Flash Eurobarometer 201b
January 2007

Survey among banks in Slovenia - after the EURO introduction

Basic questionnaire

The GALLUP Organization
Flash EB Series #201b

Survey among banks in Slovenia

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
7. 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 various business sectors, including the banking sector, 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 A-4).

The interviews were conducted between the 22nd and the 26th of January 2007 by Slovenian CATI d.o.o. partner institute of The Gallup Organization Hungary.

**Representativeness of the results**

The sample of the bank sector consists of 74 bank branches and 30 bank branches in post offices.

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

The person interviewed in each branch was the Branch Manager, the person designated to Euro-coordinator in the branch or another staff member.

Results are not weighted; they reflect estimates of the results corresponding to the Slovenian banks (second half of the sentence unclear?).
Sizes of the samples

The targeted number of main interviews was 100, the below table shows the achieved sample.

<table>
<thead>
<tr>
<th>Branches with</th>
<th>Conducted</th>
<th>% of Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 – 9 employees</td>
<td>81</td>
<td>77.9</td>
</tr>
<tr>
<td>10 – 29 employees</td>
<td>16</td>
<td>15.4</td>
</tr>
<tr>
<td>30 or more employees</td>
<td>7</td>
<td>6.7</td>
</tr>
</tbody>
</table>

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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Questionnaire for a Slovenian changeover survey targeting enterprises:
Bank branches – Information to be collected after €-day

D1. Please indicate the bank chain:

- Bank 1..................................................................................................................01
- INSERT LIST .........................................................................................................02-24
- Bank 25 ..............................................................................................................25
- [DK/NA]............................................................................................................9

D2. Please indicate your role in the branch:

- Branch Manager...............................................................................................1
- Euro-coordinator in the branch .......................................................................2
- Other ..................................................................................................................3
- [DK/NA]............................................................................................................9

D3. Please indicate the number of employees in the branch:

- 1-9.....................................................................................................................1
- 10-29...............................................................................................................2
- 30 or more .......................................................................................................3
- [DK/NA]............................................................................................................9

Frontloading of euro cash

Q1. Was your branch supplied with euro banknotes before 1 January 2007?

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

Q2. (IF THE ANSWER TO Q1 = 1)
When was your branch supplied with euro banknotes?

- Between 11 – 15 December 2006 .................................................................1
- Between 16 – 20 December 2006 .................................................................2
- Between 21 – 25 December 2006 .................................................................3
- Between 26 – 31 December 2006 .................................................................4
- [DK/NA].......................................................................................................9

Q3. (IF THE ANSWER TO Q1 = 1)
Did the amount of euro banknotes you received correspond to the amount you requested?

- Yes, exactly .................................................................................................1
- Yes, the amount was very close to what you requested...............................2
- No ...............................................................................................................3
- [DK/NA].......................................................................................................9
Q4. (IF THE ANSWER TO Q1 = 2)
Why you were not supplied with euro banknotes before 1 January 2007? Please select the most important reason!
READ – ROTATE -ONLY ONE ANSWER IS POSSIBLE
- The branch decided that it did 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
- You were not aware of the possibility of frontloading ...........................................5
- Other reason ...........................................................................................................6
- [DK/NA] ..................................................................................................................9

Q5. Was your branch supplied with euro coins before 1 January 2007?
- Yes .........................................................................................................................1
- No .........................................................................................................................2
- [DK/NA] ..................................................................................................................9

Q6. (IF THE ANSWER TO Q5 = 1)
When was your branch supplied with euro coins?
- September 2006 ...................................................................................................1
- October 2006 .......................................................................................................2
- November 2006 ....................................................................................................3
- December 2006 ....................................................................................................4
- [DK/NA] ..................................................................................................................9

Q7. (IF THE ANSWER TO Q5 = 1)
Did the amount of euro coins you received correspond to the amount you requested?
- Yes, exactly ............................................................................................................1
- Yes, the amount was very close to what you requested ........................................2
- No .........................................................................................................................3
- [DK/NA] ..................................................................................................................9

Q8. (IF THE ANSWER TO Q5 = 2)
Why were you not supplied with euro coins before 1 January 2007? Please select the most important reason!
- The branch decided that it did 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
- You were not aware of the possibility of frontloading .........................................5
- Other reason ...........................................................................................................6
- [DK/NA] ..................................................................................................................9

Q9. How many euro coin starter-kits for businesses, notably retailers, did you receive (from the central bank)?
- 1 – 50 ....................................................................................................................1
- 51 - 100 ..................................................................................................................2
- 101 – 200 ...............................................................................................................3
- 201 – 300 ...............................................................................................................4
- More than 300 .......................................................................................................5
- [No starter-kits for businesses received] .................................................................6
- [DK/NA] ..................................................................................................................9
Q10. How many euro coin starter-kits for citizens did you receive?

- 1 – 50........................................................................................................1
- 51 - 100 ..................................................................................................2
- 101 – 200...............................................................................................3
- 201 – 300...............................................................................................4
- More than 300......................................................................................5
- [No starter-kits for businesses received] ..................................................6
- [DK/NA].................................................................................................9

Sub-frontloading

Q11. Did you actively contact 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

Q12. What proportion of your business customers requested 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

Q12bis. Were you able to satisfy these requests for euro cash before 1 January 2007?

- Yes, we were able to satisfy all requests ........................................... 1
- Yes, we were able to satisfy most requests ........................................2
- No ..............................................................................................................3
- [DK/NA].................................................................................................9

Q13. Were you able to satisfy your business customers’ requests for starter-kits before 1 January 2007?

- Yes, we were able to satisfy all requests ........................................... 1
- Yes, we were able to satisfy most requests ........................................2
- No ..............................................................................................................3
- [DK/NA].................................................................................................9

Q13a. How many euro coin starter-kits for businesses did you have which you did not need for satisfying your business customers’ requests before 1 January 2007?

- none......................................................................................................1
- 1 – 10 .................................................................................................2
- 11 – 25...............................................................................................3
- 26 – 50...............................................................................................4
- 51 – 75...............................................................................................5
- 76 – 100.............................................................................................6
- 101 or more.......................................................................................7
- [DK/NA].................................................................................................9
Q13b. Were you able to satisfy your private customers’ requests for starter-kits (for citizens) before 1 January 2007?

- Yes, we were able to satisfy all requests .......................................................... 1
- Yes, we were able to satisfy most requests ...................................................... 2
- No ....................................................................................................................... 3
- [DK/NA] .............................................................................................................. 9

Q13c. How may spare starter-kits for citizens did you have which you did not need for satisfying your private customers’ requests before 1 January 2007?

- 0 ........................................................................................................................ 1
- 1 – 10 ............................................................................................................... 2
- 11 – 25 ............................................................................................................. 3
- 26 – 50 ............................................................................................................. 4
- 51 – 75 ............................................................................................................. 5
- 76 – 100 .......................................................................................................... 6
- 101 or more ..................................................................................................... 7
- [DK/NA] ............................................................................................................. 9

Cash dispensers

Q14. Do you operate cash dispensers (ATMs) in your branch (inside/outside)?

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

Q15. (IF THE ANSWER TO Q14. IS YES)

When was the full conversion to the euro of all your cash dispensers 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
- [DK/NA] ........................................................................................................... 99

Q16. (IF THE ANSWER TO Q14. IS ‘YES’)

Which euro banknote denominations were 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
B) € 10 .................................................................................................................. 2
C) € 20 .................................................................................................................. 2
D) € 50 .................................................................................................................. 2
E) other denomination ......................................................................................... 2

page 58
Logistics

Q17. Did you experience any problems in terms of cash logistics related to the changeover, both concerning euro and tolar cash?

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

Q18. (IF THE ANSWER TO Q17. IS 'YES')
What kind of problems did you experience?

- Yes, experienced .........................................................................................1
- No, did not experience ................................................................................2
- [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

Q19. When did you stop issuing national cash at your counters?

- On 31 December 2006 ...............................................................................1
- Between 1 and 5 January 2007 ...................................................................2
- Between 6 and 10 January 2007 .................................................................3
- On 11 January 2007 or later .........................................................................4
- [DK/NA] ....................................................................................................9

Q20. Did you take specific measures to cope with the backflow of national cash?

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

Q21. (IF THE ANSWER TO Q20. IS 'YES')
What kind or measures did you take to cope with the backflow of national cash?

- Measure taken ..........................................................................................1
- Measure not taken ......................................................................................2
- [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