

MIAG Business Survey

A. Basic personal Details

1. Age:(on your last birthday):.....
2. Sex:
 - Male
 - Female
 - Prefer not to say
3. Level of education:
 - No formal education
 - Primary
 - Middle/JHS
 - Vocational/Technical/SHS/'O'level/'A'level
 - Tertiary
 - Rather not say
4. Are you the owner or employee of business?
 - Local business owner
 - Local employee
 - Migrant business owner
 - Migrant migrant employee
 - Migrant local employee
 - Employee of Multi-National Company
 - Migrant employee of Multi-National company
5. (i)Name of Organisation/Employer [optional].....
(ii) What is your position.....

B. Migration background (of owner if dealing with an immigrant business or of respondent if dealing with an immigrant employee in a multi-national)

B1. Origin and journey

6. Country of Origin:
Place of origin: city/town/village*:
Region:

6a. When did you leave your country of origin? (No. of number of years)

Hint: enter 888 do not know, 999 rather not say

7. Where do you currently reside (city):

7a When did you arrive in [city]: (No. of years)

Hint: enter 888 do not know, 999 rather not say

B2. Causes of migration

8. Why did you choose to migrate to [XX]?

Please select top 3 considerations:

- Seeking employment

1

- Seeking better employment 2
- Family obligation 3
- Debt 4
- Environmental problems (drought, water scarcity, floods) 5
- To start up a business 6
- Easier to start up a business 7
- Health care 8
- Loss of income 9
- Personal reasons and aspirations (for better life or similar) 10
- Marriage 11
- Education 12
- Housing/land problems 13
- Social/political problems (violence or discrimination or something similar) 14
- Other (specify) 15
- Rather not say 16

B3. Migration decision supporters and helpers

9. Who was involved in your decision to migrate to [XX].

Please provide up to 3 of the most influential people in your decision-making:

- Self 1
- Father 2
- Mother 3
- Spouse 4
- Children 5
- Siblings 6
- Uncle / cousin 7
- Aunt / cousin 8
- Friend 9
- Business colleague 10
- Other (specify): 11
- Rather not say 12

9a. Who was the **most important** intermediary?

- Self 1
- Agent 2
- Friend 3
- Business transfer 4
- Relative 5
- Other (specify) 6
- Rather not say 7

B4. Financing migration

10. How did you finance your migration to [XX]?

Please select up to 3 most important:

- No cost 1
- Savings 2
- Loan from formal financial institution 3
- Loan from family 4
- Loan from friends 5
- Sale of assets 6
- Borrowed from money lender 7

- Funded by company 8
- Funded by immigrant at destination 9
- Other (specify): 10
- Rather not say 11

10a. What do you consider as the main challenges and barriers attached to migration?

Please select up to 3 most important factors:

- Financial barriers or challenges 1
- Acquiring necessary resources 2
- Leaving family 3
- Lack of familiarity with destination 4
- Lacking skill set relevant to new environment 5
- Lack of cultural familiarity 6
- Leaving established business and social networks 7
- Unfamiliarity with legal/policy/regulations at destination 8
- Other (specify): 9
- Rather not say 10

B5. Other experiences and future migration plans

11. Have you lived anywhere else [for more than six months] other than your place of origin or [XX]:

Location	Dates	Employment	Reason for Migration

12. Do you have any plans to ever move from [XcityX]:

- Yes - go to next question
- No – skip to Section C.

12a. If so, where to,

13. Why? (chose the key reason. Single coding only)

- to be with family 1
- better investment opportunities 2
- expand current operations 3
- A requirement from my company 4
- other (specify) 5
- Rather not say 6

C. Brief overview of business

14. What is the form of your business? (select all appropriate options)

- Sole Trader 1
- Registered private company 2
- Public limited company 3
- A Cooperative 4
- Subsidiary of Multinational Company 5
- A Trust 6
- Other (please specify) 7

- Don't know 8
- Rather not say 9

C1. Ownership status: These questions will not apply to employee of multinational company subsidiary but only to business owners.

15. Business ownership status:

- Sole proprietor 1
- Partnership with host country national (s) 2
- Partnership with co-national 3
- Partnership with other nationality (specify) 4
- Family 5
- Other (please specify) 6
- Rather not say 7 – skip to section B2

If answer is partnership with host country nationals, co-national/ other nationality/ family then go to 15a.
If not, go to section B2

15a. What is the nature of this relationship (chosed as appropriate):

- Family (specify) 1
- Friendship 2
- Professional 3
- Silent 4
- Other (specify) 5
- Rather not say 6

15b. Role of family member or partner in the business:

No	Relationship to business owner	Nationality	Role in the company
1			
2			
3			

C2. Size of the business or size of the business you are currently employed in terms of employees and turnover

16. How many paid employees does your business have across all sites in the country excluding partners and owners?

- None 1
- Very small micro 1- 4 2
- Larger micro: 5 - 9 3
- Small: 10- 49 4
- Medium: 50 – 249 5
- Large: 250 – more 6
- Don't know 7
- Rather not say 8

17. Annual turnover of your business in the last year (2019): (in local currency)

- Don't know – skip to B3
- Rather not say – skip to B3

17a. Record exact figure:

Hint: enter 888 do not know, 999

17b.If exact figure is not available, then use following in local currency (single code only):

- 0 – 99 1
- 100 – 999 2
- 1000 – 9999 3
- 10000 – 99,999 4
- 100,000 – 999,999 5
- 1,000,000 – 9,999,999 6
- 10,000,000 – more 7
- Don't know 8
- Rather not say 9

C3. Sector

18. What sectors of the economy are you primarily involved in:

- Construction industry 1
- Information and communication technology 2
- Manufacturing 3
- Services 4
- Trading 5
- Natural resources 6
- Other services (specify) 7
- Other sectors (specify) 8
- Rather not say 9 – skip to B5

18a. What is the nature of the business(es) you have: (multi code)

- Construction
 - Infrastructure 1
 - transport, 2
 - real estate 3
 - Other (specify) 4
- Manufacturing
 - automobile, 5
 - pharmaceutical, 6
 - textiles 7
 - Other (specify) 8
- Trading
 - Retail 9
 - Wholesale 10
 - Warehouse 11
 - Other (specify) 12
- Services
 - Administrative 13
 - Hospitality 14
 - Finance 15
 - banking 16
 - consultant 17
 - tailoring 18
 - hair dressing 19
 - health 20
 - education, 21

- retail, 22
- media 23
- Others (specify) 24
- Information technology services
 - Programming 25
 - Back office data management 26
 - Call centre management 27
 - Consultancy 28
 - Others (specify) 29
- Natural resources
 - Extractive 30
 - Agriculture 31
 - Fishing 32
 - Mining 33
 - Oil and gas 34
 - Forest 35
 - Others (specify) 36

19. What are main products/services you offer?

Hint: enter 888 do not know, 999 rather not say

20. Which of these would you describe as your main types of customer: (single code only)

- Private sector businesses 1
- Individual consumers 2
- Charities or third sector organisations 3
- National Government 4
- Local Government 5
- Foreign company 6
- Other public sector 7
- Other (specify) 8
- None of these 9
- Don't know 10
- Rather not say 11

21. Who do you mainly trade with: (multi code ok)

- With local customers? 1
- With customers across your region? 2
- Nationally 3
- Or internationally 4
- None of these 5
- Don't know 6
- Rather not say 7

C5. Age of your business

22. How many years has your business been operating:

Hint: enter 888 do not know, 999 rather not say

C. Business start-up

Some questions (C6, C7, C8) in this section are not applicable for representative of MNC subsidiaries.

C6. Starting year

23. Which year did you start your business?

C7. Motivations and reasons for starting the business

24. What were your motivations for becoming a business entrepreneur: (select top 3 most important)

- | | |
|---|----|
| • Better working conditions | 1 |
| • Improve family circumstances | 2 |
| • Family commitment | 3 |
| • Greater independence (to be own boss) | 4 |
| • Unable to find job matching skills | 5 |
| • Increase personal income | 6 |
| • To maintain income | 7 |
| • Passion/challenge | 8 |
| • Joined the family business | 9 |
| • Market opportunity/demand | 10 |
| • Redundancy/lost previous job | 11 |
| • Unhappy working conditions | 12 |
| • Other (specify): | 13 |
| • Rather not say | 14 |

C8. Initial financing of business

25. Where did you get the initial funds to set up your business: (select all relevant options)

- | | |
|--|----|
| • Self-funding through personal saving | 1 |
| • Loan from the bank | 2 |
| • Funding from friends or relatives | 3 |
| • Spousal funds | 4 |
| • State financial support schemes | 5 |
| • Funding from friends | 6 |
| • Loan from micro-finance institution | 7 |
| • Remittances | 8 |
| • Other | 9 |
| • Rather not say | 10 |

C9 Business expansion factors

26. Did your business, or the business you are currently employed by, expand over the last year (2019-2020)?

- | | |
|------------------|------------------------|
| • Yes | 1 |
| • No | 2 |
| • Don't know | 3 – skip to section C5 |
| • Rather not say | 4 – skip to section C5 |

26a. Which of the following factors helped your business to expand: (select the 3 most important factors)

- | | |
|--|---|
| • Increased demand for products/services | 1 |
| • Increased access to raw materials | 2 |

- Lower costs of production 3
- Better technical/management skills 4
- Access to cheaper labour 5
- Supportive government policies 6
- Other (specify): 7
- Don't know 8
- Rather not say 9

C5. Comparative experience

27. How do you find doing business in [XX] compared to your place of origin: (select the most important factors)

- It has a wider market 1
- Easier to operate 2
- Better profits 3
- Access to finance 4
- Government support 5
- Access to better skilled/educated workforce 6
- Other (specify): 7
- Don't know 8
- Rather not say 9

D. Business operations

D1. Location

28. Where are your headquarters based: (city/country)

Hint: enter 888 do not know, 999 rather not say

28a. How many sites does your business operate from?

- If multiple locations, please expand:

Sector	Type of Business	Location	Characteristics (urban, peri, rural)
<i>Hint: enter 888 do not know, 999 rather not say</i>			

D2 Staffing

29. Proportion of staff by employment status:

Employment Status	Number
Full time (permanent)	
Part time (permanent)	
Temporary contracts	
Day contracts	
Interns	
Informal	
Unpaid family labor	
Total	<i>Hint: enter 888 do not know, 999 rather not say</i>

30. Number of employees by position through gender:

Position	Female	Male
Senior Management		
Medium level management		
Entry level management		
Non – managerial positions		
Total	<i>Hint: enter 888 do not know, 999 rather not say</i>	<i>Hint: enter 888 do not know, 999 rather not say</i>

30a. Nature of employment status through gender:

Employment Status	Female	Male
Full time permanent		
Part time permanent		
Temporary contracts		
Day contracts		
Interns		
informals		
Unpaid family labor		
Total	<i>Hint: enter 888 do not know, 999 rather not say</i>	<i>Hint: enter 888 do not know, 999 rather not say</i>

30b. What main functional skill do you look for gender: (select top two choices for each)

	Female	Male
Leadership		
Business Development		
Corporate strategy		
Human Resource Management		
Production		
Supply chain management		
Sales		
Marketing		
Distribution		
Housekeeping		
Craftmanship		
Other, specify	<i>Hint: enter 888 do not know, 999 rather not say</i>	<i>Hint: enter 888 do not know, 999 rather not say</i>

31. Which of the following groups of people do you employ in your business:

- Local employees Yes / No
- Co-nationals Yes / No
- Immigrants Yes / No
- Locals with overseas experience Yes / No

31a. Number of employees in the business by category:

	No. males	No. females	Total
Local population			
Co-nationals			
Immigrants			
Local with overseas experience			

Total	Hint: enter 888 do not know, 999 rather not say	Hint: enter 888 do not know, 999 rather not say	Hint: enter 888 do not know, 999 rather not say
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31b. Numbers in each category by employment status:

	Local people	Co-nationals	Immigrants	Local with overseas employees	Total
Full time permanent					
Part time permanent					
Temporary contracts					
Day contracts					
Interns					
informals					
Unpaid family labour					
Total	Hint: enter 888 do not know, 999 rather not say	Hint: enter 888 do not know, 999 rather not say	Hint: enter 888 do not know, 999 rather not say	Hint: enter 888 do not know, 999 rather not say	Hint: enter 888 do not know, 999 rather not say

31c. Numbers in each category by type of position:

Position	Local people	Co-nationals	Immigrants	Local with overseas experience	Total
Senior Management					
Medium level management					
Entry level management					
Non – managerial positions					
Total	Hint: enter 888 do not know, 999 rather not say	Hint: enter 888 do not know, 999 rather not say	Hint: enter 888 do not know, 999 rather not say	Hint: enter 888 do not know, 999 rather not say	Hint: enter 888 do not know, 999 rather not say

31d. What types of functional skills do you look for in employees by category: (multiple code to max of 3)

	Local employees	Co-nationals	Immigrants	Locals with overseas experience
Leadership				
Business Development				
Corporate strategy				

Human Resource Management				
Production				
Supply chain management				
Sales				
Marketing				
Distribution				
Housekeeping				
Craftmanship				
Other, specify	<i>Hint: enter 888 do not know, 999 rather not say</i>	<i>Hint: enter 888 do not know, 999 rather not say</i>	<i>Hint: enter 888 do not know, 999 rather not say</i>	<i>Hint: enter 888 do not know, 999 rather not say</i>

31e. What type of characteristics you look for in employees by category: (multi-code to max of 3)

	Local employees	Co-nationals	Immigrants	Locals with overseas experience
Knowledge of customer base				
Local knowledge – policy environment				
Knowledge of their countries, markets, labour policies				
Ability to get on with other groups				
Ability to get on with local employees				
Ability to get on with employees of the ethnic group of the person				
who runs this firm (i.e. Chinese employees in Chinese owned firms)				
Experience (specify)				
Level of education				
Knowledge of business environment				
Professional networks				
Other (specify)	<i>Hint: enter 888 do not know, 999 rather not say</i>	<i>Hint: enter 888 do not know, 999 rather not say</i>	<i>Hint: enter 888 do not know, 999 rather not say</i>	<i>Hint: enter 888 do not know, 999 rather not say</i>

Employment policy and remuneration

32. Do you have an employment policy for the people you hire:

- Yes

- No – skip to D4

32a. Name the policies:

Hint: enter 888 do not know, 999 rather not say

32b. Why do you have these policies: (select top 2)

- Safety and security of employees 1
- Ensuring appropriate working environment 2
- Improving loyalty and productivity 3
- Equal opportunities for all genders, races and nationalities 4
- Other specify 5
- Don't know 6
- Rather not say 7

32c. Which of the following remuneration options does your business offer to employees: (multi-code to max of 3)

- None (sole proprietor) 1
- None (but has employees) 2
- Wages 3
- Cash bonus 4
- Shares/dividends 5
- (Fixed) contract payments 6
- Profit-sharing 7
- Fee for service payments 8
- Insurance 9
- Commission payments 10
- Other non-cash incentive (specify) 11
- Other (specify) 12
- Don't know 13
- Rather not say 14

D3 Competition

33. Who are the main competitors of your business: (select up to 3)

- Local business 1
- Co-nationals business 2
- Multinational business 3
- Indian business 4
- Chinese business 5
- Other African country business (specify) 6
- Ex-pats (British/Portuguese) 7
- Diaspora returnee 8
- Other (specify) 9
- Rather not say 10

34. From your main competitor group, on what basis do these groups compete: (select up to 3)

- Innovative products and services 1
- Well trained workforce 2
- Strong pricing strategy 3
- Extensive promotional campaigns 4
- Location advantage 5
- Reputation among locals for quality products/services 6
- Support from the government at country of origin 7
- Others (specify) 8
- Rather not say 9

D4 Supply chains

35. Do you use suppliers for your business:

- Yes 1
- No 2
- Don't know 3 – skip to D5
- Rather not say 4 – skip to D5

Machinery

36. Where do you source the main machinery for your business: (select up to 3)

- From local suppliers (City) only? 1
- From suppliers across [local region]? 2
- From suppliers across [local country]? 3
- From suppliers from other African countries 4
- From suppliers from India 5
- From suppliers from China 6
- From other international suppliers 7
- Don't know 9
- Rather not say 10

36a. If locally, who are your main local suppliers:

- Local owned business 1
- Co-national business 2
- Indian business 3
- Chinses business 4
- Other immigrant owned business 5
- None of these 6
- Don't know 7
- Rather not say 8

36b. Do you use any of the following criteria in the selection of your local suppliers: (select all relevant options)

- Family networks 1
- Friends 2
- Ethnic community connection 3
- Formal/informal associations tied to your country of origin 4
- Personal contact/connection who is from [host country] 5
- Formal or informal [host country] networks and associations 6
- Others specify 7
- Rather not say 8

36c. If internationally, then which country is your main supplier?

Hint: enter 888 do not know, 999 rather not say

Raw materials

37. Thinking about your supply chain, would you say that you mainly source raw materials / services from: (single code only)

- Local city 1
- Local country 2
- Internationally 3
- Not applicable – do not have suppliers 4
- None of these (specify) 5
- Don't know 6
- Rather not say 7

37a. If local city or county then, which is your main supplier:

- Local owned business 1
- Co-national 2
- Indian 3
- Chinese 4
- Other immigrant owned business 5
- None of these 6
- Don't know 7
- Rather not say 8

37b. Do you sue any of the following criteria in selection of your local suppliers: (select all relevant)

- Family networks 1
- Friends 2
- Ethnic community connection 3
- Formal/informal associations tied to your country of origin 4
- Personal contact/connection who is from [host country] 5
- Formal or informal [host country] networks and associations 6
- Others specify 7
- Don't know 8
- Rather not say 9

37c. If internationally, then which country is your main supplier?

Hint: enter 888 do not know, 999 rather not say

D5 Skills development

38. Over the past 36 months have you arranged or funded any off-the-job, or informal on-the job, training or development for employees: (by off-the job training we mean training away from individual's immediate work position, whether on your premises or elsewhere – single code only)

- Yes – off the job 1
- Yes – informal on the job 2
- Both 3

- No 4 – skip to D6
- Don't know 5 – skip to D6
- Rather not say 6 – skip to D6

38a. Who is this training and development for:

- Host nationals 1
- Immigrants 2
- Both 3
- Don't know 4
- Rather not say 5

39. And was any of this training and development designed to lead to a formal qualification, regardless of whether this has been achieved or not:

- Yes, all 1
- Yes, most 2
- Yes, some 3
- No 4
- Don't know 5
- Rather not say 6

40. Thinking now about the training and development that managers in the business have received in the last 36 months, what subjects or disciplines did that training or development cover: (select all relevant)

- Leadership and management skills 1
- IT skills 2
- Health and Safety 3
- Technical, practical or job-specific skills 4
- Team working skills 5
- Social responsibility training 6
- Other (specify) 7
- Don't know 8
- Rather not say 9

41. Which institute/university did your staff attend for this formal training?

Hint: enter 888 do not know, 999 rather not say

42. How does this training help you in the business: (select all relevant)

- It doesn't 1
- Diversify your business 2 – skip to D6
- Access wider markets 3 – skip to D6
- Improve your products 4 – skip to D6
- Create social responsibility among your staff 5 – skip to D6
- Access funding from other sources / stakeholders 6 – skip to D6
- Other (specify) 7 – skip to D6
- Don't know 8 – skip to D6
- Rather not say 9 – skip to D6

43. If not, why has the training of employees not helped in the business: (select 2 most important)

- Trained employees left the organisation 1
- Trained employees started their own business 2

- Training was not good 3
- Lack of finance for new ideas 4
- Other 5
- Don't know 6
- Rather not say 7

D6. Obstacles

44. Which are the biggest obstacles to your business: (select 2 most important)

- Economic and financial issues 1
- Trade 2
- Political & social issues 3
- Infrastructural issues 4
- Other (specify) 5
- No obstacles 6 – skip to D7
- Don't know 7 – skip to D7
- Rather not say 8 – skip to D7

45. So, currently which represents the three biggest economic and financial obstacles to the success of your business: (select 3 most important)

- The economy 1
- Obtaining finance 2
- Cash flow 3
- Taxation, business rates 4
- Recruiting staff 5
- Regulations 6
- Availability/cost of suitable premises 7
- Competition in the market 8
- Shortage of managerial skills/expertise 9
- Shortage of skills generally 10
- Pensions 11
- Late payment 12
- Not being able to increase prices/fees 13
- Red tape 14
- Any other obstacles (Specify) 15
- No obstacles 16
- No opinion 17
- Don't know 18
- Rather not say 19

45a. Which of the following trade related issues affect your business: (select 3 most important)

- Reduction in demand for products or services 1
- Increase in demand for product or services 2
- Cheap imports 3
- Pressure to reduce prices 4
- High labour costs in the local market 5
- Increasing cost of raw materials 6
- Increasing cost of energy 7
- Unfavourable exchange rate 8
- Lower levels of inward investment 9
- Difficult/expensive to get credit from your suppliers 10
- Longer payment terms 11
- High levels of investment required by business 12
- Fluctuating income or outgoings 13

- Late payment from individual customers to whom you sell 14
- Late payment from other businesses to whom you sell 15
- Timing of tax payments 16
- Other (specify) 17
- Don't know 18
- Rather not say

45b. Which of the following are the key social and political issues that affect your business: (select 2 most important)

- Corruption 1
- Crime 2
- Security issues including cyber security 3
- Distrust about immigrants' business 4
- Negative perceptions about immigrants 5
- Other (specify) 6
- Don't know 7
- Rather not say 8

45c. Which of the following key infrastructural issue affect your business: (single code only)

- Lack of good roads 1
- Lack of electricity 2
- Lack of digital connectivity 3
- Lack of good ports 4
- Absence of transport links 5
- Expensive real estate 6
- Others (specify) 7
- Don't know 8
- Rather not say 9

D7. Social mission: Non-economic contribution to inclusive growth

46. Does your business have any social or environmental aims and responsibilities: (contributing to your local community, for example)

- Yes 1
- No 2 – skip to D8
- Don't know 3 – skip to D8
- Rather not say 4 – skip to D8

46a. Explain the social or environmental aims and responsibilities of your business: (select 2 most important)

- Investing in environment friendly technology for your business 1
- Investing in social care initiatives 2
- Building educational and health facilities for local community 3
- Building roads, parks and libraries for locals 4
- Other community focused initiatives 5
- Others (specify) 6
- Don't know 7
- Rather not say 8

46b. Which of the following social and community causes does your business support financially: (select up to 3 most important):

- Youth 1
- Family 2

- Women's Services 3
- Homeless 4
- Poverty 5
- Housing 6
- Healthcare 7
- Schools 8
- Veterans 9
- Elderly 10
- Own ethnic community 11
- Other (specify) 12
- Don't know 13
- Rather not say 14

47. Is a certain percentage of your business budget allocated to social, environmental and charitable activities each year?

- Yes 1
- No 2 – skip to D8
- Don't know 3 – skip to D8
- Rather no say 4 – skip to D8

47a. What percentage is spent on these activities:

- 0-1 1
- 2-3 2
- 3-4 3
- 4-5 4
- 5 - 10 more 5
- More than 10 6
- Don't know 7
- Rather not say 8

47b. Has your spending on social, environmental and charitable activities in the past 36 months increased, decreased or stayed roughly the same: (single code only)

- Increased 1
- Decreased 2
- Stayed same 3 – skip to D8
- Don't know 4 – skip to D8
- Rather not say 5 – skip to D8

47c. If the choice is 1 or 2, by approximately what percentage did it increase or decrease in the past 36 months:

- 0-1 1
- 2-3 2
- 3-4 3
- 4-5 4
- 5- more 5
- Don't know 6
- Rather not say 7

47d. According to you, what are key reasons for this increase or decrease in your spend on these activities in the past 36 months:

Hint: enter 888 do not know, 999 rather not say

47e. Which of the following ways, if any, does your business give back to the local community: (select all relevant)

- In-Kind Donations 1
- Cash Donations 2
- Sponsorships 3
- Employee Volunteerism Board/Committee Service 4
- Paying for weddings 5
- None of the Above 6
- Other (specify) 7
- Don't know 8
- Rather not say 9

48. Why does your business have social or environmental responsibilities:

Hint: enter 888 do not know, 999 rather not say

D8. Success factors

49. Do you consider yourself, and your business, to be a success:

- Yes 1
- No 2 – skip to E1
- Don't know 3 – skip to E1
- Rather not say 4 – skip to E1

49a. What are the characteristics of a successful business: (select up to 3 most important)

- Remaining in operation to occupy myself 1
- Attaining a certain level of profit 2
- Making enough to satisfy financial and non-financial needs of my family 3
- Continuing to grow profits year after year 4
- Providing employment for family and friends 5
- Growing to provide employment for others outside the family 6
- Expanding the customer base 7
- Expanding the range of services and products offered 8
- Starting to export 9
- Contributing to social care and welfare of community and society 10
- Being able to remit back home 11
- Investing in community (infrastructure, social enterprise) etc 12
- Improving market in x sector 13
- Contributing/Giving back to [country] 14
- Other (specify) 15
- Don't know 16
- Rather not say 17

E. Business growth

E1 Changes to turnover

50. In the past 36* months has your turnover increased, decreased or stayed roughly the same: (single code only)

- Increased 1
- Decreased 2
- Stayed same 3 – skip to E2
- Don't know 4 – skip to E2
- Rather not say 5 – skip to E2

50a. By approximately what percentage did your turnover increase or decrease in the past 36 months:

- Up to 5% 1
- Up to 10% 2
- Up to 20% 3
- More than 20% 4
- Other (specify) 5
- Don't know 6
- Rather not say 7

50b. According to you what are the key reasons for increased or decreased turnover of your business in the past 36months: (select the 2 most important)

- Nature of demand 1
- Taxation policy 2
- Cost of operation 3
- Environmental factors 4
- Government economic policy 5
- Personal circumstances 6
- Competition 7
- Others (specify) 8
- Don't know 9
- Rather not say 10

E2 Changes to staffing levels

51. In the past 36 months has the number of employees increased, decreased or stayed roughly the same:

- Increased 1
- Decreased 2
- Stayed same 3 – skip to E3
- Don't know 4 – skip to E3
- Rather not say 5 – skip to E3

51a. By approximately what percentage did the number of employees increase or decrease in the past 36 months?

- Up to 5% 1
- Up to 10% 2
- Up to 20% 3
- More than 20% 4
- Other (specify) 5
- Don't know 6

- Rather not say 7

51b. According to you what are the main reasons for the increase, decrease in your employee numbers over the past 36 months: (select the 2 most important)

- Nature of demand 1
- Taxation policy 2
- Cost of operation 3
- Environmental factors 4
- Government economic policy 5
- Personal circumstances 6
- Competition 7
- Others (specify) 8
- Don't know 9
- Rather not say 10

E3 Profit or Loss

52. Has your business generated a profit or surplus in the last 36 months:

- Yes 1
- No 2 – skip to F1
- Don't know 3 – skip to F1
- Rather not say 4 – skip to F1

Profit

53. How much profit has your business generated in the last 36 months:

Hint: enter 888 do not know, 999 rather not say and - skip to F1

53a. Has your profit in the last 36 months increased, decreased or stayed roughly the same: (single code only)

- Increased 1
- Decreased 2
- Stayed same 3
- Don't know 4
- Rather not say 5

53b. By approximately what percentage did you profits increase or decrease in the past 36 months:

- Up to 5% 1
- Up to 10% 2
- Up to 20% 3
- More than 20% 4
- Other (specify) 5
- Don't know 6
- Rather not say 7

53c. What are the main causes for this generation or profits: (select all relevant)

- Increase in demand 1
- Positive taxation policy 2
- Decreased cost of operation 3
- Favourable environmental factors 4
- Supportive government economic policy 5
- Positive personal circumstances 6

- Decreased competition 7
- Others (specify) 8
- Don't know 9
- Rather not say 10

Loss

54. How much loss has your business suffered on an average annually in the last 36 months:

Hint: enter 888 do not know, 999 rather not say and - skip to F1

54a. What are the main causes of losses in the last 36 months:

- Decreased nature of demand 1
- Negative taxation policy 2
- Increased cost of operation 3
- Unfavourable environmental factors 4
- Obstructive government economic policy 5
- Negative personal circumstances 6
- Increased competition 7
- Others (specify) 8
- Don't know 9
- Rather not say 10

F1. Investment and future plans

55. Do you reinvest profits:

- Yes
- No - skip to F2
- Rather not say - skip to F2

55a. What percentage of your profits were reinvested in the business in 2019:

- Up to 3% 1
- Up to 5% 2
- Up to 10% 3
- Up to 20% 4
- More than 20% 5
- Other (specify) 6
- Don't know 7
- Rather not say 8

56. In which areas of business were the profits reinvested: (select up to 3 most important)

- Increasing no. of employees 1
- Increasing investment in research & development 2
- Purchase of new machinery 3
- Expanding to new locations 4
- Diversifying into new businesses 5
- Acquisition of businesses 6
- Training and skills development for staff 7
- Reducing financial debt 8
- Making business environmentally friendly 9
- Increased investment for community and social care initiatives 10
- Other (specify) 11
- Don't know 12
- Rather not say 13

F2. Economic future plans

57. What is your main plan for the business in the next 5 years: (single code only)

- Plan to expand business 1
- No plan 2 – skip to G1
- Stay at same scale of operations 3 – skip to G1
- Downsize 4 – skip to G1
- Close the business 5 – skip to G1
- Have not thought about it 6 – skip to G1
- Don't know 7 – skip to G1
- Rather not say 8 – skip to G1

57a. How do you intend to expand your business:

- Employ more people 1
- Expand physical premises/assets 2
- Expand market coverage 3
- Diversify business 4
- Launch innovative products/services 5
- Other (specify) 6
- Don't know 7
- Rather not say 8

57b. How do you plan to fund your future plans? (select 2 most important)

- Reinvesting profits 1
- Remittances/investment from country of origin 2
- Loans from formal institutions 3
- Investment from new business partner (national of host country) 4
- Investment existing business partner (national of host country) 5
- Investment from new business partner (immigrant) in hosting country 6
- Investment existing business partner (immigrant) in hosting country 7
- Other (specify) 8
- Don't know 9
- Rather not say 10

Environment related future plans

58. Do you have plans to invest in making your business practices more environmentally friendly in the next 5 years:

- Yes 1
- No 2 – skip to G1
- Don't know 3 – skip to G1
- Rather not say 4 – skip to G1

58a. In what areas are you planning to invest: (select 2 most important)

- Recycling production materials 1
- Recycling in the business more generally 2
- Investing in renewable energy 3
- More environmentally responsible and sustainable purchase through supply chains 4
- Funding/investing in environmental protection projects 5
- None of the above 6
- Other (specify) 7
- Don't know 8
- Rather not say 9

58b. How do you plan to fund your future non-economic business plans? (select 3 most important)

- Reinvesting profits 1
- Remittances/investment from country of origin 2
- Loans from formal institutions 3
- Investment from new business partner (national of host country) 4
- Investment existing business partner (national of host country) 5
- Investment from new business partner (immigrant) in hosting country 6
- Investment existing business partner (immigrant) in hosting country 7
- Other (specify) 8
- Don't know 9
- Rather not say 10

G. Networks and industry organisations

G1 Networks and industry associations

59. Are you a part of any business networks (formal or informal):

- Yes
- No - skip to H1
- Rather not say - skip to H1

59a. Which of these forms of business networks, if any, do you consider yourself a part of (that might be individually or your business: (select up to 3 most important)

- A social media business network such as LinkedIn? 1
- A local Chamber of Commerce? 2
- A formal business network e.g. one that meets regularly 3
- An informal business network that meets socially to discuss mutual business interests? 4
- Own immigrant community network
- Local community network (if host national) 5
- Other form of network (specify) 6
- Not part of a network 7
- Don't know 8
- Rather not say 9

60. Are you a member of any formal business or industry associations:

- Yes 1
- No 2 – skip to H1
- Rather not say 3 – skip to H1

60a. What is the name of association?

Hint: enter 888 do not know, 999 rather not say

60b. What were your reasons for joining: (select up to 3 most important)

- Influence government economic policies 1
- Business growth 2
- E-commerce/technology 3
- Employment law/redundancies 4
- Environmental advice (e.g. energy efficiency, renewable energy) 5
- Equal opportunities/discrimination 6
- Exporting 7
- Financial advice e.g. how and where to get finance 8
- Financial advice e.g. accounting, for general running of business 9
- Health and Safety 10
- Improving business efficiency/productivity 11
- Innovation 12
- Legal issues 13
- Management/leadership development 14
- Marketing 15
- Regulations 16
- Relocation 17
- Starting a business 18

- Taxation matters 19
- Training/skills needs 20
- Other (SPECIFY) 21
- Don't know 22
- Rather not say 23

61. Are you a member of any networks or organisations (formal or informal) or a part of any groups or associations in the community where your business is based, or where you live (if different):

- Yes 1
- No 2 – skip to H1
- Rather not say 3 – skip to H1

61a. What is the name of the network?

Hint: enter 888 do not know, 999 rather not say

61b. Why did you join the network: (select up to 3 most important)

- Influence government economic policies 1
- Business growth 2
- E-commerce/technology 3
- Employment law/redundancies 4
- Environmental advice (e.g. energy efficiency, renewable energy) 5
- Equal opportunities/discrimination 6
- Exporting 7
- Financial advice e.g. how and where to get finance 8
- Financial advice e.g. accounting, for general running of business 9
- Health and Safety 10
- Improving business efficiency/productivity 11
- Innovation 12
- Legal issues 13
- Management/leadership development 14
- Marketing 15
- Regulations 16
- Relocation 17
- Starting a business 18
- Taxation matters 19
- Training/skills needs 20
- Other (specify) 21
- Don't know 22
- Rather not say 23

62. Are you a part of any groups or associations within your own [migrant, or local] community:

- Yes 1
- No 2 – skip to H1
- Rather not say 3 – skip to H1

62a. What is the name of the group or association?

Hint: enter 888 do not know, 999 rather not say

62b. Why did you join: (select 3 most important)

- Influence community focused government economic policies 1
- Business growth 2
- Source of community information 3
- Source of skilled manpower 4
- Contributing to community focused initiatives 5
- Exporting opportunities 6
- Financial advice e.g. how and where to get finance 7
- Legal issues 8
- Starting a business 9
- Other (specify) 10
- Don't know 11
- Rather not say 12

H1. Government policy – how it shapes (positively or negatively) what they do, and whether you can influence

63. Are you aware of Government policies that affect you and your business?

- Yes
- No – complete survey
- Don't know / or care - complete survey

63a. If you wanted information on what the Government is doing to support businesses, where would you look, or who would you ask: (select 3 most important)

- Accountant 1
- Bank manager/advisor 2
- Business colleagues/peer groups/networks 3
- Business representation organisation/trade association/Chamber of Commerce 4
- Consultant 5
- Google/internet search 6
- Ethnic immigrant community network 7
- Government websites 8
- Local Authority 9
- Magazines 10
- Local Mentor 11
- Immigrant mentor 12
- Newspapers 13
- Radio 14
- Television 15
- Other (SPECIFY) 16
- Nowhere – would not want this information 17
- Don't know 18
- Rather not say 19

64. What would have made it easier to start your business: (select 3 most important)

Bank finance		Information on how to start a business	
Government finance/grant		Advice on how to start a business	
General/other finance		Better economy	
Financial assistance from family in country of origin		Don't know	
Less bureaucracy/regulations		Other (specify):	

65. What regulations do you see as a particular help your business?

66. What regulations do you see as a particular barrier to your business? (select 3 most important)

- Anti-discrimination 1
- Building and construction regulations 2
- Bank interest rates 3
- Company law 4
- Employment regulations 5
- Environmental regulations 6
- Export regulations/paperwork 7

• Fire regulations	8
• Food regulations	9
• Freight/transport regulations	10
• Health and safety	11
• Minimum wage regulations	12
• Pensions	13
• Planning applications	13
• Providing information/record-keeping	14
• Sector specific regulations	15
• Tax-related	16
• Trading Standards	17
• Waste disposal	18
• Working time directive	19
• No specific regulations/all regulations	20
• Other (SPECIFY)	21
• None in particular	22
• Don't know	23
• Rather not say	24

67. What is best way you try to attempt influence government policy? If multiple, rank in order of importance – 1 top:

• Through industry association	1
• Local member of parliament	2
• Community network	3
• Others (specify)	4
• Don't know	5
• Rather not say	6