

BANCA D'ITALIA

20-49 employees

Survey of service firms – 2007

Confidentiality notice (Legislative Decree 196/2003). – The purpose of this survey is to collect information on the main economic and financial variables in the service sector. Your co-operation is important but not compulsory and any refusal to take part will bear no consequence. The information provided will only be used for research purposes and will not be published outside the Bank except in aggregate form.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 appropriate devices will be put in place to ensure the safety and confidentiality of all information. The only people with access to individual data are those in charge of data handling 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, Italy. Responsible for data processing: Bank of Italy (Organization Department), Via Nazionale 91, 00184 ROME, Italy.

PART A - General information

Bank of Italy codes: Branch code Firm code
(to be entered by BI branch)

Registered office Type (sub-group)⁽¹⁾

Tax identification number

Name of firm

Legal status 0 1 2 3 4 5 6 7 8
Public company SRL SPA SAPA SCRL SCRI SAS SNC Other

for SPA (public limited company) only: Did the firm adopt a governance model other than the traditional one?

no yes dualistic 1 monistic 2

Branch of activity - Istat Ateco2002⁽²⁾ Year founded

Does the firm belong to a group? yes no

If the firm belongs to a group (i.e. a set of firms directly or indirectly controlled – through one or more chains of control – by the same legal persons or the same public entity)

Is the firm the parent company? .. yes no

Name of group Name of parent company

Nationality of group 1 2 3 4

Italian Other EU on 31-12-03 New EU member Rest of world

Was the firm involved in extraordinary operations in 2007? yes no

If yes, are you able to provide homogenous data for 2006 and 2007? (see instructions) yes no

Name and surname of managing director or head of firm

name surname

(1) See Centrale dei Rischi. *Nuova classificazione della clientela bancaria*, 1991. - (2) See ISTAT. *Classificazione delle attività economiche. Metodi e norme*, 2002.

PART B – Workforce and wages

(number)	Total workforce	Total workers & apprentices	Total fixed-term contracts	Total non-EU workforce
2006 Average workforce				
Workforce at end of year				
Hirings				
Terminations				
2007 Average workforce				
Workforce at end of year				
Hirings				
- of which: with work experience in firms in same sector (%) ..	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> %			
Terminations				
- of which: resignations (%)	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> %			
2008 Average workforce (projection)				

Total actual hours worked by payroll employees

- of which: **per cent** overtime

Cost of **freelance collaborators**⁽¹⁾ (% of total cost of Payroll employees)

2006	2007
<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) The item includes collaboration contracts, occasional freelance contracts (with VAT) and project contracts..

Wages and salaries in 2007

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

Minimum national contract wage (€)⁽²⁾

(approximate per cent of total)

Workers & apprentices	Clerks & managers	General average
<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) 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 (*tredecimesima*) and other additional months' pay, meal allowance, overtime, and shift allowance.

Supposing the firm needs to recruit workers for "**key**" roles in the business, how many **weeks** would it normally take to find such a person?

How does the firm's location affect search times? helpful 1 impediment 2 irrelevant 3

(firms with multiple locations should refer to key workers employed in the main factory or office)

Do you consider that, on average, your "**key**" workers are **suitable** for the tasks required of them? (1=yes, they have the necessary qualifications and experience; 2=no, the firm needs people with better qualifications and more experience; 3=no, lower qualifications and less experience would be sufficient)

Number of **days of formal training** (see instructions) received on average in 2007 by your firm's '**key**' worker (do not include mandatory training)

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

Total expenditure on tangible assets⁽¹⁾

- of which: property

Total expenditure on software, databases and mineral exploration⁽²⁾

2006	2007	2008 projection
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>

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

PART D - Turnover, prices and operating result

Turnover (€ thousand)

Turnover from sales of goods & services in year

- of which: exports⁽¹⁾

2006	2007	2008 projection
<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) Sales to non-residents within the country.

Average annual percentage change in prices of goods and services sold (Italy and abroad) % . %

Please describe the firm's **operating result** for 2007?..... 1 large profit 2 moderate profit

3 broad balance 4 moderate loss 5 large loss

PART E - 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 yes no

If yes, please say

- whether the firm would be willing, at present, to pay a higher rate of interest or even to accept worse terms and conditions (e.g. more collateral) in order to borrow more..... no yes
- why do you think the firm has not been able so far to borrow as much as it would like? (only one answer possible)

- no banks or other lenders have been contacted for that purpose because it is assumed they will answer no to any request for more financing no yes

- no banks or other lenders have been contacted yet for other reasons no yes

- the lenders that have been contacted are not willing to increase the volume of lending to the firms no yes

PART F - Governance

Is your firm owned by a person (or owned or controlled by a family)?..... ☐ yes ☐ no

If yes, please give the name and surname of the leading shareholder name surname

Has the person or family with **control** had that control since the business started? ☐ no ☐ yes

If no: in what year did they gain control of the firm?.....

was the firm previously controlled by a person or a family?..... ☐ yes ☐ no

PART G – Corporate support services (see instructions)

Please indicate whether the firm used the following **support functions** in 2004 and 2007, performed either **internally** or **by outsourcers**. If yes, please indicate the provider. For 2007, please state also the country of origin of the main company to which the service is outsourced.

	2004				2007					
	performed internally			performed mainly by ⁽¹⁾	performed internally			performed mainly by ⁽¹⁾	main country ⁽²⁾	
	no	yes	☞		no	yes	☞			☞
distribution and logistics	no	yes	☞		no	yes	☞		☞	
marketing, advertising, promotions, market research, trademarks	no	yes	☞		no	yes	☞		☞	
sales and after-sales service	no	yes	☞		no	yes	☞		☞	
IT and telecommunications	no	yes	☞		no	yes	☞		☞	
personnel management, accounting, etc.	no	yes	☞		no	yes	☞		☞	
engineering and design	no	yes	☞		no	yes	☞		☞	
R&D-related services.....	no	yes	☞		no	yes	☞		☞	
other services	no	yes	☞		no	yes	☞		☞	

(1) 1=internally; 2=by another firm in the group; 3=by another firm. – (2) 1=same region of Italy; 2=other region; 3=EU country on 31-12-2003; 4=other European country; 5=China or India; 6=USA or Canada; 7=rest of the world.

How would you rate the effort involved in completing the questionnaire? .. ☐ modest ☐ average ☐ large ☐ excessive

Comments:

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