SURVEY QUESTIONNAIRE

Survey on Barriers to Formalization and Entrepreneurship in Uganda

From the study *Women, Work, and the Informal Economy in Uganda: What's Holding Businesses Back?*

Uganda · Kampala, Mayuge, Mbarara · In English

The form used to interview informal business owners in Kampala, Mayuge and Mbarara about why businesses stay informal, with a section for women owners on capacity gaps, finance and support services.

Introduction and consent

> *Hello, my name is ....., I am an enumerator working with Council for Economic Empowerment for Women in Africa, Uganda chapter (CEEWA-U) and Uganda Hotels Food, Tourism, Supermarkets and Allied Workers' Union (HTS-Union) in partnership with Global Fairness Initiative (GFI) to conduct a research study on the Barriers to Formalization and Entrepreneurship in Kampala, Mayuge and Mbarara districts. The overall purpose of this research study is to understand (a) why informal business owners are not transitioning to the formal sector, and (b) the entrepreneurship and capacity gaps faced by women-owned informal businesses. The information will help CEEWA – U and Uganda Hotels Food, Tourism, Supermarkets and Allied Workers' Union (HTS-Union) design better support services and policies with other stakeholders including the government of Uganda, partners, and other agencies. The interview will take about 1 hour to complete. And you can choose to stop the interview at any time, or to skip any questions if you like. There are no benefits for anyone who takes part, and no negative consequences for anything that is said in the discussion. Your responses are confidential, and your name will not be written down. Participation is voluntary, and you can skip any question.*

Are you happy to proceed with the interview?

☐ Yes ☐ No

A. Respondent's Background Information

qA01a District

☐ Kampala ☐ Mayuge ☐ Mbarara ☐ Wakiso

qA01b Mayuge subcountry?

☐ Mayuge Town Council

☐ Magamaga Town Council

qA01c Mayuge Parishes?

☐ Ikulwe ☐ Kasugu ☐ Magamaga Central ☐ Other

qA01d Mayuge Village

☐ Sese ☐ Bugingo ☐ Dwalilo ☐ Kawudu ☐ Magamaga central ☐ Tasaaga ☐ Market zone ☐ Other

qA01e Kampala subountry

☐ Rugaba South ☐ Kawempe North ☐ Central Division ☐ Other

qA01f Kampala Parish

☐ Nateete ☐ Rubaga ☐ Kyebando ☐ Kamwokya A2 ☐ Other

qA01g Kampala villages

☐ Nateete central ☐ Busega ☐ Kalerwe ☐ Kamwokya ☐ Other

qA01h Mbarara subcountry

☐ Mbarara City south ☐ Mbarara City south ☐ Mbarara North ☐ Mbarara City North ☐ Other

qA01i Mbarara parishes

☐ Ruti Ward ☐ Rukindo ☐ Ruharwo Ward ☐ Kamukuzi Ward ☐ Other

qA01j Mbarara villages

☐ TanHill Cell ☐ Nyakakoni ☐ Rwebikona ☐ Rushanyeraze ☐ Other

qA01k Wakiso subcountry

☐ Ssisa ☐ Other

qA01l Waksio parish

☐ Kitende ☐ Other

qA01m Wakiso vallge

☐ Makandwe ☐ Kijapani ☐ Kawooto ☐ Other

Demographic Characteristics of Sampled Respondents

qA02 Respondent's location category

_____

qA03 Respondent's Age

☐ Under 18 ☐ 18–24 ☐ 25–34 ☐ 35–44 ☐ 45–54 ☐ 55+

qA04 Respondent's gender

☐ Female ☐ Male

qA05 Respondent's marital status

☐ Single ☐ Married ☐ Widowed ☐ Divorced/Separated

Other specify

_____

qA06 Number of household members

_____

qA07 Highest level of education completed

- ☐ No formal education
- ☐ Some primary
- ☐ Primary completed
- ☐ Some secondary
- ☐ Secondary completed
- ☐ Tertiary
- ☐ University
- ☐ Other (please specify)

Other specify?

_____

B. Business Profile

qB01 Business Name (if any):

_____

qB02 Year business started:

_____

qB03 Type of Business Ownership:

☐ Sole Proprietorship ☐ Partnership ☐ Family-owned ☐ Cooperative ☐ Other:

Other specify

_____

qB04 Who owns this business?

- ☐ You alone
- ☐ Joint ownership (specify relationship)
- ☐ Other

Other specify?

_____

qB05 Main sector of your business

- ☐ Agriculture
- ☐ Retail
- ☐ Wholesale
- ☐ Manufacturing
- ☐ Services (e.g., hairdressing, welding)
- ☐ Food processing
- ☐ Other: _____

Other specify?

_____

qB06 Primary products/services offered

_____

qB07 Where do you operate from?

☐ Home-based ☐ Roadside/street ☐ Market stall ☐ Rental/shop ☐ Online ☐ Other:

Other specify?

_____

qB08 Number of employee (including yourself)

_____

qB09 Average daily business income (estimate):

_____

C. Business Formalization

qC01 Is you business formally registered?

☐ Yes ☐ No

qC02 If yes registered with any of the following? (tick all that apply)

☐ Local government
☐ URSB (Uganda Registration Services Bureau)
☐ URA (Uganda Revenue Authority)
☐ Business association/cooperative
☐ Other

Other specify?

_____

qC03 If not registered, why? (Select all that apply)

☐ Process is unclear
☐ Cost of registration is high
☐ Fear of taxes
☐ Don't see the benefits
☐ Inconvenient location of registration office
☐ Bureaucracy/time-consuming
☐ Lack of trust in formal systems
☐ Other:

Other specify?

_____

qC04 Have you ever tried to register your business before?

☐ Yes ☐ No

qC05 If yes, what challenges did you face during the process? (Open-ended)

_____

qC06 Would you be willing to formalize your business if the process was simplified?

☐ Yes ☐ No ☐ Maybe

qC07 What do you think are the main benefits of formalizing a business?

☐ Access to finance
☐ Access to bigger markets
☐ Legal protection
☐ Trust from customers
☐ Others:

Other specify?

_____

qC08 Have you received any information about business registration from:

☐ Government offices
☐ Radio/TV
☐ Social media
☐ NGOs/CSOs
☐ Never received any information
☐ Other

Other specify?

_____

D. Women Specific Capacity & Entrepreneurship Gaps (Ask this section only if respondent is female)

qD01 What challenges do you face as a woman business owner?

☐ Time constraints (e.g. childcare)
☐ Lack of confidence
☐ Gender discrimination
☐ Limited mobility
☐ Limited access to capital
☐ Limited support from family
☐ Other: ____

Other specify?

_____

qD02 Have you ever received any training for your business?

☐ Yes ☐ No

qD03 If yes which business trainings have you received?

☐ Business management ☐ Bookkeeping ☐ Marketing and sales ☐ Digital literacy ☐ Financial literacy ☐ Customer care ☐ Other

Other specify?

_____

qD04 What support services are currently available to you as a woman entrepreneur? (Open-ended)

_____

qD05 What areas do you feel you need the most support in?

☐ Record keeping
☐ Accessing finance
☐ Registering the business
☐ Business expansion planning
☐ Using digital tools (e.g., mobile money, social media marketing)
☐ Understanding tax/levies
☐ Product development
☐ Leadership and decision-making
☐ Other

Other specify?

_____

qD06 Who provided the training (if any)

☐ NGO
☐ Government
☐ Private sector
☐ Peer group
☐ Cooperative/Association
☐ Family
☐ Other:

Other specify

_____

qD08 Do you face challenges balancing household responsibilities with your business?

☐ Yes ☐ No

Please explain

_____

E. Financial Access & Support Services

qE01 Which financial services do you have access to?

☐ Mobile money ☐ Bank account ☐ Savings group ☐ SACCO ☐ Digital loans ☐ Village loan group ☐ Other ☐ None

qE02 Have you ever received a loan for your business?

☐ Yes ☐ No

qE03 If yes, from where?

☐ Mobile money ☐ Bank account ☐ Savings group ☐ SACCO ☐ Digital loans ☐ Village loan group ☐ Other ☐ None

qE04 If not, why have you never taken a business loan?

☐ Fear of debt
☐ High interest rates
☐ Lack of collateral
☐ Lack of knowledge
☐ Religious/cultural reasons
☐ Other: _____

Other specify?

_____

qE05 Are you part of any business or women's group/association/cooperative?

☐ Yes ☐ No

qE05a If yes, name of the group

_____

qE06 Do you receive mentorship or business advice from anyone?

☐ Yes ☐ No

qE06a If yes, from whom?

_____

Which programs that support women in informal sector are you aware of? [Mention all that apply] [Code from responses] [Do not read options]

_____

qE07a None, have not come across any

☐ Yes ☐ No

qE07b Government sponsored programs: e.g. Emyooga, PDM….,

☐ Yes ☐ No

qE07c Formal vocational education, skills training and internship

☐ Yes ☐ No

qE07d Informal vocational education, skills training and internship

☐ Yes ☐ No

qE07e Other (specify)

☐ Yes ☐ No

qE07f Don't know [Do not read]

☐ Yes ☐ No

F. Open-Ended Reflection

qF01 What are your top 3 challenges in growing your business?

_____

qF02 What would help you most to improve or expand your business? (Open-ended)

_____

qF03 What suggestions do you have for government or NGOs to better support informal business owners like you? (Open-ended)

_____

Any comment about the survey or respondent

_____

IF NO, record the reason why the respondent refused the interview and proceed to the next selected entrepreneur.

_____