

1. Personal details

- 1.1 Name:
- 1.2 Business address:
- 1.3 Age: *Circle one:* 18-35 36-60 61 and over
- 1.4 Race: (this information is not compulsory):
- 1.5 Home language:
- 1.6 Circle one: Male / Female
- 1.7 Number of years resident in (specific town):
- 1.8 Highest formal level of education

2. Nature of business

- 2.1 What is the nature of your business?
- 2.2 Do you manufacture your own products? Yes / no
- 2.3 What kind of premises do you have? *Circle one or more:* **LOOK AT PREMISES – ASK if these are the only premises or if there are other premises!**
 - (a) Formal business site/shop
 - (b) Brick structure next to your home
 - (c) Shack next to your home
 - (d) Hawker's table
 - (e) Working from within your home
 - (f) Street-corner selling without fixed table.
- 2.4 Do you or your business have a bank account? Yes / no
- 2.5 Where do you buy your business supplies: *Circle one:*
 - (a) Within the town OR
 - (b) Outside the town OR
 - (c) Both within and outside the town
- 2.6 How do you do business travel? (e.g. to purchase stock, make deliveries): *Circle one or more:*
 - (a) With your own vehicle OR
 - (b) With a taxi OR
 - (c) With public transport: Bus or train OR
 - (d) On foot OR
 - (e) With a bicycle.

3. Client base

- 3.1 Are your clients mainly: *Circle the correct one*
 - (a) Local residents OR
 - (b) Non-local residents OR
 - (c) Some local and some non-local.
- 3.2 Do you advertise your products/services? (formal advertising) Yes/No

3.2 (a) If YES, what medium do you use: *Circle one or more options:*

- (a) Newspaper (specify which one
- (b) Leaflets/brochures
- (c) Radio
- (d) Internet
- (e) Business magazine (specify which one
- (f) Other (specify)

3.3 Has the number of your clients changed in the last two years? *Circle one:*
Increased / decreased / stayed the same.

3.3 (a) Suggest reasons why:

3.5 What is the size of your **average monthly turnover**: *Circle one:* (this is NOT profit!)
DON'T READ THE LIST:

- (a) R0 – R500
- (b) R501 – R1 000
- (c) R1 001 – R2 000
- (d) R2 001 – R5 000
- (e) R5 001 – R10 000
- (f) R10 001 – R50 000
- (g) More than R50 001

3.7 Do you have a problem of bad debts (people owe you money and do not pay you)?
Circle one: Yes / no

4. Job creation

4.1 How many employees do you have? *Circle one:*

- (a) 0 (only yourself) (b) 1-2 employees (c) 3-5 employees
- (d) 6-10 employees (e) 10-15 employees (f) More than 15 employees

4.2 Have your employees received formal training (i.e. got a certificate) **while** they have been working for your company? *Circle one:* Yes/No

4.3 Do you believe that your employees should receive **formal** training? *Circle one:* Yes/No

4.4 If yes, what kind of training? Specify:

5. Questions for the business owner

5.1 How long have you owned this business?

5.2 How did you access start-up capital? *Circle one or more:* **DON'T READ LIST**

- (a) Family savings OR
- (b) Loan from family OR
- (c) Loan from financial institution OR

- (d) Loan from Small Cash Loans OR
- (e) Social grants (e.g. pension) OR
- (f) Other: Specify:

- 5.3 Have you had formal training **related to your business**? Yes/No (*circle one*)
- 5.4 If you had **formal** training, what certificate did you achieve?
.....
- 5.5 If you had **formal** training, who provided the training?
.....
- 5.6 Have you had **on-the-job training** at your present business? Yes/No
- 5.7 Have you had **on-the-job training** at a previous workplace? Yes/No
- 5.8 Do you believe that you need more training? Yes/No
- 5.9 If you do need more training, please specify what kind of training:
.....
- 5.10 Do you believe that the local economy is Improving, Static or Declining? *Circle one.*
- 5.11 Would you like to **expand the size** of your business? Yes/no
- 5.11 (a) Give reasons
- 5.12 What is the greatest problem preventing you from increasing the number of your clients?
Specify:
.....
- 5.13 Would you like to **diversify** your business? *Circle one:* Yes/no
- 5.13 (a) If yes, in what direction?
- 5.14 Would you like to upgrade your premises for your business? Yes / no
- 5.14(a) Give reasons:
- 5.15 Would you be interested in receiving **business** mentoring (e.g. financial management, marketing, accounting)? *Circle one:* Yes / no / maybe
- 5.16 Would you be interested in receiving business loans? *Circle one:* Yes / no / maybe
- 5.17 Would you be interested in receiving tax advice? *Circle one:* Yes / no / maybe

- 5.18 Do you think the local Council's business licensing policy is: *Circle one:*
Too strict /
Not strict enough /
Just right
- 5.19 Do you belong to a trade or business organisation? *Circle one:* Yes / no.
5.19(a) If yes, specify which one:
- 5.20 In your experience, has any organisation helped you in setting up and running your business?
Specify:
- 5.21 In your opinion, which organisation could help you grow/expand your business?
.....
- 5.22 Would you join a Chamber of Business in the town. *Circle one:* Yes / no / maybe
- 5.23 In your opinion, should the local Municipality assist businesses such as yours? *Circle one:* Yes / no
5.23(a) Give a reason for your answer: