

Essor

POUR UN ENVIRONNEMENT PROPICE
À L'INVESTISSEMENT EN RDC



Entreprenant

Interim Evaluation Report

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1 Introduction

1.1 Purpose of report

This is an interim evaluation report of the Entreprenant pilot implemented by Essor in the DRC. This report has three purposes:

1. Serve as a deliverable by Essor for DFID.
2. Summarise findings from the data collection that has been conducted to date, in order to inform the direction and management of the Entreprenant pilot.
3. Inform a follow-up, longitudinal quantitative survey, which will gather systematic information to better understand the impact of the Entreprenant pilot.

1.2 Description of Entreprenant pilot

Essor has supported the development of a digital 'single window' model for business registration, which is implemented by the Guichet Unique de Création d'Entreprise (GUCE). Businesses can register as either personnes physiques (small businesses / self-employed), or personnes morales (limited companies / larger companies).

The introduction of the Entreprenant status is expected to be appropriate for self-employed individuals with low incomes, who feel that their businesses is not large enough to register as a personnes physique. The status ultimately will be possible to declare at the GUCE 'single window' free of charge. Registering as an Entreprenant is expected to reduce the risk of harassment, by introducing a new simplified tax rate and identification showing they have legal status. By registering them legally, it should also provide opportunities for them to access more financial services.

The status was introduced under the revised General Commercial Law adopted by OHADA members in 2010. It only takes effect in practice, however, following the introduction of national legislation by the Congolese government, which has not yet happened. The pilot, supported by Essor, aims to pilot the Entreprenant status at a small scale, in order to gather evidence and buy-in from the Congolese authorities that would inform the introduction of such a legislation. It offers incentives for entrepreneurs to obtain Entreprenant status and enter the formal economy, while gathering evidence that will help further define what the status involves. It is expected that, following the pilot, the Congolese authorities will expand the status without the need for further involvement of the programme.

At the time of this interim evaluation report, Essor has begun supporting the promotion of the status to entrepreneurs. Following a brief promotional campaign, three *declaration days* were held in three communes (nine active days in total between the 19th and 28th November 2018), during which 432 entrepreneurs 'declared' as an Entreprenant. At these declaration days, potential Entreprenants were also offered the opportunity to sign up for supporting services. This included financial services (provided by Equity Bank), health insurance (provided by Lisanga, MUSAC, and MUSAK) and training on small business management (provided by Essor).

1.3 Evaluation questions and methodology

As outlined in the Entreprenant Evaluation Design document (November 2018), this evaluation seeks to answer three primary questions:

1. Who are the Entreprenant target group?
2. What is the Entreprenant status?
3. How do the target group interact with the Entreprenant status?

The evaluation design document breaks these down into twelve sub-questions. Many of these sub-questions are not relevant at this early stage in implementation, so not discussed here.

This evaluation is a mixed methods evaluation made up of four components. The first component is qualitative interviews with service providers, such as banks, micro-finance institutions, and health insurance providers who are engaged to provide services to entrepreneurs who sign up as Entrepreneurs. The second component is qualitative interviews with people who chose not to register, despite attending the registration day.¹ The third component is longitudinal qualitative interviews with people who signed up as Entrepreneurs. The fourth component is longitudinal quantitative interviews with a broader range of people who signed up.

This interim evaluation report draws primarily on the third component; fifteen qualitative interviews with people who signed up for the Entrepreneur status in November 2018. This provides in-depth data on the perceptions and understanding of a small number of respondents. These interviews were conducted by a consultant contracted by Essor, using a semi-structured template. Respondents were purposively sampled to provide both male and female respondents, different business sizes, and a variety in the number and type of services that the respondent signed up for.

Two additional data sources were used in this interim report. Firstly, it uses quantitative data collected by Essor at the registration event, on 300 people who registered for the Entrepreneur status. Secondly, this report draws on interviews with the programme, especially to understand the distinctive features of the Entrepreneur status. These data sources are integrated in the analysis below, rather than discussed separately.

1.4 Description of respondents

This section provides a brief description of the respondents in the qualitative study.

Of the fifteen people interviewed, four were male and eleven female. Their average age was 41 years, with a range between 23 and 46 years. Six were married, seven single, one was a widow, and one divorced. Most respondents (11) had completed secondary school, while three were university graduates and one had completed primary school. Ten were born in Kinshasa, while the others had migrated from around the country.

By design, the qualitative study covered a wide range of business types and sizes. The most common business was retail, with eleven respondents. Six of these run a food retail business, three others sell a mixture of products, and the other two specialised in pharmaceutical products and fuel respectively. The final four respondents run small-scale manufacturing businesses. Three work in sewing or tailoring, and the final one works producing plastic art.

The average monthly revenue in the qualitative sample is 166,400 CDF (£80), with a range between 46,000 and 320,000 CDF (£155 to £22).² Only four businesses had paid employees, but all but two had unpaid employees or family members working there.

¹ We had planned to do this in December, but did not because of the difficulty of finding respondents. This may be dropped from the final evaluation.

² An exchange rate of 2070 CDF to 1 GBP is used.

2 Interim findings

2.1 Who are the Entrepreneur target group?

2.1.1 Roughly 1/3 of participants surveyed work in food service; the rest are larger businesses. Approximately 35% of the entrepreneurs who were surveyed work selling food. As Table 1 below shows, almost all those in food service are female. They are likely to be those known as *Malewa* women, who run small road-side fish restaurants.

Table 1 Types of businesses of entrepreneurs

Type of business	Female	Male	Total
Food service	99	5	104
Maintenance		2	2
Manufacturing	1	1	2
Other, specify	99	77	176
Wholesale or retail trade	12	4	16
Grand Total	211	89	300

Entrepreneurs in food service are typically smaller than other businesses, and less likely to have full time staff. As Table 2 below shows, other businesses have almost three times the average monthly revenue and are more likely to have paid employees.

Table 2: Size of businesses

Type of business	Average revenue in last month (CDF and GBP)	Average number of paid employees
Food service	65,596 CDF 31 GBP	1.36
Other	175,658 CDF 84 GBP	2.00
Grand Total	137,503 CDF 66 GBP	1.92

Many of the surveyed entrepreneurs (29%) had at least one paid employee. In the qualitative interviews, we found that none of our respondents had contracts with their employees. In one case, employees were paid a proportion of receipts. In the others, informal arrangements meant that the employees received a salary but no formal contract.

2.1.2 Most entrepreneurs surveyed are informal businesses who have experienced growth and are ambitious for their business

Only 2% of entrepreneurs who declared as an Entrepreneur had previously registered a business. We did not speak to any of them during our qualitative interviews.

	Had respondent previous registered a business before the pilot?
No	293
Yes	7
Grand Total	300

We attempted to understand whether the respondents started their business out of necessity or opportunity. A ‘necessity’ entrepreneur is one who started their own business because of a lack of employment options. They would prefer a job if one was available. An ‘opportunity’ entrepreneur is one who actively chose entrepreneurship in order to take advantage of a perceived business opportunity. The quantitative survey suggested that most of the entrepreneurs started their business out of necessity, rather than opportunity. Just fifty out of the three hundred people interviewed (17%) selected the option “it is my preferred activity” when asked why they started their business.

Why did you start your business? (Multiple options allowed)	Number selecting each option
Due to lack of employment opportunities	227
Do not have the skills or resources for another activity	17
It’s my preferred activity	50
Other	22
Total respondents	300

In the qualitative interviews, we found that those who started their business out of necessity were often prompted by family circumstances. For example, one younger respondent told us that she “had to stop studies and start business after the death of my father”. The two widows in our sample explained how their circumstances prompted them to start a business; “It was necessary to do since after the death of my husband I couldn't support my family anymore.”

Despite this, the qualitative interviews showed that the respondents had experienced business growth and were ambitious for the future. For example, one male respondent who employed one person at his food business explained how he had started off selling two chickens a day, and now sold more than ten per day. His ambition was to double his sales again and buy a parcel of land. A young woman with a sewing business described a similar trajectory; she started business with one machine, and now has seven. She aimed to create “a modern workshop with materials of quality”. All but three of the qualitative respondents told a similar story, suggesting that the Entrepreneur programme may be particularly attractive for more skilled and ambitious entrepreneurs.

The major constraint for business growth in seven out of the fifteen cases included in the qualitative research was a lack of capital. One owner of a small retail business wanted to increase his stocks and become a wholesaler, but “little capital available stops this from happening”. Another owner of a small food stall wanted to buy a larger stock of food and a parcel of land, but again found that a “lack of capital is the main constraint to this”. One of the business owners who had not experienced growth, an older woman, said that “not much has changed because I don't have substantial capital”.

2.1.3 Most Entrepreneurs pay tax and some experience harassment before registering

Before registering as Entrepreneurs, some (but not all) of the respondents in the qualitative interviews reported paying tax, and others reported experiencing harassment. When discussing ‘taxes’, respondents typically included both formal tax payments (to the DGI), local payments (e.g. for a license to run a stall) and informal payments/bribes (e.g. to police). Respondents did not themselves make a distinction between formal and informal taxes.

Five out of fourteen respondents reported paying no tax at all.³ Four of them worked in production businesses (sewing and jewellery), allowing them to work from home, out of the reach of “agents of

³ One respondent did not understand the question, so is not included in this analysis.

the state". As one of the respondents said when explaining why he didn't pay tax, "my address is not easy to find". Only one respondent, a restaurant owner, worked in a public space and didn't pay any tax. She explained that "I don't pay anything. My aunt is "Chef de Rue" [head of the street] so I am exempt from these small taxes".

The other nine respondents reported paying tax. The type and level of taxes varied significantly. Six of the respondents reported financial information in sufficient detail to make it feasible to aggregate. They paid an average of 131,883 CDF (£63.71) per year in tax, with a range from 56,000 (£27.05) to 358,656 CDF (£173.26). This equated to an average of 6.4% of annual revenue, ranging from 3.1% to 14.9%.

The respondent who paid the most tax (14.9% of her income) was the only respondent registered with the Direction Générale des Impôts (DGI), the official inland revenue/tax office. She paid a total of 50,000 CDF to the DGI annually. It is unclear why her tax burden was so much higher than other respondents; it might be because she ran a more formal enterprise, operating in a hospital. Consequently, she may have been more exposed to official attention, compared to those who worked from home or in informal locations.

The other taxes reported are likely to be local or informal. For example, one respondent paid 500 CDF (£0.24), and another 200 CDF (£0.10) to the police weekly. Government officials from "the environment and economy" came infrequently to one respondent but required a payment of 5,000 CDF (£2.42). Another respondent, visited by the same government departments, paid 32,582 CDF (£15.74) on a quarterly basis. Fees were also paid for operating in the commune, ranging from 200 to 400 CDF per day (£0.10 to £0.20).

Five out of fifteen respondents reported problems with harassment. It was a regular concern; especially by "the agents of the state and the police...Every week nearly." Another respondent explained, "We are victims of harassment many times from agents of the state, above all the police. They arrive sometimes and must pay double as the first team did not pay the charges to the hierarchy of the commune. Bribes (pots de vin) are regular, while the police confiscate our products."

The distinction between official, legitimate taxation and informal bribery and harassment is often unclear in practice. As well as paying set fees, respondents complained about ongoing harassment, "Not only do [the police] take the 200 CDF, but their mission is rather to confiscate products of sale to consume in their office. Their chiefs are complicit."

The other respondents acknowledged that harassment is a problem but felt that it did not personally affect them. For example, one felt that they weren't harassed because "I negotiate well with those who come." Another explained that she wasn't harassed because "I'm very nice to them". Others were protected from harassment for the same reason they didn't pay taxes – they worked at home, away from official scrutiny. It is possible that others did not draw a distinction between harassment and taxation, and so experienced harassment even though they did not discuss it explicitly when asked.

2.2 What is the Entreprenant Status?

2.2.1 The below table describes key elements of the Entreprenant Status

As described in section 1.2, there are several statuses that an entreprenant might register as. They include the personnes physique (suitable for small businesses or the self-employed) and the personnes morales (suitable for larger companies). Following Benhassine et al (2016)⁴ we put together

⁴ Benhassine, N., McKenzie, D., Pouliquen, V., & Santini, M. (2016). *Can enhancing the benefits of formalization induce informal firms to become formal? experimental evidence from Benin*. The World Bank.

a table comparing the statuses on key features, in order to show how the Entrepreneur Status fits into the broader business landscape.

The *personnes morale* and *personnes physique* status are clear, set in law, and functional in practice. For the Entrepreneur status, by contrast, several key aspects are currently theoretical or awaiting clarification. The table highlights where key decisions (such as the tax payable by entrepreneurs who have registered for Entrepreneur status) are yet to be made.

	Informal (fixed location)	Entrepreneur Status	Individual enterprises <i>Personnes physiques</i>	Limited Liability Company <i>Personnes morales</i>
Cost of the status	N/A	Free	30 USD	70-80 USD
Time to register	N/A	The aim is for registration to be immediate, though it currently takes 1-2 hours. The Guichet Unique might change this as the status is better defined.	3 days	> 3 days
Minimum turnover	N/A	None	No minimum turnover	Depends on the type of ownership
Maximum turnover	N/A	To be defined by the Guichet Unique in 2019.	No maximum turnover	Depends on the type of ownership
Number of employees	N/A	Cannot have long-term contracted employees.	No limit.	No limit.
Level of taxation	The only applicable tax is the Patente (a tax allowing street vendors to operate). However, this is seldom levied. Instead, vendors make informal payments to local authorities, police, etc.	Currently just the Patente applies. Eventually want to incorporate the Patente into a single flat tax. Aiming to have this defined by mid- 2019.	Environment Tax, IPB,	IPB, IPR, IM, IERE
Open business bank account	Can open personal bank account, but not a business account. This limits access to credit.	Business account available through Equity Bank	Not an obligation	It is an obligation
Social security obligations	N/A	Not eligible but special offers from private health insurance	Yes	Yes
Permanent training contribution obligations	N/A	No	Yes	yes

Labour inspections carried out by Labour Inspection Office	N/A	No	Yes, if they have employees	Yes
Apply for a bank loan	Very unlikely to get bank loans without collateral.	Equity bank offered a group micro-credit as part of this pilot. Since the Entrepreneurs have a fixed location, revenue and record keeping, they are more attractive for banks.	Yes, if they have bank account	yes
Gain an Export license	N/A	No	Yes, if they have activities that require it	Yes, if they have activities that require it
Can work with large private companies	N/A	No	Yes, if conditions are met	yes
Access to large public contracts	N/A	No	Yes, if conditions are met	yes
Access to small public contracts	N/A	No	yes	yes
Provide invoices to customers for tax purposes	N/A	No	yes	yes
Register more than one activity for the firm	N/A	No	Yes, but to be limited in 2019 to 1 main activity and sub-activities	Yes, but to be limited in 2019 to 1 main activity and sub-activities

2.2.2 Target entrepreneurs themselves are not completely sure what the status involves

Several respondents in the qualitative interviews got information on the Entrepreneur status second hand, rather than directly. For example, one respondent was not given information “on the day of the programme, but the day before by a friend.” Another respondent received information from her cousin. A third respondent had also not received information formally, but “was informed mouth to mouth by some people, by *les mamans* who knew better”. Another respondent, who was particularly interested in tax reduction, heard “from other Entrepreneurs that this would dissolve some taxes”.

Perhaps because of this, entrepreneurs were not completely sure what the status involved. Three respondents thought that the status was “superficially explained” by the trainers. One respondent stated that the status had been explained “superficially because [name removed] was speaking while people were running to get the cards.”

On taxation, most respondents knew that the status had not yet been agreed with the government, and were waiting on more information. For example, the female owner of one of the bigger businesses

in our sample said, “No one explained how taxes would work. We await the meeting between Essor leads and the government to know which taxes we will have to pay after 2019. “

Another older woman concluded by saying “I have hope this wasn't a waste of time”.

2.2.3 The most common expectation is the Entreprenant status will reduce taxes and harassment

Fourteen respondents expected the Entreprenant status to reduce taxation, including both formal taxes and informal payments made to police, local communities, and government agencies. The only respondent who did not mention reduced taxation as a benefit did not pay any taxes (as discussed above). Surprisingly, other respondents who did not pay taxes still saw reduced taxation as a benefit. This may be because fear of taxation was preventing expansion. For example, one respondent who owned a tailoring business said that “now I am recognized by the state I hope to find a location along the big avenue to work and earn more money”. Previously, owning a shop in a public location may have exposed her to demands for taxation. Another respondent who paid no taxes because her aunt was the local chief wanted to “have restaurants in places other than Selembao”. It may be that this expansion was outside her aunt’s area of influence, and so she hoped that the Entreprenant status would enable this expansion without additional taxation.

Although respondents were not quite sure what the eventual level of taxation would be, they expected taxes to be lowered. When asked why they came along to the registration day, one respondent replied that she “came for a card that would exempt me from certain taxes”. She thought that Entreprenant was “an organisation that fights against tax fraud for small enterprises”. A different respondent wanted to “become free, before the agents of the state”. She expected that, after declaring as an Entreprenant, she would receive a card, which would “allow me to avoid taxes of the state”.

Reducing harassment is also an important motivation for seeking to gain Entreprenant status. Eight respondents took up the status in order to reduce harassment. As noted above, however, the distinction between harassment and taxation was blurred. Consequently, although harassment was mentioned less frequently than taxation, respondents probably considered both issues.

One respondent who reported frequent harassment by “agents of the state” wanted to declare as an Entreprenant in order to “secure my business from different harassment”. Another concurred, outlining the different types of harassment she faced and expressing a hope that the Entreprenant status would “make the gang of molesting policemen disappear.” The police appear particularly problematic; another respondent stated, “We are victims of harassment many times from agents of the state, above all the police....We have the Entreprenant card and the idea is that this will reduce harassment - unfortunately the time for this is not here. We guard our Entreprenant card with hope.”

Several respondents mentioned the benefit of being formally recognised by the state. This is seen as a pathway through which the benefits can be realised. For example, one respondent said “the status allows my activities to be recognized by the state. This changes things because I wasn't recognized and I worked without saving”. Another respondent stated as an advantage “the fact that my activity will be officially recognized in the eyes of the state”.

2.2.4 Some respondents hope the Entreprenant status will enable more savings

As discussed in section 2.1.2, capital constraints were a major challenge for several businesses. Some respondents hoped that the Entreprenant status would make it easier for them to access financial services. The respondent with the largest business in our qualitative sample (with a monthly revenue of 320,000 CDF, or £148) expected to “have credit for raising production, and to achieve my dream of

having a [land] parcel in Kimbaseke”. Another respondent with a smaller business was attracted by “The ease of opening a bank account and obtaining credit, and being able to be a partner of organizations that work in microcredit”.

This is confirmed by the quantitative data. In the registration survey, 191 (64%) of respondents said that they signed up for Entreprenant (at least partly) in order to open a bank account. Only 12% of respondents had a bank account at the time of registration, and 195 (65%) of respondents opened a bank account during the pilot. Seven respondents in the qualitative survey had opened a bank account. The others were primarily prevented from doing so because the representative of Equity Bank was not present the day they were there. Five of the participants in the qualitative interviews noted that the bank had not been present when they registered, when asked to explain why they had not opened a bank account. Two others did not have enough money to make the initial deposit.

2.3 How do the target group interact with the Entreprenant status?

2.3.1 About 1/3 of participants opened bank accounts/medical coverage, but all intend to attend training

Table 3: Entreprenant use of services

	Opened bank account in pilot	Signed up for medical coverage	Intend to attend training
No	105	120	0
Yes	195	180	300
Total	300	300	300

Table 3 shows the number of respondents who used (or intended to use) services offered at declaration day, based on quantitative data gathered at registration. As can be seen, the majority of respondents took advantage of financial and medical services, and all of them planned to attend training. In the qualitative research, ten respondents went to training, and all gave positive feedback regarding the course content and value. They especially appreciated information on how to manage finances, including savings and book-keeping. One young entreprenant reported “I was very ignorant. I knew sometimes how to save. Now I can save and better calculate my money.” Another reported that “It was very useful for me, it was like moving to a new level”.

Health insurance was less of a priority, but still appreciated. Seven respondents in the qualitative interviews had signed up for health insurance, “because health comes before everything.” Even those who did not sign up – like a nurse who could access healthcare through her hospital – appreciated the process. One younger women, who clearly felt that health insurance was not a priority, said that the “process was good, agents of Mutuelles explained well their activities. Unfortunately, I was not interested.”

2.3.2 There were some challenges with the registration process

Interviewees raised two challenges with the registration process. The first is that the machine for printing Entreprenant cards was broken, which disrupted the process. The second is that participants were asked to bring in their electoral cards to get registered, which caused concern that this was a political process. One respondent explained “All went in harmony and peace but at the start there was disquiet [due to] the need for electoral cards. But after some information from left to the right, all was clear.” Another respondent added that “All Kimbaseke is very allergic to political activities”.

It is also worth noting that Essor is visible as an actor within this process. One respondent mentioned Essor above, where she said that she was waiting for the “Essor chiefs” to negotiate taxes with the government. This might raise expectations in future; one participant said (in a throw-away remark) that “I had the idea that this international organisation would support us financially”, although it is not clear from the qualitative interviews whether this is a widespread perception.

3 Conclusions

The initial roll-out of the Entreprenant pilot has been successfully completed. Although it didn’t only target the initial planned group (of Malewa women), it has enrolled 432 micro-scale entrepreneurs. The qualitative interviews suggested that, although small, many of the entrepreneurs have experienced growth and are ambitious for their business. It may be that this kind of enterprise is more attracted to the Entreprenant status.

Entrepreneurs are particularly attracted by the perceived potential for reduced levels of tax, informal payments, and harassment. There was significant variation in the levels of taxation and harassment currently experienced. A minority of respondents in the qualitative interviews experienced none – primarily because they worked at home, and so could hide their activities. Most of the rest reported paying tax and experiencing high levels of harassment. Respondents did not clearly distinguish between formal taxes, informal payments to communities, and bribes given to police. A secondary – but still important – concern for entrepreneurs is the potential to receive more access to finance through the Entreprenant programme.

It is important to note that the eventual tax level of the Entreprenant status is still undefined, and it is unclear whether the Entreprenant card can make a difference to levels of harassment and informal payments. Consequently, there is a risk of raising expectations which could ultimately be disappointed. This should be carefully monitored and considered during the next stage of the pilot.

Partly due to the existing uncertainty regarding the status, not all target entrepreneurs are sure what the status involves. Many respondents in the qualitative interviews received information second hand, rather than directly. This also opens up the potential for inappropriate expectations; for example, one respondent felt that they would get financial support from an international organisation.

Based on the qualitative interviews, the first round of the quantitative survey should focus on taxation, informal payments, harassment, and access to finance. These are the most commonly cited potential benefits of the Entreprenant status, and so it is essential to ensure good baseline data on their current levels. The qualitative interviews will help design the exact questions, for example by showing which informal payments are currently most common. Interviewing banks will also help understand how the Entreprenant status helps influence their decision to grant bank accounts and loans to entrepreneurs, and so validate a key assumption of the pilot.

4 Annexes

4.1 Questionnaire used in qualitative interviews

Hello, my name is _____. Thank you for agreeing to speak with me. This interview will take about 60 minutes, and seeks to better understand your business and your opinion on topics that can inform improvements to the program that you participated in. Your responses are confidential and will not be shared directly with anyone outside of our research team. Your name will not be linked to your responses in any way.

Note that your participation is voluntary, and you may refuse to answer any question or stop participating at any time. Do you agree to proceed with the interview? [Yes | No]

Name of respondent _____

Sex (M/F) _____ Age _____ Marital status _____

Highest level of education _____

Place of birth: _____

Declaration day attended (date and location) _____

4.1.1

4.1.2 Respondent's business

1. Can you describe your business to me?

- *Probe:* What are your primary activities?
- *Probe:* In the last month of work, about how much revenue did you earn (in Congolese francs)
- *Probe:* On an average day, what are the sales of your business (in Congolese francs)
- *Probe:* Do you have any paid employees working on this business? (How many?)
- *Probe if they have paid employees:* Do you have a contract with these employees? Why/why not?
- *Probe:* Do you have any unpaid employees working on this business? (Family members?)

Notes:

2. Why did you decide to start your business?

- *Probe:* Was it because of necessity or opportunity? Were there other alternatives that you considered?
- *Probe:* How is your business different from when you started it, if at all?

Notes:

3. What are your goals for your business?

- *Probe:* What do you want to be doing in 5 years' time?
- *Probe:* If you could make improvements to your business, what would they be? (i.e. hire more employees, expand reach, improve product or service, etc) What is preventing you from making these improvements?

Notes:

4.1.3 Entreprenant status

4. What are the characteristics of Entreprenant status?

- *Probe:* Was the *Entreprenant status* explained to you when you participated in the program?
- *Probe:* How do you understand the Entreprenant Status? (i.e. What are the eligibility requirements?)
- *Probe:* What difference does it make to a business to be an Entreprenant?

Notes:

5. Have you registered your business before, as a....?

- *Personnes physiques / Entreprise individuelle / Établissement*
- *Probe: (if not previously registered)* Are you familiar with these other possible legal status for your business?
- *Probe: (if yes, previously registered)* Are you still registered as a formal business?
- *Probe: (if yes, previously registered)* Why did you previously register? What were the main benefits?
- *Probe:* In general, what are the advantages of formal and informal status?

Notes:

4.1.4 Formalisation

6. Did you register your business at Declaration day?

- *Probe:* What were the main reasons for attending the Declaration day?
- *Probe:* Which services were you aware that you could register for on Declaration day?
- *Probe:* When you decided to participate in declaration day, which service was most attractive to you? Why?
- *Probe:* How was the process of registering at Declaration day? (Did it take a long time? Did you have all the necessary documentation?)

Notes:

7. What are your expectations having now Declared your business as an Entreprenant?

- *Probe:* What advantages do you expect from the Entreprenant status?
- *Probe:* What disadvantages do you expect from the Entreprenant status?
- *Probe: Do you think you will make any changes to your business now you are an Entreprenant? If yes, what changes? Why could you not have made them before?*
- *Probe:* Did you have any concerns about declaring your business?

Notes:

4.1.5 Services

8. Did you participate in trainings through the program?

- *Probe:* What information was covered during the training?
- *Probe:* Did you find it to be useful? Why or why not?

Notes:

9. Did you sign up for a bank account during Declaration day? Why or why not?

- *Probe: (both yes and no)* Have you had a bank account previously? Do you still have that previous bank account?
- *Probe: (if no, did not sign-up for bank account)* Why did you not sign up for a bank account with Equity?
- *Probe: (if yes, signed-up for bank account)* Why did you sign up for a bank account with Equity?
- *Probe: (if yes, signed-up for bank account)* How was the process of signing up for a bank account with Equity?
- *Probe: (if yes, signed-up for bank account)* How do you expect to use your new bank account (savings / loans)?
- *Probe: (if yes, signed-up for bank account)* Have you used your bank account to date?
- *Probe: (if yes, signed up for bank account, and had one previously):* What new features does this bank account offer that you have not had before?

Notes:

10. Did you sign up for health insurance with during the pilot? Why or why not?

- *Probe: (if yes or no)* Have you ever had health insurance? Do you still have health insurance? Why/why not?
- *Probe: (if no, did not sign up for health insurance)* Why did you not sign up for health insurance?
- *Probe: (if yes, signed up for health insurance)* Which mutuelle de la santé did you sign up with?
- *Probe: (if yes, signed up for health insurance)* Why did you sign up for health insurance?
- *Probe: (if yes, signed up for health insurance)* How was the process of signing up?

Notes:

11. What taxes does your business pay (before Entreprenant status)?

- *Probe:* Are you liable to hold any licenses or prove the right to do business at your place of work?
- *Probe:* How much do taxes and fees cost per month?
- *Probe:* Who do you pay taxes and fees to? (Which are main taxes and fees you have to pay?)
- *Probe:* Are you or have you ever been registered with the Direction Générale des Impôts / do you have a Numéro d'impôt?

Notes:

12. What taxes does your business pay (after Entreprenant status)?

- *Probe:* Did someone explain to you how taxes work for Entreprenants when you registered?
- *Probe:* What taxes or fees will you need to pay following your Entreprenant status?
- *Probe:* Will you have to be registered with the Direction Générale des Impôts / get a Numéro d'impôt?
- *Probe:* Do you expect that the taxes and fees you pay will be higher or lower with Entreprenant status?

Notes:

13. Do you ever experience harassment or demands for bribes in your work?

- *Probe:* Who does this harassment come from? (tax officials? / local government? / other?)
- *Probe:* What were the reasons for these demands?
- *Probe:* How often did you experience this?
- *Probe:* Do you expect your Entrepreneur status to reduce harassment? Why/why not?

Notes: