Start and Improve Your Business Training Survey

Introduction

Hello, my name is Tumisang Ntlaloe. I am a Masters student at the University of the Witwatersrand, and as part of my study requirements I am doing research that includes a survey on the Start and Improve Your Business Entrepreneurship training program. Can I ask you some questions about the training? It will only take about 20 minutes.

Thank you for agreeing to talk to me. Please be assured that this is a confidential interview and if you feel uncomfortable, we can stop at anytime. May I please start by asking you some questions about yourself?

PART 1

Personal Details

1. (a) Age
   
   10-15________
   15-20________
   20-25________
   25-30________
   30-35________

   (b) What level of education do you have?
   No schooling______
   7 years/ Primary School____
   10 years/ Less than Grade 10____
   More than Form 5 but not High School____
   Matric or equivalent______
   University degree/ Diploma______
   Post-Graduate Degree______
   Other? Specify __________________________

Thank you. I will now be asking you questions about your business.

Part 2

2. (a) What type of business do you operate?
   Service______
   Retail______
   Manufacturing______
   Farming______
   Other (specify) __________________________

(b) Where do you run the business from?
Home_________  Street_________  Other (specify)  

(c) Why did you start your business?
I was unemployed______  
Employed but needed to supplement my income______  
I inherited the business______  
I got money and bought the business______  
Saw no one else doing that kind of business______  
The business was offered to me______  
Other (specify) ____________________________

(d) What is the range of your monthly profit?
Less than M 500_____  
501-1000_____  
1001-1500_____  
1501-2000_____  
2001-3000_____  
More than M 3000_____  

(e) Do you have any official documents that allow you to operate your business?
Yes_____  
No______

(f) Do people work for you?
Yes______  
No______

(g) If yes, who? How many are they ________________
Sibling____
Parent____
Kin_____  
Friend____
Other ____________________________

(h) Did you experience any problems when starting your own business?
Yes_____ go to (i).  
No______
If yes, what kind of problems did you experience in starting your business?

Acquiring business documents______
Finding capital______
Finding a suitable site for your business______
Didn’t have proper business management skills______
Government takes too long to approve my business application______

Did not have access to: water______
Electricity______
Other (specify) ________________________________

Thank you for your answers. I would now like to ask you about the Start and Improve Your Business training.

Part 3

3. When did you attend the SIYB training?
From _______ / _______ (month/year) to _______/ _______ (month/year)

4. (a) Are there any new business skills that you have learnt from the Start Improve Your Business programme?

   Yes____
   No____

   (b) If yes, what are these skills?
   Business management______
   Business plan development______
   Record keeping______
   Other (specify) ________________________________

   (c) In what way do you think the new skills benefit your business?
   ________________________________
   ________________________________
   ________________________________
   (d) How has the money given to you at the end of training benefitted your business?
   Helped me start the business______
   Helped me make improvements to the business______
   Other (specify) ________________________________

The answers that you have provided have been very helpful to this far. I would like to ask you about your business after the training.

Part 4
5. Is your business still operating? Yes_____ go to 6. a).
   No_____
   (b) If no, why has it stopped operating?
   _______________________________________________________________________

6. (a) Has your business changed over the last few years?
   Yes____
   No____
   (b) If yes, how?
   i. Employed more people____ (go to c.)
   ii. Employed fewer people_____ (go to d)
   iii. Increased profits____
   iv. Decreased profits____
   v. Increased activities____ (go to e.)
   vi. Stopped operating____ (go to f.)
   vii. Acquired a new business site____ (go to g.)
   viii. Gained access to water____
   viii. Gained access to electricity____
   ix. Gained access to internet connection____
   x. Acquired business documents____ (go to h.)
   xi. Other________________________ (go to j.)
   (c) If i. how many more people has it employed? __________
   (d) If ii. How many people has it cut out? __________
   (e) If v. What other activities has it taken? _________________
   _______________________________________________________________________
   (f) If vi. Why has it stopped operating? ______________________
   _______________________________________________________________________
   (g) If vii. Where is this other business site?
   In a building in town____
   At a roadside____
   On a business site____
   (h) If x. What business documents are these?
   Business licence____
   Official documents____
   Registration papers____
   (i) Where did you get your documents from?
A government office in town_____
Local Council_____
Family_____
Other ______________________
__________________________

(j) if your business has undergone another change apart from the ones listed above, can you specify what type of change this is?

__________________________
__________________________

7. (a) Do you think the papers help you with your business?
Yes_____
No_____

(b) Why or why not? ____________________________
__________________________

8. (a) Are there any people or organisations of business relevance that the Start and Improve Your Business programme has helped you partner with?
Yes_____
No_____

(b) If yes, what kind of an organisation or person is this?

Bank_____
Government department_____
Enterprise Development Corporation_____
Business association_____
Business individual_____
Other ____________________________
__________________________

(c) If no, do you think partnering with an organisation or individual of business relevance would help your business improve? Yes_____
No_____

(d) If yes, how do you think this kind of partnership could be beneficial to your business?

__________________________
__________________________

Thank you very much. Just before we finish, I would like to ask you about other services and facilities that you might have access to that may be helpful for your business.

Part 5

9. (a) Financing
i. Micro-loan

ii. Alternative financing

iii. Other means (specify) 

(b) Infrastructure

i. Telephone

ii. Electricity

iii. Water

iv. Own land

v. Own transport

vi. Internet

vii. Other 

(d) Marketing

i. Trade fares

ii. Product exhibitions

iii. Market research

iv. Other (specify) 

Thank you very much for your time; you have been very helpful!