

Flash Eurobarometer 201a
February 2007

Survey among enterprises in Slovenia -
after the EURO introduction

Basic questionnaire

The GALLUP Organization

**Questionnaire for changeover survey among
enterprises (including retailers) in Slovenia
Information to be collected after €day**

Information on the enterprise:

- D1. Please tell me your role in the enterprise:
- "CEO" or branch manager 1
 - Euro-coordinator 2
 - Head of Finance and/or Administration..... 3
 - Other 4
- D2. Please indicate the sector of the business:
- Retail trade (including repair of personal and household goods) 1
 - Hotels and restaurants 2
 - Transport, storage and communication 3
 - Financial intermediation 4
 - Real estate, renting and business activities 5
 - Manufacturing 6
 - Construction 7
 - Other 8
 - [DK/NA] 9
- D3. Please indicate the number of employees of the business:
- Self-employed (without employees) 1
 - 1 – 9 employees 2
 - 10 – 49 employees 3
 - 50 – 250 employees 4
 - More than 250 employees 5
 - [DK/NA] 9
- D4. Please indicate the turnover of the business (CONVERTED TO LOCAL CURRENCY):
- less than 150.000 EUR 1
 - 150.000 to 500.000 EUR 2
 - 500.000 to 1.000.000 EUR 3
 - 1.000.000 to 2.000.000 EUR 4
 - 2.000.000 to 5.000.000 EUR 5
 - more than 5.000.000 EUR 6
 - [DK/NA] 9

Information to be collected after €day

a. General questions

- Q1. When did you start to prepare your enterprise for the changeover to the euro?
- In 2005 or earlier 1
 - First half of 2006 2
 - Second half of 2006 3
 - [No preparations] 4
 - [DK/NA] 9
- Q2. As regards the changeover to the euro, had you ...? (several answers possible)
- identified the impact for your enterprise 1
 - defined the necessary computer adaptation 2
 - informed your staff 3
 - evaluated the training needs 4
 - [DK/NA] 9
- Q3. Did you appoint a "Euro-coordinator", a "Euro Project Manager" or in general a person in charge of coordinating your enterprise's changeover preparations?
- yes 1
 - no 2
 - [DK/NA] 9

Q4. (IF THE ANSWER TO Q3. IS 'YES')

When did you appoint the "Euro-coordinator", the "Euro Project Manager" or in general the person in charge of coordinating your enterprise's changeover preparations?

- In 2005 or earlier1
- First half of 20062
- Second half of 20063
- In 2007 4
- [DK/NA]9

Q5. Which consequences will the introduction of the euro have for your enterprise in the medium to long term?

- Very positive consequences1
- Positive consequences2
- No consequences3
- Negative consequences4
- Very negative consequences5
- [DK/NA]9

b. Adaptation of computer systems

Q6. As regards the adaptation of your computer systems with respect to the introduction of the euro, how did/will you proceed?

- Adaptation by own staff1
- Outsourcing to IT/software companies2
- Mix of both3
- [DK/NA]9

Q7. Was your accounting system ready for switching to the euro on 1 January 2007?

- yes 1
- no2
- [DK/NA]9

Q8. (IF THE ANSWER TO Q7. IS 'NO')

Why was your accounting system not ready for switching to the euro on 1 January 2007? Several answers possible.

- A) Lack of financial means to adapt the system1
- B) Lack of own staff to prepare the adaptations of the system2
- C) External IT/software services were provided too late 3
- D) Your external accountant was not ready4
- E) Other reason5
- F) DK/NA6

Q9. Was your invoicing system ready for switching to the euro on 1 January 2007?

- yes1
- no2
- [DK/NA]9

Q10. (IF THE ANSWER TO Q9. IS 'NO')

Why was your invoicing system not ready for switching to the euro on 1 January 2007? (several answers possible)

- A) Lack of financial means to adapt the system 1
- B) Lack of own staff to prepare the adaptations of the system2
- C) External IT/software services were provided too late3
- D) Your external accountant was not ready4
- E) Other reason5
- F) DK/NA6

Q11. Was your payroll system ready for switching to the euro on 1 January 2007?

- yes1
- no2
- [DK/NA]9

Q12. (IF THE ANSWER TO Q11. IS 'NO')

Why was your payroll system not ready for switching to the euro on 1 January 2007? (several answers possible)

- | | |
|---|---|
| A) Lack of financial means to adapt the system..... | 1 |
| B) Lack of own staff to prepare the adaptations of the system | 2 |
| C) External IT/software services were provided too late | 3 |
| D) Your external accountant was not ready | 4 |
| E) Other reason..... | 5 |
| F) DK/NA..... | 6 |

Q13. Until when did you receive invoices (from your business partners) in tolar?

- | | |
|---------------------------------------|---|
| - until 31 December 2006..... | 1 |
| - until 1 January 2007..... | 2 |
| - until 2 January 2007..... | 3 |
| - until 3 January 2007..... | 4 |
| - until 4 January 2007..... | 5 |
| - until 5 January 2007 or later | 6 |
| - [DK/NA] | 9 |

c. Cash-related questions

Q14. Is your enterprise a retail enterprise (e.g. shop, supermarket, etc) or does your enterprise have direct financial relations involving cash operations with consumers?

- | | |
|-----------------|---|
| - yes | 1 |
| - no | 2 |
| - [DK/NA] | 9 |

Sub-frontloading

Q15. When were you supplied with euro coins by your bank?

- | | |
|--|----------|
| - Between 1 and 8 December 2006 | 1 |
| - Between 9 and 15 December 2006 | 2 |
| - Between 16 and 22 December 2006 | 3 |
| - Between 23 December 2006 and 31 December | 4 |
| - On 1 January 2007 or later | 5 |
| - [DK/NA] | 9 |

Q16. (IF THE ANSWER TO Q15. IS 5)

I am going to read you several reasons, please tell me for each of them if it was an important or a not important reason, why were you not supplied with euro coins before 1 January 2007?

- | | |
|--|---|
| - it was an important reason..... | 1 |
| - it was not an important reason | 2 |
| - [DK/NA] | 9 |

- | | | | |
|--|---|---|---|
| A) You were not aware of the possibility of early supply of euro coins | 1 | 2 | 9 |
| B) You saw no need to receive euro coins before 1 January 2007..... | 1 | 2 | 9 |
| C) You did not want to pay for the early supply of euro coins..... | 1 | 2 | 9 |
| D) Because of security or storage problems | 1 | 2 | 9 |
| E) Other reason..... | 1 | 2 | 9 |

Q17. When were you supplied with euro banknotes by your bank?

- | | |
|---|---|
| - Between 9 and 15 December 2006 | 1 |
| - Between 16 and 22 December 2006 | 2 |
| - Between 23 December and 31 December 2006..... | 3 |
| - On 1 January 2007 or later | 4 |
| - [DK/NA] | 9 |

(IF THE ANSWER TO Q17. IS 5)

Q18. I am going to read you several reasons, please tell me for each of them if it was an important or a not important reason, why were you not supplied with euro banknotes before 1 January 2007?

- | | |
|--|---|
| - it was an important reason..... | 1 |
| - it was not an important reason | 2 |
| - [DK/NA] | 9 |

- | | | | |
|--|---|---|---|
| A) You were not aware of the possibility of early supply of euro banknotes | 1 | 2 | 9 |
|--|---|---|---|

B) You saw no need to receive euro banknotes before 1 January 2007	1 2 9
C) You did not want to pay for the early supply of euro banknotes.....	1 2 9
D) Because of security or storage problems	1 2 9
E) Other reason.....	1 2 9

Change in euro

Q19. When did you fully switch to giving change exclusively in euro?

- On 1 January 2007.....	1
- On 2 or 3 January	2
- On 4 or 5 January 2007	3
- Between 6 and 10 January 2007	4
- Between 11 and 14 January 2007	5
- Later.....	6
- [DK/NA].....	9

Q20. For your day-to-day transactions in the first week of January 2007, did you have enough euro cash?

- yes, even more than enough	1
- yes	2
- no, there was only occasional shortage of euro cash	3
- no, there was not enough cash.....	4
- [DK/NA]	9

Q21. IF THE ANSWER TO Q.20 IS 3 OR 4:
Why did you not have enough euro cash?

- mentioned	1
- did not mention	2
- [DK/NA].....	9

A) large number of customers still paying with tolar cash	1 2 9
B) large number of customers paying with large tolar banknotes	1 2 9
C) large number of customers paying with large euro banknotes (50 € or larger denominations).....	1 2 9
D) you were not supplied at all with euro cash before 1 January 2007 by your bank	1 2 9
E) you did not receive enough euro cash before 1 January 2007 from your bank.....	1 2 9
F) you did not request enough euro cash from your bank as from 1 January 2007.....	1 2 9
G) other reason	1 2 9

Return of national cash

Q22. Did you experience problems with the return of national cash to your bank?

- yes,	1
- no	2
- [DK/NA]	9

. IF THE ANSWER TO Q.22 IS 'YES':

Q23bis What kind of problems did you experience? Several answers possible

A) Cash transport problems (e.g. delays due to lacking capacity)	1
B) Cash storage problems in your enterprise.....	2
C) Security problems (e.g. stolen cash, robbery, counterfeits)	3
D) Late crediting by your bank for returned cash (e.g. due to delays in counting returned cash).....	4
E) Other problems.....	5
F) DK/NA.....	6

d. Price policy

Q24. When you established your prices in euro, how did you proceed for the adjustment of "psychological" prices, such as 599 tolar, which due to the application of the conversion rules would result in awkward amounts in euro?

- exact application of the conversion rules (without further adjustment)	1
- mostly adjusting the price upwards.....	2
- mostly adjusting the price downwards	3
- overall neutral approach (partly adjusting upwards, partly downwards)	4
- [DK/NA]	9

Q25. When did you establish your prices (or the prices of the majority of your products/services) in euro?
- Before the fixing of the conversion rate (11 July 2006).....

1

- Between 11 July 2006 and 31 October 2006.....2
 - Between 1 November and 31 December 2006.....3
 - Between 1 and 14 January 2007 (dual circulation period).....4
 - 15 January 2007 or later.....5
 - [DK/NA].....9
- Q26. Have you faced any of the following problems or difficulties concerning the dual display of prices?
- yes1
 - no2
 - [DK/NA].....9
- A) Technical problems (on receipts, price displays, etc).....1 2 9
 B) Calculation errors by the staff.....1 2 9
 C) Consumer complaints1 2 9
 D) Too time consuming.....1 2 9
 E) Very costly1 2 9
 F) Other problems1 2 9
- Q27. Do you intend to continue dual display (voluntarily) beyond the period during which it is required by law (i.e. 30 June 2007)?
- yes1
 - no2
 - [DK/NA].....9
- Q28. (IF THE ANSWER TO Q27. IS 'YES')
 Until when do you intend to continue dual display (voluntarily)?
- Until end of 2007.....1
 - Until mid 2008.....2
 - Until end of 2008.....3
 - Beyond 2008.....4
 - [DK/NA].....9
- Q29. Which of the following institutions are your preferred distributors for information on the euro? Several answers possible.
- preferred1
 - not preferred2
 - [DK/NA].....9
- A) National Central Bank.....1 2 9
 B) European Institutions.....1 2 9
 C) Commercial banks.....1 2 9
 D) Government, regional and local authorities.....1 2 9
 E) Consumers associations1 2 9
 F) Media1 2 9
 G) Trade unions, professional organisations1 2 9
 H) Other.....1 2 9
- Q30. Do you think that you have received sufficient information on the euro and the changeover?
- Yes.....1
 - No2
 - [DK/NA].....9
- Q31. (IF THE ANSWER TO Q30. IS 'NO')
 In which areas would you have liked to receive more information? (several answers possible; read out)
- would have liked more information on1
 - wouldn't have liked more information on.....2
 - [DK/NA].....9
- A) Changeover plan1 2 9
 B) Conversion rate1 2 9
 C) Conversion rules, including rounding rules1 2 9
 D) Implications of the euro for contracts, salaries etc1 2 9
 E) Design and denominations of the euro banknotes and coins.....1 2 9
 F) Frontloading and sub-frontloading1 2 9
 G) Dual display of prices1 2 9
 H) Return of national cash to the central bank.....1 2 9
 I) Other1 2 9

Flash EB Series #201a

Survey among enterprises in Slovenia – after the euro introduction

Conducted by
The Gallup Organization, Hungary
upon the request of the DG ECFIN-R-4:
External Communication



Survey organised and managed
by the Eurobarometer Team of
Directorate-General “Communication”

This document does not represent the point
of view of the European Commission.
The interpretations and opinions contained
in it are solely those of the authors.

THE GALLUP ORGANIZATION

8. Survey details

This Flash Eurobarometer 201: “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 introduction of the Euro in Slovenia and the opinions of the two target groups in the post-preparation period. The current report contains the results found among enterprises.

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

The interviews were conducted between the 20th of February and the 26th of February 2007 by Slovenian CATI d.o.o. partner institute of The Gallup Organization Hungary :

Representativeness of the results

Sample specification : The target sample of 350 enterprises consisted of 300 enterprises in the sectors G and H (trade and hotel sector), of which 20 enterprises with at least 50 employees and 50 enterprises in the sectors C to K (excl. G , H and J (J, which is already covered through the survey of bank branches)) with at least 50 employees.

The sample lists were developed using national statistical data sources (IPIS). Sampling was made according to two stratification criteria: the size of the company and the activity sector. Selection of enterprises within the strata was carried out randomly.

The total sample was distributed between these sampling "cells" in a way that does not follow the actual distribution of businesses within the coverage zone: larger businesses were intentionally “over-sampled” in order to get meaningful results for each sample segment.

The person interviewed in each company was a top executive of the (local affiliate) of the enterprise, or the person designated to coordinate preparations for the switchover, or the head of finance and/or administration department.

Results are not weighted, they reflect estimates of the results corresponding to the above described composition of enterprises.

Sizes of the samples

The targeted number of main interviews was 350, the below table shows the achieved sample size by sector and employee size.

	Conducted	% of Total
Total	375	100
Retail trade (including repair of personal and household goods)	283	75.5
Hotels and restaurants	39	10.4
Transport, storage and communication	3	0.8
Real estate, renting and business activities	1	0.3
Manufacturing	3	0.8
Construction	35	9.3
Other	7	1.9
<hr/>		
Self-employed (without employees)	30	8.0
1 - 9 employees	175	46.7
10 - 49 employees	84	22.4
50 - 250 employees	65	17.3
More than 250 employees	21	5.6

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:

DG ECFIN: Stefan Appel,
Tel: +32-2-295 45 96, Fax: +32-2-298 09 98
Stefan.Appel@ec.europa.eu

GALLUP: Mr. Gergely HIDEG, research director
gergely_hideg@gallup-europe.be

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