

Flash Eurobarometer 195b
December 2006
Preparedness for the changeover to euro
among banks in Slovenia

Basic Questionnaire

The GALLUP Organization

**Questionnaire for a Slovenian changeover survey:
Bank branches – Information to be collected before €day**

- D1. Please indicate the bank chain:
- Bank 101
 - INSERT LIST 02-24
 - Bank 2525
 - [DK/NA]9
- D2. Please indicate your role in the branch:
- Branch Manager1
 - Euro-coordinator in the branch2
 - Other3
 - [DK/NA]9
- D3. Please indicate the number of employees in the branch:
- 1-91
 - 10-292
 - 30 or more3
 - [DK/NA]9

Frontloading of euro cash

- Q1. Has your branch been supplied or is it planned that it will be supplied with euro banknotes before 1 January 2007?
- Yes, already supplied..... 1
 - Yes, it is planned.....2
 - No3
 - [We do not know yet]4
 - [DK/NA]9
- Q2. (IF THE ANSWER TO Q1 = 1)
When has your branch been supplied with euro banknotes?
(IF THE ANSWER TO Q1 = 2)
When will your branch be supplied with euro banknotes?
- Between 11 – 15 December 20061
 - Between 16 – 20 December 20062
 - Between 21 – 25 December 20063
 - Between 26 – 31 December 20064
 - [DK/NA]9
- Q3a. (IF THE ANSWER TO Q1 = 1)
Does the amount of euro banknotes you received correspond to the amount you requested?
- Yes, exactly.....1
 - Yes, the amount is very close to what you requested.....2
 - No3
 - [DK/NA]9
- Q3b. (IF THE ANSWER TO Q1 = 2)
Do you have a confirmation that the amount of euro banknotes you will receive will correspond to the amount you requested?
- Yes, it will be exactly the amount you requested1
 - The amount we will receive is very close to what you requested2
 - No3
 - [DK/NA]9

- Q4. (IF THE ANSWER TO Q1 = 3)
Why will you not be supplied with euro banknotes before 1 January 2007? Please select the most important reason!
- The branch decided that it does not want to be frontloaded with euro banknotes 1
 - Request was refused by the central bank 2
 - Your bank headquarters decided not to be frontloaded 3
 - It is scheduled for later 4
 - You were not aware of the possibility of frontloading 5
 - Other reason 6
 - [DK/NA] 9
- Q5. Has your branch been supplied or is it planned that it will be supplied with euro *coins* before 1 January 2007?
- Yes, already supplied 1
 - Yes, it is planned 2
 - No 3
 - [We do not know yet] 4
 - [DK/NA] 9
- Q6. (IF THE ANSWER TO Q5 = 1)
When has your branch been supplied with euro coins?
(IF THE ANSWER TO Q5 = 2)
When will your branch be supplied with euro coins?
- September 2006 1
 - October 2006 2
 - November 2006 3
 - December 2006 4
 - [DK/NA] 9
- Q7a. (IF THE ANSWER TO Q5 = 1)
Does the amount of euro coins you received correspond to the amount you requested?
- Yes, exactly 1
 - Yes, the amount is very close to what you requested 2
 - No 3
 - [DK/NA] 9
- Q7b. (IF THE ANSWER TO Q5 = 2)
Do you have a confirmation that the amount of euro coins you will receive will correspond to the amount you requested?
- Yes, it will be exactly the amount you requested 1
 - The amount we will receive is very close to what you requested 2
 - No 3
 - [DK/NA] 9
- Q8. (IF THE ANSWER TO Q5 = 3)
Why will you not be supplied with euro coins before 1 January 2007? Please select the most important reason!
- The branch decided that it does not want to be frontloaded with euro coins 1
 - Request was refused by the central bank 2
 - Your bank headquarters decided not to be frontloaded 3
 - It is scheduled for later 4
 - You were not aware of the possibility of frontloading 5
 - Other reason 6
 - [DK/NA] 9

Sub-frontloading

- Q9. Have you been actively contacting the business customers of your branch in order to supply euro cash to them before 1 January 2007?
- Yes 1
 - No 2
 - [DK/NA] 9
- Q10. What proportion of your business customers do you think will request you to provide them with euro cash before 1 January 2007?
- Between 0 – 25 percent 1
 - Between 26 – 50 percent 2
 - Between 51 – 75 percent 3
 - Between 76 – 100 percent 4
 - [DK/NA] 9
- Q10bis. Do you think that you will be able to satisfy these requests for euro cash before 1 January 2007?
- Yes, you will be able to satisfy ALL requests 1
 - Yes, you will be able to satisfy MOST requests 2
 - No 3
 - [DK/NA] 9

Cash dispensers

- Q11. Do you operate cash dispensers (ATMs) in your branch (inside/outside)?
- Yes 1
 - No 2
 - [DK/NA] 9
- Q12. (IF THE ANSWER TO Q11. IS YES)
When do you plan the full conversion to the euro of all your cash dispensers to be completed?
- On 1 January 2007 at 8.00h 01
 - On 1 January 2007 at 16.00h 02
 - On 1 January 2007 at 24.00h 03
 - On 2 January 2007 04
 - On 3 January 2007 05
 - On 4 January 2007 06
 - On 5 January 2007 07
 - On 6 January 2007 or later 08
 - [no timeplan yet] 09
 - [it depends on external factors] 10
 - [DK/NA] 99
- Q13. (IF THE ANSWER TO Q11. IS 'YES')
Which euro banknote denominations are planned be dispensed in your cash dispensers in the first two weeks of January 2007?
(DO NOT READ OUT, CODE ALL RESPONSES)
- Mentioned 1
 - Did not mention 2
- A) €5 1 2
 - B) €10 1 2
 - C) €20 1 2
 - D) €50 1 2
 - E) other denomination 1 2

Logistics

Q14. Did you experience any problems so far in terms of cash logistics related to the changeover, both concerning euro and tolar cash?

- Yes1
- No2
- [DK/NA]9

Q15. (IF THE ANSWER TO Q14. IS 'YES')
What kind of problems did you experience so far?
(READ OUT - SEVERAL ANSWERS POSSIBLE)

- Yes, experienced1
- No, did not experience2
- [DK/NA]9

- A) Cash transport problems (e.g. delays due to lacking capacity) 1 2 9
- B) Cash storage problems..... 1 2 9
- C) Handling and packaging problems 1 2 9
- D) Security problems (for example stolen cash, robbery, counterfeits) 1 2 9
- E) Other problems..... 1 2 9

Q16. Do you expect any (further) problems in terms of cash logistics related to the changeover, both concerning euro and tolar cash?

- Yes1
- No2
- [DK/NA]9

Q17. (IF THE ANSWER TO Q16. IS 'YES')
What kind of problems do you expect for the coming weeks?
(READ OUT - SEVERAL ANSWERS POSSIBLE)

- Yes, expect1
- No, does not expect2
- [DK/NA]9

- A) Cash transport problems (e.g. delays due to lacking capacity) 1 2 9
- B) Cash storage problems..... 1 2 9
- C) Handling and packaging problems 1 2 9
- D) Security problems (for example stolen cash, robbery, counterfeits) 1 2 9
- E) Other problems..... 1 2 9

National cash

Q18. When do you intend to stop issuing national cash at your counters?

- On 31 December 2006.....1
- Between 1 and 5 January 20072
- Between 6 and 10 January 20073
- On 11 January 2007 or later4
- [DK/NA]9

Q19. Did you take specific measures to cope with the backflow of national cash?

- Yes1
- No2
- [DK/NA]9

Q20. (IF THE ANSWER TO Q19. IS 'YES')
 What kind or measures did you take to cope with the backflow of national cash?
 (READ OUT - SEVERAL ANSWERS POSSIBLE)

- Measure taken1
- Measure not taken2
- [DK/NA]9

- A) Special packaging to facilitate the counting of coins 1 2 9
- B) Staff specifically trained to deal with the backflow..... 1 2 9
- C) Exceptional increase of staff dealing with the backflow 1 2 9
- D) Shifting part of the work to bank headquarters 1 2 9
- E) Overtime arrangements for your staff..... 1 2 9
- F) Extended bank opening hours 1 2 9
- G) Other measures..... 1 2 9

7. Survey details

This Flash Eurobarometer 195: “Survey among enterprises and banks in Slovenia” telephone survey was conducted on behalf of the European Commission, Directorate-General Economic and Financial Affairs.

The objective of the survey is to study the state of the preparations of the introduction of the Euro in various business sectors and bank sectors in Slovenia. The current report contains the results found among bank branches.

The current special target group Flash Eurobarometer survey was organised and managed by the Eurobarometer Team of the European Commission (Directorate-General Communication, Unit R-4).

The interviews were conducted between the 11th of December and the 19st of December 2006 by Slovenian CATI d.o.o. partner institute of The Gallup Organization Hungary.

Representativeness of the results

Sample specification: The initial sample of the bank sector was stratified to include 75 bank branches and 25 bank branches in post offices. Despite all efforts (including facilitation attempt by the Bank Association of Slovenia) the actual sample size remained at 47 branches.

The sample lists were developed using national bank branches (IPIS). Selection of banks was carried out randomly.

The person interviewed in each branch was a Branch Manager, the person designated to Euro-coordinator in the branch or another relevant manager of the bank.

Results are not weighted, they reflect estimates of the results corresponding to the Slovenian banks.

Sizes of the samples

The targeted number of main interviews was 100; the below table shows the achieved sample. A large number of branches were not willing to participate in the survey, they were very busy with the preparation of the euro changeover.

	Conducted	% of Total
Total	47	100
Abanka vipa	2	4.3
Bank austria creditanstalt	3	6.4
Banka celje	2	4.3
Banka domžale (nlb skupina)	2	4.3
Banka koper	3	6.4
Banka zasavje (nlb skupina)	3	6.4
Bawag banka	1	2.1
Delavska hranilnica d.d. Ljubljana	4	8.5
Deželna banka slovenije	2	4.3
Gorenjska banka	2	4.3
Hranilnica in posojilnica vipava d.d.	1	2.1
Hranilnica lon, d.d., kranj	1	2.1
Hypo alpe-adria-bank	2	4.3
Koroška banka (nlb skupina)	1	2.1
Nova kreditna banka maribor	2	4.3
Nova ljubljanska banka	2	4.3
Poštna banka slovenije - banèna skupina nove kreditne banke maribor	6	12.8
Probanka	1	2.1
Raiffeisen krekova banka	4	8.5
Skb banka	2	4.3
Volksbank - ljudska banka	1	2.1
Total	47	100
1-9 employees in branch	24	51.1
10-29 employees in branch	12	25.5
30 or more employees in branch	9	19.1
NA	2	4.3
Total	47	100

Questionnaires

The Slovenian partner institute translated the questionnaire to Slovenian using a centralized process of back-translation procedure, involving two initial local translations, independent back-translation and central verification of the localised questionnaires.

Further details

For further details you may contact Gallup or The European Commission. The relevant contacts are:

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