



ANNEX B2: Template questionnaire for interviews with private sector representatives as part of the diagnostic tool

Name:

Company:

Size and sector:

Contact details:

Date of interview:

Interviewer:.....

- What are the things that make it most difficult to do business in this country, in your opinion?
- Thinking about your relationship with government, how much time do you spend on interactions with government departments? Do you think this is too much time, too little or about right? Do your interactions tend to go smoothly, or do they tend to involve delays and/or informal payments?
- What kind of interactions do you have with public sector people? As part of your work, do you meet high-level decision-makers, or low-level bureaucrats? Do you socialize with people who work in the public sector?
- In general, do you think the government understands the concerns of businesspeople like yourself? Do you think the government is competent and capable in its efforts to promote the growth of the economy?
- Are there any government departments which you think are especially good or bad at what they do, when it comes to dealing with businesspeople? Which are they? Why?
- Do you make an effort to stay informed about changes in laws and regulations? How? Do you generally feel there is stability of policies, and that you will be aware of any changes that may affect your business?
- Do you have access to legal advice on abiding by laws and regulations?
- Have you ever tried to lobby someone in government, either on your own or by joining an organization? Was that experience successful?
- Do you belong to any representative business membership organizations? For each organization: What services to you receive from them? Do you feel you are well served by them? Do you think they are genuinely representative of the interests of people like you?

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- [For small entrepreneurs:] Some people say that any policy that benefits big businesses like multinational corporations will also tend to be good for small businesses like yours. Do you agree or disagree?

- Thinking about efforts to promote public-private dialogue to improve conditions for doing business, if a well-known person were to appeal publicly for businesspeople and government to work together for the good of the country, who do you think that should be? Who would be listened to?