

BACKGROUND

Purpose of the Survey

The purpose of this survey is to obtain detailed financial information of Enterprises in the services sector for compilation of business and economic statistics to monitor performance of the sector.

Objectives of the Survey

The data collected will be used to estimate the contribution of the services sector to the economy. Specifically, it will be used in compiling Supply and Use Tables (SUT) and Input-Output matrix and Social Accounting Matrix (SAM). These statistics are used for research, policy-making and business planning.

Authority

Authority to conduct this Survey is vested under the Statistics Act, 2006. For more information about the Act please visit <http://www.knbs.or.ke>

Offense

Failure to comply constitutes an offence as provided for in the Statistics Act 2006 and may result in legal and/or administrative action.

Confidentiality

In accordance with the Statistics Act, the data reported on this questionnaire will be treated in strict confidence and used for statistical purposes only. This data will not be published or divulged to anyone in a format which makes it possible to identify an individual Enterprise.

Due Date

Complete the questionnaire within 7 days of receipt. Our interviewers will collect the questionnaire on the due date or earlier as agreed. Retain the respondent's copy of the questionnaire for your records.

Completion of the Questionnaire

All sampled enterprises are required to complete this questionnaire. In cases where one enterprise has two or more establishments, each establishment has to complete a separate questionnaire. Kindly also provide the financial statements.

Period covered

The information required is for 2009 and 2010 calendar years. However, if audited accounts are not available please provide your best estimates. Values should be reported in Kenya Shillings.

Queries

For further clarification on the Survey contact;

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Acknowledgement of receipt of the questionnaire

I, of
(name of recipient) *(name of Establishment)*
 acknowledge receipt of the Integrated Survey of Services (ISS) 2011 questionnaire.

Description of Main Activity	
Designation:	
Telephone (s):	
Signature Date and Stamp:	
Interviewer's name and mobile number:	
Date of collection of questionnaire and financial statements:	

Thank you.

NOTE: This page should be filled by the person who is receiving the questionnaire on behalf of the Enterprise at the time of delivery by the interviewer. After it is signed, the interviewer should retain the original copy of this page.

PARTICULARS OF THE ESTABLISHMENT/ENTERPRISE

- 1.1 Name of Establishment:.....
- 1.2 Street /Road :.....Building.....
- 1.3 Postal Address:..... Code.....
- 1.4 Phone.....
- 1.5 Website.....
- 1.6 Email
- 1.7 Town.....District.....County.....
- 1.8 When did the Establishment begin operation in the Country?.....
- 1.9 If your return covers more than one Establishment e.g. branch/affiliate then state the number of Establishments covered.....

Provide the details for each of the Establishments covered.

Name of Establishment	Main Activity	Physical Location
1		
2		
3		
4		
5		
6		
7		

SECTION A: ECONOMIC ACTIVITIES

A.1 Indicate the main activity, as well as any secondary activity (ies), if any, from which the Establishment derives its income.

Main activity

.....

Secondary activities

.....

.....

.....

.....

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SECTION B: EMPLOYMENT

B.1 Number of Persons Employed (as at 30th June 2009 and 30th June 2010)

No	Description		Citizens		Non-Citizens		Total	
			Male	Female	Male	Female	Male	Female
B.1.1	Proprietors	2009						
		2010						
B.1.2	Unpaid Family Workers	2009						
		2010						
B.1.3	Paid Employees							
B.1.3.1	Permanent Employees	2009						
		2010						
B.1.3.2	Contract Employees	2009						
		2010						
B.1.3.3	Casual Employees	2009						
		2010						

General Notes

- All income should exclude Value Added Tax (VAT), while expenditures should exclude deductible VAT.
- The items listed under ‘**Include**’ and ‘**Exclude**’ are only examples and should not be taken as a complete list of items to be included or excluded.
- Report all monetary values in **Kenya Shillings (KSh)**
- In addition to completing this questionnaire, please provide the financial statements for the years 2009 and 2010.

SECTION C: INCOME ITEMS (in KSh)

All income items should exclude VAT

C.1 Income Activity

Please fill applicable parts of this section

C.1.1 Sale, Maintenance and Repair of Motor Vehicles and Motor cycles (Section G, Division 45)

	2009	2010
1.1.1 Sale of motor vehicles and motor cycles.....		
1.1.2 Repair of motor vehicles and motorcycles..... <i>Include spare parts, materials used and labour</i>		

C.1.2 Wholesale and Retail Trade (Section G, Division 46 & 47)

1.2.1 Sales of goods purchased without being further processed		
1.2.2 Leasing and hiring of plant, machinery and equipment, motor vehicles and other transport equipment..... <i>Exclude: Payments received under hire purchase arrangements</i>		

C.1.3 Transport and Storage Activities *(Section H, Division 49-53)*

1.3.1 Transport and storage services rendered.....

2009	2010

Please provide a breakdown of the 2009 income

KSh

%

- a) Transport of passengers.....
- b) Transport of goods (freight).....
- c) Warehousing and storage
- d) Other transportation support services..
- e) Courier services.....

1.3.2 Leasing and hiring of; plant, motor vehicles, machinery and equipment

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C.1.4 Accommodation and Food Service Activities *(Section I, Division 55-56)*

- 1.4.1 Accommodation Services.....
- 1.4.2 Food and Beverage Services.....
- 1.4.3 Conference Services.....
- 1.4.4 Other Services (Specify).....

C.1.5 Publishing, audiovisual and broadcasting activities; recording and publishing of music *(Section J, Division 58-60)*

- 1.5.1 Publishing of books, newspapers, periodicals and similar publishing activities
- 1.5.2 Radio and television programming and broadcasting
- 1.5.3 Recording and publishing of music.....

C.1.6 Telecommunications *(Section J, Division 61)*

- 1.6.1 Fixed telephone services (prepaid and postpaid).....
- 1.6.2 Mobile telephone services (prepaid and postpaid).....
- 1.6.3 Internet communication services

C.1.7 IT and other information service activities *(Section J, Division 62 & 63)*

- 1.7.1 Computer programming, consultancy and related services.....
- 1.7.2 Data processing and data entry services
- 1.7.3 Website and web hosting services

C.1.8 Financial and Insurance Activities (Section K, Division 64 - 66)

	2009	2010
1.8.1 Commercial Banks and Saccos.....		
1.8.2 Insurance, Reinsurance and Pension Funding.....		
1.8.3 Stockbrokers and Asset Management.....		
1.8.4 Others (Specify).....		

C.1.9 Real Estate Activities (Section L, Division 68)

1.9.1 Commissions earned (real estate agents and brokers)..... <i>Includes commission on selling and buying of land, renting real estate, appraising fees for real estates</i>		
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C.1.10 Professional, Scientific and Technical Activities (Section M, Division 69-75)

1.10.1 Describe main service rendered <i>Includes legal accounting, management consultancy, architectural, etc.</i>		
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C.1.11 Renting and Leasing Activities (Section N, Division 77)

(If not included under 1.2.2 and 1.3.2)

1.11.1 Renting and leasing of motor vehicles		
1.11.2 Renting and leasing of other machinery and equipment		
1.11.3 Renting and leasing of personal and household goods		

Includes recreational and sports goods, Video and DVD

C.1.12 Travel agency, tour operators, reservation service and other related activities

(Section N, Division 79)

1.12.1 Travel agency services		
1.12.2 Tour operator/guide services		

C.1.13 Other Administrative and Support Service Activities (Section N, Division 78, 80, 81 & 82)

1.13.1 Employment placement/human resources agencies.....		
1.13.2 Private security and investigation services		
1.13.3 General cleaning and landscaping activities		
1.13.4 Office support, event organization, call centres and business support		

C.1.14 Primary and Secondary Schools (Section P, Division 85)

	2009	2010
1.14.1 School/training fees		
1.14.2 Contributions from government		
1.14.3 Donations.....		

C.1.15 Other Education Services not defined by academic level (Section P, Division 85)

1.15.1 Sports and recreation education		
1.15.2 Cultural education		
1.15.3 Other education		

Includes Driving and Flying schools, Computer training and Religious instruction

C.1.16 Human Health Activities (Section Q, Division 86 & 87)

1.16.1 Medical services rendered (total paid by patient and by insurance)		
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Include

All kinds of in-patient and out-patient services, e.g.

- *Surgical services*
- *General and specialised consultation*
- *Dental services*
- *Physiotherapeutic services*
- *Childbirth and related services*
- *Medical laboratory services*
- *Diagnostic-imaging services (x-ray)*
- *Nursing services*
- *Ambulance services*
- *Room/bed charges*

Exclude

Charges for medicines and other medical supplies (included in 1.16.2)

1.16.2 Charges for medicines and other medical supplies		
1.16.3 Contributions from government and other donations		

C.1.17 Social Work Activities (Section Q, Division 88)

1.17.1 Fees charged for services rendered.....		
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Include

- *Counselling services*
- *Welfare services*
- *Referral services*
- *Day care services*

Exclude

Charges for medicines and other medical supplies (include in 1.17.2)

1.17.2 Charges for medicines and other medical supplies		
1.17.3 Contributions from government.....		
1.17.4 Donations		

C.1.18 Arts, Entertainment and Recreation (Section R, Division 90-93)

	2009	2010
1.18.1 Membership fees		
1.18.2 Entry fees		
1.18.3 Contributions from government		
1.18.4 Donations		

C.1.19 Activities of Membership Organizations (Section S, Division 94)

1.19.1 Membership fees (including tithes for churches).....		
1.19.2 Contributions from government		
1.19.3 Donations		

C.1.20 Repair of computers and personal household goods (Section S, Division 95)

1.20.1 Repair and maintenance		
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Includes Spare parts, materials used and Labour

Specify the kind of goods that are repaired:

	For Official use ISIC		
a).....			
b).....			

1.20.2 Renting and leasing of computer equipment and personal and household goods		
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C.1.21 Other Personal Service Activities (Section S, Division 96)

1.21.1 Washing and laundry services		
1.21.2 Hair dressing and beauty treatment services		
1.21.3 Funeral services		

C.2 Other activity Income

	2009	2010
2.1 Rental of land and premises		
2.2 Interest received.....		
2.3 Dividends and other investment income received		

2.4 Other sources of income not indicated in this questionnaire

Specify:

a).....

b).....

For Official use ISIC		

C. 3 TOTAL INCOME *excluding VAT*.....
(Activity Income + Other income)

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SECTION D: INVENTORY

Exclude: Deductible VAT

Opening values (as at 1st January)

D.1 Consumables and supplies (e.g. packaging materials, fuel, stores)..		
D.2 Goods purchased for resale		
D.3 Total (D.1 + D.2)		

Closing values (as at 31st December)

D.4 Consumables and supplies (e.g. packaging materials, fuel, stores)..		
D.5 Goods purchased for resale		
D.6 Total (D.4 + D.5).....		

SECTION E: EXPENDITURE ITEMS

(All items should exclude deductible VAT)

	2009	2010
E.1 Wages and salaries including related labour costs		
<p><i>Include</i></p> <ul style="list-style-type: none"> • Salaries and/or fees paid to directors, executives and managers • Commission paid to employees meals and other entertainment, expenses • Employee share-based payment expenses • Employer's contribution to pension, provident, medical aid, sick pay and other funds • Payments for all types of leave • Severance, termination and redundancy payments • Incentives payments for piecework, or profit-sharing schemes • Fringe benefits paid in cash, e.g. housing, mortgage and rent subsidies, transport and cell phone allowances • Allowances and penalty payments 	<p><i>Exclude</i></p> <ul style="list-style-type: none"> • Payments to subcontractors and consultants who are self-employed and not part of this Enterprise • Reimbursement of expenses, e.g. travel, 	
E.2 Goods purchased for resale		
E.3 Accommodation and travelling		
<p><i>Include</i></p> <ul style="list-style-type: none"> • Accommodation expenses (e.g. hotel bills) incurred by employees while away from home for business purposes and paid by the enterprise • Travelling costs (e.g. airfares, own vehicle running costs) of the enterprise while travelling away from their usual place of work for business purposes and paid by the enterprise 	<p><i>Exclude</i></p> <ul style="list-style-type: none"> • Rental of premises • Private accommodation 	
E.4 Advertising.....		
<p><i>Include</i></p> <ul style="list-style-type: none"> • Marketing costs • Promotions and samples 		
E.5 Amortisation		
E.6 Bank charges		
E.7 Commissions paid		
E.8 Containers and packaging materials		
E.9 Depreciation		
E.10 Donations, bursaries and sponsorships.....		

		2009	2010
E.11	Entertainment <i>Include Food, beverages, accommodation and travelling expenses paid by the Establishment on behalf of guests of the Establishment</i>		
E.12	Insurance premiums		
E.13	Interest paid <i>Exclude Bank charges</i>		
E.14	Leasing and hiring of plant, machinery, equipment and vehicles under operating leases <i>Exclude Rental on land and buildings (included in E.26)</i>		
E.15	License fees, permits, stamp duties and similar fees paid to government or local authorities, catering levy.....		
E.16	Losses on financial and other assets: disposal of assets, realisation for cash and revaluation of assets..... <i>Include provision for bad debt and bad debt written off, assets written off, losses on share trading and impairment of assets</i>		
E.17	Losses on financial and other liabilities: redemption, liquidation or revaluation		
E.18	Losses as a result of variations in foreign exchange rates or transactions		
E.19	Motor vehicle running expenditure, including parts and fuel <i>Include fuel for motor vehicles, spare parts and consumables for repairs done by own employees</i>		
E.20	Office supplies..... <i>Include paper for printing, cartridges/tonners for printers, Stationery and printing (when done by another enterprise)</i>		
E.21	Stores and consumables		
	<i>Include</i>		<i>Exclude</i>
	• <i>Cleaning materials</i>		• <i>Office supplies (included in E.20)</i>
	• <i>Sanitary goods (soap, tissues)</i>		
E.22	Postal and courier services		

	2009	2010
E.23 Professional services		
<p><i>Include</i></p> <ul style="list-style-type: none"> • Accounting services • Auditing • Cleaning services • Consultancy fees • Management fees to affiliates • Security services • Services of employment agencies • Staff training (when done by another enterprise) 	<p><i>Exclude</i></p> <ul style="list-style-type: none"> • Printing (when done by another enterprise) 	
E.24 Property tax		
E.25 Provisions		
<p><i>Include</i></p> <ul style="list-style-type: none"> • Provision made for expenses anticipated but not yet incurred 	<p><i>Exclude</i></p> <ul style="list-style-type: none"> • Provision for depreciation (included in E.9) • Provision for bad debts (included in E.16) 	
E.26 Rental of land and premises		
E.27 Repair and maintenance done by other enterprises		
E.28 Research and development		
E.29 Telecommunication services		
<i>Includes landlines, mobile and internet charges</i>		
E.30 Transport of goods (freight by rail, road, sea, air), warehousing and storage		
E.31 Water and electricity		
<i>Please provide the break down. If the exact amounts are unavailable please provide in percentage basis</i>		
a) Water		
b) Electricity		
E.32 Medicines and medical supplies (This applies to firms in human health activities see C.1.16).....		
E.33 Other expenditure (not specified in E.1- E.32)	For Official Use ISIC	
Specify the two major items under other expenditure		
a).....		
b).....		
E.34 TOTAL EXPENDITURE		

SECTION F: FIXED ASSETS, 2009

(Fixed assets consist of building and construction works, machinery and equipment with a productive life of more than one year. Purchases comprise acquisition of locally produced items and imports of both new and used items. Costs of major improvements to existing equipment by entities should be valued at the full cost incurred. Used fixed assets sold during the reporting year should be valued at the actual amount realised. Acquisition of fixed assets include assets acquired through direct purchase, finance leasing or hire purchase agreements; excluding deductible VAT)

Item	Net Book value at the beginning of the year (KSh)	Value of additions during the				Sale of Fixed assets during the year (KSh)(-)	Depreciation (KSh) (-)	Revaluation of fixed assets (+/-)	Net Book Value at end of Period (KSh)
		Year (KSh)		Own Produced +Own Construction					
		Purchased							
		New assets (+)	Used assets(+)						
1. Land									
2. Land Development/improvements									
3. Residential Buildings									
4. Non-residential buildings									
5. Other Construction/structures									
6. Machinery and Equipment									
6.1 Transport Equipment									
6.2 ICT Equipment									
6.3 Other Machinery and Equipment									
7. Intellectual property(including patents, software, copyrights)									
7.1 Research and Development									
7.2 Mineral exploration and evaluation									
7.3 Computer software and database									
7.4 Entertainment, literary and artistic originals									
8. Other (specify)									
Total									

SECTION F: FIXED ASSETS, 2010

(Fixed assets consist of building and construction works, machinery and equipment with a productive life of more than one year. Purchases comprise acquisition of locally produced items and imports of both new and used items. Costs of major improvements to existing equipment by entities should be valued at the full cost incurred. Used fixed assets sold during the reporting year should be valued at the actual amount realised. Acquisition of fixed assets include assets acquired through direct purchase, finance leasing or hire purchase agreements; excluding deductible VAT)

Item	Net Book value at the beginning of the year (KSh)	Value of additions during the Year (KSh)			Sale of Fixed assets during the year (KSh)(-)	Depreciation (KSh) (-)	Revaluation of fixed assets (+\ -)	Net Book Value at end of Period (KSh)
		Purchased		Own Produced +Own Construction				
		New assets (+)	Used assets(+)					
1. Land								
2. Land Development/improvements								
3. Residential Buildings								
4. Non-residential buildings								
5. Other Construction/structures								
6. Machinery and Equipment								
6.1 Transport Equipment								
6.2 ICT Equipment								
6.3 Other Machinery and Equipment								
7. Intellectual property(including patents, software, copyrights)								
7.1 Research and Development								
7.2 Mineral exploration and evaluation								
7.3 Computer software and database								
7.4 Entertainment, literary and artistic originals								
8. Other (specify)								
Total								

Declaration

I hereby declare that the information provided in this questionnaire is complete and correct to the best of my knowledge and belief.

Name.....

Designation

Phone

Email.....

Signature and Official stamp.....

Date.....

After completing this questionnaire, please retain a duplicate for reference purposes.

Thank you for your cooperation