

## Survey of service firms – 2004

**Confidentiality notice (L. D. 196/2003)** – 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 and any refusal to take part will bear no consequences. The information provided will only be used for research purposes and will not be published outside the Bank except in aggregate form. The firms taking part will be sent an extract of the main results of the survey. The data will be processed entirely inside the Bank and systems will be put in place to ensure their safety and confidentiality. Access to individual data is restricted to the people in charge of handling them and the staff engaged in processing and analysis. Firms enjoy the rights granted under the terms of Article 7 of the Decree, including the right to correct and integrate information concerning them. In charge of data handling: Head of the Economic Research Department of the Bank of Italy, Via Nazionale 91, 00184 ROME. Responsible for data handling: Bank of Italy (Organisation Department), Via Nazionale 91, 00184 ROME.

### PART A – General information

**Bank of Italy codes:** Branch code .....    Company code .....      
*(to be entered by branch)* Type (sub-group)<sup>(1)</sup>.....      
 Town.....  Istat town code .....

Name of company .....   
 Legal status .....  Public company  SRL  SPA  SAPA  SCRL  SCRI  SAS  SNC  Other  
 Branch of activity - Istat ..... Ateco91<sup>(2)</sup>     Ateco2002<sup>(3)</sup>      
 Year established .....

**Is the company part of a group** ..... yes  no   
*If the company belongs to a group (a 'group' being several companies directly or indirectly controlled – through one or more chains of control – by the same physical person(s) or by the same public entity):*  
**Is it the parent company?** ..... yes  no   name of parent company  
**Name of the group**.....   
**Nationality of the group** .....  Italian  EU on 31-12-03  New EU member  Rest of the world

How many years has the **present CEO** <sup>(4)</sup> (or sole director) held his/her post?.....   
 How many years has he/she worked for the company? .....   
**Was the company involved in extraordinary operations in 2004?**..... yes  no   
**If yes:** Please tick the box **if you are unable to provide homogeneous data** for 2003 and 2004 .....

(1) See Central Credit Register, *Nuova classificazione della clientela bancaria*, 1991. - (2) See ISTAT. *Classificazione delle attività economiche. Metodi e norme*, 1991. - (3) See ISTAT. *Classificazione delle attività economiche. Metodi e norme*, 2002. (4) If there is more than one CEO, please indicate the one with most influence in the Board of Directors or the most senior.

### PART B – Workforce, wages and salaries and non-standard contracts

(amounts in numbers)

	Total workforce	Total workers, apprentices and similar	Total fixed-term contracts	Total non-EU workers
<b>2003</b> Average workforce .....				
- of which: part-time.....				
Workforce <b>at end of year</b> .....				
Hirings .....				
Separations .....				
<b>2004</b> Average workforce .....				
- of which: part-time.....				
Workforce <b>at end of year</b> .....				
Hirings .....				
Separations .....				
<b>2005</b> Workforce at <b>end of year</b> (projection)				

	2003	2004
Number of temporary work assignments.....		
Cost of <b>freelance collaborators</b> <sup>(1)</sup> (% of total cost of .....	<input type="text"/> <input type="text"/> . <input type="text"/> %	<input type="text"/> <input type="text"/> . <input type="text"/> %
Number of temporary work assignments.....		
<b>Total hours of temporary work</b> .....	<input type="text"/> <input type="text"/> . <input type="text"/> %	<input type="text"/> <input type="text"/> . <input type="text"/> %

(1) The item includes collaboration contracts, occasional freelance contracts (with VAT) and project contracts.

**Wages and salaries** in 2004

Total gross annual wages per capita (€)<sup>(1)</sup>  
 Minimum national contract wage<sup>(2)</sup> .....  
 (approximate per cent of total)

Workers, apprentices & similar	Clerks and managers	General average
_____ %	_____ %	_____ %

(1) Includes social security and tax withheld on behalf of employees; does not include company payments on behalf of INPS and other social security institutes. - (2) The part covered by national contract includes minimum rates of pay, cost of living allowance, 13th month's pay and other additional months' pay, meal allowance, overtime, and shift allowance.

**At the end of 2003** did the company have employees on **collaboration contracts** ("collaborazione coordinata e continuativa")? <sup>(1)</sup> ..... yes  no

**If you answered yes:** Please indicate the **number of such contracts at end-2003?** (units) ....

**At the end of 2004, how did these contracts change** as a consequence of recent labour reforms (Legislative Decree 276/2003, the Biagi law)? (units)

- no change: still collaboration contracts. ....
- converted into 'project' contracts.....
- converted into fixed-term work contracts .....
- converted into payroll employment.....
- converted into consultancy contracts<sup>(2)</sup>.....
- terminated (the person no longer works for the company in any capacity).....

(1) For the definition, see instructions. - (2) The person previously hired on a collaboration contract became self-employed (with VAT number) and continued to work for the company.

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

	2003	2004	2005 (proj.)
<b>Total expenditure on tangible goods</b> <sup>(1)</sup> .....			
- of which: property .....			
<b>Total expenditure on software, databases and mineral exploration</b> <sup>(2)</sup> .....			

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

**PART D - Turnover and operating result**

<b>Turnover (€ thousand)</b>	2003	2004	2005 (proj.)
Turnover from sales of goods and services .....			
- of which: exports <sup>(1)</sup> .....	_____ %	_____ %	_____ %

Please describe the **operating result** for 2004?.....  large profit  small profit  
 broad balance  small loss  large loss

(1) Sales to non-residents in country.

**PART E - Information and communication technologies (situation in 2004)**

What proportion of the company's turnover does **electronic invoicing** represent?<sup>(1)</sup> .....  %  
 Does the company buy or sell goods online? ..... yes  no   
 In the case of goods and services bought/sold **online**, what proportion of payments was made/collected **online**?<sup>(2)</sup> .....  %  
**If this proportion is greater than zero**  
 What methods of payment were used? .....  bank debit<sup>(3)</sup>  bank transfer  credit/debit card

What proportion of all instructions to banks to **make/collect payments** did the company make **online**?.....  %  
**If this proportion is greater than zero**  
 Did the company use Interbank Corporate Banking (CBI)? <sup>(4)</sup> ..... no  yes

For definitions (1), (2), (3) and (4) see instructions.

**PART F - Supply of services to business (situation in 2004)**

Does your company habitually supply services to other businesses? ..... yes  no

**If you answered yes:**

What are the main difficulties you encounter in selling your services?

- strong competition from other service companies ..... no  yes
- businesses unwilling to invest in type of services supplied ..... no  yes
- accessibility of customers ..... no  yes
- other (please specify) ← ..... no  yes

What proportion of your total turnover in **2004** came from sales to business? .....  |  |  %

**If you entered a figure greater than nought**

Please indicate what percentage of total turnover in 2004 came from sales to:

- small-to-medium companies (up to 50 employees) .....  |  |  %
- medium-sized companies (50 to 200) .....  |  |  %
- large companies (over 200) .....  |  |  %
- Total** ..... **1** | **0** | **0** %

Please indicate what percentage of total turnover in 2004 came from sale to:<sup>(1)</sup>

- companies in the same province .....  |  |  %
- companies in another province of the same region .....  |  |  %
- companies in another region of Italy .....  |  |  %
- companies abroad .....  |  |  %
- Total** ..... **1** | **0** | **0** %

(1) Please indicate the geographical location of the company's head office.

**PART G - Financing**

Please indicate whether, overall, at current terms and conditions (interest rates and guarantees), the company would like to **borrow more** from banks or other lenders ..... yes  no

**If you answered yes to the above question, please indicate:**

- whether the company would be willing, at present, to pay a higher rate of interest or even to accept slightly stricter terms and conditions (e.g. increased guarantees) in order to borrow a larger total amount ..... no  yes
- in your opinion, why has the company not been able so far to borrow as much as it would like: (tick **one** box only)
  - no banks or other lenders have been contacted for that purpose because it is assumed they will refuse any request for additional financing .....
  - no banks or other lenders have been contacted yet for other reasons .....
  - the banks and lenders who have been contacted were not willing to raise the amount of lending to the company .....

**PART H - Trade credit and trade debt**

**Trade credit (Please indicate the average for 2004)**

Amount of trade credit<sup>(1)</sup> (€ thousand) .....  |  |  **Average** contract duration in days .....  |  |

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

net terms <sup>(2)</sup>	<input type="text"/>   <input type="text"/>   <input type="text"/> %	paid by deadline	<input type="text"/>   <input type="text"/>   <input type="text"/> %	
two-part terms <sup>(3)</sup>	<input type="text"/>   <input type="text"/>   <input type="text"/> %	paid over deadline	<input type="text"/>   <input type="text"/>   <input type="text"/> %	← average delay in <input type="text"/>   <input type="text"/>   <input type="text"/> days
<b>Total</b> .....	<b>1</b>   <b>0</b>   <b>0</b> %	<b>Total</b> .....	<b>1</b>   <b>0</b>   <b>0</b> %	

**Trade debt (Please indicate the average for the year)**

Amount of trade debt <sup>(4)</sup> (€ thousand) .....	<b>2003</b>	<b>2004</b>
<b>Average actual</b> 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 after delivery instead of 40). - (3) Extension of payment entailed a cost to the purchaser in the sense of forgoing a discount, a credit, a complementary offer and/or of having to pay a higher price or a rate of interest. - (4) Average yearly amount outstanding.

How do you rate the effort involved in completing the questionnaire  modest  average  large  excessive

Other comments: \_\_\_\_\_