



Tender Dossier

Implementation of Public and Business Opinion Surveys in the Western Balkans – Balkan Barometer 2018

Reference: (032-017)

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1. SUBJECT OF THE TENDER

Procurement of services for the Implementation of Public and Business Opinion Surveys in the Western Balkans - Balkan Barometer 2018 by the RCC Secretariat (Contracting Authority).

Period of Services: 15 October 2017 – 30 April 2018

Number of Experts: Team Leader + 2 Key Experts (Minimum), full team to be proposed by the bidder

2. TIMETABLE

ACTION	DATE	TIME
Publication of the Tender	18/08/2017	By 17:00 Central European Time
Deadline for any clarification requests from the Contracting Authority	04/09/2017	by 17:00 Central European Time
Last date on which clarifications are issued by the Contracting Authority	11/09/2017	by 17:00 Central European Time
Deadline for submission of bids	18/09/2017	By 12:00 Central European Time
Tender Opening Session	18/09/2017	15:00 Central European Time

3. PARTICIPATION

Participation in this tender procedure is open to the respective legal entities either acting independently or within bidding consortia. The bidder should have **substantial international experience** in conducting public opinion research and be able to efficiently cover, either directly or through consortium partners, all the participating economies in South East Europe 2020 Strategy (Albania, Bosnia and Herzegovina, Kosovo*¹, Montenegro, Serbia and The Former Yugoslav Republic of Macedonia).

Bidding consortia of legal entities, associations/joint venture groups

Bidding consortia participating in this tender must indicate the members and show how the work is divided between them. Specifically, all members must name the *lead member* and authorise this member to represent the consortium and receive payments on behalf of the

* This designation is without prejudice to positions on status, and is in line with UNSCR 1244 and the ICJ Opinion on the Kosovo declaration of independence.

other members. A corresponding written authorisation, power of attorney must be attached to the bid.

With the submission of an offer, the bidder, or bidding consortium, accepts the contents and principles of Annex II Service Tender Submission Form and Annex III Statement of Exclusivity and Availability. If the said contents and principles of the Forms are violated by the bidder or the bidding consortium, the RCC Secretariat reserves the right to exclude the bid.

4. CONTENTS OF BIDS

The offers, all correspondence and documents related to the tender exchanged by the bidder and the Contracting Authority must be written in English.

Supporting documents and printed literature furnished by the bidder may be in another language, provided they are accompanied by a translation into the language of the procedure. For the purposes of interpretation of the tender, the language of the procedure will prevail.

5. TECHNICAL OFFER

The Technical Offer must include the following documents:

- Company profile including a brief description (up to 2 pages) of the company (in case of a bidding consortium, only the lead member should submit the profile);
- Copy of Company's Registration Certificate (in case of a bidding consortium, only the lead member submits the Registration Certificate);
- Financial records - company's balance sheet and profit-and-loss statement for the past 2 years (in case of a bidding consortium, only the lead member should submit the financial records);
- CV of key members of the project team, outlining relevant knowledge and experience as described in Annex I Terms of Reference, along with contact details of referees;
- A technical proposal (bid) of maximum of 5 pages describing the methodology, main challenges perceived, and tools to be employed by the Consultant(s) to implement the work as described in Annex I Terms of Reference. The technical proposal should outline how the bidder intends to ensure the indicated geographic coverage (Albania, Bosnia and Herzegovina, Kosovo*, Montenegro, Serbia, The Former Yugoslav Republic of Macedonia);
- List of references for relevant activities implemented over the past 5 years demonstrating relevant experience in the subject matter and the geographic area;
- Service Tender Submission Form (Annex II);
- Signed Statements of Exclusivity and Availability (Annex III).

6. FINANCIAL OFFER

The Financial Offer must include the following elements:

- Budget Breakdown (Annex IV)

The budget breakdown should reflect the following:

- All figures should be expressed in EUR;
- Lump sum for the assignment should be indicated;
- Breakdown per cost and activity category should be provided, with budget breakdown per each component of the activity (Component 1; Component 2);
- VAT amount, if applicable, should be presented.

7. PERIOD DURING WHICH BIDS ARE BINDING

Bidders are bound by their bids for 90 days after the expiry of deadline for the submission of bids. In exceptional cases, before the period of validity expires, the Contracting Authority may ask bidders to extend the period for a specific number of days, which may not exceed 20 days.

8. ADDITIONAL INFORMATION BEFORE THE DEADLINE FOR SUBMISSION OF BIDS

Bidders may submit questions in writing to the following contact: ProcurementforRCC@rcc.int until **04 September 2017** by 17:00 Central European Time.

No informative meeting is foreseen.

No site visit is foreseen.

9. SUBMISSION OF BIDS

Bids must be submitted by **18/09/2017** by 12.00 Central European Time, via express mail providing the bid is received by the above date and time.

Or

Hand delivered directly to the Contracting Authority to the following address:

Regional Cooperation Council Secretariat
 Attention to: Administration Department
 Building of the Friendship between Greece and Bosnia and Herzegovina
 Trg Bosne i Hercegovine 1/V
 71000 Sarajevo
 Bosnia and Herzegovina

Bids submitted after the deadline for submission will not be considered.

Bids must be submitted using the double envelope system, i.e. in an outer parcel or envelope containing 2 separate, sealed envelopes, one bearing the words "**Envelope A - Technical Offer**" and the other "**Envelope B - Financial Offer**".

Any infringement of these rules (e.g. unsealed envelopes or references to price in the technical offer) is to be considered a breach of the rules and will lead to rejection of the bid.

The outer envelope should carry the following information:

- Address for submission of bids indicated above;
- Reference code of the tender procedure to which the bidder is responding: **Tender No.** (032-017)
- Words "Not to be opened before the opening-evaluation session";

- Name of the bidder.

10. TENDER OPENING SESSION

Tenders will be opened at **15.00 Central European Time** on 18 September 2017. Bidders wishing to attend the opening of the tenders are asked to notify the department responsible for managing this procurement procedure no later than 2 working days before the tender opening date by e-mail: rcc@rcc.int.

Up to 2 representatives per a bidder may attend the tender opening session. The names of the persons attending the opening of the tenders must be given in the notification. Bidders failing to give notification will automatically be refused access to the opening.

11. WITHDRAWAL OF BIDS

Bidders may alter or withdraw their bids by written notification prior to the deadline for submission of bids. No bid may be altered after this deadline.

12. COSTS FOR PREPARING BIDS

No costs incurred by the bidder in preparing and submitting the bid shall be reimbursable. All such costs shall be borne by the bidder. In particular, if proposed experts were interviewed, all cost shall be borne by the bidder.

13. EVALUATION OF TECHNICAL AND FINANCIAL OFFERS

The technical and financial offers are evaluated in accordance with the following criteria:

EVALUATION GRID	Maximum score	Weight	Total
	1	2	(1x2)
A. TECHNICAL OFFER (A.1+A.2+A.3)	100	0.8	100
A.1. Track record, references and general experience of the bidder:	30	0.8	
A.1.1. General work experience; evidence of other contracts with the size comparable with the size of tender; portfolio of prior relevant work with five references that RCC may contact	5		
A.1.2. Experience with clients comparable to the Contracting Authority and performance in performing similar projects, similar fields and topics as well as clients (international organisations, regional initiatives)	10		
A.1.3. Experience of working in the Western Balkans region	15		
A.2. Quality and professional capacity of the Team:	30	0.8	
A.2.1. Quality of the team inspires confidence	5		
A.2.2. CVs satisfy the criteria set forth in the terms of reference	10		
A.2.3. CVs demonstrate professional capacity and experience required (ability to analyse data, deliver professional reports and translate results into an overall strategy)	15		
A.3 Quality of technical proposal:	40	0.8	

A.3.1. Bidder provided a clear outline of the work to be executed with a sound methodology (Sampling and Recruitment Methodology Described, Field Work and Quality Control Procedures Described, Data Processing Commitments)	15		
A.3.2. Bidder provided a list of the main challenges identified The approach should demonstrate understanding of the project and the tasks to be performed	15		
A.3.3. The process is clear and the proposed use of resources adequate	10		
B. FINANCIAL PROPOSAL	100	0.2	100
Price/cost effectiveness of the proposal	100	0.2	20

Score for offer X = A: [Total quality score (out of 100) of offer X/100]*80

B: [Cheapest price/price of offer X]*20

In evaluating the financial offer, any arithmetical errors are corrected without penalty to the bidder such that, if applicable, where there is a discrepancy between a fee rate and the total amount derived from the multiplication of the fee rate by the corresponding number of working days, the fee rate as quoted shall prevail, unless in the opinion of the Evaluation Committee there is an obvious error in the fee rate, in which event the total amount as quoted shall prevail and the fee rate shall be corrected.

14. SELECTION OF THE MOST FAVOURABLE BIDDER

Selection of the most favourable bidder will be internal, in accordance with defined evaluation and award criteria and the RCC's procedures.

The best value for money is established by weighing technical quality against price on an 80/20 basis.

The contract will be awarded to the highest qualified bidder based on the skills and expertise of the proposed project team, the quality of the technical proposal, i.e. concept note, and the cost effectiveness of the financial offer.

15. INFORMATION OF SELECTION OF THE MOST FAVOURABLE BIDDER

The RCC Secretariat shall inform candidates and tenderers of decisions reached concerning the award of the contract as soon as possible, including the grounds for any decision not to award a contract for which there has been competitive tendering or to recommence the procedure.

Standard letter of thanks for participation for unsuccessful tenderers shall be sent within 15 days after the contract is signed with the awarded tenderer.

The candidates and tenderers wishing to receive a feedback may send a request within 15 days after receipt of the standard letter of thanks.

The request may be sent to the E-mail address ProcurementforRcc@rcc.int or to the address of the RCC Secretariat:

Regional Cooperation Council Secretariat
Attention to: Administration Department

Building of the Friendship between Greece and Bosnia and Herzegovina
Trg Bosne i Hercegovine 1/V
71000 Sarajevo
Bosnia and Herzegovina

16. GROUNDS FOR EXCLUSION

Candidates or bidders will be excluded from participation in a procurement procedure if it is known that:

- (a) They are bankrupt or being wound up, are having their affairs administered by the courts, have entered into an arrangement with creditors, have suspended business activities, are subject of proceedings concerning those matters, or are in any analogous situation arising from a similar procedure provided for in national legislation or regulations;
- (b) They have been convicted of an offence concerning their professional conduct by a judgment which has the force of res judicata;
- (c) They have been guilty of grave professional misconduct proven by any means which the Contracting Authority can justify;
- (d) They have not fulfilled obligations relating to the payment of social security contributions or the payment of taxes in accordance with the legal provisions of the country in which they are established or with those of the country of the Contracting Authority or those of the country where the contract is to be performed;
- (e) They have been the subject of a judgment which has the force of res judicata for fraud, corruption, involvement in a criminal organisation or any other illegal activity.

Contracts may not be awarded to candidates or bidders who, during the procurement procedure, are:

- (a) Subject to a conflict of interest;
- (b) Guilty of misrepresentation in supplying the information required by the Contracting Authority as a condition of participation in the contract procedure or fail to supply this information.

17. ADMINISTRATIVE AND FINANCIAL PENALTIES

Without prejudice to the application of penalties laid down in the contract, candidates or bidders and contractors who have been guilty of making false declarations or have been found to have seriously failed to meet their contractual obligations in an earlier procurement procedure will be excluded from the award of all contracts and grants financed by the RCC for a maximum of 2 years from the time when the infringement is established as confirmed after an adversarial procedure with the contractor.

18. CONFIDENTIALITY

The entire evaluation procedure is confidential, subject to the Contracting Authority's policy on access to documents. The Evaluation Committee's decisions are collective and its deliberations are held in closed session. The members of the Evaluation Committee are bound to secrecy.

The evaluation reports and written records, in particular, are for official use only.

19. SIGNATURE OF CONTRACT(S)

The successful bidder will be informed in writing that their tender has been accepted.

The selected bidder is expected to sign and date the contract and return it to the Contracting Authority within 7 days from the receipt of the contract already signed by the Contracting Authority. Other candidates will be informed that their bids were not accepted by means of a standard letter.

The selected bidder will be awarded with contract for services covering the entire period.

Contract proposal is not provided at this stage.

General Terms and Conditions for the Purchase of Services are provided in Annex V.

20. CONFLICT OF INTEREST

The bidder shall take all necessary measures to prevent or end any situation that could compromise the impartial and objective performance of the contract. Such conflict of interests could arise in particular as a result of economic interest, political or national affinity, family or emotional ties, or any other relevant connection or shared interest. Any conflict of interests which could arise during performance of the contract must be notified in writing to the Contracting Authority without delay.

The Contracting Authority reserves the right to verify that such measures are adequate and may require additional measures to be taken if necessary. The bidder shall ensure that its staff, including its management, is not placed in a situation which could give rise to conflict of interests. The bidder shall replace, immediately and without compensation from the Contracting Authority, any member of its staff exposed to such a situation.

The bidder shall refrain from any contact which would compromise its independence or that of its personnel. If the bidder fails to maintain such independence, the Contracting Authority may, without prejudice to compensation for any damage which it may have suffered on this account, terminate the contract forthwith.

The bidder shall after the conclusion or termination of the contract, limit its role in connection with the project to the provision of the services. Except with the written permission of the Contracting Authority, the bidder and any other team member, contractor or supplier with whom the bidder is associated or affiliated shall be disqualified from the execution of works, supplies or other services for the project in any capacity, including tendering for any part of the project.

Civil servants and other agents of the public administration of the RCC Participants, regardless of their administrative situation, shall not be recruited as experts in contracts financed by the RCC Secretariat.

The bidder and anyone working under its authority or control in the performance of the contract or on any other activity shall be excluded from access to RCC Secretariat financing available under the same project unless they can prove to the Contracting Authority that the involvement in previous stages of the project does not constitute unfair competition.

21. APPEALS PROCEDURE

Bidders believing that they have been harmed by an error or irregularity during the award process may petition the RCC Secretariat directly. The RCC Secretariat must reply within 15 days of receipt of the complaint.

The appeal request may be sent to the E-mail address ProcurementforRcc@rcc.int or to the address of the RCC Secretariat:

Regional Cooperation Council Secretariat
Attention to: Administration Department
Building of the Friendship between Greece and Bosnia and Herzegovina
Trg Bosne i Hercegovine 1/V
71000 Sarajevo
Bosnia and Herzegovina

22. CANCELLATION OF THE TENDER PROCEDURE

In the event of cancellation of the tender procedure, bidders will be notified of the cancellation by the Contracting Authority. If the tender procedure is cancelled before the outer envelope of any tender has been opened, the unopened and sealed envelopes will be returned to the bidders.

Cancellation may occur where: the tender procedure has been unsuccessful, i.e. no qualitatively or financially worthwhile bid has been received or there is no response at all; the economic or technical data of the project have been fundamentally altered; exceptional circumstances or force majeure render normal performance of the contract impossible; all technically compliant bids exceed the financial resources available; there have been irregularities in the procedure, in particular where these have prevented fair competition.

ANNEX I: TERMS OF REFERENCE

Public and Business Opinion Surveys in the Western Balkans - Balkan Barometer 2018

Title:	Implementation of Public and Business Opinion Surveys in the Western Balkans – Balkan Barometer 2018
RCC Department:	Programme Department
Number of posts:	Team Leader + 2 Key Experts (Minimum), full team to be proposed by the bidder
Starting Date:	15 October 2017
Reporting to:	Expert in charge of monitoring
Location:	Sarajevo, Bosnia and Herzegovina
Duration:	15 October 2017- 30 April 2018

I BACKGROUND

Purpose

The purpose of the consultancy is to determine the public attitudes and business sentiment in South East Europe with regards to the general socio-economic situation, and in the context of SEE 2020 Strategy through the implementation of a field survey in Albania, Bosnia and Herzegovina, Kosovo*², Montenegro, Serbia, and The Former Yugoslav Republic of Macedonia.

For this purpose, a consultancy or a consulting consortium (hereinafter: the Consultant) will be engaged to help develop and execute the survey, analyse the findings and prepare analytical reports on behalf of the Regional Cooperation Council (RCC).

Background Information

During the past three years, RCC has led the region's economies in developing the *South East Europe 2020 – Jobs and Prosperity in a European Perspective* strategy³. The Strategy was adopted at a conference of Ministers of Economy from South East Europe held in Sarajevo on 21 November 2013.

The goal of the SEE 2020 Strategy is to improve living conditions in the region and enhance competitiveness and development, closely following the vision of the EU strategy *Europe 2020*. The Strategy contains eleven specific targets covering the five pillars of integrated,

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³ The region's economies participating in the SEE 2020 Strategy include Albania, Bosnia and Herzegovina, Kosovo*, Montenegro, Serbia and The Former Yugoslav Republic of Macedonia

smart, sustainable and inclusive growth and good governance for growth. The RCC will implement the SEE 2020 Strategy component of the SWP 2017-2019 through integrating the efforts of different stakeholders in three flagship initiatives: Skills and Mobility, Connectivity and Competitiveness.⁴

The SEE 2020 Strategy has been developed through a comprehensive, widely consultative, and de-centralised process. A number of different ministries and agencies, representatives of the business sector, academia and civil society have been consulted in the preparation of the Strategy. Following its adoption in late 2013, the implementation of the Strategy began in 2014.

RCC Secretariat is looking to engage more closely the general public and the business community in further elaborating the SEE 2020 activities and measures.

As part of the monitoring process, since 2014 the RCC Secretariat is deploying a survey of public and business sentiments to monitor public and business opinion in the SEE and thus help inform its actions and those of its participating governments.

These surveys of public opinion and business sentiment would address major topics concerning SEE citizenry and businesses: economic and social situation, trading across borders, access to finance, health, culture, information technology, environment, enlargement, security, etc. It is envisioned that these surveys would have annual frequency and would be able to monitor the evolution of public and business opinion in SEE. RCC is looking to mobilise a Consultant to design and implement these surveys during 2017 and produce the Balkan Barometer 2018.

II DESCRIPTION OF RESPONSIBILITIES

Objectives and Scope of the Assignment

The main objective of the assignment is to design, with RCC's input, and execute public and business opinion surveys and produce the Balkan Barometer 2018 report. Balkan Barometer 2018 will consist of two separate analytical reports: the Public Opinion Survey - a survey of citizen opinions of SEE 2020 economies, and the Business Opinion Survey - a survey of business sentiment in each of the above mentioned economies. Each of the two surveys would be conducted in all six economies participating in the implementation of SEE 2020 Strategy: Albania, Bosnia and Herzegovina, Kosovo*, Montenegro, Serbia and The Former Yugoslav Republic of Macedonia. The results for the six SEE 2020 economies would be presented in two core reports, as was done in the previous three years.

The Balkan Barometer report is an integral part of the SEE 2020 monitoring system, along with the SEE 2020 Annual Implementation Reports and SEE 2020 Scoreboard (a collection of main targets and indicators).⁵ The Balkan Barometer surveys are conducted annually with a majority of "core" questions that remain unchanged and a number of "topical" questions that vary from year to year.

While the Balkan Barometer remains an instrumental element of the SEE 2020 monitoring process, the usefulness and timeliness of its data, now set against a wealth of baseline data, provides ample openings for analytics that transcend the confines of the SEE 2020 Strategy. The ability to observe the evolution of socio-economic trends across a number of years represents an unprecedented opportunity to develop fact-based policy and observe its effects

⁴RCC Strategy and Work Programme 2017-2019 (May, 2016) Focus on the future, Changing with the Region, Regional Cooperation Council, ISBN: 2302-2608, Year III, No 3 <http://www.rcc.int/pages/92/strategy-and-work-programme-2017-2019brrnchanging-with-the-region>, pg. 16

⁵<http://www.rcc.int/seeds/>

on the region and its individual economies. The value of data generated through the Barometer is not restricted to policy elites alone, however – civil society actors, the media, as well as the general public now benefit from reliable statistics on regional trends and perceptions.

In terms of expected outputs and deliverables, the Contractor and its team of experts are expected to carry out the following activities:

Component 1: *Public Opinion Survey*

General

The Public Opinion Survey is planned to be carried out through face-to-face interviews with residents in each of the SEE 2020 economies (Albania, Bosnia and Herzegovina, Kosovo*⁶, Montenegro, Serbia, and The Former Yugoslav Republic of Macedonia).

The sample size in each economy should include at least 1,000 respondents, bringing the total to **6,000** respondents throughout the region. Samples should be probability-based and nationally representative of the resident population aged 18 and above. The coverage area should include the entire country including rural areas and the sampling frame should represent the entire population of the 18+ age group. Data weighting should be used to ensure a nationally-representative sample for each economy. In addition to taking into account disproportional sampling across regions, data should be weighted by gender, age, education, economic activity or socio-economic status.

Draft questionnaire for Public Opinion Survey which could be subject to amendments is attached as Annex VI. In general, questionnaire should include approximately 80-90 questions. The questionnaire is developed in English and should be translated into local languages using the system of back translation to minimise potential misunderstandings.

The surveys will be conducted face to face in respondents' homes. Interviewers should have adequate experience in survey research studies and should be provided with training prior to the start of data collection. A training manual should be produced to assist the work in the field and ensure consistency. Quality control back-checks should be carried out and documented covering at least 10% of respondents.

All deliverables will be produced in English, thus an excellent command of the language is critical.

Specific Tasks

Under this Component, it is envisioned that the Consultant shall carry out the following tasks:

Conduct preparatory work

- Familiarise itself with the RCC and the SEE 2020 Strategy;
- Participate in a kick-off meeting and on-going consultation with the RCC Expert in charge of monitoring;
- Agree with RCC Expert in charge of monitoring on any outstanding issues and/or possible modifications to the scope of work;

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- Finalise the methodology.

Survey Design and Sample Preparation

- Obtain input from the RCC Monitoring Expert and prepare final questionnaire in English for approval;
- Prepare translations of the approved questionnaire into local languages (Albanian/Bosnian/Macedonian/Montenegrin/Serbian) using the system of back translation;
- Develop the sample for each economy as described above.

Survey deployment and field work

- Develop a training manual for interviewers;
- Mobilise and train the interviewers;
- Deploy interviewers and conduct field work;
- Ensure quality control using back-checks (either in person or by phone). At least 10% of the respondents should be checked in this way.

Data input, processing and analysis

- Carry-out data entry to each question, both for national-level data and regional aggregates;
- Produce the data tables for each question, including the regional aggregates and/or averages and calculated indices;
- Calculate the “Balkan Public Sentiment Index” and the sub-indices relating to the present situation and the expectations (see the Balkan Barometer 2016: Public Opinion Survey) using the same methodology for comparison purposes.

Report writing

- Develop a comprehensive analytical report – Public Opinion Survey – that will include, but not be limited to: an introduction and main findings, detailed overview of responses to each question with a graphic representation and commentary, conclusions and recommendations, and methodological notes and technical specifications. The structure of the Balkan Barometer 2016: Public Opinion Survey published during 2016 should be used as a template. Proofreading and editing of the report should be done by a native English speaker.

Delivery of data tables

- Produce the data tables inclusive of all data collected in each of the economies, including regional aggregates and/or averages and calculated indices. Data shall be prepared in a format allowing statistical analysis, properly tabulated and ready to be imported in any of the major statistical tools (such as SPSS, Stata, SAS, etc.). The format must allow for production of data analysis, additional analysis as well as graphical data presentation and should be accompanied by all appropriate documentation. Data tables should be submitted to the RCC Secretariat by 20 January 2018.
- Produce a separate table with data to be imported into the Balkan Barometer online database and submit this data table to the RCC in excel format, according to the

instructions provided by the RCC Expert on Monitoring, no later than 20 January 2018.

- Prepare a methodological report.

The assignment is expected to begin on 15 October 2017 and end on 30 April 2018. The first draft of the report should be submitted to the RCC in writing in MS Word format by 1 February 2018. The final report, designed according to RCC graphic design standards, will be delivered within 15 calendar days following RCC's comments.

Component 2: *Business Opinion Survey*

General

The Business Opinion Survey is planned to be carried out through face-to-face interviews with businesses in each of the SEE 2020 economies (Albania, Bosnia and Herzegovina, Kosovo^{*7}, Montenegro, Serbia, and The Former Yugoslav Republic of Macedonia).

The sample size in each economy should include 200 companies-respondents, bringing the total to 1,200 respondents throughout the region. Samples should be probability-based and nationally representative of the overall population of businesses. The coverage area should include the entire country and the sampling frame should represent the entire population of the business sector. Data weighting should be used to ensure a nationally-representative sample for each economy. In addition to taking into account disproportional sampling across regions, data should be weighted by sector, size in terms of revenue and number of employees, export profile, ownership structure and legal status.

Draft questionnaire for Business Opinion Survey which could be subject to amendments is attached as Annex VI. In general, questionnaire should include approximately 80-90 questions. Questionnaire is developed in English and should be translated into local languages using the system of back translation to minimise potential misunderstandings.

The surveys will be conducted face to face at company sites. The person responding on behalf of the company should be a member of the management team of the firm. Interviewers engaged should have adequate experience in survey research studies and should be provided with training prior to the start of data collection. A training manual should be produced to assist the work in the field and ensure consistency. Quality control back-checks should be carried out and documented covering at least 10% of respondents.

All deliverables will be produced in English, thus an excellent command of the language is critical.

Specific Tasks

Under this Component, it is envisioned that the Consultant shall carry out the following tasks:

Conduct preparatory work

- Familiarise itself with the RCC and the SEE 2020 Strategy;
- Participate in a kick-off meeting and on-going consultation with the RCC Expert in charge of monitoring;

* This designation is without prejudice to positions on status, and is in line with UNSCR 1244 and the ICJ Opinion on the Kosovo declaration of independence.

- Agree with the RCC Expert in charge of monitoring on any outstanding issues and/or possible modifications to the scope of work;
- Finalise the methodology.

Survey Design and Sample Preparation

- Obtain input from the RCC Expert in charge of monitoring and prepare final questionnaire in English for approval;
- Prepare translations of the approved questionnaire into local languages (Albanian/Bosnian/ Macedonian/Montenegrin/Serbian) using the system of back translation;
- Develop the sample for each economy as described above.

Survey deployment and field work

- Develop a training manual for interviewers;
- Mobilise and train the interviewers;
- Deploy interviewers and conduct field work;
- Ensure quality control using back-checks.

Data input, processing and analysis

- Carry-out data entry to each question, both for national-level data and regional aggregates;
- Produce the data tables for each question, including the regional aggregates and/or averages and calculated indices;
- Calculate the “Balkan Business Sentiment Index” and the sub-indices relating to the present situation and the expectations (see the Balkan Barometer 2016: Business Opinion Survey) using the same methodology for comparison purposes.

Report writing

- Develop a comprehensive analytical report – Business Opinion Survey – that will include, but not be limited to: an introduction and main findings, detailed overview of responses to each question with a graphic representation and commentary, conclusions and recommendations, and methodological notes and technical specifications. The structure of the Balkan Barometer 2016: Business Opinion Survey published during 2016 should be used as a template. Proofreading and editing of the report should be done by a native English speaker.

Delivery of data tables

- Produce the data tables inclusive of all data collected in each of the economies, including regional aggregates and/or averages and calculated indices. Data shall be prepared in a format allowing statistical analysis, properly tabulated and ready to be imported in any of the major statistical tools (such as SPSS, Stata, SAS, etc.). The format must allow for production of data analysis, additional analysis as well as graphical data presentation and should be accompanied by all appropriate documentation. Data tables should be submitted to the RCC Secretariat by January 20, 2018.

- Produce a separate table with data to be imported into the Balkan Barometer online database and submit this data table to the RCC in excel format, according to the instructions provided by the RCC expert on monitoring, no later than 20 January 2018.
- Prepare a methodological report.

The assignment is expected to begin on 15 October 2017 and end on 30 April 2018. The first draft of the report should be submitted to the RCC in writing in MS Word format by 1 February 2018. The final report, designed according to RCC graphic design standards, will be delivered within 15 calendar days following RCC’s comments.

The Consultant will appoint a Team Leader to manage both the Component 1 and 2 and liaise directly with the RCC Expert in charge of monitoring.

III PROFILE AND COMPETENCIES

For the purpose of this contract, the Consultant(s) is expected to put together the necessary team of experts to conduct the work. The Consultant will decide on the adequate team composition and structure, bearing in mind that the minimum team composition will need to include the Team Leader and two Key Experts – one per each Component of work. The rest of the team should be described in the Technical Offer as well. The Technical Offer should also indicate the level of effort planned per each member of the team.

The Team Leader and the Key Experts should possess the following requirements:

Qualifications

Education:	<ul style="list-style-type: none"> • University or advanced degree in social sciences: political science, economics, law or related fields.
Experience and skills:	<ul style="list-style-type: none"> • Demonstrable experience and good track record of participating and managing comparable public opinion research surveys; • Minimum of 7 years of relevant experience (10 years for the Team Leader), with familiarity of working for international and donor-funded clients; • Proven analytical skills and ability to conceptualise and write concisely and clearly; • In-depth knowledge of the economies covered by the assignment and familiarity with development issues; • Strong writing skills (in English); • Excellent organisational skills; • Ability to be flexible and respond to changes as part of the review and feedback process; and • Proven communication and presentation skills and ability to work in

	an environment requiring liaison and collaboration with multiple actors.
Language requirements:	<ul style="list-style-type: none"> • Fluency in English, as the official language of the RCC; and • Knowledge of other RCC languages is a plus.
Other:	<ul style="list-style-type: none"> • Familiar with MS Office applications.

Core Competencies

- Demonstrates professional competence to meet responsibilities and post requirements and is conscientious and efficient in meeting commitments, observing deadlines and achieving results;
- Results-Orientation: Plans and produces quality results to meet established goals, generates innovative and practical solutions to challenging situations;
- Communication: Excellent communication skills, including the ability to convey complex concepts and recommendations in a clear and persuasive style tailored to match different audiences;
- Team work: Ability to interact, establish and maintain effective working relations with a culturally diverse team; and
- Client orientation: Ability to establish and maintain productive partnerships with regional and national partners and stakeholders and pro-activeness in identifying the needs of beneficiaries and partners, as well as matching them to appropriate solutions.

Core Values

- Demonstrates integrity and fairness by modelling RCC values and ethical standards;
- Displays cultural, gender, religion, race, nationality and age sensitivity and adaptability.

IV QUALITY CONTROL

Consultant should ensure an internal quality control during the implementing and reporting phase of the assignment. The quality control should ensure that the draft reports comply with the above requirements and meet adequate quality standards before sending them to stakeholders for comments. The quality control should ensure consistency and coherence between findings, conclusions and recommendations. It should also ensure that findings reported are duly substantiated and that conclusions are supported by relevant judgment criteria.

Quality Control by the Regional Cooperation Council

Each Consultant’s outputs shall undergo external review. The first draft shall be reviewed in parallel by all relevant stakeholders and the Regional Cooperation Council.

The final (second) draft of each output shall be reviewed by the Regional Cooperation Council taking account of the comments made by the different stakeholders and how the

experts have handled these comments. The approved final report will be subject to a quality assessment by SEE 2020 Strategy Coordination Unit of the Regional Cooperation Council, upon whose endorsement each report would be distributed and made public.

More information on the SEE 2020 Strategy is available at:

<http://www.see2020.rcc.int>

<http://www.rcc.int>

ANNEX II: SERVICE TENDER SUBMISSION FORM

REF: (032-017)

One signed original of this Tender Submission Form must be supplied.

1 SUBMITTED by:

	Name(s) and address(es) of legal entity or entities submitting this tender
Full Company Name	

2 CONTACT PERSON (for this tender)

Name	
Organisation	
Address	
Telephone	
Fax	
e-mail	

3 STATEMENT

[Name of the company] _____ hereby declares that we have examined and accepted without reserve or restriction the entire contents of the tender dossier for the tender procedure referred to above. We offer to provide the services requested in the tender dossier on the basis of supplied documentation subject of this tender, which comprise our technical offer, and our financial offer.

This tender is subject to acceptance within the validity period stipulated in the instructions to tender.

Name	
Signature	
Date	

ANNEX III: STATEMENT OF EXCLUSIVITY AND AVAILABILITY

REF: (032-017)

By representing a company_____ we agree to participate exclusively in the above-mentioned service tender procedure. We further declare that we are able and willing to work for the period(s) foreseen for the position for which our CVs have been included in the event that this tender is successful, namely:

List of experts:

Expert Name	Available from (Date)	Available until (Date)	Acceptance by signature

ANNEX IV: BUDGET BREAKDOWN

REF: (032-017)

No	Cost categories	Total costs	Activity categories						
			Preparation	Survey design and sample preparation	Training and pilots (if applicable)	Survey implementation	Data input	Data processing and analysis	Report writing
1	Personnel (1.1+1.2+1.3+1.4)								
	1.1 Team leader								
	1.2 Senior expert								
	1.3 Junior experts								
	1.4 Interviewers, controllers&other								
2	Per diem								
3	Transportation								
4	Consumables								
5	Equipment								
6	Other costs								
7	TOTAL COSTS (1+2+3+4+5+6)								
8	VAT (if applicable):								
	GRAND TOTAL (7+8):								

**ANNEX V: GENERAL TERMS AND CONDITIONS FOR THE PURCHASE
OF SERVICES FOR THE REGIONAL COOPERATION COUNCIL
SECRETARIAT**

REF: (032-017)

ANNEX VI: QUESTIONNAIRES

THE BALKAN BAROMETER 2017: PUBLIC OPINION SURVEY

LIFE SATISFACTION AND ASSESSMENT OF GENERAL TRENDS

1. How are you satisfied with the way things are going in [country]?

1. I'm completely dissatisfied
2. I'm mostly unsatisfied
3. Neither satisfied nor dissatisfied
4. I'm mostly satisfied
5. I'm completely satisfied
6. I don't know/refuse to answer

2. How are you satisfied with the financial situation of your household?

1. I'm completely dissatisfied
2. I'm mostly unsatisfied
3. Neither satisfied nor dissatisfied
4. I'm mostly satisfied
5. I'm completely satisfied
6. I don't know/refuse to answer!

3. How are you satisfied with the economic situation in [COUNTRY]?

1. I'm completely dissatisfied
2. I'm mostly unsatisfied
3. Neither satisfied nor dissatisfied
4. I'm mostly satisfied
5. I'm completely satisfied
6. I don't know/refuse to answer

4. What are your expectations for the next year? Do you think that in 12 months your financial situation will be:

1. Better
2. Worse
3. The same
4. I don't know /refuse to answer

5. What are your expectations for the national economy? Do you think that in 12 months the state of the economy will be:

1. Better
2. Worse
3. The same
4. I don't know /refuse to answer

6. What do you think are the two most important problems facing [COUNTRY]?

1. Unemployment
2. Economic situation
3. Crime
4. Corruption
5. Brain drain/emigration
6. Political disputes
7. Protection of human rights
8. Judicial system
9. Refugees
10. Border issues
11. Security issues/terrorism
12. Problems with minorities
13. Climate change (floods, droughts etc.)
14. If something else, what? _____

7. Could you please tell me how satisfied are you with each of the following in your place of living: Please use scale from 1 to 5 where 1 means you are completely dissatisfied, 2 - mostly dissatisfied, 3 – neither satisfied nor dissatisfied, 4 - mostly satisfied and 5 – completely satisfied (6 – I do not know/I cannot estimate for those who are not familiar with mentioned services).

1. Health services
2. Quality of schools/education system
3. In general with quality of transport infrastructure (please take into consideration all transport together: public transport, quality of roads, railways, airports)
4. Utility services (water and sewage, electricity, gas supply, telephone, internet)
5. Safety from crime
6. Cleanliness of my city/town/village
7. Social life
8. Present job
9. Public services in general

10. Level of prices

8. **When it comes to social and employment issues, in your opinion, in which of the following areas should your government invest its resources as a priority?**

1. Energy sector
2. Transport infrastructure
3. Social infrastructure (such as schools and hospitals)
4. Tourism
5. Agriculture
6. Science and technology
7. Industrial development
8. Small and medium enterprise development
9. I don't know/refuse to answer

ATTITUDES ON REGIONAL COOPERATION AND EU INTEGRATION

9. **What do you think are the most important problems facing the entire SEE region at the moment** (Albania, Bosnia and Herzegovina, Kosovo*, Montenegro, Serbia, The Former Yugoslav Republic of Macedonia)?

1. Unemployment
2. Economic situation
3. Crime
4. Corruption
5. Brain drain/emigration
6. Political disputes
7. Protection of human rights
8. Judicial system
9. Refugees
10. Border issues
11. Security issues/terrorism
12. Problems with minorities
13. Climate change (floods, droughts etc.)
14. If something else, what? _____

10. **Do you agree that the relations in SEE are better than 12 months ago?**

1. Totally disagree
2. Tend to disagree
3. Tend to agree

4. Totally agree
5. I don't know/refuse to answer

11. Do you agree that regional cooperation can contribute to the political, economic or security situation of [COUNTRY]?

1. Totally disagree
2. Tend to disagree
3. Tend to agree
4. Totally agree
5. I don't know/refuse to answer

12. Have you heard about the Regional Cooperation Council before? SINGLE ANSWER!

1. Yes
2. No - go to Q21

13. Where did you see/hear about the RCC? MULTIPLE ANSWER!

1. In traditional media (TV, newspaper, radio, magazines)
2. Through their web site
3. Through their facebook profile
4. Somewhere on the internet but not on their Facebook or webpage
5. Through word of mouth (friends, family, colleagues...)
6. I cannot remember

14. Overall, how satisfied are you with the level of information available on developments in other parts of the SEE region (Albania, Bosnia and Herzegovina, Kosovo*, Montenegro, Serbia, The Former Yugoslav Republic of Macedonia)?

1. I'm completely dissatisfied
2. I'm mostly unsatisfied
3. Neither satisfied nor dissatisfied
4. I'm mostly satisfied
5. I'm completely satisfied
6. I don't know/refuse to answer

15. To whom in the SEE region are you paying close attention?

1. Albania
2. Bosnia and Herzegovina

3. Kosovo*
4. Montenegro
5. Serbia
6. The Former Yugoslav Republic of Macedonia
7. I don't know/refuse to answer

16. What about the content of an average newspaper or television channel? In your opinion, are you satisfied with the objectivity of reporting on SEE (Albania, Bosnia and Herzegovina, Kosovo*, Montenegro, Serbia, The Former Yugoslav Republic of Macedonia)?

1. I'm completely dissatisfied
2. I'm mostly unsatisfied
3. Neither satisfied nor dissatisfied
4. I'm mostly satisfied
5. I'm completely satisfied
6. I don't know/refuse to answer

17. Do you think that EU membership would be a good thing, a bad thing, or neither good nor bad for [COUNTRY]? SINGLE ANSWER!

1. Good thing
2. Neither good nor bad
3. Bad thing
4. I don't know/refuse to answer

18. What would EU membership mean to you personally? PICK MAXIMUM TWO ANSWERS!

1. Freedom to travel
2. Freedom to study and/or work in EU,
3. Economic prosperity,
4. Peace and stability,
5. Social protection
6. Loss of [COUNTRY] sovereignty
7. Nothing good/positive
8. I don't know/refuse to answer

19. In general, when do you expect the accession of [COUNTRY] to the EU to happen? SINGLE ANSWER!

1. By 2020

2. By 2025
3. By 2030
4. Never
5. I don't know/refuse to answer

UNEMPLOYMENT AND RISK OF POVERTY

Social status (self-estimation): how would you estimate your current socio-economic status? Do you live: READ OUT:

1. Above the average
2. Average (as majority)
3. Below the average
4. Refuse to answer

20. Do you think that the gap between the rich and the poor is increasing in your economy? SINGLE ANSWER!

1. Yes
2. No
3. I don't know

21. What is your current working status?

1. Employed
2. Self-employed
3. Moonlighting GO TO Q57B
4. Unemployed GO TO Q57B
5. Housewife – GO TO Q58
6. Retired GO TO Q58
7. Student/pupil GO TO Q58

22. How confident are you in keeping your job in the coming 12 months?

1. Not at all confident
2. Not very confident
3. Fairly confident
4. Very confident
5. I don't know/refuse to answer

1. (ALL RESPONDENTS) **How confident would you say you are in having a job in 2 years' time?** (we are asking for your estimation/opinion regardless of whether you are looking for a job at this moment or not) Not confident at all
2. Not very confident
3. Fairly confident
4. Very confident
5. I don't know/refuse to answer - **How many people in your family who are able to work are employed?** (People who are able to work are those who are 15 and older and who are not in regular education and do not have any other obstacle for working such as disability)

1. 4 people and more
2. 3 people
3. 2 people
4. 1 person
5. 0 people
6. I don't know/refuse to answer-

- 23. How many people in your family who are able to work are unemployed?** (People who are able to work are those who are 15 and older and who are not in regular education and do not have any other obstacle for working such as disability)

1. 4 people and more
2. 3 people
3. 2 people
4. 1 person
5. 0 people – GO TO Q65!
6. I don't know/refuse to answer-

- 24. Please tell me whether any of the following situations happened to you in the past 3 years?**

- A. Someone from your family, a relative, or a friend lost their job? YES/NO/ I do not know
- B. One of your colleagues has lost their job? YES/NO/I do not know/ I do not work – I do not have a colleagues
- C. You lost your job? YES/NO

- 25. Did your household face any of the following problems (even at least once) during the past 12 months: MULTIPLE ANSWER! (ANSWERS: YES, NO, I DO NOT KNOW)**

1. Unable to pay rent or utility bills?

2. Unable to pay instalment on a loan?
3. Unable to keep home adequately warm?
4. Unable to afford food, clothes and other basic supplies?
5. Unable to afford at least one week of holiday away from home (if wanted to)?

26. Did your household receive help, at least once in the past 12 months, in the form of money or goods from another individual living abroad? SINGLE ANSWER!

1. Yes
2. No
3. I do not know/refuse to answer -

27. To what extent do you agree with the following statements?

A. Some people look down on you because of your income or job situation.

1. Totally disagree
2. Tend to disagree
3. Tend to agree
4. Totally agree
5. I don't know/refuse to answer-

B. I feel that there is a risk for me that I could fall into poverty.

1. Totally disagree
2. Tend to disagree
3. Tend to agree
4. Totally agree
5. I don't know/refuse to answer-

C. You feel left out of society.

1. Totally disagree
2. Tend to disagree
3. Tend to agree
4. Totally agree
5. I don't know/refuse to answer

EMPLOYABILITY AND THE LABOUR MARKET

28. What do you think is most important for getting ahead in life?

1. Having a good education
2. Working hard
3. Knowing the right people
4. Being lucky
5. Belonging to a wealthy family
6. Something else, what? _____
7. I don't know/refuse to answer –

**29. In your opinion, which two assets are most important for finding a job today?
PLEASE CHOOSE TWO ANSWERS MAXIMUM! READ ANSWERS!**

1. Professional experience
2. Level of one's qualification/education
3. Ability to adapt
4. Computer skills
5. Language skills
6. Willingness to work abroad
7. Personal contacts
8. Network of family and friends in high places
9. None of these
10. Other (please specify): _____

30. IF THERE IS AT LEAST ONE UNEMPLOYED PERSON IN THE HOUSEHOLD, ASK: What are the two main obstacles to those in your household who do not work to get a good job? PLEASE MARK ONE OF THE 8 ANSWERS ACCORDING TO THE RESPONDENT'S ANSWER OR WRITE DOWN ANSWERS WHICH ARE NOT MENTIONED BELOW! TWO ANSWERS!

1. Inadequate or irrelevant education
2. Insufficient previous work experience
3. Do not know the right people
4. Lack of jobs
5. Disability
6. Age discrimination (too old, too young)
7. Other reason: _____
8. I don't know/refuse to answer-

31. If you could choose, would you prefer to work in the public (public administration and/or public companies) or private sector?

1. Public sector
2. Private sector –

3. I don't know/ refuse to answer -

32. If you prefer to work in public sector, what is the main reason for that?

1. Better salary
2. Better pension after retirement
3. Better social care and access to health services
4. Job is safer
5. Better working conditions (less overtime job and workload)
6. Better advancement opportunities
7. Better education opportunities
8. Other
9. DK/refuse

33. Would you agree that the skills you learned in the education system meet the needs of your job?

1. Totally disagree
2. Tend to disagree
3. Tend to agree
4. Totally agree
5. I don't know/refuse to answer -!

34. (FOR EMPLOYED ONLY) Are you encouraged to be innovative or to take initiative in your work?

1. Never
2. Rarely ever
3. Sometimes
4. Frequently
5. Always
6. I don't know/refuse to answer -

35. A. (FOR EMPLOYED ONLY) Would you be ready to acquire additional qualifications for advancement at work? SINGLE ANSWER.

1. I will not for sure
2. Probably I will not
3. Probably I will
4. I will for sure
5. I don't know/refuse to answer -

57. B. (FOR UNEMPLOYED ONLY) Would you be ready to acquire additional qualifications in order to get a job? SINGLE ANSWER.

1. I will not for sure
2. Probably I will not
3. Probably I will
4. I will for sure
5. I don't know/refuse to answer

ATTITUDES TOWARDS MOBILITY

36. Would you consider leaving and working abroad? SINGLE ANSWER!

1. Yes
2. No –
3. I don't know/refuse to answer -

37. (IT WAS Q11) Would you consider living and working in another place in the SEE region? If yes, where?

1. Albania
2. Bosnia and Herzegovina
3. Croatia
4. Kosovo*
5. Montenegro
6. Serbia
7. The Former Yugoslav Republic of Macedonia
8. I would not consider emigrating to other economies in the region
9. I don't know/refuse to answer -

38. Did you travel somewhere in the region in the past 12 months? If yes, where? MULTIPLE ANSWER!

1. Albania
2. Bosnia and Herzegovina
3. Croatia
4. Kosovo*
5. The Former Yugoslav Republic of Macedonia
6. Montenegro

7. Serbia
8. No, I did not –
9. I don't know/refuse to answer -

**39. For what purpose did you travel? ASK THOSE WHO TRAVELED!
MULTIPLE ANSWERS!**

1. For business
2. Visiting family
3. Visiting friends
4. Leisure
5. Other

40. Do you feel welcome abroad, when you are traveling to other cities in SEE region (Albania, Bosnia and Herzegovina, Kosovo*, Montenegro, Serbia, The Former Yugoslav Republic of Macedonia) either for business or leisure purposes? SINGLE ANSWER!

1. Yes, I feel welcome in all of the cities in the region
2. I feel welcome in some of the cities, and unwelcome in others
3. No, I don't feel welcome in any of the cities in region
4. I did not visit other cities in the region
5. I don't know/refuse to answer-

41. What do you think about people from other parts of the region coming to live and work in [COUNTRY]? Is it good or bad for your economy? SINGLE ANSWER!

1. Good
2. Bad
3. Neither good nor bad
4. I don't know/refuse to answer -

42. Which tourists would you like to have more in [COUNTRY], those from the SEE region (Albania, Bosnia and Herzegovina, Kosovo*, Montenegro, Serbia, The Former Yugoslav Republic of Macedonia) or from other parts of world?

1. Those from region (Albania, BiH, Kosovo*, The Former Yugoslav Republic of Macedonia, Montenegro, Serbia)
2. Those from other parts of the world
3. Both equally
4. None of them
5. I don't know/refuse to answer

43. What do you think about refugees coming to live and work in your city? Is it good or bad for your economy?

1. Good
2. Neither good nor bad
3. Bad
4. DK/refuse

ATTITUDES TO SOCIAL INCLUSION OF VULNARABLE GROUPS

44. The government should provide affirmative measures - promote the opportunities for equal access - to the persons belonging to the groups listed below when applying for a secondary school or university (Agreement level; 1-4 scale).

1. Persons with disabilities (including persons with special needs)
2. Displaced persons and refugees
3. Roma population
4. Other ethnic minorities

45. The government should provide affirmative measures - promote the opportunities for equal access - to the persons belonging to the groups listed below when applying for a public sector job (Agreement level; 1-4 scale).

1. Persons with disabilities (including persons with special needs)
2. Displaced persons and refugees
3. Roma population
4. Other ethnic minorities

46. The government should do more in order to ensure better housing conditions for the persons belonging to the groups listed below. (Agreement level; 1-4 scale).

1. Persons with disabilities (including persons with special needs)
2. Displaced persons and refugees
3. Roma population
4. Other ethnic minorities

PERCEPTIONS ON TRADE

47. How would you describe [COUNTRY'S] **trade and commerce links with the SEE region** (Albania, Bosnia and Herzegovina, Kosovo*, Montenegro, Serbia, The Former Yugoslav Republic of Macedonia)? **SINGLE ANSWER!**

1. Should be improved
2. Just about right
3. They're already too strong
4. I don't know/refuse to answer

48. **Do you agree that in general entering of foreign companies in market of [COUNTRY] will improve the situation for consumers like you? SINGLE ANSWER!**

1. Totally disagree
2. Tend to disagree
3. Tend to agree
4. Totally agree
5. I don't know/refuse to answer

49. **Do you agree with the following statements?** (please use scale from 1 to 4 where 1 means totally disagree, 2 – tend to disagree, 3 – tend to agree and 4 – totally agree)

50. **Products and goods of my economy can compete well with products and goods from other SEE economies** (Albania, Bosnia and Herzegovina, Kosovo*, Montenegro, Serbia, The Former Yugoslav Republic of Macedonia)

1. Totally disagree
2. Tend to disagree
3. Tend to agree
4. Totally agree
5. I don't know/refuse to answer

51. **Products and goods of my economy can compete well with products and goods from the EU**

1. Totally disagree
2. Tend to disagree
3. Tend to agree
4. Totally agree
5. I don't know/refuse to answer

52. If you could choose food and beverages from three different sources: domestic product, product from SEE region (Albania, Bosnia and Herzegovina, Kosovo*, Montenegro, Serbia, The Former Yugoslav Republic of Macedonia) and product from Western European countries, which one would be your first choice and which would be second? TWO OPTIONS: FIRST AND SECOND CHOICE!

FIRST CHOICE:

1. Domestic products
2. Product from SEE economies
3. Products from Western European countries
4. Don't know/refuse to answer -

SECOND CHOICE:

1. Domestic products
2. Product from SEE economies
3. Products from Western European countries
4. I don't know/refuse to answer -

53. When you purchase products in the supermarket, how often do you look at the labels to see the place of production origin?

1. Never
2. Rarely ever
3. Sometimes
4. Frequently
5. Always
6. I don't know/refuse to answer -

54. When procuring products and services, should your government give priority to local suppliers or should they be treated the same as foreign suppliers (provided price and quality is equal)? SINGLE ANSWER!

1. Local suppliers should be given priority
2. Local suppliers should be treated the same as foreign suppliers in public procurement
3. I don't know/refuse to answer –

55. To what extent do you think that you are informed about the regional free trade agreement (CEFTA 2006)?

1. Not informed at all
2. Slightly informed
3. Mostly informed
4. Completely informed
5. DK/refuse to answer

PERCEPTIONS ON TRANSPORT AND INFRASTRUCTURE

56. Does your household own a car (please do not count company car)? SINGLE ANSWER!

1. Yes, one car
2. Yes, two cars
3. Yes, three or more
4. No
5. I don't know/refuse to answer-

57. How often do you use public transportation? SINGLE ANSWER!

1. Every day/mostly every day
2. A few times a week (2-3)
3. A few times during one month
4. Seasonal (for example only during the winter)
5. Never/almost never
6. I don't know/refuse to answer-

58. Which mode of transport did you use most often when travelling outside of your place of residence in the past 12 months? SINGLE ANSWERS!

1. Automobile
2. Bus
3. Airplane
4. Train
5. Other (please specify):_____
6. I did not travel outside of my place of residence in the past 12 months
7. I don't know/refuse to answer-

59. How would you estimate quality of transport infrastructure and connections within [COUNTRY]? (Please use scale from 1 to 5, where 1 is very poor and 5 excellent). SINGLE ANSWER!

1. Very poor
2. Poor
3. Good
4. Very good
5. Excellent

6. I don't know/refuse to answer-

60. How would you estimate quality of transport infrastructure and connections within SEE region (Albania, Bosnia and Herzegovina, Kosovo*, Montenegro, Serbia, The Former Yugoslav Republic of Macedonia)? Please use scale from 1 to 5, where 1 is very poor and 5 excellent. SINGLE ANSWER!

1. Very poor
2. Poor
3. Good
4. Very good
5. Excellent
6. I don't know/refuse to answer-

61. Would you agree that travelling by road in [COUNTRY] is safe? SINGLE ANSWER!

1. Totally disagree
2. Tend to disagree
3. Tend to agree
4. Totally agree
5. I don't know/refuse to answer-

62. In your opinion, which passenger transport mode improvements would have the greatest beneficial impact on your travelling? SINGLE ANSWER!

1. Roads
2. Railroads,
3. Air travel
4. Waterway transport
5. None of the above – I do not travel
6. I don't know/refuse to answer-

ATTITUDES TOWARDS CLIMATE CHANGE AND ENERGY

63. Is climate change a problem? SINGLE ANSWER!

1. Very serious problem
2. Somewhat serious problem
3. Not too serious problem
4. Not a problem at all
5. I don't know/refuse to answer-

64. **Do you agree with the following statement: I'm ready to buy environmentally friendly products even if they cost a little bit more? SINGLE ANSWER!**

1. Totally disagree
2. Tend to disagree
3. Tend to agree
4. Totally agree
5. I don't know/refuse to answer-

65. **Do you agree with the following statement: I give a lot of attention to saving energy in my home? SINGLE ANSWER!**

1. Totally disagree
2. Tend to disagree
3. Tend to agree
4. Totally agree
5. I don't know/refuse to answer-

PERCEPTIONS ON PUBLIC INSTITUTIONS AND SERVICES
CONFIDENCE IN AND PERCEPTIONS ON INDEPENDENCE OF PUBLIC INSTITUTIONS

66. **How would you grade** (from 1 to 5 where 1 means very poor and 5 excellent) **the following issues: READ ANSWERS! ROTATE ANSWERS!** (if respondents could not answer on this question, please mark answer 6 – I do not know/I can't estimate)

1. Transparency of public services (school, police, health system, judiciary, public transport etc.)
2. Time required for getting information in public sector (data which possess bodies of public authority such as documents, registers, record etc.)
3. Treatment of citizens in public sector (police, health system, judiciary, township etc.)
4. Time required for obtaining public services (police, health system, judiciary, township etc.)
5. Price of public services (e.g. issuance of personal documents, judiciary costs etc.)

67. **Do you agree that the administrative procedures in public institutions in [COUNTRY] are efficient?** (For example: administrative procedures in township where you are getting documents) **SINGLE ANSWER!**

1. Totally disagree
2. Tend to disagree
3. Tend to agree
4. Totally agree
5. I don't know/refuse to answer-

**68. Do you agree that in [COUNTRY] the law is applied and enforced effectively?
SINGLE ANSWER!**

1. Totally disagree
2. Tend to disagree
3. Tend to agree
4. Totally agree
5. I don't know/refuse to answer-

**69. Do you agree that in [COUNTRY] the law is applied to everyone equally?
SINGLE ANSWER!**

1. Totally disagree
2. Tend to disagree
3. Tend to agree
4. Totally agree
5. I don't know/refuse to answer-

**70. Do you have confidence in courts and the judiciary in [COUNTRY]? SINGLE
ANSWER!**

1. I have full confidence
2. Mostly I have confidence
3. Mostly I do not have confidence
4. I do not have confidence at all
5. I don't know/refuse to answer-

**71. Do you agree that judicial system in [COUNTRY] is independent from
political influence? SINGLE ANSWER!**

1. Totally disagree
2. Tend to disagree
3. Tend to agree
4. Totally agree
5. I don't know/refuse to answer-

PERCEPTIONS OF CORRUPTION

72. In [COUNTRY], do you think that the giving and taking of bribes, and the abuse of positions of power for personal gain are widespread among any of the following? PLEASE CHOOSE MAX 2 OPTIONS.

1. Politicians at national level
2. Officials awarding public tenders
3. Officials issuing building permits
4. Politicians at local level
5. Police
6. Inspectors (health, construction, food quality, sanitary control and licensing)
7. Officials issuing business permits
8. People working in judicial services
9. People working in the customs service
10. People working in the public health sector
11. People working in the education sector
12. Other (please specify)_____
13. I don't know

73. Do you agree that in [COUNTRY] the government fights corruption effectively?

READ ANSWERS! SINGLE ANSWER!

1. Totally disagree
2. Tend to disagree
3. Tend to agree
4. Totally agree
5. I don't know/refuse to answer-

PARTICIPATION IN DECISION MAKING

74. Have you ever done something that could affect any of the government decisions? MULTIPLE ANSWERS!

1. Yes, I did, I took part in public debates
2. Yes, I did, I took part in protests
3. Yes, I did, I gave my comments on social networks or elsewhere on the Internet

4. I only discussed about it with friends, acquaintances, I have not publicly declared myself
5. I do not even discuss about it
6. I don't know/refuse to answer-

75. **What is the main reason why you are not actively involved in government decision-making?** SINGLE ANSWER!

1. I as an individual cannot influence government decisions
2. I do not want to be publicly exposed
3. I do not care about it at all
4. I don't know/refuse to answer

A COMPARISON OF SOME RESULTS OF SOME RESULTS OF PUBLIC AND BUSINESS OPINON SURVEYS

76. How do you expect the general economic situation to develop over the next 12 months? (Business Opinion) / What are your expectations for the national economy? Do you think that in 12 months the state of the economy will be... (Public Opinion)

77: Do you think that EU membership would be a good thing, a bad thing, or neither good nor bad? (Public Opinion) / Do you think that EU membership would be/is a good thing, a bad thing, or neither good nor bad for your company? (Business Opinion)

77. To what extent do you think that you are informed about the regional free trade agreement (CEFTA 2006)? (Public and Business Opinion)

78. Agreement with the statements: Public Opinion: Products and goods of my economy can compete well with products and goods from other SEE economies, ... Business Opinion: My company's products, goods and services can compete well with products and goods from the EU.

79. When procuring products and services, should your government give priority to local suppliers, or should they be treated the same as foreign suppliers (provided price and quality is equal)? (Public Opinion) / In your opinion, when procuring products and services, should the governments in the region give priority to local suppliers, or should they be treated the same as all other suppliers (provided price and quality is equal)? (Business Opinion)

81. Sample structure:

- 81a. Sample structure by region
- 81b. Sample structure by size of settlement
- 81c. Sample structure by gender
- 81d. Sample structure by age

- 81e. Sample structure by education
- 81f. Sample structure by marital status
- 81c. Sample structure by social status (self-estimation)

THE BALKAN BAROMETER 2017: BUSINESS OPINION SURVEY

PERCEPTIONS OF THE BUSINESS ENVIRONMENT AND ECONOMIC TRENDS

1. How has the general economic situation changed over the past 12 months?

- Deteriorated
- Remained unchanged
- Improved
- DK/refuse

2. How do you expect the general economic situation to develop over the next 12 months?

- Deteriorate
- Remain unchanged
- Improve
- DK/refuse

3. How do you expect the number of people employed to change over the next 12 months?

- Decrease
- Remain unchanged
- Increase
- DK/refuse

4. Do you believe that your economy is a good place to invest?

- It is not a good place to invest at all
- It is mostly not a good place to invest
- Neither good nor bad place to invest
- It is mostly a good place to invest
- It is great place to invest
- DK/refuse to answer

5. How has your business situation developed over the past 12 months?

Deteriorated

Remained Unchanged

Improved

DK/refuse

6. How important is the quality of regional cooperation in SEE to your business?

Not important at all

Not very important

Important

Very important

DK/refuse

7. Do you think that EU membership would be/is a good thing, a bad thing, or neither good nor bad for your company?

Bad thing

Neither good nor bad

Good thing

DK/refuse

BUSINESS TRENDS IN SEE

8. How has demand for your company's products/services changed over the past 12 months?

Deteriorated

Remained Unchanged

Improved

DK/refuse

9. How do you expect the demand for your company's products/services to change over the next 12 months?

Decrease

Mostly unchanged

Increase

DK/refuse

10. How has your firm's total employment changed over the past 12 months?

Decreased
Mostly unchanged
Increased
DK/refuse

11. Could you please tell me what percentage (%) of your total firm investing in 2015 went on each of the following?

Intangible assets (e.g. research and development, concessions, patents, licenses, software etc.)

Property, plant and equipment
Biological assets
Long-term financial investments
Other
DK/refuse to answer

12. How have your labour and other costs (e.g. energy, etc.) changed over the past 12 months?

Decreased
Mostly unchanged
Increased

13. Has your business taken any steps to reduce the environmental impact it makes, such as reducing energy consumption, waste reduction or switching to recycled/sustainable materials?

Yes - a lot
Yes - a little
No
DK/refuse

BUSINESS ENVIRONMENT IN SEE

14. How easy or hard it is to start a private business in _____?

Very hard
Hard
Neither easy nor hard
Easy
Very easy
DK/refuse to answer

15. Can you tell me how problematic are these different factors for the operation and growth of your business? Can you please rate each? (1. Major obstacle, 2. Moderate obstacle, 3. Minor obstacle, 4. No obstacle, 5. DK/refuse to answer)

Access to land
Title or leasing of land
Telecommunications
Transportation
Customs and trades regulations
Electricity
Skills and education of available workers
Street crime, theft and disorder
Organised crime/mafia
Business licensing and permits
Access to financing
Labour regulations
Contract violations by customers and suppliers
Functioning of the judiciary
Tax administration
Macroeconomic instability
Corruption
Refugee crisis
Uncertainty about regulatory policies
Anti-competitive practices of other competitors
Cost of financing
Tax rates

16. For your business purposes, how would you rate the combination of availability, quality and affordability of road, railroad, waterway and air transport in your economy? Please rate your answer from 1 to 5, where 1 means “very poor” and 5 means “excellent”.

Very poor
Poor
Neither poor nor good
Very good
Excellent
DK/refuse

17. For your business purposes, how would you rate the combination of availability, quality and affordability of electricity, gas and water supply in your

economy? Please rate your answer from 1 to 5, where 1 means “very poor” and 5 means “excellent”.

- Very poor
- Poor
- Neither poor nor good
- Very good
- Excellent
- DK/refuse

18. In what way the infrastructure in general (transportation and communication means, supply) impacts your business?

- In a very negative way
- In a negative way
- Neither negative nor positive
- In a positive way
- In a very positive way
- DK/refuse

19. In your opinion, which infrastructure upgrades would have the highest positive impact on your business?

- Roads;
- Telecommunications;
- Electricity;
- Railroads;
- Gas;
- Air travel;
- Waterway transport;
- Other (specify);
- DK/refuse

20. Would the removal of mobile phone roaming charges when travelling to SEE have a positive impact on your business?

- It would have a huge positive impact
- It would have moderate impact
- It would have no impact
- DK/refuse

LEGAL AND REGULATORY FRAMEWORK

21. How much do you feel the Government takes into account the concerns of businesses?

- Not at all
- A little

Quite a lot
Very much
DK/refuse

22. What percentage of total annual sales would you estimate a typical firm in your line of business reports for tax purposes?

_____ %
DK/refuse –

23. What percentage of the actual wage bill would you estimate a typical firm in your line of business reports for tax purposes?

_____ %
DK/refuse -

24. To what extent do you agree with following statements? Please use scale from 1 to 5 where 1 means completely disagree, 2- tend to disagree, 3 – neither agree nor disagree, 4 – tend to agree and 5-strongly agree (6 – DK/refuse...))

Information on the laws and regulations affecting my firm is easy to obtain.

Interpretations of the laws and regulations affecting my firm are consistent and predictable.

25. To what extent are you satisfied with how the government consults and involves private sector in the process of drafting new laws and regulations relevant for doing business? Please use scale from 1 to 5 where 1 means not satisfied at all, 2- not satisfied, 3 – neither satisfied nor unsatisfied, 4 – satisfied and 5 - fully satisfied (6 – DK/refuse...).

26. Have there been any changes (in practice or in the laws and regulations) that have affected your revenues in the last 12 months?

Yes, changes with very negative effect on revenue
Yes, changes with negative effect on revenue
Changes with neither negative nor positive effect on revenue
Yes, changes with positive effect on revenue
Yes, changes with very positive effect on revenue
DK/refuse

27. Which regulations do you consider to be an obstacle to the success of the business? Please choose 2 answers.

Minimum wage regulations
Health and safety regulations
Environmental regulations
Pensions

Planning/building/development
Tax-related
Employment regulations
Providing information/record-keeping
Trading Standards
Working time
No specific regulations/all regulations
None – no regulations an obstacle
DK/refuse

28. Has your firm had any cases in arbitration courts in the last 36 months?

Yes
No
DK/refuse to answer

29. (THOSE WHO HAD CASES IN ARBITRATION COURTS) How many cases in civil or commercial arbitration courts have involved your firm either as a plaintiff or defendant in the last 36 months?

No. of cases _____
DK/refuse to answer

ACCESSIBILITY OF LOANS

30. What proportion of your firm's working capital and new fixed investment has been financed from each of the following sources over the past 12 months?

Internal funds/Retained earnings
Borrowing from local private commercial banks
Borrowing from foreign banks
Equity (i.e. issue new shares)
Borrowing from state-owned banks, including state development banks
Loans from family/friends
Money lenders or other informal sources (other than family/friends)
Trade credit from suppliers
Trade credit from customers
Credit cards
Leasing arrangement
The government (other than state-owned banks)

Other (SPECIFY SOURCES)

DK/refuse

31. Has your company taken a loan from a bank in the past 12 months?

Yes

No

DK/refuse...

32. (*THOSE WHO HAD A LOAN*) How many days did it take to agree the loan with the bank from the date of application?

_____ days

The loan was not approved

DK/refuse

33. (*THOSE WHOSE LOAN WASN'T APPROVED*) You said that your company's loan application was rejected, what was the main reason?

Perceived lack of profitability of the firm;

Lack of acceptable collateral;

Inadequate credit history of the firm;

Incompleteness of the loan application;

Others (Specify);

DK/refuse ...

OVERDUE PAYMENTS

34. Have you had to resolve any overdue payments over the last 12 months (either as a result of your or other company responsibility)?

Yes

No

DK/refuse to answer -

35. Have you had to launch a court action to resolve an overdue payment (either as a result of your or other company responsibility)?

Yes

No

DK/refuse to answer

36. Has the problem of late payment caused your business to experience cash flow problems?

Yes, it's a permanent problem
Yes, often
Yes, on occasion
No
DK/refuse

37. What percentage of your firm's sales to customers in value terms in the previous 12 months were...?

Paid before delivery of products or services;
Paid on delivery of products and services;
Sold on credit (payment due after the time of delivery of products and services);
DK/refuse -

38. What percentage of your firm's purchases of material inputs or services in value terms in the previous 12 months were...?

Paid before delivery of products or services;
Paid on delivery of products and services;
Purchased on credit (payment due after the time of delivery of products and services);
DK/refuse –

CORRUPTION

39. Thinking about officials, at what extent would you agree with the following statements? Please use scale from 1 to 5 where 1 means completely disagree, 2- tend to disagree, 3 – neither agree nor disagree, 4 – tend to agree and 5- strongly agree (6 – DK/refuse...).

It is common for firms in my line of business to have to pay some irregular “additional payments/gifts” to “get things done”;

Firms in my line of business usually know in advance how much this ‘additional payment/gifts’ will cost.

40. Thinking now of unofficial payments/gifts that firms like yours would make in a given year, could you please tell me how often would they make payments/gifts for the following purposes...? Please rate your answer from 1 to 4, where 1 means never, 2 - seldom, 3 – frequently and 4 – always (5 – DK/refuse...).

To get connected to and maintain public services;
To obtain business licenses and permits;
To obtain government contracts;
To deal with occupational health and safety inspections;
To deal with fire and building inspections;
To deal with environmental inspections;

- To deal with taxes and tax collection;
- To deal with customs/imports;
- To deal with courts;
- To influence the content of new legislation, rules, decrees, etc.

41. In different societies, there are different views on the most effective way to get action to stop serious wrongdoing. Which one of these do you think is the most effective way in <Country> society? (Select one answer)

- By reporting the serious wrongdoing to people in authority, via official channels
- By reporting the serious wrongdoing to journalists or news organisations
- By reporting the serious wrongdoing directly to the general public, via the internet, Twitter, Facebook or on online blogs
- Some other way
- None of the above – in <Country> society, there is no effective way to get action to stop serious wrongdoing
- DK/refuse to answer

EXPORT AND IMPORT OF SEE BUSINESSES

42. What percentage of your firm's sales are sold domestically, exported to the SEE region, exported to the EU or exported to third countries?

- Sold domestically
- Exported to the SEE region
- Exported to the EU
- Exported to third countries

43. FOR THOSE WHO DON'T EXPORT

Why doesn't your company export?

(Read the answers, multiple answers except in case of first answer)

- We don't have any plans/interest to export
- We don't have capacities to export (e.g. manufacturing, financial, transport capacity; human resource etc.)
- We don't know how to export
- Our goods/services isn't/aren't suitable for export
- We don't know how to find foreign partners
- There is no competent authority in _____ (*insert the country*) that could provide relevant information on export procedure
- Complicated administrative procedures

Linguistic barrier

Other _____ (*please specify*)

DK/refuse to answer

44. What percentage of your firm's material inputs and supplies are:

Purchased from domestic sources

Imported from the SEE region

Imported from the EU

Imported from third countries

45. What percentage of your domestic sales are to:

Government or government agencies

Your firm's parent company or affiliated subsidiaries

Multinationals located in your economy

State owned or controlled enterprises

Large private domestic firms

Small firms and individuals

Other

46. If you have imported goods over the past 12 months, what is the average number of days that it takes imported goods to clear customs?

Up to 2 days

3 - 5 days

Over 5 days

Do not have imported goods

DK/refuse

47. If you have exported goods over the past 12 months, what is the average number of days that it takes exported goods to clear customs?

Up to 2 days

3 - 5 days

Over 5 days

Do not have exported goods

DK/refuse

48. If your company exports to the SEE region, what are the main obstacles to your exports?

Need to hardcopy documents or certificates
Need for licenses or permits
Obscure or inconsistent rules of origin
Unnecessary physical examinations or inspections
VAT
Slow import-export procedures
Wide variability in clearance time
Classification uncertainty
Custom delays
Risks of unclear compliance rules
My company doesn't export to the SEE region

49. To what extent do you agree that your company is threatened by competition from overseas? Please use scale from 1 to 4, where 1 means totally disagree, 2 – disagree, 3 – agree and 4 means totally agree.

Totally disagree
Disagree
Agree
Totally agree
DK/refuse to answer

50. To what extent do you agree that your company is threatened by competition from the SEE region? Please use scale from 1 to 4, where 1 means totally disagree, 2 – disagree, 3 – agree and 4 means totally agree.

Totally disagree
Disagree
Agree
Totally agree
DK/refuse to answer

51. To what extent do you agree with following statements? Please use scale from 1 to 4, where 1 means totally disagree, 2 – disagree, 3 – agree and 4 means totally agree.

52. My company's products, goods and services can compete well with products, goods and services from SEE.

Totally disagree
Disagree
Agree

Totally agree
DK/refuse to answer

53. My company's products, goods and services can compete well with products, goods and services from other EU countries.

Totally disagree
Disagree
Agree
Totally agree
DK/refuse to answer

54. To what extent do you think that you are informed about the regional free trade agreement (CEFTA 2006)?

Not informed at all
Slightly informed
Mostly informed
Completely informed
DK/refuse to answer

55. To what extent do you agree with the statement "My company has benefited from the regional free trade agreement (CEFTA 2006)". Please use scale from 1 to 4, where 1 means totally disagree, 2 – disagree, 3 – agree and 4 means totally agree.

Totally disagree
Disagree
Agree
Totally agree
DK/refuse to answer

56. If your company is an exporter, can you tell us whether it is easier to export to the CEFTA region (Albania, Bosnia and Herzegovina, The Former Yugoslav Republic of Macedonia, Kosovo*, Moldova, Montenegro, Serbia) or the EU?

It is easier to export to the CEFTA region (Albania, Bosnia and Herzegovina, The Former Yugoslav Republic of Macedonia, Kosovo*, Moldova, Montenegro, Serbia)

It is easier to export to the EU
It's the same
DK/refuse

57. In your opinion, when procuring products and services, should the governments in the region give priority to local suppliers, or should they be treated the same as all other suppliers (provided price and quality is equal)?

Local suppliers should be given priority

Local suppliers should be treated the same as foreign suppliers

DK/refuse

58. In your opinion, which market in the SEE region is the most open one? Please give us your opinion no matter whether you/your company had direct experience with it. Rank these 7 markets from 1 (most open) to 7 (least open).

Respondent can answer

DK/refuse to answer

59. (THOSE WHO CAN ANSWER) In your opinion, which market in the SEE region is the most open one? Please give us your opinion no matter whether you/your company had direct experience with it. Rank these 7 markets from 1 (most open) to 7 (least open).

Albania (market)

Bosnia and Herzegovina (market)

Kosovo* (market)

The Former Yugoslav Republic of Macedonia (market)

Montenegro (market)

Serbia (market)

INNOVATION AND TECHNOLOGY

60. Does your company use the Internet for...?

Communication (E-skype, Email, skype, etc.)

Selling your products or services over the internet

Purchasing products or services for your company over the internet

Presenting your company through company website

Communication with customers/clients/partners through social networks (Facebook, twitter, LinkedIn, etc.)

Provision of customer services or support online

DK/refuse

61. In the past 3 years, did you have cooperation with any of the universities on research and development (R&D) or technology development projects to help develop new products or services?

Yes
No
DK/refuse

62. Have you introduced new or significantly improved products and/or services over the past twelve months?

Yes
No
DK/refuse

63. Have you introduced new or significantly improved production and/or service delivery processes over the last twelve months?

Yes
No
DK/refuse

SKILLS NEEDS

64. What percentage of the workforce at your firm has the following education levels?

Without or unfinished primary school
Primary school
Vocational qualification
Secondary school qualification
Some university education or higher
DK/refuse

65. Would you agree that the skills taught in the educational system meet the needs of your enterprise?

Please rate your answer from 1 to 5, where 1 means fully disagree, 2- disagree, 3 – neither agree nor disagree, 4 – agree and 5 means fully agree (6 – DK/refuse to answer)

66. How likely would you hire a young person whose educational profile completely meets the needs of your business, but without work experience?

Not likely at all
Not likely
Neither likely nor unlikely
Likely

Very likely
DK/refuse to answer

67. Did you have vacancies over the past 12 months that have proved hard to fill?

Yes
No
DK/refuse

68. (THOSE WHO HAVE DIFFICULTY IN FILLING VACANCIES) Why do you think this is the case?

Lacking skills of applicants
Salary and compensation offered by the company is not competitive
Other?
DK/refuse

EMPLOYMENT PRACTICES

69. How often do you use the following when hiring new employees? Please mark each of the following method with 1 - often, 2- sometimes or 3 – never (4 – DK/refuse).

Through personal contact (following recommendations of friends and colleagues);
Through placing advertisements in the papers and/or online;
With the intermediation of the official employment agency;
By cooperating directly with education institutions;
With the intermediation of private employment agencies and/or "head hunters"
"Poaching" employees from the competitors.

70. If you could change the number of regular full-time workers your firm currently employs without any restrictions, what would be your optimal level of employment as a percent of your existing workforce? Would you decrease, increase or remain the same level of employees?

Decrease _____ %
Increase _____ %
Remained the same
DK/refuse

71. Of the total number, how many of your employees are men and how many women?

Men _____%

Women _____%

72. Do you have somebody from the below mentioned vulnerable groups working in your company?

Persons with disabilities (including persons with special needs)

Displaced persons or refugees

Roma

Other ethnic minorities

DK/refuse

	Not likely at all	Not likely	Neither likely nor unlikely	Likely	Very likely	DK/refuse to answer
a. How likely would you employ workers from abroad in your company?	1	2	3	4	5	6
b. How likely would you employ workers from the region in your company?	1	2	3	4	5	6

73. You said that you would employ workers from the region in your company, from which economy/economies exactly?

Albania

Bosnia and Herzegovina

Kosovo*

The Former Yugoslav Republic of Macedonia

Montenegro

Serbia

DK/refuse to answer

INVESTMENT IN EMPLOYEES

74. Over the past 12 months, has your business funded or arranged any training and development for staff in the organisation, including any informal on-the-job training, except the training obliged by law?

- Yes
- No
- DK/refuse

75. Thinking about skills requirements in your company, does your company regularly review the skill and training needs of individual employees?

- Yes
- No
- Partly (e.g. only for some employee group)
- DK/refuse

76. How would you assess the readiness of employees in your company to acquire additional qualifications in order to advance and get promoted?

- They are not interested at all in acquiring additional qualifications
- They are not interested in acquiring additional qualifications
- Neither interested or not interested
- They are interested in acquiring additional qualifications
- They are very interested in acquiring additional qualifications
- DK/refuse

77. In your opinion what is the main reason why people prefer to work in public sector?

- Job is safer
- Better working conditions (less overtime job and workload)
- Better salary
- Better social care and access to health services
- Better pension after retirement
- Better advancement opportunities
- Better education opportunities
- Other
- DK/ refuse

78. Sample structure:

78a. Sample structure by respondent's position: Owner/ proprietor; Director; Manager; Chief Executive; Finance Officer; Partner; General Manager; Vice President; President.

78b. Sample structure by largest shareholder: Individual; Family; Domestic company; Foreign company; Employees of the firm; Managers of the firm; Investment fund; Bank; Other (specify).

78c. Sample structure by No. of employees: 4 – 9; 10 – 49; 50 – 249; 250+

78d. Sample structure by business areas: Agriculture, hunting, fishing and forestry; Industry, mining, construction; Transport, trade, tourism, catering industry, crafts, banking, public utilities.

78e. Sample structure by ownership: Private domestic individual(s)/company(s)/organisation(s); Private foreign individual(s)/company(s)/organisation(s).