

Annex I

Questionnaires

QUESTIONNAIRE CONSUMERS**Survey extension on potentials and problems for growth and employment creation in the Community - 2004**

Questionnaire addressed to consumers

Adults, only (Employees, self-employed, retired, unemployed)

A. *At the present time, what is your position? (Show card)*

1. You are still studying or in an active labor market scheme (Close the interview)
2. You are unemployed and looking for a job (Go to question 3.c.)
3. You are not in paid employment and not looking for a job, or you are retired, including all systems of advance retirement (Close the interview)
4. You work for a company of the public sector or the public administration (Go to question 1)
5. You work in industry, commerce, construction, craftsmanship or in services (Go to question 1)
6. You are working for yourself (self-employed) (Close the interview)

B. *Questions*

1. (a) How many hours per week do you work at present?

	according to your working contract	your actual working time
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- | | | |
|----------------------|--------------------------|--------------------------|
| • less than 20 hours | <input type="checkbox"/> | <input type="checkbox"/> |
| • 20 to 24 hours | <input type="checkbox"/> | <input type="checkbox"/> |
| • 25 to 29 hours | <input type="checkbox"/> | <input type="checkbox"/> |
| • 30 to 34 hours | <input type="checkbox"/> | <input type="checkbox"/> |
| • 35 to 40 hours | <input type="checkbox"/> | <input type="checkbox"/> |
| • 41 to 45 hours | <input type="checkbox"/> | <input type="checkbox"/> |
| • more than 45 hours | <input type="checkbox"/> | <input type="checkbox"/> |

- (b) How many days do you regularly work per week?

less than 3	3	4	5	6	7
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- (c) Does your employment include?

	Never	Sometimes	Regularly
Shift work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Night work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Saturday work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sunday work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overtime	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- (d) There are indications that not everyone is satisfied with his/her current working time.

Assuming that your present *hourly* wage remained unchanged, would you like to work:

Less	As long	More
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(e) How many hours per week would you prefer to work (with the same wage per hour as currently)?

- less than 20 hours
- 20 to 24 hours
- 25 to 29 hours
- 30 to 34 hours
- 35 to 40 hours
- 41 to 45 hours
- more than 45 hours

(f) If the choice were offered at the next wage round which of the following two possibilities would you prefer?

- Increase in pay (for the same hours of work)
- Shorter working time (for the same weekly or monthly pay you get now)
- Don't know

2. Would you be willing to work different working hours, if you were offered higher wages or additional leisure time?

	Yes	No
Earlier in the morning or later in the evening	<input type="checkbox"/>	<input type="checkbox"/>
At night	<input type="checkbox"/>	<input type="checkbox"/>
On Saturday	<input type="checkbox"/>	<input type="checkbox"/>
On Sunday	<input type="checkbox"/>	<input type="checkbox"/>
Working whenever required	<input type="checkbox"/>	<input type="checkbox"/>

3. (a) If you are a full-time employee, would you rather have a part-time employment with a correspondingly lower salary?

Yes	No
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(b) If you are a part-time employee, would you rather have a full-time employment?

Yes	No
-----	----

(c) If you are unemployed, would you rather have a

A full-time employment	A part-time employment	No preference
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4. (a) Have you ever been unemployed for four weeks or more in the last five years?

Yes	No
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If "No" is answered to question 4.a, go to question 5.a.

If "Yes":

(b) How often?

Once	Twice	Three times and more
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(c) How long have you been unemployed (total) in the last 5 years?

Less than 3 months	3 to 6 months	7 to 11 months
12 to 24 months	Over than 24 months	

5. (a) Do you have an occupational qualification?

 Yes

 No

If "No" is answered to question 5.a, go to question 5.d.

If "Yes":

- (b) Was this obtained mainly through?

- on-the-job training
- a vocational training within the education system
- an active labor market (government) scheme
- others

- (c) Was this obtained?

- more than 2 years ago
- less than 2 years ago

- (d) Are you at present employed as?

- a skilled employee¹
- an unskilled employee¹

6. (a) Have you attended any training courses (i.e. in order to improve your professional/work performance) in the past 12 months?

 Yes

 No

If "No" is answered to question 6.a, go to question 7.a.

If "Yes":

- (b) Was these funded

- by your employer
- by yourself
- from some other source

7. To what level of education have you studied?

- to equivalent of secondary level, first stage (duration of education 9 years or less)
- to equivalent of secondary level, second stage (duration of education 10 to 12 years)
- to equivalent of tertiary level (duration of education of 13 years or more)"

8. (a) Are you a commuter?

 Yes

 No

- (b) How long does it take for you to reach your work?

- less than 1 hour
- 1 to 2 hours
- more than 2 hours

¹ According to a subjective assessment

(c) How far is your workplace from your home?

Less than 1 km	1 to 5	6 to 10	11 to 30	31 to 60	More than 60
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(d) If you were looking for a new job, would you accept to commute?

Yes No

If “No” is answered to question 8.d, go to question 8.f.

If “Yes”:

(e) How much time would you accept to spend in commuting?

- less than 1 hour
- 1 to 2 hours
- more than 2 hours

(f) If you were looking for a new job, would you be prepared to move your residence to another region?

Yes No

QUESTIONNAIRE INDUSTRY**Survey extension on potentials and problems for growth and employment creation in the Community - 2004**

Questionnaire addressed to industrial companies

1. Size and structure of your staff (June 2004)

How many people does your company employ at present

- Full-time
- Part-time
- Low level of education/qualification¹
- Medium level of education/qualification¹
- High level of education¹
- Permanent
- Temporary
- In the production process

Total	Male	Female
....
....
....
....
....
....
....
....

2. Employment situation in your firm

(a) In relation to your present level of output, is the number of your staff?

- more than is necessary
- about right
- less than is necessary

(b) According to your present plans, the number of employees in your company over the next 12 to 24 months will probably (choose *one* answer in every column)

Level of education / qualification	Full time			Part time			Total		
	Low	Medium	High	Low	Medium	High	Low	Medium	High
Increase	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Remain constant	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Decrease	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Don't know	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

(c) Do you plan to *increase* or *decrease* the total number of employees

- increase decrease No

If you plan to increase the number of employees, what are the reasons? (Tick *one* box on each line)

Reasons	Very Important	Important	Not (so) important
(1) Present and expected levels of demand for your products	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(2) Introduction of new technologies or products	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(3) Present and expected levels of labor costs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(4) Government measures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(5) Other reasons, i.e. ...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

¹ Low: secondary level, first stage (duration of education 9 years or less), medium: secondary level, second stage (10 to 12 years), high: third level (duration of 13 years or more). For comparison with International Standard Classification of Education (ISCED), "low" corresponds to codes 0-2, "medium" to 3-4 and "high" to 5 and over.

If you plan to decrease the number of employees, what are the reasons? (Tick *one* box on each line).

Reasons	Very important	Important	Not (so) important
(1) Lack of demand	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(2) Insufficient profit margin due to:			
(2.1) Price competition (domestic and foreign),	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(2.2) Wage and salary levels in your company	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(2.3) Non-wage labour cost level (e.g.employers' social security contribution, payroll taxes, allowances,etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(2.4) Other costs (e.g. capital costs, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(3) Rationalization	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(4) Increase in contracting out	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(5) Government regulations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(6) Other reasons, i.e.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

(d) Here is a list of constraints which may refrain the output response of your firm to a demand stimulus. Could you indicate which of these factors are very important, important, not (so) important:

Reasons	Very important	Important	Not (so) important
(1) Limitations in hiring temporary personnel	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(2) Reluctance to hire personnel with permanent contracts	Yes <input type="checkbox"/>		No <input type="checkbox"/>
If yes:			
• because of contractual or negotiated severance payments to personnel	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• because of heavy procedural inconveniences when issuing a dismissal notice or cost and uncertainty related to legal procedures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(3) Limitations to the modification in job assignments of existing personnel	Yes <input type="checkbox"/>		No <input type="checkbox"/>
If yes:			
• due to lack of qualification	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• other (please specify)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(4) Limitation to working time flexibility	Yes <input type="checkbox"/>		No <input type="checkbox"/>
If yes:			
• due to legal provisions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• due to contractual working time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• due to the lack of readiness of the staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(5) Lack of qualified applicants	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(6) Other (please specify):	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3. *Structure of working time and operating hours*

(a) What are the average operating hours per week in your company?

Under 40	40 to 59	60 to 79	80 to 119	120 and more
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The number of operating hours is:

For production in one shift¹: ... hours per week
 For production in more shifts: ... hours per week

¹ production in one shift means that there is in fact no shift work

(b) Are you able to vary your weekly operating hours during the year according to your needs?

Yes	No
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• If yes, how do you do this?

	Important	Not important
Varying working hours (overtime)	<input type="checkbox"/>	<input type="checkbox"/>
Varying the number of employees	<input type="checkbox"/>	<input type="checkbox"/>
Temporarily closure	<input type="checkbox"/>	<input type="checkbox"/>

• If no, how would you like to do this?

	Important	Not important
Varying working hours (overtime)	<input type="checkbox"/>	<input type="checkbox"/>
Varying the number of employees	<input type="checkbox"/>	<input type="checkbox"/>
Temporarily closure	<input type="checkbox"/>	<input type="checkbox"/>

Do you have plans for changing the closing-time of your company for holidays ?

None	Less closure time	More closure time
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(c) What are the average contracted weekly working hours for a full-time employee in your company?
... hours

(d) Do you have shift work?

Yes	No
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If yes:

• Is your production process

Continuous day and night all week long	<input type="checkbox"/>
Interrupted every day (e.g. at night)	<input type="checkbox"/>
Interrupted every week (e.g. on weekends)	<input type="checkbox"/>

• Shift work is done on

4	5	6	7
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 days a week

• How many separate shifts do you use per day?

1	2	3	4	5	6 or more
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If you have other arrangements (e.g. 1 1/2 shifts), please specify:
... shifts

(e) Percentage of your staff doing:

	Sometimes	Regularly
Shift work	...%	...%
Saturday work	...%	...%
Sunday work	...%	...%
Night work	...%	...%

4. *Trends in operating hours*

(a) Have your weekly operating hours changed in the last five years?

- Decreased significantly
- Decreased slightly
- Remained unchanged
- Increased slightly
- Increased significantly

(b) Do you envisage a change in operating hours in the next 12 to 24 months?

- Significant decrease
- Slight decrease
- No change
- Slight increase
- Significant increase

(c) Do you consider that you could reduce unit costs of output by extending the operating hours of your plant ?

Yes No

If yes, following is a list of *reasons* which employers have given for *not being able to expand weekly operating hours*. In relation to your company, could you say whether each reason is very important, important or not (so) important? (Tick *one* box on each line)

Reasons	Very important	Important	Not (so) important
Lack of demand	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lack of qualified employees	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lack of qualified applicants	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Administrative (legal) rules	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Collective agreements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Costs of reorganization	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Technological/equipment restrictions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Others, e.g. ...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5. *Research and development position*

(a) Does your company spend on R&D?

Yes No

(b) If yes, do you consider the total R&D expenditure as?

- more than sufficient
- sufficient
- not sufficient

QUESTIONNAIRE RETAIL TRADE AND SERVICE SECTOR**Survey extension on potentials and problems for growth and employment creation in the Community – 2004**

Questionnaire addressed to companies in the service sector

1. Size and structure of your staff (June 2004)

How many people does your company employ at present?

	Total	Male	Female
• Full-time
• Part-time
• Low level of education/qualification ¹
• Medium level of education/qualification ¹
• High level of education/qualification ¹
• Permanent
• Temporary
• In business-related activities ²

2. Employment situation in your firm

(a) In relation to your present level of engagements, is the number of your staff?

more than is necessary
 about right
 less than is necessary

(b) According to your present plans, the number of employees in your company over the next 12 to 24 months will probably ? (choose *one* answer in every column)

Level of education / qualification	Full time			Part time			Total		
	Low	Medium	High	Low	Medium	High	Low	Medium	High
Increase	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Remain constant	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Decrease	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Don't know	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

(c) Do you plan to *increase* or *decrease* the total number of employees?

increase decrease No

If you plan to increase the number of employees, what are the reasons? (Tick *one* box on each line)

Reasons	Very Important	Important	Not (so) important
(1) Present and expected levels of demand for your services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(2) Introduction of new technologies or services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(3) Present and expected levels of labor costs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(4) Government measures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(5) Other reasons, i.e. ...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

¹ Low: secondary level, first stage (duration of education 9 years or less), medium: secondary level, second stage (10 to 12 years), high: third level (duration of 13 years or more). For comparison with International Standard Classification of Education (ISCED), "low" corresponds to codes 0-2, "medium" to 3-4 and "high" to 5 and over.

² excluding all people working in administrative jobs

If you plan to decrease the number of employees, what are the reasons? (Tick *one* box on each line).

Reasons	Very important	Important	Not (so) important
(1) Lack of demand	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(2) Insufficient profit margin due to:			
(2.1) Price competition (domestic and foreign),	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(2.2) Wage and salary levels in your company	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(2.3) Non-wage labour cost level (e.g.employers' social security contribution, payroll taxes, allowances,etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(2.4) Other costs (e.g. capital costs, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(3) Rationalization	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(4) Increase in contracting out	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(5) Government regulations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(6) Other reasons, i.e.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

(d) Here is a list of constraints which may refrain the output response of your firm to a demand stimulus. Could you indicate which of these factors are very important, important, not (so) important:

Reasons	Very important	Important	Not (so) important
(1) Limitations in hiring temporary personnel	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(2) Reluctance to hire personnel with permanent contracts	Yes <input type="checkbox"/>		No <input type="checkbox"/>
If yes:			
• because of contractual or negotiated severance payments to personnel	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• because of heavy procedural inconveniences when issuing a dismissal notice or cost and uncertainty related to legal procedures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(3) Limitations to the modification in job assignments of existing personnel	Yes <input type="checkbox"/>		No <input type="checkbox"/>
If yes:			
• due to lack of qualification	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• other (please specify)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(4) Limitation to working time flexibility	Yes <input type="checkbox"/>		No <input type="checkbox"/>
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• due to contractual working time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• due to the lack of readiness of the staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(5) Lack of qualified applicants	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(6) Other (please specify):	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3. *Structure of working time and operating hours*

(a) What are the average operating hours per week in your company?

Under 46	46 to 50	51 to 55	56 to 60	61 to 65	66 to 75	76 and over
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(b) Are you able to vary your weekly operating hours during the year according to your needs?

Yes No

- If yes, how do you do this?

	Important	Not important
Varying working hours (overtime)	<input type="checkbox"/>	<input type="checkbox"/>
Varying the number of employees	<input type="checkbox"/>	<input type="checkbox"/>
Temporarily closure	<input type="checkbox"/>	<input type="checkbox"/>

- If no, how would you like to do this?

	Important	Not important
Varying working hours (overtime)	<input type="checkbox"/>	<input type="checkbox"/>
Varying the number of employees	<input type="checkbox"/>	<input type="checkbox"/>
Temporarily closure	<input type="checkbox"/>	<input type="checkbox"/>

- (c) What are the average contracted weekly working hours for a full-time employee in your company?
... hours

4. Trends in operating hours

- (a) Have your weekly operating hours changed in the last five years?

- Decreased significantly
 Decreased slightly
 Remained unchanged
 Increased slightly
 Increased significantly

- (b) Do you envisage a change in operating hours in the next 12 to 24 months?

- Significant decrease
 Slight decrease
 No change
 Slight increase
 Significant increase

- (c) Do you consider that you could increase your earnings by extending the operating hours of your business?

Yes No

If yes, following is a list of *reasons* which employers have given for *not being able to expand weekly operating hours*. In relation to your company, could you say whether each reason is very important, important or not (so) important? (Tick *one* box on each line)

Reasons	Very important	Important	Not (so) important
Lack of demand	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lack of qualified employees	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lack of qualified applicants	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Administrative (legal) rules	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Collective agreements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Costs of reorganization	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Technological/equipment restrictions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Others, e.g. ...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5. *Research and development position*

(a) Does your company spend on R&D?

Yes

No

(b) If yes, do you consider the total R&D expenditure as?

more than sufficient

sufficient

not sufficient