

**International Labour Organization
Enter-Growth project in Sri Lanka**

**Association Baseline Survey
Carried out in January 2006
Main findings**

June 2006
Prepared by TNS Lanka

Methodology and sample

In January 2006 a survey of Small Business Associations was carried out in four districts: Kurunegala, Puttalam, Anuradhapura and Polonnaruwa districts. This survey was part of the baseline study of the Enter-Growth project of the International Labour Organization. It aimed at establishing a baseline (benchmark) that can be compared to the end-of-project impact assessment. The survey covered business association or any other organization that brings businesses together, whose members comprise micro and small enterprises. For each association, a senior responsible (the president, director, chief executive officer or the manager) was interviewed. The questionnaire is presented in [Annex II](#).

In the absence of a business associations' directory, the sample frame was the initial list of Small Business Associations (SBAs) computed in each district by the Enter-Growth project. From this list, in each district, a number of SBAs were randomly selected and interviewed. In total 24 SBAs were covered. The number of surveyed SBAs by district is presented in the table on the side.

These organizations can be easily revisited for the impact assessment survey, as the names and contact details of surveyed organizations as well as the name and position of the respondent are available in the database provided to the project. This report presents the main statistical finding of the survey.

Number of SBAs in the sample

District	Number surveyed	Distribution by district
Kurunegala	5	20.8
Puttalam	4	16.7
Anuradhapura	8	33.3
Polonnaruwa	7	29.2
Total	24	100.0

1 General characteristics of Small Business Associations

• Type of associations

Nearly all surveyed SBAs are registered associations (20 out of 24) that have a constitution (22). Only 4 of the 24 surveyed associations are not officially registered.

	Number
Has a constitution	22
Officially registered	20

• Association's objective

The association's objectives as stated by the respondent are presented in [Annex I Table 1](#). All the surveyed associations have a clear objective related to enterprise development. Provision of services, including training and financial services, knowledge sharing, common distribution and mutual support is commonly mentioned as a way to achieve this objective. About half of the surveyed SBAs (14) have an overall objective which is not related to a specific sector, while the other half (10) have a sector-specific mandate.

• Affiliation to others

The majority of SBAs (15 out of 25) are not affiliated to another association or organization, or a chamber, such as the chamber of commerce and industry. A non-negligible number of associations (9) are affiliated to another organization or to a chamber or both.

Organization is	Number
Affiliated to another association or organization	3
Affiliated to a Chamber	1
Affiliated to both	5
Not affiliated with any	15

- **Year of establishment**

Surveyed SBAs are relatively recent. Half of the surveyed SBAs have been established after the year 2000, and 5 are less than two years old. Only two associations were established before 1990.

Established (number)	
Before 1990	2
1990-1999	10
2000-2002	7
2003-2004	5

2 Geographical coverage

- **Type of office and location**

Most offices visited are head or district offices (12 and 9 offices respectively). Most are located in urban areas, with only 5 offices out of the 24 surveyed in rural areas.

- **Geographical coverage of the office**

Only 4 out of the 24 surveyed small business associations have other branches in the district.

Most small business associations carry out activities in their district or in one DS division. Only a few (7) also have activities outside their district, at provincial (3), national (3) or international level (1). The geographical coverage of two of the surveyed SBAs is limited to one GN division.

Geographical coverage

Type of office	Number
District Office	9
Provincial Office	1
Head Office	12
Other branch office	2
Office location	
Urban	19
Rural	5
Other branches in district	
Yes	4
No	20
Geographical area covered	
Outside of province	4
Province	3
District	6
DS Division	8
GN Division	2

3 Association's members

- **The association's members**

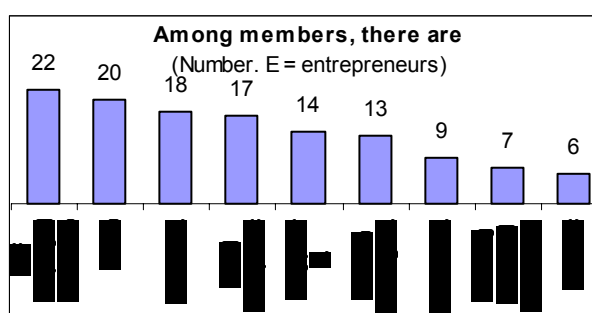
[Annex I Table 2](#) presents the types of businesses that are members of the surveyed associations, as stated by the respondents (open question). Their answers confirm that around half of the associations are sector-specific associations. Only a few (4) are associations for self-employed and small businesses only, most of them comprise entrepreneurs of all business sizes among their members. Some respondents (4) specified that their members are only registered businesses. Many self employed and small business owners are unregistered businesses that are thus excluded from those associations.

Which types of businesses are your members (number)

All entrepreneurs	9
Self employed & small enterprises	4
Specific sectors	8
Registered businesses	4

- **Specific entrepreneurs as members**

All surveyed associations include among their members the project's main beneficiaries, existing self-employed and micro and small entrepreneurs. Only two¹ associations do not have self employed and micro entrepreneurs. Although most SBAs have women entrepreneurs among their members, six out of the 24 do not. Only a few associations have farmers and potential or existing entrepreneurs who are internally displaced persons (IDP) among their members.



¹ These two SBAs are identified in the database by questionnaire No. 9 and 10. One include among its members potential entrepreneurs and small and medium entrepreneurs, the other small and larger entrepreneurs.

More than half of the surveyed associations (14 out of 24) have very poor or marginalized entrepreneurs among their members. They provide those poor entrepreneurs with better representation, inclusion and access to services and markets. In so doing, those associations contribute to poverty reduction, an important objective of the Enter-Growth project.

- **Provide services for members only or also for those who are not members**

More than half of the SBAs provide their services to members and non-members individuals and businesses. The survey does not provide more information about the benefits of membership, such as more or cheaper services available, representation, etc.

Services for:	Number
Members only	11
All businesses	13

- **Number of paid and unpaid members in 2005**

The estimated number of members in 2005 ranges from six to 3,500. In total, the 21 associations who provided information on the number of their members regroup slightly fewer than 6,800 paid and unpaid members. **Most associations are small in size** and 16 associations out of the 21 that provided information have fewer than 300 members. The median number of members is 110.

Most organizations have only paid members. Only three organizations reported paid and unpaid members, with unpaid members comprising about half of their members. The largest surveyed association (3,500 members, including 3,480 women) comprises only unpaid members.

Members in 2005	
Less than 100	9
100 to 299	7
300 to 500	4
3500	1
Not mentioned	3
Median	110
Minimum	6
Maximum	3,500
Sum	6,715

- **Members from rural areas in 2005**

Half of the respondents (12 out of 24) estimate that less than one-fourth of their association's members in 2005 came from rural areas – as opposed to those who were from the district or the divisions' main towns. Only 5 SBAs comprise more than three-fourth of members from rural areas. The targeted districts are mainly composed of rural areas where the bulk of self-employed and micro and small enterprises operate.

Rural entrepreneurs are largely under-represented

in the surveyed SBAs. The above finding seems to indicate that small business associations are not easily accessible to entrepreneurs in rural areas. This confirms the findings of the MSE baseline survey.

% of members from rural areas (2005)

	Number	Cumulative
None	5	5
Less than 25%	7	12
25% to 50%	1	13
50% to 75%	5	18
75% or more	1	19
All	4	23
Not mentioned	1	

- **Taking action to increase the share of members from urban or rural areas**

In spite of the above, only five associations out of 24 are doing something to increase the share of their members from rural areas. The actions taken by each are presented in the table below.

Doing anything to increase share of members from rural / urban areas

	Number
Increase share for RURAL	5
Increase share for URBAN	1
Not doing anything	17

If yes, what are you doing

Addressing and getting together all the small associations in villages
Conducting a research or a project in the rural areas about business development
Conducting commercial exhibitions within the municipal limit
Forward an application form and obtain recommendation
Helping to develop market for the products of producers living in villages
Letting people become members by providing support programs, savings, loans, business training and by letting people organize

Those associations who are not taking action in this regard were asked the reason why they are not doing anything. The majority considers that they do not need to or it is not important. Several respondents (6) could not provide any explanation.

If not, why not	Number
Do not need to	3
Do not think it is important	6
Not need / not important	2
Not mentioned	6

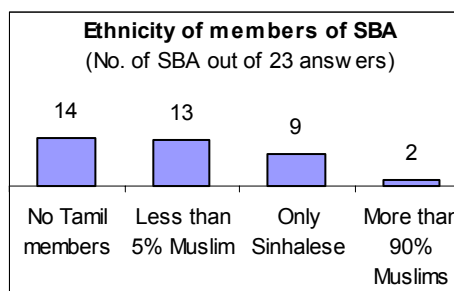
• **Members from different ethnic group in 2005**

The respondent estimated the percentage, in 2005, of their members who were Sinhalese, Tamil and Muslim. The actual ethnic distribution of the population in the selected districts is presented in the table on the right for reference. A large number of associations report among their members a majority of entrepreneurs from the same ethnic origin.

Actual ethnic distribution	Sinhalese	Tamil	Muslim
Kurunegala	92%	1%	7%
Puttalam	74%	7%	19%
Anuradhapura	91%	1%	8%
Polonnaruwa	90%	2%	8%

Source: Department of Census and Statistics

Overall, in only six associations is the members' ethnic distribution representative of actual distribution. Membership in all the 17 other associations (out of 23 who answered question) is either single-ethnic or composed only two of the three major ethnic groups in each district or ethnic-based: 9 associations include only Sinhalese among their members,



only Sinhalese and Muslim, and 2 comprise an overwhelming majority of entrepreneurs of Muslim origin. Although some sub-sectors and limited geographic areas may comprise a majority of entrepreneurs from one ethnic origin, **the observed single-ethnic composition and ethnic under-representation of most SBAs is a subject for concern.**

Estimated ethnic distribution of members in 2005

<u>Sinhalese</u>	Number	<u>Tamil</u>	Number	<u>Muslim</u>	Number
Only Sinhalese	9	No Tamil	14	No Muslim	9
98% or 99%	4	1% to 10%	9	Less than 5%	4
60% to 95%	8			5% to 25%	7
5% or less	2			38%	1
				More than 90%	2

Not mentioned: 1

None of the associations are doing something to tackle the observed ethnic imbalance.

Only 3 respondents answered their association is taking action to increase the share for Sinhalese members, and all three belong to associations whose membership is only made of Sinhalese.

When asked why they are not doing anything, the majority of respondents (15) consider that their association does not need to or that they do not think it is an important issue to tackle. Among the 8 respondents who consider they do not need to address ethnic-imbalance among their members, 5 are responsible of SBAs that are either single-ethnic or ethnic-based.

Why are you not doing anything?	Number
Do not need to	8
Do not think it is important	7
No need /not important	2
Not to give priority to respective ethnic group	2
Lack of resources	1

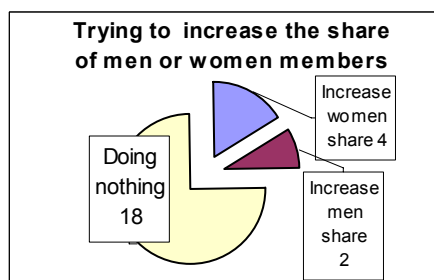
• **Gender balance**

Respondents were asked to provide the number of their members, paid and unpaid, who were men and women in 2005. Those who could not provide the actual figures gave an approximate percentage of women members.

All the 21 associations for which data is available suffer from a **strong gender bias in membership**: 14 have less than 20% women among their members, while 4, at the other extreme, comprise more than 95% of women. Despite these nearly exclusively “women-based” associations, the average share of women among members of all the surveyed association is less than 30%. Only three associations have a better gender balance, although women are under-represented (30-40% of their members). The gender (im)balance among members has been stable over the last two years.

Percentage of women as members in 2005	
	No.
Less than 20%, of which:	14
No women members	2
Less than 10%	6
Between 10 and 20%	6
Between 30 and 40%	3
More than 95%	4
incl. only women	2
Not mentioned	3
Mean: 28.9%	
Medium: 11.4%	

In spite of this gender imbalance, only 6 associations are doing something to increase the share of men (2 associations) or women (4 associations) among their members. The specific actions taken by those few associations to improve the gender balance among their members are presented in the table below.



If yes, what are you doing

<p>Increase share for WOMEN: 4 associations Looking forward to provide more services on businesses where women's involvement is high Nothing yet Training sessions for women Trying to get women attending committee meetings who are currently involved in beautyculture activities</p>
<p>Increase share for MEN: 2 associations Established a community organization call "Kajuwatta Praja ekamuthuwa" Get them (target group) know about this Association</p>

The large majority of associations (18 out of 24) are not doing anything to reach a better gender representation in their membership. Most respondents believe that it is not needed (8 answers) or that it is not an important issue (8 answers). In view of the strong gender imbalance in nearly all associations, this finding reveals a strong need to raise awareness among leaders of small business associations.

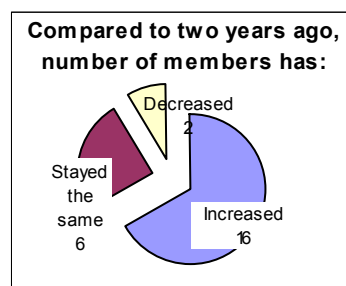
Why not (multiple answers):	Number
Do not need to	8
Do not think it is important	8
Lack of resources	2
Need to build the organisation first	1
Not mentioned	1

4 Trends in the number of members and main factors

• **Trends in the number of members from the district over the last two years**

Most SBAs (16) have experienced an increase in the number of their members from the district during the two years. However, membership in 8 associations of the 24 surveyed either stayed stable or decreased compared to two years ago.

Out of the 24 surveyed offices, 18 provided information on their membership in 2003 and 2005. Those figures confirm the previous finding. Most



last out

associations have experienced a growth in the number of their members. This growth is generally of fewer than 100 members over the last two years. This finding is in line with the small membership base of most surveyed SBAs. Associations who reported a decline in membership lost at most 22 members.

Trends in membership 2003-05 (additional members)	Number
Negative growth	2
No change	3
20 to 99 more members	8
100 to 200 more members	3
More than 200 more members	2
Not mentioned	6

Membership growth 2003-05	Number	%
Median	31	39.6%
Minimum	-22	-34.9%
Maximum	1,500	300.0%
Not mentioned	6	6

- **Two main reasons for this trend in number of members**

According to the respondent, the services offered as well as the number of potential members are the two main factors responsible for the observed trends in members over the last two years. Other internal factors often mentioned are the association's management, market linkages and marketing strategy.

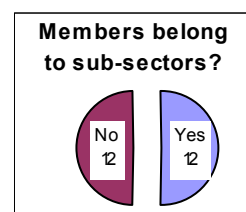
Two main reasons for trend in members	Answers
Offered new/fewer SERVICES	10
More/less potential MEMBERS	9
Right / wrong MANAGEMENT	7
More/less market LINKAGES	5
Change in MARKETING	3
COMPETITION from other organizations	3
More/less FUNDS from donors/government/NGO	3
Change in FEES for membership & services	2
Others: Bird flu, skilled workers, disagreement among members, trust of members in the association	4

[Annex I Table 3](#) presents the list of the detailed answers to this question.

5 Services provided

- **Organizations providing services which focus on some sub-sectors**

Half of the surveyed small business associations (12) are sectoral associations. Their members and the businesses they provide services to are only from certain sub-sectors. The sectoral associations are varied and cover all types of sectors: agriculture, fishing, manufacturing, handicraft, services, media, hospitality, and Government sector.



- **Demand-orientation**

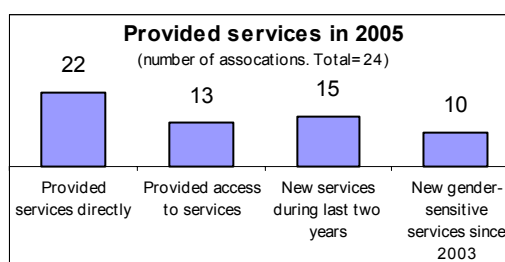
Nearly all the associations (21) are doing something to make sure that their services are what their members want.

Most (17) ask their members what they want and several (13) ask them whether they are satisfied. Satisfaction or evaluation questionnaires, that enable members to provide written feedback in an anonymous way, are used in only 7 out of the 21 associations who are actively doing something to meet meeting their members' needs.

	Number
Doing something to make sure that services are what members want	21
What are you doing? (multiple answer):	
Ask members what they WANT	17
Ask whether they are SATISFIED	13
Satisfaction / evaluation questionnaires	7
Ask advice from others	2
Annual meeting	1
Not mentioned	1

- **Provision of services, new services and new services for women in 2005**

In order to construct a detailed baseline on the types of services provided by the surveyed SBAs, each respondent was presented with cards with different types of business services and asked which of those their organizations had provided (directly or provided access to) to businesses in 2005.



Out of the 24 surveyed offices, two did not provide any of the 21 types of BDS shown to them. In addition to providing services directly, half of the SBAs also provide access to services from other organizations to their members and clients.

As many as 15 associations provide new services in 2005 that they did not provide two years ago. Out of those, 4 were created in or after 2003. Less than half of the associations (10 out of 24) provide new services that cater for the specific needs of women, such as specific services for women or services for both men and women who take into consideration specific needs of women.

- **Types of BDS provided**

The table on the side shows the type of services associations provided –directly or indirectly - to businesses in 2005, those that were new services compared

Types of Business services (number of associations providing those in 2005)	Directly Provide	Provide access to	New	
			All	Gender-sens.
Welfare services	15	1	1	1
Info. on market	13	1	1	None
Business plan development	12	1	3	1
Business manag. training	11	3	2	1
Linking to buyers / suppliers	10	2	3	2
Skills training	10	3	3	None
Info. / access to new techno.	10	2	4	3
Credit	10	2	3	1
Accounting/Record keeping	9	None	1	None
Trade fairs	8	None	2	1
Advertising	7	None	No	None
Access to new design	7	4	3	2
Savings schemes	7	None	No	None
Quality control	7	None	2	1
Certification	6	None	1	None
Common marketing	6	None	1	None
Computer use	5	2	3	1
Advocacy	5	None	2	2
Common purchasing	5	1	1	None
Legal services & representation	4	2	2	2
Insurance	4	None	1	1
Fax/phone/copy	4	None	2	1
Tax services and clearance	2	None	1	1
Internet access	2	2	2	1
Auditing services	1	None	No	None

to two years ago and those new services that catered for the specific needs of women. Welfare services, such as help with funerals, are the most provided service. Information on market opportunities and trends, and business management training and support in developing a business plan are services provided by around half of the associations. By contrast, auditing, tax, insurance, and legal services, as well as access to Internet, computers and other facilities such as fax, phone and copies are provided by fewer than 5 associations directly. A few associations provide their clients with access to business services indirectly,

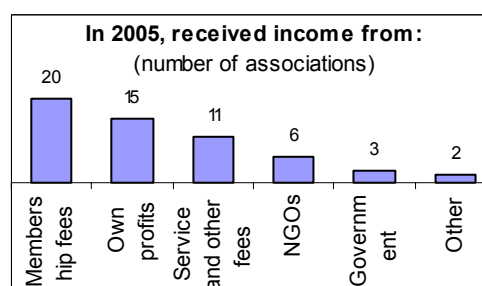
mainly new design and training on technical skills or business management (3 to 4 associations only).

New services provided compared to two years ago are mainly related to computer use, new technologies and design, and training (skills and business management). A description of those new services is provided in [Annex I Table 4](#).

6 Income and financial situation

• Main income sources in 2005

Nearly all of the surveyed SBAs (22 out of 24) have a separate bank account and most (20) have received membership fees in 2005. For half of the associations (15), own institutional profits are another source of income.

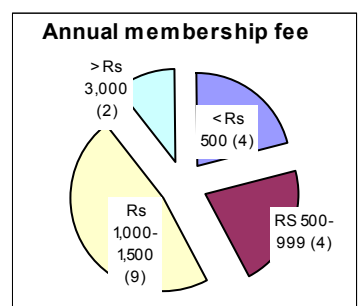


Only few associations received funds from the Government or from non-governmental associations (3 and 6 associations respectively). Other sources of income

mentioned by two associations include personal and private funds and demonstration programmes.

• Membership fees

Annual membership fees per member range from Rs to Rs 5,000. Many associations (9) charge an annual fee around Rs 1,000-1,200 and the median membership fee Rs 1,000. In 2005, total income from membership fees ranged from Rs. 700 to Rs 700,000 (approximately from USD7 to USD 7,000).



120 is

Membership fees are a major source of income for most associations: It covered on average 68% of the total

cost of the association.

associations, it covered more 80% of the cost (100% of total cost for 5 them).

Membership fees	Per member in 2005	Income from membership fee		% of total cost	
		2003	2005	2003	2005
Minimum	120	720	720	20%	20%
Maximum	5,000	351,000	700,000	100%	100%
Median	1,000	60,000	60,000	75%	80%
Mean				63%	68%
Not mentioned	5	11	7	13	9

For 9 than total the of

Income from membership fees % change 2003-05		
No change		2
Less than 50%		4
50 to 99%		3
100% or more		4
Not mentioned		11

Among the 13 associations for which income from membership fees is available for 2003 and 2005, 2 reported no growth, 4 an increase in this income of less than 50%, and the remaining majority a growth of more than 50% in (nominal) income from membership fees.

- **Income from fees**

Most associations (16) do not charge a fee for services or other things that they provide to small enterprises or business starters. For the 8 associations that charge service fees, the size is usually decided on a cost basis, by the association itself or by the service provider. All the associations who charge a service fee have seen an increase in the income from service fees in 2005 compared to two years ago.

Those who charge service fees:	Number
Basis for the size of fees (multiple choice):	
On a cost basis	6
Decided by the service provider	4
Based on what people can afford	1
Increase in income from service fees since 2003	8

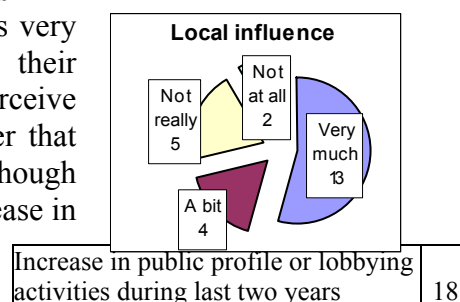
Only 4 respondents provided information on their association’s total income from fees in 2003 and 2005 and what percentage of total annual cost this income from fees covered during these two years. Two associations reported that income from fees covered only a small part of their total annual cost in these two years (around 5% and 15%), while two reported that it covered 100% of their total cost. Given the low number of associations that charge service fees and the low response rate, this question cannot be used for comparison with impact assessment figures.

7 Lobbying, representation, and dialogue with local authorities

Respondents were asked several questions about their perceived capacity for lobbying and their interaction and relations with the local authorities, defined as any government authorities that are not national, such as the provincial, district, divisional, GN or GS authorities.

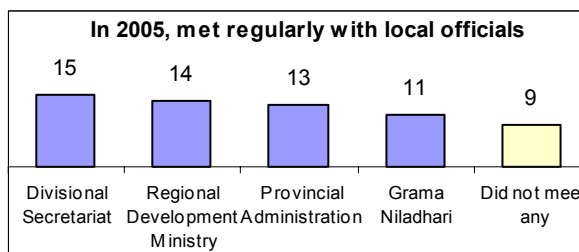
- **Lobbying and influence on business related issues**

Half of the respondents feel that their organization has very much an influence on business-related issues in their community and region. The other half, however, perceive that they have little or no local influence and consider that their lobbying capacity is weak. Most respondents, though (18 out of 24) stated that their organization had an increase in public profile or lobbying activities during the last two years. The six associations which did not see an increase in their public profile or lobbying activities since 2003 have “no real” or “no” influence on business-related issues.



- **Regular individual meeting with local authorities**

Many associations (15) have regular meetings with local authorities. However, 9 out of the 24 surveyed did not meet regularly with any local authorities over the last two years. Among those 9 associations most consider that they have an influence on business-related issues in their local communities (5 consider their influence is “very much”, two “ a bit” and two “not really”).

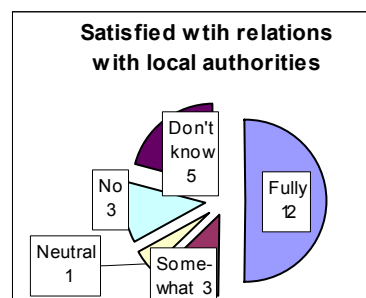


The local authority most commonly met is the Divisional Secretariat (DS), who was met regularly by all the associations who met local officials on a regular basis in 2005. Other local authorities are also met by nearly all of those associations.

The subjects discussed during these meetings and the results of those discussions are presented in [Annex I Table 5](#).

● **Satisfaction with relations with local authorities**

Only half of the small business associations are fully satisfied with their relations with local authorities. The 5 respondents who did not know whether they were satisfied or not are senior officials from associations who do not meet regularly with local authorities. For the three respondents who were completely dissatisfied, insufficient contact, assistance and will to listen and the lack of action from the part of the local authorities are the main reasons why they are dissatisfied.



● **Change in relations with local authorities**

Moreover, only 9 out of 24 SBAs consider that their relations with local authorities have improved over the last two years. Many consider that this relation has remained unchanged (7) or they do not know (6) as they do not meet them frequently. Two respondents from associations in Polonnaruwa district stated that their relations with local authorities have worsened compared to two years ago.

Relations with local authorities have :	
Improved	9
Stayed the same	7
Worsened	2
Does not know	6

● **Main issues to take up with authorities**

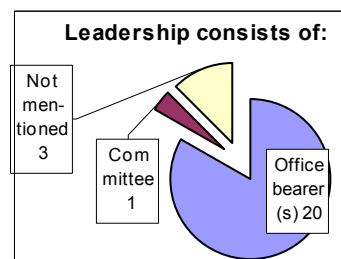
The three main issues affecting business members that the associations have taken up or would like to take up with authorities are summarized below. The associations would mainly like to discuss with local authorities issues related to their own activities and action to support businesses and how the local authorities can assist in providing such a support, either technically or financially. Rules and regulations, including tax and land issues, are also important subjects that SBAs would like to discuss with local authorities. Business development issues, such as the quality and price of production, investment and the need to extend markets are often mentioned. Other issues are presented in the table above and details are available in [Annex I Table 6](#).

Three main issues	Answers
Support, funding and training to members	17
Rules and regulations, taxes, land issues	10
Business development issues	10
Others:	
Getting more attention from them	2
Transport and infrastructure	2
Welfare issues and activities	2
Security of business owners	1
Problems related to the reservoir	1
Cleanliness	1
Nothing special / No problem / No need	4

8 Leadership and staff

• Leadership of the association

The most widespread form of leadership of the small business associations consists of office bearers. Nearly all the associations for which information is available (20 out of 21) rely on office bearers for leadership. Only one association is managed by a committee, and three respondents did not answer the question. The majority of leaders are elected by all



How are the leaders selected or elected

Election by all the members	14
Election by a selected committee or part of the members	1
Self appointed	1
Not elected	6
By an interview	1
Not mentioned	1

How often does selection / election take place

Once a Year	16
Twice a Year	3
Not mentioned	5

the members of the associations (in 14 associations). In 10 associations, however, selection does not involve direct participation of all members. Instead, leaders are selected by a few or self appointed.

In all the associations for which information is available, leadership's selection or election of leadership takes place frequently, in general once a year.

• Number of staff, office bearers and professional staff in 2005

More than half of the surveyed small business associations (14 out of 24) do not have any paid professional staff in the district. For those associations, office bearers and volunteers execute the association's activities. The few associations with paid professional staff employ fewer than 10 workers in the district, apart from two very large associations for which 50 paid staff members were reported.

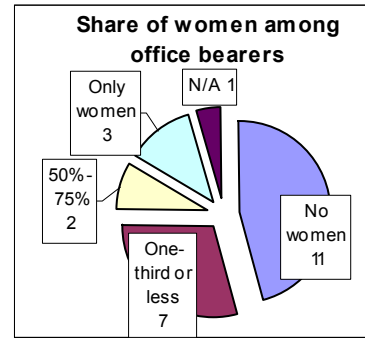
None	14
1 to 8	6
50	2
Not mentioned	2

Similarly, most associations (14 out of 24) select three office bearers, mainly by electing them. Only 5 associations reported more than 6 office bearers. Together with volunteers, the median total number of staff in the district is 12 and the maximum number of paid and unpaid staff reported by the surveyed SBAs is 68.

Staff in the district	Number of staff in 2005	Women (%) among	
		Office bearers	Total staff
Median	12	6.7%	10.5%
Minimum	3	0	0
Maximum	68	100	100

3	14
4 to 6	4
15 to 25	4
55	1
Not mentioned	1

The share of women among the association's staff, especially among office bearers is very low. The median share of women among office bearers was than 7% in 2005. As many as 11 SBAs do not have women among their office bearers, and 7 others have than one-third of female office bearers. By contrasts, three respondents stated that their leadership comprises only women. They belong to three associations in which women comprise more than 95% of members.



less
any
less

This strong gender imbalance is in accordance with similar imbalance among members already observed, and also needs to be addressed.

the

9 Conclusion: Summary of main findings

This report presents the main findings of a baseline survey of 24 Small Business Associations (SBAs) carried out in January 2006 in Kurunegala, Puttalam, Anuradhapura and Polonnaruwa districts.

9.1 General characteristics of Small Business Associations

- SBAs are generally registered associations that have a constitution. Only 4 out of 24 are not officially registered. Surveyed SBAs are relatively recent. Half have been established after the year 2000. The majority (15 out of 24) are not affiliated to another association or organization, or a chamber.
- Most offices visited are head or district offices. They are the only branch of the association in the district and cover their district or one DS division. Only a few also have activities outside the district. Offices are mainly located in urban areas, with only 5 offices out of 24 in rural areas.
- Most associations are small in size and 16 of them have fewer than 300 members. The median number of members is 110.

9.2 Membership

- All surveyed SBAs include among their members the project's main beneficiaries, namely existing self-employed and micro and small entrepreneurs. Most associations, however, comprise entrepreneurs of all business sizes, not only smaller businesses. More than half have very poor or marginalized entrepreneurs among their members, and could therefore contribute directly to poverty reduction, an important objective of the Enter-Growth project.
- About half of the associations are sector-specific, both in terms of their objective and their members. A large variety of sectors are represented in the sample.
- Rural entrepreneurs are largely under-represented in the surveyed SBAs. However, only five associations out of 24 are doing something to increase the share of their members from rural areas. The majority considers that they do not need to do so or that it is not important. Only a few associations have farmers and potential or existing entrepreneurs who are internally displaced persons (IDP) among their members.
- The observed single-ethnic composition and ethnic under-representation of most SBAs is a subject for concern. Moreover, none of the associations are doing something to tackle the observed ethnic imbalance. The majority of respondents consider that there is no need for such actions or that it is not an important issue.

- Nearly all the associations suffer from a strong gender bias in membership: 14 have less than 20% women among their members, while 4, at the other extreme, comprise more than 95% of women. In spite of this gender imbalance, the large majority of associations (18 out of 24) are not doing anything to reach a better gender representation in their membership. Most respondents believe that it is not needed or that it is not an important issue. The survey finding reveals a strong need to raise awareness among leaders of small business associations.
- Most SBAs have experienced an increase in the number of their members from the district during the last two years. However, membership in 8 associations out of the 24 surveyed either stayed stable or decreased compared to two years ago. The services offered as well as the number of potential members are the two main factors viewed as being responsible for the observed trend in membership over the last two years. Other internal factors often mentioned are the association's management, market linkages and marketing strategy.
- Nearly all the associations (21) are doing something to make sure that their services are what their members want. Most ask their members what they want and several ask them whether they are satisfied. Satisfaction or evaluation questionnaires are used in only 7 associations.

9.3 Business services provided

- All the surveyed associations have an objective related to enterprise development. Provision of services is commonly mentioned as a way to achieve this objective. Half of the SBAs also provide services to non-members businesses, and half provide not only services directly, but also access to services from another organization.
- Welfare services, such as help with funerals, are the most provided services. Information on market opportunities and trends, and business management training and support in developing a business plan are services provided by around half of the associations. By contrast, auditing, tax, insurance, and legal services, as well as access to Internet, computers and other facilities such as fax, phone and copies are provided by fewer than 5 associations directly.
- As many as 15 associations provided new services in 2005 that they did not provide two years ago, but only 10 provide new services that cater for the specific needs of women. New services are mainly related to computer use, new technologies and design, and skills and management training.

9.4 Financial situation

- Associations generally have a separate bank account. Nearly all received membership fees in 2005. For half of the associations, own institutional profits are another source of income. Few associations receive funds from the Government or from non-governmental associations.
- Annual membership fees per member range from Rs 120 to Rs 5,000. The median membership fee is Rs 1,000. In 2005, total income from membership fees ranged from Rs. 700 to Rs 700,000. Membership fees are a major source of income for most associations, covering on average 68% of the total cost of the association.
- Only 8 out of 24 associations charge a fee for services or other things that they provide to small enterprises or business starters. The size of this fee is usually decided on a cost basis, by the association itself or by the service provider.

9.5 Lobbying, representation, and dialogue with local authorities

- While half of the respondents feel that their organization has a very strong influence on business-related issues in their community and region, the other half perceive that they

have little or no local influence. Most respondents stated that their organization had an increase in public profile or lobbying activities during the last two years.

- Many associations have regular meetings with local authorities, but 9 out of the 24 did not meet regularly with any local authorities over the last two years. The local authority most commonly met is the Divisional Secretariat (DS).
- Only half of the surveyed SBAs are fully satisfied with their relations with local authorities. Moreover, only 9 SBAs consider that their relations with local authorities have improved over the last two years.
- The main topics SBAs would like to discuss with local authorities are related to their own activities and how local authorities can assist them, either technically or financially. Rules and regulations, including tax and land issues, are also important subjects for SBAs to discuss with local authorities.

9.6 Leadership and staff

- Nearly all the associations rely on office bearers for leadership. Most leaders are elected by all the members of the associations. In 10 associations, however, selection does not involve direct participation of all members, and leaders are selected by a few or self appointed. Leadership's selection or election of leadership takes place frequently, in general once a year.
- More than half of the surveyed small business associations do not have any paid professional staff in the district. Most associations select three office bearers, mainly by electing them. Only 5 associations reported more than 6 office bearers. Together with volunteers, the median total number of staff in the district is 12.
- The share of women among the association's staff, especially among office bearers is very low, with a median of 7% among office bearers in 2005. This strong gender imbalance confirms that gender issues need to be addressed in small business associations.

ANNEX I: ADDITIONAL TABLES

ANNEX I TABLE 1: Objective of the surveyed organizations

<p>Non-sectoral objective</p> <p>Building the livelihoods of the poor families by self-motivating (self-employment and business level)</p> <p>Developing businesses</p> <p>Developing businesses and providing services to the business community</p> <p>Development and improvement of the businesses operated with in the municipal limits</p> <p>Distribution of the produce of the self employers</p> <p>Provide knowledge and training for small and medium scale entrepreneurs</p> <p>Provide knowledge and training for small and medium scale entrepreneurs</p> <p>Providing assistance through services for the economic and industrial development</p> <p>Providing knowledge and all other necessary services for small and medium scale entrepreneurs. (Including training programmes, self employment trainings, credit facilities, etc)</p> <p>Providing services to the business community and customers.</p> <p>Small and medium size and large scale businessmen</p> <p>Solving business issues and providing financial support</p> <p>Solving issues of the business community and the consumers</p> <p>Develop the supportiveness among all businessmen, Helping welfare activities of businessmen</p>
<p>Sectoral objective</p> <p>Attracting local and foreign tourists to the district and provide necessary facilities, including Anuradhapura area to the tourist map</p> <p>Build the district as an attractive place for tourist and local and provide all the facilities they need.</p> <p>Developing business of saloon owners, helping them to provide a better service and welfare of this special business category</p> <p>Fishermen's welfare</p> <p>Helping the freshers in photography and discussing with them problems regarding photography</p> <p>Protect poultry farmers and providing the services they require</p> <p>Providing services for 360 salt producers to their welfare</p> <p>To produce decorative items and have them entered into the marketplace</p> <p>Traders' well being (To help in developing business, Advocacy etc.)</p> <p>Welfare of the traders</p>

ANNEX I TABLE 2. Which types of businesses are your members

All business owners and businesspersons

All business owners from urban towns in the district

Any business owner

Any businessman, from any business sector

Any businessmen

Businessmen

Current businessmen and potential businessmen

People belonging to every field

Small and medium size entrepreneurs and large scale businessmen

Those who are engaged in businesses currently and those who intend to start businesses in future

Self employed and small enterprises

Small and medium scale businessmen

Small scale self-employed entrepreneurs

Those from poor families who are already engaged in businesses and intending to begin businesses

Self employed small scale businessmen

Specific sectors

Fishermen

Garage owners

Ongoing tourist businesses and people who are willing to start a tourist business

People who are engaged in coir industry

Photographers and those who intend to become photographers

Poultry farmers who breed chicken for egg and meat and the businessmen who intend to become such businessmen

Registered salt producers

Saloon owners

Registered businesses

Group of Businessmen who are running registered businesses

Should register small and medium size businesses

Traders (businessmen") registered in the Provincial Secretariat office

Registered salt producers (also included in the sector-specific category)

ANNEX I TABLE 3. According to you, what are the two main reasons for the trend in number of members

First reason
Act on Monopoly of coir product exporters
Awareness raising about this issue among the people
Because of unwillingness of the members
Because of widening the services, training, loans, connecting with buyers, new designs, new technology are provided
Because they have no interest/ motivation for it
Being the only institution that helps those who are interested in photography
Conduct exhibitions
Correct Management (2 answers)
Difficult to pay the membership fees
Emergence of more tourist hotels
Good quality of the service and correct management
Identification of the benefits and provision of the services
Increase of business needs of the businessmen
Increment in the number of business owners
Increment in the number of tourist hotels
Knowledge provide on their business
Leadership and correct management
Not being able to sell our products
Progress in the activities of the society
Providing services to various other institutions that are different from government institutions
Successfulness of projects
The unwanted fear that has erupted due to bird flu
Very rarely increase the number of salt producers, because the business goes into sons from their fathers
Second reason
Because of disagreements among members
Because of the service provided
Benefits for the members of the organization
Competition
Correct management of the organization
Due to the togetherness
Due to the welfare programmes carried out for members
Having no one to assist or donate to our society
Improvements in the services received
Members are not having enough interest
Members trust on the association
More facilities can be provided when operating as an organization
More services and benefits can be acquired when join together as an association
Not charging any fees for the service we provide. Getting people to get used to use correct technology
Not having anybody's support for our products
Provide loans through coconut development authority
Provide training
Providing loans and ability to get direct support from chamber of commerce
Providing services to various fields
Recognising needs and taking action to solve them; conducting programs in areas where services are needed but where no institutions are providing services
Rise in the trustfulness of association among the community
The high quality of our services

ANNEX I TABLE 4. Description of new services in 2005 compared to two years ago

Access to new design	Given knowledge on new products through the producers of main manufacturing agencies Hydroponic cultivation
Advocacy	Opposing when the government tried to oust some business operations saying they are illegal buildings/ locations Provide trainings from relevant institutions through the training centre When legal issues arised on reprted articles or news, advocacy were given and helped on solving problems
Business management training	Training on Time Management through chamber of commerce consultancy
Business plan development	Basic knowledge to develop a project plan through Technical Development Board Support to the current businessmen
Computer use	Media people received computer training from PROVINCIAL OFFICE To those who require such services
Credit	Credit: Provide loans through coconut development authority Provide short term, small amount loans for the members who required
Insurance	Educating the insurance companies
Internet	Direct them to get the services from JOBSNET.(Trainings were conducted)
Legal services and representation	If any reporter has got any legal issue because of what he reported Given the knowledge to businessmen on labor laws through the consultancy of labor department
Linking to new buyers or suppliers	Provide advisory services using people from top class institutes Provision of plants to governmental institutes
Information or access to new technologies	Beauty culture causes Given knowledge about using new machineries One day technical training on bakery products
Quality control	Helping to findout quality ingrediants and tools(Inputs)
Skills training	Activating systems and programs To those who require knowledge on relevant fields
Tax services and clearance	Advisory services regarding taxes to the members
Trade fairs	All business owners were gathered and made them to exhibit their products within District
Welfare services	Hold monthly meetings in different houses

ANNEX I TABLE 5. Meeting with local authorities

5.A. When you meet local authorities, what do you discuss with them

Business issues. Rules and regulations about agricultural lands, Marketing etc. Building required for conducting our programs and about getting the support for the programs Business related issues, government rules and regulations, how to deviate from traditional thinking Issues arise on increased tax and rates Issues that come up from the bank about taxes, labour laws Problems businessmen encounter in carrying out businesses Town development plan, infrastructure development, issues of beggars who are roaming Cleaning in the town/ city, water problems, housing problems Development of the committee Getting support on common activities Getting support to conduct entertainment programmes, to provide welfare for the members Widening training and loan programs in the villages where there are no programs; identifying buyers and connecting them How to solve problems of the members, how to provide knowledge, things to be done to upkeep the failed businesses Issues faced by businesses Business issues and how to solve them
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5.B. What was the result of those discussions in 2005

By reporting to the national skills council, launching training programs in the handicraft industry; connecting new buyers Changed the ideas of the provincial tourist board Changed the view of provincial tourist board Concessions from banks, government/ state cooperation Could successfully complete our work according to those discussions Given chance to held a drama and a concert. Supported to organize a procession Got support on common activities Increment in the number of members Infrastructure development including the development of drainage system Provided support from those officials to our society members to continue the work properly Provided transport firewood for bakery owners, Signed an agreement on controlling the product prices. Got linked new businessmen with our association through the Technical Development Board Provision of technical knowledge and training to businesses and provide credit facilities Solved the problems on agricultural lands Stopped when tried to oust unauthorised businessmen Nothing changed

ANNEX I TABLE 6. Three main issues affecting business members that the association has taken up or would like to take up with authorities

Issues: 1st mention

<p>Business registration Discussed about the rules and regulations based on the gazette issued on 11/08/2005 Agricultural lands Making the business premises permanent Expand the duration of tourist tickets, which are currently issuing Extend the duration of tourist passes Increasing Tax Security of business owners Providing support to the new businessmen Commercial training About the PRICE of products Finding a market for selling the goods that are produced Potentials in maintaining businesses Problems related to the reservoir Provide trainings on new product developments Scattered self-employed and businessmen have to be gathered to one place Solving business issues Still not decided/ Nothing special / No problem (3 answers) To solve the issues of the members the support of the officials is not required much</p>
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Issues 2nd mention

<p>Cleanliness Support that can be extended to the current businessmen About the taxes Acquire media equipment Finding aid for covering the expenses of production Getting pay more government attention to Anuradhapura How to acquire equipment for the business Increasing rates Issues about selling fish Lack of investments Legal and financial issues on business Production and quality have to be increased Provide credit facilities Provide free stalls in the exhibition Scarcity of lands Special trainings on accounting</p>

Issues 3rd mention

<p>Infrastructure facilities of business areas Poverty of the fisheries community Access to steady Market Free advertising Getting more attention from Sri Lanka tourist board to our District Provide knowledge on new technologies Provide new technological knowledge to journalists Rules and regulations on business To directly connect the suppliers and buyers Training programmes for business owners Transport facilities Welfare activities Welfare issues</p>

ANNEX II: QUESTIONNAIRE FOR SMALL BUSINESS ASSOCIATION

Questionnaire No

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TNS Lanka:	PROJECT : ENTERGROWTH	ASSOCIATION QUESTIONNAIRE
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FIELD CONTROL INFORMATION	NAME OF INVESTIGATOR:	INTV DATE	INTV TIME	
FIELD OFFICER/FIELD EXECUTIVE CODE			TEAM CODE	
SUPV. CODE		INV. CODE	CHECKED CODE	
ACCOMPANIED CALL	Yes1 No.....2	BY : CODE	SIGN	
SPOT/BACK CHECK	Yes1 No.....2	BY : CODE	SIGN	
SCRUTINY : FIELD	Yes1 No.....2	BY : CODE	SIGN	
SCRUTINY : ANALYSIS	Yes1 No.....2	BY : CODE	SIGN	

District: Kurunegala 1 Puttalam 2 Anuradhapura 3 Polonnaruwa 4	Respondent Name :
	Respondent Position (Title) :
Geography Urban 1 Rural 2	Name of the Organization :
MC/UC/PS	Address of the Organization :
DS Division	
GN Div	
Area Code	
HH Code	Contact Number:

I declare that interview has been carried out strictly in accordance with your specifications and instructions, written and oral, with a person unknown to me, as per study requirements and strictly in accordance with ESOMAR code of conduct.	SIGN
--	-------------

Important: Please fill this page on completion of the Interview

SELECTION QUESTIONS

Q.A Are you a business association or any other organization that brings businesses together?

Yes	1	Go to Q.B
No	2	Terminate interview

Q.B Are you the president, director or the chief executive officer, the manager of this organization

Yes	1	Go to Main Questionnaire
No	2	Terminate interview and ask for the director, president, chief executive officer or manager

GENERAL INFORMATION

Question 1. What is your name and position [for example director, etc...]

Name of Contact: _____

Position of Contact: _____

Question 2. What is the name of the organization?

Name: _____

Question 3. What is the address (visited)?

Address: _____

Question 4. What year was it established?

Year: _____

Question 5. Does your organization have a constitution?

Yes	1
No	2
Don't know	9

Question 6. Is your organization officially registered?

Yes	1
No	2
Don't know	9

Question 7. Is your office a head office or a branch office? If a branch office, is it a district, provincial or another branch office? [Single code – If Multiple, put under other]

District Office	1
Provincial Office	2
Head Office	3
Other branch office	4
Other (Specify) _____	

Question 8. Does your organization have other branch offices in this district? [Single code]

Yes	1
No	2
Don't know	9

Question 9. Which geographical area does your organization cover? [Do NOT read out. Single code]

More than one province	1
Province or more than one district	2
District or more than one DS Division	3
DS Division or more than one GN Division	4
GN Division	5
Other (Specify)	

Question 10. Is your organization affiliated to another association, organization, or a chamber (such as chamber of commerce and industry, etc)? [Do NOT read out. Single code]

Yes, affiliated to another association or organization	1
Yes, affiliated to a Chamber	2
Yes, affiliated to both another organization or association and a Chamber	3
NO, not affiliated with any of them	4

MEMBERS

Question 11. What is the objective of your organization?

Objective: _____

Question 12. Which types of businesses are your members?

Members: _____

Question 13. Among your members, do you have the following? [Read out - Multiple code]

		Yes	No
1	Potential entrepreneurs	1	2
2	Self Employed and micro enterprises (less than 5 workers)	1	2
3	Small enterprises (5 to 15 workers)	1	2
4	Medium and large Enterprises (more than 15 workers)	1	2
5	Farmers	1	2
6	Women entrepreneurs	1	2
7	Youth	1	2
8	Very poor entrepreneurs	1	2
9	Potential or existing entrepreneurs who are internally displaced persons	1	2

Question 14. Do you also provide services to businesses who are not your members? [Single code]

Yes	1	Go to Q.13.1
No	2	Go to Q.15

Question 15. What is your estimate of the percentage of your members who were from rural areas, as opposed to those who were from the district or the divisions' main towns in 2005?

	% clients
From rural areas	
From main towns	
Total	100%

[Instruction: Check percentages for rural areas and main towns sum up to 100% before continuing]

Question 16. Are you doing anything to increase the share of your members, either from rural areas or from main towns? If so, is it from rural or from urban areas? [Do NOT read out. Single code]

Yes, increase share for RURAL	1	Go to Q16.1
Yes, increase share for URBAN	2	
No	3	Go to Q16.2

Q.16.1 [If yes] What are you doing?

Q.16.2 [If no] Why not? [Do NOT read out - Multiple code]

Do not need to	1
Do not know how to do	2
Do not think it is important	3
This type of subsector is only for urban or rural	4
I don't know	9
Other specify	

[All respondents]

Question 17. What is your estimate of the percentage of your members who are Tamil, Sinhalese and Muslim in 2005?

	% clients
Sinhalese	
Tamil	
Muslim	
Total	100%

[Instruction: Check percentages for Tamil + Sinhalese + Muslim sum up to 100% before continuing]

Question 18. Are you doing anything to increase the share of your members who are either Tamil, Sinhalese, or Muslim? If so, is it for which ethnic group? [Do NOT read out. Multiple code]

Yes, increase share for Sinhalese	1	Go to Q18.1
Yes, increase share for Tamil		
Yes, increase share for Muslim	2	Go to Q18.2
No	3	

Q.18.1 [If yes] What are you doing?

Q.18.2 [If no] Why not? [Do NOT read out – Multiple code]

Do not need to	1
Do not know how to do	2
Do not think it is important	3
In this type of subsector there are only those ethnic group(s)	4
I don't know	9
Other specify	

[All respondents]

Question 19. Compared to two years ago, has the number of your members from this district increased, stayed the same or decreased? [Do NOT read out - Single code]

Increased	1
Stayed the same	2
Decreased	3
Does not know	9

Question 20. According to you, what are the two main reasons for the trend in number of members? [Do NOT read out. Write the answers below. Then Code answers in table below]

Main Reasons:

1. _____
2. _____

[Code the answers – TWO MENTIONS – Do NOT read out]

	1st mention	2nd mention
COMPETITION from other organisations /associations	1	1
MORE/LESS POTENTIAL MEMBERS (including change in demand for the services, change in number of people who want to start a business or have a business)	2	2
Change in FEES for our membership and services	3	3
New/Less TECHNOLOGY (including internet)	4	4
More/less market linkages (more/less links with clients and other businesses)	5	5
Right/Wrong MANAGEMENT (experience, decisions taken, skills) of the organisation	6	6
Offered new/fewer SERVICES	7	7
Change in MARKETING (e.g. better marketing)	8	8
Access/lack of access to skilled WORKERS and staff	9	9
Attitudes and support by GOVERNMENT (including taxes, policy, laws, regulations, direct support)	10	10
More/less FUNDS from donors/government/NGO etc to carry out activities / provide services	11	11
Don't KNOW	12	12
Did not exist two years ago	13	13
Change in effectiveness of advocacy	14	14

SERVICES PROVIDED

Question 21. Do your members belong to certain subsectors? If yes, which?

Only some sectors	1	Subsector(s):
All sectors	2	

Question 22. Do you provide services to businesses from all sectors or only some sectors?

Only some sectors	1	Go to Q.22.1
All sectors	2	Go to Q.23

Q.22.1 [If only some sectors] Which sectors? [Do NOT read out - Multiple code]

Paddy	1
Agriculture or agro processing other than paddy (incl. livestock)	2
Fishing	3
Construction	4
Manufacturing (from home or workplace, producing concrete products, e.g. clothes, meals, coir, and)	5
Handicraft	6
Hospitality (tourism, restaurant)	7
Service (providing services, e.g. hairdressing, mechanics)	8
Retail or wholesale traders	9
Other (specify) -----	

[All respondents]

Question 23. Are you doing something to make sure that your services are what members want?

Yes	1	Go to Q.23.1
No	2	Go to Q.24

Q.23.1[If yes] What are you doing? [Do NOT read out - Multiple code]

Ask members whether they are SATISFIED	1
Ask members what they WANT	2
Follow GOVERNMENT policy and advice	3
Look at what others are doing	4
Read literature on economics, small enterprise development, services, associations	5
Ask advice from other people (business people, business service providers, associations, etc..)	6
Visit trade fairs	7
Ask members to fill satisfaction questionnaires or assess the impact of the services	8
Other, please specify -----	
Can't say, can't explain	99

[All respondents]

Question 24. In your organization, do you ask members to fill satisfaction or evaluation questionnaires? [Single code]

Yes	1
No	2
Don't know	9

[SHOW CARD Q.20 AND USE ANSWER TABLE PROVIDED]

Question 25.

Q.25.1

A. In 2005, which of the following services has the organization provided on its own, directly?

[Instructions : Code in column Q.25.A in the answer table provided. MULTIPLE CODE]

B. Which services has it provided access to, by arranging that they are provided by other agencies or individuals?

[Instructions : Code in column Q.25.B in the answer table provided. MULTIPLE CODE]

Q.25.2

A. Within those services you provide, are there some particular services that are NEW services that you provided in 2005 but did NOT provide two years ago? This could be for example new target group, new training programme, new type of service.

[Instructions : Repeat each service provided or provided access to (code YES in Column A or B) and ask about NEW services.]

B. For each NEW service provided, please give us a detailed description of those services provided in 2005?

[Instructions : If NEW service, ask details for each service coded yes and fill in column Q24.2 DETAILS NEW in the answer table]

Q.25.3 Among those NEW services you mentioned, are there some that cater for the specific needs of women, such as specific services for women or services for both men and women who take into consideration specific needs of women?

[Instructions: Repeat name of services answered for Q24.2 and TICK column Q.24.3 if YES in the answer table.]

INCOME

Question 26. Does your organisation have a separate bank account?

Yes	1
No	2

Question 27. Do you have a membership fee? If yes, how much is it per member per year?

Yes	1	Membership fee per year: Rs. <input type="text"/>
No	2	

Question 28. Do you charge a fee for services or other things that you provide to small enterprises or business starters?

Yes	1	Go to Q 28.1
No	2	Go to Q.29

Q.28.1 [If yes] How do you decide the size of the fees? [MULTIPLE CODE]

On a cost basis	1
Decided by the service provider	2
Based on what people can afford	3
Look what others charge	4
Other (specify) _____	
Don't know	9

[All respondents]

Question 29. Has the income from service fees in 2005 increase, decreased or stayed the same compared to two years ago?

Increased	1
Stayed the same	2
Decreased	3
Don't know	9

Question 30. In 2005, did you receive income from the following sources? [Read out, MULTIPLE CODE]

		Yes	No	Does Not know
1	Service and other charges (Fees)	1	2	9
2	Funds from Government	1	2	9
3	Funds and / or Donations from non-government organizations	1	2	9
4	Own institutional profits	1	2	9
5	Membership fees	1	2	9
6	Others (Specify) -----	1	2	9

DIALOGUE WITH LOCAL AUTHORITIES

[Read the following text]

Question 31. Do you feel the organisation has influence on business related issues in your community and region? [Do NOT read out. Single code]

Yes, very much	1
Yes, a little bit	2
No, not really	3
No, not at all	4

Question 32. During the last two years, did your organisation have an increase in public profile or lobbying activities? [Do NOT read out Single code]

Yes	1
No	2
I don't know	9

In the following questions, we call local authorities any government authorities that are not national, such as the provincial, district, divisional, GN, or GS authorities.

Question 33. Does your organization meet regularly any local authorities?

Yes	1	Go to Q 33.1
No	2	Go to Q 34

Q.33.1 [If yes to Q.35] Please tell me which of the following officials you met regularly in 2005? [Multiple code - Read out]

	Yes	No
The Provincial Administration (Secretariat)	1	2
The Regional Development Ministry Officials	1	2
The Divisional Secretariat	1	2
The Grama Niladhari	1	2

Q.33.2 [If yes to Q.33] When you meet local authorities, what do you discuss with them?

Q.33.3 [If yes to Q.33] What was the result of those discussions in 2005?

[All respondents]

Question 34. Are you satisfied with your relations with local authorities? [do NOT read out, single code]

Yes, I am FULLY satisfied	1	Go to Q.35
I'm somewhat satisfied	2	
I am neither satisfied nor dissatisfied	3	
No, I am not satisfied	4	Go to Q.34.1
No, I am COMPLETELY dissatisfied	5	
Don't know /can't say	9	Go to Q.35

Q.34.1 [If not] Why are you not satisfied with your relations with them? [do NOT read out, multiple code]

Infrequent contact	1
Not receiving enough assistance from them.	2
Have to wait long time for action	3
They are not willing to listen us and accept our views	4
No action from their part	5
They ask paper work and/or taxes and fees from us	6
They ask for personal favors	7
Other, specify	

[All respondents]

Question 35. Have your relations with local authorities improved, stayed the same or worsened compared to two years ago?

Improved	1
Stayed the same	2
Worsened	3
Does not know, can't say	9

Question 36. What are the three main issues affecting your business members that you have taken up or would like to take up with authorities?

1. _____
 2. _____
 3. _____
-

STATISTICS

To close this interview, we need from you some statistics on your income, staff and number of members in 2003 and 2005. [The respondent might need some time to look for the data. Allow him/her time, report data and close interview]

Question 37. How many paid and unpaid members did your organization have in 2003 and in 2005?

How many were women and how many were men? [Instructions: Fill in table below. Write in Numbers. Do not leave blank (put 0 if no members).]

		Total	Men	Women
2003	Number of PAID members 2003			
	Number of UNPAID members 2003			
	TOTAL members 2003			
2005	Number of PAID members 2005			
	Number of UNPAID members 2005			
	TOTAL members 2005			

[Instructions: If does not know how many client women for 2003 and/or 2005, ask Q 37.1.]

Q.37.1 [If does not know how many members women] Please give us an approximate percentage of women members in 2003 and 2005?

	% women
% members who were women 2003	%
% members who were women 2005	%

[All respondents]

Question 38. Are you doing anything to increase the share of your members either men or women? If so, is it for men or for women? [Do NOT read out. Multiple code]

Yes, increase share for MEN	1	Go to Q39.1
Yes, increase share for WOMEN	2	
No	3	Go to Q39.2

Q.38.1 [If yes] What are you doing?

Q.38.2 [If no] Why not? [Do NOT read out – Multiple code]

Do not need to	1
Do not know how to do	2
Do not think it is important	3
In this type of subsector there are only men or women	4
I don't know	9
Other specify	

Question 39. A. In 2003 and in 2005, what was the total income from membership fees?

B. What percentage of total annual cost did this income from membership fees cover in 2003 and in 2005? [write down answer in B – approximate figures for percentages is OK]

	Q39. A. Income from membership fees	Q39. B. % of total cost
Income membership fees in 2003	Rs.	%
Income membership fees in 2005	Rs.	%

Question 40. A. In 2003 and in 2005, what was the total income from service fees other than membership fees?

B. What percentage of total annual cost did this income from service fees cover in 2003 and in 2005? [write down answer in table – approximate figures for percentages is OK]

	Q40. A. Income from service fees	Q40. B. % of total cost
Income service fees in 2003	Rs.	%
Income service fees in 2005	Rs.	%

Question 41. Does the leadership of your association consist of office bearers or an individual? [Do NOT read out, single code]

Office bearers	1
Individual	2
A separate committee	3
Other, specify:	

Question 42.

Q.42.1 How many **office bearers** does your organization have in total in the district?
How many men and how many women?

Q.42.2 How many **paid professional staff** in the district in total, men and women?

Q.42.3 In total how **many staff** including office bearers, paid professional staff, volunteers does it have in the district? How many men and how many women?

		Men	Women	Total (Men + Women)
Q.42.1	Office bearer			
Q.42.2	Paid professional staff			
Q.42.3	Total staff			

[Before continuing, check that the column total is equal to men and women for each row]

Question 43. How are the leaders selected or elected?

Election by all the members	1
Election by a selected committee or part of the members	2
Self appointed	3
Not elected	4
I don't know	9
Other specify	

Question 44. How often does the selection or election of leaders take place?

THANK AND TERMINATE INTERVIEW

		Q25.1				Q25.2				Q25.3
		A. DIRECTLY PROVIDED		B. ACCESS		A. NEW		B. NEW DETAILS	Women	
		Yes	No	Yes	No	Yes	No			
1	Business management training	1	2	1	2	1	2		1	
2	Business plan Development	1	2	1	2	1	2		2	
3	Accounting/Record keeping	1	2	1	2	1	2		3	
4	Tax services and clearance	1	2	1	2	1	2		4	
5	Legal services and representation	1	2	1	2	1	2		5	
6	Insurance	1	2	1	2	1	2		6	
7	Auditing services	1	2	1	2	1	2		7	
8	Trade fairs	1	2	1	2	1	2		8	
9	Linking to new buyers or suppliers	1	2	1	2	1	2		9	
10	Advertising	1	2	1	2	1	2		10	
11	Access to new design	1	2	1	2	1	2		11	
12	Certification	1	2	1	2	1	2		12	
13	Skills training	1	2	1	2	1	2		13	
14	Information on market opportunities and trends	1	2	1	2	1	2		14	
15	Information or access to new technology	1	2	1	2	1	2		15	
16	Internet access	1	2	1	2	1	2		16	

17	Computer use	1	2	1	2	1	2		17
18	Fax/phone/copy	1	2	1	2	1	2		18
19	Advocacy	1	2	1	2	1	2		19
20	Savings schemes	1	2	1	2	1	2		20
21	Credit	1	2	1	2	1	2		21
22	Welfare services (such as help with funerals)	1	2	1	2	1	2		22
23	Common purchasing	1	2	1	2	1	2		23
24	Common marketing	1	2	1	2	1	2		24
25	Quality control	1	2	1	2	1	2		25