Small-Scale Manufacturing and Repair Activities in the Urban Area of Techiman, Ghana

1987
Annex A-1:

QUESTIONNAIRE

Survey on Handicraft and Small Enterprises in the Urban Area of Techiman (Ghana)

October - November 1987

1. Age of head of enterprise

2. Gender of head of enterprise
   male
   female

3. Name and address of the enterprise (Code Nr.)

4. Does the enterprise have a
   - variable location
   - fixed location
   and is it housed in a
   - temporary structure
   - permanent structure

5. Is the entrepreneur also the owner of the
   - land
   - premises

6. Which are the main activities of the enterprise?

   Code of branch/activity

7. Is the owner doing other business such as
   - farming
   - trade and services
   if yes, how much of his working time does he spend in these activities on average over the whole year?
     - less than 50 %
     - more than 50 %

8. How long has the enterprise been functioning?
   - under one year
   - between one and two years
   - between two and five years
   - between five and ten years
   - between ten and twenty years
   - over twenty years
9. Does the enterprise operate
   - throughout the year
   - only part of the year
   if so,
   - how many months
   - for which reasons
      - lack of demand/clients
      - farming activities
      - other work
      - other

10. How many owners has the enterprise
    and how many of them belong to the family

11. How many owners do regularly work
    in the enterprise?

12. From where did the principal owner learn his skills?
    - his father/mother
    - another local family member
    - a local apprenticeship
    - an outside apprenticeship
    - school training
    Name and location of school
    ............................................................
    - inside province
    - outside province
    - abroad

13. Have other family members been sent for more systematic training outside the business to increase the skill capabilities of the enterprise?
    yes □ no □

14. How many people are employed?
    - family members
      - male
      - female
      - full time
      - part time
    - non family members
      - full time
      - part time

15. How many of all these workers are apprentices?
    - male
    - female

16. Ethnic group of head of enterprise

17. Willing to cooperate in further interview
    yes □ no □
Annex A-2:

INTERVIEW GUIDELINE

Survey on Handicraft and Small Enterprises in the Urban Area of Techiman (Ghana)

October - November 1987

I. History of enterprise  (Code No.)

1. Setting-up business
   - When ........................................
   - Why and how ................................

2. Was this business established by
   yourself □ your father □ a relative □
   a friend □ other □

3. Are you a member of a craft association
   yes □ no □

4. Does this association assist you in your business?
   yes, much □ little □ no □
   If yes, how does the association help you? ..................................

5. What was the best year for your business
   and what was different then ........................................

6. What was the worst year for your business
   and what was different then ........................................

7. Is business now
   very good □ good □ fair □ bad □
   and since how many years it is that way

8. Which were the major problems in the past and which effort did you undertake to alleviate them? .................................
II. Production

1. Type of products manufactured

2. Stages of production carried out within the enterprise

3. Type and number of machines installed and tools used

4. Value of fixed capital (in 1.000 Cedis)
   4.1 land
   4.2 structures, building
   4.3 technical equipment
   4.4 total

5. Output/sales per month
   product/product groups
   5.1 ........................................
   5.2 ........................................
   5.3 ........................................
   5.4 ........................................
   5.5 ........................................

6. Problems related to production and ways to solve them

III. Market

1. Clients: percentage of production that goes to:
   1.1 wholesalers
   1.2 shops
   1.3 informal retailers such as street sellers or stall holders in market
   1.4 direct to the consumer
   1.5 parent firm (in subcontracting system)
   1.6 other industrial enterprises
   1.7 public services
   1.8 religious missions
   1.9 foreign aid projects
2. How is the marketing done: does the enterprise for instance operate its own shop or market stall, what else is sold in this shop?

3. Degree of competition in the market
3.1 with other small local firms in which products

3.2 with firms of any size located in Ghana in which products

3.3 with imported products from neighbouring countries (indicate product and country)

3.4 from overseas (indicate product and country)

4. Is competition with other firms over price level
4.2 quality differentiation
4.3 other factors (e.g. fashion, product differentiation)

5. At which main clients and consumer income bracket are the products aimed i.e. who can afford to buy your products?

6. Problems related to marketing and ways to solve them
IV. Raw Materials

1. Which main raw materials are you using?

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<tr>
<th>Materials</th>
<th>Code ISIC</th>
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<td>(A)</td>
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<tr>
<td>(B)</td>
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<tr>
<td>(C)</td>
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</tbody>
</table>

2. Where do raw materials come from? (in %)

2.1 (A)

- local province
- rest of Ghana
- abroad

2.2 (B)

- local province
- rest of Ghana
- abroad

2.3 (C)

- local province
- rest of Ghana
- abroad

3. Where raw materials are obtained from?

3.1 producer of raw materials
3.2 intermediaries (traders)
3.3 competing large manufacturers
3.4 parent firm (in subcontracting)
3.5 client

4. Degree of dependence on particular suppliers of raw materials i.e. number of suppliers and their shares in total supplies

   .............................

5. Difference in price of raw materials for small and larger firms

   .............................

6. Problems related to raw materials and other input supplies and ways to solve them

   .............................

7. Problems related to infrastructure such as water, energy (electricity, petrol, firewood), transport and telecommunication and ways to solve them

   .............................
V. Machines and tools

1. Tools produced by the enterprise for its own purpose

2. Type of machines and tools purchased whether new, second-hand, reconditioned

<table>
<thead>
<tr>
<th>type of machines</th>
<th>new</th>
<th>second-hand</th>
<th>reconditioned</th>
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<td>2.4</td>
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</tbody>
</table>

3. Origin of equipment and from whom it was bought

| 3.1 imports     |     |
| 3.2 national production |     |
| 3.3 manufacturer  |     |
| 3.4 dealer        |     |
| 3.5 others        |     |

4. Who carries out maintenance?

| 4.1 own enterprise |     |
| 4.2 supplier of equipment |     |
| 4.3 independent enterprise (repair shop) |     |
| 4.4 other          |     |

5. Problems related to machines and tools and ways to solve them

VI. Credit

1. From which sources did you get capital when you started your business?

| own capital |     |
| parents    |     |
| other relatives |     |
| friends    |     |
| saving club|     |
| money lenders |     |
| suppliers  |     |
| banks      |     |
| others     |     |
2. How does enterprise meet financial needs for lump sum (expansion or innovation) %
   2.1 from own savings
   2.2 borrowing from friends and relatives
   2.3 borrowing from money lenders
   2.4 borrowing from banks and other financial agencies
   2.5 suppliers credit

3. How does enterprise meet financial needs for working capital or day to day expenditures? %
   3.1 borrowing from friends and relatives
   3.2 borrowing from money lenders
   3.3 borrowing from banks and other financial agencies
   3.4 advance payment by the client

4. Credit conditions month(s)
   4.1 rate of interest
   4.2 duration of credit
   4.3 other fees yes no

5. Has the enterprise experienced difficulties in securing loans?
   yes some no
   If so, at which stage
   - start of enterprise yes no
   - expansion yes no
   Do you expect these difficulties in the future
to grow to remain in same to decline

6. Is the enterprise a member of a cooperative saving/credit scheme?
   yes no

7. Do you have a current bank account yes no
   if so, since when 19

8. Do you have a savings bank account yes no
   if so, since when 19

9. Problems related to financing and ways to solve them
   ..........................................................................................................................
VII. Labour

1. Composition of workforce:
   1.1 total no. of workers
   1.2 no. of family members
   1.3 no. of workers from outside family
   1.4 no. of apprentices
   1.5 no. of full-time workers
   1.6 no. of part-time workers

2. Which school training did you receive?
   - none
   - primary not completed
   - primary completed
   - secondary not completed
   - secondary completed
   - post-secondary
   - other

3. Where did you receive your professional training?
   - apprenticeship with traditional master
   - apprenticeship in modern industry
   - apprenticeship plus vocational technical school training
     - other

4. Where did you work before starting this business?
   - farming
   - trading
   - industry
   - government
   - other

   Did you work in Ghana □ or abroad □

   Indicate country ..................................................

5. What was your father's job?
   - farmer
   - labourer
   - craftsman
   - trader
   - civil servant
   - skilled worker
   - other

6. How many members of the enterprise received training as employees in other firms?
   6.1 Length of this experiences (months)
   6.2 Post occupied

7. Who learnt mainly through relations, friends, neighbours?
   .................................................................
8. How many employees learnt mainly on the job?

9. No. of hours worked per week:
   9.1 family members
   9.2 employees (outside family)

10. How many employees have another job

11. Wages (in 1,000 Cedis)
    11.1 monthly remuneration of employees (outside family)
    11.2 monthly remuneration of family members (adults/minors)
    11.3 monthly remuneration of apprentices
    11.4 for whom social security payments are made?
    .................................................................
    .................................................................
    11.5 remuneration in kind
    - food
    - accommodation
    - lending of tools
    - other

12. How does income of head of enterprise compare with wages in
    12.1 larger industrial enterprises ............................
    .................................................................
    12.2 commerce ................................................
    .................................................................
    12.3 government services ....................................
    .................................................................
    12.4 others ......................................................
    .................................................................

13. Problems related to labour and ways to solve them
    .................................................................
    .................................................................
VIII. Registration and Taxes

1. Is the enterprise registered  yes □  no □

2. Cost of registration (in 1.000 Cedis) □ □

3. Type and frequency of inspections, controls

4. Type of taxes and payments per year
Type of tax  Rate (%)  Amount paid (in 1.000 Cedis)
4.1  □ □
4.2  □ □
4.3  □ □
4.4  □ □

5. Problems related to legal and administrative aspects and ways to solve them:
5.1 registration and taxes ......................
5.2 Land and structures ......................
5.3 Labour ......................................
5.4 Others ......................................

IX. Present and Future Situation of Small Firms

1. Do you think that your actual business problems in general in the future will grow □  remain the same □  decline □

2. Do you expect your business in the future to grow □  to remain the same □  to decline □

3. Are you going to expand your business in the future  yes □  no □

4. Do do intend to extend your production to other new products  yes □  no □
If yes, indicate products  ..................................................
5. Which will be the major problems, when expanding business?

<table>
<thead>
<tr>
<th>Problem</th>
<th>Very Important</th>
<th>Less Important</th>
<th>Not Important</th>
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<tbody>
<tr>
<td>finding good location</td>
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<td>getting loan and credit</td>
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<td>finding skilled workers</td>
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<td>getting enough raw materials</td>
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<td>getting machines and tools</td>
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<td>getting enough clients</td>
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<td>government regulations</td>
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</table>

Please specify (very important) ...........................................

6. Are there many people starting up/abandoning small enterprises? ..........................................

7. What sort of people generally start up small firms (previous jobs)? ..................................

8. The future of small firms in this branch ..........................................

9. Experience with self-help organizations ..........................................

10. Does enterprise benefit from any kind of government support and if so which one and what has been experience so far? ..........................................

11. What measures should government introduce to help small firms ..........................................