

**CLUSTERS, EMPLOYMENT, ENVIRONMENT AND
COMPETITIVENESS:
CROSS CONTINENT STUDY**

Study by United Nations Industrial Development Organization

Organization-level Study

Questionnaire survey

This study is being undertaken by UNIDO in collaboration with local agencies in Africa, Asia and Latin America. The aim of the study is to identify the incidence, sources and mechanisms that stimulate labour- and environment-friendly learning, innovations and competitiveness in developing economies.

- The information required is for the year 2006; unless otherwise stated.
- Complete confidentiality is assured with this survey. The information that you provide us will be used in an aggregate form only. Individual firm data and firm identity will be completely anonymous.
- All participating firms will be given complimentary copies of the reports/publications generated from the study and given access to final working papers.

UNIDO/

A Organization Demographics

1. Name of organization: _____ Year established _____
2. Which one of the following concerns best describe the activities of your organization?
 - a. Basic infrastructure services
 - b. high tech infrastructure services
 - c. promotional services
 - d. industry interaction and networking services
 - e. Labour
 - f. Environment
3. Is your area of coverage limited to
 - (a) Province or state area
 - (c) National
 - (f) International
4. Is your organization connected to any firm's activities?
 - (a) No
 - (b) Yes → c. Sit on advisory board d. indirect influence through membership of state-province or national coordination councils?
5. Who owns the organization?
 - (a) Government (100%)
 - (b) Semi-government
 - (c) Local NGOs
 - (d) Foreign
 - (e) Joint-venture → Local majority _____ %
Foreign majority _____ %
6. What was your organization's membership-employment (full time, and part-time in parenthesis)? 2000 _____ (_____) 2006 _____ (_____)

B Workplace Governance

1. Does your organization participate in the board of quality assurance either at the firm-level, at the province-state or national level?
 - (a) No
 - Yes → In what way _____
2. Is your organization familiar with the following firm-level practices?(you can select more than one).
 - (a) SQC
 - (c) TPM
 - (e) TQM
 - (i) QCC
 - (j) MRP
 - (l) MRP2
 - (b) SPC
 - (d) JIT
 - (f) Kaizen
 - (h) SGA
 - (k) MRP1
 - (l) ISO14000
 - (m) Others
3. Was there any particular year when your organization managed to influence the health and occupational safety standards in manufacturing firms in the cluster region?
 - a. No
 - b. Yes → Which year? _____
If yes, explain t how this was achieved _____

4. Was there any particular year when your organization managed to influence the environmental standards of firms in the cluster region?

a. No b. Yes → Which year? _____
 If yes, explain how this was achieved _____

5 Was there any particular year when your organization managed to influence workers welfare in the cluster region?

a. No b. Yes → Which year? _____
 If yes, explain how this was achieved _____

6. Is your organization involved in collective bargaining involving workers in firms located in the cluster
 (a) No b. Yes → How successful has your organization been? _____

Questions 7-9: Please circle your rating 0-5 – from weakest to strongest).

7. Please rate your organization's assessment of the following labour and environmental activities in manufacturing firms located in the cluster (skip where unrelated).

Activity	Rating
a. Health and occupational safety of employees	0 1 2 3 4 5
b. Process technology harnessing employee feedback on employees safety	0 1 2 3 4 5
c. Process technology focusing on quality of emissions	0 1 2 3 4 5
d. Product technology focusing on environmental quality	0 1 2 3 4 5
e. Connections and coordination with government environmental organizations	0 1 2 3 4 5
f. Connections and coordination with non-governmental environmental organizations	0 1 2 3 4 5
g. Connections and coordination with government human and labour organizations	0 1 2 3 4 5
h. Connections and coordination with trade unions	0 1 2 3 4 5

8. What is your organization's source of technology?

Source	Rating
a. Members or employees	0 1 2 3 4 5
b. Private consultants	0 1 2 3 4 5
c. Government	0 1 2 3 4 5
d. International organizations	0 1 2 3 4 5
e. Households in the cluster	0 1 2 3 4 5
f. Manufacturing firms in the cluster	0 1 2 3 4 5
g. Non-manufacturing firms in the cluster	0 1 2 3 4 5
h. University academics	0 1 2 3 4 5
i. Public research institutes	0 1 2 3 4 5
j. Others (<i>please specify</i>)	0 1 2 3 4 5

Skip Q 9 if your jurisdiction does not include labour practices

9. How do you assess the present environment for labour-friendly practices?

Statement	Rating
a. Government support	0 1 2 3 4 5
b. Firms attitude	0 1 2 3 4 5
c. Corporate social responsibility practices	0 1 2 3 4 5
d. Union density-membership	0 1 2 3 4 5
e. International environment	0 1 2 3 4 5
f. Others, please specify	0 1 2 3 4 5

10.. Does your organization encourage members' participation in the following:

Activity	Rating
a. Technical and industrial relations training	0 1 2 3 4 5
b. Health and occupational safety standards	0 1 2 3 4 5
c. Credit support to start petty businesses	0 1 2 3 4 5
d. Welfare enhancing instruments such as children education support, health insurance and holiday packages	0 1 2 3 4 5
e. Awareness on environment	0 1 2 3 4 5

11. What was your organization's total payroll in : (Please indicate currency)

(a) 2000 _____ (b) 2006? _____

12. Is your organization a non-profit organization? Yes No

Question 13: Please circle your rank (0-5 – from weakest to strongest)

13. Does your organization support the following practices in manufacturing firms in the cluster region?

Practices	Rating
a. Emphasis on teamwork	0 1 2 3 4 5
b. Multi-skilling and cross-expertise sharing	0 1 2 3 4 5
c. Feedback from marketing for technology and R&D	0 1 2 3 4 5
d. Participation from lower level employees	0 1 2 3 4 5
e. Independent and group learning	0 1 2 3 4 5
f. Strong upward mobility of employees	0 1 2 3 4 5
g. Environment-friendly measures facing employees	0 1 2 3 4 5
h. Progressive reduction of hazardous emissions	0 1 2 3 4 5
i. Others (please specify)	0 1 2 3 4 5

D Infrastructure and Environment

Skip Question 1 if your organization is non-governmental

1. Assessment of environment for labour- and environment-friendly practices by government organizations

Instruments	Rating
a. Collaboration with non-governmental labour organizations	0 1 2 3 4 5
b. Collaboration with non-governmental environmental organizations	0 1 2 3 4 5
c. Feedback on employment and labour welfare from cluster households	0 1 2 3 4 5
d. Feedback on environmental standards from cluster households	0 1 2 3 4 5
e. State of labour standards of manufacturing firms in the cluster	0 1 2 3 4 5
f. State of environmental standards of manufacturing firms in the cluster	0 1 2 3 4 5
g. Facilities offered by the government to strengthen environment standards	0 1 2 3 4 5
h. Facilities offered by the government to strengthen labour standards	0 1 2 3 4 5
i. Others (please specify)	0 1 2 3 4 5

Skip Question 2 if your organization is governmental

2. Assessment of environment for labour- and environment-friendly practices by non-government organizations

Instruments	Rating
a. Collaboration with government labour organizations	0 1 2 3 4 5
b. Collaboration with government environmental organizations	0 1 2 3 4 5
c. Feedback on employment and labour welfare from cluster households	0 1 2 3 4 5
d. Feedback on environmental standards from cluster households	0 1 2 3 4 5
e. State of labour standards of manufacturing firms in the cluster	0 1 2 3 4 5
f. State of environmental standards of manufacturing firms in the cluster	0 1 2 3 4 5
g. Facilities offered by the government to strengthen environment	0 1 2 3 4 5
h. Facilities offered by the government to strengthen labour standards	0 1 2 3 4 5
i. Others (please specify)	0 1 2 3 4 5

3. Was there any particular year when your organization managed to raise environmental standards in your cluster region?

a. No b. Yes → Which year? _____

If yes, explain how this was achieved _____

4. Was there any particular year when your organization managed to raise income-earning opportunities in the cluster region ?

a. No b. Yes → Which year? _____

If yes, explain the reasons for this development _____

5. Was there any particular year when your organization managed to raise basic infrastructure support in the cluster region ?

a. No b. Yes → Which year? _____

If yes, explain the reasons for this development _____

6. Was there any particular year when your organization managed to raise high tech infrastructure support for stimulating innovative activities in the cluster region ?

a. No b. Yes → Which year? _____

If yes, explain the reasons for this development _____

7. Was there any particular year when your organization managed to raise global integration activities in the cluster region ?

a. No b. Yes → Which year? _____

If yes, explain the reasons for this development _____

8. Was there any particular year when your organization managed to raise networking and inter-firm links in the cluster region ?

a. No b. Yes → Which year? _____

If yes, explain the reasons for this development _____

Thank you for your valuable input and kind cooperation.

As a token of our appreciation for your kind assistance, we would like to send you a copy of the findings of this study. Could you please provide us with your address.

Mail to: _____

