

Flash Eurobarometer 240  
June 2008

Slovak business attitudes ahead of euro changeover

Basic bilingual questionnaire

The GALLUP Organization

# Questionnaire for a changeover survey among Slovak enterprises, including retailers

Draft as of 21 May 2008

## INFORMATION ON THE ENTERPRISE:

D1. Please tell me your role in the enterprise:

- "CEO" or general manager/director/managing director ..... 1
- Euro-coordinator ..... 2
- Head of Finance and/or Administration ..... 3
- Head of IT ..... 4
- Other ..... 5

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
- More than 50 employees ..... 4
- [DK/NA] ..... 9

D4. Please indicate the turnover of the business (CONVERTED TO LOCAL CURRENCY):

- less than 150.000 EUR (less than 5 mil. SKK) ..... 1
- 150.000 to 500.000 EUR (5-15 mil. SKK) ..... 2
- 500.000 to 1.000.000 EUR (15-30 mil. SKK) ..... 3
- 1.000.000 to 2.000.000 EUR (30-60 mil. SKK) ..... 4
- more than 2.000.000 EUR (60 mil. SKK) ..... 5
- [DK/NA] ..... 9

Q1. How well do you feel informed about the euro and the changeover?

- Very well..... 1
- Rather well ..... 2
- Not very well..... 3
- Not informed at all ..... 4
- [DK/NA] ..... 9

Q2. Which of the following institutions do you prefer to receive information on the euro and the changeover from?

- Preferred ..... 1
- Not preferred ..... 2
- [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 associations ..... 1 2 9
- F) Media ..... 1 2 9
- G) Trade unions, professional organisations ..... 1 2 9
- H) Other..... 1 2 9

Q3. Do you think that the information you have received on the euro and the changeover is...?

- Sufficient ..... 1
- Not sufficient ..... 2
- [Did not receive information]..... 3
- [DK/NA] ..... 9

[IF THE ANSWER TO QUESTION 3 IS "2" OR "3" OR "9"]

Q4. In which areas would you like to receive more information?

- Yes ..... 1
- No ..... 2
- [DK/NA] ..... 9
  
- A) Important dates of the changeover..... 1 2 9
- B) Conversion rate..... 1 2 9
- C) Conversion rules, including rounding rules ..... 1 2 9
- D) Implications of the euro for contracts, salaries etc ..... 1 2 9
- E) Dual display of prices ..... 1 2 9
- F) The euro banknotes and coin denominations..... 1 2 9
- G) The design and security features of euro banknotes and coins ..... 1 2 9
- H) Other..... 1 2 9

Q5. How satisfied are you with the information provided by the national authorities for you regarding the euro so far?

- Very satisfied ..... 4
- Rather satisfied ..... 3
- Rather unsatisfied ..... 2
- Very unsatisfied ..... 1
- [DK/NA] ..... 9

Q6. Do you have a copy of any of the publications regarding the preparation of the business sector (including electronic copies)

- Yes ..... 1
- No ..... 2
- [Never heard of any] ..... 3
- [DK/NA] ..... 9

A) Národná banka Slovenska: Zavedenie eura na Slovensku – informácia pre podnikateľov 1 2 3 9

B) Ministerstvo financií SR: Informácie v súvislosti s prechodom zo slovenskej meny na menu euro na účely, daní, poplatkov, colné účely a účtovníctva ..... 1 2 3 9

C) Európska komisia: Euro – pripravený podnik ..... 1 2 3 9

D) Európska komisia: Pripravený na Euro! ..... 1 2 3 9

E) Európska centrálna banka: Príručka školiteľa alebo Rýchly prehľad – ochranné prvky eurových bankoviek ..... 1 2 3 9

F) Other ..... 1 2 3 9

[IF THE ANSWER IS 'YES' Q6=1]

Q6bis. Do you think these publications are useful for your preparations, or not?

- Very useful ..... 1
- Rather useful ..... 2
- Not useful ..... 3
- Not at all useful ..... 4
- [Did not look at it yet] ..... 5
- [Did not start preparations yet] ..... 6
- [DK/NA] ..... 9

Q7. Have you visited the official euro website (www.euromena.sk)?

- Yes ..... 1
- No ..... 2
- [Never heard of it] ..... 3
- [DK/NA] ..... 9

[IF THE ANSWER IS 'YES' Q7=1]

Q7bis. Do you think this website is useful for your preparations, or not?

- Very useful ..... 1
- Rather useful ..... 2
- Not useful ..... 3
- Not at all useful ..... 4
- [Did not look at it yet] ..... 5
- [Did not start preparations yet] ..... 6
- [DK/NA] ..... 9

Q8. Have you used the free telephone line provided by the government for enquiries about the euro and the changeover?

- Yes ..... 1
- No ..... 2
- [Never heard of it] ..... 3
- [DK/NA] ..... 9

[IF THE ANSWER IS 'YES' Q8=1]

Q8bis. Do you think this freephone line is useful for your preparations, or not?

- Very useful ..... 1
- Rather useful ..... 2
- Not useful ..... 3
- Not at all useful ..... 4
- [Did not use it yet] ..... 5
- [Did not start preparations yet] ..... 6
- [DK/NA] ..... 9

Q9. Have you already started preparing your enterprise for the changeover to the euro?

- Yes ..... 1
- No ..... 2
- [DK/NA] ..... 9

[ASK THOSE WHO DID NOT START PREPARATIONS, "2" IN Q9, OTHERWISE SKIP TO Q9B]

Q9a. When, in which month do you plan to start such preparations?

- July 2008 ..... 01
- August 2008 ..... 02
- September 2008 ..... 03
- October 2008 ..... 04
- November 2008 ..... 05
- December 2008 ..... 06
- [Does not plan to make preparations] ..... 98
- [DK/NA] ..... 99

[ASK THOSE WHO ALREADY STARTED PREPARATIONS, "1" IN Q9, OTHERWISE SKIP TO Q10]

Q9b. When did you start such preparations?

- Already in 2007 or before ..... 1
- January to June 2008 ..... 2
- [DK/NA] ..... 9

Q10. As regards the changeover to the euro, have you ...?

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

- A) identified the impact in the different areas of your enterprise? ..... 1 2 9
- B) defined the necessary computer adaptation? ..... 1 2 9
- C) informed your staff? ..... 1 2 9
- D) evaluated the training needs? ..... 1 2 9
- E) set up a detailed action plan in your enterprise? ..... 1 2 9
- F) identified a person or persons in charge of coordinating your enterprise's changeover preparations (might be called "Euro-coordinator" or "Euro Project Manager")? ..... 1 2 9

[IF APPOINTED SOMEONE TO COORDINATE, Q10F=1]

Q10bis. When did you identify the person (or persons) in charge of coordinating your enterprise's changeover preparations?

- December 2006 or before ..... 1
- 2007 ..... 2
- January to May 2008 ..... 3
- [DK/NA] ..... 9

[ASK ALL]

Q11. Which consequences will the introduction of the euro have for your enterprise in the medium to long term?

- Very positive consequences ..... 1
- Positive consequences ..... 2
- Negative consequences ..... 3
- Very negative consequences ..... 4
- [No consequences] ..... 5
- [DK/NA] ..... 9

Q12. As regards the adaptation of your computer systems with respect to the introduction of the euro, how do you (plan to) proceed?

- Adaptation by own staff ..... 1
- Outsourcing to IT/software companies ..... 2
- [Mixture of both] ..... 3
- [DK/NA] ..... 9

Q13. Do you expect problems with your computer system(s) (e.g. accounting system, invoicing system, payroll system) when switching to the euro on 1 January 2009?

- Yes ..... 1
- No ..... 2
- part of the system(s) will be ready ..... 3
- [DK/NA] ..... 9

[IF THE ANSWER TO Q13. IS 1 OR 3']

Q13bis. Why do you expect problems with your computer system(s) when switching to the euro on 1 January 2009?

ROTATE

- Lack of financial means to adapt the system(s) ..... 1
- Lack of own staff to prepare the adaptations of the system(s) ..... 2
- External IT/software services are provided too late by our contractor ..... 3
- Our external accountant will not be ready ..... 4
- Other reason ..... 5
- [DK/NA] ..... 9

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

IF THE ANSWER TO Q14. IS 'YES']

Q15. Do you expect to be supplied with euro coins before 1 January 2009 by your bank?

- Yes ..... 1
- No ..... 2
- [DK/NA] ..... 9

[IF THE ANSWER TO Q15. IS 'NO']

Q15bis. Why will you not be supplied with euro coins before 1 January 2009?

- yes, it is an important reason ..... 1
- no, it is 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 see no need to receive euro coins before 1 January 2009 ..... 1 2 9
- C) You do 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

[IF THE ANSWER TO Q14. IS 'YES']

- Q16. Do you expect to be supplied with euro banknotes before 1 January 2009 by your bank?
- Yes ..... 1
  - No ..... 2
  - [DK/NA] ..... 9

[IF THE ANSWER TO Q16. IS 'NO']

Q16bis. Why will you not be supplied with euro banknotes before 1 January 2009?

- yes, it is an important reason ..... 1
  - no, it is 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 see no need to receive euro banknotes before 1 January 2009 ..... 1 2 9
  - C) You do 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

Q17. How do you intend to give change as from 1 January 2009?

- In euro ..... 1
- In Slovak koruna ..... 2
- Mixed (euro and Slovak koruna) ..... 3
- [DK/NA] ..... 9

Q18. Do you know for how long there will be a parallel circulation of the Slovak koruna and the euro?

- 7 days ..... 1
- 14 days ..... 2
- 16 days ..... 3
- One month ..... 4
- Six months ..... 5
- [DK/NA] ..... 9

Q20. Are you aware that before and after the changeover to the euro Slovak firms will have to display prices both in Slovak korunas and in euro?

- Yes ..... 1
- No ..... 2
- [DK/NA] ..... 9



Q21. Are you facing any of the following problems or difficulties concerning the dual display of prices?

- Yes ..... 1
- No ..... 2
- [DK/NA] ..... 9
  
- A) Technical problems (on receipts, price displays, etc)..... 1 2 9
- B) Calculation errors by the staff ..... 1 2 9
- C) Customer complaints ..... 1 2 9
- D) Too time consuming..... 1 2 9
- E) Very costly ..... 1 2 9
- F) Hardware not capable of dual display (e.g. old cash registers) ..... 1 2 9
- G) Other problems..... 1 2 9

Q22. When you will establish your prices in euro, how will you proceed for the adjustment of prices, such as 99,90 Sk, 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

[IF Q22 = 2, 3, 4]

Q23. When do you plan to set the euro prices that you will use once euro will be legal tender?

- As soon as mandatory dual display of prices starts ..... 1
- When dual circulation starts (around 1.1.2009)..... 2
- After the end of dual circulation period – i.e. after 16.1.2009 ..... 3
- Later than that ..... 4
- [DK/NA] ..... 9

## 8. Survey details

This Flash Eurobarometer 240: “Survey among enterprises in Slovakia” 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 progress of the preparations of the introduction of the Euro in various business sectors in Slovakia

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 16<sup>th</sup> and the 18<sup>th</sup> of June 2008 by Slovak Focus Agency partner institute of The Gallup Organization Hungary.

### Representativeness of the results

The sample of 350 enterprises consists of 300 enterprises in the sectors G and H (trade and hotel sector), of which 20 enterprises with at least 20 employees and 50 enterprises in the sectors C to K (excl. G and H) with at least 20 employees.

The sample lists were developed by Slovak partner using local statistical data sources. Sampling was made according to two stratification criteria: the size of the company and the activity sectors, 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.

During data processing, the sample was not weighted because of the small number of enterprises in sectors and the soft employee size criteria.

The person interviewed in each company was a "CEO" or branch manager (107), Euro coordinator (2) or Head of Finance and/or Administration (107), head of IT (20) and other (122) . The interviewers checked the role of the respondent as well as the accuracy of the enterprise sampling characteristics as delivered by the sample list, namely: the number of employees.

### 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.

	<b>Conducted</b>	<b>% of Total</b>
<b>Total</b>	<b>358</b>	<b>100</b>
Retail trade	222	62.0
Hotels and restaurants	12	3.4
Other sector C,D,E,F,I,J,K	95	26.6
Other	29	8.1
self-employed	37	10.3
1 - 9	154	43.0
10 - 49	83	23.2
50+	79	22.1
DK/NA	5	1.4

### Questionnaires

The Slovak institute translated the questionnaire to their respective national language 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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