

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.
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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 26st 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.

Total	Conducted	% of Total
	104	100

Branches with 1 – 9 employees	81	77,9
Branches with 10 – 29 employees	16	15,4
Branches with 30 or more employees	7	6,7

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 LIST02-24
- Bank 2525
- [DK/NA].....9

D2. Please indicate your role in the branch:

- Branch Manager.....1
- Euro-coordinator in the branch2
- Other3
- [DK/NA].....9

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

- 1-9.....1
- 10-29.....2
- 30 or more3
- [DK/NA].....9

Frontloading of euro cash

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

- Yes,.....1
- No2
- [DK/NA].....9

Q2. (IF THE ANSWER TO Q1 = 1)

When was your branch 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

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
- No3
- [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 <i>all</i> requests	1
- Yes, we were able to satisfy <i>most</i> 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 <i>all</i> requests	1
- Yes, we were able to satisfy <i>most</i> requests	2
- No	3
- [DK/NA].....	9

Q13a. How many spare 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* requests2
 - No3
 - [DK/NA].....9
- Q13c. How many 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 – 102
 - 11 – 253
 - 26 – 504
 - 51 – 755
 - 76 – 1006
 - 101 or more7
 - [DK/NA].....9

Cash dispensers

- Q14. Do you operate cash dispensers (ATMs) in your branch (inside/outside)?
- Yes 1
 - No2
 - [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 8.00h01
 - On 1 January 2007 at 16.00h02
 - On 1 January 2007 at 24.00h03
 - On 2 January 200704
 - On 3 January 200705
 - On 4 January 200706
 - On 5 January 200707
 - On 6 January 2007 or later08
 - [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 mention2
- A) € 5 1 2
 - B) € 10 1 2
 - C) € 20 1 2
 - D) € 50 1 2
 - E) other denomination 1 2

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, 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 problems1 2 9
- C) Handling and packaging problems1 2 9
- D) Security problems (for example stolen cash, robbery, counterfeits)1 2 9
- E) Other problems1 2 9

National cash

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

- On 31 December 20061
- Between 1 and 5 January 20072
- Between 6 and 10 January 20073
- On 11 January 2007 or later4
- [DK/NA].....9

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

- Yes1
- No.....2
- [DK/NA].....9

Q21. (IF THE ANSWER TO Q20. IS 'YES')

What kind of measures did you take to cope with the backflow of national cash?

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

- A) Special packaging to facilitate the counting of coins1 2 9
- B) Staff specifically trained to deal with the backflow1 2 9
- C) Exceptional increase of staff dealing with the backflow1 2 9
- D) Shifting part of the work to bank headquarters1 2 9
- E) Overtime arrangements for your staff1 2 9
- F) Extended bank opening hours1 2 9
- G) Other measures1 2 9

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