



## Tender Dossier

**Implementation of Public and Business Opinion Surveys in the Western Balkans - Balkan Barometer 2020, data collection, data processing and data analysis, conclusions and recommendations**

Reference: (028-019)

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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 2020, data collection, data processing and data analysis, conclusions and recommendations, by the RCC Secretariat (Contracting Authority).

**LOT 1 - Public and Business Opinion Surveys in the Western Balkans - Balkan Barometer 2020, data collection and data processing**

**LOT 2 - Public and Business Opinion Surveys in the Western Balkans - Balkan Barometer 2020, data analysis, conclusions and recommendations**

**Period of Services LOT 1:** 10 October 2019 – 05 March 2020

**Period of Services LOT 2:** 10 October 2019 – 20 June 2020

**LOT 1 Price ceiling:** Up to EUR 95,000 (without VAT) – Bids indicating a price above this threshold shall not be considered

**LOT 2 Price ceiling:** Up to EUR 40,000 (without VAT) – Bids indicating a price above this threshold shall not be considered

## 2. TIMETABLE

<b>ACTION</b>	<b>1. DATE</b>	<b>2. TIME</b>
Publication of the Tender	<b>06.09.2019</b>	By 17:00 Central European Time
Deadline for any clarification requests from the Contracting Authority	<b>20.09.2019</b>	By 17:00 Central European Time
Last date on which clarifications are issued by the Contracting Authority	<b>27.09.2019</b>	By 17:00 Central European Time
Deadline for submission of bids	<b>07.10.2019</b>	By 12:00 Central European Time
Tender Opening Session	<b>08.10.2019</b>	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 economies participating in South East Europe 2020 Strategy (Albania, Bosnia and Herzegovina, Kosovo\*, Montenegro, Republic of North Macedonia and Serbia).

### **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 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**

### **LOT 1**

The Technical Offer must include the following documents:

- Company/institution profile including a brief description (up to 2 pages) about the company (in case of a bidding consortium, only the lead member should submit the profile);
- Copy of Company's/Institution's Registration Certificate (in case of a bidding consortium, only the lead member submits the Registration Certificate);
- Financial records - company's/institution'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, Republic of North Macedonia and Serbia);
- 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).

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\* 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

## **LOT 2**

The Technical Offer must include the following documents:

- Company/institution profile including a brief description (up to 2 pages) about the company (in case of a bidding consortium, only the lead member should submit the profile);
- Copy of Company's/Institution's Registration Certificate (in case of a bidding consortium, only the lead member submits the Registration Certificate);
- Financial records - company's/institution'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, Republic of North Macedonia and Serbia;
- 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 work as requested in the ToR (Component 1 and Component 2);
- VAT amount, if applicable, should be presented.

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\* 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.

## **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 20 September 2019 by 17:00 Central European Time.

No informative meeting is foreseen.

No site visit is foreseen.

## **9. SUBMISSION OF BIDS**

**The tender has two LOTS. Tenderers may submit proposals either only for LOT 1 or LOT 2 or for both LOTS.**

Bids must be submitted by 07 October **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. (028-019)**
- 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 08 October 2019**. 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)
<b>A. TECHNICAL OFFER (A.1+A.2+A.3)</b>	<b>100</b>	<b>0.8</b>	<b>100</b>
<b>A.1. Track record, references and general experience of the bidder:</b>	<b>30</b>	<b>0.8</b>	
A.1.1. General work experience; evidence of other contracts with the size comparable to that 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 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 Balkan region	15		
<b>A.2. Quality and professional capacity of the Team:</b>	<b>30</b>	<b>0.8</b>	
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		
<b>A.3 Quality of technical proposal:</b>	<b>40</b>	<b>0.8</b>	
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; project 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>B. FINANCIAL PROPOSAL</b>	<b>100</b>	<b>0.2</b>	<b>100</b>
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 7 days after the contract is signed with the awarded tenderer. The candidates and tenderers wishing to receive a feedback may send a request within 7 days after receipt of the standard letter of thanks.

The request may be sent to the E-mail address [ProcurementforRcc@rcc.int](mailto: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 Consultant 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 consultant shall ensure that its staff, including its management, is not placed in a situation which could give rise to conflict of interests. The Consultant shall replace, immediately and without compensation from the Contracting Authority, any member of its staff exposed to such a situation.

The Consultant shall refrain from any contact which would compromise its independence or that of its personnel. If the Consultant 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 Consultant 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 Consultant and any other Consultant, contractor or supplier with whom the Consultant 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 Consultant 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 7 days of receipt of the complaint.

The appeal request may be sent to the E-mail address [ProcurementforRcc@rcc.int](mailto: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 – LOT 1

### Public and Business Opinion Surveys in the Western Balkans - Balkan Barometer 2020, data collection and data processing

<b>Title:</b>	Implementation of Public and Business Opinion Surveys in the Western Balkans – Balkan Barometer 2020, data collection and data processing
<b>RCC Department:</b>	Programme Department
<b>Number of posts:</b>	Team Leader + 2 Key Experts (minimum), full team to be proposed by the bidder
<b>Starting Date:</b>	10 October 2019
<b>Reporting to:</b>	The SEE 2020 Strategy Coordinator, through the Senior Policy Analyst
<b>Location:</b>	Sarajevo, Bosnia and Herzegovina
<b>Duration:</b>	10 October 2019 – 05 March 2020
<b>Price ceiling:</b>	Up to EUR 95,000 (without VAT) – Bids indicating a price above this threshold shall not be considered

## I BACKGROUND

### Purpose

The purpose of the consultancy is to collect data that help 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 and Multi-annual Action Plan on Regional Economic Area (MAP REA)<sup>2</sup> through the implementation of a field survey in Albania, Bosnia and Herzegovina, Kosovo\*, Montenegro, Republic of North Macedonia and Serbia.

For this purpose, a consultancy or a consulting consortium (hereinafter: the Consultant) will be engaged to help develop and execute the data collection phase and data processing of the survey on behalf of the Regional Cooperation Council (RCC).

### Background Information

During the past four years, RCC has led the region's economies in implementing the *South East Europe 2020 – Jobs and Prosperity in a European Perspective* strategy<sup>3</sup>. 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, smart, sustainable and inclusive growth and good governance for growth. The RCC

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<sup>2</sup> The leaders of Western Balkans Six (WB6) endorsed the Multi-annual Action Plan on Regional Economic Area in the Western Balkans Six (MAP) at the Berlin-process summit held on 12 July 2017 in Trieste.

<sup>3</sup> The region's economies participating in the SEE 2020 Strategy include Albania, Bosnia and Herzegovina, Kosovo\*, Montenegro, Republic of North Macedonia and Serbia

implements the SEE 2020 Strategy component of its Strategy and Work Programme (SWP) 2017-2019, and future SWP 2020-2022.

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 the civil society have been consulted in the preparation of the Strategy. Following its adoption in late 2013, the implementation of the Strategy has begun 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.

The MAP REA, whose development was coordinated by the RCC upon request of the WB6 leaders and supported by the European Commission (EC), aims to enable unobstructed flow of goods, services, capital and highly skilled labour, making the region more attractive for investment and trade, and accelerating convergence with the EU, thus bringing prosperity to Western Balkans citizens<sup>4</sup>.

As part of the monitoring process, since 2014 the RCC Secretariat deployed 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 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. These surveys have annual frequency and enable to monitor the evolution of public and business opinions in SEE. RCC is looking to mobilise a Consultant to design and implement the data collection and data processing components of these surveys during 2019 as a prerequisite for the production of the Balkan Barometer 2020.

The analytical work, including conclusions, recommendations, drafting of the final Balkan Barometer reports (on the public opinion survey and the business opinion survey), as well as design and publication of the reports are subject of separate contracts.

## **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 the data collection and data processing components of the public and business opinion surveys, supporting the production of the Balkan Barometer 2020 report. Balkan Barometer 2020 will consist of two separate analytical reports: the Public Opinion Survey - a survey of citizen opinions of WB6 economies, and the Business Opinion Survey - a survey of business sentiment in each of the above noted economies. Each of the two surveys would be conducted in all WB six economies participating in the implementation: Albania, Bosnia and Herzegovina, Kosovo\*, Montenegro, Republic of North Macedonia and Serbia. The results for the WB6 economies would be presented in two core reports, as was done in the four previous 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) and the Annual Report on Implementation of MAP REA.<sup>5</sup> The

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<sup>4</sup> The leaders of Western Balkans Six (WB6) endorsed the Multi-annual Action Plan on Regional Economic Area in the Western Balkans Six (MAP) at the Berlin-process summit held on 12 July 2017 in Trieste

<sup>5</sup> <http://www.rcc.int/seeds/>

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 on the region and its individual economies. The value of data generated through the Barometer is not restricted to policy elites alone – 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 and MAP REA economies (Albania, Bosnia and Herzegovina, Kosovo\*, Montenegro, Republic of North Macedonia and Serbia).

The sample size in each economy should include at least 1,000 respondents, bringing the total to at least **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 economy 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 and socio-economic status.

Draft questionnaire for Public Opinion Survey, which will be subject to potential amendments, is attached as Annex VI. In general, the 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. Kick-off meeting will be held between the RCC, data collection team and the team engaged for data analysis in order to finalise the list of questions for both surveys. The meetings will be held upon signature of the contracts.

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, the SEE 2020 Strategy and MAP REA;

- Participate in a kick-off meeting and on-going consultations with the RCC Senior Policy Analyst;
- Agree with the RCC Senior Policy Analyst 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 Senior Policy Analyst 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 and processing

- Carry-out data entry for each question, both for national-level data and regional aggregates;
- Produce the data tables for each question, including the regional aggregates;
- Calculate the “Balkan Public Sentiment Index” and the sub-indices relating to the present situation and the expectations (see [the Balkan Barometer 2019: Public Opinion Survey](#)) using the same methodology as in 2019 for comparison purposes.

#### Production and 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 documents. Submit the data tables to the RCC Secretariat by 20 January 2020.
- 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 Senior Policy Analyst, no later than 20 January 2020.
- Prepare a methodological report and send it to RCC by 20 January 2020.

### **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\*, Montenegro, Republic of North Macedonia and Serbia).

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 economy 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 may be subject to amendments, is attached as Annex VI. In general, the 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 at company sites. The person responding on behalf of the company should be a member of the management team of the firm. Interviewers used 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.

The final report 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, the SEE 2020 Strategy and MAP REA;
- Participate in a kick-off meeting and on-going consultations with the RCC Senior Policy Analyst;
- Agree with the RCC Senior Policy Analyst 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 Senior Policy Analyst 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 and processing

- Carry-out data entry and data processing for each question, both at national-level data and regional aggregates;
- Calculate the “Balkan Business Sentiment Index” and the sub-indices relating to the present situation and the expectations using the same methodology as in 2019 for comparison purposes.

Production and 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 documents. Submit the data tables to the RCC Secretariat by 20 January 2020.
- 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 Senior Policy Analyst, no later than 20 January 2020.
- Prepare a methodological report by 20 January 2020.

The Consultant will appoint a Team Leader to manage both the Component 1 and 2 and liaise directly with the RCC Senior Policy Analyst.

The implementation of the work outlined in these Terms of Reference shall commence on 10 October 2019 and will end on 05 March 2020. All draft deliverables outlined above should be submitted to the RCC in the appropriate format by 20 January 2020. The final deliverables, prepared according to RCC’s inputs, will be delivered within 15 calendar days following RCC’s comments.

**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**

<b>Education:</b>	<ul style="list-style-type: none"> <li>• University or advanced degree in social sciences - political science, economics, law or related fields.</li> </ul>
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<b>Experience and skills:</b>	<ul style="list-style-type: none"> <li>• Demonstrable experience and good track record of participating and managing comparable public opinion research surveys;</li> <li>• Minimum of 7 years of relevant experience (10 years for the Team Leader), with familiarity of working for international and donor-funded clients;</li> <li>• Proven analytical skills and ability to conceptualise and write concisely and clearly;</li> <li>• In-depth knowledge of the economies covered by the assignment and familiarity with development issues;</li> <li>• Strong writing skills (in English);</li> <li>• Excellent organisational skills;</li> <li>• Ability to be flexible and respond to changes as part of the review and feedback process; and</li> <li>• Proven communication and presentation skills and ability to work in an environment requiring liaison and collaboration with multiple actors.</li> </ul>
<b>Language requirements:</b>	<ul style="list-style-type: none"> <li>• Fluency in English, as the official language of the RCC;</li> <li>• Knowledge of other RCC languages is a plus.</li> </ul>
<b>Other:</b>	<ul style="list-style-type: none"> <li>• Familiar with MS Office applications.</li> </ul>

**Core Competencies**

- Demonstrates professional competence to meet responsibilities and post requirements and is conscientious and efficient in meeting commitments, observing deadlines and achieving results;
- Result-Oriented: 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 Programme Department of the Regional Cooperation Council, upon whose endorsement each report would be distributed and made public.

The RCC reserves the right to conduct close monitoring of the data collection process, including on-the-spot-verification without any prior notification to the Consultant.

**More information on the SEE 2020 Strategy and MAP REA is available at:**

<https://www.rcc.int/pages/86/south-east-europe-2020-strategy>

[https://www.rcc.int/priority\\_areas/39/map-rea](https://www.rcc.int/priority_areas/39/map-rea)

<http://www.rcc.int>

## **ANNEX I: TERMS OF REFERENCE for LOT 2**

### **Public and Business Opinion Surveys in the Western Balkans - Balkan Barometer 2019, data analysis, conclusions and recommendations**

<b>Title:</b>	Implementation of Public and Business Opinion Surveys in the Western Balkans – Balkan Barometer 2019, data analysis, findings, conclusions and recommendations
<b>RCC Department:</b>	Programme Department
<b>Number of posts:</b>	Team Leader + 2 Key Experts (minimum), full team to be proposed by the bidder
<b>Starting Date:</b>	10 October 2019
<b>Reporting to:</b>	The SEE 2020 Strategy Coordinator, through the Senior Policy Analyst
<b>Location:</b>	Sarajevo, Bosnia and Herzegovina
<b>Duration:</b>	10 October 2019 – 20 June 2020
<b>Price ceiling:</b>	Up to EUR 40,000 (without VAT) – Bids indicating a price above this threshold shall not be considered

## **I BACKGROUND**

### **Purpose**

The purpose of the consultancy is to perform the analysis of the data collected through Balkan Barometer surveys of public and business opinion (implemented through a separate contract), and prepare analytical reports drawing findings, conclusions and recommendations. The Balkan Barometer surveys are implemented to help determine the public attitudes and business sentiments in South East Europe with regards to the general socio-economic situation and in the context of SEE 2020 Strategy and Multi-annual Action Plan on Regional Economic Area (MAP REA)<sup>6</sup>, generated through the field surveys in Albania, Bosnia and Herzegovina, Kosovo\*, Montenegro, Republic of North Macedonia and Serbia. In addition to analysis and report writing, this consultancy would also extend early support to finalising the draft set of questions (see Annex VI of this ToR) which will be used in both surveys.

For this purpose, a consultancy or a consulting consortium (hereinafter: the Consultant) will be engaged to complement the data collection by assisting in the development of final questionnaires and engaging in the analytical work and the drafting of the final reports. The actual field work on implementing the surveys on behalf of the Regional Cooperation Council (RCC) is part of a separate contract and is not included in the scope of the assignment described herein.

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<sup>6</sup> The leaders of Western Balkans Six (WB6) endorsed the Multi-annual Action Plan on Regional Economic Area in the Western Balkans Six (MAP) at the Berlin-process summit held on 12 July 2017 in Trieste.

## **Background Information**

During the past four years, RCC has led the region's economies in implementing the South East Europe 2020 – Jobs and Prosperity in a European Perspective strategy. 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, smart, sustainable and inclusive growth and good governance for growth. The RCC implements the SEE 2020 Strategy component of its Strategy and Work Programme (SWP) 2017-2019, and future SWP 2020-2022.

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 the civil society have been consulted in the preparation of the Strategy. Following its adoption in late 2013, the implementation of the Strategy has begun 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.

The MAP REA, whose development was coordinated by the RCC upon request of the WB6 leaders and supported by the European Commission (EC), aims to enable unobstructed flow of goods, services, capital and highly skilled labour, making the region more attractive for investment and trade, and accelerating convergence with the EU, thus bringing prosperity to Western Balkans citizens<sup>7</sup>.

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 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. These surveys have annual frequency and enable to monitor the evolution of public and business opinions in SEE. RCC is looking to mobilise a Consultant to make the analytical work after the data are collected and processed, to draft the final report of these surveys and produce the Balkan Barometer 2020.

## **II DESCRIPTION OF RESPONSIBILITIES**

### **Objectives and Scope of the Assignment**

The main objective of the assignment is to perform the analytical work, drawing conclusions and recommendations, and produce the Balkan Barometer 2020 report. Balkan Barometer 2020 will consist of two separate analytical reports: the Public Opinion Survey - a survey of citizen opinions of SEE 2020 and MAP REA beneficiaries, and the Business Opinion Survey - a survey of business sentiment in each of the above noted economies. Each of the two surveys would be conducted in all six economies participating in the implementation of SEE 2020 Strategy and MAP REA: Albania, Bosnia and Herzegovina, Kosovo\*, Montenegro,

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<sup>7</sup> The leaders of Western Balkans Six (WB6) endorsed the Multi-annual Action Plan on Regional Economic Area in the Western Balkans Six (MAP) at the Berlin-process summit held on 12 July 2017 in Trieste

Republic of North Macedonia and Serbia. The results for the six economies would be presented in two core reports, as was done in the four previous years.

The Balkan Barometer report is an integral part of the SEE 2020 and MAP REA monitoring system, along with the SEE 2020 Annual Implementation Reports, the SEE 2020 Scoreboard (a collection of main targets and indicators)<sup>8</sup> and the Annual Report on Implementation of MAP REA. 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 and the MAP REA 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 and MAP. 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 on the region and its individual economies. The value of data generated through the Barometer is not restricted to policy elites alone – 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 Consultant and its team of experts are expected to carry out the following activities:

### **Component 1:      Analysis of data generated from the Public Opinion Survey**

#### **General**

The Public Opinion Survey will be carried out through face-to-face interviews with residents in each of the SEE 2020 and MAP REA economies (Albania, Bosnia and Herzegovina, Kosovo\*, Montenegro, Republic of North Macedonia and Serbia).

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

Draft questionnaire for Public Opinion Survey is provided in Annex VI. In general, the questionnaire should include approximately 80-90 questions. Kick-off meeting will be held between the RCC, data collection team and the team engaged for data analysis in order to finalise the list of questions. The meeting will be held upon signature of the contracts.

Data analysis should be entrusted to experienced experts and the final analytical report 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:

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<sup>8</sup> <http://www.rcc.int/seeds/>

#### Conduct preparatory work

- Familiarise itself with the RCC, the SEE 2020 Strategy and MAP REA;
- Participate in a kick-off meeting and on-going consultations with the RCC Senior Policy Analyst. This meeting will be held in the first week upon signature of the contract;
- Agree with the RCC Senior Policy Analyst on any outstanding issues and/or possible modifications to the scope of work;
- Finalise the methodology.

#### Support the Survey Design and Sample Preparation

- Support the RCC Senior Policy Analyst and the design phase of the survey, with focus on refinement of the questionnaire.

#### Report writing

- On the basis of the collected and processed data provided by the RCC, 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 the already prepared graphic representation and commentary, conclusions and recommendations, including the already prepared methodological notes and technical specifications. The structure of the Balkan Barometer 2019: Public Opinion Survey published during 2019 should be used as a template. **NB: Proofreading and editing of the report should be done by a native English speaker.**
- The consultant should also propose the text for the infographics, highlighting the most outstanding findings on regional and national level.

#### Delivery of the reports

- The consultant will receive the processed data no later than 20 January 2020;
- The first draft of the report should be submitted to the RCC in writing in MS Word format by 20 March 2020;
- The final report will be delivered within 15 calendar days following RCC's comments, but not later than 5 April 2019. The design of the report will not be subject of this contract since it will be done by RCC, according to RCC graphic design standards.

### **Component 2:      Analysis of data generated from the Business Opinion Survey**

#### **General**

The Business Opinion Survey will be carried out through face-to-face interviews with businesses in each of the SEE 2020 and MAP REA economies (Albania, Bosnia and Herzegovina, Kosovo\*, Montenegro, Republic of North Macedonia and Serbia).

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 economy 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 the Business Opinion Survey, which may be subject to amendments based on experts' views, is provided in Annex VI to this ToR. In general, the questionnaire should include approximately 80-90 questions. Kick-off meeting will be held between the RCC, data collection team and the team engaged for data analysis in order to finalise the list of questions. The meeting will be held upon signature of the contracts.

Data analysis should be entrusted to experienced experts and the final analytical report 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, the SEE 2020 Strategy and MAP REA;
- Participate in a kick-off meeting and on-going consultations with the RCC Senior Policy Analyst. This meeting will be held in the first week upon signature of the contract;
- Agree with the RCC Senior Policy Analyst on any outstanding issues and/or possible modifications to the scope of work;
- Finalise the methodology.

### Support the Survey Design and Sample Preparation

- Support the RCC Senior Policy Analyst and the design phase of the survey, with focus on refinement of the questionnaire.

### Report writing

- On the basis of the collected and processed data provided by the RCC, 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 the already prepared graphic representation and commentary, conclusions and recommendations, including the already prepared methodological notes and technical specifications. The structure of the Balkan Barometer 2019: Business Opinion Survey published during 2019 should be used as a template. Proofreading and editing of the report should be done by a native English speaker.
- The consultant should also propose the text for the infographics, highlighting the most outstanding findings on regional and national level.

### Delivery of the reports

- The consultant will receive the processed data no later than 20 January 2020;
- The first draft of the report should be submitted to the RCC in writing in MS Word format by 20 March 2020;



- The final report will be delivered within 15 calendar days following RCC’s comments, but not later than 5 April 2020. The design of the report will not be subject of this contract since it will be done by RCC, according to RCC graphic design standards.

The Consultant will appoint a Team Leader to manage both the Component 1 and 2 and liaise directly with the RCC Senior Policy Analyst.

The implementation of the contract is envisioned to commence on 10 October 2019 and end on 20 June 2020.

### 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

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

<b>requirements:</b>	<ul style="list-style-type: none"> <li>• Knowledge of other RCC languages is a plus.</li> </ul>
<b>Other:</b>	<ul style="list-style-type: none"> <li>• Familiar with MS Office applications.</li> </ul>

**Core Competencies**

- Demonstrates professional competence to meet responsibilities and post requirements and is conscientious and efficient in meeting commitments, observing deadlines and achieving results;
- Result-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 Programme Department of the Regional Cooperation Council, upon whose endorsement each report would be distributed and made public.

The RCC reserves the right to conduct close monitoring of the data analysis process, including ad-hock meetings with the Consultant.

**More information on the SEE 2020 Strategy and the MAP REA is available at:**

<https://www.rcc.int/pages/86/south-east-europe-2020-strategy>

[https://www.rcc.int/priority\\_areas/39/map-rea](https://www.rcc.int/priority_areas/39/map-rea)

<https://www.rcc.int/>

**ANNEX II: SERVICE TENDER SUBMISSION FORM**

REF: (028-019)

**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: (028-019)

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: (028-019)

No	Cost categories	Total costs	Activity categories						
			Preparation	Survey design and sample preparation	Training and pilots (if applicable)	Survey implementation	Data input	Data processing	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	<b>TOTAL COSTS (1+2+3+4+5+6)</b>								
8	<b>VAT (if applicable):</b>								
	<b>GRAND TOTAL (7+8):</b>								

## **ANNEX V: QUESTIONNAIRES**

REF: (028-019)

### **Annex V**

#### **Balkan Barometer 2019 – Business Opinion: Questionnaires**

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## **THE BALKAN BAROMETER 2019: BUSINESS OPINION SURVEY**

### **1. PERCEPTIONS OF THE BUSINESS ENVIRONMENT AND ECONOMIC TRENDS**

#### **1. How has the general economic situation in your place of living changed over the past 12 months? Has it deteriorated, remained unchanged or improved?**

1. Deteriorated
2. Remained unchanged
3. Improved
4. DK/refuse

#### **2. How do you expect the general economic situation in your place of living to develop over the next 12 months? Will it mostly deteriorate, remain unchanged or improve?**

1. Deteriorate
2. Remain unchanged
3. Improve
4. DK/refuse

#### **3. How do you expect the number of people employed in your company to change over the next 12 months?**

1. Decrease
2. Remain unchanged
3. Increase
4. DK/refuse

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

1. It is not a good place to invest at all
2. It is mostly not a good place to invest
3. Neither good nor bad place to invest
4. It is mostly a good place to invest
5. It is a great place to invest
6. DK/refuse to answer

#### **5. How has your business situation developed over the past 12 months? Has it deteriorated, remained unchanged or improved?**

1. Deteriorated
2. Remained unchanged
3. Improved
4. DK/refuse

#### **6. How important is the quality of regional cooperation in SEE (Albania, Bosnia and Herzegovina, Kosovo\*, Montenegro, North Macedonia, Serbia) to your business?**

1. Not important at all
2. Not very important
3. Important
4. Very important
5. 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?**

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

## **2. BUSINESS TRENDS IN SEE**

**8. How has the demand for your company's products/services changed over the past 12 months? Has it deteriorated, remained unchanged or improved?**

1. Deteriorated
2. Remained unchanged
3. Improved
4. DK/refuse

**9. How do you expect the demand for your company's products/services to change over the next 12 months? Will it decline, remain mostly unchanged or increase?**

1. Decrease
2. Mostly unchanged
3. Increase
4. DK/refuse

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

1. Decreased
2. Mostly unchanged
3. Increased
4. DK/refuse

**11. Could you please tell me what percentage (%) of your company's total investment in 2017 went to each of the following?**

1. Intangible assets (e.g. research and development, concessions, patents, licenses, software etc.) Property, plant and equipment
2. Biological assets
3. Long-term financial investments
4. Other
5. DK/refuse to answer

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

1. Decreased
2. Mostly unchanged
3. 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?**

1. Yes - a lot
2. Yes - a little
3. No
4. DK/refuse

### 3. BUSINESS ENVIRONMENT IN SEE

**14. 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)**

1. Macroeconomic instability
2. Access to land and title or leasing of land
3. Telecommunications, transportation and electricity
4. Customs and trade regulations and anti-competitive practices of other competitors
5. Availability of labour
6. Skills and education of available workers
7. Social infrastructure which should enable women to accept and develop leading business positions (maternity leave, kindergartens etc.)
8. Street crime, theft and violent crime
9. Organised crime/mafia
10. Risk of social instability, breakup of law and order and uncertainty about regulatory policies
11. Risk of terrorism and violent conflicts
12. Business licensing and permits
13. Access to financing and cost of financing
14. Labour regulations
15. Contract violations by customers and suppliers and functioning of the judiciary
16. Tax administration and tax rates
17. Corruption
18. Migration crisis

**15. (NEW) How do you perceive the following factors related to transparency and predictability of government conduct, based on your experience or of other investors that you have heard of? Please rate from 1 to 6, where 1 = very negative and 5 = very positive.**

1. Governance, public integrity, and corruption	1	2	3	4	5	N/A
2. Transparency of government regulations and decision-making	1	2	3	4	5	N/A
3. Coordination and communication between regulatory authorities	1	2	3	4	5	N/A
4. Predictability and stability of policies and rules	1	2	3	4	5	N/A
5. Predictability in the conduct of public agencies (such as regulatory authorities)	1	2	3	4	5	N/A
6. Existence of effective processes in place for consultation on proposed laws and regulations. These processes include adequate minimum times for consultation, publication of comments received, and requirement to respond to comments.	1	2	3	4	5	N/A
7. Stability and predictability of laws (changes are not frequent)	1	2	3	4	5	N/A
8. Digitalization of public services	1	2	3	4	5	N/A

**16. (NEW) In the process of obtaining licenses for your business, how much of an obstacle were the following factors? Please rate from 1 to 5, where 1= very big obstacle and 5= it's not an obstacle at all (6=N/A).**

1. Burdensome number of procedures, requirements, paperwork, and cost	1	2	3	4	5	N/A
2. Lack of availability and accessibility of relevant information	1	2	3	4	5	N/A
3. Excessive discretionary power of government officials and inconsistent application of regulations	1	2	3	4	5	N/A

4. Explicit or implicit norm to give bribes	1	2	3	4	5	N/A
5. Need to rely on personal/ private connections to solve problems	1	2	3	4	5	N/A
6. Lack of a fully digitalized process for application and approval of the licence	1	2	3	4	5	N/A

**17. (NEW) How have the following characteristics of the business environment changed over the last 12 months?**

	1 = Significantly worsened 2 = Somewhat worsened 3 = Stayed the same 4 = Somewhat improved 5 = Significantly improved NA = Not Applicable					
1. Market size and potential	1	2	3	4	5	N/A
2. Macro-economic stability and favourability of exchange rate	1	2	3	4	5	N/A
3. Availability of labour	1	2	3	4	5	N/A
4. Labour force cost	1	2	3	4	5	N/A
5. Talent and skill of labour pool	1	2	3	4	5	N/A
6. Physical infrastructure (e.g. transportation, telecommunications, electricity, water, etc.)	1	2	3	4	5	N/A
7. Access to land or real estate	1	2	3	4	5	N/A
8. Availability of financial capital in the domestic market	1	2	3	4	5	N/A
9. Political stability and security	1	2	3	4	5	N/A
10. Technological innovation and capabilities	1	2	3	4	5	N/A
11. Tax rates	1	2	3	4	5	N/A
12. Business-friendly legal and regulatory environment	1	2	3	4	5	N/A
13. Availability of linkages with local firms (e.g. obtaining intermediate inputs from domestic suppliers, selling output to local firms, etc.)	1	2	3	4	5	N/A
14. Availability of Government digital service to complete administrative procedures	1	2	3	4	5	N/A

**18. 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”.**

1. Very poor
2. Poor
3. Neither poor nor good
4. Very good
5. Excellent
6. DK/refuse

**19. 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”.**

1. Very poor

2. Poor
3. Neither poor nor good
4. Very good
5. Excellent
6. DK/refuse

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

1. Roads
2. Telecommunications
3. Electricity
4. Railroads
5. Gas
6. Air travel
7. Waterway transport
8. Other (specify)
9. DK/refuse

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

1. It would have a huge positive impact
2. It would have moderate impact
3. It would have no impact
4. DK/refuse

**22. [NEW] Have any of your company's owners or senior managers spent time living and working abroad as members of the diaspora?**

1. Yes
2. No
3. DK/Refuse to answer

#### **4. LEGAL AND REGULATORY FRAMEWORK**

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

1. Not at all
2. Somewhat
3. Quite a lot
4. Very much
5. DK/refuse

**24. What percentage of total annual sales would you estimate a typical company in your area of business reports for tax purposes?**

1. \_\_\_\_\_ %
2. DK/refuse

**25. What percentage of the actual wage bill would you estimate a typical company in your area of business reports for tax purposes?**

1. \_\_\_\_\_ %
2. DK/refuse

**26. To what extent do you agree with the following statements? Please use a 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))**

1. Laws and regulations affecting my company are clearly written, not contradictory and do not change too frequently
2. Information on the laws and regulations affecting my company is easy to obtain from the authorities
3. The state administration's interpretations of the laws and regulations affecting my company are consistent and predictable

**27. Do you agree with the following statements? Agree on a scale from 1 to 5**

1. Requests for information held by a government agency are granted in timely manner
2. The information provided is pertinent and complete
3. Requests for information are granted at a reasonable cost

**28. In the past three years, has your company decided not to take part in a public tender or a public procurement procedure even though you could have offered the goods or services solicited?**

1. Yes
2. No
3. DK/refuse to answer

**28.a. If yes, was it for any of the following reasons?**

1. The criteria seemed to be tailor-made for certain participants
2. Unclear selection or evaluation criteria
3. The deal seemed to have been sealed before the tender was published
4. The deadline for submitting the bids were too tight and impossible to meet
5. The procedure seemed too bureaucratic or burdensome
6. Other
7. DK/refuse to answer

**29. (NEW) What is the share of the public procurement market in your company's last year overall turnover? (please express the share as a percentage of the total overall turnover) \_\_\_\_\_% [IF %=0 PROCEED TO QUESTION 34]**

**30. Have you been contacted for any reason by some public procuring entities over the previous 3 years?**

1. Yes
2. No

**(IF YES GO TO 30, IF NO GO TO 31)**

**31. (NEW) Over the past three years, how often have public procuring entities been in contact to consult you on the following?**

**31.a. Technical specifications for goods, works or services they intend to purchase:**

1. Never
2. Once
3. A few times
4. Often
5. DK Don't know

**31.b. The drafts of tender documents they prepare:**

1. Never
2. Once
3. A few times
4. Often
5. DK Don't know

**31.c. The drafts of procurement contracts they prepare:**

1. Never
2. Once
3. A few times
4. Often
5. DK Don't know

**31.d. Cost estimates for goods, services or works:**

1. Never
2. Once
3. A few times
4. Often
5. DK Don't know

**32. (NEW) Have you used guidelines or manuals produced by the national procurement authority in the past three years?**

1. Yes
2. No

**32.a. [IF YES TO PREVIOUS QUESTION] In general, how useful were the guidelines and manuals you used for solving your practical problems?**

1. Not useful
2. Slightly useful
3. Fairly useful
4. Useful
5. Very useful
6. DK Don't know

**33. (NEW) Have you used the standard forms or models provided by the national procurement authority the past three years?**

1. Yes
2. No

**33.a. [IF YES TO PREVIOUS QUESTION] How would you rate the usefulness of the standard forms or models?**

1. Not useful
2. Slightly useful
3. Fairly useful
4. Useful
5. Very useful
6. Don't know

**34. (NEW) Have you attended any training on public procurement the past three years?**

1. Yes
2. No

**34.a. [IF YES TO PREVIOUS QUESTION] How would you rate the usefulness of the training in general?**

1. Not useful
2. Slightly useful
3. Fairly useful
4. Useful
5. Very useful
6. DK Don't know

**35. (NEW) Have you contacted the national procurement authority for advice or other support in the past three years?**

1. Yes
2. No

**35.a. [IF YES TO PREVIOUS QUESTION] Were the answers provided generally helpful?**

1. No
2. Somewhat
3. Yes
4. DK Don't know

**36. Could you please tell me how satisfied are you with each of the following in [ECONOMY] Please use a scale from 1 to 5 where 1 means completely dissatisfied, 2- tend to be dissatisfied, 3 – neither satisfied nor dissatisfied, 4 – tend to be satisfied and 5 - strongly satisfied)**

1. Public services for businesses
2. Digital services currently provided by the public administration for businesses

**37. To what extent are you satisfied with how the government consults and involves private sector when developing new laws and regulations relevant for doing business? Please use a 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...).**

1. Not satisfied at all
2. Not satisfied
3. Neither satisfied nor unsatisfied
4. Satisfied
5. Fully satisfied
6. Dk/refuse

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

1. Minimum wage regulations
2. Health and safety regulations
3. Environmental regulations
4. Pensions
5. Planning/building/development
6. Tax-related
7. Employment regulations
8. Providing information/record-keeping
9. Trading standards
10. Working time
11. No specific regulations/all regulations
12. None – no regulations an obstacle
13. DK/refuse

**39. Has your company had any cases in arbitration courts in the last 36 months?**

1. Yes
2. No
3. DK/refuse to answer

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

1. No. of cases \_\_\_\_\_
2. DK/refuse to answer

**5. ACCESSIBILITY OF LOANS**

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

1. Internal funds/retained earnings
2. Borrowing from local private commercial banks
3. Borrowing from foreign banks
4. Equity (through share issues in the capital market, equity investment by institutional investors, or private placement to individuals)
5. Borrowing from state-owned banks, including state development banks
6. Loans from family/friends
7. Money lenders or other informal sources (other than family/friends)
8. Trade credit from suppliers
9. Trade credit from customers
10. Factoring arrangements or selling accounts receivable
11. Credit cards
12. Leasing arrangement
13. The government (other than state-owned banks)
14. Other (SPECIFY SOURCES)
15. DK/refuse

**42. Which of the following sources of finance has your company used over the past five years?  
[MULTIPLE ANSWERS]**

1. Internal funds/retained earnings
2. Borrowing from local private commercial banks
3. Borrowing from foreign banks
4. Equity (through share issues in the capital market, equity investment by institutional investors, or private placement to individuals)
5. Borrowing from state-owned banks, including state development banks
6. Loans from family/friends
7. Micro-loans from microcredit organizations
8. Money lenders or other informal sources (other than family/friends)
9. Trade credit from suppliers
10. Trade credit from customers
11. Factoring arrangements or selling accounts receivable
12. Credit cards
13. Leasing arrangement
14. The government (other than state-owned banks)
15. Other (SPECIFY SOURCES)
16. DK/refuse



**43. Has your company applied for a loan from a bank in the past 12 months?**

1. Yes
2. No
3. DK/refuse...

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

1. \_\_\_\_\_ days
2. The loan was not approved
3. DK/refuse

**43.a.1. (THOSE WHOSE LOAN WASN'T APPROVED) You said that your company's loan application was rejected, what was the main reason for this?**

1. Perceived lack of profitability of the company
2. Lack of acceptable collateral
3. Inadequate credit history of the company
4. Incomplete loan application
5. Others (Specify)
6. DK/refuse

**6. CORRUPTION**

**44. Thinking about officials, to what extent would you agree with the following statements? Please use a 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).**

1. It is common for companies in my line of business to have to pay some irregular “additional payments/gifts” to “get things done”.
2. Companies in my line of business usually know in advance how much this ‘additional payment/gifts’ will cost.

**45. Thinking now of unofficial payments/gifts that companies 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).**

1. To get connected to and maintain public services
2. To obtain business licenses and permits
3. To obtain government contracts
4. To deal with occupational health and safety inspections
5. To deal with fire and building inspections
6. To deal with environmental inspections
7. To deal with taxes and tax collection
8. To deal with customs/imports
9. To deal with courts
10. To influence the content of new legislation, rules, decrees, etc.

**43a. (NEW) (ASK FOR ISSUES NOT MARKED WITH NEVER OR DK/REFUSE AT Q43) Please estimate what is the approximate amount of unofficial payments/gifts that companies like yours would make in a given year for the following purposes. (Open-ended question)**

1. \_\_\_\_\_ EUR
2. DK/refuse

**46. In different societies, there are different views on the most effective ways to stop wrongdoing. Which one of these do you think is the most effective way in <ECONOMY> society? (Select one answer)**

1. By reporting serious wrongdoing to people in authority, via official channels
2. By reporting serious wrongdoing to journalists or news organizations
3. By reporting serious wrongdoing directly to the general public, via Internet, Twitter, Facebook or online blogs
4. Some other way
5. None of the above – in <Country> society, there is no effective way to stop wrongdoing
6. DK/refuse to answer

**NEW: To what extent do you believe the digitalization of public services would have appositve impact in preventing corruptive practices?**

1. To a great extent;
2. To a marginal extent
3. It will have no impact

## **7. TRADE AND INVESTMENT**

**47. (NEW) Has your company invested abroad, or plans to do so in the next 12 months?**

1. Yes
2. No

[IF RESPONDENT HAS ANSWERED YES TO PREVIOUS QUESTION]

**47.a. Where did you invest or plan to do so?**

1. In the SEE region
2. In the EU
3. Elsewhere

**47.b. Which of the following reasons best describes your company's motivation to invest abroad? Please rank your answers with 1 being most important and 5 being least important.**

1. To access new markets
2. To lower production costs
3. To better integrate your company's value chain
4. To access natural resources and raw materials
5. To acquire or complement new technologies or brand

**47.c. In the process of choosing where to invest, how important were the following factors? Please use a scale from 1 to 5 where 1 means – not important at all, and 5 means – very important (6 – DK/ refuse)**

1. Market size and potential
2. Macro-economic stability and favourability of exchange rate
3. Labour force cost
4. Talent and skill of labour pool
5. Physical infrastructure (e.g. transportation, telecommunications, electricity, water, etc.)
6. Access to land or real estate
7. Availability of financial capital in the domestic market
8. Political stability and security
9. Technological innovation and capabilities
10. Tax rates

11. Business-friendly legal and regulatory environment
12. Availability of linkages with local firms (e.g. obtaining intermediate inputs from domestic suppliers, selling output to local firms, etc.)

**48. What percentage of your company's sales are made domestically, exported to the SEE region, the EU or to the third countries? [Record percentage]**

1. Sold domestically
2. Exported to the SEE region
3. Exported to the EU
4. Exported to third countries

**[FOR THOSE WHO DON'T EXPORT]**

**49. Why doesn't your company export? (Read the answers, multiple answers except in case of first answer)**

1. We don't have any plans/interest to export
2. We don't have capacities to export (e.g. manufacturing, financial, transport capacity; human resource, etc.)
3. We don't know how to export
4. Our goods/services aren't suitable for export
5. We don't know how to find foreign partner
6. There is no competent authority in \_\_\_\_\_ (*insert the economy*) that could provide relevant information on export procedure
7. Complicated administrative procedures
8. Linguistic barrier
9. Other \_\_\_\_\_ (*please specify*)
10. DK/refuse to answer

**50. What percentage of your company's inputs and supplies are:**

1. Purchased from domestic sources
2. Imported from the SEE region
3. Imported from the EU
4. Imported from third countries

**51. What percentage of your domestic sales are made to:**

1. Government or government agencies
2. Your company's parent company or affiliated subsidiaries
3. Multinationals located in your economy
4. State owned or controlled enterprises
5. Large private domestic companies
6. Small companies and individuals
7. Other

**52. If you have imported goods in the past 12 months, what is the average number of days to clear imports through customs?**

1. Up to 2 days
2. 3 - 5 days
3. Over 5 days
4. Have not imported goods
5. DK/refuse

**53. If you have exported goods in the past 12 months, what is the average number of days to clear exports through customs?**

1. Up to 2 days
2. 3 - 5 days
3. Over 5 days
4. Did not export goods
5. DK/refuse

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

1. Need to hardcopy documents or certificates
2. Need for licenses or permits
3. Obscure or inconsistent rules of origin
4. Unnecessary physical examinations or inspections
5. VAT
6. Slow import-export procedures
7. Wide variability in clearance time
8. Classification uncertainty
9. Custom delays
10. Risks of unclear compliance rules
11. My company doesn't export to the SEE region

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

1. Totally disagree
2. Disagree
3. Agree
4. Totally agree
5. DK/refuse to answer

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

1. Totally disagree
2. Disagree
3. Agree
4. Totally agree
5. DK/refuse to answer

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

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

1. Totally disagree
2. Disagree
3. Agree
4. Totally agree
5. DK/refuse to answer

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

1. Totally disagree

2. Disagree
3. Agree
4. Totally agree
5. DK/refuse to answer

**58. 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

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

1. Totally disagree
2. Disagree
3. Agree
4. Totally agree
5. DK/refuse to answer

**60. If your company is an exporter, could you tell us whether it is easier to export to the CEFTA region (Albania, Bosnia and Herzegovina, Kosovo\*, Moldova, Montenegro, North Macedonia, Serbia) or the EU?**

1. It is easier to export to the CEFTA region (Albania, Bosnia and Herzegovina, Kosovo\*, Moldova, Montenegro, North Macedonia, Serbia)
2. It is easier to export to the EU
3. It's the same
4. DK/refuse

**61. 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)?**

1. Local suppliers should be given priority
2. Local suppliers should be treated the same as foreign suppliers
3. DK/refuse

**62. (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).**

1. Albania (market)
2. Bosnia and Herzegovina (market)
3. Kosovo\* (market)
4. Montenegro (market)
5. North Macedonia (market)
6. Serbia (market)

## **8. INNOVATION AND TECHNOLOGY**

**63. Does your company use Internet for...?**

1. Communication (email, skype, etc.)
2. Advertising on Facebook, YouTube, GoogleAds, etc.

3. Selling your goods or services over the Internet
4. Purchasing goods or services for your company over the Internet
5. Executing banking or financial transactions online
6. Presenting your company through company website
7. Communication with customers/clients/partners through social networks (Facebook, Twitter, LinkedIn, etc.)
8. Provision of customer services or support online
9. Online trainings – internal (organized by your company) or external ones
10. Searching the Internet for innovative ideas, new trends, partners etc.
11. We don't use Internet
12. DK/refuse

**63.a. (EXCEPT THOSE WITH CODES 11 AND 12 ON 61) (NEW) [IF RESPONDENT SELLS GOODS AND SERVICES ONLINE] What percentage of your total sales is currently generated through online sales?**

1. Less than 5%
2. Between 5-20%
3. Between 20-50%
4. More than 50%

**64. (EXCEPT THOSE WITH CODES 11 AND 12 ON 61) (NEW) In the last six months, have you experienced any of the following Internet security problems?**

1. Viruses
2. Illegal access
3. Attacks on your network
4. ID misrepresentation/theft
5. Other

**65. (EXCEPT THOSE WITH CODES 11 AND 12 ON 61) (NEW) Are you satisfied with your Internet connection?**

1. Yes
2. No
3. I don't use the internet

**66. (EXCEPT THOSE WITH CODES 11 AND 12 ON 61) (NEW) Which feature is the most important aspect for you regarding your internet access? (single answer)**

1. Price level
2. Speed / bandwidth
3. Reliability / stability of connection
4. Coverage in your country
5. Other

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

1. Yes
2. No
3. DK/refuse

**68. Have you introduced new or significantly improved products and/or services in the past twelve months?**

1. Yes
2. No

3. DK/refuse

[FOR RESPONDENTS ANSWERING YES TO PREVIOUS QUESTION]:

**68.a. (NEW) Who developed these product innovations?**

1. Your enterprise by itself
2. Your enterprise together with other enterprises or organizations
3. Your enterprise by adapting or modifying goods or services originally developed by other enterprises or organisations
4. Other enterprises or organisations

**68.b. (NEW) Were any of your product innovations (goods or services) (SINGLE ANSWER):**

1. **New to your market?** Your enterprise introduced a new or significantly improved product onto your market before your competitors (it may have already been available in other markets)
2. **Only new to your enterprise?** Your enterprise introduced a new or significantly improved product that was already available from your competitors in your market
3. **DK/refuse**

**68.c.(NEW) To the best of your knowledge, were any of your product innovations during the three years 2016 to 2018: (One answer per row)**

**Columns**

1. A first in (your economy)
2. A first in Europe
3. A world first

**Rows**

1. Yes
2. No
3. DK/refuse

**68.d. (NEW) Have you introduced new or significantly improved production and/or service delivery processes in the last three years (2016-18)?**

1. Yes
2. No
3. DK/refuse

[FOR RESPONDENTS ANSWERING YES TO PREVIOUS QUESTION]

**68.d.1. (NEW) Who developed these process innovations? Select all that apply.**

1. Your enterprise by itself
2. Your enterprise together with other enterprises or organisations\*
3. Your enterprise by adapting or modifying processes originally developed by other enterprises or organisations\*
4. Other enterprises or organisations\*

*\*: Include independent enterprises plus other parts of your enterprise group (subsidiaries, sister enterprises, head office, etc). Organisations include universities, research institutes, non-profits, etc.*

**68.d.2. (NEW) Were any of your process innovations introduced during the three years 2016 to 2018 new to your market?**

1. Yes
2. No
3. Don't know

**69. (NEW) During the past three years (2016 to 2018), did your enterprise receive any public and/or donor's financial support for innovation activities from the following levels of government? (Include financial support via tax credits or deductions, grants, subsidised loans, and loan guarantees. Exclude R&D and other innovation activities conducted entirely for the public sector\* under contract.)**

1. Local or regional authorities
2. Central government (including central government agencies or ministries)
3. The European Union (EU) or other donors

*\*The public sector includes government owned organisations such as local, regional and national administrations and agencies, schools, hospitals, and government providers of such as security, transport, housing, energy, etc.*

## **9. SKILLS NEEDS**

**70. What percentage of your company's workforce has the following education levels?**

1. Without or unfinished primary school
2. Primary school
3. Vocational qualification
4. Secondary school qualification
5. University education or higher
6. DK/refuse

**71. Would you agree with the following statement: the skills taught in the educational system meet the needs of your company? 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)**

1. Fully disagree
2. Disagree
3. Neither agree, nor disagree
4. Agree
5. Fully agree

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

1. Not likely at all
2. Not likely
3. Neither likely nor unlikely
4. Likely
5. Very likely
6. DK/refuse to answer

**73. How important are digital skills for your company?**

1. Very important
2. Somewhat important
3. Not important



If very important or somewhat important -

**NEW: Do you take concrete measures to improve the digital skills of your employees [MULTIPLE CHOICE]?**

1. Yes, through on the job training or internal training;
2. Yes, through online courses or webinars
3. Yes, through workshops, seminars or conferences
4. No
7. Other \_\_\_\_\_

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

1. Yes
2. No
3. DK/refuse

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

1. Applicants lack skills
2. Salary and compensation offered by the company is not competitive
3. Other
4. DK/refuse

**10. EMPLOYMENT PRACTICES**

**75. 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).**

1. Personal contact (following recommendations of friends and colleagues)
2. Placing advertisements in the papers and/or online
3. Intermediation of the official employment agency Cooperating directly with education institutions
4. Intermediation of private employment agencies and/or "head hunters" "Poaching" employees from competitors

**76. If you could change the number of full-time workers your company 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 retain the same level of employees?**

1. Decrease \_\_\_\_\_ %
2. Increase \_\_\_\_\_%
3. Retain the same level
4. DK/refuse

**77. Out of the total number, how many of your employees are men and how many women?**

1. Men \_\_\_\_\_%
2. Women \_\_\_\_\_%

**78. How likely would you hire a Roma person whose educational profile and experience completely meet the needs of your business?**

1. Not likely at all

2. Not likely
3. Neither likely nor unlikely
4. Likely
5. Very likely
6. DK/refuse to answer

**79. (NEW) In your opinion, do companies like yours have a gender preference in terms of hiring?**

1. Yes, they would rather hire women
2. Yes, they would rather hire men
3. They have no preference
4. DK/refuse

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

1. Persons with disabilities (including persons with special needs)
2. Displaced persons or refugees
3. Roma
4. Other ethnic minorities
5. No, there are no members of the listed groups working in my company
6. DK/refuse

**81. How likely would you employ workers from abroad in your company?**

1. Not likely at all
2. Not likely
3. Neither likely nor unlikely
4. Likely
5. Very likely
6. DK/refuse to answer

**82. How likely would you employ workers from the region in your company?**

1. Not likely at all
2. Not likely
3. Neither likely nor unlikely
4. Likely
5. Very likely
6. DK/refuse to answer

**82.a. [FOR RESPONDENTS ANSWERING YES TO PREVIOUS QUESTION] You said that you would employ workers from the SEE region in your company. From which economy/economies exactly would you hire?**

1. Albania
2. Bosnia and Herzegovina
3. Kosovo\*
4. Montenegro
5. North Macedonia
6. Serbia
7. DK/refuse to answer

**83. (NEW) Do you think that employing Roma persons would affect company sales or the working environment in a positive or a negative way?**

1. Positive
2. Negative

3. Would have no effect
4. DK/refuse to answer

## **11. INVESTMENT IN EMPLOYEES**

**84. 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 training required by the law?**

1. Yes
2. No
3. DK/refuse

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

1. Yes
2. No
3. Partly (e.g. only for some employee groups)
4. DK/refuse

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

1. They are not interested in acquiring additional qualifications at all
2. They are not interested in acquiring additional qualifications
3. Neither interested nor disinterested
4. They are interested in acquiring additional qualifications
5. They are very interested in acquiring additional qualifications
6. DK/refuse

**87. In your opinion, what are the most effective ways to increase the number of women in the labour market?**

1. Making sure women earn the same as men for the same work
2. Making child care more accessible (e.g. without waiting list in kindergartens, increasing the number of nurseries and kindergartens etc.)
3. Increasing flexible work arrangement (e.g. part-time work, working from home)
4. Making it easier for women to combine a job with household and care responsibilities
5. Making sure that recruitment procedures do not discriminate against women
6. Improve access for women to better quality jobs
7. Making sure it is beneficial financially to work for women (by changing rules on taxes and social benefits)
8. Improving access for women to traditionally “male jobs”
9. Making employers aware of the benefits of employing and promoting women (e.g. their openness and accessibility in communication, responsibility, empathy, sense for details etc.)
10. DK/refuse to answer

**88. (NEW) Have you heard of the Regional Cooperation Council?**

1. Yes
2. No

**89. Sample structure:**

- 89.a.** Sample structure by respondent's position: Owner/proprietor; Director; Manager; Chief Executive; Finance Officer; Partner; General Manager; Vice President; President.
- 89.b.** Sample structure by largest shareholder: individual; family; domestic company; foreign company; employees of the company; company managers; investment fund; bank; other (specify).
- 89.c.** Sample structure by no. of employees: 4 – 9; 10 – 49; 50 – 249; 250+
- 89.d.** Sample structure by business areas: agriculture, hunting, fishing and forestry; industry, mining, construction; transport, trade, tourism, catering industry, crafts, banking, public utilities.
- 89.e.** Sample structure by ownership: private domestic individual(s)/company(s)/organisation(s); private foreign individual(s)/ company(s)/organisation(s).

## Annex V

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# THE BALKAN BAROMETER 2019: PUBLIC OPINION SURVEY

## 12. LIFE SATISFACTION AND ASSESSMENT OF GENERAL TRENDS

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

- 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 [ECONOMY]?

- 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. NEW: How satisfied are you with the way [ECONOMY] tackles security challenges?

- 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

### 5. 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

### 6. 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

**7. What do you think are the two most important problems facing [ECONOMY]? (MAX TWO ANSWERS)**

- 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) Integration of Roma
- 15) Gender inequality
- 16) If something else, what? \_\_\_\_\_

**8. Could you please tell me how satisfied are you with each of the following in your place of living: Please use a 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 the mentioned services).**

- 1) Health services
- 2) Schools/education system
- 3) In general with quality of transport infrastructure (please take into consideration the overall transport: 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) Administrative services from central government (such as passports and personal ID)
- 11) Accessibility to public services via a digital channel (online services, website, smartphone app)
- 12) Level of prices
- 13) Tolerance and respect of differences

**9. 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

**10. I will read you a list of inequalities which men or women can face. In your opinion, which area should be dealt with most urgently in (ECONOMY)? (Max. 3 answers?)**

- 1) Violence against women
- 2) Women being paid less than men for the same work
- 3) Women receiving lower pensions than man
- 4) Facing prejudice because of preconceived ideas about the image and role of women and men
- 5) The low number of women in positions of power in politics and businesses
- 6) Women being more likely to be poor than men
- 7) The unequal sharing of household tasks between men and woman
- 8) Higher drop-out rate amongst boys in education
- 9) Tackling lower life expectancy amongst men

**11. (NEW) Do you agree that migrants entering [ECONOMY] increase security risks for [ECONOMY]?**

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

**12. (NEW) Which factors do you think contribute the most to radicalization and violent extremism in [ECONOMY] today?**

- 1) Unemployment/financial insecurity
- 2) Weakness of state and social security institutions
- 3) Social media
- 4) Propaganda/fake news
- 5) Other

**13. (NEW) How threatened do you feel by the illegal possession and misuse of weapons in your neighborhood (as in crime, domestic violence, celebratory shooting, etc.)?**

- 1) I feel very threatened
- 2) I feel threatened
- 3) I do not feel threatened at all

**14. (NEW) [MULTIPLE CHOICE] Do you, or any of the members of your household:**

- 1) Have a loan or a mortgage issued by a local commercial bank
- 2) Own shares, bonds or other securities issued in the local capital market
- 3) Have a micro-loan issued by a microcredit institution
- 4) Have taken out a life insurance policy or other type of insurance with an insurance company
- 5) Have used a leasing product (such as car leasing)
- 6) None of the above
- 7) DK/Refuse to answer

### **13. ATTITUDES ON REGIONAL COOPERATION AND EU INTEGRATION**

**15. What do you think are the most important problems facing the entire SEE region at the moment (Albania, Bosnia and Herzegovina, Kosovo\*, Montenegro, North Macedonia, Serbia)?**



- 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) Integration of Roma
- 15) Gender inequality
- 16) If something else, what? \_\_\_\_\_

**16. 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

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

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

**18. How important would you assess the issue of integration of Roma on a scale from 1-5 (where 1 means not important at all, 2 -not very important, 3 -important, 4 -very important, 5 – highly important) for:**

- 1) Regional cooperation
- 2) EU accession
- 3) Your government

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

- 1) Yes
- 2) No

**[IF YES] Where did you see/hear about the RCC? MULTIPLE ANSWERS!**

- 1) In traditional media (TV, newspaper, radio, magazines)
- 2) Through their website
- 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, etc.)
- 6) I cannot remember

**20. (NEW) Overall, are you interested in news and information about the rest of the SEE region? (Albania, Bosnia and Herzegovina, Kosovo\*, Montenegro, North Macedonia, Serbia)**

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

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

- 1) Albania
- 2) Bosnia and Herzegovina
- 3) Kosovo\*
- 4) Montenegro
- 5) North Macedonia
- 6) Serbia
- 7) Entire region
- 8) I don't know/refuse to answer

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

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

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

- 1) Freedom to travel
- 2) Freedom to study and/or work in the EU
- 3) Economic prosperity
- 4) Peace and stability
- 5) Social protection
- 6) Gender equality
- 7) Loss of [ECONOMY] sovereignty
- 8) Nothing good/positive
- 9) I don't know/refuse to answer

**24. In general, when do you expect the accession of [ECONOMY] 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

#### **14. UNEMPLOYMENT AND RISK OF POVERTY**

**25. Social status (self-estimation): How would you estimate your current socio-economic status? Do you live?**

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

**26. 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/refuse to answer

**27. What is your current working status?**

- 1) Employed
- 2) Self-employed
- 3) Moonlighting
- 4) Unemployed
- 5) Housewife
- 6) Retired
- 7) Student/pupil

[IF ANSWERED 1 IN PREVIOUS QUESTION]:

**If you are employed, is it a private or public sector employment?**

- 1) Private sector employment
- 2) Public sector employment

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

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

**28. How many people in your family, who are able to work, are employed? (People who are able to work are those age 15 and older 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

**29. 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 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

**29.a 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?**

**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 adequate jobs
- 5) Disability
- 6) Age discrimination (too old, too young)
- 7) Other reason: \_\_\_\_\_
- 8) I don't know/refuse to answer

**30. Did any of the following situations happen to you in the past 3 years?**

- 1) Someone from your family, a relative, or a friend lost their job? YES/NO/ I do not know
- 2) One of your colleagues lost their job? YES/NO/I do not know/ I do not work – I do not have colleagues
- 3) You lost your job? YES/NO

**31. Did your household face any of the following problems (even at least once) during the past 12 months: SINGLE ANSWER PER PROBLEM! (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)?

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

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

**33. 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 there is a risk 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

**c.1) (NEW) [IF ANSWERED 3 OR 4 TO PREVIOUS (c) QUESTION) You feel left out because you:**

- 1) Can't find a job
- 2) Are disabled or sick
- 3) Belong to a minority group (ethnic, national, sexual)
- 4) Have little or no support from friends and/or family
- 5) Belong to an age group that is overlooked in our society
- 6) Other

**34. (NEW) Do you prefer to have a female or male boss at work?**

- 1) Female
- 2) Male
- 3) I have no preference

**35. (NEW) Gender equality at work can be improved by (MULTIPLE ANSWERS):**

- 1) Equalizing the number of female and male staff
- 2) Equalizing the salary and pay for man and women doing same jobs
- 3) Better maternity benefits
- 4) Entitled paternity benefits for husbands
- 5) There is no inequality between man and women in the workplace

## **15. EMPLOYABILITY AND LABOUR MARKET**

**36. What do you think is the 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

**37. 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) Ethnic affiliation
- 10) None of these
- 11) Other (please specify): \_\_\_\_\_
- 12) I don't know/refuse to answer

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

- 1) Public sector (e.g. Government or government agencies, public education or health, law enforcement etc.).
- 2) Public companies (state-owned enterprises)
- 3) Private sector
- 4) I don't know/ refuse to answer

**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) Opportunities for professional training and development
- 8) Sense of public duty
- 9) Other
- 10) I don't know/refuse to answer

**If you prefer to work in PRIVATE 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) Opportunities for professional training and development
- 8) Other
- 9) I don't know/refuse to answer

**(NEW) Would you rather work for a:**

- 1) Foreign-owned company
- 2) Domestic company
- 3) No preference

**39. 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

**40. (NEW) [FOR EMPLOYED ONLY] Has your job required you to learn new or advance your skills in the past 12 months?**

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

**41. (NEW) IF YES: Which of these competences did you need to learn or advance (MULTIPLE CHOICE POSSIBLE):**

- 1) I had to advance my communication skills in my mother tongue (e.g. writing, speaking and presenting in public, communicating with my colleagues or supervisors both orally or in written etc.)
- 2) My foreign language skills
- 3) Digital/ICT competences
- 4) Mathematical, numerical or technological skills (e.g. numerical data analysis, use of new technologies or equipment including machinery at work, etc)
- 5) I had to learn how to turn ideas into action through creativity, innovation and risk taking as well as ability to plan and manage projects
- 6) I had to learn how to effectively manage my own learning to keep up with my job;
- 7) I had to learn how to work in a diverse environment with different cultures and understandings

**42. [FOR EMPLOYED ONLY] Would you be ready to acquire additional qualifications to advance 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

**43. [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

## **16. DIGITAL LITERACY AND DIGITAL SKILLS**

**44. (NEW) Have you carried out any of the following learning activities to improve your skills relating to the use of computers, software or applications in the last 12 months? (MULTIPLE ANSWERS POSSIBLE)**

- 1) Free online training or self-study YES / NO
- 2) Training paid by yourself YES / NO
- 3) Free training provided by public programmes or organisations (other than your employer) YES / NO
- 4) Training paid or provided by your employer YES / NO
- 5) On-the-job training (by e.g. co-workers, supervisors, etc.) YES / NO

**If yes to any of the 1-5 at 41. go to 41a.**

**41a. (NEW) In which of the following fields relating to the use of computers, software or applications did you carry out the training in the last 12 months? (Tick all that apply)**

- 1) Online marketing or e-commerce
- 2) Social media (e.g. google groups, Facebook, jive)
- 3) Programming languages, including design or management of websites
- 4) Data analysis or management of databases
- 5) Maintenance of computer networks, servers, etc.
- 6) IT – security or privacy management

- 7) Specific software applications for work
- 8) Other fields of training related to the use of computers, software or applications

**45. (NEW) Have you used the Internet for the following? MULTIPLE ANSWERS!**

- 1) Education
- 2) News
- 3) Shopping, including booking travel arrangements
- 4) Entertainment
- 5) Work/Business
- 6) Communication with colleagues, friends and family
- 7) Researching information for personal needs
- 8) Paying utility and other bills
- 9) Using government e-services
- 10) I don't use the Internet

**46. (NEW) Which feature is the most important aspect for you regarding your internet access? (SINGLE ANSWER)**

- 1) Price level
- 2) Speed / bandwidth
- 3) Reliability / stability of connection
- 4) Coverage in your country
- 5) Others

**47. (NEW) Are you satisfied with your Internet connection?**

- 1) Yes
- 2) No
- 3) I don't use the internet

**48. (NEW): What concerns do you have, if any, about using the Internet for things like online banking or buying things online? [MULTIPLE ANSWERS]**

- 1) You are concerned about someone misusing your personal data
- 2) You are concerned about the security of online payments
- 3) You prefer conducting the transaction in person e.g. so you can inspect the product yourself or ask a real person about it
- 4) You are concerned about not receiving the goods or services that you buy online

**49. (NEW) Can you estimate the money you spent during the previous year on roaming services (voice calls, data traffic and SMS) when travelling in the SEE region (Albania, Bosnia and Herzegovina, Kosovo\*, Montenegro, North Macedonia, Serbia)? SINGLE ANSWER!**

- 1) Less than 10 €
- 2) Between 10 and 50 €
- 3) Between 50 € and 100 €
- 4) More than 100 €

**50. Would the removal of mobile phone roaming charges when travelling to SEE have a positive impact on your household budget?**

- 1) It would have a huge positive impact
- 2) It would have moderate impact
- 3) It would have no impact
- 4) I don't know/refuse to answer



## **17. ATTITUDES TOWARDS MOBILITY**

### **51. Would you consider living and working abroad? SINGLE ANSWER!**

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

### **48a. (NEW) IF YES AT PREVIOUS QUESTION: In what phase of consideration are you?**

- 1) Still just thinking about leaving
- 2) Actively getting informed about possibilities, options that I have
- 3) Reviewing and applying to vacancies
- 4) I've concretized everything, currently finishing necessary administrative issues
- 5) I know the exact date of departure
- 6) Other \_\_\_\_\_

### **52. Would you consider living and working in another place in the SEE region? If yes, where?**

- 1) Albania
- 2) Bosnia and Herzegovina
- 3) Kosovo\*
- 4) Montenegro
- 5) North Macedonia
- 6) Serbia
- 7) I would not consider emigrating to other economies in the region
- 8) I don't know/refuse to answer

### **49a. (NEW) IF YES AT PREVIOUS QUESTION: In what phase of consideration are you?**

- 1) Still just thinking about leaving
- 2) Actively getting informed about possibilities, options that I have
- 3) Reviewing and applying to vacancies
- 4) I've concretized everything, currently finishing necessary administrative issues
- 5) I know the exact date of departure
- 6) Other \_\_\_\_\_

### **53. Did you travel anywhere in the region in the past 12 months? If yes, where? MULTIPLE ANSWERS!**

- 1) Albania
- 2) Bosnia and Herzegovina
- 3) Kosovo\*
- 4) Montenegro
- 5) North Macedonia
- 6) Serbia
- 7) No, I did not –
- 8) I don't know/refuse to answer

### **54. IF ANSWER IN Q50 IS 1, 2, 3, 4, 5, OR 6: What was the purpose of your travel? ASK THOSE WHO TRAVELED! MULTIPLE ANSWERS!**

- 1) Business
- 2) Visiting family
- 3) Visiting friends
- 4) Leisure

5) Other

**55. Do you feel welcome abroad when you are traveling to other cities in SEE region (Albania, Bosnia and Herzegovina, Kosovo\*, Montenegro, North Macedonia, Serbia) either for business or leisure? 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 the region
- 4) I did not visit other cities in the region
- 5) I don't know/refuse to answer

**56. What do you think about people from other parts of the region coming to live and work in [ECONOMY]? 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

**57. Which tourists would you like to have more in [ECONOMY], those from the SEE region (Albania, Bosnia and Herzegovina, Kosovo\*, Montenegro, North Macedonia, Serbia) or from other parts of the world?**

- 1) Those from the region (Albania, Bosnia and Herzegovina, Kosovo\*, Montenegro, North Macedonia, Serbia)
- 2) Those from other parts of the world
- 3) Both equally
- 4) None of them
- 5) I don't know/refuse to answer

**58. What do you think about refugees from other parts of the world 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) I don't know/refuse to answer

## **18. ATTITUDES TO SOCIAL INCLUSION OF VULNERABLE GROUPS**

**59. The Government should provide affirmative measures - promote opportunities for equal access - to 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 minorities

SCALE:

- 1) Totally disagree
- 2) Tend to disagree
- 3) Tend to agree
- 4) Totally agree

5) I don't know/refuse to answer

**60. The Government should provide affirmative measures - promote opportunities for equal access - to 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 minorities

SCALE:

- 6) Totally disagree
- 7) Tend to disagree
- 8) Tend to agree
- 9) Totally agree
- 10) I don't know/refuse to answer

**61. The Government should do more in order to ensure better housing conditions for 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 minorities

SCALE:

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

**62. How likely is it that you are comfortable with:**

- 5) 1) working with a Roma
- 6) 2) working for a Roma employer
- 7) 3) your children go to school with Roma children
- 8) 4) marry Roma/your children marry Roma
- 9) 5) buy products from Roma/made by Roma
- 10) 6) have friends who are Roma
- 11) 7) invite Roma to your house

SCALE:

- 1) Uncomfortable
- 2) Somewhat uncomfortable
- 3) Somewhat comfortable
- 4) Comfortable
- 5) I don't know/refuse to answer

## **19. PERCEPTIONS ON TRADE**

**63. How would you describe [ECONOMY'S] commercial and trade links with the SEE region (Albania, Bosnia and Herzegovina, Kosovo\*, Montenegro, North Macedonia, Serbia)? SINGLE ANSWER!**

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

**64. Do you agree that in general entering of foreign companies in the market of [ECONOMY] will improve choice and decrease prices for consumers? 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 statements? (Please use a scale from 1 to 4 where 1 means totally disagree, 2 – tend to disagree, 3 – tend to agree and 4 – totally agree)**

**65.a Products and goods of my economy can compete well with products and goods from other SEE economies (Albania, Bosnia and Herzegovina, Kosovo\*, Montenegro, North Macedonia, Serbia)**

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

**65.b. Products and goods of my economy can compete well with products and goods from the**

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

**66. If you could choose a food or beverage product from three different sources: domestic product, product from SEE region (Albania, Bosnia and Herzegovina, Kosovo\*, Montenegro, North Macedonia, Serbia) 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) I 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

**67. When purchasing products in supermarkets, how often do you look at the labels to see the country of origin?**

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

**68. 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

**69. 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) I don't know/refuse to answer

## **20. PERCEPTIONS ON TRANSPORT AND INFRASTRUCTURE**

**70. Which mode of transport did you most often use 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

**71. How do you estimate the quality of transport infrastructure and connections within [ECONOMY]? (Please use a scale from 1 to 5, where 1 is very poor and 5 is excellent). SINGLE ANSWER!**

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

**72. How do you estimate the quality of transport infrastructure and connections within SEE region (Albania, Bosnia and Herzegovina, Kosovo\*, Montenegro, North Macedonia, Serbia)? Please use a scale from 1 to 5, where 1 is very poor and 5 is excellent. SINGLE ANSWER!**

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

**73. Would you agree that travelling by road in [ECONOMY] 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

**74. In your opinion, which passenger transport mode improvements would have the highest 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

## **21. ATTITUDES TOWARDS CLIMATE CHANGE AND ENERGY**

**75. 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

**76. (NEW) Do you consider pollution to be a problem in your place of living? 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

**77. In your opinion, who within your economy is responsible for tackling climate change? (READ ANSWERS, MULTIPLE)**

- 1) Governments
- 2) Business and Industry
- 3) You personally
- 4) Regional and local authorities

- 5) NGOs (Environmental groups....)
- 6) All of the above
- 7) None
- 8) I don't know/refuse to answer

**78. 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

**79. Which of the following actions have you taken, if any? (MULTIPLE ANSWERS POSSIBLE)**

- 1) You try to reduce your waste and you regularly separate it for recycling
- 2) You try to cut down on your consumption of disposal items whenever possible, e.g. plastic bags from the supermarket, excessive packaging
- 3) You buy locally produced and seasonal food whenever possible
- 4) When buying a new household appliance e.g. washing machine, fridge or TV, you choose it mainly because it was more energy efficient than other models
- 5) You regularly use environmentally friendly alternatives to using your private car such as walking, biking, taking public transport or car-sharing
- 6) You have insulated your home better to reduce your energy consumption
- 7) You have bought a new car and its low fuel consumption was an important factor in your choice
- 8) You avoid taking short-haul flights whenever possible
- 9) You have switched to an energy supplier which offers a greater share of energy from renewable sources than your previous one
- 10) You have installed equipment in your home (for example solar panels to generate renewable electricity)
- 11) You have bought a low energy home
- 12) None
- 13) I don't know/refuse to answer

## **22. PERCEPTIONS ON PUBLIC INSTITUTIONS AND SERVICES**

### ***CONFIDENCE IN AND PERCEPTIONS ON INDEPENDENCE OF PUBLIC INSTITUTIONS***

**80. Have you had contact with public services in the last year?**

- 1) Yes
- 2) No

**81. [IF YES] If yes, whether these were central or local government services?**

Int: READ EXAMPLES FOR EACH SERVICE

- 1) Central government services (such as issuing or renewing a passport or ID card, registering ownership change for a non-commercial vehicle, justice services, or declaring personal revenue taxes)
- 2) Local government services (such as getting health treatment or enrolling your child in school)

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

- 1) Time required to get information from public sector (data which public authorities have such as documents, registers, records, etc.)
- 2) Treatment of citizens in public sector (police, health system, judiciary, township, etc.)
- 3) Time required to obtain public services (police, health system, judiciary, township, etc.)
- 4) Price of public services (e.g. issuance of personal documents, judiciary costs, etc.)

**SCALE:**

- 1) Very poor
- 2) Poor
- 3) Good
- 4) Very good
- 5) Excellent

**83. (NEW) Is it possible to get your personal documents (birth certificate, citizenship, etc.) or any other personal document - online? SINGLE ANSWER!**

- 1) It is possible and I am using this service.
- 2) It is possible but I do not know how to do this/do not have computer/Internet.
- 3) It is not possible.
- 4) I don't know/refuse to answer

**84. Do you agree with the following statements? Agree on a scale from 1-5 (1 – totally disagree, 2– tend to disagree, 3 – tend to agree, 4 – totally agree and 5 – refuse to answer**

- 1) Requests for information held by a government agency are granted in timely manner
- 2) The information provided by a government agency is pertinent and complete
- 3) Requests for information by a government agency are granted at a reasonable cost

**85. Do you agree that the administrative procedures in public institutions in [ECONOMY] are efficient? (For example: administrative procedures in township where you get your documents, in police where you put in a request, etc.) SINGLE ANSWER!**

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

**86. Do you agree that in [ECONOMY] 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



**87. Do you agree that in [ECONOMY] 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

**88. How much trust do you have in certain institutions? For each of the following institutions, please tell me if you 1 - totally distrust, 2 - tend not to trust, 3- tend to trust, 4 – totally trust 5- I don't know/refuse to answer**

- 1) Courts and judiciary
- 2) Parliament
- 3) Government
- 4) Ombudsman
- 5) Supreme audit institution

**89. Do you agree that the following institutions are independent of political influence? (1-totally disagree, 2 – tend to disagree, 3 tend to agree, 4 – totally agree and 5 – I don't know/refuse to answer)**

- 1) Judicial system
- 2) Ombudsman
- 3) Supreme audit institution
- 4) Media

**90. Do you agree that the following institutions can effectively scrutinize the government and make it accountable to citizens? (1- totally disagree, 2 – tend to disagree, 3 tend to agree, 4 – totally agree and 5 – I don't know/refuse to answer)**

- 1) Parliament
- 2) Ombudsman (use local name)
- 3) Supreme audit institution (use local name)
- 4) Citizens and civil society organisations
- 5) Media

### ***PERCEPTIONS OF CORRUPTION***

**91. In your contact or contacts with the public institutions, have you or anyone living in your household paid bribe in any form in the past 12 months? (1 – yes, 2 – no, 3 – I don't know/refuse to answer) ASK FOR EACH INSTITUTION**

- 1) Educational system
- 2) Judiciary
- 3) Medical and health services
- 4) Police
- 5) Registry and permit services
- 6) Utilities
- 7) Tax revenues
- 8) Land services
- 9) Any government agency

**92. To what extent do you agree or not agree (see) that the following categories in your economy are affected by corruption? (1-5 where 1 means - totally disagree, 2 – tend to disagree, 3 tend to agree, 4 – totally agree and 5 – I don't know/refuse to answer)**

- 1) Customs
- 2) Political parties
- 3) Parliament
- 4) Military
- 5) NGOs
- 6) Media
- 7) Religious bodies
- 8) Business/private sector
- 9) Education system
- 10) Judiciary
- 11) Medical and health services
- 12) Police
- 13) Public officials /civil servants

**93. To what extent do you agree or not agree with the next statement? Please use scale from 1 to 10 where 1 means I totally disagree and 10 means I totally agree. Please use the whole scale to express your opinion.**

- 1) In public sector most people can succeed if they are willing to work hard
- 2) Hard work is no guarantee of success in public sector as for most people it is more a matter of connections

**94. Do you agree that written government information in (SCRIPTER: your economy) (such as laws, decisions, web pages, forms) is overall easy to understand and uses plain language? (1- totally disagree, 2 – tend to disagree, 3, - tend to agree, 4 – totally agree, 5 - I don't know/refuse to answer)**

**95. Do you agree that in [ECONOMY] the government fights corruption successfully? 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***

**96. 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 it with friends, acquaintances, I have not publicly declared myself
- 5) I do not even discuss it
- 6) I don't know/refuse to answer

**96.a. IF ANSWER IN PREVIOUS QUESTION IS 4 OR 5: What is the main reason you are not actively involved in government decision-making? SINGLE ANSWER!**

- 1) The government knows best when it comes to citizen interests and I don't need to get involved
- 2) I vote and elect my representatives in the parliament so why would I do anything more
- 3) I as an individual cannot influence government decisions
- 4) I do not want to be publicly exposed
- 5) I do not trust this government and I don't want to have anything to do with them
- 6) I do not care about it at all
- 7) I don't know/refuse to answer

## **DEMOGRAPHY**

Education

Nationality

Marital status

Average monthly household income

Region

Size of settlement

Age

Gender