

Survey of service firms – 2003

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PART A – General information

Bank of Italy codes: Branch code Firm code.....

(to be entered by branch) Type (sub-group) ⁽¹⁾

Town..... Istat town code.....

Name of firm

Branch of activity (Ateco91) ⁽²⁾ Branch of activity (Ateco 2002) ⁽³⁾

Legal status Year of creation.....

(0=Public company; 1=SRL; 2=SPA; 3=SAA; 4=SCRL; 5=SCRI; 6=SAS; 7=SNC; 8=Other)

Does the firm belong to a group NO YES

If the firm belongs to a group (a 'group' being a set of several firms directly or indirectly controlled – through one or more chains of control – by the same physical persons or the same public entity):

Is the firm the parent company? YES NO Name of the parent company

Name of the group

Nationality of group (1=Italian; 2=EU country on 31-12-2003 (except Italy); 3=Non-EU country on 31-12-2003) ...

Was the firm the object of **extraordinary corporate actions** in 2003? NO YES

(merger, acquisition, split, capital contribution, transfer of assets)

If yes: Please tick the box **if you are unable to provide homogeneous data** for 2002 and 2003

(1) See Central Credit Register. *Nuova classificazione della clientele bancaria, 1991.* - (2) See ISTAT. *Classificazione delle attività economiche. Metodi e norme, 1991.* - (3) See ISTAT. *Classificazione delle attività economiche. Metodi e norme, 2002.*

PART B – Workforce, wages and growth

(amounts in numbers)

	Total workforce	Total on fixed-term contract	Total non-EU workers
<u>2002</u> Average workforce			
- of which: part-time			
Workforce at end of year			
Hirings			
Separations.....			
<u>2003</u> Average workforce			
- of which: part-time			
Workforce at end of year			
Hirings			
Separations.....			
<u>2004</u> Workforce at end of year (projection)			

Total hours worked by payroll employees

- of which: **per cent** overtime

Hours worked by **external collaborators** ^{(1) (2)} (% of total hours worked by payroll employees).....

	2002	2003
	<input type="text"/> <input type="text"/> . <input type="text"/> %	<input type="text"/> <input type="text"/> . <input type="text"/> %
	<input type="text"/>	<input type="text"/>

(1) Includes co-ordinated and continuous collaboration contracts, occasional work and workers with VAT number. - (2) (1=less than 2%; 2=from 2 to 5 %; 3=from 5 to 10 %; 4=from 10 to 20 %; 5=more than 20%).

Staff recruitment in 2003

Did you fill vacancies with new hirings or use of temporary work?

How many weeks did it take on average to fill vacancies?

How many times did you renew or extend fixed-term contracts?

How many vacancies were still not filled at the end of 2003?

How effective according to your company were the following **methods of recruitment** ⁽¹⁾ (*tick one or more boxes*)

- Public employment agency
- Private agency (employment, recruitment, temporary work, etc.)
- Advertisement
- Internet/e-mail search (homepage advertisements, e-mails, etc.)
- Recommendations of staff, unions, trade or non-profits associations, etc.
- Examinations of CVs received from job-hunters
- Other (*please specify*)

How effective for your firm were fixed-term contract renewals or extensions ⁽¹⁾ ..

Workers, apprentices, etc.	Clerical staff & managers
<input type="checkbox"/> NO <input type="checkbox"/> YES↓	<input type="checkbox"/> NO <input type="checkbox"/> YES↓
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>

(1) (1=not effective; 2=fairly effective; 3=very effective; 8=not used).

Wages and salaries in 2003

Total gross annual per capita wages (€) ⁽¹⁾

Minimum wage per national contract ⁽²⁾

approximate per cent of total

Workers, apprentices, etc.	Clerks & managers	General average
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/> %	<input type="text"/> %	<input type="text"/> %

(1) Includes social security and tax withheld on behalf of workers; does not include firms' payments on behalf of INPS (National Social Security Institute) and others. - (2) The part covered by national contract includes: minimum wages, cost of living allowance, thirteenth and other additional months' pay, meal allowance, overtime, and shift allowance.

In the period 2001-2003 did you enlarge the firm ?

NO YES

If yes: to what extent? (1= a little; 2=a fair amount; 3=a lot).....

If not: why? (*no more than two answers*)

- present size is appropriate for targets.....
- prospects are of a moderate increase in demand.....
- potential problems of control over firm
- organisational factors
- difficulty finding material staff and/or qualified personnel
- risk of increased rigidity in use of workforce
- financial factors
- other (*please specify*)

PART C – Gross fixed investment in Italy (*please enter amounts in € thousand; enter 0 for no investments*)

	2002	2003	Projection 2004
Total expenditure on material goods ⁽¹⁾	<input type="text"/>	<input type="text"/>	<input type="text"/>
- of which: property	<input type="text"/>	<input type="text"/>	<input type="text"/>
Total expenditure on software, databases and mineral exploration ⁽²⁾	<input type="text"/>	<input type="text"/>	<input type="text"/>

(1) Material goods include property, plant, machinery and equipment, and means of transport. - (2) Includes expenditure on original copyright of entertainment and works of literature or art.

PART D - Turnover (*please enter amounts in € thousand*) **and operating result**

	2002	2003	Projection 2004
Turnover from sales of goods and services.....	<input type="text"/>	<input type="text"/>	<input type="text"/>
- of which: % for export ⁽¹⁾	<input type="text"/> %	<input type="text"/> %	<input type="text"/> %

Please describe the firm's **operating result** ⁽²⁾ for 2003?.....

(1) Sales to non-residents in Italy. - (2) (1=large profit; 2=small profit; 3=broad balance; 4=small loss; 5=large loss).

PART E – Information and communication technology

Number of PCs (including laptops) available within the firm on 31.12.2003

On-line transactions in 2003

Selling ⁽¹⁾ **on-line** (per cent of turnover).....

Buying ⁽¹⁾ **on-line** (per cent of purchases).....

Transactions	If yes, please state percentage
NO YES⇒	%
NO YES⇒	%

(1) Transactions conducted either between firms or between firms and consumers involving the placement on-line of an order for a good or service; delivery and payment may take place either on-line or off-line.

PART F - Financing

Please state whether, at the terms and conditions (cost and collateral) currently applied, the firm would like to **borrow more** from banks or other lenders

If you answered yes to the above question, please say:

• whether the firm would be willing, at present, to pay a slightly higher rate of interest or to accept slightly harsher terms and conditions (e.g. extra collateral) in order to borrow more?

- why you think the firm has been unable so far to borrow as much as it would wish?: (tick **one** box only)
 - no banks or other lenders have been contacted for that purpose yet
 - the lenders who have been contacted are unwilling to increase the volume of lending to the firm

In 2001-2003 did you obtain guarantees from a collective loan guarantee consortium?

PART G – Trade credit and trade debt

Trade credit (Please indicate average for 2003)

Amount of trade credit ⁽¹⁾ (€thousand)..... Average duration of contract in days

Composition of trade credit by type of contract/ effective terms of payment:

one-part terms ⁽²⁾	%	paid by deadline	%	
two-part terms ⁽³⁾	%	paid over deadline	%	⇒ average delay in days
Total credit	1 0 0 %	Total credit	1 0 0 %	

For two-part term trade credit only, please state the **monthly discount** that the firm offers to customers (for instance, for payment in 10 days as opposed to payment in 40 days)

Please state the percentage of trade credit and turnover per sector

Italy:

- General gov. (central & local auths, health services, social security agencies)
- Consumer households.....
- Producer households (self-employed workers, craft firms, sole pro).....
- Non-financial companies.....
- Financial companies (banks, insurance & other financial companies)

- **Total for Italy**
- **Other countries**.....
- Total for Italy and other countries**.....

Per cent of trade credit	Per cent of 2003 turnover
%	%
%	%
%	%
%	%
%	%
%	%
%	%
1 0 0 %	1 0 0 %

Trade debt (Please indicate average for year)

	2002	2003		2002	2003
Amount of trade debt ⁽⁴⁾ (€thousand)			Actual average duration in days		

(1) Average yearly amounts outstanding. Includes any provision for diminution in value of trade credit. - (2) The purchaser was given an extension of payment at no additional cost and was not offered any discount for early payment (for example, 10 days instead of 40 days after delivery). - (3) The extension of payment entailed a cost for the purchaser, in the sense of forgoing a discount or a complimentary offer and/or of having to pay a higher price or a rate of interest. - (4) Average yearly amount outstanding.

How would you judge the effort involved in completing the questionnaire? modest average large excessive

Additional comments: _____