JBDC Training Survey 2018

Introduction

Good day. On behalf of JBDC, I invite you to complete this 20-25 minutes survey form. Completing the form is the first step to participating in a NEW business training targeted at micro and small enterprises that will be carried out in Saint James and surrounding parishes. This new training is part of a project which aims to design better business training programs for entrepreneurs. The project was developed by researchers from Bocconi University, in Italy, The World Bank and the Inter-American Development Bank Group. JBDC's main role is the delivery of this survey and the execution of the training.

The questions on the form are about yourself and your business; please answer them accurately and honestly. You have the right to refuse to participate and you are free to stop participating at any point in the survey.

If you complete the survey, you will be invited to participate in a FREE one (1) hour demonstration session of the NEW training course. At the end of the session, you will have the chance to enroll into the full course at a special price. All information you provide will be kept confidential and for statistical purposes in order to learn more about entrepreneurs in Jamaica and design better business training programs. For the purpose of our study, we would like to interview you again one year after you complete this survey.

If you have any questions about this project please feel free to send us an email to: [redacted]

* 1. Thanks for following the link to the MSME Training application form, are you completing this form online or is an interviewer completing it for you?

- ◯ I am completing this form online (**go to question 3**)
- ◯ Interviewer (**go to question 2**)

2. Interviewer: Write your full name.

First Name

Last Name

Please take a few seconds to read the introduction carefully as it gives you information about the survey. Go straight to question # 3 after reading the introduction.

* 3. I understand that my participation is voluntary, and I may withdraw and stop participation in the project at any time. My refusal to participate will not result in any penalty. I hereby give my consent to be the subject of this research.

- ◯ Yes
- ◯ No (**End survey**)

* 4. Are you interested in attending an introductory class where JBDC will present this new course?

- ◯ Yes (**go to question 5)**
- ◯ No (E**nd survey**)

* 5. Are you self-employed in your own business as your main economic activity?

- ◯ Yes (**go to question 6)**
- ◯ No (**end survey**). We are sorry, this program is targeted at business owners, thank you for your time.

6. Which of these reasons is closer to your main motivation for starting your own business? (**Select only one response**)

- ◯ You found an opportunity that can make you earn more and took the risk
- ◯ It is your passion and you like being independent
- ◯ It is the only option to earn some money

7. Over the past 12 months, has your business operated continuously?

- ◯ Yes
- ◯ No

8. Including yourself, how many people own or are partners in the business? (**Select only one answer**)

- ◯ One
- ◯ Two
- ◯ Three
- ◯ Four
- ◯ More than four

9. For how many years has your business been in operation? (**Select only one answer**)

- ◯ Less than 1 year
- ◯ 1 year
- ◯ 2 years
- ◯ 3 years
- ◯ 4 years
- ◯ 5 years
- ◯ More than 5 and up to 10 years
- ◯ More than 10 years
- ◯ Business not yet in operation

* 10. Did you have any paid employees working for you in the last 30 days?

- ◯ Yes **(go to question 11**)
- ◯ No (**go to question 12**)

* 11. In the last 30 days, how many paid employees has your business employed? Please write a number within each of the two boxes below (**Write 0 if no employees**) (WRITE NUMBERS ONLY):

Full time employees (at least 40 hours per week)	
Part time employees (less than 40 hours per week)	

12. How many days and hours do you personally spend working on your business? (WRITE NUMBERS ONLY)

Number of days worked in a normal week (write your answer in the box from 0-7 days)?	
Hours worked on a normal day (write your answer in the box from 0-24 hours)?	

13. What sector is the main activity of your business? (the main activity is the one that takes the majority of your time) (**Select only one answer**)

- ◯ Manufacturing
- ◯ Trade/Retail (purchasing and sale of merchandise)
- ◯ Food Preparation/ Restaurants
- ◯ Hotels
- ◯ Hair and Beauty Care
- ◯ Repair and/ or construction
- ◯ IT and Computer Services
- ◯ Agriculture/Forestry
- ◯ Other (please specify)

14. Describe in a few words the main activity of your business. Please write in the box.

15. Do you keep written business records? (**Select only one answer**)

- ◯ Yes **(go to question 16)**
- ◯ No **(go to question 17)**

16. For which of the following do you keep business records? **(Select all that apply)**

- ☐ Purchases and sales made
- ☐ Calculating the cost of each main product sold
- ☐ To know which goods you make the most profit per item selling
- ☐ To track whether sales of a particular product are increasing or decreasing from one month to another
- ☐ To prepare financial documents such as cash flow statements and balance sheets

17. Which of the following have you done in your business in the last 3 months?

	Yes	No
Asked existing customers what other products you should offer	○	○
Used a special offer to attract new customers	○	○
Talked with a former customer to find out why they stopped buying from your business	○	○
Attempted to negotiate with a supplier for a lower cost of goods	○	○
Visited one of your competitor's business to see what prices they are charging	○	○
Determined which goods you make the most profit per item sold	○	○
Set a target for sales over the next year?	○	○

* 18. Did you get any revenues from your business last month?

- ○ Yes **(go to question 19)**
- ○ No **(go to question 21)**

* 19. Could you please give us your best estimate for the value of revenues/sales in your business (in Jamaican dollars) in the last month?

Value of Sales in Jamaican Dollars (Write numbers only, for example: "35000", "2000000", do not enter commas or "$", If you do not know write "99")

Can you please enter the same amount but in words? (e.g. "thirty five thousand", "two million", etc.)

* 20. Could you please give your best estimate of which of the following ranges your revenues/sales for the last month were in? (If you answered the last question, please just confirm by choosing the appropriate range)

- ◯ 1 to 14 thousand Jamaican dollars
- ◯ 15 to 29 thousand Jamaican dollars
- ◯ 30 to 44 thousand Jamaican dollars
- ◯ 45 to 59 thousand Jamaican dollars
- ◯ 60 to 74 thousand Jamaican dollars
- ◯ 75 to 89 thousand Jamaican dollars
- ◯ 90 to 99 thousand Jamaican dollars
- ◯ 100 to 199 thousand Jamaican dollars
- ◯ 200 to 299 thousand Jamaican dollars
- ◯ 300 to 399 thousand Jamaican dollars
- ◯ 400 to 499 thousand Jamaican dollars
- ◯ 500 to 599 thousand Jamaican dollars
- ◯ 600 thousand to 1 million Jamaican dollars
- ◯ more than 1 million Jamaican dollars
- ◯ Does not know/does not answer
- ◯ Did not have any sales

* 21. Consider the income of the business after paying all expenses (the profits) in the last 30 days. Take into account all expenses, INCLUDING wages of employees but NOT including any income you paid yourself. Please, select the most appropriate option.

- ◯ Profits were negative (I lost money, had higher expenses than revenues)
- ◯ Profits were 0 (I had no revenues and no expenses, or the same level of both). (**go to question 24)**
- ◯ Profits were positive (I had higher revenues than expenses)

* 22. Could you please give us your best estimate for the value of your profits or loss (in Jamaican dollars) in the last month?

Value of Profits or Loss in Jamaican Dollars (Write numbers only, for example "1500000", do not include commas or "$", if you do not know write "9")

Can you please enter the same amount but in words? (for example: "one million five hundred thousand")

23. Could you please give your best estimate of which of the following ranges your profits or loss for the last month were in? (If you answer the last question, please just confirm the appropriate range).

- 1 to 14 thousand Jamaican dollars
- 15 to 29 thousand Jamaican dollars
- 30 to 44 thousand Jamaican dollars
- 45 to 59 thousand Jamaican dollars
- 60 to 74 thousand Jamaican dollars
- 75 to 89 thousand Jamaican dollars
- 90 to 99 thousand Jamaican dollars
- 100 to 199 thousand Jamaican dollars
- 200 to 299 thousand Jamaican dollars
- 300 to 399 thousand Jamaican dollars
- 400 to 499 thousand Jamaican dollars
- 500 to 599 thousand Jamaican dollars
- 600 thousand to 1 million Jamaican dollars
- more than 1 million Jamaican dollars
- Does not know/does not answer
- 0 profits or loss

24. Aside from this main business, do you own another business(es)?

- Yes
- No

25. If you came across a good business opportunity that required 20 thousand Jamaican dollars in investment, could you finance this within 2 weeks?

- ◯ Yes, using my own savings
- ◯ Yes, by asking for a loan
- ◯ No, I would not be able to finance it

26. Does your business, you, or anyone in your household own a vehicle that you can use if you needed it in your business?

- ◯ Yes
- ◯ No

27. Think about how the business practices like accounting and marketing in your firm compare to those used by other Jamaican firms. On a scale of 1 to 10, where 1 = firms with the worst practices, 5 = firms with average practices, and 10 = firms with the best practices, how do you think your firm compares?

	1=firms with worst practices	2	3	4	5=firms with average practices	6	7	8	9	10=firms with the best practices
My firm compares to:	◯	◯	◯	◯	◯	◯	◯	◯	◯	◯

28. How do you think you compare to other firm owners in Jamaica in how proactive you are, in terms of constantly looking for opportunities to improve your business and to anticipate problems before they arise? Use a scale of 1 to 10, where 1 = least proactive, 5 = average, and 10 = most proactive.

	1=the least proactive	2	3	4	5=average	6	7	8	9	10=the most proactive
I compare to other business owners that are:	◯	◯	◯	◯	◯	◯	◯	◯	◯	◯

29. If you were to undertake a business training course that aimed to improve the business practices in your firm and help you become more proactive, by how much do you think your business sales would be likely to change one year after taking the course?

- ◯ I expect my sales would be lower after taking such a course
- ◯ I expect my sales would not change at all, since I don't think such courses can help a business like mine that much
- ◯ I expect my sales would increase a bit (up to 10 per cent)
- ◯ I expect my sales would increase moderately (between 10 and 20 per cent)
- ◯ I expect my sales would increase a lot (more than 20 percent)

* 30. What is the maximum amount (in Jamaican dollars) that you would be willing to pay for a 40-hour business training course aimed at improving your business practices and helping you become more proactive?

Maximum amount in Jamaican dollars you are willing to pay (write only numbers, for example 700000)

Can you please write the amount in words (for example: seven hundred thousand)

31. Have you ever participated in a business training course?

- ◯ Yes (**go to question 32**)
- ◯ No (**go to question 33)**

32. How many hours did you have of business training? (**Select only one answer**)

- ◯ Less than 5 hours
- ◯ From 6 to 10 hours
- ◯ From 11 to 20 hours
- ◯ From 21 to 40 hours
- ◯ More than 40 hours

33. Which of the following times would be better for you to attend the introductory class that will be presented by JBDC? Select all that apply (We will contact you again to coordinate with you and give you directions).

- ☐ Monday morning
- ☐ Monday afternoon
- ☐ Tuesday morning
- ☐ Tuesday afternoon
- ☐ Wednesday morning
- ☐ Wednesday afternoon
- ☐ Thursday morning
- ☐ Thursday afternoon
- ☐ Friday morning
- ☐ Friday afternoon

34. At which of the following locations would you be willing to attend the training (This is a tentative list, we will contact you again to give you exact details of the available locations). **Select all that apply.**

- [ ] St. James
- [ ] Westmoreland
- [ ] Manchester
- [ ] Kingston & St. Andrew
- [ ] St. Ann

35. How would you manage the operations of your business if you chose to attend the business training course during the day time?

- ( ) I would probably shut the business down
- ( ) The business would be run by a paid employee
- ( ) The business would be run by a family member or friend

36. Now we will ask you some questions about you. Remember that we will only use this information for statistical purposes. We thank you for your time.

Please write your first name

37. Please write your middle name(s) if you have any.

* 38. Please write your surname/family name.

39. Please write the name by which you are commonly known (alias)

* 40. What is your gender?

- ( ) Male
- ( ) Female

41. What year were you born?

42. What is the highest educational level you have attained?

- ◯ None
- ◯ Early Childhood Education (basic or preparatory school)
- ◯ Complete Primary
- ◯ Incomplete Secondary
- ◯ Complete Secondary
- ◯ Continuing Education (not university)
- ◯ Vocation or Technical Training (not university)
- ◯ Incomplete University
- ◯ University Degree
- ◯ Post Graduate Degree (masters or doctorate)

43. What is your current marital status?

- ◯ Married or Common-law relationship
- ◯ Widowed/Divorced/Separated
- ◯ Single

44. Do you have internet access either on your phone or another device?

- ◯ Yes
- ◯ No

45. What is the minimum monthly amount (in Jamaican dollars) you would accept to work as a wage-worker in a decent job? (PLEASE WRITE NUMBERS ONLY; DO NOT INCLUDE $ SIGN, COMMA'S, ETC)

Minimum monthly amount (in Jamaican dollars, e.g. for 30 thousand write "30000")

46. Think about your behavior in the last three months. In a scale from 1 to 7, where 1=completely disagree, and 7=completely agree. To what extent do you agree or disagree with the following statements?

	1. Strongly disagree	2. Disagree	3. Somewhat disagree	4. Neither agree or disagree	5. Somewhat agree	6. Agree	7. Strongly agree
I actively attacked problems.	○	○	○	○	○	○	○
I took initiative immediately even when others did not.	○	○	○	○	○	○	○
I used opportunities quickly in order to attain my goals.	○	○	○	○	○	○	○
Whenever there was a chance to get actively involved, I took it.	○	○	○	○	○	○	○
I searched for solutions immediately whenever something went wrong.	○	○	○	○	○	○	○
I usually did more than I was asked to do.	○	○	○	○	○	○	○
I have been particularly good at realizing ideas.	○	○	○	○	○	○	○

47. On a scale from 0 to 10, how willing are you to take risks? A higher number indicates that you are more willing to take risks. '0' = Least willing to take risks and '10' =most willing to take risks.

- ○ 0
- ○ 1
- ○ 2
- ○ 3
- ○ 4
- ○ 5
- ○ 6
- ○ 7
- ○ 8
- ○ 9
- ○ 10

* 48. In order to contact you for reasons exclusively related to this project, please let us know the following contact information:

Email	
Cell Phone Number	
Landline Phone Number	

* 49. Which is your preferred method of contact?

- ◯ Email
- ◯ Phone
- ◯ Text message

* 50. Please give us some contact details of your business (If you operate your business from home, please give us your home address).

Business Name	
Parish in which business is located	
City	
Street	
Number	
Phone number	
Additional directions to find your business	

51. Finally, if you were to move or change phone numbers or emails, can you please give us the contact information of a person who would be able to help us to still reach you:

Contact Name	
Relation to you	
Contact Phone	
Contact email	

Thank you for taking the time to complete the questionnaire