



**EAST AFRICA BUSINESS COUNCIL (EABC)**  
The Voice of the Private Sector in East Africa

## **EAST AFRICAN COMMUNITY 2006/07 BUSINESS CLIMATE INDEX SURVEY**

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## **ABBREVIATIONS**

BCI	Business Climate Index
CTI	Confederation of Tanzania Industries
EABC	East African Business Council
EAC	East African Community
KAM	Kenya Association of Manufacturers
MDA	Government Ministries, Departments and Agencies
NTB	Non-Tariff Barrier
TPO	Trade Promotion Organisation
UMA	Uganda Manufacturers Association

## EXECUTIVE SUMMARY

The 2006/07 Business Climate Index Survey focused on the impact of NTBs<sup>1</sup> and other business climate factors to business operations. Regarding NTBs, the survey sought the views of respondents on six trade-related clusters namely, Customs procedures, Immigration and work permits, Business registration and licensing, Police roadblocks, Weighbridge stations, and Quality standards and export certification. Analysis of the responses show that businesses experience obstacles under all six NTB clusters. However, the overall severity of customs procedures and fairness of treatment is perceived to be higher than in the other five clusters. Also, the analysis shows that on average, the severity of NTBs is perceived to be higher in Kenyan than in Tanzania and Uganda.

There were 504 respondents to the survey, broken down into 451 businesses and 53 MDAs<sup>2</sup>. All respondents were from the capital cities of the three EAC countries. Kenya had 183 respondents followed by Uganda at 181 and Tanzania at 140. While there was a fairly good response by businesses to the survey, most respondents did not respond to all questions regarding their firm particulars, operations, and exports within EAC countries, number of employees, annual turnover and sector of operations. MDAs on the other hand tended to answer only parts of the questionnaire that relate to their operations.

For the six trade-related clusters, the survey asked respondents to indicate the severity of obstacles experienced under Professional and fair treatment; Time spent in procedures; and Corruptive practices. For customs and standards procedures, respondents were additionally asked to give their views on extra costs incurred. In addition, the survey asked respondents to indicate the type of changes required in these relevant procedures. Responses to these questions were given the following rankings:

- Professional and fair treatment: **1** for “Not a problem”, **2** for “Sometimes a problem”, and **3** for “Always problematic”.
- Time spent on the procedures: **1** to **5** on the five time-span categories identified under each cluster
- Extra costs incurred under Customs and Quality Standards: **1** to **5** on the five “extra cost” categories identified under the two clusters.
- Corruptive practices: **1** for “No obstacle”, **2** for “Minor obstacle” and **3** for “Major obstacle”.
- Change of procedures: **1** for “No changes required”, **2** for “Some improvements needed” and **3** for “Major improvements needed”.

The findings on Customs Procedures show that:

- On average, 69% of businesses perceive professional and fair treatment at customs as sometimes problematic or always problematic while 31% perceive it as not a problem. In Kenya, 74% business respondents perceive professional and fair treatment as sometimes problematic or always problematic, while 69% Tanzanian and 64% Ugandan respondents gave a similar indication.
- On average, 81% of businesses spend between 1 hour and half-full day at customs. Country comparisons show that 85% Kenyan and an equal number of Ugandan businesses spend between 1 hour and half day at customs, while 70% Tanzanian businesses gave a similar response. In 2004 52% Ugandan businesses indicated they spend over 1 hour at customs, while 41% Kenyan and 63% Tanzanian businesses gave a similar response. This shows that the time spent at customs has become more severe in the three countries
- On average, 66% of businesses spend extra costs of between USD 101 and above USD 5,000 per annum at customs. Kenya had 70% businesses indicating they incur extra expenditure under these thresholds, while Uganda had 67% and Tanzania 58% respondents with a similar response.
- 73% of EAC businesses perceive corruption at customs as either a minor or major obstacle. Tanzania had 78%, Kenya 72% and Uganda 70% indicating that corruption at customs is a minor or major obstacle.

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<sup>1</sup> Non-Tariff Barriers

<sup>2</sup> Ministries, Departments and Agencies



The findings on Immigration Procedures and Work Permits show that:

- On average, 63% businesses perceive professionalism at immigration border crossings and in issuance of work permits as sometimes or always problematic, compared to 37.2% who indicate there is no problem. At the country level, 65% Kenyan businesses indicated they perceive professionalism at immigration borders and issuance of work permits as sometimes or always problematic, while Uganda had 62% and Tanzania 61% respondents giving the same indication.
- On average, 70.6% of EAC businesses spend between 1 month and 1 year in obtaining work permits. Kenya had 80% businesses indicating they spend between 1 month and 1 year, while Uganda had 67% and Tanzania 64.4% respondents with a similar indication.
- On average, 61.5% of EAC businesses spend between 30 minutes and over 2 hours at immigration border crossings. Country comparisons show that Kenya had 67.6% businesses indicating they spend between 30 minutes to over 2 hours, while Tanzania had 62.5% and Uganda 54.8% respondents with a similar indication. This finding is slightly different from 2004, since Ugandan had 62% respondents in 2004 indicating they spend between 15 minutes to over 2 hours, while Kenya had 55% and Tanzania 24% respondents with a similar indication. Using the 2004 and 2006-07 comparisons, the indication is that the time taken at immigration border crossings has become worse in 2006-07 than it was in 2004 for the three countries.
- On average, 66% of businesses perceive corruption at immigration border crossings and in issuance of work permits as a minor or major obstacle. Cross-country comparisons show that Kenya had 68.4% businesses which perceive corruption as a minor or major obstacle, while Uganda had 66% and Tanzania 62% respondents giving a similar response.

The findings on Business Registration and Licensing Procedures show that:

- On average, 59% of businesses perceive professional and fair treatment in business registration and licensing as sometimes problematic or always problematic. At the country level, had Kenya 70% businesses, Tanzania 57% and Uganda 49% giving the same response.
- On average, 60% of the businesses spend between 11 days to over 2 months to obtain business registration and licenses. Country comparisons had Kenya with 70% businesses, Tanzania 59% and Uganda 51% indicating they spend between 11 days and over 2 months in these procedures. The situation seems to have worsened compared to 2004, when 25% Ugandan, 20% Kenyan and 17% Tanzanian business respondents had indicated they spend between 11 and over 30 days for these procedures.
- On average, 60% businesses perceive corruption as either a minor or major obstacle. Kenya had 61% respondents, Tanzania 56% and Uganda 54% respondents giving a similar response.

The findings on Police Roadblocks show that:

- 82% of businesses perceive professionalism<sup>3</sup> of police officers as sometimes or always problematic. At the country level, Kenya had 93% respondents, Tanzania 83% and Uganda 71% businesses indicating that professional and fair treatment is sometimes or always problematic. The average responses in the 2004 survey showed 54% of total businesses responding that police roadblocks are an obstacle. At the country level, Kenya had 68%, while Uganda had 63% and Tanzania 30% with a similar response. Comparisons between the 2004 and 2006-07 findings therefore indicate that the problem has worsened within the region and also at the country level.
- 33% of EAC businesses responded that they spend between 30 minutes and over 2 hours at police roadblocks while 67% indicated they spend between 5 and 30 minutes. At the country level, Tanzania had 42% respondents, while Kenya had 32% and Uganda 29% respondents with a similar response. In 2004, Kenya had 53% respondents indicating they spend between 15 minutes and over 2 hours, while Uganda had 43% and Tanzania 23% respondents with a similar indication. The situation in Tanzania seems to have worsened while Kenya and Uganda have both improved.

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<sup>3</sup> Professionalism of police officers is measured by competence of officers, fairness of treatment, explanation of reasons for stopping vehicles and reliance of rules at roadblocks.

- 80% of EAC businesses perceive corruption at police roadblocks as a minor or major obstacle. Country comparisons show that Kenya had 90% while Tanzania had 78.4% and Uganda 70.4% respondents with a similar response.

The findings on Weighbridge Stations show that:

- 66% of EAC businesses perceive professional and fair treatment at weighbridges as sometimes or always problematic. Cross-country comparisons show that 75% Kenyan, 66% Tanzanian and 58% Ugandan respondents gave a similar response. Comparisons with 2004 findings show that the severity of problems at weighbridges has increased, whereby 47% respondents in 2004 had indicated that weighbridge procedures are an obstacle. Also at the country level, the problems seem to have increased since Kenya had 60% respondents while Uganda had 52% and Tanzania 31% indicating the procedures are an obstacle.
- 77% of EAC businesses spend between 1 hour and 1 day at weighbridge stations. At the country level, 90% of Kenya businesses indicated they spend between 1 hour and 1 day, while Tanzania had 70% and Uganda 68% respondents giving similar indication.
- 75% of EAC businesses perceive corruption at weighbridges 78% as a minor or major obstacle. Country comparisons show that 82% of Kenyan, 78% Tanzanian and 64% Ugandan businesses gave a similar response.

The findings on Quality Standards Inspections and Export Certification show that:

- 64% of EA businesses perceive professional and fair treatment on quality standards and certification as sometimes or always problematic. Kenya had 69% respondents while Tanzania had 68% and Uganda 56% respondents giving a similar response.
- 58% of EAC businesses spend between 1 week and more than 1 month in obtaining quality standards inspections and export certification. At the country level, Kenya had 66% businesses giving the same indication, while Uganda had 58% and Tanzania 50% respondents. Comparison with the 2004 survey show that the severity of time spent in these procedures has worsened, since in 2004 only 24% of Kenyan respondents had indicated they spend over 1 week to obtain pre-shipment inspection, while Tanzania had 19% and Uganda 18% respondents with a similar response.
- 49% of business respondents indicated they spend between USD 100 and more than USD 1,000 per annum for these procedures. Country comparisons show Kenya had 57% respondents indicating they spend between USD 100 and more than USD 1,000 per annum, while Tanzania had 46% and Uganda 43% respondents with a similar response. The 2004 survey had shown that Uganda was more affected by standards and certification procedures as indicated by 46% respondents, while Kenya had 44% and Tanzania 23% businesses responding in a similar manner. This finding indicates that Uganda's performance has improved in 2006-07 while Kenya's performance has worsened.
- 66% of EAC businesses perceive corruption in quality standards inspection and certification as either a minor or major obstacle. Country comparisons had Tanzania with 90% businesses, while Kenya and Uganda both had 54% businesses giving the same indication.

Comparisons between the 2004 and 2006-07 BCI survey findings indicate that overall severity of NTBs seems to have increased. The obstacles under customs procedures and administrative requirements are still the most severe among the six trade-related clusters. Also the overall severity of obstacles seems to have lessened in Uganda, while Kenya is still the country with more severe obstacles.

Concerning the level of importance of other business climate factors, there was an overwhelming response from businesses and MDAs that all the factors are important to business operations. Cross-country comparisons show differences in perceptions on importance of some factors, whereby:

- In Kenya, over 80% of business respondents indicated that Access to affordable and reliable energy, Security, Quality and cost of transport, and Access to affordable and reliable telecommunications are “very important”.
- In Tanzania, only 2 factors recorded an over 80% response as “very important”, namely Access to affordable and reliable energy, and Access to affordable and reliable telecommunications.
- In Uganda, only Access to affordable and reliable energy received an over 80% business response as “very important”.
- Overall, there was consensus between businesses and MDAs that all business climate factors are very important. However, MDAs had a slightly higher perception with over 80% respondents indicating that all the factors are very important to business compared to 65% business respondents.

Regarding the current situation of the business climate factors, businesses and MDAs perceive the business environment quite differently. On average, most business responded that the situation is “poor”, while most MDA responded that the situation is “good”. Cross-country business responses show some variances on factors which could be perceived as major business concerns. In this respect,

- In Kenya, Security, Quality and cost of transport are perceived as “very poor”. On the other hand, Access to affordable and reliable telecommunications, and Legal and regulatory framework are perceived as “poor”.
- In Uganda, the factors perceived as “very poor” include Access to affordable and reliable energy, and Quality and cost of transport.
- In Tanzania, Access to affordable and reliable energy is perceived as “very poor”. On the other hand, Quality and cost of transport, and Access to finance are perceived as “poor”.

Regarding recent improvements made on the other business climate factors, the findings show that:

- Businesses and MDAs share the belief that major improvements occurred in telecommunications during 2005-06.
- On average, most factors recorded only marginal improvements.
- MDAs seem to have the wrong perception that there were no substantial deteriorations on most factors, including security in Kenya and energy in both Uganda and Tanzania.
- In 2004, perceptions by the businesses regarding improvements made in year 2003 were low in Kenya and reasonably high in Tanzania and Uganda. The higher perceptions in Tanzania and Uganda were due to improvements in availability of skills and infrastructure. On the other hand, the low perception in Kenya was due to concerns over infrastructure, low profitability, legal and regulatory framework and access to land. In 2006-07 some improvements were recorded on access to affordable and reliable telecommunications, finance, skilled labour, business support services and ease of crossing EA borders. However, there are still concerns on security in Kenya, and on quality and cost of transport and energy in all three countries.
- In 2004, perceptions regarding improvements made in the business climate factors were higher among government than business respondents. The survey had noted that this finding indicated governments did not have a realistic picture of the gravity of NTBs and their impact to business operations. This finding is similar to the 2006-07 survey, where MDAs have higher perceptions on recent improvements than businesses.

Regarding perceptions on optimism and pessimism on the business climate during 2007, the findings show that:

- Businesses and MDAs are optimistic that there will be substantial improvements on ease of crossing EAC borders, access to affordable and reliable telecommunications, and access to affordable skilled labour.

- On average, businesses are more pessimistic that there will be considerable improvements on the business climate in 2007 than MDAs.
- Businesses are pessimistic that there will be considerable deterioration in access to affordable and reliable energy.
- In Kenya, security is expected to record considerable deterioration, while in Uganda and Tanzania, access to affordable and reliable energy is expected record considerable deterioration.
- MDAs have not indicated any factor where considerable deterioration is expected in 2007.

The variance in perceptions between businesses and MDAS suggests that MDAs have a wrong impression about the impact of the business climate to business operations. This indicates that the National NTBs Monitoring Committees, EABC and National Business Associations need to formulate a good approach to policy discussions related to improvements in the business climate.

Based on the above findings, the 2006-07 survey makes the following recommendations:

- Future BCI surveys should include other important business towns within EAC. This will make it possible to get a wider picture of the situation of the business climate within EAC and severity of NTBs at country level.
- The documented impact of NTBs should form the main initial agenda for National Monitoring Committees discussions, aimed at finding proper solutions and effective monitoring of the business climate.
- The EABC and national business associations should use the results of the 2006-07 BCI survey findings to lobby the EAC governments and agencies to make necessary improvements in trade related procedures and regulations. These findings include the impact of various regulations and procedures, cost, access and quality of business climate factors.
- The EABC needs to make a policy decision on whether MDAs should be included in future BCI surveys. This is necessary so as to eliminate conflicting perceptions on the business climate.

## **1.0 INTRODUCTION AND BACKGROUND**

This is the second Business Climate Index (BCI) survey for the three East African Community countries (Kenya, Tanzania and Uganda), undertaken under the umbrella of the East African Business Council (EABC), an association of East African national business associations. The survey builds on the experience of the first one which was successfully introduced in 2004. Like the first one of 2004, this survey was undertaken with support from ICON/GTZ project “Support of Regional Business Organisations in East Africa”. The 2004 survey found out that a number of Non-Tariff Barriers (NTBs) exist within the region, which act as impediments to business in the course of their cross-border trade. It recommended the design of a Monitoring Mechanism aimed at tracking existence and facilitating elimination of relevant NTBs within the region. The Mechanism was completed and endorsed by the Council of Ministers in early 2006, which also recommended that the BCI survey should be undertaken as an annual exercise aimed at identifying the nature and extent of NTBs and other business climate factors that act as business impediments within the region. This will be part of efforts to fast-track effective implementation of the East African Customs Union Protocol and to deepen the integration process between partner states. The BCI involves both the Public sector institutions involved in trade facilitation and the business community, with a key focus on soliciting their inputs to improvement of the business environment necessary for businesses to utilise available trade opportunities within the region.

The 2004 survey categorized NTBs under customs administration, immigration procedures, quality inspection requirements, business registration, licenses, transiting procedures and other obstacles other than tariffs. This coverage was used during the design of the NTBs Monitoring Mechanism and to design an NTBs elimination plan for each country. In addition to NTBs, other business climate factors that act as impediments to efficient business operations include access to land and business premises, security, access to reliable and affordable power and other utilities, labour skills, finance and business support services among others. The BCI survey seeks to document the status of these factors, their impact to business, perceptions about recent improvements and future optimism. It aims at collecting and disseminating information on business conditions on a continuous basis and gives businesses an opportunity to voice their concerns on the prevailing business conditions. Additionally, it gives businesses a platform for communicating their concerns to relevant public institutions. Selected government institutions are included in the survey so as to compare their perceptions with those of businesses on the business climate and also to get their support on required improvements. The results are expected to be used as a Public Relations instrument by EABC and its national member business associations for engaging the public sector and the media in a continuous dialogue on the conditions of doing business in East Africa. The survey data also becomes a source of statistical evidence of the prevailing business climate, which is a sound basis for effective lobbying on required improvements.

### **1.1 Objectives of the survey**

While the overall objective of the 2006/07 BCI survey was to give a platform for the business community to provide necessary inputs to elimination of NTBs and improvements of other business climate factors, the specific objectives were to:

- Identify NTBs that exist within the EAC partner states,
- Document the perceptions of the business community and selected government representatives on the status, impact and future expectations of the business climate,
- Document suggested changes on the business climate,
- Document changes that might have occurred since the previous 2004 BCI survey,
- Sensitize the EAC relevant organs and institutions, the general public, the private sector and the media are on the situation and impact of NTB and other business climate factors, and
- Provide evidence to NTB Monitoring Committees at national and EAC level in order to solicit for their commitment to elimination of identified NTBs and improvement of the EAC business climate.

## 1.2 Terms of reference

### 1.2.1 BCI issues covered

As per the Terms of Reference, the survey sought to investigate and quantify the business climate at EAC and country level using a set of questions relating to NTBs. It also had a set of questions related to perceptions on the general business climate.

The first part of survey questions was expected to be more detailed in terms of quantification. The data collected from the business and MDA respondents was supposed to be analysed using the SPSS computer system so as to get more accurate comparisons. The questions were expected to focus on the following areas:

- Customs procedures,
- Immigration procedures,
- Police checks, road blocks
- Weighbridge stations regulations and procedures
- Business registration and licenses
- Quality standards inspection and certification procedures and regulations

The specific elements that were to be investigated in order to quantify the impact of the above listed NTBs are:

- Customs Procedures and fair treatment at customs: Professional and fair treatment at customs: Competence of customs officers, fairness of treatment and understanding of customs procedures/regulations, Time spent at customs, Extra costs incurred at customs, and Corruptive practices at customs.
- Immigration procedures including work permits: Professional and fair treatment at immigration, Competence of government officers, Fairness of treatment and understanding of immigration procedures/regulations, Time spent at immigration border crossing, Time spent in obtaining work permits, and Corruptive practices at immigration border crossings and in obtaining work permits.
- Business registration and licensing: Professional and fair treatment in business registration and licensing: Competence of officers, Fairness of treatment and understanding of registration and licensing regulations, Time spent in obtaining business registration, Time spent in obtaining combined registration and licensing, and Corruptive practices at immigration border crossings and in obtaining work permits.
- Police roadblocks: Professional and fair treatment at police roadblocks, Competence of police officers, Fairness of treatment, Explanation of reasons for stopping vehicles, Reliability of rules at police roadblocks, Time spent at roadblocks, and Corruptive practices at immigration border crossings and in obtaining work permits.
- Weighbridge stations: Professional and fair treatment at weighbridge stations, Competence of staff at weighbridges, Fairness of treatment, Understanding of procedures/regulations, Time spent during checks at weighbridge stations, and Corruptive practices during checks at weighbridge stations.
- Quality standards inspection and export certification: Professional and fair treatment on quality standards and certification: Competence of government officers, Fairness of treatment, Understanding of standards procedures/regulations and export certification, Time spent in obtaining standards inspections and export certificates, Extra costs incurred on standards inspections and export certificates, and Corruptive practices in process of inspections and export certificates.

Additionally, the survey sought to obtain the views of respondents on required changes to information on the relevant regulations/procedures, paperwork and training of officers. For immigration and business

registration/licensing issues, the changes also focused on treatment of EAC citizens, while for roadblocks and weighbridges issues, changes also focused on harmonization of procedures within EAC partner states.

The second part of survey questions was to focus on other business climate factors using indicative perceptions. These questions included the level of importance, current situation, recent improvements (between November 2005 and November 2006), and optimism over 2007 in the following areas:

- Predictability of government policies (impact on investment decisions)
- Access to finance
- Taxes (level, multiplicity and administration)
- Legislation, arbitration and administration
- Labour regulations
- Infrastructure (telecommunications, transport, power)
- Investment policies and regulations
- Quality of business support services
- Policy dialogue with private sector
- Water, electricity,
- Availability of trained manpower
- Mobility of labour within East Africa

However, after discussions between the Consultant for the survey and EABC, the second set of questions were revised so as to be more specific and focused, and the final list was agreed as listed below:

- Access to land/business premises
- Access to affordable skilled labour
- Quality and cost of transport (road, air and sea)
- Access to affordable and reliable telecommunications
- Security
- Legal and regulatory framework
- Access to affordable and reliable energy
- Access to finance
- Access to business support services (marketing, technological, information, training, etc)

Additionally, questions on improvement during the last twelve months (November 2005 to November 2006) also included perceptions on Profitability and Ease of crossing EAC borders after recent introduction of the Customs Union.

### 1.2.2 Tasks and expected outputs

The tasks for the consultant were to:

- Supervise administration of the survey questionnaire and collection of data by research assistants from at least 90% of 660 business and MDA target respondents,
- Ensure research assistants obtained correctly filled and valid questionnaires from the survey respondents,
- Input data input using SPSS computer system to allow for proper statistical analysis of all NTBs and business climate factors by EAC, country and sector, business vis-à-vis MDAs and other comparisons
- Prepare a final report to be approved by EABC and national level partners
- Present findings to BCI 2006/07 launch events in each EAC country
- Prepare a brochure on major findings from the BCI survey and comments from launch events

The above tasks form the major expected outputs of the survey, which in summary are:

- Correctly filled survey questionnaire collected from at least 90% of 660 business and MDA target respondents
- Survey data input keyed into SPSS computer system allowing for proper statistical analysis of all NTBs and business climate factors by EAC, country and sector, business vis-à-vis MDAs
- Survey report completed for approval by EABC and national level partners
- Survey findings presented to BCI 2006/07 launch events in each EAC country
- Brochure on major findings from the BCI survey and comments from launch events prepared

### **1.3 Questionnaire design, Manual for research assistants, Differences and similarities between 2004 and 2006/07 survey questionnaire**

The 2006/07 survey questionnaire was developed using the one for the 2004 as the basis. The 2004 questionnaire was however substantially revised so as to provide focus, separate NTBs from other BC factors and make an attempt at obtaining quantifiable evidence of impact of NTBs to business. These revisions were made so that the survey findings would provide better inputs to the NTB National Monitoring Committees so as to facilitate the NTBs elimination process and improvements on the business climate.

The questionnaires for the 2004 and 2006/07 surveys in principal are similar on the type NTBs and other BCI factors covered. However they have a substantial difference in focus and content. The 2004 survey questionnaire mainly focused on comparing the severity of NTBs and other BCI factors to businesses. It also focused on comparing perceptions of the business community and MDAs on the situation of NTBs and other BCI factors. In comparison, the 2006/07 survey questionnaire mainly focuses on the impact of each NTB to business. The content for each topic included assessing the impact of NTBs in terms of cost, time spent, corruption, and extra costs. It also included understanding of procedures by the business community and required changes. Using this focus, the 2006/07 survey has analysed each of the six trade related clusters on its own in order to arrive at more specific suggestions regarding required changes to the procedures. This point of departure in the two surveys has made the 2006/07 survey report more specific on measurement of impact.

### **1.4 Survey Methodology**

#### **1.4.1 Selection of Focal Points**

National focal points for coordinating the survey were selected in each EAC country prior to the field work. In Kenya, the Kenya Association of Manufacturers was selected as the focal point, in Tanzania it was the Confederation of Tanzania Industries, while in Uganda it was the Uganda Manufacturers Association. Each focal point nominated a Focal Point Officer to give logistical support to the Lead Consultant, including the selection of Research Assistants and target respondents, sending out information letters about the survey to target respondents, coordinating collection of questionnaires by Research Assistants, dispatching the returned questionnaires to the Lead Consultant for analysis, and in general ensuring that collection of questionnaires progressed without interruptions and delays.

#### **1.4.2 Induction of Research Assistants**

All Research Assistants were inducted on how to administer the questionnaire by the Lead Consultant in collaboration with Focal Point Officers. The induction was done using a pre-prepared manual that summarized the coverage of target respondents and key topics under which responses were expected. The induction was aimed at ensuring questionnaires were dispatched only to target respondents to ensure they were the ones who filled the questionnaires. The induction also emphasised that all questionnaires had to be stamped using the official company/institution stamp to ensure they were valid. A large percentage of the collected questionnaires met this requirement, while those without the official stamp were either faxed



to the focal point or emailed from the respondent (which shows they were dispatched from the relevant company/institution). For returned questionnaires that did not meet these requirements, the Focal Point Officer was requested to verify their validity from the target respondents. The data used in the report can therefore be taken as views of valid respondents, which means the findings closely reflect the actual situation of the EAC and country level business climate.

#### 1.4.3 Questionnaire administration

The survey questionnaire was administered to both business and MDA target respondents. Target business respondents were selected from Manufacturing, Services and Trading Sectors in the three Capital Cities of East African countries (Nairobi and its environs in Kenya, Dar es Salaam in Tanzania, and Kampala in Uganda). For businesses respondents, the questions focused on business experiences while for MDAs, they focused on views of MDAs regarding the business climate in the home country.

#### 1.4.4 Survey period

The training of Research Assistants took place in early November 2006, which was followed by selection of target respondents. Questionnaires were then dispatched to the target respondents in mid November, followed by collection of filled questionnaires between mid November 2006 and end February 2007. Each completed questionnaire and responses to specific questions were then allocated codes using the SPSS system in March 2007. Data analysis then followed up to mid April 2007. The survey report was thereafter prepared ending in May 2007.

#### 1.4.5 Number of target respondents vis-à-vis actual number of respondents

The target number of respondents to the survey was 90% of 660 representatives of the business community and MDAs in the three EA capital Cities, broken down into 200 businesses and 20 MDAs per country. If this target had been met, the total number of respondents would have been 594, broken down into 180 businesses and 18 MDAs per country. However, the actual respondents were 504, broken down into 451 businesses and 53 MDAs, or 76% of target respondents.

#### 1.4.6 Analysis of answers to questions on the six trade-related clusters

Answers to various questions asked on obstacles experienced under the six trade-related clusters were ranked as per the following summary:

##### 1. Customs procedures and fair treatment

- Professional and fair treatment (1 =Not a problem; 2=Sometimes problematic; 3=Always problematic)
- Time spent at customs (1= Within 15 minutes; 2=Up to 1 hour; 3=1-2 hours; 4=2-4 hours; 5=½ - full day)
- Extra costs incurred at customs (1=No extra costs; 2= Up to USD 100 p.a.; 3=Up to USD 1,000 p.a.; 4= Up to USD 5,000 p.a.; 5=More than USD 5,000 p.a.)
- Corruptive practices at customs (1=No obstacle; 2= Minor obstacle; 3= Major obstacle)
- Change of customs procedures (1= No changes needed; 2=Some improvements needed; 3= Major improvements needed)

##### 2. Immigration procedures including work permits

- Professional and fair treatment at immigration border crossings and work permits (1= No a problem; 2=Sometimes a problem; 3= Always a problem)
- Time spent at immigration border crossings (1= Within 5 minutes; 2= Up to ½ hour; 3= Up to 1 hour; 4= Up to 2 hours; 5= More than 2 hours)

- Time for obtaining work permits (1=1-10 days; 2= Up to 1 month; 3=1-2 months; 4=2-5 months; 5= Up to 1 year)
  - Corruptive practices at immigration border crossings and work permits (1= No obstacle; 2= Minor obstacle; 3= Major obstacle)
  - Change of border crossing and work permit procedures (1= No changes needed; 2= Some improvements needed; 3= Major improvements needed)
3. Business registration and licensing
- Professional and fair treatment in business registration and licensing (1= No a problem; 2= Sometimes a problem; 3= Always a problem)
  - Time spent for business registration (1=1-5 days; 2=6-10 days; 3=11-30 days; 4=1-2 months; 5=More than 2 months)
  - Time spent in obtaining business registration and licenses (1=1-5 days; 2=6-10 days; 3=11-30 days; 4=1-2 months; 5= More than 2 months)
  - Corruptive practices in business registration and licenses (1=No obstacle; 2= Minor obstacle; 3=Major obstacle)
  - Change of business registration and licensing procedures (1= No changes needed; 2= Some improvements needed; 3= Major improvements needed)
4. Police roadblocks
- Professional and fair treatment at police roadblocks (1= No a problem; 2=Sometimes a problem; 3= Always a problem)
  - Time spent at roadblocks(1=1-5 days; 2=6-10 days; 3=11-30 days; 4=1-2 months; 5= More than 2 months)
  - Corruptive practices during checks at roadblocks (1=No obstacle; 2=Minor obstacle; 3=Major obstacle)
  - Change of roadblocks policies and procedures (1= No changes needed; 2=Some improvements needed; 3=Major improvements needed)
5. Weighbridge stations
- Professional and fair treatment at weighbridge stations (1=No a problem; 2= Sometimes a problematic; 3= Always problematic)
  - Time spent during checks at weighbridge stations (1= Within 5 minutes; 2= Up to ½ hour; 3= Up to 1 hour; 4= Up to 2 hours; 5= More than 2 hours)
  - Corruptive practices during checks at weighbridge stations (1= No obstacle; 2= Minor obstacle; 3= Major obstacle)
  - Change of procedures at weighbridge stations (1= No changes needed; 2= Some improvements needed; 3= Major improvements needed)
5. Quality standards inspection and export certification
- Professional and fair treatment on quality standards and certification (1= No a problem; 2=Sometimes a problem; 3= Always a problem)
  - Time spent for obtaining standards inspections and export certificates (1= Less than ½ day; 2= Up to 1 day; 3= Up to 1 week; 4= Up to 1 month; 5= More than 1 month)
  - Extra costs for these procedures (1= No extra costs; 2= Up to USD 100 per annum; 3= Up to USD 500 per annum; 4= Up to USD 1,000 per annum; 5= More than USD 1,000 per annum)
  - Corruptive practices in inspections and export certificates (1= No obstacle; 2= Minor obstacle; 3= Major obstacle)
  - Change of these procedures (1=No changes needed; 2= Some improvements needed; 3= Major improvements needed)

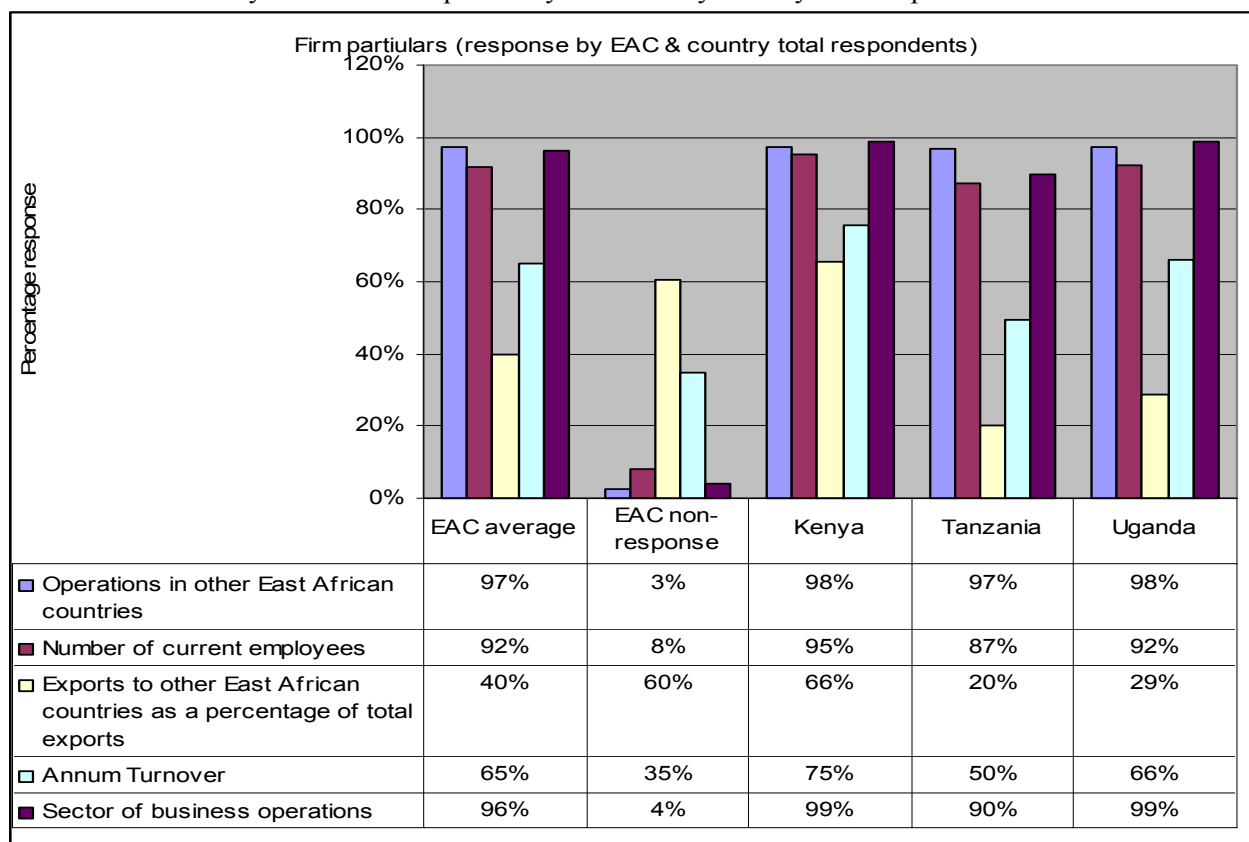
## SECTION A: STRUCTURE OF BUSINESS AND MDA RESPONDENTS

### 2.1 STRUCTURE OF BUSINESS RESPONDENTS

#### 2.1.1 Overview of business respondents

451 businesses responded to the 2006/07 BCI survey, broken down into 163 from Kenya, 163 from Uganda and 125 from Tanzania. The survey investigated the structure of businesses in terms of their Operations in EAC countries, number of employees, exports within EAC, annual turnover and sector of operations. The findings show that most businesses did not respond to all questions regarding their firm particulars. The percentage response to each of these questions is shown in Chart 1 below, while the number of respondents is given in Annex 1 Table 1 to this report.

Chart 1: Summary of business responses by EAC and by country on firm particulars

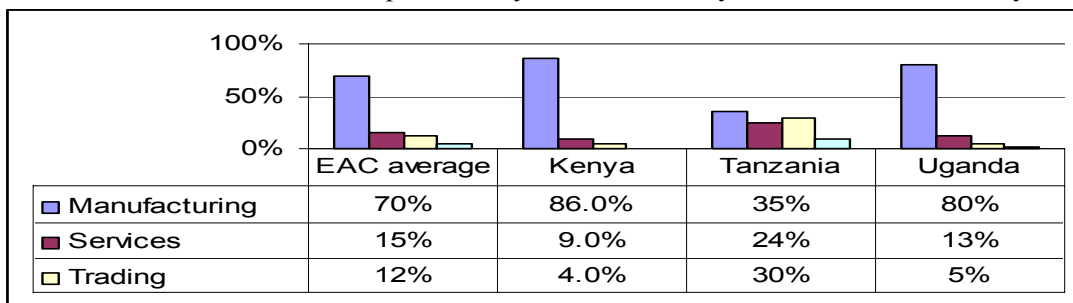


#### 2.1.2 Structure of business respondents within EAC and by country

##### a) Number of business respondents by sectors in EAC and country

Out of the total 434 EAC business that responded on their sector of operations, 70% undertake Manufacturing activities, 15% Services, and 12% Trading activities as shown in Chart 2 below. The findings also show that Kenya and Uganda had more respondents in manufacturing than Tanzania. Also, Tanzania business respondents were almost evenly distributed among the three sectors. The number of respondents by Sectors is shown in Table 2 of Annex 1 to this report.

Chart 2: Structure of business respondents by sector of activity within EAC and country

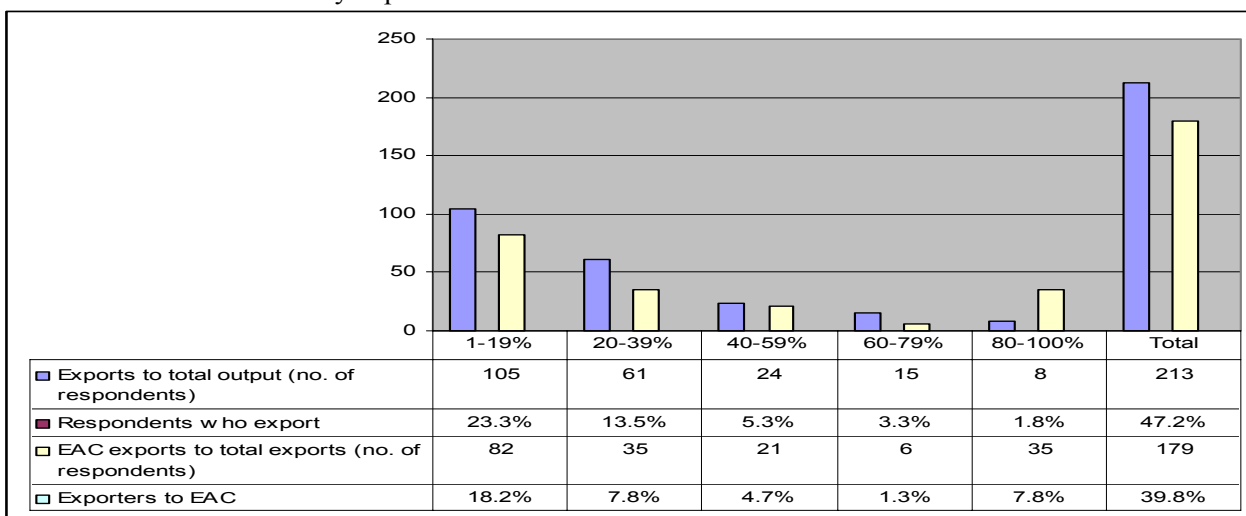


b) Business operations in other EAC countries and exports

Analysis of business respondents regarding their operations in other EAC countries and export activities show that:

- 136 of the total 451 business respondents have operations in other EAC countries in addition to their home country, broken down into 46 Kenyan, 55 Ugandan and 35 Tanzania firms.
- 32 Kenyan businesses have operations in Uganda, 31 have operations in Tanzania and one has operations in Rwanda in addition to export activities. In comparison, 25 Ugandan businesses have operations in Kenya, 20 have operations in Tanzania, and 13 have operations in Burundi, while 3 have operations in Rwanda in addition to export activities. As for Tanzania business respondents, 15 have operations in Kenya and 12 have operations in Uganda in addition to export activities. No Tanzanian company has an operation in Rwanda or Burundi in addition to export activities. It would seem therefore that Ugandan companies are more diversified in terms of cross-EAC operations in addition to export activities.
- 227 or 50% of the 451 business respondents undertake export activities. For 213 of these firms, export activities constitute an average of 47% to total output. Also, exports to EAC countries constitute an average of 40% to total exports for these firms as shown in Chart 3 below.

Chart 3: Business structure by export activities



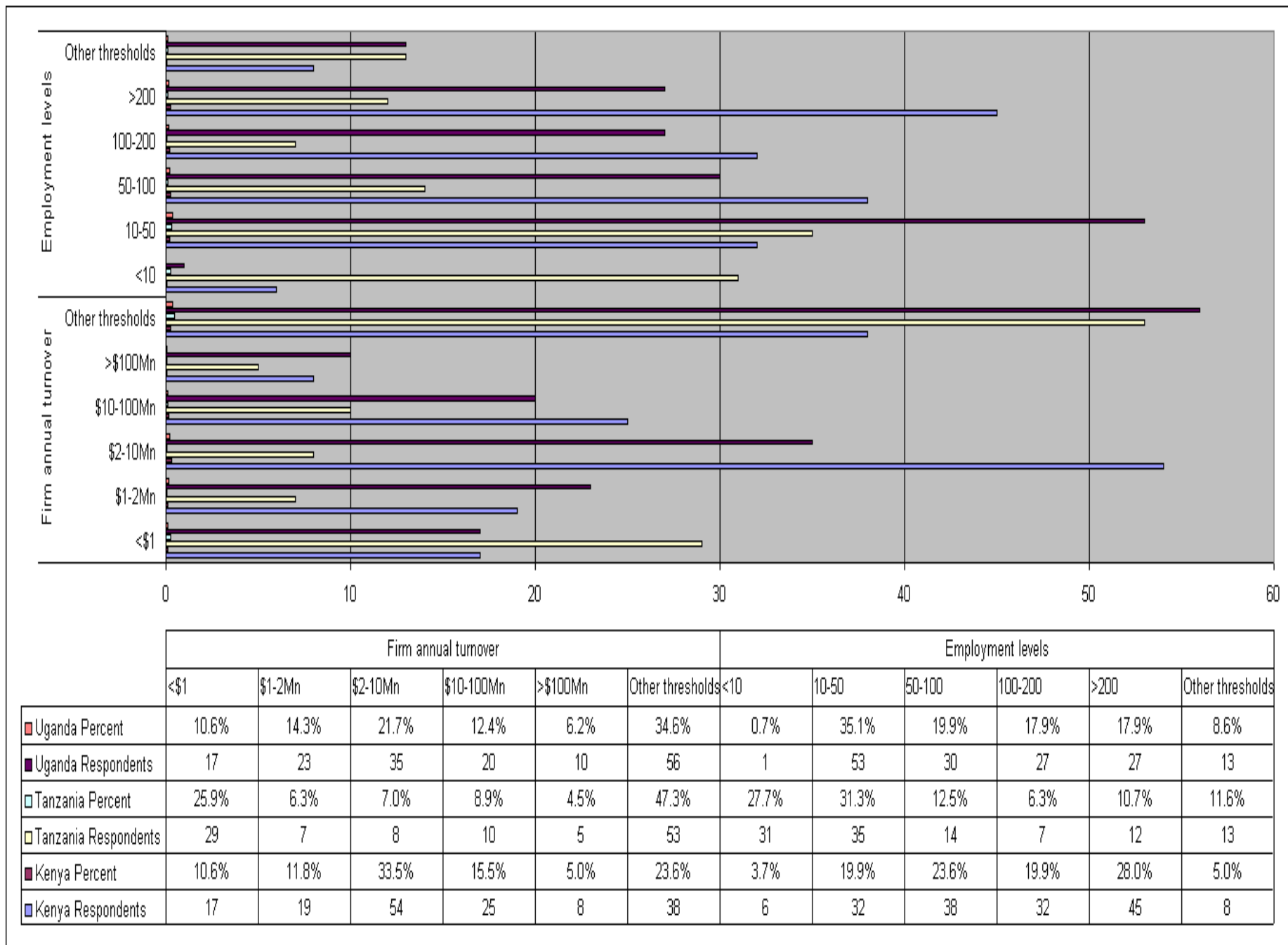
c) Structure of business respondents by annual turnover and employment

The structure of business respondents by annual turnover and employment shows the following patterns:

- Majority of Kenya and Uganda business respondents have an annual turnover of between USD 2 to USD 100 million. On the other hand, most Tanzanian respondents have an annual turnover of below USD 1 million or in other categories outside a threshold of below USD 1 million and over 100 million. This is the same structure that emerges when annual turnover is analysed using the three respondent sectors (manufacturing, services and trading). The indication is that most formal business in Kenya and Uganda have an annual turnover of between USD 2 and 100 million. On the other hand businesses in Tanzania are of a smaller scale with below an annual turnover of below USD 1 million.
- Regarding employment, most Kenyan businesses have above 200 employees, compared to 10-50 employees for most Ugandan businesses and less than 50 employees for most Tanzanian businesses. This gives an indication that Kenyan formal companies have a larger workforce than those in Uganda and Tanzania.

The comparisons of business structure by annual turnover and employment among the three countries is shown in Chart 4 below, while the percentage responses on annual turnover and employment are shown in Annex 1, Tables 5 and 6 of this report.

Chart 4: Structure of business respondents by annual turnover and employment



## 2.2 STRUCTURE OF MDA RESPONDENTS

### 2.2.1 Overview of MDA respondents

53 EAC Ministries, Government departments and Agencies (MDAs) responded to the 2006/07 BCI survey, broken down into 20 from Kenya, 15 from Tanzania and 18 from Uganda. The three countries had a small variance on the type of MDA respondents, while those in charge of certification and trade promotion functions formed the larger category of respondents. The breakdown of these MDA respondents by the nature of their activities is shown in Table 1 below.

Table 3: Structure of MDA respondents by activity in each EAC country

Nature of activity	Kenya respondents	Tanzania respondents	Uganda respondents
Certification	3	4	2
Customs	2	1	1
EAC	1	1	2
Communication	0	0	1
Economic analysis	1	1	1
Police roadblocks	1	1	0
Energy	0	0	1
Registration/ licensing	2	0	4
Research	0	1	0
TPO	5	4	5
Transport	2	2	0
Weighbridges	2	0	1
Work permits	1	0	1
Total	20	15	18

## **SECTION B: TRADE ISSUES: RESPONSES BY BUSINESSES AND MDAS BY EAC AND BY COUNTRY**

### **3.1 OVERVIEW ON QUALITY OF RESPONSES BY BUSINESSES AND MDAS**

Analysis of the overall responses shows that businesses responded satisfactorily to the questionnaire by completing most sections. In comparison, most MDAs were mainly concerned with their areas of operation and some did not complete parts of the questionnaire that are not relevant to their overall functions. Also, some MDAs commented that their performance should be rated by third parties and therefore ignored parts of the questionnaire that enquired on the impact of regulations and procedures that they enforce. In addition, most MDAs ignored the sections on “Change of Procedures”, and so their inputs were not used to analyse suggested improvements given in this report. MDAs categorized under “Trade promotion organizations” on the other hand responded well to most sections of the questionnaire.

### **3.2 SEVERITY LEVEL OF NON-TARIFF BARRIERS**

#### **3.2.1 Calculations used to assess the level of severity**

The 2006-07 BCI survey assessed the severity of NTBs experienced by businesses on six trade related areas, namely Customs procedures and fairness of treatment, Immigration procedures including work permits; Business registration and licensing; Police roadblocks; Weighbridge stations; and Quality standards inspections and export certification. In order to assess the overall severity of NTBs, total responses to each question under each of the six clusters were averaged to give a mean response. The mean average therefore indicates the overall tendency to respond to each question. For example the average mean severity of customs procedures is an average of responses to questions on professional and fair treatment, time spent, extra costs and corruptive practices. On the other hand, the mean average under each question is an average of total responses. In this respect, the mean average has been calculated using the following example:

#### **Calculation of the mean average of corruption at customs**

<b>Response legend</b>	<b>Ranking</b>	<b>Total responses</b>
No obstacle	1	Total “No Obstacle” multiplied by <b>1</b> = e.g. <b>A</b>
Minor obstacle	2	Total “Minor Obstacle multiply by <b>2</b> = e.g. <b>B</b>
Major obstacle	3	Total “Major obstacle” multiply by <b>3</b> = e.g. <b>C</b>

**Mean average** =  $A+B+C \div 3$ ; where 3 is the number of response legends.

Using the example above, the mean shows whether respondents on average tend to perceive customs procedures as “no obstacle”, “minor” or “major obstacle”. As shown in the Section 1.4.6 of the Introduction to this report, the rankings given to responses on each question are as per the following summary.

- Professional and fair treatment: **1** for “Not a problem”, **2** for “Sometimes a problem”, and **3** for “Always problematic”.
- Time spent on the procedures: **1** to **5** on the five time-span categories identified under each cluster
- Extra costs incurred under Customs and Quality Standards: **1** to **5** on the five “extra cost” categories identified under the two clusters.
- Corruptive practices: **1** for “No obstacle”, **2** for “Minor obstacle” and **3** for “Major obstacle”.
- Change of procedures: **1** for “No changes required”, **2** for “Some improvements needed” and **3** for “Major improvements needed”.



### 3.2.2 Findings on overall severity of obstacles experienced by businesses

The findings show that on average, businesses experience more obstacles under customs procedures and fairness of treatment than in the other five clusters. Also, the severity of the obstacles are higher for Kenyan businesses those in Tanzania and Uganda. Chart 5 below summarises the overall average level of severity experienced by businesses on the six NTBs cluster areas as viewed by businesses.

Comparisons between the 2004 and 2006-07 overall severity of NTBs show that obstacles under customs procedures are still the most severe among the six trade-related clusters. The 2004 survey had indicated that Kenyan businesses are more affected by NTBs followed by Uganda and Tanzania, which is still the case in the 2006-07 survey. Uganda had appeared to be more affected by Customs, transiting (including weighbridge checks), and immigration procedures in the 2004 survey. This situation seems to have changed in the 2006-07 survey, where Tanzania's average severity is second to Kenya on all the six trade related clusters, except on immigration procedures where Tanzania and Uganda are almost at the same level as shown in Chart 5 above.

The 2006-07 survey did not poll the severity of corruption on its own but instead sought views on the impact of corruption under each of the 6 trade-related clusters. The impact of corruption is therefore assessed under each of the six clusters.

Chart 5: The 2006-07 BCI survey findings on overall severity of NTBs under six trade-related clusters

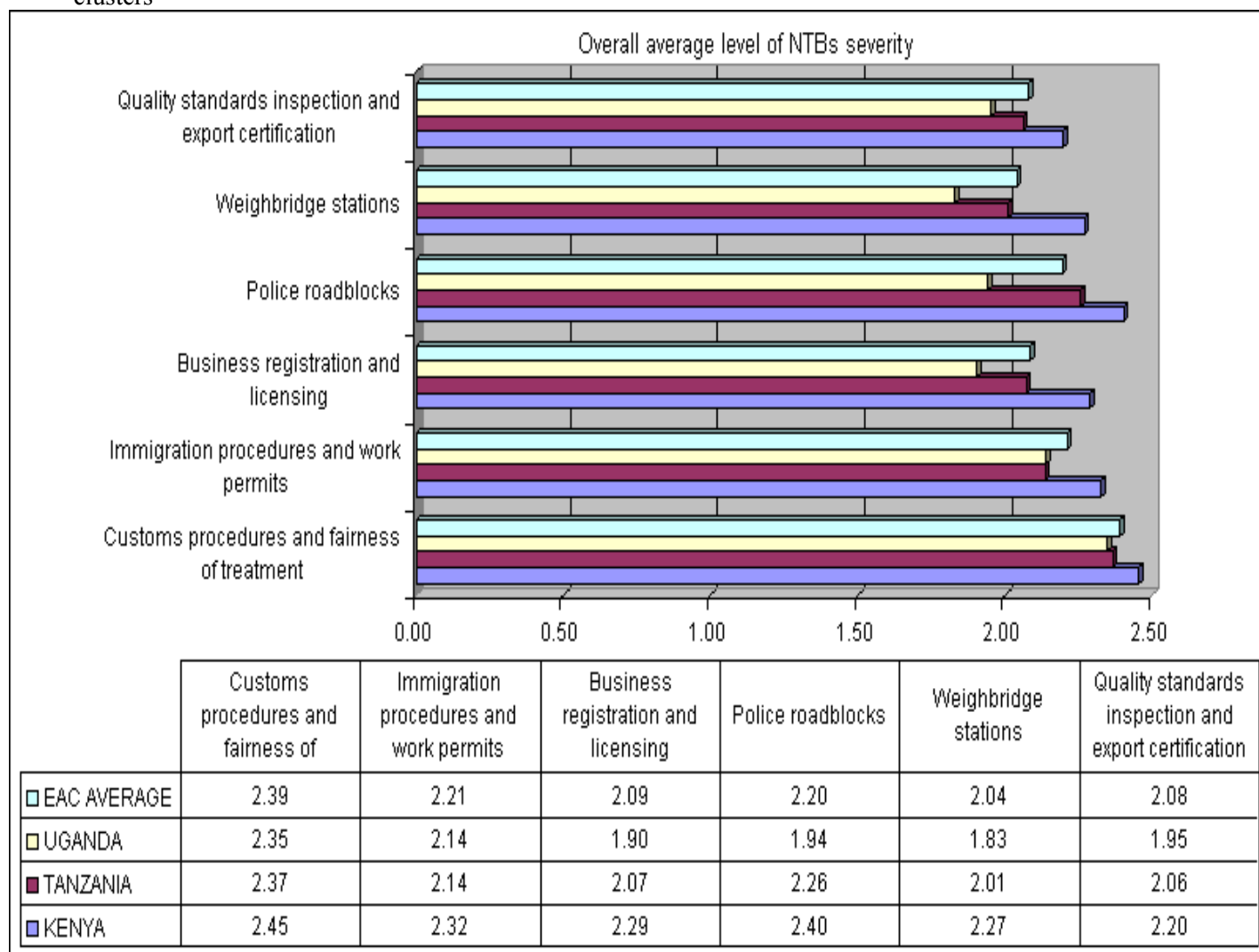
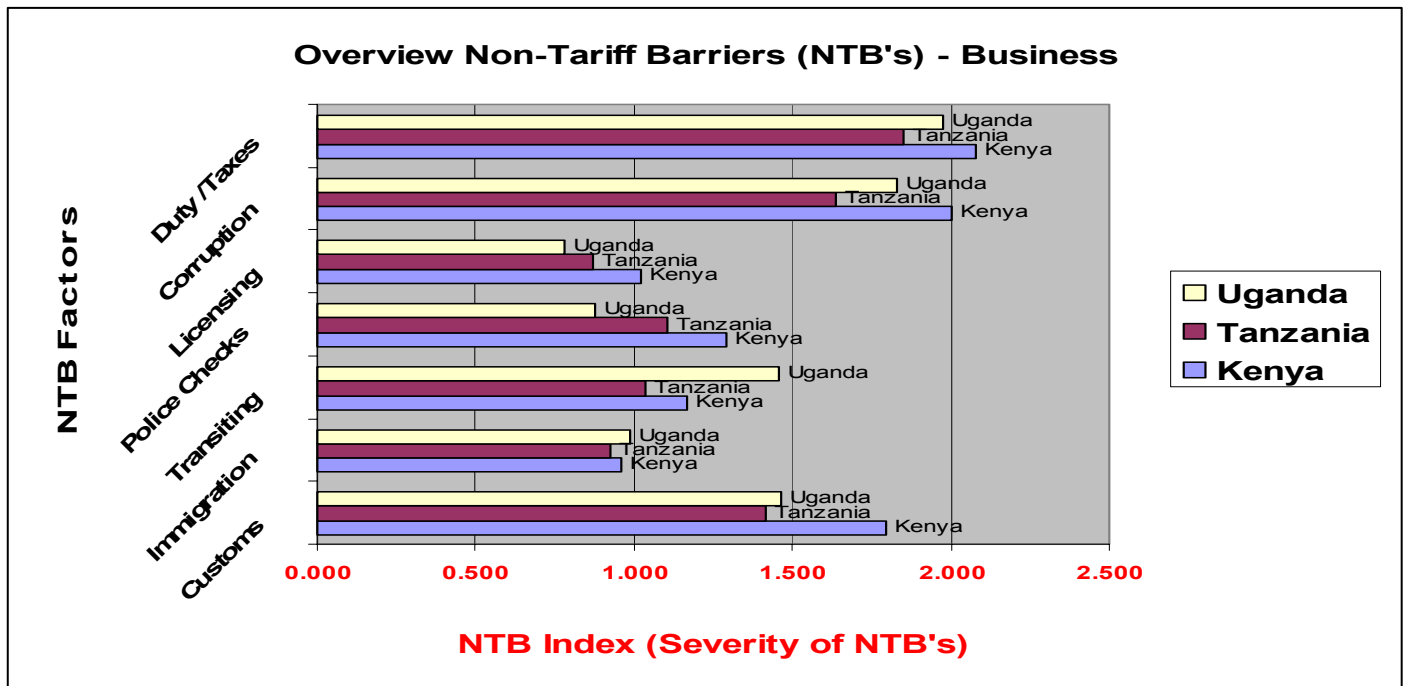


Chart 6: The 2004 BCI survey findings on overall severity of NTBs



### 3.2.3 Severity of NTBs under customs procedures and fairness of treatment

The survey asked respondents to indicate whether they experience obstacles in customs procedures and fairness of treatment, time spent extra costs and corruptive practices. The findings show that:

- On average, 69% of businesses perceive professional and fair treatment at customs as sometimes or always problematic while 31% perceive it as not a problem. In Kenya, 74% business respondents perceive professional and fair treatment as sometimes or always problematic, while 69% Tanzanian and 64% Ugandan respondents gave a similar indication.
- On average, 81% of businesses spend between 1 hour and half-full day at customs. Country comparisons show that 85% Kenyan and an equal number of Ugandan businesses spend between 1 hour and half day at customs, while 70% Tanzanian businesses gave a similar response. In 2004 52% Ugandan businesses indicated they spend over 1 hour at customs, while 41% Kenyan and 63% Tanzanian businesses gave a similar response. This shows that the time spent at customs has become more severe in the three countries
- On average, 66% of businesses spend between USD 101 and above USD 5,000 per annum at customs. Kenya had 70% businesses indicating they incur expenditure under these thresholds, while Uganda had 67% and Tanzania 58% with a similar response.
- 73% of EAC businesses perceive corruption at customs as either a minor or major obstacle. Tanzania had 78%, Kenya 72% and Uganda 70% indicating that corruption at customs is a minor or major obstacle.

Chart 7 below summarises the average mean severity of NTBs under customs procedures within the three EAC countries. The summary shows that the time spent at customs is a more severe obstacle than other areas, which has an average mean of “between 3.5 to 4”, which represents 1-2 hours.

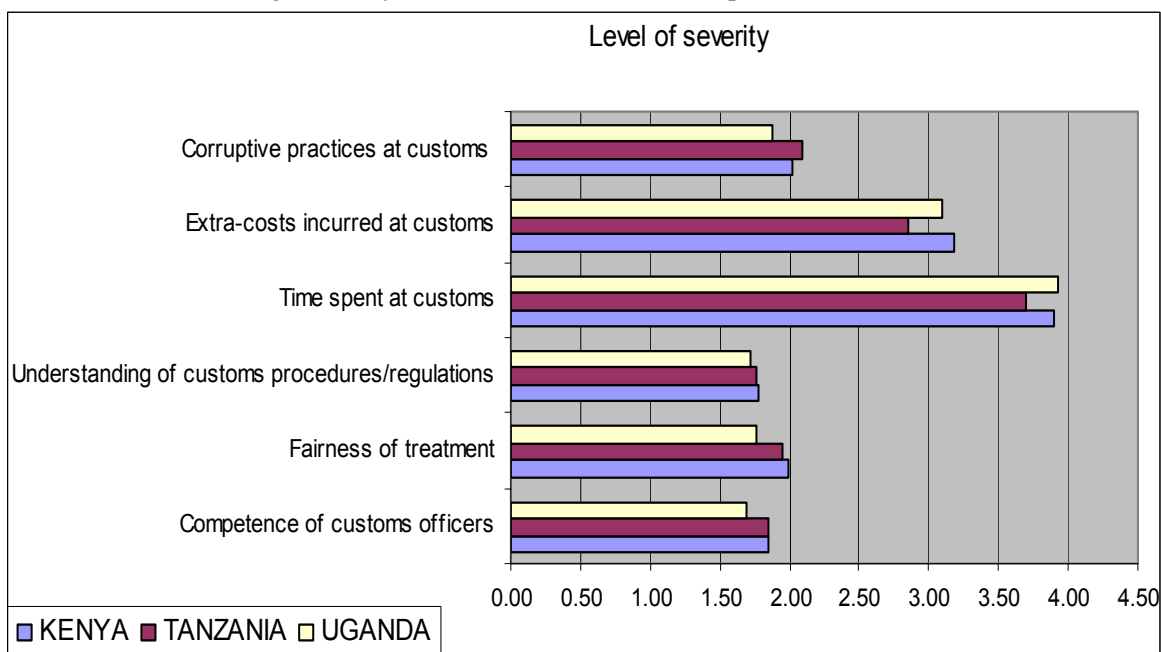
The responses by MDAs also confirm that time spent, extra costs and corruption at customs are the most severe business problems. In this respect:

- 56% MDAs indicated that businesses spend between one hour and full day at customs

- 30% of indicated that businesses incur extra costs of between USD 101 to USD 1,000

Business and MDA responses on the customs procedures and fairness of treatment are shown in Annex 1, Tables 7 to 18 of this report.

Chart 7: Mean average severity of obstacles under customs procedures and fairness of treatment



### 3.2.4 Severity of NTBs under immigration procedures and work permits

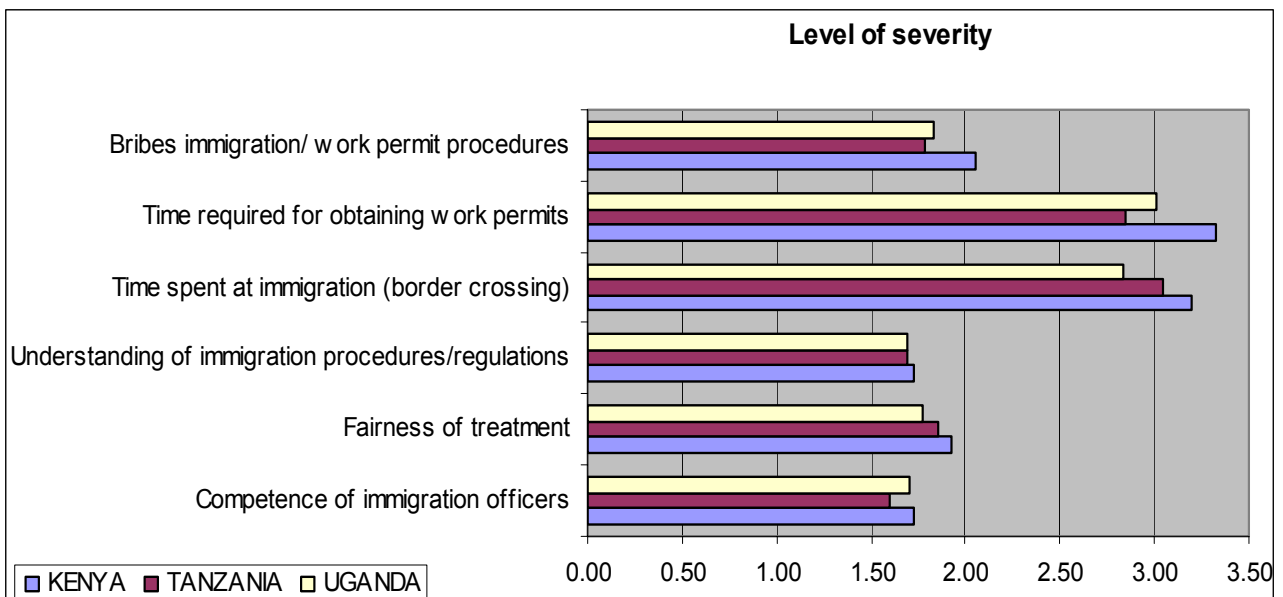
The survey requested respondents to indicate the obstacles that they experience on professional and fair treatment, time, and corruptive practices at immigration border crossings and during issuance of work permits. The findings show that:

- On average, 63% businesses perceive professionalism at immigration border crossings and in issuance of work permits as sometimes or always problematic, compared to 37.2% who indicate there is no problem. At the country level, 65% of Kenyan businesses perceive professionalism as sometimes or always problematic, while Uganda had 62% and Tanzania 61% respondents giving the same indication.
- On average, 70.6% of businesses spend between 1 month and 1 year in obtaining work permits. Kenya had 80% businesses indicating they spend this time, while Uganda had 67% and Tanzania 64.4% respondents with a similar indication.
- On average, 61.5% of total businesses spend between 30 minutes and over 2 hours at immigration border crossings. Country comparisons show that Kenya had 67.6% businesses indicating they spend between 30 minutes to over 2 hours, while Tanzania had 62.5% and Uganda 54.8% respondents with a similar indication. This finding is slightly different from 2004, since 62% Ugandan respondents had at the time indicated they spend between 15 minutes and over 2 hours, while Kenya had 55% respondents and Tanzania 24% with a similar indication. Using these responses, the time taken at immigration border crossings seems to have become worse in 2006-07 than it was in 2004 among the three countries.
- On average, 66% of businesses perceive corruption at immigration border crossings and in issuance of work permits as a minor or major obstacle. Cross-country comparisons show that Kenya had 68.4% businesses which perceive corruption as a minor or major obstacle, while Uganda had 66% and Tanzania 62% businesses giving a similar response.

The mean severity of business responses to obstacles at immigration are shown in Chart 8 below. The summary shows that the time spent at border crossings and in issuance of work permits are the most severe areas among the three countries. The mean average is between 2.5 and 3.5, which falls between “up to 1 month” and “2-5 months” categories.

The severity of NTBs experienced under immigration procedures are also confirmed by MDAs. In this respect, a significant 72% of respondents indicated that businesses spend between 5-30 minutes and 1 hour at immigration border crossings. Also 83% MDAs indicated that businesses spend between 10 days and 1 year in issuance of work permits. In addition, 79% MDAs indicated corruption in these procedures is a minor or major problem for businesses. MDA responses on these three NTB areas and the mean severity averages under immigration are shown in Annex 1, Tables 19 to 38 of this report.

Chart 8: Mean average severity of NTBs under immigration procedures and issuance of work permits



### 3.2.5 Severity of NTBs under business registration and licensing procedures

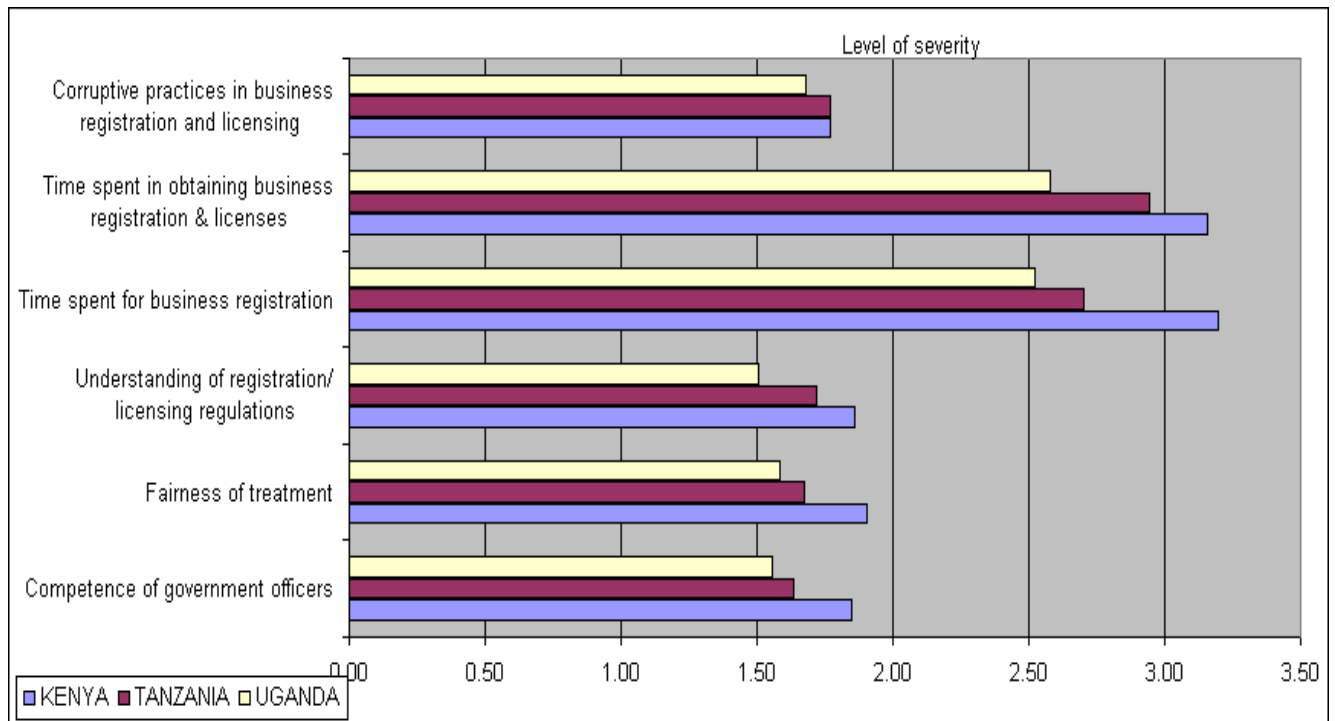
The survey sought respondents’ views on obstacles faced under professional and fair treatment, time spent, and corruptive practices during business registration and licensing. The findings show that:

- On average, 59% of businesses perceive professional and fair treatment in business registration and licensing as sometimes or always problematic. At the country level, had Kenya 70% businesses, Tanzania 57% and Uganda 49% respondents giving the same response.
- On average, 60% of the businesses spend between 11 days to over 2 months to obtain business registration and licenses. Country comparisons had Kenya with 70% businesses, Tanzania 59% and Uganda 51% respondents indicating they spend between 11 days to over 2 months. The situation seems to have worsened compared to 2004, where 25% Ugandan, 20% Kenyan and 17% Tanzanian and business respondents had indicated they spend between 11 to over 30 days for these procedures.
- On average, 60% businesses perceive corruption as either a minor or major obstacle. Kenya had 61% respondents, Tanzania 56% and Uganda 54% respondents giving a similar response.

Chart 9 below shows the mean severity of obstacles experienced under business registration and licensing. The summary shows that the time spent is the most severe obstacle with a mean of between 2.5 and 3.5, which falls between “6-10 days” and “1-2 months”. For Kenya, the mean is between 3 and 3.5 which indicate that the average time spent is between 1-2 months. For Tanzania and Uganda, the mean average is lower at between 2.5 and 3 which represent an average of 6-10 days.

The analysis of MDA responses also confirm the above business responses, with 53% MDA respondents indicating that businesses spend between 11-30 days during business registration and licensing. On the other hand 69% indicated that corruption is a minor or major business obstacle. The responses by MDAs on time spent and corruption during these procedures are shown in Annex 1, Tables 39 to 45, and Tables 81 to 88 of this report.

Chart 9: Mean average severity of NTBs under business registration and licensing



### 3.2.6 Severity of NTBs under Police Roadblocks

The survey asked respondents to rank their views on professional and fair treatment, time spent, and corruptive practices at police roadblocks. The findings show:

- 82% of EAC businesses perceive professionalism<sup>4</sup> of police officers as sometimes or always problematic. At the country level, Kenya had 93% respondents, Tanzania 83% and Uganda 71% businesses indicating that professional and fair treatment is sometimes or always problematic. The average responses in the 2004 survey showed 54% of total businesses responding that police roadblocks are an obstacle. At the country level, Kenya had 68% respondents in 2004 indicating that police roadblocks are an obstacle, while Uganda had 63% and Tanzania 30% with a similar response. Comparisons of the 2004 and

<sup>4</sup> Professionalism of police officers is measured by competence of officers, fairness of treatment, explanation of reasons for stopping vehicles and reliance of rules at roadblocks.

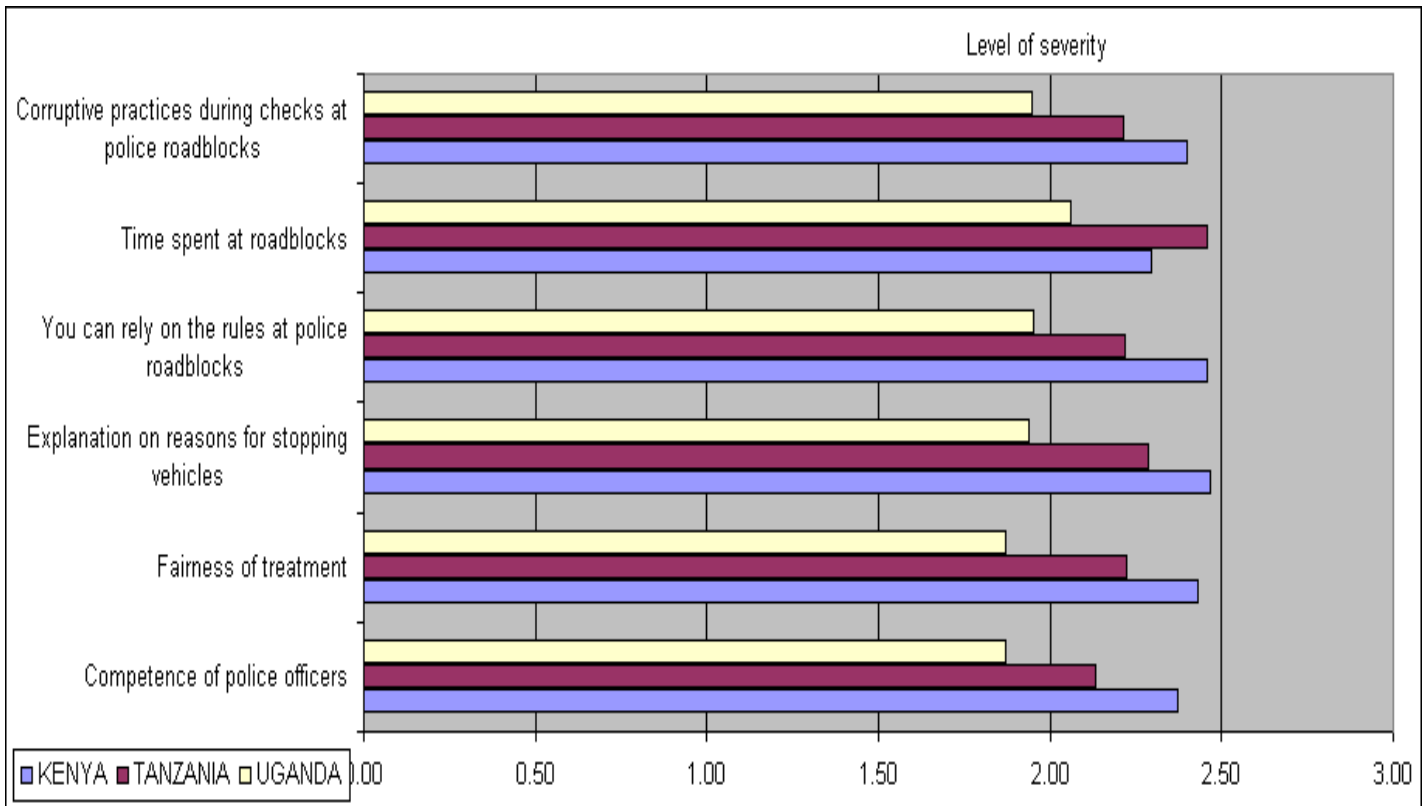
2006-07 findings therefore indicate that the problem has worsened within the region and also at the country level.

- 33% of EAC businesses responded that they spend between 30 minutes and over 2 hours at police roadblocks; while 67% indicated they spend between 5 and 30 minutes. At the country level, Tanzania had 42% respondents indicating they spend between 30 minutes and 1 hour, while Kenya had 32% and Uganda 29% respondents with a similar response. In 2004, Kenya had 53% respondents indicating they spend between 15 minutes and over 2 hours, while Uganda had 43% and Tanzania 23% businesses responding in a similar manner. The situation in Tanzania seems to have worsened while Kenya and Uganda have both improved.
- 80% EAC businesses perceive corruption at police roadblocks as a minor or major obstacle. Country comparisons show that Kenya had 90% while Tanzania had 78% and Uganda 70% respondents giving a similar response.

The mean severity of obstacles under police roadblocks are shown in Chart 10 below. The summary shows that Kenya and Tanzania have a mean average of between 2 and 2.5 on professionalism, time spent and corruption at the roadblocks. This shows that most Kenyan and Tanzanian businesses perceive the three areas as sometimes problematic. On the other hand, Uganda has a mean of between 1.5 and 2 for professionalism and corruption, and slightly above 2 for time spent. This indicates that most Ugandan businesses perceive obstacles under police roadblocks as moderate.

The responses by MDAs also confirm that police roadblocks are business obstacles, especially with regard to reliability of rules, reasons for stopping vehicles, time spent and corruption at the roadblocks. The responses by MDAs and the percentage average responses by businesses to issues related to police roadblocks are shown in Annex 1, Tables 46 to 65 of this report.

Chart 10: Mean average severity of obstacles at police roadblocks



### 3.2.7 Severity of NTBs under weighbridge stations

The survey asked respondents to rank their views on obstacles experienced under professional and fair treatment, time spent and corruptive practices at weighbridge stations. The findings show that:

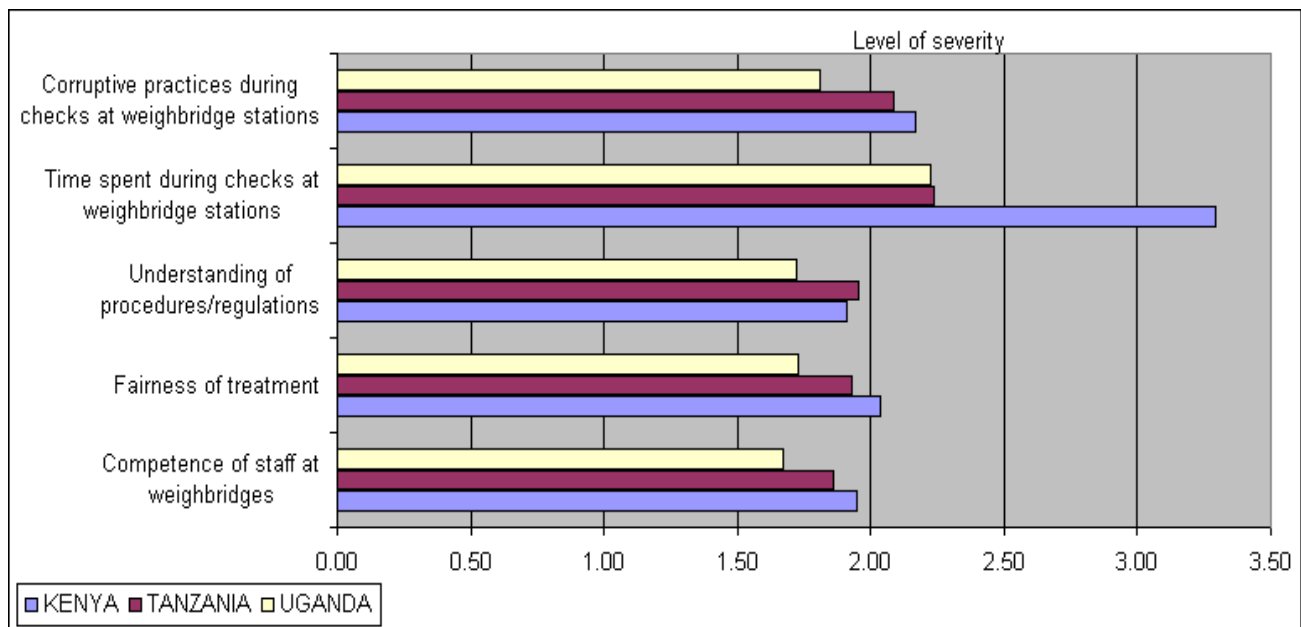
- 66% of EAC businesses perceive professional and fair treatment at weighbridges as sometimes or always problematic. Cross-country comparisons show that 75% of Kenyan businesses perceive professionalism at weighbridges as sometimes or always problematic, while 66% Tanzanian and 58% Ugandan businesses gave a similar response. Comparisons with 2004 findings show that the severity of problems at weighbridges has increased, since 47% of total respondents in 2004 had indicated that the procedures are an obstacle. Also at the country level, the problems seem to have increased since Kenya had 60% respondents while Uganda had 52% and Tanzania 31% indicating the procedures are an obstacle.
- 77% of EAC businesses spend between 1 hour and 1 day at weighbridge stations. At the country level, 90% of Kenya businesses spend between 1 hour and 1 day, while Tanzania had 70% and Uganda 68% respondents giving a similar indication.
- 75% of EAC businesses perceive corruption at weighbridges as a minor or major obstacle. Country comparisons show that 82% of Kenyan, 78% Tanzanian and 64% Ugandan businesses gave a similar response.

Analysis of MDA responses also confirm that businesses experience more obstacles on competence of officers and fair treatment, time spent at weighbridges, and on corruption. With respect to corruption, 93% of the MDAs indicated that this is a business obstacle.

The mean average severity of weighbridges obstacles are shown in Chart 11 below. The summary shows that Kenya has a mean of between 3 and 3.5 on time spent at weighbridges, which indicates that most businesses spend between “1-2” and “2-4” hours at weighbridges. Tanzania and Uganda both have a mean of between 2 and 2.5 on time spent, which falls under the “up to 1 hour” time-span category. On corruption all three countries have a mean of less than 2.5 which shows the problem is perceived as a minor obstacle.

Responses by businesses and MDAs on obstacles experienced at weighbridge stations are shown in Annex 1, Tables 66 to 80 of this report.

Chart 11: Mean average severity of obstacles experienced by businesses at weighbridge stations







### 3.2.8 Severity of NTBs under quality standards inspections and export certification

Respondents were asked to rank their views on obstacles faced under standards inspections and export certification. The findings show that:

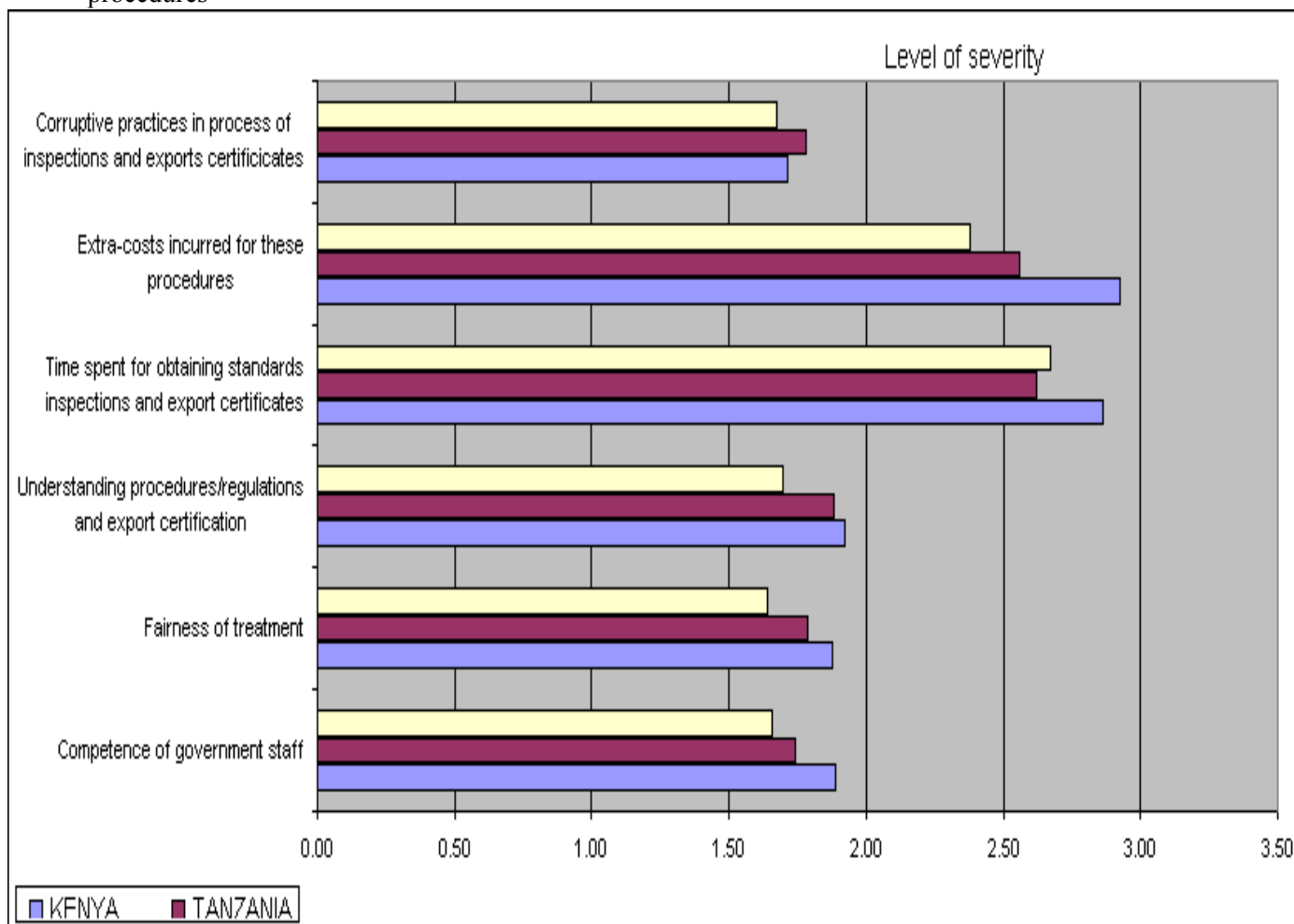
- 64% of EA businesses perceive professional and fair treatment on quality standards and certification as sometimes or always problematic. At the country level, 69% Kenyan, 68% Tanzanian and 56% Ugandan respondents gave a similar response.
- 58% of EAC businesses spend between 1 week and more than 1 month in obtaining inspections and export certification. At the country level, comparisons show Kenya had 66% businesses giving the same indication, while Uganda had 58% and Tanzania 50% respondents. Comparison with the 2004 survey show that the severity of time spent in these procedures has worsened, since in 2004 only 24% of Kenyan respondents had indicated they spend over 1 week to obtain pre-shipment inspection, while Tanzania had 19% and Uganda 18% respondents giving a similar response.
- 49% of business respondents indicated they spend between USD 100 and more than USD 1,000 per annum for these procedures. Country comparisons show Kenya had 57% respondents indicating they spend between USD 100 and more than USD 1,000 per annum, while Tanzania had 46% and Uganda 43% respondents with a similar response. The 2004 survey had shown that Uganda was more affected by standards and certification procedures as indicated by 46% respondents, while Kenya had 44% and Tanzania 23% respondents with a similar indication. This finding indicates that Uganda's performance has improved in 2006-07 while Kenya's performance has worsened.
- 66% of EAC businesses perceive corruption in quality standards inspection and certification as a minor or major obstacle. Country comparisons had Tanzania with 90% businesses, while Kenya and Uganda both had 54% businesses giving the same indication

MDA respondents on the other hand indicated that the most severe obstacles are on understanding of procedures and regulations, and corruption. In this respect, 47% of the respondents indicated that understanding the procedures is always problematic, while 61% indicated that corruption is a minor or major business obstacle.

Chart 12 below shows the mean severity of obstacles experienced under quality standards inspections and export certification procedures. The summary indicates that the time spent and extra costs are perceived as more severe than the other areas under standards inspection and certification. The mean average of time spent for the three countries is between 2.5 and 3, which indicates that businesses spend between "1 day and up to 1 week". The mean average for extra costs is also between 2 and 3 for the three countries, which shows that businesses spend between USD 100 and up to USD 500 per annum on these procedures.

The percentage business and MDA responses to questions under standards and export certification are shown in Annex 1, Tables 90 to 105 of this report.

Chart 12: Mean severity of obstacles under quality standards inspections and export certification procedures



### 3.2.9 Comparisons of NTBs severity levels between the respondent sectors

The survey sought to assess whether there are variances in the level of NTBs severity between manufacturing, services and trading sectors within the three countries. The responses show that the three sectors are almost equally affected by various NTBs experienced under the six trade-related clusters. The only areas where the level of severity seems to vary slightly are:

- Corruption at immigration border crossings and in issuance of work permits, where 70% of respondents in the services sector indicated that corruption is a minor or major obstacle, compared to 65% in manufacturing and 53% in trading sector with a similar response.
- Corruption in quality standards inspections and export certification, where 67% of respondents in services sector indicated that corruption is a minor or major obstacle compared to 64% in trading and 53% in manufacturing with a similar response.
- Understanding of weighbridge procedures, where 69% of respondents in services sector indicated the procedures are sometimes or always problematic, compared to 66% in manufacturing and 59% in trading with similar responses.
- Fairness of treatment during quality standards and export certification, where 83% of respondents in the services sector indicated that the procedures are sometimes or always problematic compared to 67% in trading and 63% in manufacturing with similar responses.

- Time spent at police roadblocks, where 88% of respondents in trading sector indicated they spend between 5 minutes and more than 2 hours compared to 83% in services and 74% in manufacturing sector with similar responses.

Comparisons of sector responses on the above five areas are shown in Charts 13 to 15 below.

Chart 13: Comparisons severity of corruption between manufacturing, services and trading sectors in immigration procedures and quality standards/ export certification

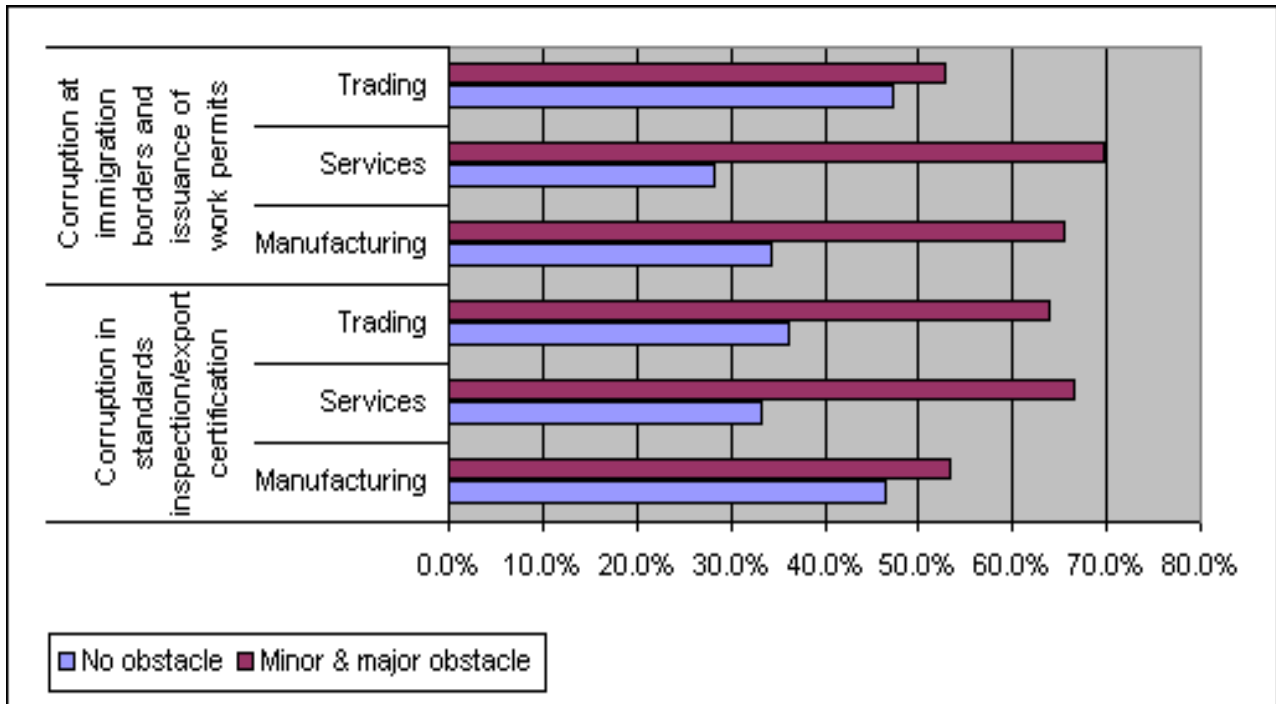


Chart 14: Comparisons of severity of obstacles related to understanding of weighbridge procedures and quality standards inspections between manufacturing, services and trading sectors

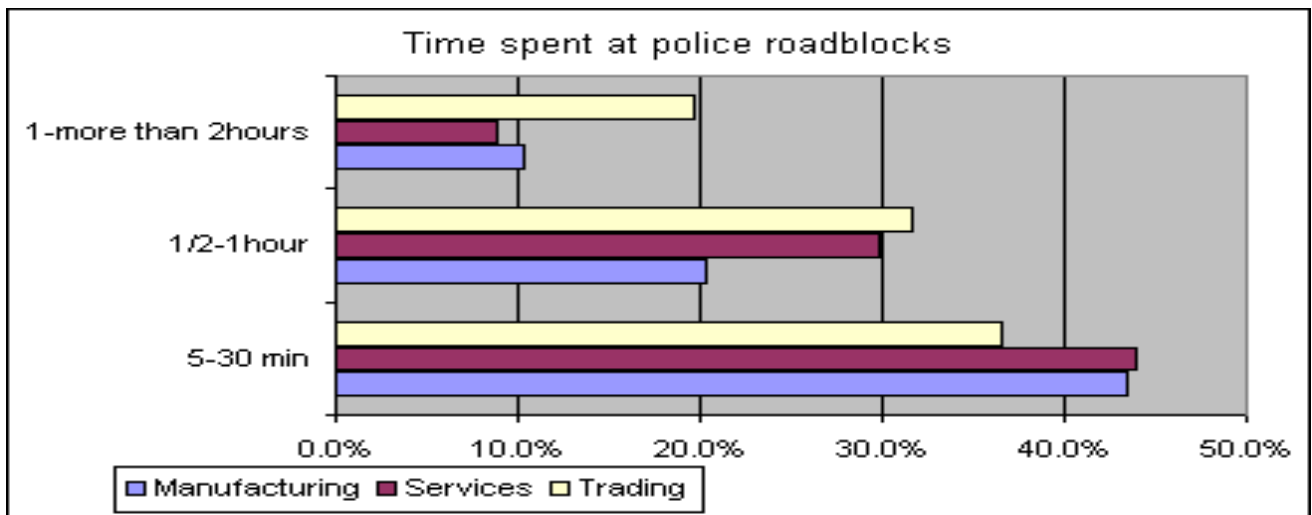
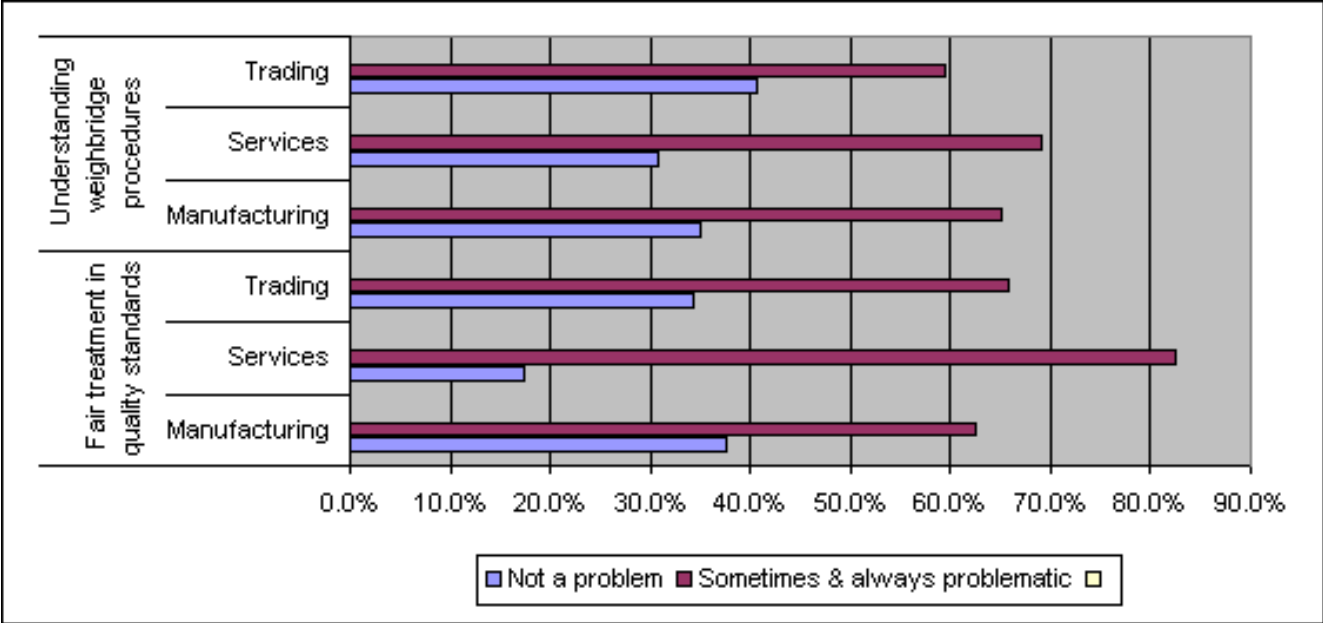


Chart 15: Comparisons of severity of time spent at police roadblocks between manufacturing, services and trading sectors



## SECTION C: OTHER BUSINESS CLIMATE FACTORS AND THEIR IMPACT

### 4.1 CURRENT SITUATION OF BUSINESS CLIMATE FACTORS

#### 4.1.1 LEVEL OF IMPORTANCE OF BCI FACTORS

The Government is expected to create a climate conducive to business operations. The survey therefore asked respondents to give their perceptions on whether the factors are either “Not important”, “Important” or “Very important” to business operations.

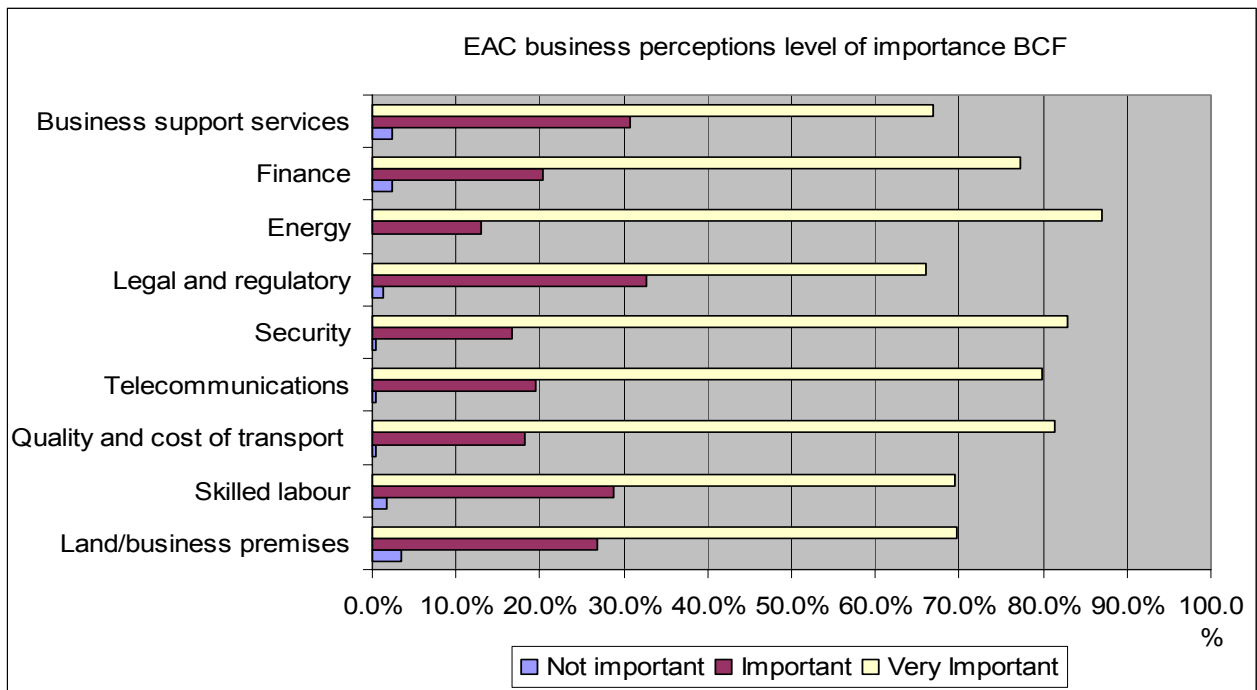
The findings show that over 65% business respondents perceive all the business climate factors as very important to business operations. However, comparisons between the country responses show different perceptions, where:

- In Kenya, over 80% of respondents perceive Access to affordable and reliable energy, Security, Quality and cost of transport, and Access to affordable and reliable telecommunications as “very important”.
- In Tanzania, only Access to affordable and reliable energy, and Access to affordable and reliable telecommunications are perceived by over 80% respondents as “very important”.
- In Uganda, only Access to affordable and reliable energy is perceived by over 80% respondents as “very important”.

In comparison, over 80% of MDA respondents indicated that they perceive all the factors as very important to business operations. Like in 2004, the high perception by MDAs that all factors are very important to business operations indicates that MDAs either have a wrong perception of the business climate, or that they tend to exaggerate their perceptions.

The average business responses on the level of importance of the business climate factors are shown in Chart 16 below, while cross-country business and MDA responses are shown in Annex 1, Tables 106 and 107 of this report.

Chart 16: Average EAC business response comparisons on level of importance of business climate factors



#### 4.1.2 CURRENT SITUATION OF BCI FACTORS

Respondents were asked to indicate whether the current situation of business climate factors is either “Very poor”, “Poor” or “Good”. The average responses show that:

- 36.3% of businesses perceive the current situation as “Good”, 41% as “poor” and 22.7% as “Very poor”.
- 50% of MDAs perceive the current situation as “Good”, 39% as “Poor” and 11% as “very poor”.

Country comparisons show that factors which are major country business concerns include:

- Kenya - Security which had 94% response, Quality and cost of transport with 94%, Legal and regulatory framework with 82%, and Energy with 82% response as either “poor” or “very poor”.
- Uganda - Energy which had 95% response, and Quality and cost of transport with 88% response as either “poor” or “very poor”.
- Tanzania - Access to affordable and reliable energy which received 89% response and Quality and cost of transport with 75% as either “poor” or “very poor”.

Comparisons between MDAs and business responses in Kenya show major differences in perceptions in the following two factors:

- Access to affordable and reliable energy - 58% of MDA respondents perceive the current situation as either poor or very poor compared to 82% business respondents
- Legal and regulatory environment - 24% of MDA respondents perceive the current situation as either poor or very poor compared to 82% business respondents

The variance on perceptions of the overall situation of business climate factors between businesses and MDAS within EAC and particularly in Kenya shows that two types of respondents have a different picture of the business climate. This finding indicates that National NTBs Monitoring Committees, EABC and National Business Associations need to rethink their approach to policy discussions. This is necessary in order to convince MDAs on areas that require priority improvements.

Country business perceptions on the current situation of business climate factors are shown in Chart 17 (a) to 17(c) below, while average responses by businesses and MDAs are shown in Table 108 and 109, Annex 1 of this report.

Chart 17 (a): Kenya business response comparisons on current situation of business climate factors

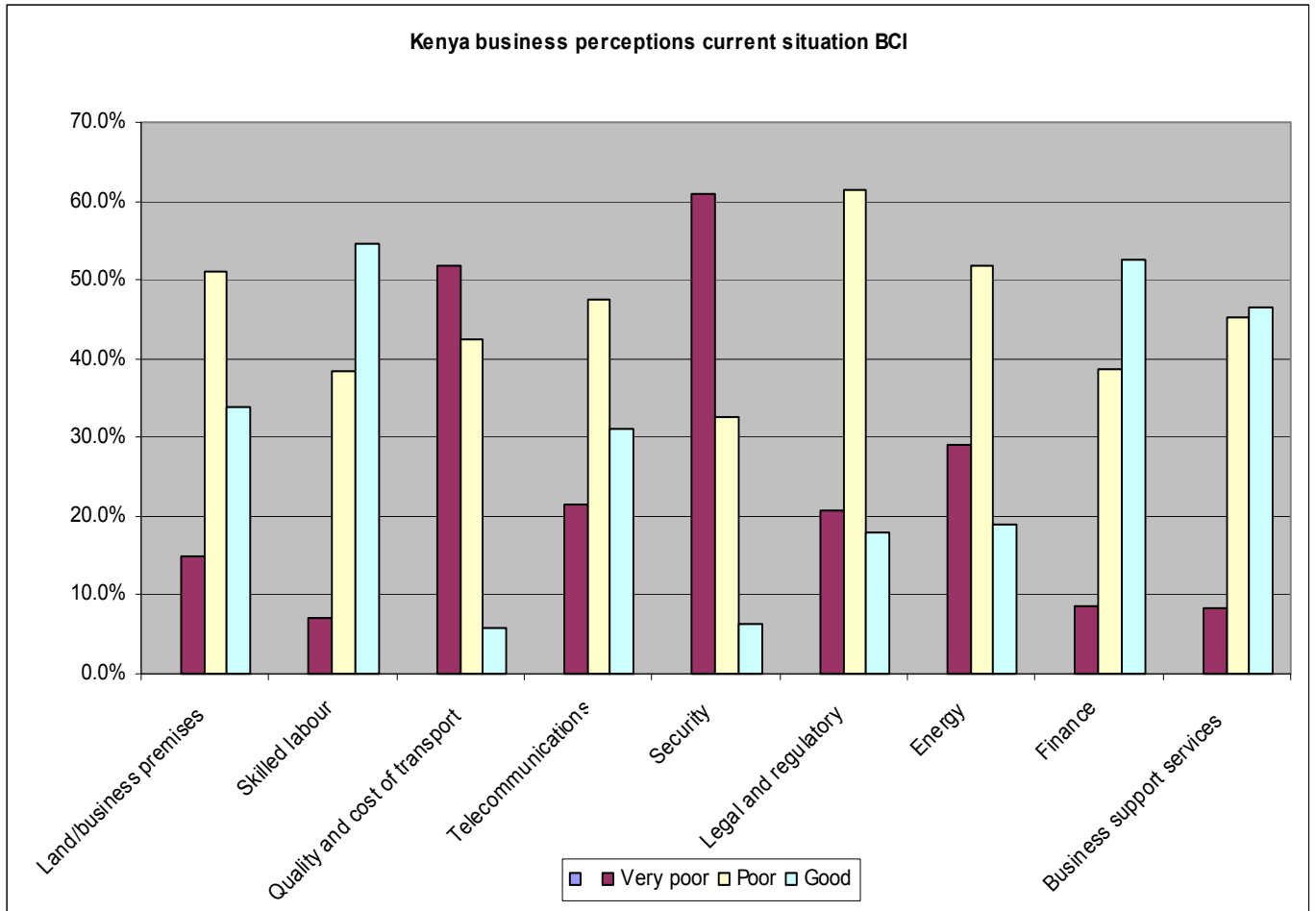


Chart 17(b): Tanzania business response comparisons on current situation of business climate factors

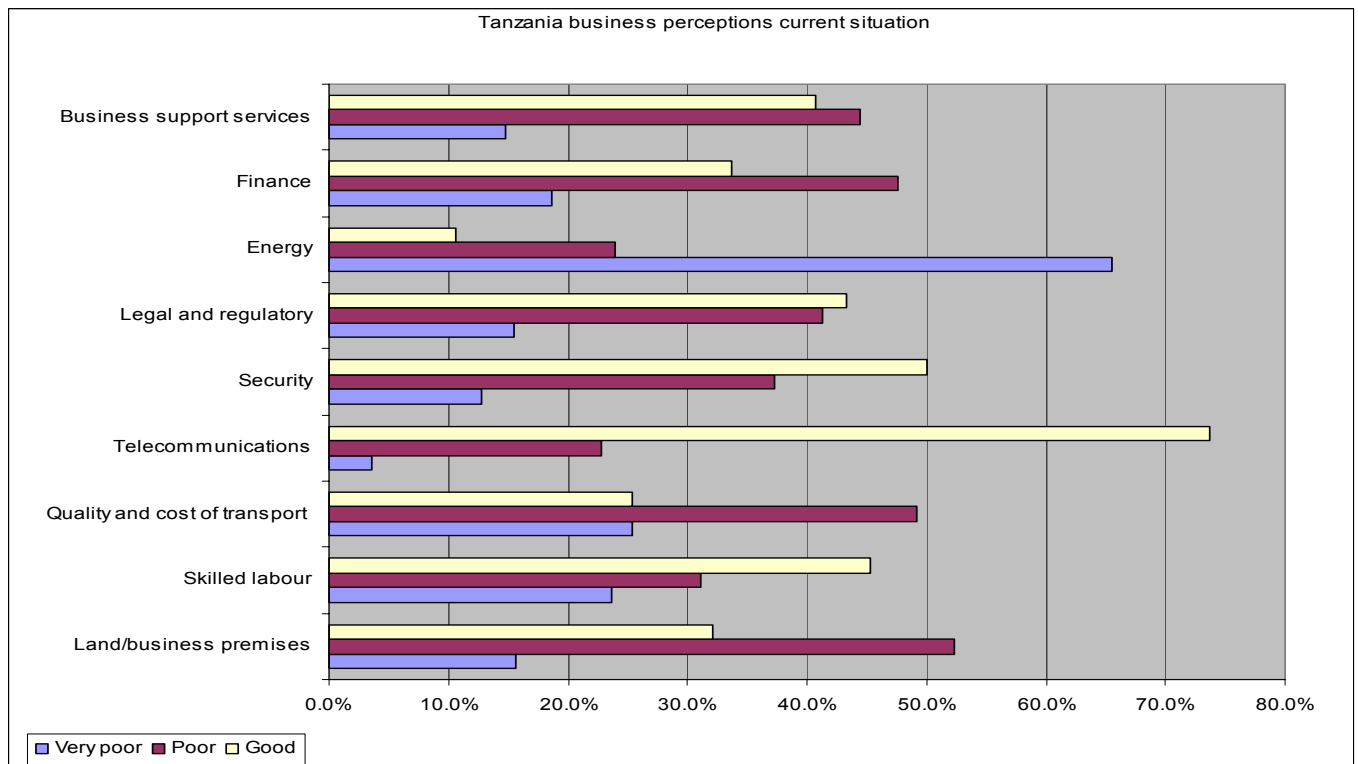
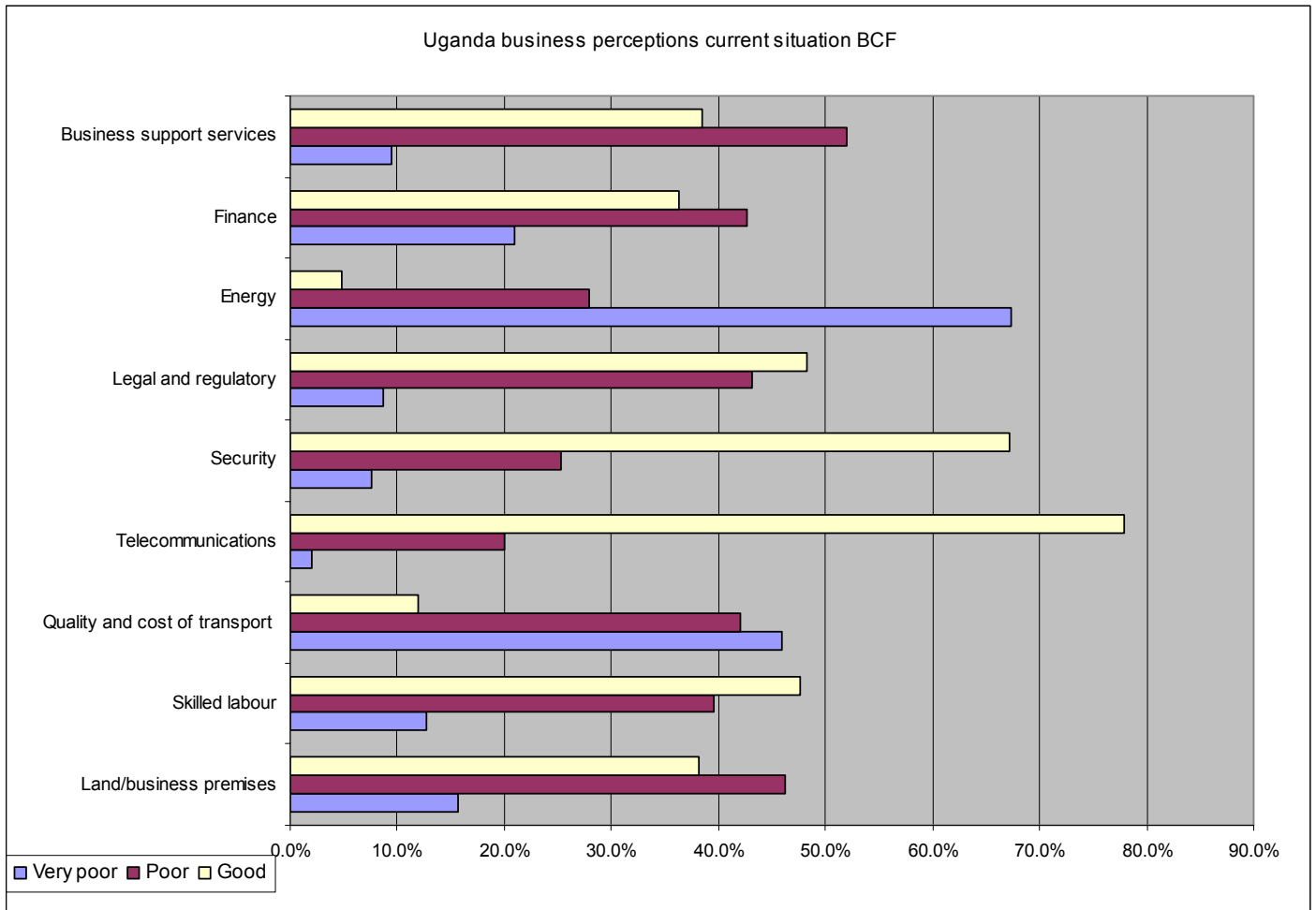


Chart 17(c): Uganda business response comparisons on current situation of business climate factors



## 4.2 IMPROVEMENTS ON THE BUSINESS CLIMATE IN 2006

Respondents were asked to indicate whether the business climate factors improved during year 2006 using the following ratings:

- 2 = considerable deterioration; -1 = marginal deterioration; 0 = neutral or unchanged
- +1 = marginal improvement; +2 = substantial improvement

### Business Climate Factors

- Access to Land/business premises
- Access to affordable skilled labour
- Quality and cost of transport (road, rail, air, sea)
- Access to affordable and reliable telecommunications
- Security
- Legal and regulatory framework
- Access to affordable and reliable energy
- Access to finance
- Access to business support services (marketing, technological, information, training, etc)
- Profitability
- Ease of crossing EAC borders after recent introduction of Customs Union



The findings show the following perceptions:

- 4.2.1 Businesses perceive the business climate to have “Marginally Improved” in the following areas:
- Telecommunications, as indicated by 52% Kenyan, 57% Ugandan and 43% Tanzanian respondents.
  - Ease of crossing EAC borders, as indicated by 36% Kenyan, 48% Ugandan and 34% Tanzanian business respondents
  - Legal and regulatory environment, as indicated by 21% Kenyan, 36% Ugandan and 36% Tanzanian business respondents
  - Security, as indicated by 13% Kenyan, 48% Ugandan and 40% Tanzanian business respondents
- 4.2.2 MDA responses share the same belief as businesses that “Marginal Improvements” were made on telecommunications, ease of crossing EAC borders, legal and regulatory environment, and on security. However, perceptions by MDAs were much higher than those of businesses.
- 4.2.3 Businesses perceive the business climate to have “Marginally Deteriorated” on the following factors:
- Quality and cost of transport, as indicated by 25% Kenyan, 35% Ugandan and 20% Tanzanian business respondents
  - Profitability which, as indicated by 22% Kenyan, 31% Uganda and 16% Tanzanian business respondents
  - Security which was however a peculiar case for Kenya to which 21% of businesses indicated marginal deterioration compared to 6% Ugandan and 12% Tanzanian
  - Energy, as indicated by 24% Kenyan businesses, 25% Ugandan and 20% Tanzanian business respondents
- 4.2.4 Businesses perceive the business climate to have “Substantially Deteriorated” on:
- Access to affordable and reliable energy, as indicated by 13% Kenyan businesses, 54% Ugandan and 42% Tanzanian business respondents
  - Security, which as in the case of marginal deterioration was more peculiar for Kenya as indicated by 40% of business respondents compared to 1.3% Ugandan and 1.7% Tanzanian respondents.
- 4.2.5 Businesses perceive the business climate to have “Substantially Improved” only on Access to affordable and reliable telecommunications, as indicated by 15% Kenyan, 23% Ugandan and 29% Tanzanian business respondents.
- 4.2.6 MDAs have higher perceptions that “Marginal” or “Substantial Improvements” occurred on all the factors. Also the only notable factor where MDAs pointed out that “Major Deteriorations” occurred is access to affordable and reliable energy. These indications show that either MDAs have exaggerated their perceptions or do not understand how the business climate impacts on business operations

Comparisons between the 2004 and 2006-07 survey findings show that in 2004, there was low perception by Kenyan businesses regarding improvements made in 2003. On the other hand perceptions on improvements were reasonably high in Tanzania and Uganda. The higher perception in the latter two countries was due to improvements on availability of skills and infrastructure. The

relatively low perception in Kenya was due to concerns over infrastructure, low profitability, legal and regulatory framework, and access to land. In general, governments' had higher perception than businesses in 2004 regarding improvement in business climate factors. This suggested that governments did not fully understand the gravity of the NTBs and the extent to which they impact on the business sector. The survey also pointed out that governments seemed to believe they have taken initiatives to improve the business climate but the effects were not felt by the business sector. This finding is similar to the 2006-07 survey, where MDAS have given higher perceptions on recent improvements than businesses.

Cross-country business perceptions regarding improvements in 2006 are shown in Charts 18(a) to 18(c) below while the business and MDA perceptions on improvements are shown in Annex 1, Tables 100 and 111 of this report.

Chart 18(a): Kenya business responses on improvement and deterioration of business climate factors in 2006

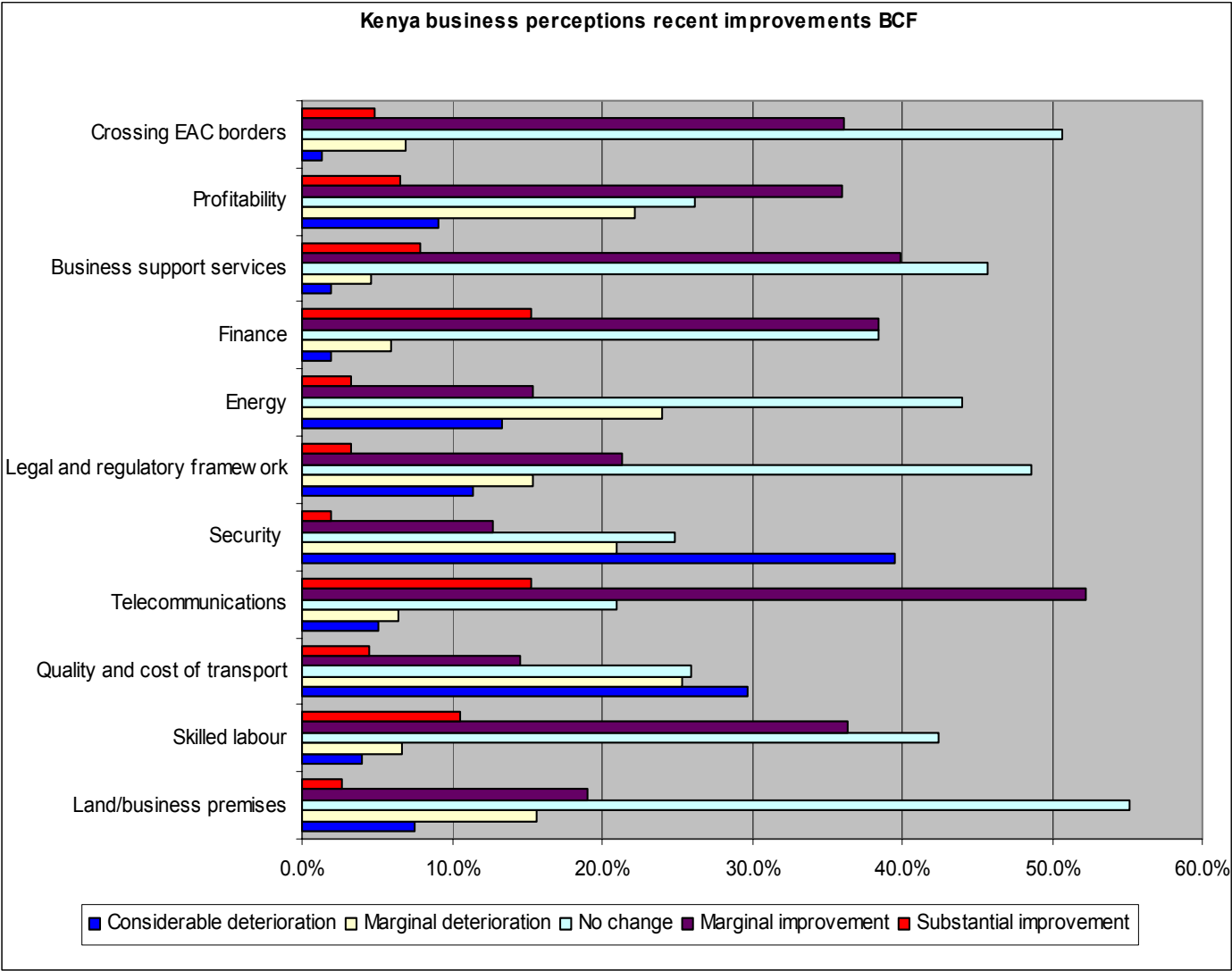


Chart 18(b): Tanzanian business responses on improvement and deterioration of business climate factors in 2006

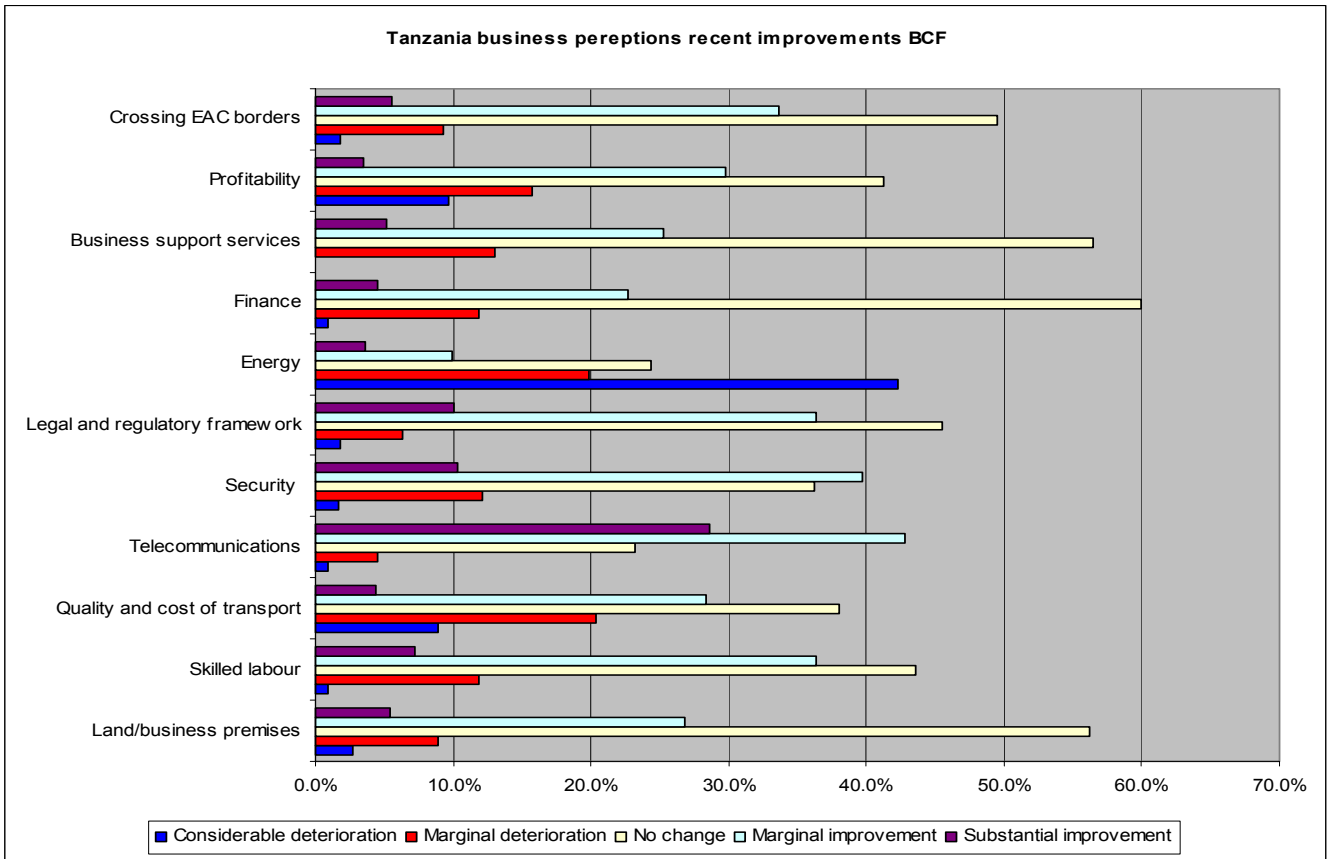
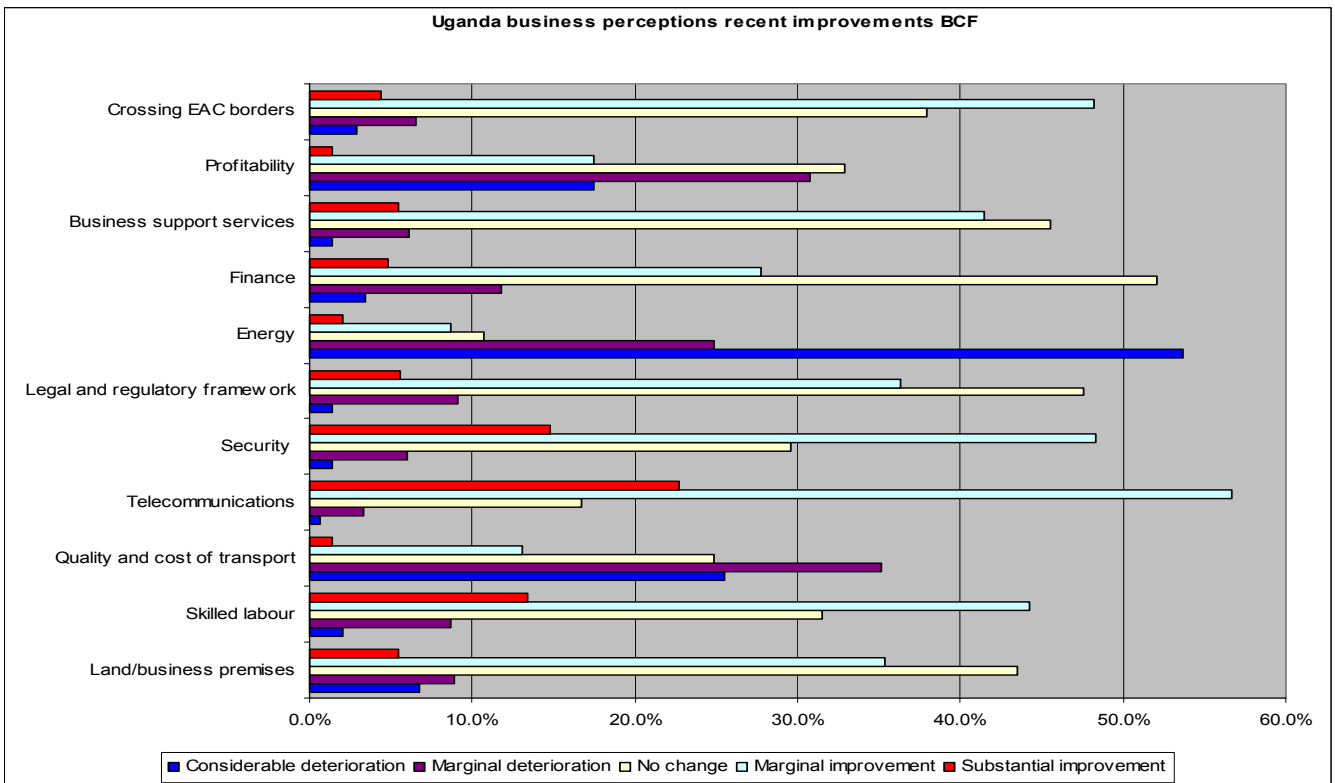


Chart 18(c): Uganda business responses on improvement and deterioration of business climate factors in 2006



### 4.3 OPTIMISM ON THE BUSINESS CLIMATE IN YEAR 2007

The respondents were asked to indicate their optimism or pessimism perceptions on the business climate factors during the year 2007 using the following ratings.

-2 = considerable deterioration; -1 = marginal deterioration; 0 = neutral or unchanged  
+1 = marginal improvement; +2 = substantial improvement

#### **Business Climate Factors**

- Access to Land/business premises
- Access to affordable skilled labour
- Quality and cost of transport (road, rail, air, sea)
- Access to affordable and reliable telecommunications
- Security
- Legal and regulatory framework
- Access to affordable and reliable energy
- Access to finance
- Access to business support services (marketing, technological, information, training, etc)
- Profitability
- Ease of crossing EAC borders after recent introduction of Customs Union

The findings show that on average:

- 4.3.1 42% of business respondents expect marginal improvements in 2007 on the business climate factors, while 31% expect neutral or no change in the business climate.
- 4.3.2 Businesses have high expectations on substantial improvements in Access to affordable and reliable telecommunications, as indicated by 26% Kenya, 29% Ugandan and 36% Tanzanian business respondents.
- 4.3.3 46% Kenyan, 52% Ugandan and 44% Tanzanian business respondents expect marginal improvements in Access to affordable and reliable telecommunications.
- 4.3.4 26% of Kenyan businesses expect considerable deterioration in Security. On the other hand, 23% Tanzanian, 15% Ugandan and 8% Kenyan business respondents expect considerable deterioration in Access to affordable and reliable energy.
- 4.3.5 MDAs have higher expectations than businesses that there will be substantial improvements in:
  - Telecommunications, as indicated by 40% Kenyan, 8% Ugandan and 50% Tanzanian business respondents
  - Skilled labour, as indicated by 35% Kenyan, 23% Ugandan and 42% Tanzanian business respondents
  - Ease of crossing EAC borders, as indicated 42% Kenyan, 46% Ugandan and 46% Tanzanian business respondents.
- 4.3.6 Kenyan MDAs expect substantial improvements on Business support services, Ease of crossing EAC borders, Profitability, Access to affordable and reliable telecommunications, and Access to affordable skilled labour.
- 4.3.7 Tanzanian MDAs expect substantial improvements in Access to affordable and reliable telecommunications, Ease of crossing EAC borders, Legal and regulatory framework, and Access to affordable skilled labour.
- 4.3.8 Ugandan MDAs expect substantial improvements only on Ease of crossing EAC borders.
- 4.3.9 Kenyan MDAs do not expect any substantial deterioration on any business climate factor. In comparison, 15% Ugandan respondents expect substantial deterioration in Access to affordable and reliable energy, 9% on Ease of crossing borders, and 8% on Quality and cost of transport. In Tanzanian 8% of MDA respondents expect substantial deterioration on Access to affordable and reliable Energy as indicated by.

In 2004, the optimism perception about future improvements in the business climate was higher in Tanzania and Uganda than in Kenya. The higher perception in Tanzania and Uganda was due to improvements in infrastructure, availability of skills, supportive services, legal and regulatory framework and access to capital. In Kenya the lower optimism was due to concerns on infrastructure, access to land and profitability. The 2006-07 level of optimism in Kenya on these factors is higher than it was in 2004 as indicated by responses on “marginal” and “substantial” improvements.

The divergent perceptions in optimism and pessimism in the 2006-07 survey between businesses and MDAs suggests that MDAs have a wrong impression regarding the impact of the business climate on business operations. This finding is similar to the 2004 survey, where MDAs had a higher optimism than businesses regarding expected improvements in the business climate.

Business responses on optimism or pessimism in the business climate over the year 2007 are shown in Charts 19 (a), (b) and (c) below. The percentage optimism and pessimism perceptions by businesses and MDAs are shown in Annex 1, Tables 112 and 113 of this report.

Chart 19(a): Kenya business responses on optimism in the business climate in 2007

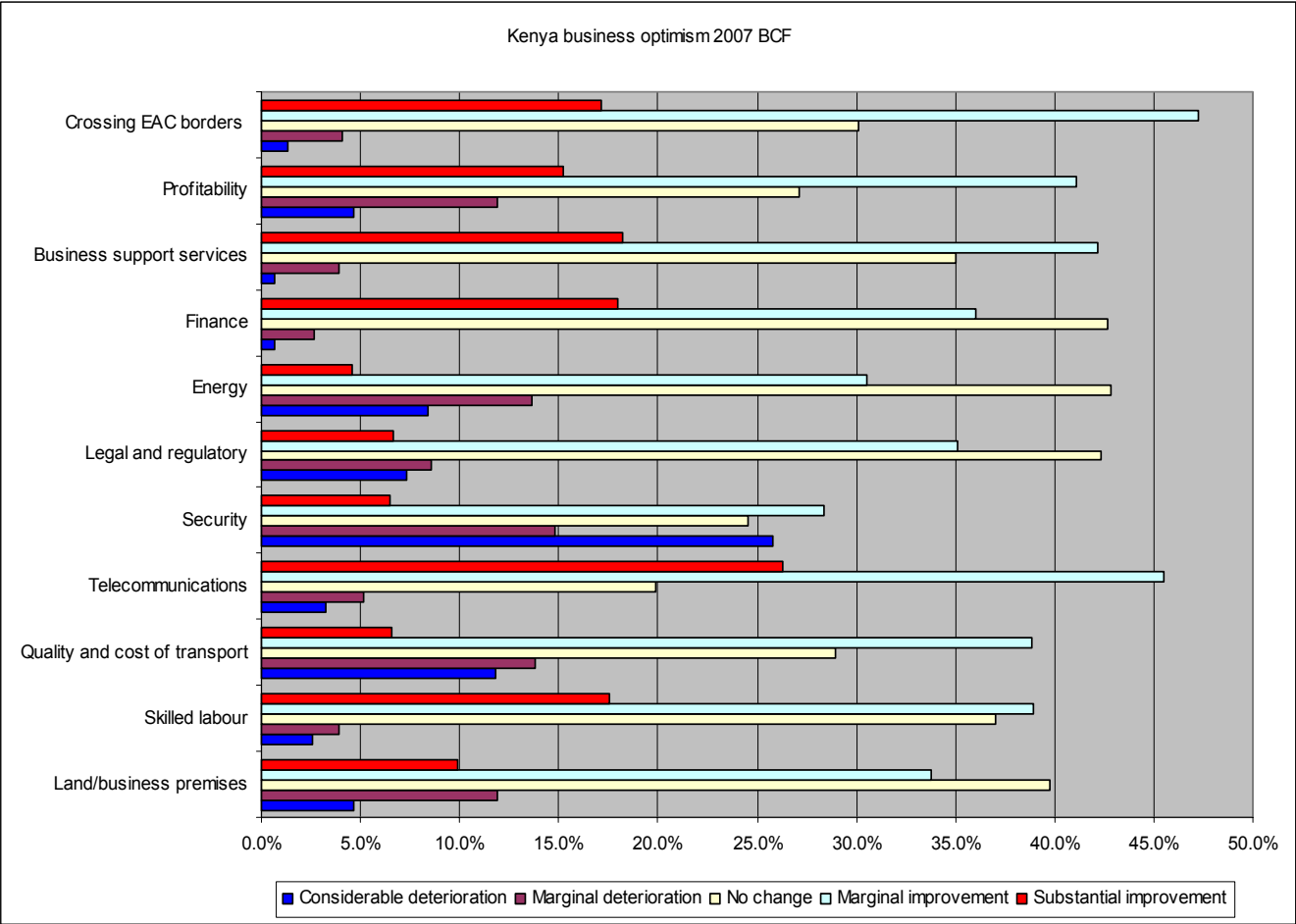


Chart 19(b): Tanzania business responses on optimism in the business climate in 2007

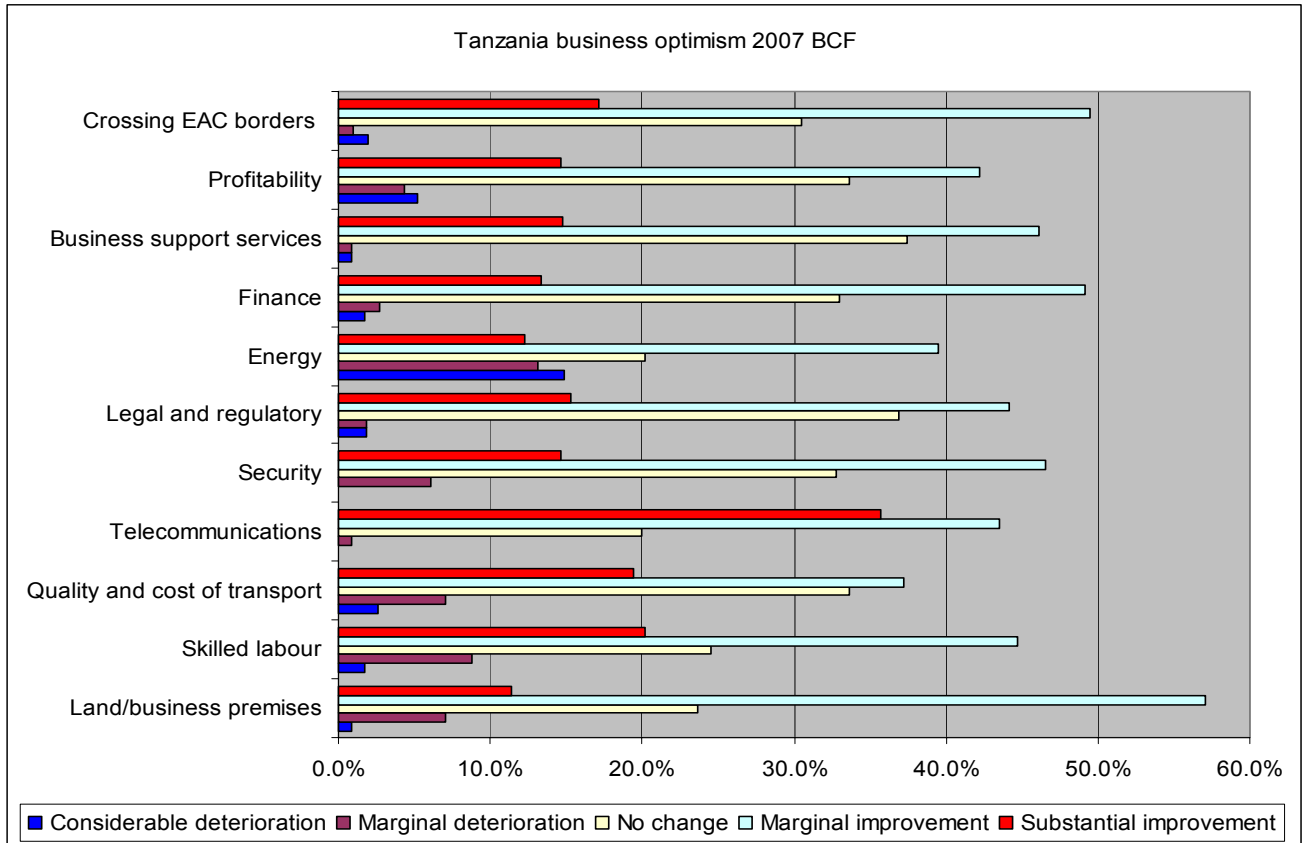


Chart 19(c): Uganda business responses on optimism in the business climate in 2007

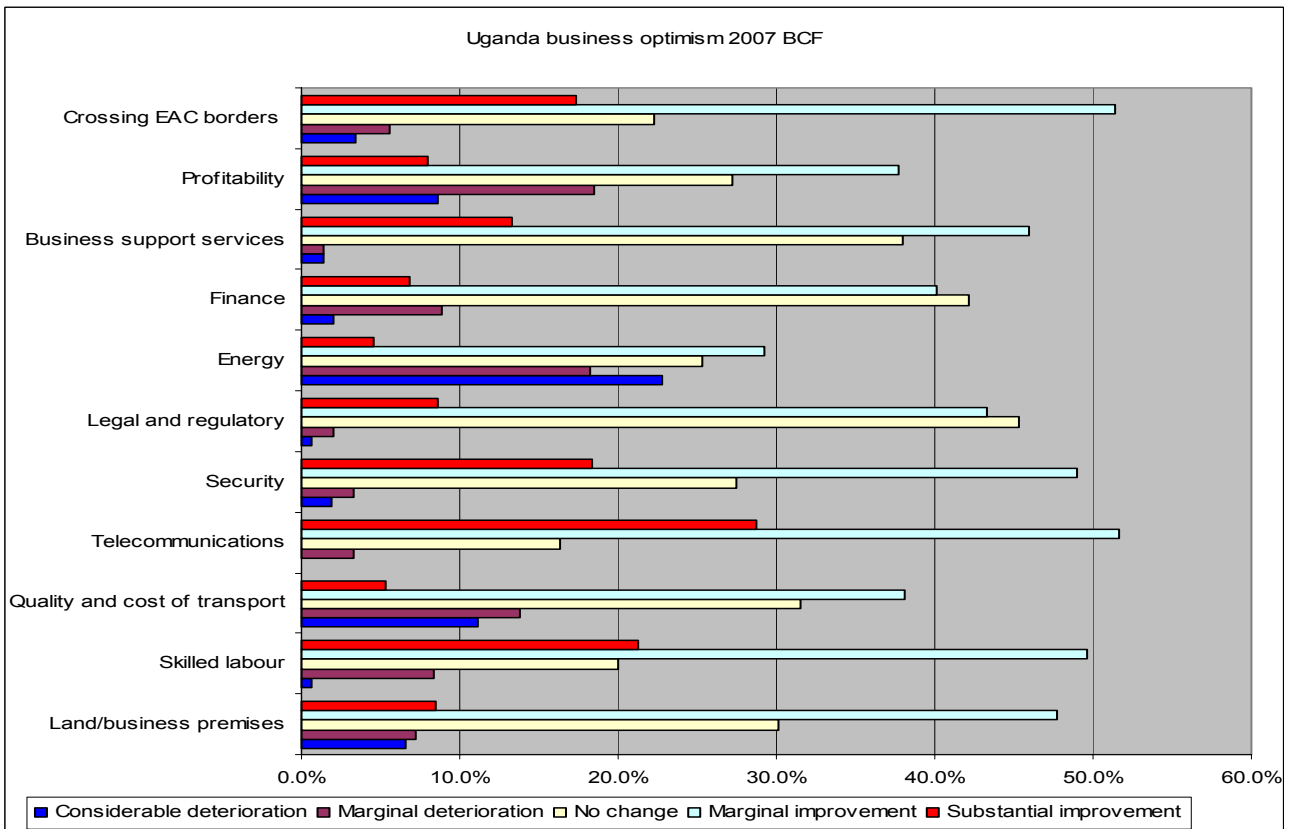
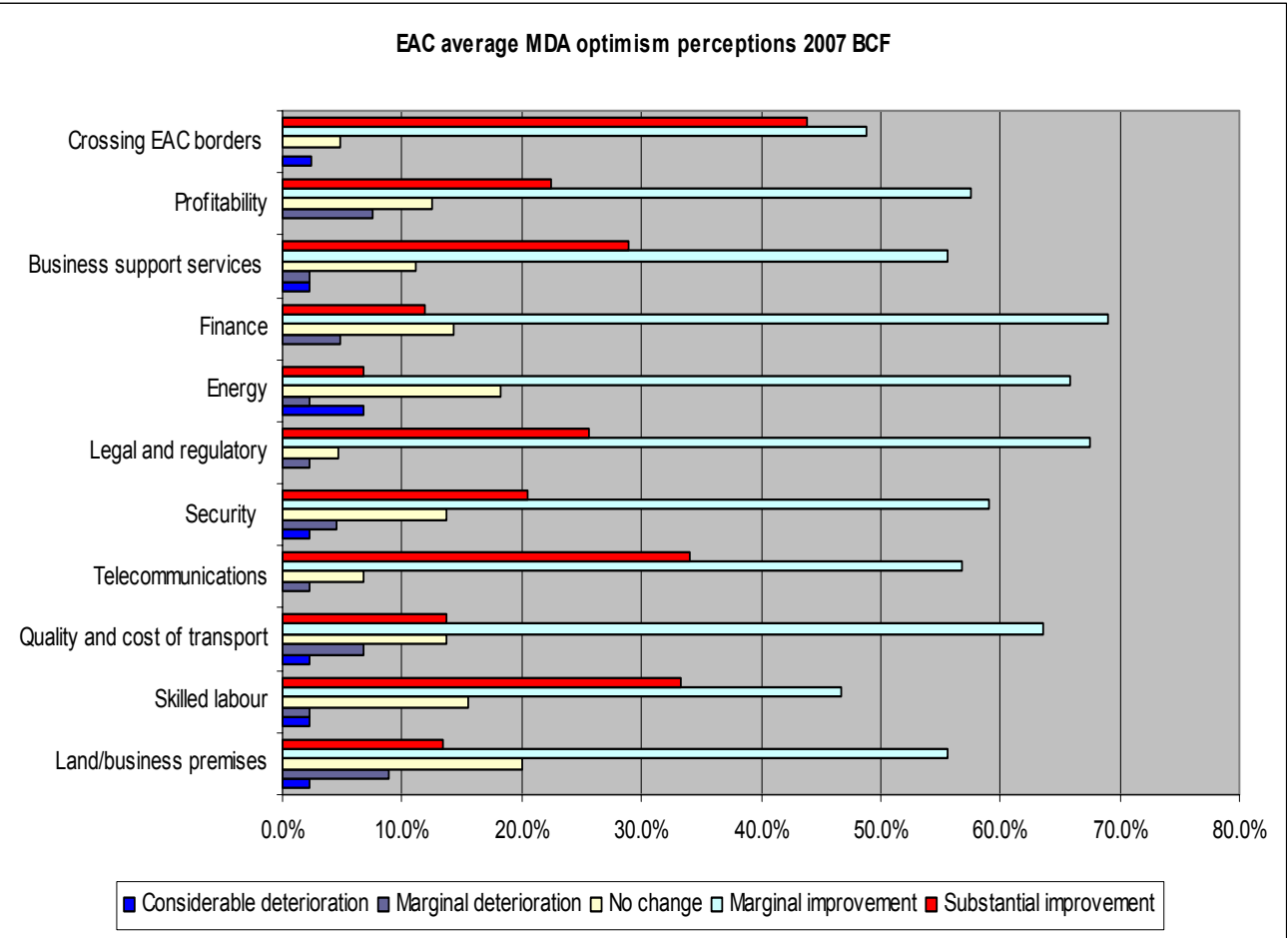


Chart 20: EAC MDA optimism perceptions on business climate over the 2007 regarding business climate factors



## SECTION D: SUGGESTED IMPROVEMENTS TO TRADE-RELATED PROCEDURES

### 5.1 SUMMARY OF SUGGESTED IMPROVEMENTS

There was an overwhelming response to changes required on various procedures and regulations on all the six trade-related clusters. Charts 21 to 42 below show the extent of required improvements on various procedures and regulations under the six trade-related NTB clusters, while percentage responses on specific procedures are shown in Annex 1, Tables 114 to 133 of this report.

#### 5.1.1 Suggested improvements on customs procedures

Chart 21: Cross-country comparisons of business responses on suggested improvements to information related to customs regulations and procedures

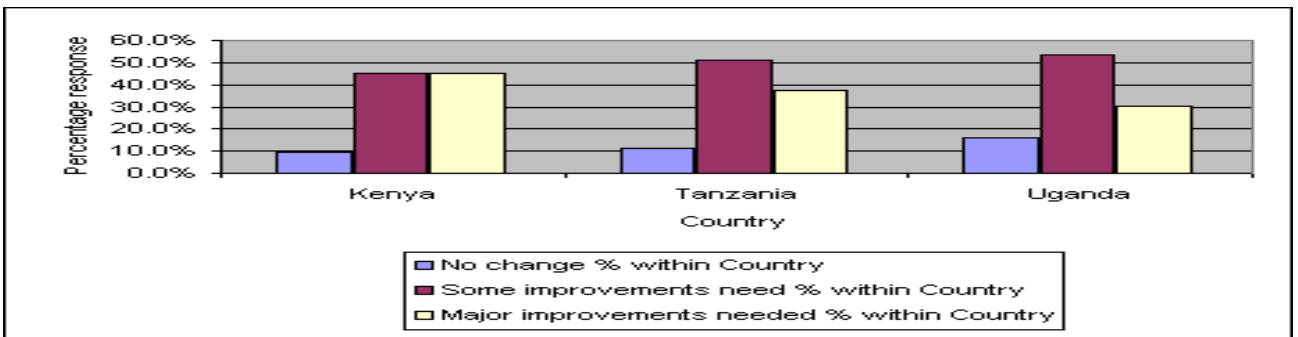


Chart 22: Cross-country comparisons of business responses to the suggested improvements on customs paperwork

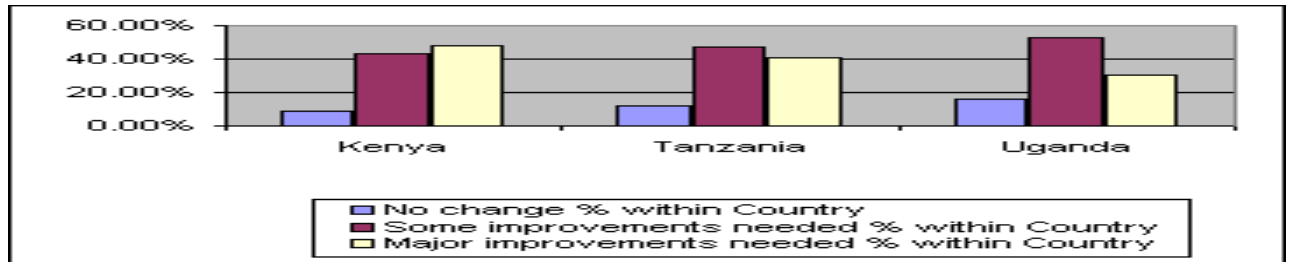
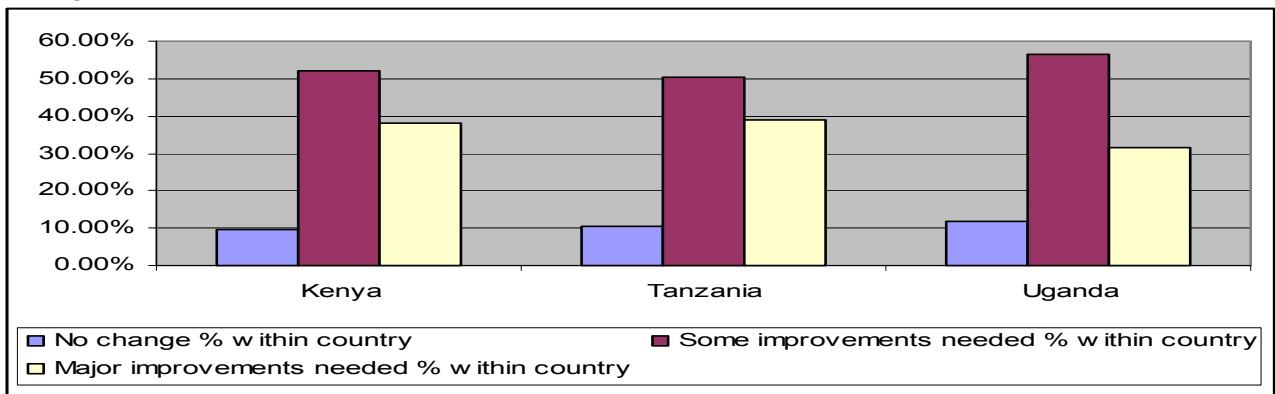


Chart 23: Cross-country comparisons of business responses to the suggested improvements to training of customs officers





### 5.1.2 Suggested improvements on immigration procedures and work permits

Chart 24: Cross-country business response comparisons on suggested improvements to information on immigration regulations/procedures

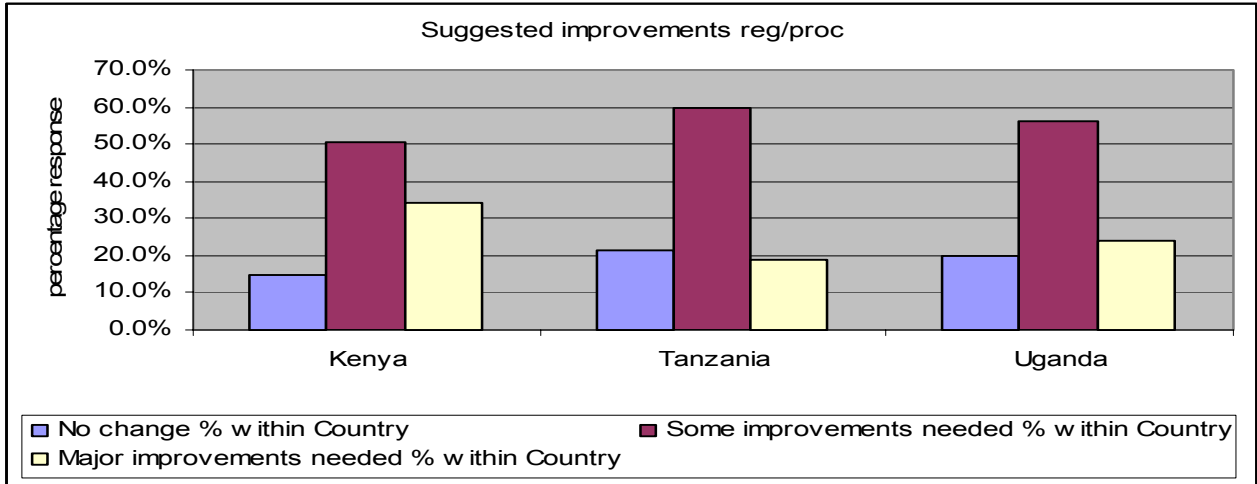


Chart 25: Cross-country business response comparisons on suggested improvements to immigration paperwork

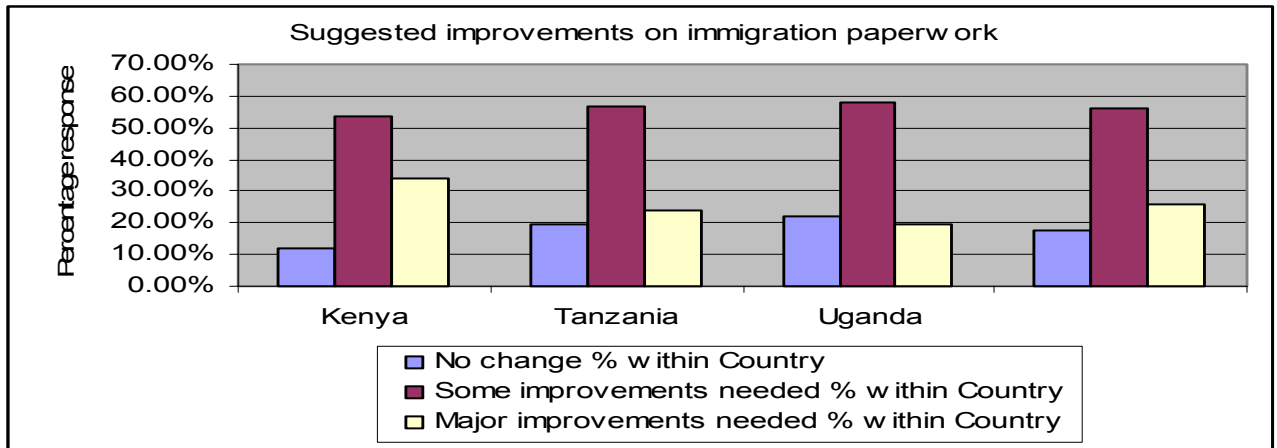


Chart 26: Cross-country business response comparisons on suggested improvements to training of immigration officers

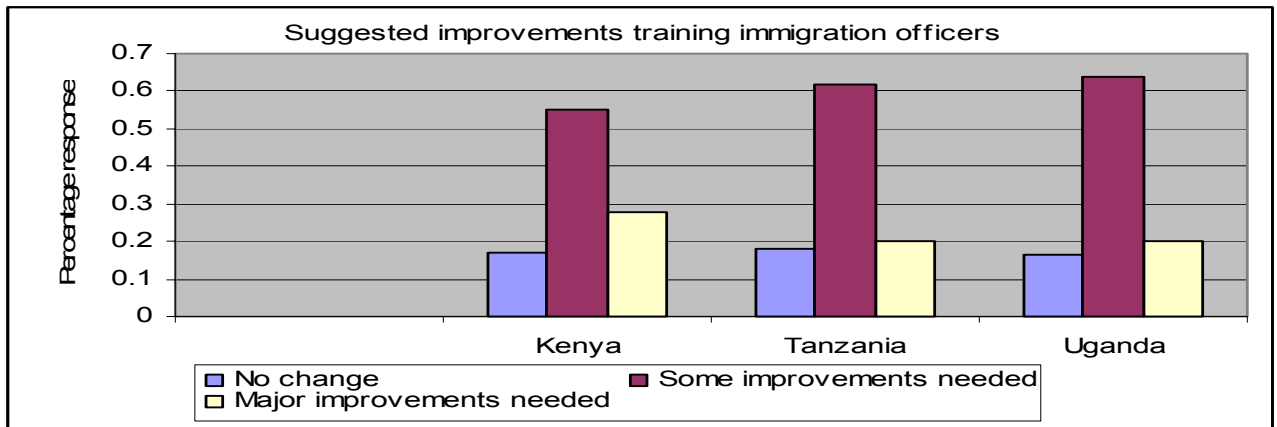
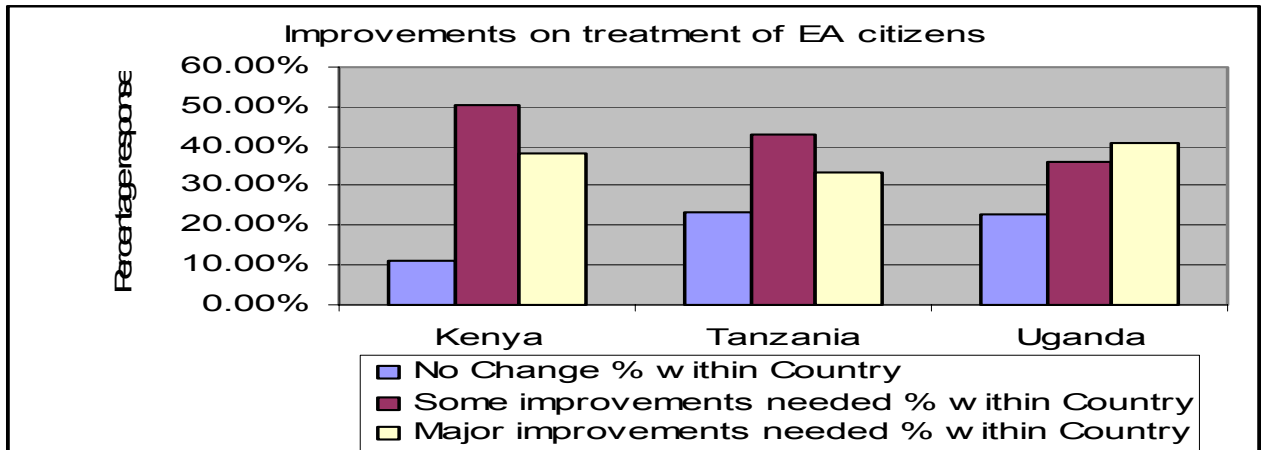


Chart 27: Cross-country business response comparisons on suggested improvements to treatment of EAC citizens at immigration



### 5.1.3 Suggested improvements on business registration and licensing

Chart 28: Cross-country business response comparisons on required improvement in information on business registration and licensing regulations/procedures

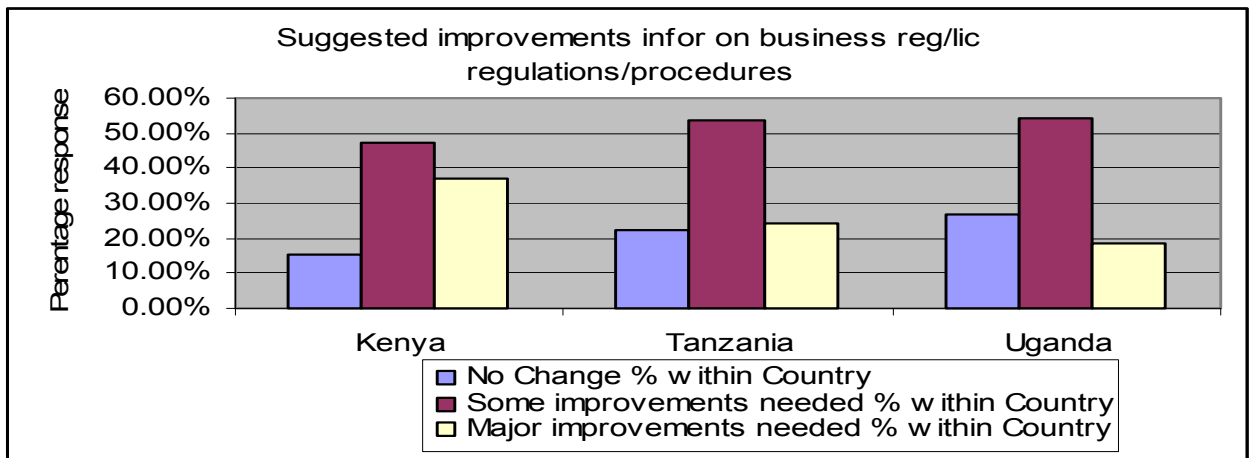


Chart 29: Cross-country business response comparisons on required improvement in paperwork on business registration and licensing

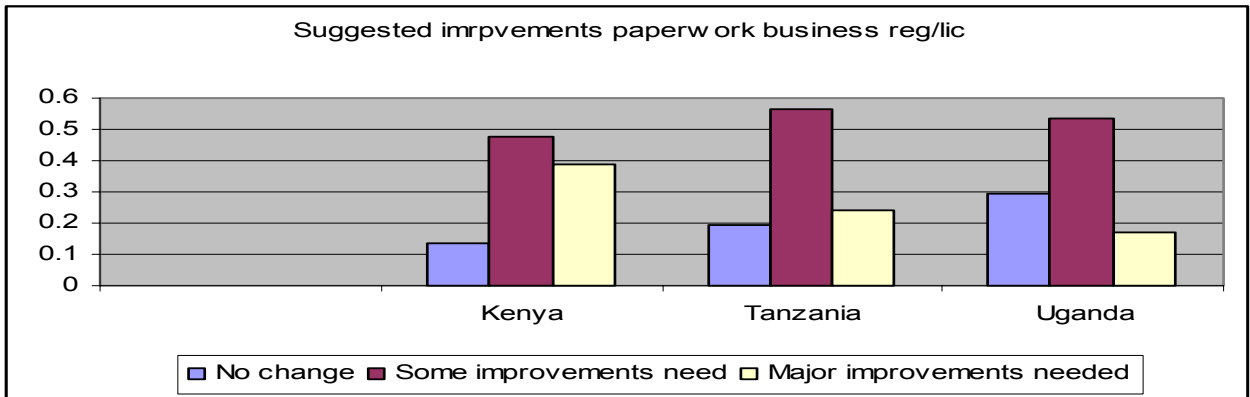


Chart 30: Cross-country business response comparisons on required improvement in training of government officers involved in business registration and licensing

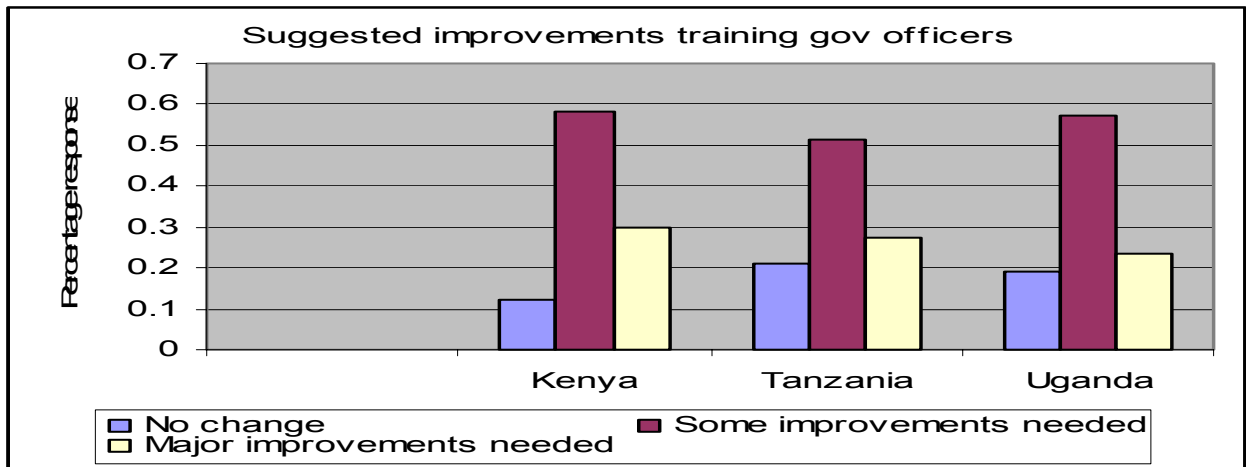
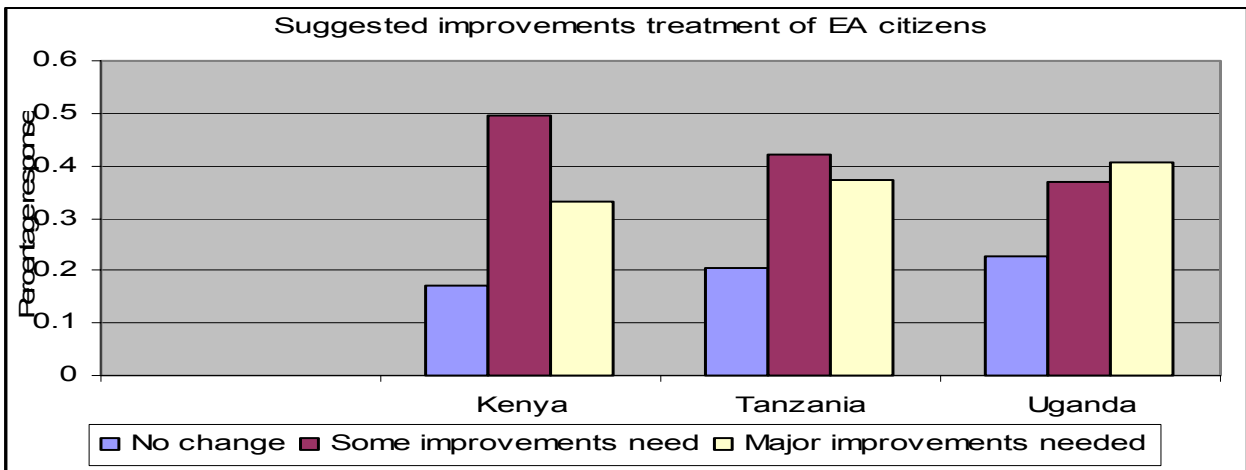


Chart 31: Business responses on required improvements to treatment of EAC citizens under business registration and licensing



#### 5.1.4 Suggested improvements on police roadblocks

Chart 32: Cross-country business response comparisons on required improvements in justification for stopping vehicles at police roadblocks

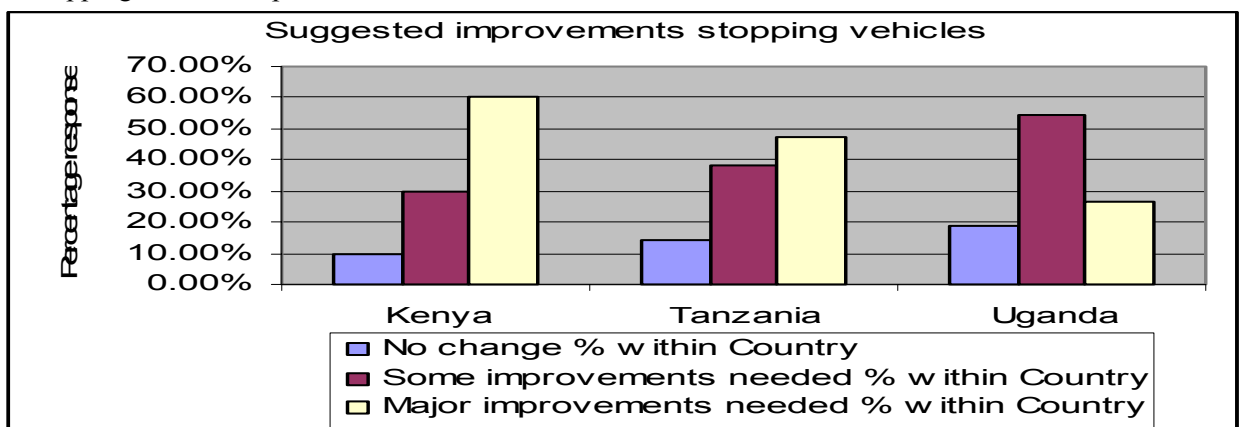


Chart 33: Cross-country business response comparisons on improvements to Harmonisation of roadblocks procedures within EAC partner states

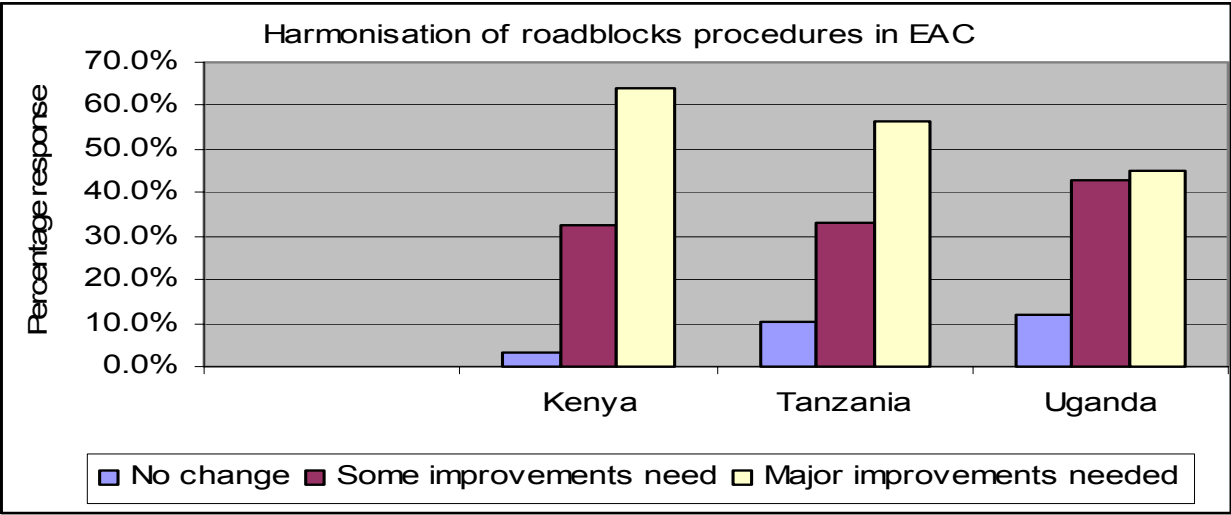
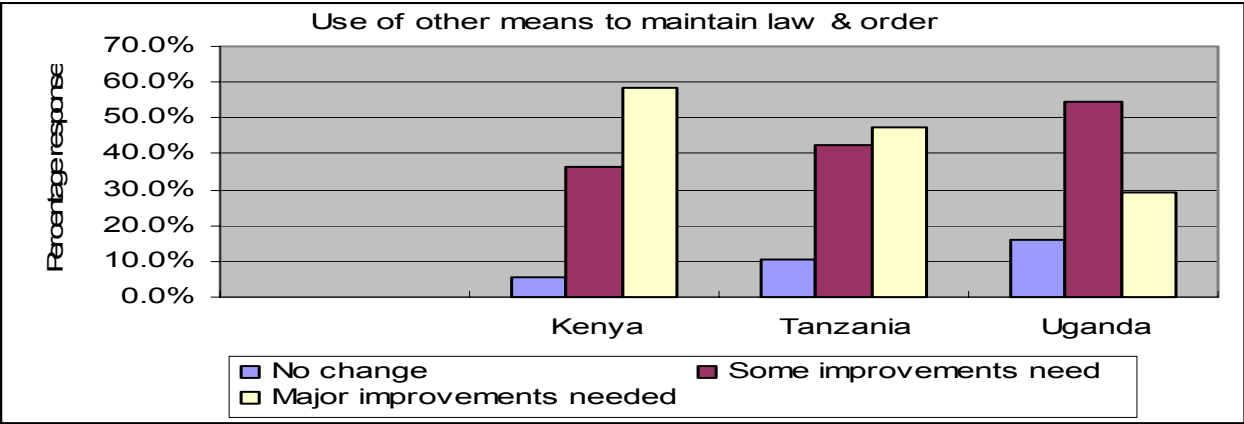


Chart 34: Cross-country business response on required improvements in other means to maintain law and order



**5.1.5 Suggested improvements on weighbridge stations**

Chart 35: Cross-country business response comparisons on need for improvement in information on weighbridge regulations e.g. axle loads

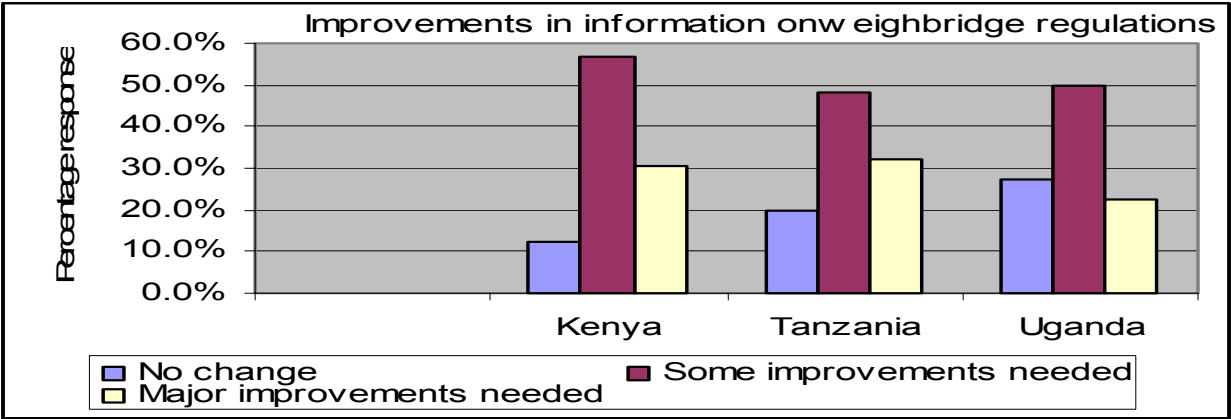


Chart 36: Cross-country business response comparisons on need for harmonisation of axle load regulations within EAC

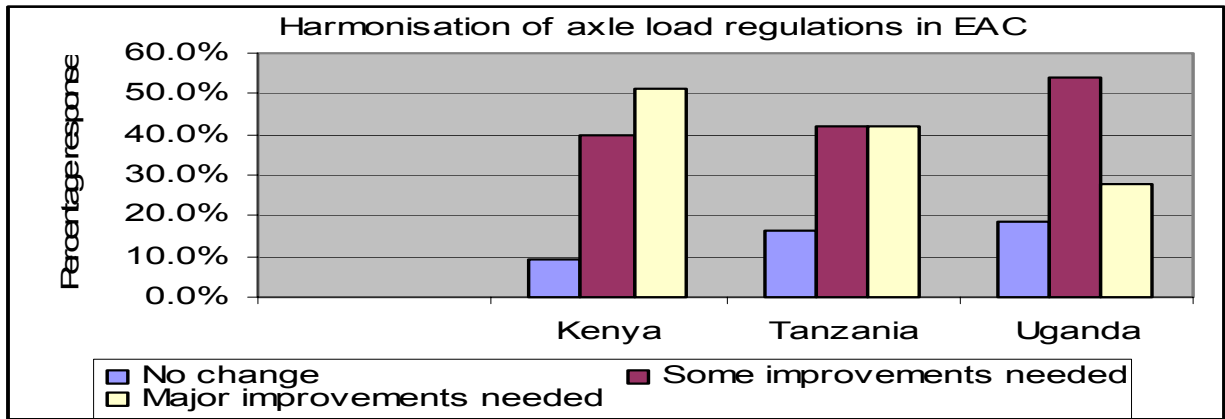


Chart 37: Cross-country business response comparisons on improvements in calibration of weighing scales

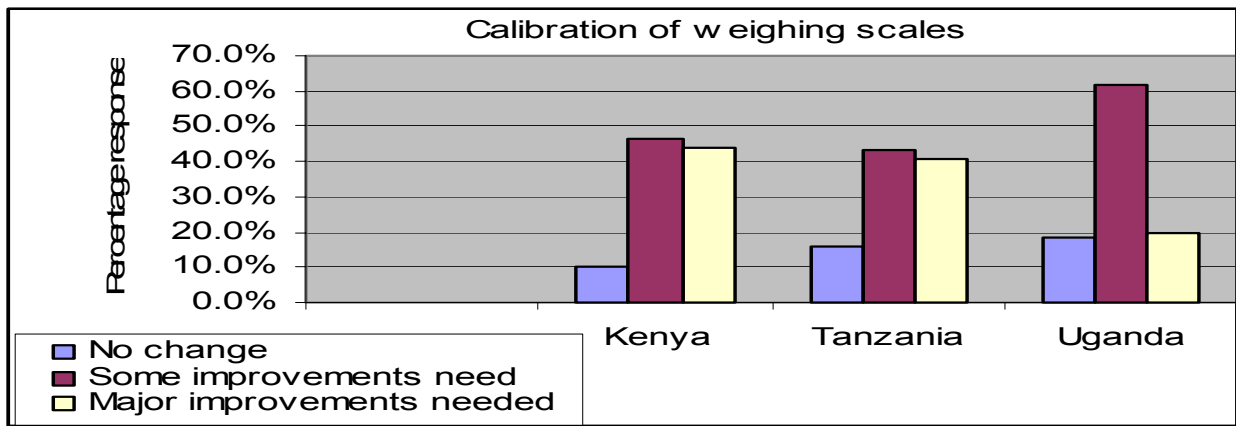


Chart 38: Cross-country business response comparisons on improvements in paperwork at weighbridge stations

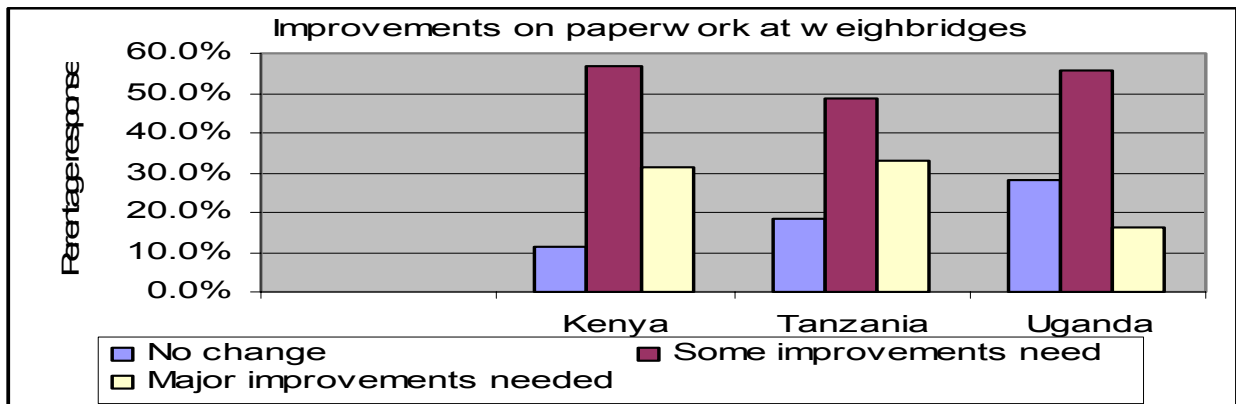
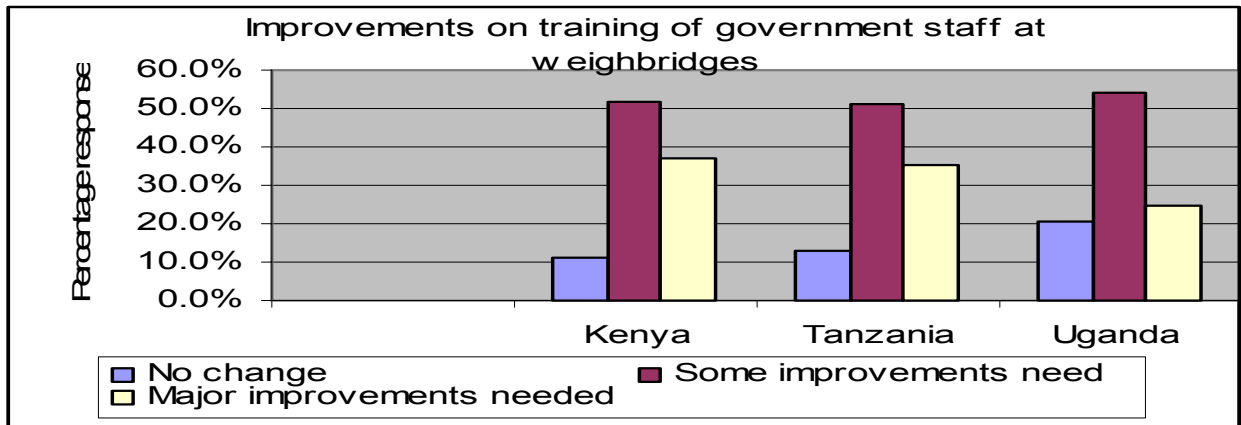


Chart 39: Cross-country business response comparisons on need for improvements in training of government staff



5.6 Suggested improvements on quality standards inspection and export certification

Chart 40: Cross-country business response comparisons on improvement in information on quality standards inspection and export certification procedures

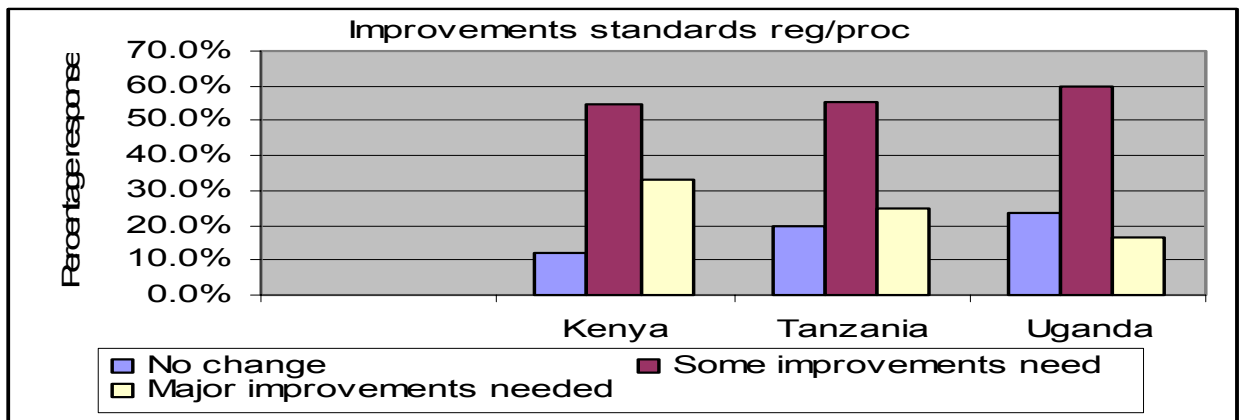


Chart 41: Cross-country business response comparisons on required improvements in paperwork on quality standards inspection and export certification

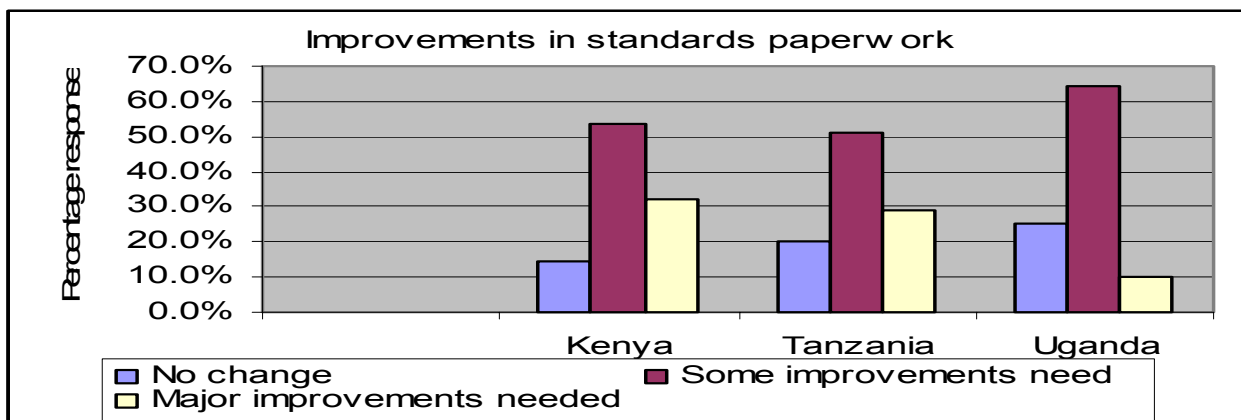
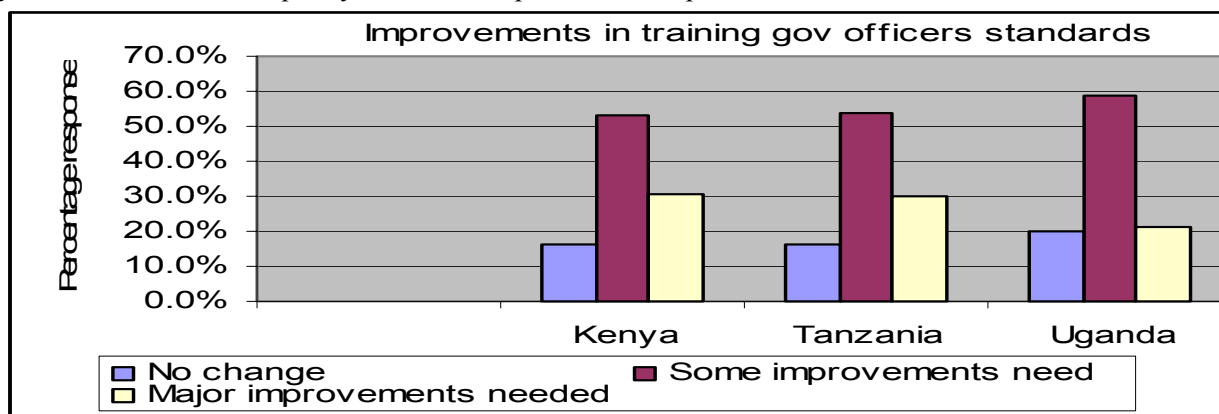


Chart 42: Cross-country business response comparisons on required improvements in training of government officers on quality standards inspection and export certification



## 6.0 SURVEY RECOMMENDATIONS

- 6.1 It is recommended that future BCI surveys should also cover other important business towns within EAC in order to get a more accurate picture regarding the business climate at country level. This would also enable better comparisons within EAC.
- 6.2 It is recommended that the documented impact of NTBs should form main initial agenda of National Monitoring Committees discussions, aimed at finding proper solutions and monitoring the type of improvements made by responsible agencies. These impacts are time spent on various procedures, extra costs incurred and corruption.
- 6.3 The baseline data on impact of NTBs should be used in future BCI surveys to monitor whether improvements or deteriorations have occurred in the business climate in a preceding year.
- 6.4 The EABC and its national business associations need to use the results of the 2006/07 findings to lobby the EAC governments and agencies to make necessary improvements in trade related procedures and regulations. Key among the findings is cost and time required to comply with relevant regulations and procedures. The BCI survey has indicated the extent of required improvements, which can be used to prioritise such changes.
- 6.5 The EABC needs to maintain use of the SPSS system as a standard method for data analysis, which would make it possible to give better comparisons on improvements/ deteriorations in the business climate between years. At the country level the BCI results should be used to rank EAC countries' competitiveness as a method of inducing required improvements at country level.
- 6.6 Future BCI surveys should only cover businesses without MDAs. The reason is that MDAs are too few, which makes it difficult to give meaningful comparisons of their responses with those of businesses. Also, the perceptions by MDAs are quite different from those given by businesses regarding the impact of NTBs, quality, cost and access to business climate factors. Instead of spending a lot of time and cost soliciting for MDAs views, it would be more meaningful to seek views of businesses. The findings could then be used to prioritise policy discussions with MDAs regarding required improvements or for further research on procedures and regulations that require changes.

## ANNEXES

### ANNEX 1: TABLES ON RESPONSES TO QUESTIONS ON THE EAC BUSINESS CLIMATE

#### 1.1 STRUCTURE OF SURVEY RESPONDENTS

Table 1: Business respondents on firm particulars within EA and by country

	EAC respondents	EAC non-respondents	Kenya	Tanzania	Uganda
Operations in other East African countries	439	12	159	121	159
Number of current employees	414	37	155	109	150
Exports to other East African countries as a percentage of total exports	179	272	107	25	47
Annum Turnover	293	158	123	62	108
Sector of business operations	434	17	161	112	161

Table 2: Business respondents by sectors within EAC and by country

Sector	EAC total	Kenya	Tanzania	Uganda
Manufacturing	314	139	44	131
Services	67	15	30	22
Trading	53	7	38	8
Total	434	161	112	161
Non-respondents	17	2	13	2
Grand total	451	163	125	163

Table 4: Business respondents that have exports and also operations in other EA countries

Other EAC country in which business respondents have operations in addition to exports	Respondents by country			
	Kenya	Uganda	Tanzania	EAC Total
Kenya	NA	25	16	41
Uganda	32	NA	12	44
Tanzania	31	20	NA	51
Burundi	0	13	0	13
Rwanda	1	3	0	4
Others	0	1	0	1

Table 5: Structure of EAC businesses by annual turnover and sector of operations for each country

Country	Sector	Response	Annual turnover thresholds						
			<\$1M	\$1-2M	\$2-10M	\$10-100M	>\$100M	Other	Total
Kenya	Manufacturing	Count	11	18	49	22	6	33	139
		Percent	7.9%	12.9%	35.3%	15.8%	4.3%	23.7%	100.0%
	Services	Count	5	1	2	2	1	4	15
		Percent	33.3%	6.7%	13.3%	13.3%	6.7%	26.7%	100.0%
	Trading	Count	1	0	3	1	1	1	7
		Percent	14.3%	0.0%	42.9%	14.3%	14.3%	14.3%	100.0%
Total	Count	17	19	54	25	8	38	161	
	Percent	10.6%	11.8%	33.5%	15.5%	5.0%	23.6%	100.0%	
Tanzania	Manufacturing	Count	9	4	4	5	2	20	100
		Percent	20.5%	9.1%	9.1	11.4%	4.5%	45.5%	100.0%
	Services	Count	6	1	3	2	2	16	30
		Percent	20.0%	3.3%	10.0%	6.7%	6.7%	53.3%	100.0%



	Trading	Count	14	2	1	3	1	17	38
		Percent	36.8%	5.3%	3	7.9%	2.6%	44.7%	100.0%
	Total	Count	29	7	8	10	5	53	112
		Percent	25.9%	6.3%	7	8.9%	4.5%	47.3%	100.0%
Uganda	Manufacturing	Count	13	21	29	16	8	44	131
		Percent	9.9%	16.0%	22.1%	12.2%	6.1%	33.6%	100.0%
	Services	Count	3	1	4	3	2	9	22
		Percent	13.6%	4.5%	18.2%	13.6%	9.1%	40.9%	100.0%
	Trading	Count	1	1	2	1	0	3	8
		Percent	12.5%	12.5%	25.0%	12.5%	0.0%	37.5%	100.0%
Total	Count	17	23	35	20	10	56	161	
	Percent	10.6%	14.3%	21.7%	12.4%	6.2%	34.8%	100.0%	

Table 6: Structure of business respondents by sector employment

SECTOR \* Number Employees \* Country Crosstabulation

Country				SECTOR			Total
				MANUFACTURE	SERVICES	TRADING	
KENYA	Number Employees	<10	Count	0	5	1	6
			% within SECTOR	.0%	33.3%	14.3%	3.7%
	10-50	Count	21	9	2	32	
		% within SECTOR	15.1%	60.0%	28.6%	19.9%	
	50-100	Count	36	0	2	38	
		% within SECTOR	25.9%	.0%	28.6%	23.6%	
	100-200	Count	31	0	1	32	
		% within SECTOR	22.3%	.0%	14.3%	19.9%	
	200 & over	Count	43	1	1	45	
		% within SECTOR	30.9%	6.7%	14.3%	28.0%	
Other	Count	8	0	0	8		
	% within SECTOR	5.8%	.0%	.0%	5.0%		
Total		Count	139	15	7	161	
		% within SECTOR	100.0%	100.0%	100.0%	100.0%	
TANZANIA	Number Employees	<10	Count	6	9	16	31
			% within SECTOR	13.6%	30.0%	42.1%	27.7%
	10-50	Count	12	12	11	35	
		% within SECTOR	27.3%	40.0%	28.9%	31.3%	
	50-100	Count	9	4	1	14	
		% within SECTOR	20.5%	13.3%	2.6%	12.5%	
	100-200	Count	6	1	0	7	
		% within SECTOR	13.6%	3.3%	.0%	6.3%	
	200 & over	Count	8	2	2	12	
		% within SECTOR	18.2%	6.7%	5.3%	10.7%	
Other	Count	3	2	8	13		
	% within SECTOR	6.8%	6.7%	21.1%	11.6%		
Total		Count	44	30	38	112	
		% within SECTOR	100.0%	100.0%	100.0%	100.0%	
UGANDA	Number Employees	<10	Count	6	4	1	11
			% within SECTOR	4.6%	18.2%	12.5%	6.8%
	10-50	Count	37	9	7	53	
		% within SECTOR	28.2%	40.9%	87.5%	32.9%	
	50-100	Count	26	4	0	30	
		% within SECTOR	19.8%	18.2%	.0%	18.6%	
	100-200	Count	25	2	0	27	
		% within SECTOR	19.1%	9.1%	.0%	16.8%	
	200 & over	Count	26	1	0	27	
		% within SECTOR	19.8%	4.5%	.0%	16.8%	
Other	Count	11	2	0	13		
	% within SECTOR	8.4%	9.1%	.0%	8.1%		
Total		Count	131	22	8	161	
		% within SECTOR	100.0%	100.0%	100.0%	100.0%	

Table7: Summary of business respondents within EAC on customs procedures and fairness of treatment

Customs issues	Number					
	Responses		Non-responses		Total	
	Number	Percent	Number	Percent	Number	Percent
Competence of customs officers	411	91.1%	40	8.9%	451	100.0%
Fairness of treatment	406	90.0%	45	10.0%	451	100.0%
Understanding of customs procedures/regulations	405	89.8%	46	10.2%	451	100.0%
Time spent at customs	383	84.9%	68	15.1%	451	100.0%
Extra-costs incurred at customs	377	83.6%	74	16.4%	451	100.0%
Corruptive practices at customs Is this a problem for your establishment?	392	86.9%	59	13.1%	451	100.0%

Table 8: Summary of cross-country business responses on customs procedures and fairness of treatment

Country	Total responses	Competence of customs officers	Fairness of treatment	Understanding of customs procedures/regulations	Time spent at customs	Extra-costs incurred at customs	Corruptive practices at customs Is this a problem for your establishment?
Kenya	Count	150	148	148	137	142	141
	Percent	36.50%	36.50%	36.50%	35.80%	37.70%	36.00%
Tanzania	Count	109	112	111	102	97	104
	Percent	26.50%	27.60%	27.40%	26.60%	25.70%	26.50%
Uganda	Count	152	146	146	144	138	147
	Percent	37.00%	36.00%	36.00%	37.60%	36.60%	37.50%
Total	Count	411	406	405	383	377	392
	Percent	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Table 9: Average EAC business responses on time spent at customs

Time spent at customs	Responses	Percent
Within 15 min	13	2.9
< 1 hour	60	13.3
1-2 hours	71	15.7
2-4 hours	63	14.0
Half day	176	39.0
Total	383	84.9
8 hours	1	0.2
Non-response	68	15.1
Grand total	451	100.0

Table 10: Cross-country business responses on time spent at customs

Time spent at customs * country: Crosstabulation						
			country:			Total
			KENYA	TANZANIA	UGANDA	
Time spent at customs	WITHIN 15 MIN	Count	2	6	5	13
		% of Total	.5%	1.6%	1.3%	3.4%
	< 1 HOUR	Count	19	24	17	60
		% of Total	5.0%	6.3%	4.4%	15.7%
	1-2 HOURS	Count	30	11	30	71
		% of Total	7.8%	2.9%	7.8%	18.5%
	2-4 HOURS	Count	25	14	24	63
		% of Total	6.5%	3.7%	6.3%	16.4%
	HALF-FULL DAY	Count	61	46	68	175
		% of Total	15.9%	12.0%	17.8%	45.7%
	8	Count	0	1	0	1
		% of Total	.0%	.3%	.0%	.3%
Total		Count	137	102	144	383
		% of Total	35.8%	26.6%	37.6%	100.0%

Table 11: EAC MDA responses on time spent at customs

Nature of activity /Business: * Time spent at customs Crosstabulation								
			Time spent at customs					Total
			WITHIN 15 MIN	< 1 HOUR	1-2 HOURS	2-4 HOURS	HALF-FULL DAY	
Nature of activity /Business:	CERTIFICATION	Count	2	0	0	0	2	4
		% of Total	6.3%	.0%	.0%	.0%	6.3%	12.5%
	COMMUNICATION	Count	0	0	0	1	0	1
		% of Total	.0%	.0%	.0%	3.1%	.0%	3.1%
	CUSTOMS	Count	1	1	0	0	1	3
		% of Total	3.1%	3.1%	.0%	.0%	3.1%	9.4%
	EAC	Count	0	2	1	1	0	4
		% of Total	.0%	6.3%	3.1%	3.1%	.0%	12.5%
	ECONOMIC ANALYS	Count	0	1	1	0	0	2
		% of Total	.0%	3.1%	3.1%	.0%	.0%	6.3%
	ENERGY	Count	0	0	0	1	0	1
		% of Total	.0%	.0%	.0%	3.1%	.0%	3.1%
	REGISTRATION LICENSING	Count	0	1	1	0	1	3
		% of Total	.0%	3.1%	3.1%	.0%	3.1%	9.4%
	RESEARCH	Count	1	0	0	0	0	1
		% of Total	3.1%	.0%	.0%	.0%	.0%	3.1%
	TPO	Count	1	2	2	2	1	8
		% of Total	3.1%	6.3%	6.3%	6.3%	3.1%	25.0%
	TRANSPORT	Count	0	1	0	1	0	2
		% of Total	.0%	3.1%	.0%	3.1%	.0%	6.3%
	WEIGHBRIDGES	Count	0	1	0	0	1	2
		% of Total	.0%	3.1%	.0%	.0%	3.1%	6.3%
	WORKPERMITS	Count	0	0	0	1	0	1
		% of Total	.0%	.0%	.0%	3.1%	.0%	3.1%
Total		Count	5	9	5	7	6	32
		% of Total	15.6%	28.1%	15.6%	21.9%	18.8%	100.0%

Table 12: Cross-country MDA response comparisons on time spent at customs

MDA Time spent at customs * COUNTRY Crosstabulation						
			COUNTRY			Total
			KENYA	TANZANIA	UGANDA	
MDA Time spent at customs	WITHIN 15 MIN	Count	3	2	0	5
		% of Total	9.4%	6.3%	.0%	15.6%
	< 1 HOUR	Count	5	2	2	9
		% of Total	15.6%	6.3%	6.3%	28.1%
	1-2 HOURS	Count	2	1	2	5
		% of Total	6.3%	3.1%	6.3%	15.6%
	2-4 HOURS	Count	2	1	4	7
		% of Total	6.3%	3.1%	12.5%	21.9%
	HALF-FULL DAY	Count	1	1	4	6
		% of Total	3.1%	3.1%	12.5%	18.8%
	Total	Count	13	7	12	32
		% of Total	40.6%	21.9%	37.5%	100.0%

Table 13: MDA responses on extra costs incurred by businesses at customs

Nature of activity /Business: * Extra-costs incurred at customs Crosstabulation								
			Extra-costs incurred at customs				Total	
			NO EXTRA COSTS	<US\$ 100	US\$ (101-1,000)	US\$ (1,001-5,000)		>US\$ 5,000
Nature of activity	CERTIFICATION	Count	3	0	1	0	0	4
		% of Total	11.1%	.0%	3.7%	.0%	.0%	14.8%
/Business:	COMMUNICATION	Count	0	0	0	1	0	1
		% of Total	.0%	.0%	.0%	3.7%	.0%	3.7%
	CUSTOMS	Count	1	0	0	1	1	3
		% of Total	3.7%	.0%	.0%	3.7%	3.7%	11.1%
	EAC	Count	0	1	0	1	1	3
		% of Total	.0%	3.7%	.0%	3.7%	3.7%	11.1%
	ECONOMIC ANALYSIS	Count	0	1	1	0	0	2
		% of Total	.0%	3.7%	3.7%	.0%	.0%	7.4%
	ENERGY	Count	0	0	0	1	0	1
		% of Total	.0%	.0%	.0%	3.7%	.0%	3.7%
	REGISTRATION LICENSING	Count	0	0	2	1	0	3
		% of Total	.0%	.0%	7.4%	3.7%	.0%	11.1%
	RESEARCH	Count	1	0	0	0	0	1
		% of Total	3.7%	.0%	.0%	.0%	.0%	3.7%
	TPO	Count	0	2	3	1	0	6
		% of Total	.0%	7.4%	11.1%	3.7%	.0%	22.2%
	TRANSPORT	Count	0	0	1	0	1	2
		% of Total	.0%	.0%	3.7%	.0%	3.7%	7.4%
	WEIGHBRIDGES	Count	0	0	0	0	1	1
		% of Total	.0%	.0%	.0%	.0%	3.7%	3.7%
Total	Count	5	4	8	6	4	27	
	% of Total	18.5%	14.8%	29.6%	22.2%	14.8%	100.0%	

Table 14: Cross-country MDA response comparisons on extra-costs incurred by businesses at customs

MDA Extra-costs incurred at customs * COUNTRY Crosstabulation						
			COUNTRY			Total
			KENYA	TANZANIA	UGANDA	
MDA Extra-costs incurred at customs	NO EXTRA COSTS	Count	2	3	0	5
		% of Total	7.4%	11.1%	.0%	18.5%
	<US\$ 100	Count	2	1	1	4
		% of Total	7.4%	3.7%	3.7%	14.8%
	US\$ (101-1,000)	Count	2	2	4	8
		% of Total	7.4%	7.4%	14.8%	29.6%
	US\$ (1,001-5,000)	Count	1	0	5	6
		% of Total	3.7%	.0%	18.5%	22.2%
	>US\$ 5,000	Count	3	0	1	4
		% of Total	11.1%	.0%	3.7%	14.8%
	Total	Count	10	6	11	27
		% of Total	37.0%	22.2%	40.7%	100.0%

Table 15: MDA responses on corruptive practices at customs

Nature of activity /Business: * Corruptive practices at customs Is this a problem for your establishment? Crosstabulation						
			Corruptive practices at customs Is this a problem for your establishment?			Total
			NO OBSTACLE	MINOR OBSTACLE	MAJOR OBSTACLE	
Nature of activity /Business:	CERTIFICATION	Count	3	1	1	5
		% of Total	8.1%	2.7%	2.7%	13.5%
	COMMUNICATION	Count	0	0	1	1
		% of Total	.0%	.0%	2.7%	2.7%
	CUSTOMS	Count	1	1	1	3
		% of Total	2.7%	2.7%	2.7%	8.1%
	EAC	Count	1	3	0	4
		% of Total	2.7%	8.1%	.0%	10.8%
	ECONOMIC ANALYSIS	Count	1	1	0	2
		% of Total	2.7%	2.7%	.0%	5.4%
	ENERGY	Count	0	1	0	1
		% of Total	.0%	2.7%	.0%	2.7%
	REGISTRATION LICENSING	Count	0	2	2	4
		% of Total	.0%	5.4%	5.4%	10.8%
	RESEARCH	Count	0	1	0	1
		% of Total	.0%	2.7%	.0%	2.7%
	TPO	Count	2	2	5	9
		% of Total	5.4%	5.4%	13.5%	24.3%
	TRANSPORT	Count	0	1	1	2
		% of Total	.0%	2.7%	2.7%	5.4%
WEIGHBRIDGES	Count	1	2	1	4	
	% of Total	2.7%	5.4%	2.7%	10.8%	
WORKPERMITS	Count	0	1	0	1	
	% of Total	.0%	2.7%	.0%	2.7%	
Total	Count	9	16	12	37	
	% of Total	24.3%	43.2%	32.4%	100.0%	

Table 16: Cross-country MDA response comparisons on corruptive practices at customs

MDA Corruptive practices at customs. * COUNTRY Crosstabulation						
			COUNTRY			Total
			KENYA	TANZANIA	UGANDA	
MDA Corruptive practices at customs.	NO OBSTACLE	Count	6	1	2	9
		% of Total	16.2%	2.7%	5.4%	24.3%
	MINOR OBSTACLE	Count	3	6	7	16
		% of Total	8.1%	16.2%	18.9%	43.2%
	MAJOR OBSTACLE	Count	4	2	6	12
		% of Total	10.8%	5.4%	16.2%	32.4%
Total	Count	13	9	15	37	
	% of Total	35.1%	24.3%	40.5%	100.0%	

Table 17: Relationship between corruptive practices, time spent and extra costs incurred at customs

Extra-costs incurred at customs * Time spent at customs * Corruptive practices at customs Is this a problem for your establishment? Crosstabulation									
Corruptive practices at customs Is this a				Time spent at customs					Total
				WITHIN 15 MIN	< 1 HOUR	1-2 HOURS	2-4 HOURS	HALF-FULL DAY	
NO OBSTACLE	Extra-costs incurred at customs	NO EXTRA COSTS	Count	8	11	6	4	7	36
			% within Extra-costs incurred at customs	22.2%	30.6%	16.7%	11.1%	19.4%	100.0%
		<US\$ 100	Count	0	3	3	3	1	10
			% within Extra-costs incurred at customs	.0%	30.0%	30.0%	30.0%	10.0%	100.0%
		US\$ (101-1,000)	Count	0	2	3	1	14	20
			% within Extra-costs incurred at customs	.0%	10.0%	15.0%	5.0%	70.0%	100.0%
MINOR OBSTACLE	Extra-costs incurred at customs	US\$ (1,001-5,000)	Count	0	0	2	3	13	18
			% within Extra-costs incurred at customs	.0%	.0%	11.1%	16.7%	72.2%	100.0%
		>US\$ 5,000	Count	0	2	0	1	9	12
			% within Extra-costs incurred at customs	.0%	16.7%	.0%	8.3%	75.0%	100.0%
		Total	Count	8	18	14	12	44	96
			% within Extra-costs incurred at customs	8.3%	18.8%	14.6%	12.5%	45.8%	100.0%
MAJOR OBSTACLE	Extra-costs incurred at customs	NO EXTRA COSTS	Count	2	6	3	3	4	18
			% within Extra-costs incurred at customs	11.1%	33.3%	16.7%	16.7%	22.2%	100.0%
		<US\$ 100	Count	0	8	14	7	8	37
			% within Extra-costs incurred at customs	.0%	21.6%	37.8%	18.9%	21.6%	100.0%
		US\$ (101-1,000)	Count	1	12	16	8	17	54
			% within Extra-costs incurred at customs	1.9%	22.2%	29.6%	14.8%	31.5%	100.0%
MAJOR OBSTACLE	Extra-costs incurred at customs	US\$ (1,001-5,000)	Count	0	0	7	9	16	32
			% within Extra-costs incurred at customs	.0%	.0%	21.9%	28.1%	50.0%	100.0%
		>US\$ 5,000	Count	0	0	0	5	20	25
			% within Extra-costs incurred at customs	.0%	.0%	.0%	20.0%	80.0%	100.0%
		Total	Count	3	26	40	32	65	166
			% within Extra-costs incurred at customs	1.8%	15.7%	24.1%	19.3%	39.2%	100.0%
MAJOR OBSTACLE	Extra-costs incurred at customs	NO EXTRA COSTS	Count	2	2	0	1	0	5
			% within Extra-costs incurred at customs	40.0%	40.0%	.0%	20.0%	.0%	100.0%
		<US\$ 100	Count	0	2	4	1	6	13
			% within Extra-costs incurred at customs	.0%	15.4%	30.8%	7.7%	46.2%	100.0%
		US\$ (101-1,000)	Count	0	3	5	5	14	27
			% within Extra-costs incurred at customs	.0%	11.1%	18.5%	18.5%	51.9%	100.0%
MAJOR OBSTACLE	Extra-costs incurred at customs	US\$ (1,001-5,000)	Count	0	0	1	3	10	14
			% within Extra-costs incurred at customs	.0%	.0%	7.1%	21.4%	71.4%	100.0%
		>US\$ 5,000	Count	0	1	2	5	23	31
			% within Extra-costs incurred at customs	.0%	3.2%	6.5%	16.1%	74.2%	100.0%
		Total	Count	2	8	12	15	53	90
			% within Extra-costs incurred at customs	2.2%	8.9%	13.3%	16.7%	58.9%	100.0%

Table 18: Summary of business responses on customs procedures

Country	Response	Competence of customs officers	Fairness of treatment	Understanding of customs regulations	Time spent at customs	Extra costs incurred at customs	Corruptive practices at customs
Kenya	Total respondents	150	148	148	137	142	141
	Mean	1.85	1.99	1.78	3.91	3.18	2.01
	Median	2	2	2	4	3	2
Tanzania	Total respondents	109	112	111	101	97	104
	Mean	1.84	1.96	1.74	3.69	2.85	2.1
	Median	2	2	2	4	3	2
Uganda	Total respondents	152	146	146	144	138	147
	Mean	1.69	1.77	1.73	3.92	3.09	1.88
	Median	2	2	2	4	3	2
EAC	Total respondents	411	406	405	382	377	392
	Mean average	1.79	1.91	1.75	3.84	3.04	2.00
	Median average	2	2	2	4	3	2

**Immigration procedures and work permits: Responses by MDAS**

Table 19: Summary of business responses to competence of immigration officers

Case Processing Summary						
	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
country: * Competence of immigration officers	383	84.9%	68	15.1%	451	100.0%
country: * Fairness of treatment	370	82.0%	81	18.0%	451	100.0%
country: * Understanding of immigration procedures/regulations	366	81.2%	85	18.8%	451	100.0%
country: * Time spent at immigration (border crossing)	370	82.0%	81	18.0%	451	100.0%
country: * Time required for obtaining work permits	332	73.6%	119	26.4%	451	100.0%
country: * Bribes immigration/ work permit procedures.Is this a problem for your est	373	82.7%	78	17.3%	451	100.0%
country: * Information on regulations/procedures	371	82.3%	80	17.7%	451	100.0%
country: * Paperwork)	368	81.6%	83	18.4%	451	100.0%
country: * Training of immigration officers	369	81.8%	82	18.2%	451	100.0%
country: * B253 Treatment of EAC cit	359	79.6%	92	20.4%	451	100.0%
country: * B254 Work	341	75.6%	110	24.4%	451	100.0%



Table 20: MDA responses on competence of immigration officers

<b>Nature of activity /Business: * Competence of immigration officers Crosstabulation</b>						
			Competence of immigration officers			Total
			NOT A PROBLEM	SOMETIMES PROBLEMATIC	ALWAYS PROBLEMATIC	
Nature of activity /Business:	CERTIFICATION	Count	2	3	0	5
		% of Total	5.3%	7.9%	.0%	13.2%
	COMMUNICATION	Count	1	0	0	1
		% of Total	2.6%	.0%	.0%	2.6%
	CUSTOMS	Count	1	0	0	1
		% of Total	2.6%	.0%	.0%	2.6%
	EAC	Count	1	3	0	4
		% of Total	2.6%	7.9%	.0%	10.5%
	ECONOMIC ANALYSIS	Count	2	0	0	2
		% of Total	5.3%	.0%	.0%	5.3%
	ENERGY	Count	0	1	0	1
		% of Total	.0%	2.6%	.0%	2.6%
	REGISTRATION LICENSING	Count	2	3	0	5
		% of Total	5.3%	7.9%	.0%	13.2%
	RESEARCH	Count	1	0	0	1
		% of Total	2.6%	.0%	.0%	2.6%
	TPO	Count	8	2	1	11
		% of Total	21.1%	5.3%	2.6%	28.9%
	TRANSPORT	Count	1	0	0	1
		% of Total	2.6%	.0%	.0%	2.6%
	WEIGHBRIDGES	Count	3	1	0	4
		% of Total	7.9%	2.6%	.0%	10.5%
	WORKPERMITS	Count	1	1	0	2
		% of Total	2.6%	2.6%	.0%	5.3%
Total		Count	23	14	1	38
		% of Total	60.5%	36.8%	2.6%	100.0%

Table 21: Cross-country MDA response comparisons on competence of immigration officers

<b>MDA Competence of immigration officers * COUNTRY Crosstabulation</b>						
			COUNTRY			Total
			KENYA	TANZANIA	UGANDA	
MDA Competence of immigration officers	NOT A PROBLEM	Count	12	6	5	23
		% of Total	31.6%	15.8%	13.2%	60.5%
	SOMETIMES PROBLEMATIC	Count	4	3	7	14
		% of Total	10.5%	7.9%	18.4%	36.8%
	ALWAYS PROBLEMATIC	Count	0	0	1	1
		% of Total	.0%	.0%	2.6%	2.6%
Total		Count	16	9	13	38
		% of Total	42.1%	23.7%	34.2%	100.0%

Table 22: Cross-country comparisons of business response to fairness of treatment at immigration

Fairness of treatment * Country Crosstabulation						
			Country			Total
			KENYA	TANZANIA	UGANDA	
Fairness of treatment	NOT A PROBLEM	Count	36	27	44	107
		% within Country	25.5%	30.3%	31.4%	28.9%
	SOMETIMES PROBLEMATIC	Count	80	48	83	211
		% within Country	56.7%	53.9%	59.3%	57.0%
	ALWAYS PROBLEMATIC	Count	25	14	13	52
		% within Country	17.7%	15.7%	9.3%	14.1%
Total	Count	141	89	140	370	
	% within Country	100.0%	100.0%	100.0%	100.0%	

Table 23: MDA responses on time spent at immigration border crossings

Nature of activity /Business: * Time spent at immigration (border crossing) Crosstabulation							
			Time spent at immigration (border crossing)				Total
			< 5 MINUTES	5-30 MINUTES	(0.5 - 1) HOUR	> 2 HOURS	
Nature of activity /Business:	CERTIFICATION	Count	0	2	1	2	5
		% of Total	.0%	6.3%	3.1%	6.3%	15.6%
	COMMUNICATION	Count	0	0	1	0	1
		% of Total	.0%	.0%	3.1%	.0%	3.1%
	CUSTOMS	Count	0	1	0	0	1
		% of Total	.0%	3.1%	.0%	.0%	3.1%
	EAC	Count	0	2	2	0	4
		% of Total	.0%	6.3%	6.3%	.0%	12.5%
	ECONOMIC ANALYSIS	Count	1	1	0	0	2
		% of Total	3.1%	3.1%	.0%	.0%	6.3%
	ENERGY	Count	0	0	1	0	1
		% of Total	.0%	.0%	3.1%	.0%	3.1%
	REGISTRATION LICENSING	Count	1	0	3	0	4
		% of Total	3.1%	.0%	9.4%	.0%	12.5%
	RESEARCH	Count	1	0	0	0	1
		% of Total	3.1%	.0%	.0%	.0%	3.1%
	TPO	Count	1	5	2	0	8
		% of Total	3.1%	15.6%	6.3%	.0%	25.0%
	TRANSPORT	Count	1	0	0	0	1
		% of Total	3.1%	.0%	.0%	.0%	3.1%
WEIGHBRIDGES	Count	0	1	1	0	2	
	% of Total	.0%	3.1%	3.1%	.0%	6.3%	
WORKPERMITS	Count	2	0	0	0	2	
	% of Total	6.3%	.0%	.0%	.0%	6.3%	
Total	Count	7	12	11	2	32	
	% of Total	21.9%	37.5%	34.4%	6.3%	100.0%	

Table 24: Business responses on competence of immigration officers

<b>Competence of immigration officers * Country Crosstabulation</b>						
			Country			Total
			KENYA	TANZANIA	UGANDA	
Competence of immigration officers	NOT A PROBLEM	Count	57	41	57	155
		% within Country	40.1%	43.6%	38.8%	40.5%
	SOMETIMES PROBLEMATIC	Count	66	50	77	193
		% within Country	46.5%	53.2%	52.4%	50.4%
	ALWAYS PROBLEMATIC	Count	19	3	13	35
		% within Country	13.4%	3.2%	8.8%	9.1%
Total	Count	142	94	147	383	
	% within Country	100.0%	100.0%	100.0%	100.0%	

Table 25: Cross-country MDA response comparisons on time spent at immigration border crossings

<b>MDA Time spent at immigration (border crossing) * COUNTRY Crosstabulation</b>						
			COUNTRY			Total
			KENYA	TANZANIA	UGANDA	
MDA Time spent at immigration (border crossing)	< 5 MINUTES	Count	3	2	2	7
		% of Total	9.4%	6.3%	6.3%	21.9%
	5-30 MINUTES	Count	6	2	4	12
		% of Total	18.8%	6.3%	12.5%	37.5%
	(0.5 - 1) HOUR	Count	4	1	6	11
		% of Total	12.5%	3.1%	18.8%	34.4%
	> 2 HOURS	Count	1	1	0	2
		% of Total	3.1%	3.1%	.0%	6.3%
Total	Count	14	6	12	32	
	% of Total	43.8%	18.8%	37.5%	100.0%	

Table 26: EAC MDA responses on time spent by businesses to obtain work permits

Nature of activity /Business: * Time required for obtaining work permits Crosstabulation								
			Time required for obtaining work permits					Total
			1 - 10) DAYS	10 DAYS - 1 MONTH	(1 - 2) MONTH	(2 - 5) MONTHS	UPTO ONE YEAR	
Nature of activity /Business:	CERTIFICATION	Count	1	1	0	0	0	2
		% of Total	4.2%	4.2%	.0%	.0%	.0%	8.3%
	COMMUNICATION	Count	0	1	0	0	0	1
		% of Total	.0%	4.2%	.0%	.0%	.0%	4.2%
EAC		Count	0	1	1	1	0	3
		% of Total	.0%	4.2%	4.2%	4.2%	.0%	12.5%
ECONOMIC ANALYSIS		Count	1	1	0	0	0	2
		% of Total	4.2%	4.2%	.0%	.0%	.0%	8.3%
ENERGY		Count	0	0	1	0	0	1
		% of Total	.0%	.0%	4.2%	.0%	.0%	4.2%
REGISTRATION LICENSING		Count	1	0	0	2	0	3
		% of Total	4.2%	.0%	.0%	8.3%	.0%	12.5%
RESEARCH		Count	1	0	0	0	0	1
		% of Total	4.2%	.0%	.0%	.0%	.0%	4.2%
TPO		Count	0	4	3	0	1	8
		% of Total	.0%	16.7%	12.5%	.0%	4.2%	33.3%
WEIGHBRIDGES		Count	0	0	0	1	0	1
		% of Total	.0%	.0%	.0%	4.2%	.0%	4.2%
WORKPERMITS		Count	0	1	1	0	0	2
		% of Total	.0%	4.2%	4.2%	.0%	.0%	8.3%
Total		Count	4	9	6	4	1	24
		% of Total	16.7%	37.5%	25.0%	16.7%	4.2%	100.0%

Table 27: Business responses on time spent at border crossings

Time spent at immigration (border crossing) * Country Crosstabulation						
			Country			Total
			KENYA	TANZANIA	UGANDA	
Time spent at immigration (border crossing)	< 5 MINUTES	Count	4	13	13	30
		% within Country	2.9%	13.5%	9.5%	8.1%
	5-30 MINUTES	Count	40	23	49	112
		% within Country	29.4%	24.0%	35.8%	30.4%
	(0.5 - 1) HOUR	Count	42	26	42	110
		% within Country	30.9%	27.1%	30.7%	29.8%
	(1-2) HOURS	Count	26	15	14	55
		% within Country	19.1%	15.6%	10.2%	14.9%
	> 2 HOURS	Count	24	19	19	62
		% within Country	17.6%	19.8%	13.9%	16.8%
Total		Count	136	96	137	369
		% within Country	100.0%	100.0%	100.0%	100.0%

Table 28: Cross-country MDA response comparisons on time taken to obtain work permits

MDA Time required for obtaining work permits * COUNTRY Crosstabulation						
			COUNTRY			Total
			KENYA	TANZANIA	UGANDA	
MDA Time required for obtaining work permits	(1 - 10) DAYS	Count	1	1	2	4
		% of Total	4.2%	4.2%	8.3%	16.7%
	10 DAYS - 1 MONTH	Count	3	4	2	9
		% of Total	12.5%	16.7%	8.3%	37.5%
	(1 - 2) MONTH	Count	3	0	3	6
		% of Total	12.5%	.0%	12.5%	25.0%
	(2 - 5) MONTHS	Count	1	0	3	4
		% of Total	4.2%	.0%	12.5%	16.7%
	UPTO ONE YEAR	Count	0	0	1	1
		% of Total	.0%	.0%	4.2%	4.2%
	Total	Count	8	5	11	24
		% of Total	33.3%	20.8%	45.8%	100.0%

Table 29: Cross-country business comparisons of corruption at immigration border crossings and issuance of work permits

Bribes immigration/ work permit procedures.Is this a problem for your est * Country Crosstabulation						
			Country			Total
			KENYA	TANZANIA	UGANDA	
Bribes immigration/ work permit procedures.Is this a problem for your est	NO OBSTACLE	Count	44	34	48	126
		% within Count	31.7%	38.2%	33.8%	34.1%
	MINOR OBSTACLE	Count	44	40	70	154
		% within Count	31.7%	44.9%	49.3%	41.6%
	MAJOR OBSTACLE	Count	51	15	24	90
		% within Count	36.7%	16.9%	16.9%	24.3%
Total	Count	139	89	142	370	
	% within Count	100.0%	100.0%	100.0%	100.0%	

Table 30: MDA responses on fairness of treatment at immigration

Nature of activity /Business: * Fairness of treatment Crosstabulation						
			Fairness of treatment			Total
			NOT A PROBLEM	SOMETIMES PROBLEMATIC	ALWAYS PROBLEMATIC	
Nature of activity /Business:	CERTIFICATION	Count	2	1	0	3
		% of Total	5.7%	2.9%	.0%	8.6%
	COMMUNICATION	Count	1	0	0	1
		% of Total	2.9%	.0%	.0%	2.9%
	CUSTOMS	Count	1	0	0	1
		% of Total	2.9%	.0%	.0%	2.9%
	EAC	Count	0	3	1	4
		% of Total	.0%	8.6%	2.9%	11.4%
	ECONOMIC ANALYSIS	Count	1	1	0	2
		% of Total	2.9%	2.9%	.0%	5.7%
	ENERGY	Count	0	1	0	1
		% of Total	.0%	2.9%	.0%	2.9%
	REGISTRATION LICENSING	Count	2	2	1	5
		% of Total	5.7%	5.7%	2.9%	14.3%
	RESEARCH	Count	1	0	0	1
		% of Total	2.9%	.0%	.0%	2.9%
	TPO	Count	3	5	2	10
		% of Total	8.6%	14.3%	5.7%	28.6%
	TRANSPORT	Count	1	0	0	1
		% of Total	2.9%	.0%	.0%	2.9%
	WEIGHBRIDGES	Count	2	2	0	4
		% of Total	5.7%	5.7%	.0%	11.4%
	WORKPERMITS	Count	0	2	0	2
		% of Total	.0%	5.7%	.0%	5.7%
Total		Count	14	17	4	35
		% of Total	40.0%	48.6%	11.4%	100.0%

Table 31: Cross-country MDA response comparisons on fairness of treatment at immigration

MDA Fairness of treatment * COUNTRY Crosstabulation						
			COUNTRY			Total
			KENYA	TANZANIA	UGANDA	
MDA Fairness of treatment	NOT A PROBLEM	Count	8	4	2	14
		% of Total	22.9%	11.4%	5.7%	40.0%
	SOMETIMES PROBLEMATIC	Count	5	4	8	17
		% of Total	14.3%	11.4%	22.9%	48.6%
	ALWAYS PROBLEMATIC	Count	2	0	2	4
		% of Total	5.7%	.0%	5.7%	11.4%
Total		Count	15	8	12	35
		% of Total	42.9%	22.9%	34.3%	100.0%

Table 32: EAC and cross-country business response comparisons on understanding of immigration procedures and regulations

Understanding of immigration procedures/regulations * Country Crosstabulation						
			Country			Total
			KENYA	TANZANIA	UGANDA	
Understanding of immigration procedures/regulations	NOT A PROBLEM	Count	53	38	61	152
		% within Country	38.1%	43.2%	43.9%	41.5%
	SOMETIMES PROBLEMATIC	Count	71	39	60	170
		% within Country	51.1%	44.3%	43.2%	46.4%
	ALWAYS PROBLEMATIC	Count	15	11	18	44
		% within Country	10.8%	12.5%	12.9%	12.0%
Total	Count	139	88	139	366	
	% within Country	100.0%	100.0%	100.0%	100.0%	

Table 33: MDA responses on understanding of immigration procedures/regulations

Nature of activity /Business: * Understanding of immigration procedures/regulations Crosstabulation						
			Understanding of immigration procedures/regulations			Total
			NOT A PROBLEM	SOMETIMES PROBLEMATIC	ALWAYS PROBLEMATIC	
Nature of activity /Business:	CERTIFICATION	Count	1	2	1	4
		% of Total	2.9%	5.7%	2.9%	11.4%
	COMMUNICATION	Count	1	0	0	1
		% of Total	2.9%	.0%	.0%	2.9%
	CUSTOMS	Count	1	0	0	1
		% of Total	2.9%	.0%	.0%	2.9%
	EAC	Count	2	2	0	4
		% of Total	5.7%	5.7%	.0%	11.4%
	ECONOMIC ANALYSIS	Count	1	1	0	2
		% of Total	2.9%	2.9%	.0%	5.7%
	ENERGY	Count	0	1	0	1
		% of Total	.0%	2.9%	.0%	2.9%
	REGISTRATION LICENSING	Count	2	3	0	5
		% of Total	5.7%	8.6%	.0%	14.3%
	RESEARCH	Count	1	0	0	1
		% of Total	2.9%	.0%	.0%	2.9%
	TPO	Count	7	2	1	10
		% of Total	20.0%	5.7%	2.9%	28.6%
	TRANSPORT	Count	1	0	0	1
		% of Total	2.9%	.0%	.0%	2.9%
WEIGHBRIDGES	Count	2	0	1	3	
	% of Total	5.7%	.0%	2.9%	8.6%	
WORKPERMITS	Count	1	1	0	2	
	% of Total	2.9%	2.9%	.0%	5.7%	
Total	Count	20	12	3	35	
	% of Total	57.1%	34.3%	8.6%	100.0%	

Table 34: Cross-country MDA response comparisons on understanding of immigration procedures

MDA Understanding of immigration procedures/regulations * COUNTRY Crosstabulation						
			COUNTRY			Total
			KENYA	TANZANIA	UGANDA	
MDA Understanding of immigration procedures/regulations	NOT A PROBLEM	Count	11	3	6	20
		% of Total	31.4%	8.6%	17.1%	57.1%
	SOMETIMES PROBLEMATIC	Count	3	3	6	12
		% of Total	8.6%	8.6%	17.1%	34.3%
	ALWAYS PROBLEMATIC	Count	1	2	0	3
		% of Total	2.9%	5.7%	.0%	8.6%
Total	Count	15	8	12	35	
	% of Total	42.9%	22.9%	34.3%	100.0%	

Table 35: Business responses on time taken to obtain work permits

Time required for obtaining work permits * Country Crosstabulation						
			Country			Total
			KENYA	TANZANIA	UGANDA	
Time required for obtaining work permits	(1 - 10) DAYS	Count	7	11	17	35
		% within Country	5.3%	15.1%	13.4%	10.5%
	10 DAYS - 1 MONTH	Count	19	15	25	59
		% within Country	14.4%	20.5%	19.7%	17.8%
	(1 - 2) MONTH	Count	43	27	35	105
		% within Country	32.6%	37.0%	27.6%	31.6%
	(2 - 5) MONTHS	Count	50	14	40	104
		% within Country	37.9%	19.2%	31.5%	31.3%
	UPTO ONE YEAR	Count	13	6	10	29
		% within Country	9.8%	8.2%	7.9%	8.7%
	Total	Count	132	73	127	332
		% within Country	100.0%	100.0%	100.0%	100.0%



Table 36: MDA responses on corruptive practices at immigration border crossings and issuance of work permits for businesses

<b>Nature of activity /Business: * Bribes immigration/ work permit procedures.Is this a problem for your est Crosstabulation</b>						
			Bribes immigration/ work permit procedures.Is this a problem for your est			Total
			NO OBSTACLE	MINOR OBSTACLE	MAJOR OBSTACLE	
Nature of activity /Business:	CERTIFICATION	Count	0	3	2	5
		% of Total	.0%	8.8%	5.9%	14.7%
	COMMUNICATION	Count	0	0	1	1
		% of Total	.0%	.0%	2.9%	2.9%
	EAC	Count	0	4	0	4
		% of Total	.0%	11.8%	.0%	11.8%
	ECONOMIC ANALYSIS	Count	1	1	0	2
		% of Total	2.9%	2.9%	.0%	5.9%
	ENERGY	Count	0	1	0	1
		% of Total	.0%	2.9%	.0%	2.9%
	REGISTRATION LICENSING	Count	1	3	1	5
		% of Total	2.9%	8.8%	2.9%	14.7%
	RESEARCH	Count	1	0	0	1
		% of Total	2.9%	.0%	.0%	2.9%
	TPO	Count	2	3	4	9
		% of Total	5.9%	8.8%	11.8%	26.5%
	TRANSPORT	Count	1	0	0	1
		% of Total	2.9%	.0%	.0%	2.9%
	WEIGHBRIDGES	Count	0	1	2	3
		% of Total	.0%	2.9%	5.9%	8.8%
	WORKPERMITS	Count	1	1	0	2
		% of Total	2.9%	2.9%	.0%	5.9%
Total		Count	7	17	10	34
		% of Total	20.6%	50.0%	29.4%	100.0%

Table 37: Cross-country MDA response comparisons on corruptive practices at border crossings and issuance of work permits

<b>MDA Bribes immigration/ work permit procedures. * COUNTRY Crosstabulation</b>						
		COUNTRY			Total	
		KENYA	TANZANIA	UGANDA		
MDA Bribes immigrat work permit procedur	NO OBSTACLE	Count	2	3	2	7
		% of Total	5.9%	8.8%	5.9%	20.6%
	MINOR OBSTAC	Count	8	3	6	17
		% of Total	23.5%	8.8%	17.6%	50.0%
	MAJOR OBSTA	Count	4	1	5	10
		% of Total	11.8%	2.9%	14.7%	29.4%
Total		Count	14	7	13	34
		% of Total	41.2%	20.6%	38.2%	100.0%

Table 38: Mean averages of NTBs experienced under immigration procedures

Case Summaries							
Country		Competence of immigration officers	Fairness of treatment	Understanding of immigration procedures/regulations	Time spent at immigration (border crossing)	Time required for obtaining work permits	Bribes immigration/work permit procedures. Is this a problem for your est
KENYA	N	142	141	139	136	132	139
	Mean	1.73	1.92	1.73	3.19	3.33	2.05
	Median	2.00	2.00	2.00	3.00	3.00	2.00
	Grouped Media	1.69	1.91	1.69	3.09	3.40	2.07
TANZANIA	N	94	89	88	96	73	89
	Mean	1.60	1.85	1.69	3.04	2.85	1.79
	Median	2.00	2.00	2.00	3.00	3.00	2.00
	Grouped Media	1.58	1.83	1.65	2.96	2.86	1.74
UGANDA	N	147	140	139	137	127	142
	Mean	1.70	1.78	1.69	2.83	3.01	1.83
	Median	2.00	2.00	2.00	3.00	3.00	2.00
	Grouped Media	1.67	1.76	1.64	2.68	3.11	1.80
Total	N	383	370	366	369	332	370
	Mean	1.69	1.85	1.70	3.02	3.10	1.90
	Median	2.00	2.00	2.00	3.00	3.00	2.00
	Grouped Media	1.66	1.83	1.66	2.89	3.19	1.87

### Responses on obstacles under Business Registration

Table 39: Business responses on time taken to obtain business registration and licensing

country: * Time spent in obtaining business registration & licenses( Crosstabulation								
			Time spent in obtaining business registration & licenses(					Total
			1 - 5 DAYS	6 - 10 DAYS	11-30 DAYS	1 - 2 MONTHS	> 2 MONTHS	
country: KENYA	Count		22	20	36	38	24	140
	% within country:		15.7%	14.3%	25.7%	27.1%	17.1%	100.0%
TANZANIA	Count		18	28	29	16	21	112
	% within country:		16.1%	25.0%	25.9%	14.3%	18.8%	100.0%
UGANDA	Count		31	41	45	21	10	148
	% within country:		20.9%	27.7%	30.4%	14.2%	6.8%	100.0%
Total	Count		71	89	110	75	55	400
	% within country:		17.8%	22.3%	27.5%	18.8%	13.8%	100.0%

Table 40: MDA responses on time spent for business registration and licenses

Nature of activity /Business: * Time spent in obtaining business registration & licenses( Crosstabulation								
		Time spent in obtaining business registration & licenses(					Total	
		- 5 DAYS	- 10 DAYS	1-30 DAYS	- 2 MONTHS	2 MONTHS		
Nature of activity	CERTIFICATION	Count	1	0	2	0	0	3
		% of Total	3.6%	.0%	7.1%	.0%	.0%	10.7%
/Business	COMMUNICATION	Count	0	0	1	0	0	1
		% of Total	.0%	.0%	3.6%	.0%	.0%	3.6%
EAC		Count	0	0	1	1	2	4
		% of Total	.0%	.0%	3.6%	3.6%	7.1%	14.3%
ECONOMIC ANAL		Count	1	0	1	0	0	2
		% of Total	3.6%	.0%	3.6%	.0%	.0%	7.1%
ENERGY		Count	0	1	0	0	0	1
		% of Total	.0%	3.6%	.0%	.0%	.0%	3.6%
REGISTRATION LICENSING		Count	1	1	4	0	0	6
		% of Total	3.6%	3.6%	14.3%	.0%	.0%	21.4%
RESEARCH		Count	1	0	0	0	0	1
		% of Total	3.6%	.0%	.0%	.0%	.0%	3.6%
TPO		Count	2	0	3	1	0	6
		% of Total	7.1%	.0%	10.7%	3.6%	.0%	21.4%
TRANSPORT		Count	0	0	1	0	0	1
		% of Total	.0%	.0%	3.6%	.0%	.0%	3.6%
WEIGHBRIDGES		Count	1	0	1	0	0	2
		% of Total	3.6%	.0%	3.6%	.0%	.0%	7.1%
WORKPERMITS		Count	0	0	1	0	0	1
		% of Total	.0%	.0%	3.6%	.0%	.0%	3.6%
Total		Count	7	2	15	2	2	28
		% of Total	25.0%	7.1%	53.6%	7.1%	7.1%	100.0%

Table 41: Cross-country MDA response comparisons on time spent to obtain business registration and licenses

MDA Time spent in obtaining business registration & licenses( * COUNTRY Crosstabulation						
		COUNTRY			Total	
		KENYA	TANZANIA	UGANDA		
MDA Time spent in obtaining business registration & licenses(	1 - 5 DAYS	Count	1	5	1	7
		% of Total	3.6%	17.9%	3.6%	25.0%
	6 - 10 DAYS	Count	0	0	2	2
		% of Total	.0%	.0%	7.1%	7.1%
	11-30 DAYS	Count	6	4	5	15
		% of Total	21.4%	14.3%	17.9%	53.6%
	1 - 2 MONTHS	Count	1	0	1	2
		% of Total	3.6%	.0%	3.6%	7.1%
	> 2 MONTHS	Count	1	0	1	2
		% of Total	3.6%	.0%	3.6%	7.1%
Total		Count	9	9	10	28
		% of Total	32.1%	32.1%	35.7%	100.0%

Table 42: MDA responses on time spent for business registration and licenses

Nature of activity /Business: * Time spent in obtaining business registration & licenses( Crosstabulation								
			Time spent in obtaining business registration & licenses(					Total
			1 - 5 DAYS	6 - 10 DAYS	11-30 DAYS	1 - 2 MONTHS	> 2 MONTHS	
Nature of activity /Business:	CERTIFICATION	Count	1	0	2	0	0	3
		% of Total	3.6%	.0%	7.1%	.0%	.0%	10.7%
	COMMUNICATION	Count	0	0	1	0	0	1
		% of Total	.0%	.0%	3.6%	.0%	.0%	3.6%
EAC		Count	0	0	1	1	2	4
		% of Total	.0%	.0%	3.6%	3.6%	7.1%	14.3%
ECONOMIC ANALY		Count	1	0	1	0	0	2
		% of Total	3.6%	.0%	3.6%	.0%	.0%	7.1%
ENERGY		Count	0	1	0	0	0	1
		% of Total	.0%	3.6%	.0%	.0%	.0%	3.6%
REGISTRATION LICENSING		Count	1	1	4	0	0	6
		% of Total	3.6%	3.6%	14.3%	.0%	.0%	21.4%
RESEARCH		Count	1	0	0	0	0	1
		% of Total	3.6%	.0%	.0%	.0%	.0%	3.6%
TPO		Count	2	0	3	1	0	6
		% of Total	7.1%	.0%	10.7%	3.6%	.0%	21.4%
TRANSPORT		Count	0	0	1	0	0	1
		% of Total	.0%	.0%	3.6%	.0%	.0%	3.6%
WEIGHBRIDGES		Count	1	0	1	0	0	2
		% of Total	3.6%	.0%	3.6%	.0%	.0%	7.1%
WORKPERMITS		Count	0	0	1	0	0	1
		% of Total	.0%	.0%	3.6%	.0%	.0%	3.6%
Total		Count	7	2	15	2	2	28
		% of Total	25.0%	7.1%	53.6%	7.1%	7.1%	100.0%

Table 43: Cross-country MDA response comparisons on time spent to obtain business registration and licenses

MDA Time spent in obtaining business registration & licenses( * COUNTRY Crosstabulation						
			COUNTRY			Total
			KENYA	TANZANIA	UGANDA	
MDA Time spent in obtaining business registration & licenses(	1 - 5 DAYS	Count	1	5	1	7
		% of Total	3.6%	17.9%	3.6%	25.0%
	6 - 10 DAYS	Count	0	0	2	2
		% of Total	.0%	.0%	7.1%	7.1%
	11-30 DAYS	Count	6	4	5	15
		% of Total	21.4%	14.3%	17.9%	53.6%
	1 - 2 MONTHS	Count	1	0	1	2
		% of Total	3.6%	.0%	3.6%	7.1%
	> 2 MONTHS	Count	1	0	1	2
		% of Total	3.6%	.0%	3.6%	7.1%
Total		Count	9	9	10	28
		% of Total	32.1%	32.1%	35.7%	100.0%

Table 44: Cross-country business response comparisons on corruptive practices in business registration and licensing

<b>Corruptive practices in business registration and licensing to speed up p * Country Crosstabulation</b>						
			Country			Total
			KENYA	TANZANIA	UGANDA	
Corruptive practices in business registration and licensing to speed up p	NO OBSTACLE	Count	56	49	69	174
		% within Country	39.4%	43.8%	46.0%	43.1%
	MINOR OBSTACLE	Count	63	40	60	163
		% within Country	44.4%	35.7%	40.0%	40.3%
	MAJOR OBSTACLE	Count	23	23	21	67
		% within Country	16.2%	20.5%	14.0%	16.6%
Total	Count	142	112	150	404	
	% within Country	100.0%	100.0%	100.0%	100.0%	

Table 45: MDA responses on corruptive practices in business registration and licensing

<b>MDA Corruptive practices in business registration and licensing to speed up p * COUNTRY Crosstabulation</b>						
			COUNTRY			Total
			KENYA	TANZANIA	UGANDA	
MDA Corruptive practices in business registration and licensing to speed up p	NO OBSTACLE	Count	2	6	2	10
		% of Total	6.3%	18.8%	6.3%	31.3%
	MINOR OBSTACLE	Count	7	2	5	14
		% of Total	21.9%	6.3%	15.6%	43.8%
	MAJOR OBSTACLE	Count	2	1	5	8
		% of Total	6.3%	3.1%	15.6%	25.0%
Total	Count	11	9	12	32	
	% of Total	34.4%	28.1%	37.5%	100.0%	

### Responses on police roadblocks

Table 46: Business responses on competence of police officers

<b>country: * Competence of police officers Crosstabulation</b>					
		Competence of police officers			Total
		NOT A PROBLEM	SOMETIMES PROBLEMATIC	ALWAYS PROBLEMATIC	
country: KENYA	Count	13	70	70	153
	% within country:	8.5%	45.8%	45.8%	100.0%
TANZANIA	Count	20	51	34	105
	% within country:	19.0%	48.6%	32.4%	100.0%
UGANDA	Count	47	79	27	153
	% within country:	30.7%	51.6%	17.6%	100.0%
Total	Count	80	200	131	411
	% within country:	19.5%	48.7%	31.9%	100.0%

Table 47: Cross-country business responses on fairness of treatment at police roadblocks

<b>country: * Fairness of treatment Crosstabulation</b>						
			Fairness of treatment			Total
			NOT A PROBLEM	SOMETIMES PROBLEMATIC	ALWAYS PROBLEMATIC	
country: KENYA	Count		8	71	74	153
	% within country:		5.2%	46.4%	48.4%	100.0%
TANZANIA	Count		14	52	37	103
	% within country:		13.6%	50.5%	35.9%	100.0%
UGANDA	Count		42	83	23	148
	% within country:		28.4%	56.1%	15.5%	100.0%
Total	Count		64	206	134	404
	% within country:		15.8%	51.0%	33.2%	100.0%

Table 48: Cross-country business responses on explanations of reasons for stopping vehicles

<b>country: * Explanation on reasons for stopping vehicles Crosstabulation</b>						
			Explanation on reasons for stopping vehicles			Total
			NOT A PROBLEM	SOMETIMES PROBLEMATIC	ALWAYS PROBLEMATIC	
country: KENYA	Count		13	55	84	152
	% within country:		8.6%	36.2%	55.3%	100.0%
TANZANIA	Count		16	41	45	102
	% within country:		15.7%	40.2%	44.1%	100.0%
UGANDA	Count		40	78	31	149
	% within country:		26.8%	52.3%	20.8%	100.0%
Total	Count		69	174	160	403
	% within country:		17.1%	43.2%	39.7%	100.0%

Table 49: Cross-country business response comparisons on reliability of rules at police roadblocks

<b>country: * You can rely on the rules at police roadblocks Crosstabulation</b>						
			You can rely on the rules at police roadblocks			Total
			NOT A PROBLEM	SOMETIMES PROBLEMATIC	ALWAYS PROBLEMATIC	
country: KENYA	Count		12	57	81	150
	% within country:		8.0%	38.0%	54.0%	100.0%
TANZANIA	Count		19	40	41	100
	% within country:		19.0%	40.0%	41.0%	100.0%
UGANDA	Count		44	64	37	145
	% within country:		30.3%	44.1%	25.5%	100.0%
Total	Count		75	161	159	395
	% within country:		19.0%	40.8%	40.3%	100.0%

Table 50: Cross-country business response comparisons on time spent at roadblocks

Country	Response	Within 5 minutes	5-30 minutes	(0.5-1) Hour	(1-2) hours	>2 hours	Total
Kenya	Count	29	75	31	11	7	153
	% within country	19.0%	49.0%	20.3%	7.2%	4.6%	100.0%
Tanzania	Count	15	45	29	9	5	103
	% within country	14.6%	43.7%	28.2%	8.7%	4.9%	100.0%
Uganda	Count	52	53	30	8	5	148
	% within country	35.1%	35.8%	20.3%	5.4%	3.4%	100.0%
Total	Count	96	173	90	28	17	404
	% within country	23.8%	42.8%	22.3%	6.9%	4.2%	100.0%

Table 51: Business responses on corruptive practices during checks at police roadblocks

Country	Responses	No obstacle	Minor obstacle	Major obstacle	Total
Kenya	Responses	15	62	76	153
	percentage	9.80%	40.50%	49.70%	100.00%
Tanzania	Responses	22	36	44	102
	percentage	21.60%	35.30%	43.10%	100.00%
Uganda	Responses	45	70	37	152
	percentage	29.6%	46.1%	24.3%	100.0%
EAC	Responses	82	168	157	407
	percentage	20.1%	41.3%	38.6%	100.0%

Table 52: Number and percentage business responses to survey issues under police roadblocks

Case Processing Summary						
	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
country: * Competence of police officers	411	91.1%	40	8.9%	451	100.0%
country: * Fairness of treatment	404	89.6%	47	10.4%	451	100.0%
country: * Explanation on reasons for stopping vehicles	403	89.4%	48	10.6%	451	100.0%
country: * You can rely on the rules at police roadblocks	395	87.6%	56	12.4%	451	100.0%
country: * B.4.2 Time spent at roadbl	404	89.6%	47	10.4%	451	100.0%
country: * B.4.3 Corruptive practices during checks at police roadbl	408	90.5%	43	9.5%	451	100.0%
country: * B.4.4 Change of roadblocks policies and pract	416	92.2%	35	7.8%	451	100.0%
country: * Justification for stopping vehicles	402	89.1%	49	10.9%	451	100.0%
country: * Harmonisation of procedures within EAC partner states	393	87.1%	58	12.9%	451	100.0%
country: * Use of other means to maintain law and order	394	87.4%	57	12.6%	451	100.0%

Table 53: MDA responses on competence of police officers

Nature of business/activity	Response	Competence of police officers			
		Not a problem	Sometimes problematic	Always problematic	Total
Certification	Count	3	3	0	6
	%of Total	7.7%	7.7%	0.0%	15.4%
Communication	Count	0	1	0	1
	%of Total	0.0%	2.6%	0.0%	2.6%
Customs	Count	0	0	0	1
	%of Total	0.0%	0.0%	0.0%	2.6%
EAC	Count	0	2	2	4
	%of Total	0.0%	5.1%	5.1%	10.3%
Economic analysis	Count	1	1	0	2
	%of Total	2.6%	2.6%	0.0%	5.1%
Energy	Count	0	1	0	1
	%of Total	0.0%	2.6%	0.0%	2.6%
Police roadblocks	Count	2	0	0	2
	%of Total	5.1%	0.0%	0.0%	5.1%
Registration/licensing	Count	1	3	1	5
	%of Total	2.6%	7.7%	2.6%	12.8%
Research	Count	0	0	1	1
	%of Total	0.0%	0.0%	2.6%	2.6%
TPO	Count	7	3	0	10
	%of Total	17.9%	7.7%	0.0%	25.6%
Transport	Count	0	1	0	1
	%of Total	0.0%	2.6%	0.0%	2.6%
Weighbridges	Count	3	1	0	4
	%of Total	7.7%	2.6%	0.0%	10.3%
Work permits	Count	0	0	1	1
	%of Total	0.0%	0.0%	2.6%	2.6%
Total	Count	18		5	39
		46.2%		12.8%	100.0%

Table 54: Cross-country MDA response comparisons on competence of police officers

MDA responses on competence of police officers	Response	Kenya	Tanzania	Uganda	Total
Not a problem	Count	12	3	3	18
	%of Total	30.8%	7.7%	7.7%	46.2%
Sometimes problematic	Count	3	6	7	16
	%of Total	7.7%	15.4%	17.9%	41.0%
Always problematic	Count	1	1	3	5
	%of Total	2.6%	2.6%	7.7%	12.8%
Total	Count	16	10	13	39
	%of Total	41.0%	25.6%	33.3%	100.0%



Table 55: MDA responses on fairness of treatment at police roadblocks

Nature of business/activity	Response	Not a problem	Sometimes problematic	Always problematic	Total
Certification	Count	2	4	0	6
	%of Total	5.1%	10.3%	0.0%	15.4%
Communication	Count	0	1	0	1
	%of Total	0.0%	2.6%	0.0%	2.6%
Customs	Count	1	0	0	1
	%of Total	2.6%	0.0%	0.0%	2.6%
EAC	Count	0	2	2	4
	%of Total	0.0%	5.1%	5.1%	10.3%
Economic analysis	Count	0	2	0	2
	%of Total	0.0%	5.1%	0.0%	5.1%
Energy	Count	0	1	0	1
	%of Total	2.6%	2.6%	0.0%	2.6%
Police roadblocks	Count	2	0	0	2
	%of Total	5.1%	0.0%	0.0%	5.1%
Registration/ licensing	Count	2	2	1	5
	%of Total	5.1%	5.1%	2.6%	12.8%
Research	Count	0	0	1	1
	%of Total	0.0%	0.0%	2.6%	2.6%
TPO	Count	2	7	1	10
	%of Total	5.1%	17.9%	2.6%	25.6%
Transport	Count	0	1	0	1
	%of Total	0.0%	2.6%	0.0%	2.6%
Weighbridges	Count	3	1	0	4
	%of Total	7.7%	2.6%	0.0%	10.3%
Work permits	Count	0	0	1	1
	%of Total	0.0%	0.0%	2.6%	2.6%
Total	Count	12	21	6	39
	%of Total	33.3%	53.9%	15.5%	100.0%

Table 56: Cross-country MDA response comparisons on fairness of treatment at police roadblocks

Fairness of treatment roadblocks	Response	Kenya	Tanzania	Uganda	Total
No change	Count	7	3	2	12
	%of Total	17.9%	7.7%	5.1%	30.8%
Some improvements	Count	7	6	8	21
	%of Total	17.9%	15.4%	20.5%	53.8%
Major improvements	Count	2	1	3	6
	%of Total	5.1%	2.6%	7.7%	15.4%
Total	Count	16	10	13	39
	%of Total	41.0%	10.0%	13.0%	39.0%

Table 57: MDA responses on explanations for stopping of vehicles at police roadblocks

Nature of business/activity	Response	Not a problem	Sometimes problematic	Always problematic	Total
Certification	Count	2	3	1	6
	%of Total	5.3%	7.9%	2.6%	15.8%
Communication	Count	0	0	1	1
	%of Total	0.0%	0.0%	2.6%	2.6%
Customs	Count	1	0	0	1
	%of Total	2.6%	0.0%	0.0%	2.6%

Nature of business/activity	Response	Not a problem	Sometimes problematic	Always problematic	Total
EAC	Count	0	2	2	4
	%of Total	0.0%	5.3%	5.3%	10.5%
Economic analysis	Count	0	2	0	2
	%of Total	0.0%	5.3%	0.0%	5.3%
Energy	Count	0	1	0	1
	%of Total	0.0%	2.6%	0.0%	2.6%
Police roadblocks	Count	1	1	0	2
	%of Total	2.6%	2.6%	0.0%	5.3%
Registration/ licensing	Count	2	2	1	5
	%of Total	5.3%	5.3%	2.6%	13.2%
Research	Count	0	0	1	1
	%of Total	0.0%	0.0%	2.6%	2.6%
TPO	Count	5	3	1	9
	%of Total	13.2%	7.9%	2.6%	23.7%
Transport	Count	0	0	1	1
	%of Total	0.0%	0.0%	2.6%	2.6%
Weighbridges	Count	3	1	0	4
	%of Total	7.9%	2.6%	0.0%	10.5%
Work permits	Count	0	0	1	1
	%of Total	0.0%	0.0%	2.6%	2.6%
Total	Count	14	15	9	38
	%of Total	36.8%	39.5%	23.7%	100.0%

Table 58: Cross-country MDA response comparisons on explanation of reasons for stopping vehicles

Explanation of reasons for stopping vehicles	Response	Kenya	Tanzania	Uganda	Total
Not a problem	count	9	3	2	14
	%of total	23.7%	7.9%	5.3%	36.8%
Sometimes problematic	count	0	0	0	0
	%of total	13.2%	13.2%	13.2%	39.5%
Always problematic	count	2	2	5	9
	%of total	5.3%	5.3%	13.2%	23.7%
Total	count	16	10	12	38
	%of total	42.1%	26.3%	31.6%	100.0%

Table 59: MDA responses on reliance of rules at police roadblocks

Nature of business/ activity	Response	Not a problem	Sometimes problematic	Always problematic	Total
Certification	Count	2	3	1	6
	%of total	5.3%	7.9%	2.6%	15.8%
Communication	Count	0	0	1	1
	%of total	0.0%	0.0%	2.6%	2.6%
Customs	Count	1	0	0	1
	%of total	2.6%	0.0%	0.0%	2.6%
EAC	Count	0	1	3	4
	%of total	0.0%	2.6%	7.9%	10.5%
Economic analysis	Count	0	2	0	2
	%of total	0.0%	5.3%	0.0%	5.3%
Energy	Count	0	1	0	1

	%of total	0.0%	2.6%	0.0%	2.6%
Police roadblocks	Count	2	0	0	2
	%of total	5.3%	0.0%	0.0%	5.3%
Registration/ licensing	Count	3	2	0	5
	%of total	7.9%	5.3%	0.0%	13.2%
Research	Count	0	0	1	1
	%of total	0.0%	0.0%	2.6%	2.6%
TPO	Count	3	4	2	9
	%of total	7.9%	10.5%	5.3%	23.7%
Transport	Count	0	1	0	1
	%of total	0.0%	2.6%	0.0%	2.6%
Weighbridges	Count	3	1	0	4
	%of total	7.9%	2.6%	0.0%	10.5%
Work permits	Count	0	0	1	1
	%of total	0.0%	0.0%	2.6%	2.6%
Total	Count	14	15	9	38
	%of total	36.8%	39.5%	23.7%	100.0%

Table 60: Cross-country MDA response comparisons on reliability of rules at police roadblocks

Reliability of rules at roadblocks	Response	Kenya	Tanzania	Uganda	Total
Not a problem	Count	8	3	3	14
	%of total	21.1%	7.9%	7.9%	36.8%
Sometimes problematic	Count	5	4	6	15
	%of total	13.2%	10.5%	15.8%	39.5%
Always problematic	Count	3	3	3	9
	%of total	7.9%	7.9%	7.9%	23.7%
Total	Count	16	10	12	38
	%of total	42.1	26.3%	31.6%	100.0%

Table 61: EAC MDA responses on time spent by businesses at police roadblocks

<b>Nature of activity /Business: * Time spent at roadblocks Crosstabulation</b>							
			Time spent at roadblocks				Total
			< 5 MINUTES	5-30 MINUTES	(0.5 - 1) HOUR	> 2 HOURS	
Nature of activity /Business:	CERTIFICATION	Count	1	2	3	0	6
		% of Total	2.9%	5.7%	8.6%	.0%	17.1%
	COMMUNICATION	Count	1	0	0	0	1
		% of Total	2.9%	.0%	.0%	.0%	2.9%
EAC		Count	0	3	0	1	4
		% of Total	.0%	8.6%	.0%	2.9%	11.4%
ECONOMIC ANALYSIS		Count	1	1	0	0	2
		% of Total	2.9%	2.9%	.0%	.0%	5.7%
ENERGY		Count	0	0	1	0	1
		% of Total	.0%	.0%	2.9%	.0%	2.9%
POLICE ROADBLOCKS		Count	2	0	0	0	2
		% of Total	5.7%	.0%	.0%	.0%	5.7%
REGISTRATION LICENSING		Count	3	2	0	0	5
		% of Total	8.6%	5.7%	.0%	.0%	14.3%
RESEARCH		Count	0	0	1	0	1
		% of Total	.0%	.0%	2.9%	.0%	2.9%
TPO		Count	4	2	1	0	7
		% of Total	11.4%	5.7%	2.9%	.0%	20.0%
TRANSPORT		Count	0	1	0	0	1
		% of Total	.0%	2.9%	.0%	.0%	2.9%
WEIGHBRIDGES		Count	3	1	0	0	4
		% of Total	8.6%	2.9%	.0%	.0%	11.4%
WORKPERMITS		Count	0	0	1	0	1
		% of Total	.0%	.0%	2.9%	.0%	2.9%
Total		Count	15	12	7	1	35
		% of Total	42.9%	34.3%	20.0%	2.9%	100.0%

Table 62: Cross-country MDA response comparisons on time spent at police roadblocks

MDA Time spent at roadblocks * COUNTRY Crosstabulation						
			COUNTRY			Total
			KENYA	TANZANIA	UGANDA	
MDA Time spent at roadblocks	< 5 MINUTES	Count	8	3	4	15
		% of Total	22.9%	8.6%	11.4%	42.9%
	5-30 MINUTES	Count	5	4	3	12
		% of Total	14.3%	11.4%	8.6%	34.3%
	(0.5 - 1) HOUR	Count	1	3	3	7
		% of Total	2.9%	8.6%	8.6%	20.0%
	> 2 HOURS	Count	0	0	1	1
		% of Total	.0%	.0%	2.9%	2.9%
Total	Count	14	10	11	35	
	% of Total	40.0%	28.6%	31.4%	100.0%	

Table 63: MDA responses on corruptive practices at police roadblocks

Nature of activity /Business: * Corruptive practices during checks at police roadblocks Crosstabulation						
			Corruptive practices during checks at police roadblocks			Total
			NO OBSTACLE	MINOR OBSTACLE	MAJOR OBSTACLE	
Nature of activity /Business:	CERTIFICATION	Count	1	3	2	6
		% of Total	2.6%	7.9%	5.3%	15.8%
	COMMUNICATION	Count	0	1	0	1
		% of Total	.0%	2.6%	.0%	2.6%
	CUSTOMS	Count	0	1	0	1
		% of Total	.0%	2.6%	.0%	2.6%
	EAC	Count	0	2	2	4
		% of Total	.0%	5.3%	5.3%	10.5%
	ECONOMIC ANALYSIS	Count	0	2	0	2
		% of Total	.0%	5.3%	.0%	5.3%
	ENERGY	Count	0	1	0	1
		% of Total	.0%	2.6%	.0%	2.6%
	POLICE ROADBLOCKS	Count	2	0	0	2
		% of Total	5.3%	.0%	.0%	5.3%
	REGISTRATION LICENSING	Count	1	2	2	5
		% of Total	2.6%	5.3%	5.3%	13.2%
	RESEARCH	Count	1	0	0	1
		% of Total	2.6%	.0%	.0%	2.6%
	TPO	Count	2	3	4	9
		% of Total	5.3%	7.9%	10.5%	23.7%
	TRANSPORT	Count	0	0	1	1
		% of Total	.0%	.0%	2.6%	2.6%
	WEIGHBRIDGES	Count	1	0	3	4
		% of Total	2.6%	.0%	7.9%	10.5%
	WORKPERMITS	Count	0	0	1	1
		% of Total	.0%	.0%	2.6%	2.6%
Total	Count	8	15	15	38	
	% of Total	21.1%	39.5%	39.5%	100.0%	

Table 64: Cross-country MDA response comparisons on corruptive practices at police roadblocks

MDA Corruptive practices during checks at police roadblocks * COUNTRY Crosstabulation						
			COUNTRY			Total
			KENYA	TANZANIA	UGANDA	
MDA Corruptive practices during checks at police roadblocks	NO OBSTACLE	Count	4	3	1	8
		% of Total	10.5%	7.9%	2.6%	21.1%
	MINOR OBSTACLE	Count	5	3	7	15
		% of Total	13.2%	7.9%	18.4%	39.5%
	MAJOR OBSTACLE	Count	7	4	4	15
		% of Total	18.4%	10.5%	10.5%	39.5%
Total	Count	16	10	12	38	
	% of Total	42.1%	26.3%	31.6%	100.0%	

Table 65: Summary of responses on problems experienced at the roadblocks

Case Summaries							
Country		Competence of police officers	Fairness of treatment	Explanation on reasons for stopping vehicles	You can rely on the rules at police roadblocks	Time spent at roadblocks	Corruptive practices during checks at police roadblocks
KENYA	N	153	153	152	150	153	153
	Mean	2.37	2.43	2.47	2.46	2.29	2.40
	Median	2.00	2.00	3.00	3.00	2.00	2.00
TANZANIA	N	105	103	102	100	103	102
	Mean	2.13	2.22	2.28	2.22	2.46	2.22
	Median	2.00	2.00	2.00	2.00	2.00	2.00
UGANDA	N	153	148	149	145	148	152
	Mean	1.87	1.87	1.94	1.95	2.06	1.95
	Median	2.00	2.00	2.00	2.00	2.00	2.00
Total	N	411	404	403	395	404	407
	Mean	2.12	2.17	2.23	2.21	2.25	2.18
	Median	2.00	2.00	2.00	2.00	2.00	2.00

## Responses on Business registration

Table 66: Summary of EAC business responses to business registration and licensing procedures

Case Processing Summary						
	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
country: * Competence of government officers	427	94.7%	24	5.3%	451	100.0%
country: * Fairness of treatment	418	92.7%	33	7.3%	451	100.0%
country: * Understanding of registration/ licensing regulations	414	91.8%	37	8.2%	451	100.0%
country: * Time spent for business registration	395	87.6%	56	12.4%	451	100.0%
country: * Time spent in obtaining business registration & licenses(	400	88.7%	51	11.3%	451	100.0%
country: * Corruptive practices in business registration and licensing to speed up p	405	89.8%	46	10.2%	451	100.0%
country: * Change of business registration and licensing procedures(8=Nodata 9=missi	427	94.7%	24	5.3%	451	100.0%
country: * Information on regulations/procedures	393	87.1%	58	12.9%	451	100.0%
country: * Paperwork	389	86.3%	62	13.7%	451	100.0%
country: * Training of government officers	386	85.6%	65	14.4%	451	100.0%
country: * Treatment of EAC citizens	368	81.6%	83	18.4%	451	100.0%

## Responses on Obstacles at weighbridge stations

Table 67: Summary of business responses to obstacles faced at weighbridge stations

Case Processing Summary						
	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
country: * Competence of staff at weighbridges	331	73.4%	120	26.6%	451	100.0%
country: * Fairness of treatment	327	72.5%	124	27.5%	451	100.0%
country: * Understanding of procedures/regulations	325	72.1%	126	27.9%	451	100.0%
country: * B.5.2 Time spent during checks at weighbridge stat	317	70.3%	134	29.7%	451	100.0%
country: * B.5.3 Corruptive practices during checks at weighbridge stat	320	71.0%	131	29.0%	451	100.0%
country: * B.5.4 Change of procedures at weighbridge stat	331	73.4%	120	26.6%	451	100.0%
country: * Information on regulations e.g axle loads	321	71.2%	130	28.8%	451	100.0%
country: * Harmonisation of axle load regulations within EAC	319	70.7%	132	29.3%	451	100.0%
country: * Calibration of weighing scales	320	71.0%	131	29.0%	451	100.0%
country: * Paperwork	321	71.2%	130	28.8%	451	100.0%
country: * Training of government staff	310	68.7%	141	31.3%	451	100.0%

Table 68: Average business responses on competence of officers at weighbridges

Average responses		Not a problem	Sometimes problematic	Always problematic	Total
Kenya	number	31	65	26	122
	percentage	25.2%	53.1%	21.6%	100.0%
Tanzania	number	29	44	24	97
	percentage	34.1%	40.5%	25.4%	100.0%
Uganda	number	51	55	15	122
	percentage	42.1%	45.4%	12.6%	100.0%
EAC	number	111	154	63	328
	percentage	33.8%	47.0%	19.2%	100.0%



Table 69: Average business responses on time spent at weighbridges

Country	Response	Within 15 minutes	Up to 1 hour	1-2 hours	2-4 hours	Half -1 day	Total
Kenya	Count	11	27	29	17	33	117
	% within country	9.40%	23.10%	24%	14.50%	28.20%	100.00%
Tanzania	Count	24	28	17	7	4	80
	% within country	30.00%	35.00%	21.30%	8.80%	5.00%	100.00%
Uganda	Count	37	42	26	10	4	120
	% within country	30.80%	35.00%	21.60%	8.30%	3.30%	100.00%
Total	Count	72	97	72	34	41	317
	% within country	22.70%	30.60%	22.70%	10.70%	12.90%	100

70: Business responses on corruption at weighbridges

	responses	No Obstacle	Minor obstacle	Major obstacle	
Kenya	number	21	56	41	118
	percentage	17.8%	47.5%	34.7%	100.0%
Tanzania	number	18	38	25	81
	percentage	22.2%	46.9%	30.9%	100.0%
Uganda	number	44	56	21	121
	percentage	36.4%	46.3%	17.4%	100.0%
EAC	number	83	150	87	320
	percentage	25.5%	46.9%	27.7%	100.0%

Table 71: MDA responses on competence of staff at weighbridge stations

Nature of activity /Business: * Competence of staff at weighbridges Crosstabulation						
			Competence of staff at weighbridges			Total
			NOT A PROBLEM	SOMETIMES PROBLEMATIC	ALWAYS PROBLEMATIC	
Nature of activity /Business:	CERTIFICATION	Count	0	3	0	3
		% of Total	.0%	8.8%	.0%	8.8%
	COMMUNICATION	Count	1	0	0	1
		% of Total	2.9%	.0%	.0%	2.9%
EAC		Count	0	3	1	4
		% of Total	.0%	8.8%	2.9%	11.8%
ECONOMIC ANALYSIS		Count	2	0	0	2
		% of Total	5.9%	.0%	.0%	5.9%
ENERGY		Count	0	1	0	1
		% of Total	.0%	2.9%	.0%	2.9%
POLICE ROADBLOCKS		Count	2	0	0	2
		% of Total	5.9%	.0%	.0%	5.9%
REGISTRATION LICENSING		Count	0	4	0	4
		% of Total	.0%	11.8%	.0%	11.8%
RESEARCH		Count	0	1	0	1
		% of Total	.0%	2.9%	.0%	2.9%
TPO		Count	7	2	0	9
		% of Total	20.6%	5.9%	.0%	26.5%
TRANSPORT		Count	0	0	2	2
		% of Total	.0%	.0%	5.9%	5.9%
WEIGHBRIDGES		Count	3	2	0	5
		% of Total	8.8%	5.9%	.0%	14.7%
Total		Count	15	16	3	34
		% of Total	44.1%	47.1%	8.8%	100.0%

Table 72: Cross-country MDA response comparisons on competence of staff at weighbridges

MDA Competence of staff at weighbridges * COUNTRY Crosstabulation						
			COUNTRY			Total
			KENYA	TANZANIA	UGANDA	
MDA Competence of staff at weighbridges	NOT A PROBLEM	Count	7	5	3	15
		% of Total	20.6%	14.7%	8.8%	44.1%
	SOMETIMES PROBLEMATIC	Count	2	5	9	16
		% of Total	5.9%	14.7%	26.5%	47.1%
	ALWAYS PROBLEMATIC	Count	3	0	0	3
		% of Total	8.8%	.0%	.0%	8.8%
Total		Count	12	10	12	34
		% of Total	35.3%	29.4%	35.3%	100.0%

Table 73: EAC MDA responses on fair treatment at weighbridge stations

Nature of activity /Business: * Fairness of treatment Crosstabulation						
			Fairness of treatment			Total
			NOT A PROBLEM	SOMETIMES PROBLEMATIC	ALWAYS PROBLEMATIC	
Nature of activity /Business:	CERTIFICATION	Count	1	2	0	3
		% of Total	3.0%	6.1%	.0%	9.1%
	COMMUNICATION	Count	1	0	0	1
		% of Total	3.0%	.0%	.0%	3.0%
EAC		Count	1	2	1	4
		% of Total	3.0%	6.1%	3.0%	12.1%
ECONOMIC ANALYSIS		Count	0	2	0	2
		% of Total	.0%	6.1%	.0%	6.1%
ENERGY		Count	0	1	0	1
		% of Total	.0%	3.0%	.0%	3.0%
POLICE ROADBLOCKS		Count	1	1	0	2
		% of Total	3.0%	3.0%	.0%	6.1%
REGISTRATION LICENSING		Count	1	2	1	4
		% of Total	3.0%	6.1%	3.0%	12.1%
RESEARCH		Count	0	1	0	1
		% of Total	.0%	3.0%	.0%	3.0%
TPO		Count	4	3	1	8
		% of Total	12.1%	9.1%	3.0%	24.2%
TRANSPORT		Count	0	2	0	2
		% of Total	.0%	6.1%	.0%	6.1%
WEIGHBRIDGES		Count	2	3	0	5
		% of Total	6.1%	9.1%	.0%	15.2%
Total		Count	11	19	3	33
		% of Total	33.3%	57.6%	9.1%	100.0%

Table 74: Cross-country MDA response comparisons on fairness of treatment at weighbridges

MDA Fairness of treatment * COUNTRY Crosstabulation						
			COUNTRY			Total
			KENYA	TANZANIA	UGANDA	
MDA Fairness of treatment	NOT A PROBLEM	Count	4	3	4	11
		% of Total	12.1%	9.1%	12.1%	33.3%
	SOMETIMES PROBLEMATIC	Count	6	7	6	19
		% of Total	18.2%	21.2%	18.2%	57.6%
	ALWAYS PROBLEMATIC	Count	2	0	1	3
		% of Total	6.1%	.0%	3.0%	9.1%
Total		Count	12	10	11	33
		% of Total	36.4%	30.3%	33.3%	100.0%

Table 75: EAC MDA responses on problems in understanding procedures at weighbridge stations

<b>Nature of activity /Business: * Understanding of procedures/regulations Crosstabulation</b>						
			Understanding of procedures/regulations			Total
			NOT A PROBLEM	SOMETIMES PROBLEMATIC	ALWAYS PROBLEMATIC	
Nature of activity /Business:	CERTIFICATION	Count	0	3	0	3
		% of Total	.0%	9.1%	.0%	9.1%
	COMMUNICATION	Count	1	0	0	1
		% of Total	3.0%	.0%	.0%	3.0%
EAC		Count	3	1	0	4
		% of Total	9.1%	3.0%	.0%	12.1%
ECONOMIC ANALYSIS		Count	1	1	0	2
		% of Total	3.0%	3.0%	.0%	6.1%
ENERGY		Count	0	1	0	1
		% of Total	.0%	3.0%	.0%	3.0%
POLICE ROADBLOCKS		Count	2	0	0	2
		% of Total	6.1%	.0%	.0%	6.1%
REGISTRATION LICENSING		Count	0	3	1	4
		% of Total	.0%	9.1%	3.0%	12.1%
RESEARCH		Count	0	1	0	1
		% of Total	.0%	3.0%	.0%	3.0%
TPO		Count	6	2	0	8
		% of Total	18.2%	6.1%	.0%	24.2%
TRANSPORT		Count	0	0	2	2
		% of Total	.0%	.0%	6.1%	6.1%
WEIGHBRIDGES		Count	4	1	0	5
		% of Total	12.1%	3.0%	.0%	15.2%
Total		Count	17	13	3	33
		% of Total	51.5%	39.4%	9.1%	100.0%

Table 76: Cross-country MDA response comparisons on understanding of weighbridge procedures

<b>MDA Understanding of procedures/regulations * COUNTRY Crosstabulation</b>						
		COUNTRY			Total	
		KENYA	TANZANIA	UGANDA		
MDA Understanding of procedures/regulations	NOT A PROBLEM	Count	8	5	4	17
		% of Total	24.2%	15.2%	12.1%	51.5%
	SOMETIMES PROBLEMATIC	Count	2	5	6	13
		% of Total	6.1%	15.2%	18.2%	39.4%
	ALWAYS PROBLEMATIC	Count	2	0	1	3
		% of Total	6.1%	.0%	3.0%	9.1%
Total		Count	12	10	11	33
		% of Total	36.4%	30.3%	33.3%	100.0%

Table 77: EAC MDA responses on time spent during checks at weighbridge stations

<b>Nature of activity /Business: * Time spent during checks at weighbridge stations Crosstabulation</b>							
			Time spent during checks at weighbridge stations				Total
			< 15 MINUTES	15 MINUTES -1 HOUR	(1 - 2) HOURS	(0.5-1) DAYS	
Nature of activity /Business:	CERTIFICATION	Count	0	0	1	1	2
		% of Total	.0%	.0%	3.6%	3.6%	7.1%
	COMMUNICATION	Count	1	0	0	0	1
		% of Total	3.6%	.0%	.0%	.0%	3.6%
EAC		Count	0	3	0	0	3
		% of Total	.0%	10.7%	.0%	.0%	10.7%
ECONOMIC ANALYSIS		Count	1	1	0	0	2
		% of Total	3.6%	3.6%	.0%	.0%	7.1%
ENERGY		Count	0	1	0	0	1
		% of Total	.0%	3.6%	.0%	.0%	3.6%
POLICE ROADBLOCKS		Count	0	1	1	0	2
		% of Total	.0%	3.6%	3.6%	.0%	7.1%
REGISTRATION LICENSING		Count	1	2	0	0	3
		% of Total	3.6%	7.1%	.0%	.0%	10.7%
RESEARCH		Count	0	1	0	0	1
		% of Total	.0%	3.6%	.0%	.0%	3.6%
TPO		Count	1	4	0	1	6
		% of Total	3.6%	14.3%	.0%	3.6%	21.4%
TRANSPORT		Count	2	0	0	0	2
		% of Total	7.1%	.0%	.0%	.0%	7.1%
WEIGHBRIDGES		Count	2	3	0	0	5
		% of Total	7.1%	10.7%	.0%	.0%	17.9%
Total		Count	8	16	2	2	28
		% of Total	28.6%	57.1%	7.1%	7.1%	100.0%

Table 78: Cross-country MDA response comparisons on time spent during checks at weighbridge stations

<b>MDA Time spent during checks at weighbridge stations * COUNTRY Crosstabulation</b>						
			COUNTRY			Total
			KENYA	TANZANIA	UGANDA	
MDA Time spent during checks at weighbridge stations	< 15 MINUTES	Count	3	2	3	8
		% of Total	10.7%	7.1%	10.7%	28.6%
	15 MINUTES -1 HOUR	Count	5	6	5	16
		% of Total	17.9%	21.4%	17.9%	57.1%
	(1 - 2) HOURS	Count	1	0	1	2
		% of Total	3.6%	.0%	3.6%	7.1%
	(0.5-1) DAYS	Count	1	1	0	2
		% of Total	3.6%	3.6%	.0%	7.1%
Total		Count	10	9	9	28
		% of Total	35.7%	32.1%	32.1%	100.0%

Table 79: EAC MDA responses on corruptive practices at weighbridge stations

<b>Nature of activity /Business: * Corruptive practices during checks at weighbridge stations Crosstabulation</b>						
			Corruptive practices during checks at weighbridge stations			Total
			NO OBSTACLE	MINOR OBSTACLE	MAJOR OBSTACLE	
Nature of activity /Business:	CERTIFICATION	Count	0	2	1	3
		% of Total	.0%	5.9%	2.9%	8.8%
	COMMUNICATION	Count	0	1	0	1
		% of Total	.0%	2.9%	.0%	2.9%
EAC		Count	1	1	1	3
		% of Total	2.9%	2.9%	2.9%	8.8%
ECONOMIC ANALYSIS		Count	0	2	0	2
		% of Total	.0%	5.9%	.0%	5.9%
ENERGY		Count	0	1	0	1
		% of Total	.0%	2.9%	.0%	2.9%
POLICE ROADBLOCKS		Count	0	0	2	2
		% of Total	.0%	.0%	5.9%	5.9%
REGISTRATION LICENSING		Count	0	3	1	4
		% of Total	.0%	8.8%	2.9%	11.8%
RESEARCH		Count	1	0	0	1
		% of Total	2.9%	.0%	.0%	2.9%
TPO		Count	1	7	2	10
		% of Total	2.9%	20.6%	5.9%	29.4%
TRANSPORT		Count	0	1	1	2
		% of Total	.0%	2.9%	2.9%	5.9%
WEIGHBRIDGES		Count	0	2	3	5
		% of Total	.0%	5.9%	8.8%	14.7%
Total		Count	3	20	11	34
		% of Total	8.8%	58.8%	32.4%	100.0%

Table 80: Cross-country MDA response comparisons on corruption at weighbridges

<b>MDA Corruptive practices during checks at weighbridge stations * COUNTRY Crosstabulation</b>						
			COUNTRY			Total
			KENYA	TANZANIA	UGANDA	
MDA Corruptive practices during checks at weighbridge stations	NO OBSTACLE	Count	0	2	1	3
		% of Total	.0%	5.9%	2.9%	8.8%
	MINOR OBSTACLE	Count	6	5	9	20
		% of Total	17.6%	14.7%	26.5%	58.8%
	MAJOR OBSTACLE	Count	6	3	2	11
		% of Total	17.6%	8.8%	5.9%	32.4%
Total		Count	12	10	12	34
		% of Total	35.3%	29.4%	35.3%	100.0%

Table 81: Summary of business responses on problems experienced during business registration and licensing

Case Summaries							
Country		Competence of government officers	Fairness of treatment	Understanding of registration/licensing regulations	Time spent for business registration	Time spent in obtaining business registration & licenses	Corruptive practices in business registration and licensing to speed up p
KENYA	N	150	148	147	136	140	142
	Mean	1.85	1.91	1.86	3.20	3.16	1.77
	Median	2.00	2.00	2.00	3.00	3.00	2.00
TANZANIA	N	118	116	113	110	112	112
	Mean	1.64	1.67	1.72	2.70	2.95	1.77
	Median	2.00	2.00	2.00	2.50	3.00	2.00
UGANDA	N	159	154	154	149	148	150
	Mean	1.55	1.58	1.51	2.52	2.58	1.68
	Median	1.00	2.00	1.00	2.00	3.00	2.00
Total	N	427	418	414	395	400	404
	Mean	1.68	1.72	1.69	2.81	2.89	1.74
	Median	2.00	2.00	2.00	3.00	3.00	2.00

Table 82: MDA responses on competence of government officers in business registration and licensing

Nature of activity /Business: * Competence of government officers Crosstabulation						
			Competence of government officers			Total
			NOT A PROBLEM	SOMETIMES PROBLEMATIC	ALWAYS PROBLEMATIC	
Nature of activity /Business:	CERTIFICATION	Count	2	0	1	3
		% of Total	5.6%	.0%	2.8%	8.3%
	COMMUNICATION	Count	1	0	0	1
		% of Total	2.8%	.0%	.0%	2.8%
	EAC	Count	1	3	0	4
		% of Total	2.8%	8.3%	.0%	11.1%
	ECONOMIC ANALYSIS	Count	2	0	0	2
		% of Total	5.6%	.0%	.0%	5.6%
	ENERGY	Count	0	1	0	1
		% of Total	.0%	2.8%	.0%	2.8%
	REGISTRATION LICENSING	Count	3	3	0	6
		% of Total	8.3%	8.3%	.0%	16.7%
	RESEARCH	Count	0	1	0	1
		% of Total	.0%	2.8%	.0%	2.8%
	TPO	Count	8	4	0	12
		% of Total	22.2%	11.1%	.0%	33.3%
	TRANSPORT	Count	1	1	0	2
		% of Total	2.8%	2.8%	.0%	5.6%
	WEIGHBRIDGES	Count	2	1	0	3
		% of Total	5.6%	2.8%	.0%	8.3%
	WORKPERMITS	Count	1	0	0	1
		% of Total	2.8%	.0%	.0%	2.8%
Total		Count	21	14	1	36
		% of Total	58.3%	38.9%	2.8%	100.0%

Table 83: Cross-country MDA response comparisons on competence of government officers in business registration and licensing

<b>MDA Competence of government officers * COUNTRY Crosstabulation</b>						
			COUNTRY			Total
			KENYA	TANZANIA	UGANDA	
MDA Competence of government officers	NOT A PROBLEM	Count	10	6	5	21
		% of Total	27.8%	16.7%	13.9%	58.3%
	SOMETIMES PROBLEMATIC	Count	3	5	6	14
		% of Total	8.3%	13.9%	16.7%	38.9%
	ALWAYS PROBLEMATIC	Count	0	0	1	1
		% of Total	.0%	.0%	2.8%	2.8%
Total	Count	13	11	12	36	
	% of Total	36.1%	30.6%	33.3%	100.0%	

Table 84: Cross-country MDA response comparisons on fairness in business registration and licensing

<b>country: * Fairness of treatment Crosstabulation</b>						
			Fairness of treatment			Total
			NOT A PROBLEM	SOMETIMES PROBLEMATIC	ALWAYS PROBLEMATIC	
country: KENYA	Count	38	86	24	148	
	% within country:	25.7%	58.1%	16.2%	100.0%	
TANZANIA	Count	47	60	9	116	
	% within country:	40.5%	51.7%	7.8%	100.0%	
UGANDA	Count	71	76	7	154	
	% within country:	46.1%	49.4%	4.5%	100.0%	
Total	Count	156	222	40	418	
	% within country:	37.3%	53.1%	9.6%	100.0%	



Table 85: MDA responses on fairness of treatment in business registration and licensing

Nature of activity /Business: * Fairness of treatment Crosstabulation						
			Fairness of treatment			Total
			NOT A PROBLEM	SOMETIMES PROBLEMATIC	ALWAYS PROBLEMATIC	
Nature of activity /Business:	CERTIFICATION	Count	1	2	0	3
		% of Total	2.9%	5.7%	.0%	8.6%
	COMMUNICATION	Count	0	1	0	1
		% of Total	.0%	2.9%	.0%	2.9%
	EAC	Count	0	2	2	4
		% of Total	.0%	5.7%	5.7%	11.4%
	ECONOMIC ANALYSIS	Count	2	0	0	2
		% of Total	5.7%	.0%	.0%	5.7%
	ENERGY	Count	0	1	0	1
		% of Total	.0%	2.9%	.0%	2.9%
	REGISTRATION LICENSING	Count	2	4	0	6
		% of Total	5.7%	11.4%	.0%	17.1%
	RESEARCH	Count	1	0	0	1
		% of Total	2.9%	.0%	.0%	2.9%
	TPO	Count	5	4	2	11
		% of Total	14.3%	11.4%	5.7%	31.4%
	TRANSPORT	Count	1	1	0	2
		% of Total	2.9%	2.9%	.0%	5.7%
	WEIGHBRIDGES	Count	2	1	0	3
		% of Total	5.7%	2.9%	.0%	8.6%
	WORKPERMITS	Count	1	0	0	1
		% of Total	2.9%	.0%	.0%	2.9%
Total		Count	15	16	4	35
		% of Total	42.9%	45.7%	11.4%	100.0%

Table 86: Cross-country MDA response comparisons on fairness in business registration and licensing

MDA Fairness of treatment * COUNTRY Crosstabulation						
			COUNTRY			Total
			KENYA	TANZANIA	UGANDA	
MDA Fairness of treatment	NOT A PROBLEM	Count	8	6	1	15
		% of Total	22.9%	17.1%	2.9%	42.9%
	SOMETIMES PROBLEMATIC	Count	3	5	8	16
		% of Total	8.6%	14.3%	22.9%	45.7%
	ALWAYS PROBLEMATIC	Count	2	0	2	4
		% of Total	5.7%	.0%	5.7%	11.4%
Total		Count	13	11	11	35
		% of Total	37.1%	31.4%	31.4%	100.0%

Table 87: MDA responses on understanding of business registration and licensing procedures

<b>Nature of activity /Business: * Understanding of registration/ licensing regulations Crosstabulation</b>						
			Understanding of registration/ licensing regulations			Total
			NOT A PROBLEM	SOMETIMES PROBLEMATIC	ALWAYS PROBLEMATIC	
Nature of activity /Business:	CERTIFICATION	Count	0	2	1	3
		% of Total	.0%	5.7%	2.9%	8.6%
	COMMUNICATION	Count	1	0	0	1
		% of Total	2.9%	.0%	.0%	2.9%
	EAC	Count	1	3	0	4
		% of Total	2.9%	8.6%	.0%	11.4%
	ECONOMIC ANALYSIS	Count	1	1	0	2
		% of Total	2.9%	2.9%	.0%	5.7%
	ENERGY	Count	0	1	0	1
		% of Total	.0%	2.9%	.0%	2.9%
	REGISTRATION LICENSING	Count	3	3	0	6
		% of Total	8.6%	8.6%	.0%	17.1%
	RESEARCH	Count	0	1	0	1
		% of Total	.0%	2.9%	.0%	2.9%
TPO	Count	6	4	1	11	
	% of Total	17.1%	11.4%	2.9%	31.4%	
TRANSPORT	Count	1	1	0	2	
	% of Total	2.9%	2.9%	.0%	5.7%	
WEIGHBRIDGES	Count	2	1	0	3	
	% of Total	5.7%	2.9%	.0%	8.6%	
WORKPERMITS	Count	1	0	0	1	
	% of Total	2.9%	.0%	.0%	2.9%	
Total	Count	16	17	2	35	
	% of Total	45.7%	48.6%	5.7%	100.0%	

Table 88: Cross-country MDA response comparisons on understanding of business registration and licensing procedures

<b>MDA Understanding of registration/ licensing regulations * COUNTRY Crosstabulation</b>						
			COUNTRY			Total
			KENYA	TANZANIA	UGANDA	
MDA Understanding of registration/ licensing regulations	NOT A PROBLEM	Count	9	3	4	16
		% of Total	25.7%	8.6%	11.4%	45.7%
	SOMETIMES PROBLEMATIC	Count	3	8	6	17
		% of Total	8.6%	22.9%	17.1%	48.6%
	ALWAYS PROBLEMATIC	Count	1	0	1	2
		% of Total	2.9%	.0%	2.9%	5.7%
Total	Count	13	11	11	35	
	% of Total	37.1%	31.4%	31.4%	100.0%	

Table 89: Summary of responses to problems experienced at weighbridge stations

Case Summaries						
Country		Competence of staff at weighbridges	Fairness of treatment	Understanding of procedures/regulations	Time spent during checks at weighbridge stat	Corruptive practices during checks at weighbridge stat
KENYA	N	122	122	121	117	118
	Mean	1.95	2.03	1.91	3.29	2.17
	Median	2.00	2.00	2.00	3.00	2.00
TANZANIA	N	85	84	83	80	81
	Mean	1.86	1.93	1.95	2.24	2.09
	Median	2.00	2.00	2.00	2.00	2.00
UGANDA	N	124	121	121	120	121
	Mean	1.67	1.73	1.72	2.23	1.81
	Median	2.00	2.00	2.00	2.00	2.00
Total	N	331	327	325	317	320
	Mean	1.82	1.89	1.85	2.62	2.01
	Median	2.00	2.00	2.00	2.00	2.00

### Responses on quality standards inspections and export certification

Table 90: Percentage business responses to questions under quality standards inspection and export certification

Case Processing Summary						
	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
country: * Competence of government staff	357	79.2%	94	20.8%	451	100.0%
country: * Fairness of treatment	352	78.0%	99	22.0%	451	100.0%
country: * Understanding procedures/regulations and export certification	351	77.8%	100	22.2%	451	100.0%
country: * B.6.2 Time spent for obtaining standards inspections and export certfic	341	75.6%	110	24.4%	451	100.0%
country: * B.6.3 Extra-costs incurred for these proced	326	72.3%	125	27.7%	451	100.0%
country: * B.6.4 Corruptive practices in process of inspections and exports certfic	334	74.1%	117	25.9%	451	100.0%
country: * B.6.5 Change of these proced	360	79.8%	91	20.2%	451	100.0%
country: * Information on regulations/procedures	340	75.4%	111	24.6%	451	100.0%
country: * Paperwork	336	74.5%	115	25.5%	451	100.0%
country: * Training of government officers	335	74.3%	116	25.7%	451	100.0%

Table 91: Business responses on time spent in obtaining standards inspections and export certification

	response	1/2 day	< 1 day	Up to 1 week	up to 1 month	> 1 month	Total
Kenya	number	8	39	63	20	8	138
	percentage	5.8%	28.3%	45.7%	14.5%	5.8%	100.0%
Tanzania	number	20	17	24	16	5	82
	percentage	24.4%	20.7%	29.3%	19.5%	6.1%	100.0%
Uganda	number	17	43	34	17	10	121
	percentage	14.0%	35.5%	28.1%	14.0%	8.3%	100.0%
EAC	number	45	99	121	53	23	341
	percentage	13.2%	29.0%	35.5%	15.5%	6.7%	100.0%

Table 92: Business responses on extra costs incurred on standards inspection and export certification

	response	no extra costs	< 100USD	USD 101-500	USD 501-1,000	>USD 1,000	
Kenya	number	31	29	28	19	31	138
	percentage	22.5%	21.0%	20.3%	13.8%	22.5%	100.0%
Tanzania	number	23	19	17	5	13	77
	percentage	29.9%	24.7%	22.1%	6.5%	16.9%	100.0%
Uganda	number	34	29	28	12	8	111
	percentage	30.6%	26.1%	25.2%	10.8%	7.2%	100.0%
EAC average	number	88	77	73	36	52	326
	percentage	27.0%	23.6%	22.4%	11.0%	16.0%	100.0%

Table 93: MDA responses on competence of government staff in quality standards and export certification

<b>Nature of activity /Business: * Competence of government staff Crosstabulation</b>						
			Competence of government staff			Total
			NOT A PROBLEM	SOMETIMES PROBLEMATIC	ALWAYS PROBLEMATIC	
Nature of activity /Business:	CERTIFICATION	Count	5	2	0	7
		% of Total	14.7%	5.9%	.0%	20.6%
	COMMUNICATION	Count	1	0	0	1
		% of Total	2.9%	.0%	.0%	2.9%
EAC		Count	1	1	0	2
		% of Total	2.9%	2.9%	.0%	5.9%
ECONOMIC ANALYSIS		Count	2	0	0	2
		% of Total	5.9%	.0%	.0%	5.9%
ENERGY		Count	0	1	0	1
		% of Total	.0%	2.9%	.0%	2.9%
POLICE ROADBLOCKS		Count	1	0	0	1
		% of Total	2.9%	.0%	.0%	2.9%
REGISTRATION LICENSING		Count	0	4	0	4
		% of Total	.0%	11.8%	.0%	11.8%
RESEARCH		Count	0	1	0	1
		% of Total	.0%	2.9%	.0%	2.9%
TPO		Count	6	4	1	11
		% of Total	17.6%	11.8%	2.9%	32.4%
TRANSPORT		Count	0	1	0	1
		% of Total	.0%	2.9%	.0%	2.9%
WEIGHBRIDGES		Count	1	1	0	2
		% of Total	2.9%	2.9%	.0%	5.9%
WORKPERMITS		Count	1	0	0	1
		% of Total	2.9%	.0%	.0%	2.9%
Total		Count	18	15	1	34
		% of Total	52.9%	44.1%	2.9%	100.0%

Table 94: Cross-country MDA response comparisons on competence of staff in quality standards and export certification

<b>MDA Competence of government staff * COUNTRY Crosstabulation</b>						
			COUNTRY			Total
			KENYA	TANZANIA	UGANDA	
MDA Competence of government staff	NOT A PROBLEM	Count	10	4	4	18
		% of Total	29.4%	11.8%	11.8%	52.9%
	SOMETIMES PROBLEMATIC	Count	2	5	8	15
		% of Total	5.9%	14.7%	23.5%	44.1%
	ALWAYS PROBLEMATIC	Count	0	0	1	1
		% of Total	.0%	.0%	2.9%	2.9%
Total		Count	12	9	13	34
		% of Total	35.3%	26.5%	38.2%	100.0%

Table 95: MDA responses on fairness of treatment during standards inspection and export certification

Nature of activity /Business: * Fairness of treatment Crosstabulation						
			Fairness of treatment			Total
			NOT A PROBLEM	SOMETIMES PROBLEMATIC	ALWAYS PROBLEMATIC	
Nature of activity /Business:	CERTIFICATION	Count	3	3	0	6
		% of Total	9.7%	9.7%	.0%	19.4%
	COMMUNICATION	Count	1	0	0	1
		% of Total	3.2%	.0%	.0%	3.2%
	EAC	Count	1	1	0	2
		% of Total	3.2%	3.2%	.0%	6.5%
	ECONOMIC ANALYSIS	Count	1	1	0	2
		% of Total	3.2%	3.2%	.0%	6.5%
	ENERGY	Count	0	1	0	1
		% of Total	.0%	3.2%	.0%	3.2%
	POLICE ROADBLOCKS	Count	1	0	0	1
		% of Total	3.2%	.0%	.0%	3.2%
	REGISTRATION LICENSING	Count	0	1	2	3
		% of Total	.0%	3.2%	6.5%	9.7%
	RESEARCH	Count	0	1	0	1
		% of Total	.0%	3.2%	.0%	3.2%
	TPO	Count	6	4	0	10
		% of Total	19.4%	12.9%	.0%	32.3%
	TRANSPORT	Count	0	1	0	1
		% of Total	.0%	3.2%	.0%	3.2%
	WEIGHBRIDGES	Count	1	1	0	2
		% of Total	3.2%	3.2%	.0%	6.5%
	WORKPERMITS	Count	0	1	0	1
		% of Total	.0%	3.2%	.0%	3.2%
Total		Count	14	15	2	31
		% of Total	45.2%	48.4%	6.5%	100.0%

Table 96: Cross-country MDA response comparisons on fairness treatment during standards inspection and export certification

MDA Fairness of treatment * COUNTRY Crosstabulation						
			COUNTRY			Total
			KENYA	TANZANIA	UGANDA	
MDA Fairness of treatment	NOT A PROBLEM	Count	7	2	5	14
		% of Total	22.6%	6.5%	16.1%	45.2%
	SOMETIMES PROBLEMATIC	Count	5	6	4	15
		% of Total	16.1%	19.4%	12.9%	48.4%
	ALWAYS PROBLEMATIC	Count	0	0	2	2
		% of Total	.0%	.0%	6.5%	6.5%
Total		Count	12	8	11	31
		% of Total	38.7%	25.8%	35.5%	100.0%

Table 97: EAC MDA responses on understanding standards inspection and export certification procedures

<b>Nature of activity /Business: * Understanding procedures/regulations and exportcertification Crosstabulation</b>						
			Understanding procedures/regulations and exportcertification			Total
			NOT A PROBLEM	SOMETIMES PROBLEMAT IC	ALWAYS PROBLE MATIC	
Nature of activity /Business:	CERTIFICATION	Count	3	4	0	7
		% of Total	9.4%	12.5%	.0%	21.9%
	COMMUNICATION	Count	1	0	0	1
		% of Total	3.1%	.0%	.0%	3.1%
EAC		Count	1	1	0	2
		% of Total	3.1%	3.1%	.0%	6.3%
ECONOMIC ANALYSIS		Count	1	1	0	2
		% of Total	3.1%	3.1%	.0%	6.3%
ENERGY		Count	0	1	0	1
		% of Total	.0%	3.1%	.0%	3.1%
POLICE ROADBLOCKS		Count	1	0	0	1
		% of Total	3.1%	.0%	.0%	3.1%
REGISTRATION LICENSING		Count	0	2	1	3
		% of Total	.0%	6.3%	3.1%	9.4%
RESEARCH		Count	0	1	0	1
		% of Total	.0%	3.1%	.0%	3.1%
TPO		Count	6	2	2	10
		% of Total	18.8%	6.3%	6.3%	31.3%
TRANSPORT		Count	0	1	0	1
		% of Total	.0%	3.1%	.0%	3.1%
WEIGHBRIDGES		Count	1	1	0	2
		% of Total	3.1%	3.1%	.0%	6.3%
WORKPERMITS		Count	0	1	0	1
		% of Total	.0%	3.1%	.0%	3.1%
Total		Count	14	15	3	32
		% of Total	43.8%	46.9%	9.4%	100.0%

Table 98: Cross-country MDA response comparisons on understanding standards inspection and export certification procedures

<b>MDA Understanding procedures/regulations and exportcertification * COUNTRY Crosstabulation</b>						
			COUNTRY			Total
			KENYA	TANZANIA	UGANDA	
MDA Understanding procedures/regulations and exportcertification	NOT A PROBLEM	Count	8	2	4	14
		% of Total	25.0%	6.3%	12.5%	43.8%
	SOMETIMES PROBLEMAT IC	Count	3	7	5	15
		% of Total	9.4%	21.9%	15.6%	46.9%
	ALWAYS PROBLEMATI	Count	1	0	2	3
		% of Total	3.1%	.0%	6.3%	9.4%
Total		Count	12	9	11	32
		% of Total	37.5%	28.1%	34.4%	100.0%

Table 99: MDA responses on time spent by businesspeople to obtain standards inspections and export certification

			Time spent for obtaining standards inspections and export certificates					Total
			<0.5 DAY	<1 DAY	UPTO 1 WEEK	UPTO 1 MONTH	> 1 MONTH	
Nature of activity /Business:	CERTIFICATION	Count	0	3	1	1	1	6
		% of Total	.0%	12.5%	4.2%	4.2%	4.2%	25.0%
	COMMUNICATION	Count	0	1	0	0	0	1
		% of Total	.0%	4.2%	.0%	.0%	.0%	4.2%
	EAC	Count	0	0	1	1	0	2
		% of Total	.0%	.0%	4.2%	4.2%	.0%	8.3%
	ECONOMIC ANALYSIS	Count	1	0	1	0	0	2
		% of Total	4.2%	.0%	4.2%	.0%	.0%	8.3%
	ENERGY	Count	0	0	0	1	0	1
		% of Total	.0%	.0%	.0%	4.2%	.0%	4.2%
	POLICE ROADBLOCKS	Count	1	0	0	0	0	1
		% of Total	4.2%	.0%	.0%	.0%	.0%	4.2%
	REGISTRATION LICENSING	Count	1	1	2	0	0	4
		% of Total	4.2%	4.2%	8.3%	.0%	.0%	16.7%
	TPO	Count	1	2	1	0	0	4
		% of Total	4.2%	8.3%	4.2%	.0%	.0%	16.7%
	TRANSPORT	Count	0	1	0	0	0	1
		% of Total	.0%	4.2%	.0%	.0%	.0%	4.2%
	WEIGHBRIDGES	Count	0	1	0	1	0	2
		% of Total	.0%	4.2%	.0%	4.2%	.0%	8.3%
Total		Count	4	9	6	4	1	24
		% of Total	16.7%	37.5%	25.0%	16.7%	4.2%	100.0%

Table 100: Cross-country MDA response comparisons on time spent by businesspeople to obtain standards inspections and export certification

			COUNTRY			Total
			KENYA	TANZANIA	UGANDA	
MDA Time spent for obtaining standards inspections and export certificates	<0.5 DAY	Count	2	0	2	4
		% of Total	8.3%	.0%	8.3%	16.7%
	<1 DAY	Count	4	1	4	9
		% of Total	16.7%	4.2%	16.7%	37.5%
	UPTO 1 WEEK	Count	0	2	4	6
		% of Total	.0%	8.3%	16.7%	25.0%
	UPTO 1 MONTH	Count	1	2	1	4
		% of Total	4.2%	8.3%	4.2%	16.7%
	> 1 MONTH	Count	0	1	0	1
		% of Total	.0%	4.2%	.0%	4.2%
	Total	Count	7	6	11	24
		% of Total	29.2%	25.0%	45.8%	100.0%



Table 101: MDA responses on extra costs incurred for standards inspection and export certification procedures

Nature of activity /Business: * Extra-costs incurred for these procedures Crosstabulation								
			Extra-costs incurred for these procedures					Total
			NO EXTRA COSTS	<US\$ 100	US\$ (101-500)	US\$ (501-1,000)	>US\$ 1,000	
Nature of activity	CERTIFICATION	Count	2	1	1	2	0	6
		% of Total	9.5%	4.8%	4.8%	9.5%	.0%	28.6%
/Business:	COMMUNICATION	Count	0	0	1	0	0	1
		% of Total	.0%	.0%	4.8%	.0%	.0%	4.8%
	EAC	Count	0	1	0	0	1	2
		% of Total	.0%	4.8%	.0%	.0%	4.8%	9.5%
	ECONOMIC ANAL\	Count	0	1	0	1	0	2
		% of Total	.0%	4.8%	.0%	4.8%	.0%	9.5%
	REGISTRATION LICENSING	Count	0	1	1	1	0	3
		% of Total	.0%	4.8%	4.8%	4.8%	.0%	14.3%
	TPO	Count	1	2	1	1	1	6
		% of Total	4.8%	9.5%	4.8%	4.8%	4.8%	28.6%
	TRANSPORT	Count	0	0	0	1	0	1
		% of Total	.0%	.0%	.0%	4.8%	.0%	4.8%
Total		Count	3	6	4	6	2	21
		% of Total	14.3%	28.6%	19.0%	28.6%	9.5%	100.0%

Table 102: Cross-country comparisons on extra costs incurred during standards inspection and export certification procedures

MDA Extra-costs incurred for these procedures * COUNTRY Crosstabulation						
			COUNTRY			Total
			KENYA	TANZANIA	UGANDA	
MDA Extra-costs incurred for these procedures	NO EXTRA COSTS	Count	1	1	1	3
		% of Total	4.8%	4.8%	4.8%	14.3%
	<US\$ 100	Count	3	1	2	6
		% of Total	14.3%	4.8%	9.5%	28.6%
	US\$ (101-500)	Count	0	0	4	4
		% of Total	.0%	.0%	19.0%	19.0%
	US\$ (501-1,000)	Count	2	3	1	6
		% of Total	9.5%	14.3%	4.8%	28.6%
	>US\$ 1,000	Count	1	0	1	2
		% of Total	4.8%	.0%	4.8%	9.5%
Total		Count	7	5	9	21
		% of Total	33.3%	23.8%	42.9%	100.0%

Table 103: MDA responses on corruptive practices during standards inspection and export certification procedures

<b>Nature of activity /Business: * Corruptive practices in process of inspections and exports certificates Crosstabulation</b>						
			Corruptive practices in process of inspections and exports certificates			Total
			NO OBSTACLE	MINOR OBSTACLE	MAJOR OBSTACLE	
Nature of activity /Business:	CERTIFICATION	Count	5	1	0	6
		% of Total	17.9%	3.6%	.0%	21.4%
	COMMUNICATION	Count	0	1	0	1
		% of Total	.0%	3.6%	.0%	3.6%
	EAC	Count	1	1	0	2
		% of Total	3.6%	3.6%	.0%	7.1%
	ECONOMIC ANALYSIS	Count	2	0	0	2
		% of Total	7.1%	.0%	.0%	7.1%
	ENERGY	Count	0	1	0	1
		% of Total	.0%	3.6%	.0%	3.6%
	POLICE ROADBLOCKS	Count	1	0	0	1
		% of Total	3.6%	.0%	.0%	3.6%
	REGISTRATION LICENSING	Count	0	3	1	4
		% of Total	.0%	10.7%	3.6%	14.3%
TPO	Count	2	3	2	7	
	% of Total	7.1%	10.7%	7.1%	25.0%	
TRANSPORT	Count	0	1	0	1	
	% of Total	.0%	3.6%	.0%	3.6%	
WEIGHBRIDGES	Count	0	1	1	2	
	% of Total	.0%	3.6%	3.6%	7.1%	
WORKPERMITS	Count	0	1	0	1	
	% of Total	.0%	3.6%	.0%	3.6%	
Total	Count	11	13	4	28	
	% of Total	39.3%	46.4%	14.3%	100.0%	

Table 104: Cross country MDA response comparisons on corruptive practices in standards inspections and export certificates

<b>MDA Corruptive practices in process of inspections and exports certificates * COUNTRY Crosstabulation</b>						
			COUNTRY			Total
			KENYA	TANZANIA	UGANDA	
MDA Corruptive practices in process of inspections and exports certificates	NO OBSTACLE	Count	6	4	1	11
		% of Total	21.4%	14.3%	3.6%	39.3%
	MINOR OBSTACLE	Count	3	2	8	13
		% of Total	10.7%	7.1%	28.6%	46.4%
	MAJOR OBSTACLE	Count	1	0	3	4
		% of Total	3.6%	.0%	10.7%	14.3%
Total	Count	10	6	12	28	
	% of Total	35.7%	21.4%	42.9%	100.0%	

Table 105: Summary of business responses to problems experienced under standards inspection and certification procedures

Case Summaries							
Country		Competence of government staff	Fairness of treatment	Understanding procedures/regulations and export certification	Time spent for obtaining standards inspections and export certific	Extra-costs incurred for these proced	Corruptive practices in process of inspections and exports certific
KENYA	N	140	140	140	138	138	136
	Mean	1.89	1.88	1.92	2.86	2.93	1.71
	Median	2.00	2.00	2.00	3.00	3.00	2.00
TANZANI	N	86	85	85	82	77	82
	Mean	1.74	1.79	1.88	2.62	2.56	1.78
	Median	2.00	2.00	2.00	3.00	2.00	2.00
UGANDA	N	131	127	126	121	111	116
	Mean	1.66	1.64	1.70	2.67	2.38	1.67
	Median	2.00	2.00	2.00	3.00	2.00	2.00
Total	N	357	352	351	341	326	334
	Mean	1.77	1.77	1.83	2.74	2.65	1.72
	Median	2.00	2.00	2.00	3.00	2.00	2.00

### Responses on other Business Climate Factors

Table 106: Cross-country business responses on level of importance of business climate factors

Country	Business Climate Factor	Not important	Important	Very important
Kenya	Access to Land/business premises	5.7%	26.1%	68.2%
	Access to affordable skilled labour	1.3%	27.5%	71.3%
	Quality and cost of transport (road, rail, air, sea)	0.0%	13.2%	86.8%
	Access to affordable and reliable telecommunications	0.0%	13.1%	86.9%
	Security	0.0%	7.0%	93.0%
	Legal and regulatory framework	0.6%	29.2%	70.1%
	Access to affordable and reliable energy	0.0%	15.0%	85.0%
	Access to finance	1.9%	23.2%	74.8%
	Access to business support services	1.9%	31.4%	66.7%
Uganda	Access to Land/business premises	3.3%	29.4%	67.3%
	Access to affordable skilled labour	0.7%	32.7%	66.7%
	Quality and cost of transport (road, rail, air, sea)	0.6%	20.1%	79.2%
	Access to affordable and reliable telecommunications	0.7%	28.9%	70.4%
	Security	0.7%	19.9%	79.5%
	Legal and regulatory framework	2.1%	43.4%	54.5%
	Access to affordable and reliable energy	0.0%	8.7%	91.3%
	Access to finance	1.9%	20.1%	77.9%
Tanzania	Access to Land/business premises	0.9%	24.1%	75.0%
	Access to affordable skilled labour	3.5%	25.4%	71.1%

Country	Business Climate Factor	Not important	Important	Very important
	Quality and cost of transport (road, rail, air, sea)	0.9%	22.2%	76.9%
	Access to affordable and reliable telecommunications	0.9%	16.2%	82.9%
	Security	0.9%	25.7%	73.5%
	Legal and regulatory framework	0.9%	24.1%	75.0%
	Access to affordable and reliable energy	0.0%	15.5%	84.5%
	Access to finance	3.6%	17.0%	79.5%
	Access to business support services	2.6%	22.6%	74.8%

Table 107: Cross-country MDA responses on level of importance of business climate factors to business operations within EAC

Country	BCI Factor	Not important	Important	Very important	Total
Kenya	Land/bus premises	0.0%	10.0%	90.0%	100.0%
	Skilled labour	0.0%	20.0%	80.0%	100.0%
	Quality and cost of transport	0.0%		100.0%	100.0%
	Telecommunications	0.0%	5.0%	95.0%	100.0%
	Security	0.0%		100.0%	100.0%
	Legal and regulatory framework	0.0%	10.0%	90.0%	100.0%
	Energy	0.0%		100.0%	100.0%
	Finance	0.0%	10.0%	90.0%	100.0%
	Business support services	0.0%	5.3%	94.7%	100.0%
Uganda	Land/bus premises	0.0%	15.4%	84.6%	100.0%
	Skilled labour	0.0%		100.0%	100.0%
	Quality and cost of transport	0.0%	15.4%	84.6%	100.0%
	Telecommunications	0.0%	9.1%	90.9%	100.0%
	Security	0.0%	8.3%	91.7%	100.0%
	Legal and regulatory framework	0.0%		100.0%	100.0%
	Energy	0.0%	7.7%	92.3%	100.0%
	Finance	0.0%	7.7%	92.3%	100.0%
	Business support services	7.7%	23.1%	69.2%	100.0%
Tanzania	Land/bus premises	0.0%	25.0%	75.0%	100.0%
	Skilled labour	0.0%	23.1%	76.9%	100.0%
	Quality and cost of transport	0.0%	7.7%	92.3%	100.0%
	Telecommunications	7.7%	23.1%	69.2%	100.0%
	Security	0.0%	7.7%	92.3%	100.0%
	Legal and regulatory framework	0.0%	9.1%	90.9%	100.0%
	Energy	0.0%	7.7%	92.3%	100.0%
	Finance	0.0%	15.4%	84.6%	100.0%
	Business support services	0.0%	23.1%	76.9%	100.0%

Table 108: Cross-country business responses on current situation of business climate factors

Country	Business Climate Factor	Very poor	Poor	Good
Kenya	Access to Land/business premises	15.0%	51.0%	34.0%
	Access to affordable skilled labour	7.1%	38.5%	54.5%
	Quality and cost of transport (road, rail, air, sea)	51.9%	42.4%	5.7%
	Access to affordable and reliable telecommunications	21.5%	47.5%	31.0%
	Security	60.9%	32.7%	6.4%
	Legal and regulatory framework	20.7%	61.4%	17.9%
	Access to affordable and reliable energy	29.1%	51.9%	19.0%
	Access to finance	8.7%	38.7%	52.7%
	Access to business support services	8.4%	45.2%	46.5%
Uganda	Access to Land/business premises	15.6%	46.3%	38.1%
	Access to affordable skilled labour	12.8%	39.6%	47.7%
	Quality and cost of transport (road, rail, air, sea)	46.0%	42.0%	12.0%
	Access to affordable and reliable telecommunications	2.1%	20.0%	77.9%
	Security	7.5%	25.3%	67.1%
	Legal and regulatory framework	8.6%	43.2%	48.2%
	Access to affordable and reliable energy	67.3%	27.9%	4.8%
	Access to finance	21.0%	42.7%	36.4%
	Access to business support services	9.5%	52.0%	38.5%
Tanzania	Access to Land/business premises	15.6%	52.3%	32.1%
	Access to affordable skilled labour	23.6%	31.1%	45.3%
	Quality and cost of transport (road, rail, air, sea)	25.4%	49.1%	25.4%
	Access to affordable and reliable telecommunications	3.6%	22.7%	73.6%
	Security	12.7%	37.3%	50.0%
	Legal and regulatory framework	15.5%	41.2%	43.3%
	Access to affordable and reliable energy	65.5%	23.9%	10.6%
	Access to finance	18.7%	47.7%	33.6%
	Access to business support services	14.8%	44.4%	40.7%

Table 109: Cross-country MDA responses on current situation of business climate factors to business operations

Country	BCI Factor	Very poor	Poor	Good	Total
Kenya	Access to Land/business premises	11.1%	27.8%	61.1%	100.0%
	Access to affordable skilled labour	0.0%	5.6%	94.4%	100.0%
	Quality and cost of transport (road, rail, air, sea)	15.8%	63.2%	21.1%	100.0%
	Access to affordable and reliable telecommunications	5.3%	31.6%	63.2%	100.0%
	Security	5.9%	58.8%	35.3%	100.0%
	Legal and regulatory framework	0.0%	23.5%	76.5%	100.0%
	Access to affordable and reliable energy	10.5%	47.4%	42.1%	100.0%
	Access to finance	11.1%	33.3%	55.6%	100.0%
	Access to business support services	5.6%	27.8%	66.7%	100.0%
Uganda	Access to Land/business premises	0.0%	66.7%	33.3%	100.0%
	Access to affordable skilled labour	8.3%	33.3%	58.3%	100.0%
	Quality and cost of transport (road, rail, air, sea)	36.4%	45.5%	18.2%	100.0%

Country	BCI Factor	Very poor	Poor	Good	Total
	Access to affordable and reliable telecommunications	0.0%	9.1%	90.9%	100.0%
	Security	0.0%	9.1%	90.9%	100.0%
	Legal and regulatory framework	8.3%	16.7%	75.0%	100.0%
	Access to affordable and reliable energy	58.3%	33.3%	8.3%	100.0%
	Access to finance	16.7%	75.0%	8.3%	100.0%
	Access to business support services	18.2%	45.5%	36.4%	100.0%
Tanzania	Access to Land/business premises	9.1%	36.4%	54.5%	100.0%
	Access to affordable skilled labour	8.3%	25.0%	66.7%	100.0%
	Quality and cost of transport (road, rail, air, sea)	18.2%	63.6%	18.2%	100.0%
	Access to affordable and reliable telecommunications	0.0%	25.0%	75.0%	100.0%
	Security	8.3%	25.0%	66.7%	100.0%
	Legal and regulatory framework	0.0%	40.0%	60.0%	100.0%
	Access to affordable and reliable energy	25.0%	75.0%	0.0%	100.0%
	Access to finance	8.3%	75.0%	16.7%	100.0%
Access to business support services	16.7%	50.0%	33.3%	100.0%	

Table 110: Cross-country business response comparisons on improvement and deterioration of other business climate factors between Nov 2005 and Nov 2006

Country	Business Climate Factor	Considerable deterioration	Marginal deterioration	Neutral	Marginal improvement	Substantial improvement	Total
Kenya	Access to Land/business premises	7.5%	15.6%	55.1%	19.0%	2.7%	100.0%
	Access to affordable skilled labour	4.0%	6.6%	42.4%	36.4%	10.6%	100.0%
	Quality and cost of transport (road, rail, air, sea)	29.7%	25.3%	25.9%	14.6%	4.4%	100.0%
	Access to affordable and reliable telecommunications	5.1%	6.4%	21.0%	52.2%	15.3%	100.0%
	Security	39.5%	21.0%	24.8%	12.7%	1.9%	100.0%
	Legal and regulatory framework	11.3%	15.3%	48.7%	21.3%	3.3%	100.0%
	Access to affordable and reliable energy	13.3%	24.0%	44.0%	15.3%	3.3%	100.0%
	Access to finance	2.0%	6.0%	38.4%	38.4%	15.2%	100.0%
	Access to business support services	2.0%	4.6%	45.8%	39.9%	7.8%	100.0%
	Profitability	9.2%	22.2%	26.1%	35.9%	6.5%	100.0%
	Ease of crossing EAC borders after recent introduction of Customs Union	1.4%	6.9%	50.7%	36.1%	4.9%	100.0%
Uganda	Access to Land/business premises	6.8%	8.8%	43.5%	35.4%	5.4%	100.0%
	Access to affordable skilled labour	2.0%	8.7%	31.5%	44.3%	13.4%	100.0%
	Quality and cost of transport (road, rail, air, sea)	25.5%	35.2%	24.8%	13.1%	1.4%	100.0%
	Access to affordable and reliable telecommunications	.7%	3.3%	16.7%	56.7%	22.7%	100.0%

Country	Business Climate Factor	Considerable deterioration	Marginal deterioration	Neutral	Marginal improvement	Substantial improvement	Total
	Security	1.3%	6.0%	29.5%	48.3%	14.8%	100.0%
	Legal and regulatory framework	1.4%	9.1%	47.6%	36.4%	5.6%	100.0%
	Access to affordable and reliable energy	53.7%	24.8%	10.7%	8.7%	2.0%	100.0%
	Access to finance	3.5%	11.8%	52.1%	27.8%	4.9%	100.0%
	Access to business support services	1.4%	6.1%	45.6%	41.5%	5.4%	100.0%
	Profitability	17.5%	30.8%	32.9%	17.5%	1.4%	100.0%
	Ease of crossing EAC borders after recent introduction of Customs Union	2.9%	6.6%	38.0%	48.2%	4.4%	100.0%
Tanzania	Access to Land/business premises	2.7%	8.9%	56.3%	26.8%	5.4%	100.0%
	Access to affordable skilled labour	0.9%	11.8%	43.6%	36.4%	7.3%	100.0%
	Quality and cost of transport (road, rail, air, sea)	8.8%	20.4%	38.1%	28.3%	4.4%	100.0%
	Access to affordable and reliable telecommunications	0.9%	4.5%	23.2%	42.9%	28.6%	100.0%
	Security	1.7%	12.1%	36.2%	39.7%	10.3%	100.0%
	Legal and regulatory framework	1.8%	6.4%	45.5%	36.4%	10.0%	100.0%
	Access to affordable and reliable energy	42.3%	19.8%	24.3%	9.9%	3.6%	100.0%
	Access to finance	0.9%	11.8%	60.0%	22.7%	4.5%	100.0%
	Access to business support services )	0.0%	13.0%	56.5%	25.2%	5.2%	100.0%
	Profitability	9.6%	15.8%	41.2%	29.8%	3.5%	100.0%
	Ease of crossing EAC borders after recent introduction of Customs Union	1.9%	9.3%	49.5%	33.6%	5.6%	100.0%

Table 111: Cross-country MDA responses on recent improvements in the business climate

Country	Business Climate Factor	Considerable deterioration	Marginal deterioration	Neutral	Marginal improvement	Substantial improvement
Kenya	Land/business premises	0.0%	5.3%	31.6%	57.9%	5.3%
	Skilled labour	5.3%	0.0%	21.1%	47.4%	26.3%
	Quality and cost of transport	0.0%	11.1%	5.6%	77.8%	5.6%
	Telecommunications	0.0%	5.3%	0.0%	78.9%	15.8%
	Security	5.3%	0.0%	10.5%	78.9%	5.3%
	Legal and regulatory	0.0%	0.0%	15.8%	73.7%	10.5%
	Energy	0.0%	0.0%	26.3%	73.7%	0.0%
	Finance	0.0%	0.0%	16.7%	66.7%	16.7%
	Business support services	0.0%	5.3%	15.8%	42.1%	36.8%
	Profitability	0.0%	0.0%	5.6%	72.2%	22.2%
Uganda	Crossing EAC borders	0.0%	0.0%	0.0%	84.2%	15.8%
	Land/business premises	0.0%	7.7%	46.2%	23.1%	23.1%
	Skilled labour	0.0%	7.7%	15.4%	46.2%	30.8%

Country	Business Climate Factor	Considerable deterioration	Marginal deterioration	Neutral	Marginal improvement	Substantial improvement
	Quality and cost of transport	21.4%	57.1%	14.3%	7.1%	0.0%
	Telecommunications	0.0%	0.0%	15.4%	53.8%	30.8%
	Security	0.0%	14.3%	14.3%	50.0%	21.4%
	Legal and regulatory	0.0%	7.1%	21.4%	71.4%	0.0%
	Energy	42.9%	42.9%	7.1%	7.1%	0.0%
	Finance	7.1%	28.6%	28.6%	35.7%	0.0%
	Business support services	0.0%	7.1%	35.7%	57.1%	0.0%
	Profitability	0.0%	33.3%	25.0%	41.7%	0.0%
	Crossing EAC borders	8.3%	8.3%	16.7%	58.3%	8.3%
Tanzania	Land/business premises	8.3%	0.0%	33.3%	41.7%	16.7%
	Skilled labour	0.0%	0.0%	30.8%	61.5%	7.7%
	Quality and cost of transport	0.0%	0.0%	38.5%	53.8%	7.7%
	Telecommunications	0.0%	0.0%	7.7%	53.8%	38.5%
	Security	0.0%	7.7%	7.7%	69.2%	15.4%
	Legal and regulatory	0.0%	0.0%	7.7%	69.2%	23.1%
	Energy	23.1%	0.0%	46.2%	30.8%	0.0%
	Finance	0.0%	0.0%	38.5%	53.8%	7.7%
	Business support services	0.0%	7.7%	30.8%	53.8%	7.7%
	Profitability	0.0%	0.0%	33.3%	58.3%	8.3%
	Crossing EAC borders	0.0%	0.0%	18.2%	81.8%	0.0%

Table 112: Cross-country business response comparisons on optimism over the year 2007 regarding business climate factors

Country	Business Climate Factor	Considerable deterioration	Marginal deterioration	Neutral	Marginal improvement	Substantial improvement	Total
Kenya	Access to Land/business premises	4.6%	11.9%	39.7%	33.8%	9.9%	100.0%
	Access to affordable skilled labour	2.6%	3.9%	37.0%	39.0%	17.5%	100.0%
	Quality and cost of transport (road, rail, air, sea)	11.8%	13.8%	28.9%	38.8%	6.6%	100.0%
	Access to affordable and reliable telecommunications	3.2%	5.1%	19.9%	45.5%	26.3%	100.0%
	Security	25.8%	14.8%	24.5%	28.4%	6.5%	100.0%
	Legal and regulatory framework	7.3%	8.6%	42.4%	35.1%	6.6%	100.0%
	Access to affordable and reliable energy	8.4%	13.6%	42.9%	30.5%	4.5%	100.0%
	Access to finance	0.7%	2.7%	42.7%	36.0%	18.0%	100.0%
	Access to business support services	.6%	3.9%	35.1%	42.2%	18.2%	100.0%
	Profitability	4.6%	11.9%	27.2%	41.1%	15.2%	100.0%
	Ease of crossing EAC borders after recent introduction of Customs Union	1.4%	4.1%	30.1%	47.3%	17.1%	100.0%



Country	Business Climate Factor	Considerable deterioration	Marginal deterioration	Neutral	Marginal improvement	Substantial improvement	Total
Uganda	Access to Land/business premises	6.5%	7.2%	30.1%	47.7%	8.5%	100.0%
	Access to affordable skilled labour	0.6%	8.4%	20.0%	49.7%	21.3%	100.0%
	Quality and cost of transport (road, rail, air, sea)	11.2%	13.8%	31.6%	38.2%	5.3%	100.0%
	Access to affordable and reliable telecommunications		3.3%	16.3%	51.6%	28.8%	100.0%
	Security	2.0%	3.3%	27.5%	49.0%	18.3%	100.0%
	Legal and regulatory framework	0.7%	2.0%	45.3%	43.3%	8.7%	100.0%
	Access to affordable and reliable energy	22.7%	18.2%	25.3%	29.2%	4.5%	100.0%
	Access to finance	2.0%	8.8%	42.2%	40.1%	6.8%	100.0%
	Access to business support services	1.3%	1.3%	38.0%	46.0%	13.3%	100.0%
	Profitability	8.6%	18.5%	27.2%	37.7%	7.9%	100.0%
	Ease of crossing EAC borders after recent introduction of Customs Union	3.5%	5.6%	22.2%	51.4%	17.4%	100.0%
Tanzania	Access to Land/business premises	.9%	7.0%	23.7%	57.0%	11.4%	100.0%
	Access to affordable skilled labour	1.8%	8.8%	24.6%	44.7%	20.2%	100.0%
	Quality and cost of transport (road, rail, air, sea)	2.7%	7.1%	33.6%	37.2%	19.5%	100.0%
	Access to affordable and reliable telecommunications		0.9%	20.0%	43.5%	35.7%	100.0%
	Security		6.0%	32.8%	46.6%	14.7%	100.0%
	Legal and regulatory framework	1.8%	1.8%	36.9%	44.1%	15.3%	100.0%
	Access to affordable and reliable energy	14.9%	13.2%	20.2%	39.5%	12.3%	100.0%
	Access to finance	1.8%	2.7%	33.0%	49.1%	13.4%	100.0%
	Access to business support services	.9%	0.9%	37.4%	46.1%	14.8%	100.0%
	Profitability	5.2%	4.3%	33.6%	42.2%	14.7%	100.0%
	Ease of crossing EAC borders after recent introduction of Customs Union	1.9%	1.0%	30.5%	49.5%	17.1%	100.0%

Table 113: Cross-country MDA response comparisons on optimism over the next 12 months regarding business climate factors

Country	BCI Factor	Considerable deterioration	Marginal deterioration	Neutral	Marginal improvement	Substantial improvement
Kenya	Land/business premises	0.0%	10.0%	10.0%	70.0%	10.0%
	Skilled labour	0.0%	0.0%	15.0%	50.0%	35.0%
	Quality and cost of transport	0.0%	0.0%	10.0%	70.0%	20.0%
	Telecommunications	0.0%	0.0%	5.0%	55.0%	40.0%
	Security	0.0%	5.0%	10.0%	65.0%	20.0%
	Legal and regulatory	0.0%	0.0%	0.0%	72.2%	27.8%
	Energy	0.0%	0.0%	15.8%	73.7%	10.5%
	Finance	0.0%	0.0%	11.1%	72.2%	16.7%
	Business support services	0.0%	0.0%	5.0%	45.0%	50.0%
	Profitability	0.0%	0.0%	11.8%	47.1%	41.2%
	Crossing EAC borders	0.0%	0.0%	0.0%	57.9%	42.1%
Uganda	Land/business premises	7.7%	7.7%	38.5%	23.1%	23.1%
	Skilled labour	7.7%	7.7%	15.4%	46.2%	23.1%
	Quality and cost of transport	8.3%	25.0%	16.7%	50.0%	0.0%
	Telecommunications	0.0%	8.3%	8.3%	75.0%	8.3%
	Security	8.3%	0.0%	25.0%	50.0%	16.7%
	Legal and regulatory	0.0%	7.1%	7.1%	78.6%	7.1%
	Energy	15.4%	0.0%	23.1%	61.5%	0.0%
	Finance	0.0%	16.7%	25.0%	58.3%	0.0%
	Business support services	7.7%	7.7%	15.4%	61.5%	7.7%
	Profitability	0.0%	27.3%	9.1%	63.6%	0.0%
	Crossing EAC borders	9.1%	0.0%	9.1%	36.4%	45.5%
Tanzania	Land/business premises	0.0%	8.3%	16.7%	66.7%	8.3%
	Skilled labour	0.0%	0.0%	16.7%	41.7%	41.7%
	Quality and cost of transport	0.0%	0.0%	16.7%	66.7%	16.7%
	Telecommunications	0.0%	0.0%	8.3%	41.7%	50.0%
	Security	0.0%	8.3%	8.3%	58.3%	25.0%
	Legal and regulatory	0.0%	0.0%	9.1%	45.5%	45.5%
	Energy	8.3%	8.3%	16.7%	58.3%	8.3%
	Finance	0.0%	0.0%	8.3%	75.0%	16.7%
	Business support services	0.0%	0.0%	16.7%	66.7%	16.7%
	Profitability	0.0%	0.0%	16.7%	66.7%	16.7%
	Crossing EAC borders	0.0%	0.0%	9.1%	45.5%	45.5%

## Suggested improvements to trade-related procedures

### Customs Procedures

Table 114: Cross-country comparisons of business responses on suggested improvements to information related to customs regulations and procedures

Suggested improvements	Response	Country			Total
		Kenya	Tanzania	Uganda	
No change	Count	14	12	24	50
	% within Country	9.6%	11.5%	16.2%	12.6%
Some improvements needed	Count	66	53	79	198
	% within Country	45.2%	51.0%	53.4%	49.7%
Major improvements needed	Count	66	39	45	150
	% within Country	45.2%	37.5%	30.4%	37.7%
Total	Count	146	104	148	398
	% within Country	100.0%	100.0%	100.0%	100.0%

Table 115: Cross-country comparisons of business responses to the suggested improvements on customs paperwork

Suggested improvements	Response	Country			Total
		Kenya	Tanzania	Uganda	
No change	Count	13	12	23	48
	% within Country	8.84%	11.76%	16.08%	12.24%
Some improvements needed	Count	64	48	76	188
	% within Country	43.54%	47.06%	53.15%	47.96%
Major improvements needed	Count	70	42	44	156
	47.60%	47.62%	41.18%	30.77%	39.80%
Total	Count	147	102	143	392
	% within Country	100.00%	100.00%	100.00%	100.00%

### Immigration procedures

Table 116: Cross-country business responses on suggested improvements to information on immigration regulations/procedures

Suggested Improvements	Response	Country			Total
		Kenya	Tanzania	Uganda	
No change	Count	21	19	28	68
	% within Country	15.00%	21.30%	19.70%	18.3%
Some improvements needed	Count	71	53	80	204
	% within Country	50.70%	59.60%	56.30%	55.0%
Major improvements needed	Count	48	17	34	99
	% within Country	34.30%	19.10%	23.90%	26.7%
Total	Count	140	89	142	371
	% within Country	100.00%	100.00%	100.00%	100.0%

Table 117: Cross-country business response comparisons on suggested improvements to immigration paperwork

Suggested improvements	Response	Country			Total
		Kenya	Tanzania	Uganda	
No change	Count	17	17	31	65
	% within Country	12.10%	19.30%	22.30%	17.70%
Some improvements need	Count	76	50	81	207
	% within Country	53.90%	56.80%	58.30%	56.30%
Major improvements needed	Count	48	21	27	96
	% within Country	34.00%	23.90%	19.40%	26.10%
Total	Count	141	88	139	368
	% within Country	100.00%	100.00%	100.00%	100.00%

Table 118: Cross-country business response comparisons on suggested improvements to training of immigration officers

Suggested improvements	Response	Country			Total
		Kenya	Tanzania	Uganda	
No change	Count	24	16	23	63
	% within Country	17.1%	18.0%	16.4%	17.1%
Some improvements needed	Count	77	55	89	221
	% within Country	55.0%	61.8%	63.6%	59.9%
Major improvements needed	Count	39	18	28	85
	% within Country	27.9%	20.2%	20.0%	23.0%
Total	Count	140	89	140	369
	% within Country	100.0%	100.0%	100.0%	100.0%

Table 119: Cross-country business response comparisons on suggested improvements to treatment of EAC citizens at immigration

Suggested improvements	Response	Country			Total
		Kenya	Tanzania	Uganda	
No change	Count	15	20	31	66
	% within Country	10.9%	23.3%	23.0%	18.4%
Some improvements needed	Count	70	37	49	156
	% within Country	50.7%	43.0%	36.3%	43.5%
Major improvements needed	Count	53	29	55	137
	% within Country	38.4%	33.7%	40.7%	38.2%
Total	Count	138	86	135	359
	% within Country	100.0%	100.0%	100.0%	100.0%

Table 120: Cross-country business response comparisons on required improvement in information on business registration and licensing regulations/procedures

Suggested improvements	Response	Country			Total
		Kenya	Tanzania	Uganda	
No change	Count	22	24	39	85
	% within Country	15.6%	22.2%	27.1%	21.6%
Some improvements needed	Count	67	58	78	203
	% within Country	47.5%	53.7%	54.2%	51.7%
Major improvements needed	Count	52	26	27	105
	% within Country	36.9%	24.1%	18.8%	26.7%
Total	Count	141	108	144	393
	% within Country	100.0%	100.0%	100.0%	100.0%

Table 121: Cross-country business response comparisons on required improvement in paperwork on business registration and licensing

Suggested improvements	Response	Country			Total
		Kenya	Tanzania	Uganda	
No change	Count	19	21	41	81
	% within Country	13.5%	19.4%	29.3%	20.8%
Some improvements needed	Count	67	61	75	203
	% within Country	47.5%	56.5%	53.6%	52.2%
Major improvements needed	Count	55	26	24	105
	% within Country	39.0%	24.1%	17.1%	27.0%
Total	Count	141	108	140	389
	% within Country	100.0%	100.0%	100.0%	100.0%

Table 122: Cross-country business response comparisons on required improvement in training of government officers involved in business registration and licensing

Suggested improvements	Response	Country			Total
		Kenya	Tanzania	Uganda	
No change	Count	17	22	27	66
	% within Country	12.1%	21.0%	19.3%	17.1%
Some improvements needed	Count	82	54	80	216
	% within Country	58.2%	51.4%	57.1%	56.0%
Major improvements needed	Count	42	29	33	104
	% within Country	29.8%	27.6%	23.6%	26.9%
Total	Count	141	105	140	386
	% within Country	100.0%	100.0%	100.0%	100.0%

Table 123: Cross-country business response comparisons on required improvements in treatment of EAC citizens during business registration and licensing

Suggested improvements	Response	Country			Total
		Kenya	Tanzania	Uganda	
No change	Count	23	21	30	74
	% within Country	17.3%	20.6%	22.6%	20.1%
Some improvements needed	Count	66	43	49	158
	% within Country	49.6%	42.2%	36.8%	42.9%
Major improvements needed	Count	44	38	54	136
	% within Country	33.1%	37.3%	40.6%	37.0%
Total	Count	133	102	133	368
	% within Country	100.0%	100.0%	100.0%	100.0%

### Suggestions on Police roadblocks

Table 124: Cross-country business response comparisons on improvements regarding justification for stopping vehicles at police roadblocks

Suggested improvements	Response	Country			Total
		Kenya	Tanzania	Uganda	
No change	Count	15	14	29	58
	% within Country	10.0%	14.1%	19.0%	14.4%
Some improvements needed	Count	45	38	83	166
	% within Country	30.0%	38.4%	54.2%	41.3%
Major improvements needed	Count	90	47	41	178
	% within Country	60.0%	47.5%	26.8%	44.3%
	Count	150	99	153	402
	% within Country	100.0%	100.0%	100.0%	100.0%

Table 125: Cross-country business response comparisons on improvements to harmonisation of roadblocks procedures within EAC partner states

Suggested improvements	Response	Country			Total
		Kenya	Tanzania	Uganda	
No change	Count	5	10	18	33
	% within Country	3.4%	10.3%	12.2%	8.4%
Some improvements needed	Count	48	32	63	143
	% within Country	32.4%	33.0%	42.6%	36.4%
Major improvements needed	Count	95	55	67	217
	% within Country	64.2%	56.7%	45.3%	55.2%
Total	Count	148	97	148	393
	% within Country	100.0%	100.0%	100.0%	100.0%

Table 126: Cross-country business response on required improvements in other means to maintain law and order

Suggested improvements	Response	Country			Total
		Kenya	Tanzania	Uganda	
No change	Count	8	10	24	42
	% within Country	5.4%	10.3%	16.2%	10.7%
Some improvements needed	Count	54	41	81	176
	% within Country	36.2%	42.3%	54.7%	44.7%
Major improvements needed	Count	87	46	43	176
	% within Country	58.4%	47.4%	29.1%	44.7%
Total	Count	149	97	148	394
	% within Country	100.0%	100.0%	100.0%	100.0%

### Suggestions on improvements at weighbridge stations

Table 127: Cross-country business response comparisons on need for improvement in information on weighbridge regulations e.g. axle loads

Suggested improvements	Response	Country			Total
		Kenya	Tanzania	Uganda	
No change	Count	15	16	33	64
	% within Country	12.5%	19.8%	27.5%	19.9%
Some improvements needed	Count	68	39	60	167
	% within Country	56.7%	48.1%	50.0%	52.0%
Major improvements needed	Count	37	26	27	90
	% within Country	30.8%	32.1%	22.5%	28.0%
Total	Count	120	81	120	321
	% within Country	100.0%	100.0%	100.0%	100.0%

Table 128: Cross-country business response comparisons on improvements in calibration of weighing scales

Suggested improvements	Response	Country			Total
		Kenya	Tanzania	Uganda	
No change	Count	12	13	22	47
	% within Country	9.9%	16.0%	18.6%	14.7%
Some improvements needed	Count	56	35	73	164
	% within Country	46.3%	43.2%	61.9%	51.3%
Major improvements needed	Count	53	33	23	109
	% within Country	43.8%	40.7%	19.5%	34.1%
Total	Count	121	81	118	320
	% within Country	100.0%	100.0%	100.0%	100.0%

Table 129: Cross-country business response comparisons on improvements in paperwork at weighbridge stations

Suggested changes	Response	Country			Total
		Kenya	Tanzania	Uganda	
No change	Count	14	15	33	62
	% within Country	11.6%	18.3%	28.0%	19.3%
Some improvements needed	Count	69	40	66	175
	% within Country	57.0%	48.8%	55.9%	54.5%
Major improvements needed	Count	38	27	19	84
	% within Country	31.4%	32.9%	16.1%	26.2%
Total	Count	121	82	118	321
	% within Country	100.0%	100.0%	100.0%	100.0%

Table 130: Cross-country business response comparisons on need for improvements in training of government staff at weighbridges

Suggested improvements	Response	Country			Total
		Kenya	Tanzania	Uganda	
No change	Count	13	10	24	47
	% within Country	11.0%	13.2%	20.7%	15.2%
Some improvements needed	Count	61	39	63	163
	% within Country	51.7%	51.3%	54.3%	52.6%
Major improvements needed	Count	44	27	29	100
	% within Country	37.3%	35.5%	25.0%	32.3%
Total	Count	118	76	116	310
	% within Country	100.0%	100.0%	100.0%	100.0%

### Suggested improvements on quality standards inspections and export certification

Table 131: Cross-country business response comparisons on improvement in information on quality standards inspection and export certification procedures

Suggested improvements	Response	Country			Total
		Kenya	Tanzania	Uganda	
No change	Count	17	16	29	62
	% within Country	12.4%	19.8%	23.8%	18.2%
Some improvements needed	Count	75	45	73	193
	% within Country	54.7%	55.6%	59.8%	56.8%
Major improvements needed	Count	45	20	20	85
	% within Country	32.8%	24.7%	16.4%	25.0%
Total	Count	137	81	122	340
	% within Country	100.0%	100.0%	100.0%	100.0%



Table 132: Cross-country business response comparisons on required improvements in paperwork on quality standards inspection and export certification

Suggested improvements	Response	Country			Total
		Kenya	Tanzania	Uganda	
No change	Count	20	16	30	66
	% within Country	14.5%	20.0%	25.4%	19.6%
Some improvements needed	Count	74	41	76	191
	% within Country	53.6%	51.3%	64.4%	56.8%
Major improvements needed	Count	44	23	12	79
	% within Country	31.9%	28.8%	10.2%	23.5%
Total	Count	138	80	118	336
	% within Country	100.0%	100.0%	100.0%	100.0%

Table 133: Cross-country business response comparisons on required improvements in training of government officers in quality standards inspection and export certification

Suggested improvements	Response	Country			Total
		Kenya	Tanzania	Uganda	
No change	Count	22	13	24	59
	% within Country	16.1%	16.3%	20.3%	17.6%
Some improvements needed	Count	73	43	69	185
	% within Country	53.3%	53.8%	58.5%	55.2%
Major improvements needed	Count	42	24	25	91
	% within Country	30.7%	30.0%	21.2%	27.2%
Total	Count	137	80	118	335
	% within Country	100.0%	100.0%	100.0%	100.0%

## OTHER ISSUES AFFECTING CROSS-BORDER TRADE

List of other issues that affect cross-border trade

Table 134: List of other issues that affect cross-border trade

Other issues on cross-border trade	Sometimes problematic			Always problematic		
	Number of respondents					
	Kenya	Uganda	Tanzania	Kenya	Uganda	Tanzania
Arbitrary application of tariffs	1			1		
Issuance of work permits	2			8		
Approval of imports						1
Armed robbers			1			
Border clearance delays	4					
Bribes						2
Bureaucracy in cargo clearing			1			
Issuance of COMESA certificate of origin	2					
Telecommunications system					1	
Congestion at the port				1		
Consultation on cross-border polices				1		
Getting government contracts				1		

Corruption at roadblocks	1	1		2	1	1
Counterfeits products	1					
Currency exchange					1	
Customs clearance	1					
Customs taxes		1				
Customs verification and declaration	1	2		2	1	1
Delay in return of export documents				1	1	
Varying EAC customs regulations	2	1		3	1	1
Dumping of imports					1	
Duty clarification				4		1
Unfair duty on finished products	1			2	1	
Bureaucracy in duty payment	1			1		
Discriminatory EAC duty structure				1	1	
Cumbersome imports documentation				2	1	1
Overvalued exchange rates				1		
Import documentation in Kenya					1	1
Export permits for pharmaceuticals				1		
Failure of computer system at customs		1				
Harmonisation of EAC standards					4	
Harassment by city council				1		
High duty on imports	1			2		
High tax levels	1	1			1	1
Incompetent customs officers				1		
Individualism of EA states			1			
Information on customs rules				1		
Road infrastructure	1	1		6	7	
Imports inspection in Tanzania by TRISAN	1					1
Delays at Kenya boarder stations				2		2
Too many roadblocks in Kenya						2
Lack of commitment to EAC integration				1	1	1
Language barriers		2				
Mistreatment of East Africans on account of citizenship				2		1
Cross-border movement of labour					1	
Parallel imports/smuggling				1		
Lack of customer knowledge on EA available products					1	
Provision of toilet facilities at border stations				1		
Re-export documentation					1	
Insecurity				2	1	
Public Sensitisation on EA integration					1	
simplify delivery procedures						1
Smuggling	1	1				
Bureaucracy at Tanzania/Uganda customs border stations					1	
High transport cost		1				
Settlement of cross-border trade regime disputes				1		
Transit procedures						1
very high tariffs on food stuffs					1	

Suggested improvements on other issues that affect cross-border trade

Table 135: Suggested improvements on other cross-border trade issues

Other issues on cross-border trade	Some improvements needed			Major improvements needed		
	Number of respondents					
	Kenya	Uganda	Tanzania	Kenya	Uganda	Tanzania
Common external tariff				1		
Abolish work permit within EAC and improve issuance	1			3		
Better infrastructure			1			
COMESA certificate of origin	1					
Common EAC currency				1		
Common point of duty collection				1		
Complete customs harmonization	2	1	2	5		3
Corruption at Kenya police roadblocks	1			1	1	2
Corruption at Tanzania police roadblocks					1	
Transparent custom regulations	1				2	1
Drivers export document copy to be used in release of imports						1
Duty payment system through bank			1	1		1
Efficiency in imports clearance (set maximum time)	1	1		4		
Emergency system for computer breakdowns			2	1	1	1
Fair treatment in licensing				1		
Roads infrastructure		1		2	1	
Import documentation procedures		1		1	3	
Harmonisation of EA standards procedures				1		1
Information dissemination on EAC trade rules	1					
One stop centre at borders						1
EAC products knowledge						1
PVOC KEBS program	1					1
Scanning equipment for imports				1		
EAC integration process					1	
Security				1	1	
EAC tariff revenue imbalances			1			
Attitudes and professionalism of trade facilitation staff	1			1		
Harmonisation of EAC trading rules	3	1		2	1	1
Customs yard size				1		
Information on available EA products						1
Settlement of cross-border trade disputes						1
Open borders on 24 hour basis				1		
Clearance of imports at Kenya Ports Authority					2	
Rewarding system for efficient and honest customs officers					1	
Tax levels		1				
Tax education					1	

## ANNEX II: TERMS OF REFERENCE FOR THE 2006-07 BCI SURVEY

<p><b>BACKGROUND</b></p>	<p>EABC, with support from ICON/GTZ has successfully introduced the Business Climate Index (BCI) East Africa in 2004. Building on this experience the BCI will be carried out for a second time in September 2006.</p> <p>The BCI aims to collect and disseminate information on business conditions on a continuous basis. Member associations and their corporate members will have the opportunity to voice concerns on the prevailing business conditions and get a platform for communicating them to the public. Selected government representatives will be included in the survey. With this powerful PR instrument, EABC will be in a position to engage corporates, the public sector and the media into a continuous dialogue on the conditions of doing business in East Africa. Survey data can be used as statistical evidence and give the basis for effective lobbying for an improvement of the business climate in East Africa.</p>
<p><b>OBJECTIVE</b></p>	<p>The consultancy has the following objectives:</p> <ul style="list-style-type: none"> <li>➤ NTBs within the EAC partner states are identified</li> <li>➤ Perceptions of business community and selected government representatives on business climate are documented</li> <li>➤ Changes from previous BCI are documented</li> <li>➤ EAC, general public, private sector and media are sensitized on NTB's</li> <li>➤ NTB Monitoring Committees at national and EAC level are committed to eliminate identified NTB's</li> </ul>
<p><b>SURVEY ELEMENTS</b></p>	<p>The survey consists of a set of questions relating to barriers in trade experienced by the respondents and another set of questions related to perceptions on the business climate in general.</p> <p>The first set of questions will be more detailed in terms of quantification and giving of concrete examples for illustrative purposes. Special emphasis will be placed on the application of the EAC new customs management act.</p> <ul style="list-style-type: none"> <li>- Customs procedures,</li> <li>- Immigration procedures,</li> <li>- Police checks, road blocks</li> <li>- SPSS</li> <li>- Business registration and licenses</li> <li>- Corrupt practices</li> <li>- Customs officers' familiarity with Customs Union Protocol and intra-EAC trade liberalisation procedures and orientations</li> </ul> <p>The second set of questions on business climate will be mainly indicative and qualitative. NTB factors to be analysed include the following</p> <ul style="list-style-type: none"> <li>- Predictability of government policies (impact on investment decisions)</li> <li>- Access to finance</li> <li>- Taxes (level, multiplicity and administration)</li> <li>- legislation, arbitration and administration</li> <li>- labour regulations</li> <li>- infrastructure (telecommunications, transport, power)</li> <li>- investment policies and regulations</li> <li>- quality of business support services</li> </ul>

	<ul style="list-style-type: none"> <li>- policy dialogue with private sector</li> <li>- water, electricity,</li> <li>- availability of trained manpower</li> <li>- mobility of labour within East Africa</li> </ul>
<b>ACTIVITIES</b>	<p>Activities to be undertaken will include the following:</p> <ol style="list-style-type: none"> <li>1. Overhaul of the previous questionnaire</li> <li>2. Testing of new questionnaire</li> <li>3. Briefing of industry associations (designated focal points at the national level on the basis of existent manual developed for previous BCI</li> <li>4. selection of survey participants based on previous respondents and new members of industry associations,</li> <li>5. holding a pre-survey briefing</li> <li>6. administration of the survey</li> <li>7. analysis of the data using SPSS (not Excel)</li> <li>8. Report writing</li> <li>9. Organisation of four launch events (in three capitals and in Arusha)</li> </ol>

**ANNEX III: QUESTIONNAIRE FOR BUSINESSES**

**PART A: SURVEY QUESTIONNAIRE FOR BUSINESSES**

**FIRM PARTICULARS**

(a) Name of Establishment: .....

(b) Address: .....

(c) Country: .....

(d) Telephone: .....

(e) Company Email: .....

(f) Personal Email: .....

(g) Name of responding Officer: .....

(h) Position in the company: .....

(c) Does your company have operations in other East African countries?  Yes  No

If yes, indicate other country: 1 ..... 2 .....

(d) Number of current employees: .....

(e) Does your firm export?

Yes  No

If so, what is the value of exports as a proportion to total output? %

(j) Exports to other East African countries as a percentage of total exports? %

(k) Annum Turnover ..... (Million USD)

(l) Nature of company business: (tick where appropriate)

(a)  Manufacturing (Please specify sub-sector e.g. textiles, chemicals, plastics etc)

.....

(b)  Services (Please specify sub-sector e.g. banking, real estate, insurance, etc)

.....

(c)  Trading (please specify sub-sector e.g. retail, wholesale, etc)

.....

**SECTION B: TRADE ISSUES**

**B.1 CUSTOMS PROCEDURES AND FAIR TREATMENT AT CUSTOMS**

**B.1.1 Professional & fair treatment at Customs**

*(Please tick ✓ the appropriate box using the legend below):*

**1** = Not a problem; **2** = sometimes problematic; **3** = always problematic

	<b>1</b>	<b>2</b>	<b>3</b>
Competence of customs officers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fairness of treatment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Understanding of customs procedures/regulations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**B.1.2 Time spent at customs**

*Please indicate the average time you have taken to complete customs procedures at the borders (please tick ✓ in the appropriate box):*

<b>Within 15 minutes</b> <input type="checkbox"/>	<b>Up to 1 hour</b> <input type="checkbox"/>	<b>1-2 hours</b> <input type="checkbox"/>	<b>2 -4 hours</b> <input type="checkbox"/>	<b>Half day- full day</b> <input type="checkbox"/>
---	--	---	--	--

**B.1.3 Extra-costs incurred at customs**

Quantify the extra-costs you incur annually due to customs procedures. Costs could be in terms of waiting time, perished goods, extra-payments, etc.

<b>No extra costs</b> <input type="checkbox"/>	<b>Up to 100 US\$ per year</b> <input type="checkbox"/>	<b>Up to 1,000 US\$ per year</b> <input type="checkbox"/>	<b>Up to 5,000 US\$ per year</b> <input type="checkbox"/>	<b>More than 5,000 US\$ per year</b> <input type="checkbox"/>
--	---	---	---	---

**B.1.4 Corruptive practices at customs**

Comment on practices to speed up procedures

*(Please tick ✓ in the appropriate box using the legend below):*

**1**= No obstacle; **2** = Minor obstacle; **3** = Major obstacle

It is alleged that bribes are expected to facilitate customs procedures.	<b>1</b>	<b>2</b>	<b>3</b>
Is this a problem for <u>your</u> establishment?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**B.1.5 Change of customs procedures**

We would like to have your opinion on whether and how the procedures at customs could be simplified/ changed to ease cross border traffic.

**1**= No changes needed, **2**=some improvement needed, **3**=major improvement needed

	<b>1</b>	<b>2</b>	<b>3</b>
Information on regulations/procedures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Paperwork	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Training of customs officers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other problems _____ (please specify)			

## B.2 IMMIGRATION PROCEDURES INCLUDING WORK PERMITS

### **B.2.1 Professional & fair treatment during immigration clearance**

(Please tick ✓ the appropriate box using the legend below):

1 = Not a problem, 2 = sometimes problematic, 3 = always problematic

	1	2	3
Competence of immigration officers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fairness of treatment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Understanding of immigration procedures/regulations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### **B.2.2 Time spent at immigration and on work permit procedures**

Please indicate the average time you have taken to complete immigration clearance procedures and work permits (Please tick ✓ in the appropriate box):

Within 5 minutes <input type="checkbox"/>	Up to ½ hour <input type="checkbox"/>	Up to 1 hour <input type="checkbox"/>	Up to 2 hours <input type="checkbox"/>	More than 2 hours <input type="checkbox"/>
---	---------------------------------------	---------------------------------------	--	--

### **B.2.4 Corruptive practices at immigration**

Comment on practices to speed up procedures

(Please tick ✓ in the appropriate box using the legend below):

1= No obstacle; 2 = Minor obstacle; 3 = Major obstacle

	1	2	3
It is alleged that bribes are expected to facilitate immigration/ work permit procedures.			
Is this a problem for <u>your</u> establishment?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### **B.2.5 Change of immigration procedures**

We would like to have your opinion on whether and how the procedures at immigration could be simplified/ changed to ease cross border traffic:

1= No changes needed, 2=some improvement needed, 3=major improvement needed

	1	2	3
Information on regulations/procedures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Paperwork	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Training of immigration officers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Treatment of EAC citizens	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Work visa	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other problems _____ (please specify)			

## B.3 BUSINESS REGISTRATION AND LICENSING

### **B.3.1 Professional & fair treatment during business registration and licensing**

(Please tick ✓ the appropriate box using the legend below):

1 = Not a problem, 2 = sometimes problematic, 3 = always problematic

	1	2	3
Competence of government officers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fairness of treatment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



Understanding of registration/ licensing regulations

**B.3.2 Time spent in business registration**

Please indicate the average time you have taken to get business registration (Please tick ✓ in the appropriate box):

1-5 days <input type="checkbox"/>	6-10 days <input type="checkbox"/>	11-30 days <input type="checkbox"/>	1-2 months <input type="checkbox"/>	more than 2 months <input type="checkbox"/>
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**B.3.3 Time spent in obtaining business registration/ licenses**

Please indicate the average time you have taken to get business licenses (Please tick ✓ in the appropriate box):

1-5 days <input type="checkbox"/>	6-10 days <input type="checkbox"/>	11-30 days <input type="checkbox"/>	1-2 months <input type="checkbox"/>	more than 2 months <input type="checkbox"/>
-----------------------------------	------------------------------------	-------------------------------------	-------------------------------------	---

**B.3.6 Corruptive practices during business registration and licensing**

Comment on practices to speed up procedures

(Please tick ✓ in the appropriate box using the legend below):

1= No obstacle; 2 = Minor obstacle; 3 = Major obstacle

It is alleged that bribes are expected to facilitate business registration and licensing procedures. Is this a problem for your establishment? 1      2      3  
     

**B.3.7 Change of business registration and licensing procedures**

We would like to have your opinion on whether and how the procedures during business registration and licensing could be simplified/ changed to facilitate cross border trade.

1= No changes needed, 2=some improvement needed, 3=major improvement needed

	1	2	3
Information on regulations/procedures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Paperwork	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Training of government officers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Treatment of EAC citizens	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other problems _____ (please specify)			

**B.4 POLICE ROADBLOCKS**

**B.4.1 Professional & fair treatment at police roadblocks**

(Please tick ✓ the appropriate box using the legend below):

1 = Not a problem, 2 = sometimes problematic, 3 = always problematic

	1	2	3
Competence of police officers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fairness of treatment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Explanation on reasons for stopping vehicles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
You can rely on the rules at police roadblocks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**B.4.2 Time spent at roadblocks**

Please indicate the average time you have taken to complete checks at police roadblock. (Please tick ✓ in the appropriate box):

<b>Within 5 minutes</b> <input type="checkbox"/>	<b>Up to ½ hour</b> <input type="checkbox"/>	<b>Up to 1 hour</b> <input type="checkbox"/>	<b>Up to 2 hours</b> <input type="checkbox"/>	<b>More than 2 hours</b> <input type="checkbox"/>
--	--	--	---	---

**B.4.4 Corruptive practices during checks at police roadblocks**

Comment on practices to speed up procedures

(Please tick ✓ in the appropriate box using the legend below):

1= No obstacle; 2 = Minor obstacle; 3 = Major obstacle

It is alleged that bribes are expected to speed up time taken at roadblocks.	<b>1</b>	<b>2</b>	<b>3</b>
Is this a problem for <u>your</u> establishment?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**B.4.5 Change of roadblocks policies and practices**

We would like to have your opinion on innovative ways of policing to ensure that compliance to regulations do not hinder cross border traffic.

1= No changes needed, 2=some improvement needed, 3=major improvement needed

	<b>1</b>	<b>2</b>	<b>3</b>
Justification for stopping vehicles			
Harmonisation of procedures within EAC partner states	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Use of other means to maintain law and order	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other problems _____ (please specify)			

**B.5 WEIGHBRIDGE STATIONS**

**B.5.1 Professional & fair treatment at weighbridge stations**

(Please tick ✓ the appropriate box using the legend below):

1 = Not a problem, 2 = sometimes problematic, 3 = always problematic

	<b>1</b>	<b>2</b>	<b>3</b>
Competence of staff at weighbridges	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fairness of treatment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Understanding of procedures/regulations at weighbridges	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**B.5.2 Time spent during checks at weighbridge stations**

Please indicate the average time you have taken to complete the procedures at the weighbridge stations (Please tick ✓ in the appropriate box):

<b>Within 15 minutes</b> <input type="checkbox"/>	<b>Up to 1 hour</b> <input type="checkbox"/>	<b>1-2 hours</b> <input type="checkbox"/>	<b>2-4 hours</b> <input type="checkbox"/>	<b>Half day-full day</b> <input type="checkbox"/>
---	--	---	---	---

**B.5.4 Corruptive practices during checks at weighbridge stations**

Comment on practices to speed up procedures

(Please tick ✓ in the appropriate box using the legend below):

1= No obstacle; 2 = Minor obstacle; 3 = Major obstacle

It is alleged that bribes are expected to facilitate clearance at weighbridge stations. 1      2      3  
 Is this a problem for your establishment?            

**B.5.5 Change of checking procedures at weighbridge stations**

We would like to have your opinion on whether and how the procedures at weighbridge stations could be simplified/ changed to ease cross border traffic.

1= No changes needed, 2=some improvement needed, 3=major improvement needed

	1	2	3
Information on regulations e.g axle loads	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Harmonisation of axle load regulations within EAC	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Calibration of weighing scales	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Paperwork	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Training of government staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other problems _____ (please specify)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**B.6 QUALITY STANDARDS INSPECTION AND EXPORT CERTIFICATES**

**B.6.1 Professional & fair treatment on quality standards and certification**

*(Please tick ✓ the appropriate box using the legend below):*

1 = Not a problem, 2 = sometimes problematic, 3 = always problematic

	1	2	3
Competence of government staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fairness of treatment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Understanding procedures/regulations and export certification	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**B.6.2 Time spent for obtaining standards inspections and export certificates**

*Please indicate the average time you have taken to obtain standards inspections and export certificates (Please tick ✓ in the appropriate box):*

Less than ½ day <input type="checkbox"/>	Up to 1 day <input type="checkbox"/>	Up to 1 week <input type="checkbox"/>	Up to 1 month <input type="checkbox"/>	More than 1 month <input type="checkbox"/>
---	---	--	---	---

**B.6.3 Extra-costs incurred for these procedures**

Quantify the extra-costs you incur annually due to procedures on standards, weights and measures inspections and certification. Costs could be in terms of waiting time, perishable goods, extra-payments, etc.

No extra costs <input type="checkbox"/>	Up to 100 US\$ per year <input type="checkbox"/>	Up to 1,000 US\$ per year <input type="checkbox"/>	Up to 5,000 US\$ per year <input type="checkbox"/>	More than 5,000 US\$ per year <input type="checkbox"/>
--	---	--	---	---

**B.6.4 Corruptive practices in process of inspections and exports certificates**

Comment on practices to speed up procedures

*(Please tick ✓ in the appropriate box using the legend below):*

1= No obstacle; 2 = Minor obstacle; 3 = Major obstacle

It is alleged that bribes are expected to make it easier to obtain standards inspections and export certificates.	<b>1</b>	<b>2</b>	<b>3</b>
Is this a problem for <u>your</u> establishment?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**B.6.5 Change of procedures and regulations on standards, weights and measures inspections and certification**

We would like to have your opinion on these procedures to ease cross border traffic.

1= No changes needed, 2=some improvement needed, 3=major improvement needed

	<b>1</b>	<b>2</b>	<b>3</b>
Information on regulations/procedures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Paperwork	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Training of government officers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other problems _____ (please specify)			

**B.7 OTHER ISSUES AFFECTING CROSS BORDER TRADE**

**1.1. Professional & fair treatment in dealing with other trade related issues**

*Please specify the severity of other issues affecting cross border trade within EAC partner states (Please tick ✓ the appropriate box using the legend below):*

1 = Not a problem, 2 = sometimes problematic, 3 = always problematic

	<b>1</b>	<b>2</b>	<b>3</b>
Issues no. 1.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Issue no. 2.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Issues no. 3.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**1.5 Change of procedures on other trade related issues**

Which changes do you propose to resolve these issues?

*(Please tick ✓ the appropriate box using the legend below):*

0= No changes needed, 1=some improvement needed, 2=major improvement needed

	<b>1</b>	<b>2</b>	<b>3</b>
Issue no. 1.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Issue no. 2.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Issue no. 3.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**SECTION C: OTHER BUSINESS CLIMATE FACTORS AND THEIR IMPACT**

**C.1 CURRENT BUSINESS CLIMATE**

The government is expected to create a climate conducive for business operations. We would like to know how you currently rank the status of the following Business Climate Factors. Please tick (✓) appropriate cells in the Table below to reflect your ranking:

Level of importance to business: **0**= Not important; **1**= Important; **2**=Very important;  
 Current situation: **0**= Very poor; **1**= Poor; **2**= Good

No	Business Climate Factor	Level of importance to businesses			Current situation		
		Not important	Important	Very important	Very poor	Poor	Good
		0	1	2	0	1	2
1	Access to Land/business premises						
2	Access to affordable skilled labour						
3	Quality and cost of transport (road, rail, air, sea)						
4	Access to affordable and reliable telecommunications						
5	Security						
6	Legal and regulatory framework						
7	Access to affordable and reliable energy						
8	Access to finance						
9	Access to business support services (marketing, technological, information, training, etc).						

## C.2 IMPROVEMENT AND OPTIMISM INDEX

Please indicate whether the following business climate factors have improved in the last 12 months using the following rating:

-2 = considerable deterioration; -1 = marginal deterioration; 0 = neutral or unchanged

+1 = marginal improvement; +2 = substantial improvement

**Over the past 12 months how do you rate changes in the listed Business Climate Factors?**

No	Business Climate Factor	Your rating				
		Deterioration ←		No change	Improvement →	
		-2	-1	0	+1	+2
1	Access to Land/business premises					
2	Access to affordable skilled labour					
3	Quality and cost of transport (road, rail, air, sea)					
4	Access to affordable and reliable telecommunications					
5	Security					
6	Legal and regulatory framework					
7	Access to affordable and reliable energy					
8	Access to finance					
9	Access to business support services (marketing, technological, information, training, etc).					
10	Profitability					

No	Business Climate Factor	Your rating				
		Deterioration ← n		No change	Improvement t →	
		-2	-1	0	+1	+2
11	Ease of crossing EAC borders after recent introduction of Customs Union					

### C.3 OPTIMISM INDEX

Please indicate whether you are optimistic about future development during the next 12 months using the following rating.

-2 = considerable deterioration; -1 = marginal deterioration; 0 = neutral or unchanged

+1 = marginal improvement; +2 = substantial improvement

**Looking ahead into the next 12 months how do you perceive the direction of change in respect of the following Business Climate Factors?**

No	Business Climate Factor	Your perception				
		Deterioration ←		No change	Improvement →	
		-2	-1	0	+1	+2
1	Access to Land/business premises					
2	Access to affordable skilled labour					
3	Quality and cost of transport (road, rail, air, sea)					
4	Access to affordable and reliable telecommunications					
5	Security					
6	Legal and regulatory framework					
7	Access to affordable and reliable energy					
8	Access to finance					
9	Access to business support services (marketing, technological, information, training, etc).					
10	Profitability					
11	Ease of crossing EAC borders after recent introduction of Customs Union					

**THANK YOU FOR YOUR COOPERATION AND TIME**

## ANNEX IV: QUESTIONNAIRE FOR MINISTRIES/ DEPARTMENTS/ AGENCIES

### SECTION A: PARTICULARS OF THE INSTITUTION

**Name of Ministry/Department:**

Nature of activity/ Business:.....

Name of responding Officer: .....

Designation: .....

**Postal Address:** .....

**Phone:** ..... **Fax:** ..... **Office E-Mail:** .....

Personal Email: .....

### SECTION B: TRADING ENVIRONMENT

*(Please complete the sections where you have information)*

#### B.1 CUSTOMS PROCEDURES AND ADMINISTRATIVE REQUIREMENTS

##### 1.1. Professional & fair treatment at Customs

*(Please tick ✓ the appropriate box using the legend below):*

1 = Not a problem, 2 = sometimes problematic, 3 = always problematic

	1	2	3
Competence of Staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fairness of treatment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Understanding of customs procedures/regulations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
You can rely on the rules at customs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

##### 1.2 Time spent at customs

*Please indicate the average time businesses take to complete customs procedures at the borders (please tick ✓ in the appropriate box):*

<b>Within 15 minutes</b> <input type="checkbox"/>	<b>Up to 1 hour</b> <input type="checkbox"/>	<b>1-2 hours</b> <input type="checkbox"/>	<b>2 -4 hours</b> <input type="checkbox"/>	<b>Half day- full day</b> <input type="checkbox"/>
---	--	---	--	--

##### 1.3 Extra-costs incurred at customs

Quantify the extra-costs that businesses incur annually due to unclear customs procedures. Costs could be in terms of waiting time, perished goods, extra-payments, etc.

<b>No extra costs</b> <input type="checkbox"/>	<b>Up to 100 US\$ per year</b> <input type="checkbox"/>	<b>Up to 500 US\$ per year</b> <input type="checkbox"/>	<b>Up to 1000 US\$ per year</b> <input type="checkbox"/>	<b>More than 1000 US\$ per year</b> <input type="checkbox"/>
--	---	---	--	--

##### 1.4 Corruptive practices at customs

Comment on practices to speed up procedures

*(Please tick ✓ in the appropriate box using the legend below):*

1= No obstacle; 2 = Minor obstacle; 3 = Major obstacle

It is alleged that bribes are expected to facilitate customs procedures. 1      2      3  
 Do you think this is a problem for businesses in your country?        

**1.5 Change of customs procedures**

We would like to have your opinion on whether and how the procedures at customs could be simplified/ changed to ease cross border traffic:

0= No changes needed, 1=some improvement needed, 2=major improvement needed

	1	2	3
Information on regulations/procedures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Paperwork	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Training of staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other problems _____ (please specify)			

**B.2 IMMIGRATION PROCEDURES**

**1.1. Professional & fair treatment during immigration clearance**

*(Please tick ✓ the appropriate box using the legend below):*

1 = Not a problem, 2 = sometimes problematic, 3 = always problematic

	1	2	3
Competence of Staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fairness of treatment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Understanding of immigration procedures/regulations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
You can rely on the rules at immigration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**1.2 Time spent during immigration clearance**

*Please indicate the average time businesses take to complete immigration clearance procedures (Please tick ✓ in the appropriate box):*

<b>Within 15 minutes</b> <input type="checkbox"/>	<b>Up to 1 hour</b> <input type="checkbox"/>	<b>1-2 hours</b> <input type="checkbox"/>	<b>2 -4 hours</b> <input type="checkbox"/>	<b>Half day- full day</b> <input type="checkbox"/>
---	--	---	--	--

**1.3 Extra-costs incurred during immigration clearance**

Quantify the extra-costs businesses incur annually due to unclear immigration procedures. Costs could be in terms of waiting time, extra-payments, etc.

<b>No extra costs</b> <input type="checkbox"/>	<b>Up to 100 US\$ per year</b> <input type="checkbox"/>	<b>Up to 500 US\$ per year</b> <input type="checkbox"/>	<b>Up to 1000 US\$ per year</b> <input type="checkbox"/>	<b>More than 1000 US\$ per year</b> <input type="checkbox"/>
--	---	---	--	--

**1.4 Corruptive practices during immigration clearance**

Comment on practices to speed up procedures

*(Please tick ✓ in the appropriate box using the legend below):*

1= No obstacle; 2 = Minor obstacle; 3 = Major obstacle

It is alleged that bribes are expected to facilitate immigration clearance procedures. 1      2      3  
 Do you think this is a problem for businesses in your country?



**1.5 Change of immigration clearance procedures**

We would like to have your opinion on whether and how the procedures at immigration could be simplified/ changed to ease cross border traffic:

0= No changes needed, 1=some improvement needed, 2=major improvement needed

	<b>1</b>	<b>2</b>	<b>3</b>
Information on regulations/procedures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Paperwork	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Training of staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other problems _____ (please specify)			

**B.3 BUSINESS REGISTRATION AND LICENSES**

**1.1. Professional & fair treatment during business registration and licensing.**

*(Please tick ✓ the appropriate box using the legend below):*

1 = Not a problem, 2 = sometimes problematic, 3 = always problematic

	<b>1</b>	<b>2</b>	<b>3</b>
Competence of Staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fairness of treatment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Understanding of registration/ licensing regulations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
You can rely on the rules on registration/ licensing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**1.2 Time spent during business registration**

*Please indicate the average time taken to obtain businesses registration certificates (Please tick ✓ in the appropriate box):*

1-5 days <input type="checkbox"/>	6-10 days <input type="checkbox"/>	11-30 days <input type="checkbox"/>	1-2 months <input type="checkbox"/>	more than 2 months <input type="checkbox"/>
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**1.3 Time spent during business licensing**

*Please indicate the average time taken to obtain business licenses (Please tick ✓ in the appropriate box):*

1-5 days <input type="checkbox"/>	6-10 days <input type="checkbox"/>	11-30 days <input type="checkbox"/>	1-2 months <input type="checkbox"/>	more than 2 months <input type="checkbox"/>
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**1.4 Extra-costs incurred during business registration**

Quantify the extra-costs incurred annually due to unclear and lengthy procedures on business registration. Costs could be in terms of waiting time, extra-payments, etc.

No extra costs <input type="checkbox"/>	Up to 100 US\$ per year <input type="checkbox"/>	Up to 500 US\$ per year <input type="checkbox"/>	Up to 1000 US\$ per year <input type="checkbox"/>	More than 1000 US\$ per year <input type="checkbox"/>
---	--	--	---	---

**1.5 Extra-costs incurred during business licensing**

Quantify the extra-costs you incurred annually due to unclear and lengthy procedures on business licensing. Costs could be in terms of waiting time, extra-payments, etc.

<b>No extra costs</b> <input type="checkbox"/>	<b>Up to 100 US\$ per year</b> <input type="checkbox"/>	<b>Up to 500 US\$ per year</b> <input type="checkbox"/>	<b>Up to 1000 US\$ per year</b> <input type="checkbox"/>	<b>More than 1000 US\$ per year</b> <input type="checkbox"/>
--	---	---	--	--

**1.6 Corruptive practices during business registration and licensing**

Comment on practices to speed up procedures

*(Please tick ✓ in the appropriate box using the legend below):*

**1**= No obstacle; **2** = Minor obstacle; **3** = Major obstacle

It is alleged that bribes are expected to facilitate business registration and licensing procedures. **1**    **2**    **3**  
 Is this a problem for businesses in your country?        

**1.7 Change of business registration and licensing procedures**

We would like to have your opinion on whether and how the procedures during business registration and licensing could be simplified/ changed to facilitate cross border trade:

**0**= No changes needed, **1**=some improvement needed, **2**=major improvement needed

	<b>1</b>	<b>2</b>	<b>3</b>
Information on regulations/procedures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Paperwork	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Training of staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other problems _____ (please specify)			

**B.4 POLICE ROADBLOCKS**

**1.1. Professional & fair treatment at police roadblocks**

*(Please tick ✓ the appropriate box using the legend below):*

**1** = Not a problem, **2** = sometimes problematic, **3** = always problematic

	<b>1</b>	<b>2</b>	<b>3</b>
Competence of Staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fairness of treatment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Understanding of checking procedures at police roadblocks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
You can rely on the rules at police roadblocks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**1.2 Time spent during immigration clearance**

*Please indicate the average time taken by businesses to complete checks at police roadblocks. (Please tick ✓ in the appropriate box):*

<b>Within 15 minutes</b> <input type="checkbox"/>	<b>Up to 1 hour</b> <input type="checkbox"/>	<b>1-2 hours</b> <input type="checkbox"/>	<b>2 -4 hours</b> <input type="checkbox"/>	<b>Half day- full day</b> <input type="checkbox"/>
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**1.3 Extra-costs incurred during checks at police roadblocks**

Quantify the extra-costs incurred by businesses annually due to unclear procedures at police roadblocks. Costs could be in terms of waiting time, perishable goods, extra-payments, etc.

No extra costs <input type="checkbox"/>	Up to 100 US\$ per year <input type="checkbox"/>	Up to 500 US\$ per year <input type="checkbox"/>	Up to 1000 US\$ per year <input type="checkbox"/>	More than 1000 US\$ per year <input type="checkbox"/>
---	--	--	---	---

**1.4 Corruptive practices during checks at police roadblocks**

Comment on practices to speed up procedures

(Please tick ✓ in the appropriate box using the legend below):

1= No obstacle; 2 = Minor obstacle; 3 = Major obstacle

It is alleged that bribes are expected to facilitate clearance at police roadblocks. 1      2      3  
 Is this a problem for businesses in your country?            

**1.5 Change of checking procedures at police roadblocks**

We would like to have your opinion on whether and how the procedures at police roadblocks could be simplified/ changed to ease cross border traffic:

0= No changes needed, 1=some improvement needed, 2=major improvement needed

	1	2	3
Information on regulations/procedures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Paperwork	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Training of staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other problems _____ (please specify)			

**B.5 WEIGHBRIDGE STATIONS**

**1.1. Professional & fair treatment at weighbridge stations**

(Please tick ✓ the appropriate box using the legend below):

1 = Not a problem, 2 = sometimes problematic, 3 = always problematic

	1	2	3
Competence of Staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fairness of treatment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Understanding of procedures/regulations at weighbridges	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
You can rely on the rules at weighbridge stations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**1.2 Time spent during checks at weighbridge stations**

Please indicate the average time taken by businesses to complete the procedures at the weighbridge stations (Please tick ✓ in the appropriate box):

Within 15 minutes <input type="checkbox"/>	Up to 1 hour <input type="checkbox"/>	1-2 hours <input type="checkbox"/>	2 -4 hours <input type="checkbox"/>	Half day- full day <input type="checkbox"/>
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**1.3 Extra-costs incurred during checks at weighbridge stations**

Quantify the extra-costs businesses incur annually due to unclear procedures at weighbridge stations. Costs could be in terms of waiting time, perishable goods, extra-payments, etc.

No extra costs <input type="checkbox"/>	Up to 100 US\$ per year <input type="checkbox"/>	Up to 500 US\$ per year <input type="checkbox"/>	Up to 1000 US\$ per year <input type="checkbox"/>	More than 1000 US\$ per year <input type="checkbox"/>
---	--	--	---	---

**1.4 Corruptive practices during checks at weighbridge stations**

Comment on practices to speed up procedures

*(Please tick ✓ in the appropriate box using the legend below):*

1= No obstacle; 2 = Minor obstacle; 3 = Major obstacle

It is alleged that bribes are expected to facilitate clearance at weighbridge stations.	<b>1</b>	<b>2</b>	<b>3</b>
Is this a problem for businesses in your country?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**1.5 Change of checking procedures at weighbridge stations**

We would like to have your opinion on whether and how the procedures at weighbridge stations could be simplified/ changed to ease cross border traffic:

0= No changes needed, 1=some improvement needed, 2=major improvement needed

	<b>1</b>	<b>2</b>	<b>3</b>
Information on regulations/procedures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Paperwork	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Training of staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other problems _____ (please specify)			

**B.6 DUTY /TAXES ADMINISTRATION**

**1.1. Professional & fair treatment on duty and taxes administration**

*(Please tick ✓ the appropriate box using the legend below):*

1 = Not a problem, 2 = sometimes problematic, 3 = always problematic

	<b>1</b>	<b>2</b>	<b>3</b>
Competence of Staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fairness of treatment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Understanding procedures/regulations on duty/taxes admin.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
You can rely on the rules on duty/ taxes administration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**1.2 Time spent during duty and taxes administration**

*Please indicate the average time take by businesses to complete procedures on duty and taxes administration (Please tick ✓ in the appropriate box):*

<b>Within 15 minutes</b> <input type="checkbox"/>	<b>Up to 1 hour</b> <input type="checkbox"/>	<b>1-2 hours</b> <input type="checkbox"/>	<b>2 -4 hours</b> <input type="checkbox"/>	<b>Half day- full day</b> <input type="checkbox"/>
---	--	---	--	--

**1.3 Extra-costs incurred during duty and taxes administration**

Quantify the extra-costs incurred by businesses annually due to unclear procedures on duty and taxes administration. Costs could be in terms of waiting time, perishable goods, extra-payments, etc.

<b>No extra costs</b> <input type="checkbox"/>	<b>Up to 100 US\$ per year</b> <input type="checkbox"/>	<b>Up to 500 US\$ per year</b> <input type="checkbox"/>	<b>Up to 1000 US\$ per year</b> <input type="checkbox"/>	<b>More than 1000 US\$ per year</b> <input type="checkbox"/>
--	---	---	--	--

**1.4 Corruptive practices during duty and taxes administration**

Comment on practices to speed up procedures

*(Please tick ✓ in the appropriate box using the legend below):*

1= No obstacle; 2 = Minor obstacle; 3 = Major obstacle

It is alleged that bribes are expected to facilitate approvals related to duty and taxes administration.  
Is this a problem for businesses in your country?

<b>1</b>	<b>2</b>	<b>3</b>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**1.5 Change of procedures on duty and taxes administration**

We would like to have your opinion on whether and how the procedures on duty and taxes administration could be simplified/ changed to ease cross border traffic:

0= No changes needed, 1=some improvement needed, 2=major improvement needed

	<b>1</b>	<b>2</b>	<b>3</b>
Information on regulations/procedures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Paperwork	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Training of staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other problems _____ (please specify)			

**B.7 QUALITY STANDARDS INSPECTION AND CERTIFICATION, WEIGHTS AND MEASURES**

**1.1. Professional & fair treatment on standards, weights and measures inspection and certification** (Please tick ✓ the appropriate box using the legend below):

1 = Not a problem, 2 = sometimes problematic, 3 = always problematic

	<b>1</b>	<b>2</b>	<b>3</b>
Competence of Staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fairness of treatment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Understanding procedures/regulations on standards, weights and measures inspections and certification	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
You can rely on the rules on standards, weights and measures inspections and certification	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**1.2 Time spent during standards, weights and measures inspections and certification**

Please indicate the average time taken by businesses to complete the procedures on standards, weights and measures inspections (Please tick ✓ in the appropriate box):

<b>Within 15 minutes</b> <input type="checkbox"/>	<b>Up to 1 hour</b> <input type="checkbox"/>	<b>1-2 hours</b> <input type="checkbox"/>	<b>2 -4 hours</b> <input type="checkbox"/>	<b>Half day- full day</b> <input type="checkbox"/>
---	--	---	--	--

**1.3 Extra-costs incurred during standards, weights and measures inspections and certification**

Quantify the extra-costs incurred annually by businesses due to unclear procedures on standards, weights and measures inspections and certification. Costs could be in terms of waiting time, perishable goods, extra-payments, etc.

<b>No extra costs</b> <input type="checkbox"/>	<b>Up to 100 US\$ per year</b> <input type="checkbox"/>	<b>Up to 500 US\$ per year</b> <input type="checkbox"/>	<b>Up to 1000 US\$ per year</b> <input type="checkbox"/>	<b>More than 1000 US\$ per year</b> <input type="checkbox"/>
--	---	---	--	--

**1.4 Corruptive practices during standards, weights and measures inspections and certification**

Comment on practices to speed up procedures

(Please tick ✓ in the appropriate box using the legend below):

1= No obstacle; 2 = Minor obstacle; 3 = Major obstacle

It is alleged that bribes are expected to facilitate standards, weights and measures inspections and certification.

<b>1</b>	<b>2</b>	<b>3</b>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Is this a problem for businesses in your country?

**1.5 Change of procedures and regulations on standards, weights and measures inspections and certification**

We would like to have your opinion on whether and how the procedures on standards, weights and measures inspections and certification could be simplified/ changed to ease cross border traffic:

0= No changes needed, 1=some improvement needed, 2=major improvement needed

	<b>1</b>	<b>2</b>	<b>3</b>
Information on regulations/procedures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Paperwork	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Training of staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other problems _____ (please specify)			

**SECTION C: OTHER BUSINESS CLIMATE FACTORS AND THEIR IMPACT**

**C.1 CURRENT BUSINESS CLIMATE**

The government is expected to create a climate conducive for business operations. We would like to know how you currently rank the status of the following Business Climate Factors. Please tick (✓) appropriate cells in the Table below to reflect your ranking:

Level of importance to business: 0= Not important; 1= Important; 2=Very important;

Current situation: 0= Very poor; 1= Poor; 2= Good

No	Business Climate Factor	Level of importance to businesses			Current situation		
		Not important	Important	Very important	Very poor	Poor	Good
		0	1	2	0	1	2
1	Access to Land/business premises						
2	Access to affordable skilled labour						
3	Quality and cost of transport (road, rail, air, marine)						
4	Access to affordable and reliable telecommunications						
5	Security						
6	Legal and regulatory framework						
7	Access to affordable and reliable energy						
8	Access finance						
9	Access to quality business support						

No	Business Climate Factor	Level of importance to businesses			Current situation		
		Not important	Important	Very important	Very poor	Poor	Good
		0	1	2	0	1	2
	services (marketing, technological, information, training, etc).						

## C.2 IMPROVEMENT AND OPTIMISM INDEX

Please indicate whether the following business climate factors have improved in the last 12 months using the following rating:

-2 = considerable deterioration; -1 = marginal deterioration; 0 = neutral or unchanged

+1 = marginal improvement; +2 = substantial improvement

**Over the past 12 months how do you rate changes in the listed Business Climate Factors?**

No	Business Climate Factor	Your rating				
		Deterioration ←		No change	Improvement →	
		-2	-1	0	+1	+2
1	Access to Land/business premises					
2	Access to affordable skilled labour					
3	Quality and cost of transport (road, rail, air, marine)					
4	Access to affordable and reliable telecommunications					
5	Security					
6	Legal and regulatory framework					
7	Access to affordable and reliable energy					
8	Access finance					
9	Access to quality business support services (marketing, technological, information, training, etc).					
10	Ease of crossing EAC borders after recent introduction of Customs Union					

### C.3 OPTIMISM INDEX

Please indicate whether you are optimistic about future development during the next 12 months using the following rating.

-2 = considerable deterioration; -1 = marginal deterioration; 0 = neutral or unchanged  
 +1 = marginal improvement; +2 = substantial improvement

**Looking ahead into the next 12 months (2007) how do you perceive to be the direction of change in respect of the following Business Climate Factors:**

No	Business Climate Factor	Your perception				
		Deterioration ←		No change	Improvement →	
		-2	-1	0	+1	+2
1.	Access to Land/business premises					
2.	Access to affordable skilled labour					
3.	Quality and cost of transport (road, rail, air, marine)					
4.	Access to affordable and reliable telecommunications					
5.	Security					
6.	Legal and regulatory framework					
7.	Access to affordable and reliable energy					
8.	Access finance					
9.	Access to quality business support services (marketing, technological, information, training, etc).					
10	Profitability					

**THANK YOU FOR YOUR COOPERATION AND TIME**