE:

DATE:

CODER'S NUMBER..... SIGNATURE:.....

DATE

VERIFIER'S NUMBER SIGNATURE:.....

DATE

DATE PASSED FOR DATA ENTRY SIGNATURE