



BANCA D'ITALIA  
EUROSISTEMA

**XXV BUSINESS OUTLOOK SURVEY - 2017  
NON-CONSTRUCTION INDUSTRIAL FIRMS AND SERVICE**

**Notice.** - The purpose of this survey is to collect information on the main economic and financial variables in the industrial sector. Your co-operation is important but not compulsory. The information provided will only be used for research purposes. Firms taking part to the survey will provide a valuable contribution to the analysis of the Italian economy. The data will be handled in order to ensure data safety and confidentiality.

**General Information**

**Bank of Italy codes** ( to be entered by BI branch):

**CBranch code** ....  **Firm code** .....

A1, A2

**Date of interview** (GG/MM/AAAA).....

DATA

**Tax code** .....

CODF

**Name of firm** .....

A3

**Legal status** .....

A9N

**Legend:** 1 = SRL; 2 = SPA; 3 = SAPA; 4 = Soc. Coop.; 5 = SAS; 6 = SNC; 7 = ALTRO.

**Istat – Ateco2007** (first 5 figures).....

A4C

**Istat (Italian National Statistical Institute) economic activity:** see ISTAT. Classificazione delle attività economiche. Metodi e norme 2007.

**Average payroll employment in 2016** .....

A5M

**Average payroll employment:** Does NOT include temporary workers and workers on collaboration contracts (co.co.co.). Partners and owners should be included if they work for the firm. The total includes workers on fixed-term contracts and redundant workers receiving Wage Supplementation Fund benefits. The information can be obtained as the mean of the average monthly workforce. In the case of temporary and seasonal workers and generally anyone working for only part of the year, the number of workers must be multiplied by the fraction of the year during which they have worked. Workers receiving Wage Supplementation Fund benefits and part-time workers should be regarded as working for the whole of the year.

**Share of exports in total sales revenue for 2017** \* .....

A6

- 1 zero
- 2 less than 1/3
- 3 between 1/3 and 2/3
- 4 more than 2/3
- 9 do not know, no answer

\* For service firms, insert the share of sales revenue arising from non-residents in Italy.

MAIN economic purpose of goods and services produced.....			A7
NON-CONSTRUCTION-INDUSTRY FIRMS 1 capital goods (used in production processes for longer than one year) 2 intermediate goods ( <i>part of other goods/services</i> ) 3 consumer goods ( <i>directly for consumption</i> )  SERVICE FIRMS 4 business services 5 household services 6 general government services			

## Investment

1 Compared with the LEVEL PLANNED AT THE END OF 2016, nominal expenditure on (tangible and intangible) fixed investment in the current year will be:*			P1
1 much lower (by more than 10%) 2 a little lower (between 3.1% and 10%) 3 practically the same (between -3% and 3 %) 4 a little higher (between 3.1% and 10%) 5 much higher (by more than 10%) 9 do not know, no answer			
* The responses "much higher" and "much lower" also apply when, in the two periods compared, investments are zero in one year and higher than zero in the other.			

(Please answer this question ONLY IF actual expenditure on investment is likely to differ from that planned)

2 The gap is MAINLY due to:			P2
1 financial factors 2 unexpected changes in demand 3 changes in the level of uncertainty due to economic or political factors 4 changes in purchase prices 5 organizational or technical factors 6 red tape 7 changes to the tax system or to incentives 9 do not know, no answer			

3 In 2017 did your company make use of the investment incentives available under the Industry 4.0 Plan (hyper-amortisation) or do you intend to do so in the future?			P115
1 no 2 yes 9 do not know, no answer			

(Answer ONLY IF you answered 2 (yes) to the question above)

4 What share of total investment, excluding investment in construction, planned for 2017 will make use of the hyper-amortisation facility?:			P116
1 less than 1/3 2 between 1/3 and 2/3 3 more than 2/3 9 do not know, no answer			

(Answer ONLY IF you answered 2 (yes) to question 3)

<b>5 What share of investment that benefit from hyper-amortisation has been or will be made in the second half of the year?:</b> .....	<input type="text"/>	P117
1 almost none 2 a small share (less than 1/3) 3 a fair share (1/3 to 2/3) 4 a large share (more than 2/3) 9 do not know, no answer		

<b>6 How does planned nominal expenditure on fixed investment in 2018 compared with that in 2017?*</b> .....	<input type="text"/>	P3
1 much lower (by more than 10%) 2 slightly lower (between 3.1% and 10%) 3 stable (between -3% and 3 %) 4 slightly higher (between 3.1% and 10%) 5 much higher (by more than 10%) 9 do not know, no answer		

\* The responses "much higher" and "much lower" also apply when, in the two periods compared, investments are zero in one year and higher than zero in the other.

(Please ONLY answer if you did not answer "do not know, no answer" to the previous question)

<b>7 What factors are affecting your investment plans for 2018, and in what direction? *</b> .....	<b>A 1<sup>st</sup> factor</b>	<b>B 2<sup>nd</sup> factor</b>	P89
<b>A Positively</b> (indicate up to two in order of importance) .....	<input type="text"/>	<input type="text"/>	
<b>B Negatively</b> (indicate up to two in order of importance) .....	<input type="text"/>	<input type="text"/>	

**Legend:** 1 = a change in borrowing conditions; 2 = an expected change in demand; 3 = a change in the uncertainty attributable to economic or political factors; 4 = an expected change in buying prices; 5 = organization and technical factors; 6 = bureaucracy; 7 = changes to the tax and incentives system; 8 = no factors affects positively or negatively; 9 = do not know, no answer.

\* A certain factor can be indicated only once, in the direction that has affected PREVALENTLY according to your expectations.

<b>8 What was your strategic priority* for investment in 2015-17?:</b> .....	<input type="text"/>	P118
1 to replace existing buildings, machinery, equipment and/or software without changing production capacity 2 to increase production capacity for goods/services already produced 3 to produce new goods/services 4 no major investments were made in the period considered 9 do not know, no answer		

\* These are investments deemed essential or at least extremely important for achieving the company's objectives in the period considered.

<b>9 What is your strategic priority for investment in 2018-20?:</b> .....	<input type="text"/>	P119
1 to replace existing buildings, machinery, equipment and/or software without changing production capacity 2 to increase production capacity for goods/services already produced 3 to produce new goods/services 4 no major investments were made in the period considered 9 do not know, no answer		

## Firm's funding

	A 2017 H1 on 2016 H2	B 2017 H2 on 2017 H1 (forecast)
<b>10 Considering just bank loans, indicate the trend of your demand excluding seasonal fluctuations</b> (consider the amount desired, independently of how much actually granted by banks): .....		
<b>Legend:</b> 1 = large contraction; 2 = moderate contraction; 3 = basically no change; 4 = moderate increase; 5 = large increase; 8 = not applicable; 9 = do not know, no answer.		

P32

(Please answer ONLY IF your loan demand changed (answers 1, 2, 4 or 5 to the above))

<b>11 What are the main factors determining changes in your demand for bank loans?</b> (for each half-year, indicate at most two factors as most important)	A 1st half 2017	B 2nd half 2017 (forecast)
A change in funding requirement for fixed investment .....		
B change in funding requirement for stocks and working capital. ....		
C change in funding requirement for debt restructuring .....		
D change in self-financing capacity .....		
E change in other forms of borrowing (non-bank credit, bond issues, etc.) .....		
<b>Legend:</b> 1 = not relevant; 2 = scarcely relevant; 3 = quite relevant; 4 = very relevant; 9 = do not know, no answer.		

P33

<b>12 How did the firm's overall borrowing conditions change and how will you expect them to change?</b> .....	A 2017 H1 on 2016 H2	B 2017 H2 on 2017 H1 (forecast)
A general conditions .....		
B specifical aspects:		
B.1 livello dei tassi di interesse applicati .....		
B.2 other costs (banking fees, etc....) .....		
B.3 amount of collateral required .....		
B.4 access to new financing .....		
B.5 time necessary to obtain new funds. ....		
B.6 complexity of information needed to obtain new funds .....		
B.7 requests of reimbursing previously granted loans beforehand .....		
<b>Legend:</b> 1 = they became worse; 2 = no change; 3 = they became better; 8 = not applicable; 9 = do not know, no answer.		

P34

**13 Between June 2016 and June 2017 the level of your firm's liquid holdings (bank deposits, securities and other liquid financial assets):** .....

P105

- 1 decreased
- 2 held stable
- 3 increased
- 9 do not know, no answer

## Workforce, wage supplementation, wages and national work contract

**14 How will the average size of the workforce in 2017 compare with that in 2016?** .....

P12

- 1 much smaller (more than 5%)
- 2 a little smaller (between 1.1% and 5%)
- 3 practically the same (between -1% and 1%)
- 4 a little larger (between 1.1% and 5%)
- 5 much larger (more than 5%)
- 9 do not know, no answer

**15 In 2017 did your firm use any form of wage supplementation or have recourse to the layoff procedure?**  
(give an answer for each item)

P61

**A** wage supplementation (ordinary, extraordinary or under a waiver, including solidarity contracts).....

**B** procedure for layoffs .....

**Legend:** 1 = no; 2 = yes; 8 = not applicable(e.g. firm not eligible to apply; 9 = do not know, no answer.

1. Ordinary wage supplementation is for permanent employment blue- and white-collar workers and technicians of industrial firms in general in the event of suspension or reduction of production as a result of company situations arising from:
  - temporary events not attributable to the entrepreneur or the workers;
  - temporary market conditions.
 Wage supplementation can be granted for up to 13 consecutive weeks, renewable for another 13 weeks. In a period of two years no more than 52 weeks of ordinary wage supplementation may be authorized.
2. Special wage supplementation is for blue- and white-collar workers and technicians in the event of restructurings, reorganizations, conversions and company crises and in the event of bankruptcy or compulsory liquidation.
3. Ordinary and special wage supplementation under a waiver. Recent Government measures have extended the scope for wage supplementation under a waiver of the provisions of Point 1, thus permitting applications by firms:
  - that are not normally eligible for ordinary wage supplementation;
  - that are eligible for ordinary wage supplementation but have reached the relevant time limits;
  - for workers other than those on permanent employment contracts, such as apprentices and temporary employees.
 Similarly, special wage supplementation under a waiver can be used for firms not eligible for special wage supplementation (see Point 2) and for firms which are eligible but which have reached the relevant time limits (3 years in the last 5 years).Indennità di mobilità.
4. Layoff procedure. It can be asked by firms with 15 employees or more, provided they:
  - are eligible to special wage supplementation under a waiver;
  - use collective redundancies after workforce reduction, change or closing of their activities.
 The employees eligible are those that are either on permanent contracts since a minimum of one year, or have been already dismissed and enrolled on special lists prepared by the Labor General Directorate, based on lists of employees provided by the
  - companies in crisis.

**16 Have you granted any wage increases in 2017 NOT provided for by the NATIONAL LABOUR CONTRACT or do you intend to do so before the end of the year?** .....

P17

- 1 no
- 2 yes
- 9 do not know, no answer

(Please answer the following question ONLY IF you answered YES to the previous question)

**17 Considering ONLY THESE INCREASES, what increase will they produce in average earnings (of all the firm's payroll workers) in 2017?** .....

P18

- 1 less than 1%
- 2 between 1% and 2%
- 3 between 2.1% and 3%
- 4 more than 3%
- 9 do not know, no answer

## Result for the year, orders, sales revenue and production

**18 What AFTER-TAX result do you expect for the current year?** .....

P19

- 1 large loss
- 2 modest loss
- 3 breakeven
- 4 modest profit
- 5 large profit
- 9 do not know, no answer

**Turning now to sales revenue and orders for the firm's products/services** (give an answer for all the three items below)

**A** Domestic market and exports

(if you export)  
**B** Total exports

**19 Sales revenue: what change is expected in Q1-Q3 2017 compared with Q1-Q3 2016?** .....



P23

**20 Orders/sales of the firm's products/services: on a seasonally adjusted basis their current trend compared with the end of June has been:** .....



P24

**21 ... and in 6 months, compared with now, will be:** .....



P25

**Legend:** 1 = much lower (less than -4 %); 2 = slightly lower (between -1.6% and -4%); 3 = stable (between -1.5% and 1.5%); 4 = slightly higher (between 1.6% and 4%); 5 = much higher (more than 4%); 8 = not applicable (for column B only); 9 = do not know, no answer.

(Only for industrial firms)

**22 Considering the firm's total production, what do you expect in Q4 of 2017 compared with Q3 of the same year? \*** .....

P26A

- 1 much lower (more than 4%)
- 2 slightly lower (between 1.6% and 4%)
- 3 stable (between -1.5% and 1.5%)
- 4 slightly higher (between 1.6% and 4%)
- 5 much higher (more than 4%)
- 9 do not know, no answer

\* Notice that the answer should refer to the production in volume terms, not in monetary terms.

**23 What proportion of services do you expect to buy abroad (imports) in 2017 in relation to total sales turnover?\*** .....

P120

- 1 zero
- 2 less than 1 %
- 3 between 1 and 5 %
- 4 between 5 and 10 %
- 5 more than 10 %
- 9 do not know, no answer

\* For example, IT, telecommunications (e.g. call center), legal and consulting, R&D, advertising, architecture and engineering services.

## Relevant factors of the price policy

**24 The euro has appreciated against the US dollar and other currencies since last spring. What impact do you expect this to have on your selling prices in Italy in the next 12 months?** .....

P121

- 1 prices will be much lower
- 2 prices will be a little lower
- 3 negligible
- 4 prices will be a little higher
- 5 prices will be much higher
- 9 do not know, no answer

## General government payments

A list of the entities that are part of the General Government sector (Sector S13) is prepared by Istat drawing on the European System of National and Regional Accounts (ESA 2010) and is published in the Official Journal of the Italian Republic.  
It is important to note that the General Government sector does not include companies partially owned by government entities if these sell most of their goods and services at market prices and their revenues cover at least 50 per cent of overheads. Mere control by a government entity does not automatically include a firm in the General Government sector.

**25** As regards trade receivables vis-à-vis general government bodies from January 2017 to now, did you observe an acceleration in payments compared with the same period of 2016? .....

P101

- 1 no
- 2 yes, slight
- 3 yes, significant
- 8 not applicable
- 9 do not know, no answer

## IT security

**26** Is your company insured against the risks associated with cyber attacks? .....

P122

- 1 no
- 2 yes, we have a specific policy for such risks
- 3 yes, under a policy that also covers other types of risk
- 9 do not know, no answer

**Cyber attack:** any action performed using IT tools against the company's ITC systems for the purpose of bringing operations to a halt, physically damaging the system, remotely controlling it or diminishing it in any way.

*(Please answer ONLY IF you answered 1 (no) to the question above)*

**27** Why are you not insured? .....

P123

- 1 we don't think it's necessary
- 2 it would be too expensive
- 3 we haven't found a policy that meets our requirements
- 9 do not know, no answer

Assessment of the questionnaire

28 How do you assess the effort required to fill in this questionnaire? .....

P30

Legend: 1 = modest; 2 = medium; 3 = high; 4 = excessive.

Comments:


Thank you for participating