



INVESTOR SURVEY 2011

MANUAL OF INSTRUCTIONS

This Survey is being conducted under the Authority of the Statistics Act of 1998 and the Investment Code 1991

August 2011

CONTENTS

CONTENTS.....	ii
CHAPTER 1: INTRODUCTION.....	1
1.0 Introduction.....	1
1.1 Overall Objective of the Survey.....	1
1.1.1 Specific Objectives	2
a) To find out the operational status of licensed projects in order to update the UIA database, isolate traders and abandoned/closed projects;.....	2
1.2 Scope and coverage.....	2
1.3 Justification.....	2
1.4 Duration of the Survey	3
1.5 Survey Organization	3
1.6 Confidentiality	3
1.7 Role of field workers.....	4
1.7.1 Role of Field Interviewer	4
1.8.2 Role of Field Supervisor.....	4
1.8.3 Role of National Supervisor.....	4
1.8.4 Role of a Coordinator	5
CHAPTER 2: FIELD WORK	6
2.0 How to approach the public.....	6
2.1 How to Complete the Questionnaire	7
2.2 Materials to be used.....	7
2.3 How to administer the questionnaire	7
2.4 Submission of returns to UBOS	8
2.5 Follow-up.....	8
CHAPTER 3: THE INVESTOR SURVEY QUESTIONNAIRE 2011	9
3.1 Introduction:.....	9
3.2 Questionnaire Layout	9

1.1	Name of Entity.....	9
1.2	Contact Person and Position	9
1.3	Physical Address of Enterprise	10
1.4	Investor License Information.....	10
1.4.1	License Date of actual Business by Uganda Investment Authority at first registration.....	10
1.4.2	Date of Commencement of Business (if different from 1.5 above).....	10
1.4.3	UIA Investment License Number.	10
1.5	Location of the Business.....	11
2.0	Value of Planned and Actual Investment.....	12
3.0	Job Creation	12
4.0	Product Market.....	13
5.0	Barriers to Business Expansion in Uganda	15
6.0	Corporate Social Responsibility	15
7.0	Plant Utilisation and Investor Perceptions	15
8.0	Government Intervention in Private Sector Affairs	21
9.0	Future Prospects	23

CHAPTER 1: INTRODUCTION

1.0 Introduction

Uganda Investment Authority (UIA) was established by an Act of Parliament in 1991 to promote, facilitate and advocate for favourable business environment to encourage private sector investment in Uganda. In line with the mandate, UIA licenses foreign and local investors¹ who are operational, implementing or intend to start business operations in the country. To date, the number of licensed projects has reached 4,333 with projected cumulative investment of over \$12 billion and approximately 600,000 created in planned jobs.

Over the years, UIA has conducted Investor Surveys to ascertain actual investment generated by some of the licensed projects. In 1997, UIA undertook a comprehensive pilot investor survey of 1,881 entities. The survey consisted of projects licensed between 1991 and 1996. Following that survey, Private Sector Investor Surveys² were conducted in 2001, 2003, 2004, 2005, 2007, 2008, 2009 and 2010 but covered only 20 percent of the total licensed projects. UIA in partnership with United Nations Industrial Development Organization also undertook 2 Africa Foreign Investor Surveys in 2005 and recently in 2010 but the latter covered only 656 entities. From the above surveys, UIA has been able to generate actual investment and employment of only 33 percent out of the 4,333 total number of licensed projects. However, there exists no information on the remaining projects (3000) regarding their operational status, actual investment and employment generated whose information gap is to be bridged by Investor Survey 2011.

1.1 Overall Objective of the Survey

The overall objective of the survey is to assess the actual value of investment and employment generated since the establishment of UIA in 1991.

¹ Minimum threshold for the foreign investor is \$100,000 whereas the minimum threshold for the local investors is \$50,000.

² Private Sector Investor Surveys are undertaken in partnership with Bank of Uganda and Uganda Bureau of Statistics

1.1.1 Specific Objectives

- a) To find out the operational status of licensed projects in order to update the UIA database, isolate traders and abandoned/closed projects;
- b) To determine the main sources of investment and employment by sector to guide planning and inform decision making at the national level;
- c) To assess the individual and sectoral problems with the view to provide the necessary policy interventions;
- d) To determine the geographical distribution of investments to facilitate decision making processes of resource redistribution
- e) Examine factors affecting business operations of the entities to enhance policy formulation reformation;
- f) Estimate the investment conversion rate for both Domestic and Foreign Investment

1.2 Scope and coverage

The Investment Survey 2011 targets domestic and foreign licensed projects from 1991 to 2010, whose status has not been established by previous Private Sector Surveys undertaken by UIA in collaboration with UBOS and BOU. The entities will be drawn from all the sectors spread in the four regions of Uganda. In particular, about 3,000 entities will be covered under the survey.

1.3 Justification

UIA is mandated to supervise all licensed private investments in the country but lacks statistics of actual investment and employment generated by 67 percent (3,000) of the licensed projects. Other related aspects of information required includes the conversion rate of entities, investment generated by sector and source country, employment generated by sectors and gender, sources of investment and policy/non policy challenges affecting growth/expansion of the private enterprises. The inadequate availability of this information, has affected the provision and dissemination of reliable investment performance reports to guide national planning, policy formulation and reformation

process which remains a big challenge. Hence, the Investor Survey 2011 aims at generating the requisite data to bridge the information gap.

1.4 Duration of the Survey

The Investor Survey 2011 is expected to be executed within a period of nine months depending on the prevailing conditions on the ground. The data collection is expected to last for four to five months, while data processing, analysis and report writing for four months. In order to track progress on survey activities, a detailed work plan has been drawn with expected timelines.

1.5 Survey Organization

UBOS, MFPED and UIA staff will carry out the overall coordination and supervision of the Investor Survey. The two institutions will provide technical officers who will form the national technical team that will oversee fieldwork activities during the survey. The technical team will comprise of three National Coordinators and three Supervisors each provided by the collaborating institutions. The main collaborating institutions will work hand in hand with other stakeholders in the public and private sector.

There will be four field teams each comprising of one field supervisor and atleast four field interviewers who will visit the business premises to administer the questionnaire and conduct follow-up visits. The field team is composed of persons of high integrity, honest and experienced in data collection. In addition, the office team will comprise of the data entrants, data coders, editors, and data processing supervisors.

1.6 Confidentiality

The survey is being conducted under the Statistics Act of 1998, which empowers Uganda Bureau of Statistics to collect, compile, analyze and disseminate statistical information. Under the Act, the information collected is strictly confidential and only for statistical purposes. Which means that the information collected is not subject to any form of discussions with non-authorized persons who are not part of the survey staff.

Uganda Laws impose penalties on enumerators divulging information collected, and for falsifying or giving wrong information. Appropriate penalties will be imposed on any offending field staff in accordance with the Act.

To ensure strict adherence to confidentiality, every enumerator will take an Oath of Secrecy.

1.7 Role of field workers

1.7.1 Role of Field Interviewer

There will be five field interviewers in each team whose role will be as follows:

- Attend the training and participate in questionnaire pre-testing
- Visit selected enterprises and hold interviews with the Chief Executives
- Retrieve the questionnaire from the entities
- Conduct follow-ups together with the supervisor
- Edits and cross checks errors in the collected data.
- Shall be in custody of all data collection materials (questionnaires, manuals and documents from the Bureau).
- Write comprehensive fieldwork report on survey activities.
- Submit duly completed questionnaires to the supervisor.
- Keep all collected information confidential.
- Any other duty assigned to him/her by supervisor.

1.8.2 Role of Field Supervisor

- Attend the training and participate in questionnaire pre-testing
- Organize a list of businesses to be visited by each field interviewer daily
- Develop a schedule of entities to be followed-up for questionnaire retrieval.
- Supervise data collection activities
- Validate and cross-check all completed questionnaires to ensure compliance with survey set standards and procedures
- Receive duly completed returns from Field Interviewers
- Provide technical support to Field Interviewers in the collection of data
- Liaise with the Survey Technical Team on field operations and logistical matters
- Write a comprehensive field report on the survey activities after every week

1.8.3 Role of National Supervisor

- Training Field workers and deploys the fieldworkers
- Check on application of concepts and definitions and general adherence to set standards for field supervisors and field interviewers as stipulated in the Survey manual
- Visit noncompliant problematic entities during follow-up
- Check on the correct completion and recoding of transactions in the questionnaire
- Participates in deployment of manpower to ensure their optimal use
- Write a field report on survey activities

- Highlight any other issues pertaining to ICBT activities and formal Trade

1.8.4 Role of a Coordinator

- Provide overall leadership in the execution of fieldwork activities
- Coordinate the flow of information between management of collaborating institutions and the survey team
- Play a role in publicizing the survey activities through relevant information media
- Provide a feedback to the National Steering Committee on Investor Survey 2011 activities
- Provide policy feedback to management of collaborating institutions
- Provide overall technical backstopping to field survey team

CHAPTER 2: FIELD WORK/DATA COLLECTION

2.0 How to approach the public

Before starting work, exchange greetings and introduce yourself to the Chief Executive/respondent of the Entity/Company. Then explain the purpose/objective of the Investor Survey 2011 and answer any questions about the survey that may be asked.

You could start like this: *Government is interested in getting information about domestic and foreign investment in order to understand the challenges investors face in different sectors and improve the country's investment climate.*

You then request the respondent to give you some time to administer the questionnaire. In case he obliges, then take him/her through the questionnaire and record the responses as required. In case the details are not readily available, then request the respondent to avail it from the financial statements/personnel records/company investment data or other books of accounts as appropriate. ***Assure the respondents that all information obtained will be used for statistical purposes only, and will be regarded as strictly confidential.***

In case the respondent does not have time; you reschedule the appointment and guide him through on the required data required especially from financial statements and personnel records. Please insist that every detail is needed to enable the survey to achieve its objective.

During the interview, let the respondents take their time. Do not suggest answers to them. Work steadily and make sure the answers are clear to you before you record them. Do not accept at once any statement you believe to be wrong but tactfully ask further questions to obtain correct answers.

It may happen that someone refuses to answer your questions. In the majority of cases this is because of a misunderstanding. Explain further stressing the importance of the survey and that it has nothing to do with taxation or any similar government activity, that the information is confidential and that survey results are published only as aggregates made up in such a way that it is impossible to identify individual entities and their characteristics.

You should be able to clear up the misunderstandings, but if you cannot persuade a person to cooperate, or if his or her refusal is deliberate, tell the person the legal and administrative implications regarding refusal to answer questions. If there is a complete refusal report the matter to your Supervisor and do so at the earliest opportunity.

Before you leave the Business Establishment, check the questionnaire you have completed and make sure that you have done it accurately and fully. It is better to check your work on the spot than to have to go back or be sent back. It will save you time, embarrassment and inconvenience. Make sure, before you submit your returns to the supervisor, the completed questionnaires should be free of errors.

You are required to submit your field returns to the supervisor together with your daily report highlighting the challenges encountered. You will not be paid until you account for the questionnaires whether used or unused and other materials in your custody.

2.1 How to Complete the Questionnaire

There are specific materials to be used and ways of administering the questionnaire to the respondents as stipulated below;

2.2 Materials to be used

After you have completed your training successfully, you will be issued with materials that will facilitate you to carry out data collection. These are:

- i. A letter of appointment/Identity Card
- ii. Questionnaires
- iii. Field Instructions Manual (issued at the beginning of training)
- iv. Blue pens (**strictly blue**)
- v. A bag
- vi. List of establishments to be visited

2.3 How to administer the questionnaire

This questionnaire will be completed by the field interviewer or may be self administered by CEO or a designated official knowledgeable with the matters of the company. Before administering the questionnaire; observe the following;

- vii. Use blue pens provided.
- viii. Keep the questionnaire clean.
- ix. Write legibly in **CAPITAL LETTERS**.

However, for self administered questionnaire ensure that you discuss technical concepts definitions and other general issues regarding the survey and where possible provide guidance to the respondent. You may also provide your contact in case the respondent is stark so he may call you for assistance. Always adhere to the instructions given in the questionnaire and Instruction manuals.

The questionnaire has been designed in such a way that certain parts are not relevant to all enterprises involved.

If you make a mistake, cross it out neatly with a single line and write the correct answer/response besides it or above.

If you make a mistake involving the whole questionnaire, draw a diagonal line across the questionnaire, write along it "spoilt" and complete a fresh questionnaire. The spoilt questionnaire will be submitted along with other questionnaires for accountability purpose.

Before you leave the entity's premises, go through the questionnaire thoroughly to ensure that all the questions have been answered as required and no question that is supposed to be answered is left out.

2.4 Submission of returns to UBOS

At the end of fieldwork, every field interviewer is supposed to account for all materials in his/her custody to the field supervisor. This will include duly filled and unfilled questionnaires and other materials. Any field interviewer who fails to account for these materials will not be paid and may lead to automatic termination of contract with the project.

2.5 Follow-up

You may visit a business entity and fail to get the Chief Executive or a person knowledgeable about the operations of the company. Inquire from the receptionist or those at the business premises the best time for you to call back. In some cases, you may leave the questionnaire with the Secretary or a person you deem responsible with specific instruction about the questionnaire and how it could be completed when the Chief Executive comes back. The discretion to leave behind the questionnaire when the principal respondent is not there should be exercised consciously.

If after three visits you have not succeeded in finding anyone at the business premises to complete the questionnaire, then inform your supervisor immediately to take remedial measures.

CHAPTER 3:THE INVESTOR SURVEY 2011QUESTIONNAIRE

3.1 Introduction:

The questionnaire is structured in such a way that not all questions are to be filled out or relevant to the respondent. When completing, please follow the instructions strictly and observe the skips instituted in the questionnaire.

3.2 Questionnaire Layout

Below is the structural lay out of the IS2011 questionnaire, which each field worker should endeavour to master before actual data collection day.

00 Identification Number-IDNO (On top of questionnaire)

Each enterprise will be given a code number which uniquely identifies it. The identification is very important, so accuracy should be observed here. The identification consists of the Region (1-4), Sector Activity (01-17) and the serial number (1-3000). E.g. 1010001 refer to region 1. Agriculture Forestry and Fishing business activity 01, and 0001 as the code for the first business recorded under this sector. The details will be provided to you before commencing fieldwork. These must be inserted in IDNO on top of the questionnaire.

1.0 Identification of enterprise particulars

1.1 Name of Entity

An entity is an institutional unit in its capacity as a producer of goods and services. It may be a company, corporation or a non-profit institution or an unincorporated entity.

*You are required to record the particulars of the Business entity in full (e.g. Uganda Dairy Industries **not UDI**)*

1.2 Contact Person and Position

Record the full name of the contact person who should be the Chief Executive Officer/Managing Director or some one knowledgeable with the operations of the company and could access company investment records and books of account. Obtain details of his position, email and telephone contacts if different from that of the company and record the responses in subsections 1.2.1 through 1.2.4.

1.3 Physical Address of Enterprise

Record the plot number, street, the telephone contact, fax number and email for the company as required in the space provided in the questionnaire.

1.4 Investor License Information

1.4.1 License Date of actual Business by Uganda Investment Authority at first registration.

State the date as indicated on the license. This is the date when the enterprise was issued a license at registration by UIA.

1.4.2 Date of Commencement of Business (if different from 1.5 above).

Inquire and record the date when the business began operating. This is the date when the firm/company commenced or implemented its operations e.g. clearing site, building structures, etc

1.4.3 UIA Investment License Number.

Quote the Investment License number as indicated on the License Form

1.4.4 Source Country of Investment

This refers to the country where the investor deems to associate him/herself in relation to source of funding for the project. Sometimes this country could be different from the nationality of the investor.

1.4.5 If Date of commencement/implementation was more than one year after license date of business, give reasons

State the reasons as to why the business began operating more than a year after its registration.

1.5 Location of the Business

State the district, county and sub-county/division where the enterprise is found in the space provided under subsections 1.5.1 through 1.5.3.

You should note that there are about 112 districts carved out of the old 56 which need to be recorded in their current names without mixing them up.

1.6 Give three main Reasons as to why you decided to invest in the district.

Ask the respondent to state the three main reasons why he/she decided to invest in the district mentioned in 1.5.1 above

1.7 Give reasons for investing in Uganda.

Tick as appropriate the reasons for investing in Uganda.

1.8 Shareholding as at 31st December 2010

You are required to record the share holding in the company in form of shares bought by share holders. This information is available from the company records hence the percentage (%) distribution of shares should be recorded as required and should add to 100%.

1.9 Enterprises' Business Activity

1.9.1 Business activity at UIA license date

Record the business activity the enterprise wished to engage in at the time of licensing it.

1.9.2 If your **business activity in 1.9.1** has changed, please provide in table 1 below the **current Business Activity** the enterprise is engaged in.

Tick the current business activity the enterprise is engaged in which may be the same or different from the activity at licensing. In case the enterprise has switched from the activity

recorded at licensing, the reasons for diversion should be stated; and percentage share to the entity's turnover be recorded in table 1 below. You need to record the information in appropriate sectoral activity where it is engaged.

2.0 Value of Planned and Actual Investment

2.1 State the Planned Investment at Registration and Actual Investment at Implementation

Obtain planned investment figure at registration with UIA and the Actual Investment at implementation of the project/business.

2.2 Planned/Actual Investment before 2009, in 2009 and in 2010.

Obtain total planned/actual investment value before 2009, in 2009 and 2010. For companies which began after 2009, you don't need the planned investment information before 2009.

Planned investment before 2009 refers to accumulated investment that the company planned to invest from the time it was licensed by UIA, while actual investment before 2009 refers to actual accumulated investment that the company has invested from the time it was licensed by UIA.

Use company records to extract information on planned investment value for land, Building and Civil Works, Plant and Machinery, Motor Vehicles, Furniture and Office Equipment, Installation Costs, Intangible Assets (e.g. operations software), Working capital, Research and Development, and, Others (specify if the expenses were incurred on other activities other than those mentioned)

3.0 Job Creation

3.1 Provide the number of planned jobs that were to be created at Licensing the project with UIA and the actual number of jobs created at implementation.

The respondent is to state the number of planned jobs that were to be created at license and actual jobs created at implementation of business by nationality.

3.2 State the actual employment as at 31st December 2010.

Actual employment constitutes the number of people employed in a given entity whether permanent or on contractual basis. The data requested for is broken down by the nature of employment, local or foreign and by gender (sex). Further breakdown according to the different employment categories of staff is required as per the layout of table 3.0.

3.3 Provide the number of disabled persons employed in your organisation.

The respondent is to state the number of disabled persons employed in his organization by sex.

3.4 Compensation of Employees

The respondent is to provide information from the entity's records regarding payments to employees in form of Salaries and Wages, Fringe benefits, NSSF/Pensions contributions and other payments not specified according to local and foreign employees for the a period stated.

4.0 Product Market

4.1 Does your company export?

The respondent is to tick the appropriate answer. If the company does not export, the respondent does not have to answer 4.2, 4.3 and 4.4. Hence if no, go to Qn 4.5.

4.2 If yes to 4.1 above, specify the type of exports

The respondent should provide the major exported goods/services.

4.3 If you export, how long does it take for goods to be cleared and released by customs?

The respondent should provide the number of days taken for the exports to be cleared and released in Uganda, Kenya, Tanzania and any other country of his/her choice.

4.4 What is your product market share?

Obtain the market shares in percentage terms for Local, Regional and International markets. The addition of the three should sum up to 100%.

Regional markets refer to COMESA and EAC Regional blocs where Uganda subscribes under regional trading arrangements, while International markets includes trading blocs not mentioned above like SACU, SADC, EU etc. For regional and international markets, the main three major trading partners/countries are recorded in their order of importance.

4.5 Does your company import?

The respondent is to tick the appropriate answer. If the company does not import, the respondent does not have to answer 4.6, 4.7 and 4.8.

4.6 If yes to 4.5 above, specify the type of imports

The respondent should provide the major imported goods/services.

4.7 What is the proportion of the raw materials used in production process by your company?

Obtain the proportion of raw materials used in the production process, from the local market and imports in percentage terms. The addition of the two should sum up to 100%.

4.8 How long does pre-shipment inspection process take from the time you submit the papers until the time goods are released?

*The respondent should indicate the **number of days** it takes for the pre-shipment process until the goods are released for imports and exports.*

4.9 Total Value of Imports and Exports during the years 2009 and 2010 (Shillings)

The respondent should provide total value of goods and services imported or exported during the years 2009 and 2010.

4.10 What was the share of the nature of the products you Exported/Imported in 2010?

Obtain the market shares in percentage terms for the raw materials, intermediate products, final/consumer goods and capital goods the company exported and imported in 2010.

4.11 Are you aware of trade agreements/opportunities available in the following international/regional markets?

The respondent is to tick as appropriate the relative importance of the trade agreement/market is aware of and rate its importance to the company using the scale provided in the questionnaire.

5.0 Barriers to Business Expansion in Uganda

5.1 Please judge how problematic are these different regulations and constraints for operation and growth of your business.

The respondent is supposed to tick the column that indicates how the different regulations and constraints affect the operation and growth of his business using: major obstacle, moderate obstacle, minor obstacle and no obstacle.

6.0 Corporate Social Responsibility

6.1 Provide the expenses on Corporate Social Responsibility during 2010

This information could be obtained from the entity's audited financial statements or management accounts. These corporate expenses should be broken down by sectors: Education, Health and Welfare, Safety and Security, Arts and Culture, Sports Development, Environment, Water, Road, Religious, Donation to other charity and other unspecified activities.

7.0 Plant Utilisation and Investor Perceptions

***Investor perception** is an assessment of the views of the private sector players on the effects of business environment on their entities business operations. Policy makers are concerned about improving the private investments environment in Uganda. As such, the questionnaire requests the respondent to rate the effects of a number of selected factors*

on their business operations. Please, note that these IP questions seek for perceptions in 2010 on the identified factors compared to 2009.

7.1 If you are involved in production, indicate the capacity utilization of your plant in 2010?

Tick only one response applicable to the firm's capacity utilisation.

7.2 If the capacity utilization was below 70%, what was the biggest constraint?

The respondent should identify and tick only one constraining factor.

7.3 Rank the following barriers to expanding business at Local, Regional and International levels using the scale 1 to 4: 1. Major obstacle 2. Moderate obstacle 3. Minor obstacle 4. No obstacle

The respondent is supposed to indicate how different barriers affect the business expansion using the scale provided at the levels stated. The factors are listed below as follows:

Transport infrastructure problems (including roads and waterways)

Energy infrastructure problems (including electricity)

Tariff trade barriers

Non-tariff trade barriers

Cost and access to Finance

Bureaucracy and regulations (e.g. export permits, border procedures)

Inadequate export support services

High cost of production

Difficulties in meeting high level standards (SPSS, etc)

Other barriers, please specify

7.4 How did the economic and financial factors specified in the Table 7.4 affect your business operations?

The respondent is supposed to indicate how the following factors affected the business operations by using the scale of 1 to 4 where: 1=High effect”, 2=“Moderate effect”, 3=“Low effect”, 4=No effect” by ticking in the space provided in 2009 and 2010 and make comments. The factors are listed below as follows:

Domestic market size

Smuggling

Corruption

Competition of imports

Access to international markets

Corporate tax

Customs and excise duty

Interest rate

Exchange rate

Inflation rate

Access to local business finance/credit

Access to regional business finance

Access to international finance

7.5 Rate the overall efficiency and cost of services as delivered by the respective agencies.

The respondent is supposed to indicate how the following support services affected the business operations by using the scale of 1 to 6 where: 1=Excellent”, 2=“Very good”, 3=“Good”, 4=“Fair”, 5=“Poor” and 6=“Very Poor” for Efficiency; and 1=Too high”, 2=“High”, 3=“Fair”, 4=“Low”, 5=“Very Low” for the cost in the space provided. The factors are listed below as follows:

Customs services

Immigration services/work permits

Legal fees

Licenses/permit fees

Electricity

Road transport

Railway transport

Water transport

Air transport

Postal services

Telecommunication

Internet

Insurance services

Banking services

Water supply

Internal revenue services

Municipal services (garbage, sewerage, etc)

President/PM/Cabinet

Local government

The Parliament

The Central Bank

Public health care/Hospital

Education Services

The Police

Private Security Guards

The armed forces/Military

7.6 How did Labour, Environment and Health factors affect your business activities?

The respondent is supposed to indicate how the following factors affect the business operations by using the scale of 1 to 4 where: 1="Major obstacle", 2="Moderate obstacle", 3="Minor obstacle" and 4="No obstacle" in the space provided.

Restrictions regarding hiring expatriates

Staff turnover

Wage levels

Availability of skilled labour locally

Cost of skilled labour

Productivity of skilled labour

Productivity of unskilled labour

Cost of un-skilled labour

NSSF/pension contribution

Malaria

HIV/AIDS

Climate changes

Soil degradation

Land and boarder conflicts

Other diseases (specify)

7.7 How did the activities of Regulatory and Other government agencies impact/affect your business activities in 2010?

The respondent is supposed to indicate how the actions of following government departments and agencies affect the business operations by using the scale of -2 to +2 where: +2="strong positive effect", +1="Limited positive effect", 0="No effect", -1="Limited negative effect" and -2="Strong negative effect" in the space provided during 2010.

Electricity Regulatory Authority

Uganda National Chamber of Commerce & Industry

Privatization Unit

Uganda National Bureau of Standards

Uganda Revenue Authority

Department of Immigration, Ministry of Internal Affairs

Legal System (e.g. Uganda Law Reform Commission)

National Environmental Management Authority

Local Authorities (e.g. KCCA)

The Parliament of the Republic of Uganda

Uganda Investment Authority

Uganda Registration Services Bureau

Bank of Uganda

Private Sector Foundation Uganda(PSFU)

Judicial Services (e.g. Commercial Court)

Uganda Communications Commission

Uganda Bureau of Statistics

Other Agencies (specify)

8.0 Government Intervention in Private Sector Affairs

8.1 How often does the government intervene in the decisions your firm takes?

Tick whichever answer is applicable for the types of decisions: 1) Always 2) Sometimes 3) Never

8.2 How do you rate the overall perception of the relation between government and private firms on the following scale provided? "All in all, for doing business I perceive the Government as":

Tick only one answer applicable: 1) Very helpful 2) Mildly helpful 3) Neutral 4) Very unhelpful 3) mildly helpful

8.3 How much influence does your firm have at the national level of government at the new law, regulation or decree?

Tick whichever answer is applicable for the influence of the different government organs: 1) Very influential 2) Influential 3) Never influential

8.4 in resolving business disputes, do you believe the country's court system?

Tick whichever answer is applicable for the country's court system for each different organ of government using responses: 1) Always 2) Sometimes 3) Never

8.5 How do you rate the assistance received from government officials for the last 3 years?

Tick one answer which is applicable for government officials' assistance: 1) Increased 2) Remained about the same 3) Decreased 4) Don't know

8.6 How do you rate the level of predictability of the following policies and regulations to the overall business environment?

Tick whichever answer is applicable for the policies/regulations: 1) Highly predictable 2) Predictable 3) Fairly predictable 4) Unpredictable

8.7 How do you rate your confidence in the country's financial systems' ability to provide financing to the private firms now and the last 3 years?

Tick whichever answer is applicable for your confidence in the country's financial systems. 1) High 2) Moderate 3) Low 4) Don't know

8.8 Provide the share of your firm's sources of financing since the commencement of your business.

The respondent should provide the percentage share of the firm's sources of financing since commencement of the business against the provided sources applicable.

8.9 How problematic are the different financing issues to the operation and growth of your business.

Tick whichever answer is applicable for the different financing issues: 1) No Obstacle 2) Minor Obstacle 3) Moderate Obstacle 4) Major Obstacle

8.10 Does your firm use International Accounting Standards (IAS)?

Tick the applicable answer to whether your firm uses the IAS : 1) Yes 2) No

8.11 Does your firm provide its shareholders with annual financial statements that have been reviewed by an external auditor?

Tick whichever answer is applicable: 1) Yes 2) No

8.12 Which of the following would you define as your leading competitor?

The respondent is to tick only one leading competitor among the given options.

8.13 How would you rate the efficiency of central and local governments in delivering services, now and three (3) years ago?

Tick whichever answer is applicable: 1) Very efficient 2) Efficient 3) Inefficient 4) Very inefficient

9.0 Future Prospects

9.1 Is your entity planning to expand in the next 3 years?

Tick only one answer that is applicable: 1) Yes 2) No If no, Skip to Question 9.3

9.2 If yes (in question 9.1), please indicate the direction of your investment.

Tick whatever form of expansion that the respondent deems appropriate in relation to entity's direction of investment both in short and long term.

Diversify in other sectors

Diversify range of product and services

Staff training

Recruitment of Nationals

Recruitment of expatriates

Gender balance in recruitment

Investment in Technology

Import of Capital goods

Export of products

Construction of New Building and Structure

Improvement of existing facilities

Mergers and Acquisition

Expansion to the Other EAC Countries

Other form of expansion (specify)

10.0 UGANDA INVESTMENT AUTHORITY OPERATIONS AND EFFICIENCY

10.1 What do you think about the operations and efficiency of UIA?

The respondent is requested to provide views about the operations and efficiency of Uganda Investment Authority

10.2 Propose ways of improving the operations and efficiency of UIA.

The respondent is requested to provide suggestions/make recommendations towards the improvement of the operations and efficiency of UIA

10.3 To what extent have the investment policies impacted on your business?

The respondent is state the extent to which the investment policies have effected the operations of the business both in a positive and negative way.

10.4 Please provide any general comments regarding the subject matter not discussed in the questionnaire.

The respondent is free to give any comment on any subject matter that affects the business operations of the entity