

# Serbia - South East Europe Trade Logistics Impact Evaluation 2014, Survey of Serbian Freight Forwarders

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# Sampling

## Sampling Procedure

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One of the challenges faced in this data collection exercise was the identification of the universe of freight forwarding firms in Serbia from which a representative sample of firms could be drawn.

The research team initially obtained a list of 36 firms that are members of the Serbian Freight Forwarder Association, and firms identified by logistics experts in the field as relevant in providing freight forwarder services. Additionally, a list of 1,311 registered firms in transport and trade related activities (i.e., rail and road transport, cargo handling, etc.) with information on size measured by their number of employees was received from the National Bank of Serbia. The team conducted a screening of the firms in both lists to identify those that qualify as international freight forwarders and found that 31% of the firms complied with the screening criteria. Of those 61% were surveyed.

The final survey sample consisted of 92% small firms (with less than 50 employees) and 8% medium/large firms (with 50 or more employees). Based on the employment data from the Bank of Serbia, the typical (median) small freight forwarder in the final sample had five employees, while the typical (median) medium/large freight forwarder had 66 employees.

## Response Rate

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61% of firms that complied with the screening criteria

# Questionnaires

## Overview

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The questionnaire included 54 questions focusing on the handling of import transactions.

## Data Collection

### Data Collection Dates

Start	End	Cycle
2014-08-01	2014-11-30	N/A

### Data Collection Mode

Computer Assisted Personal Interview [capi]

### Data Collectors

Name	Abbreviation	Affiliation
IPSOS Serbia		

### SUPERVISION

World Bank Group staff accompanied 10% of the interviews for quality control and monitoring and conducted telephone control for 20% of the interviews.

## Data Processing

No content available

## Data Appraisal

No content available

## File Description



## Variable List

## ffsurvey\_finaldata

## Content

Cases 151

Variable(s) 159

Structure Type:  
Keys: ()

Version

Producer

Missing Data

## Variables

ID	Name	Label	Type	Format	Question
V1	Serial	Questionnaire ID	discrete	numeric	
V2	a3	Place	discrete	character	
V3	a4	Firm size - number of employees	discrete	numeric	Firm size - number of employees
V4	a5	Are you an international freightforwarder	discrete	numeric	Are you an international freight forwarder?
V5	a6	Do you provide transport services?	discrete	numeric	Do you provide transport services?
V6	a7	Does your company assists with customs procedures?	discrete	numeric	Does your company assists with customs procedures?
V7	b7	Date of interview scheduling	discrete	character	Date of interview scheduling
V8	d2x1	How many import declarations does your firm handle in a year? (A rough estimate)	discrete	character	How many import consignments does your firm handle in a year? (A rough estimate is sufficient)
V9	d2	How many import declarations does your firm handle in a year? (A rough estimate)	discrete	numeric	How many import consignments does your firm handle in a year? (A rough estimate is sufficient)
V10	d3	Approximately what share of your business (share of revenue/sales) involves your	discrete	numeric	Approximately what share of your business (share of revenue/sales) involves your largest client?
V11	d4_1	Please indicate in the list all the sectors that account each for more than 20%	discrete	numeric	Please indicate in the list all the sectors, i.e. custom tariffs that account each for more than 20% of the IMPORT consignments that your firm handles.
V12	d4_2	Please indicate in the list all the sectors that account each for more than 20%	discrete	numeric	Please indicate in the list all the sectors, i.e. custom tariffs that account each for more than 20% of the IMPORT consignments that your firm handles.
V13	d4_3	Please indicate in the list all the sectors that account each for more than 20%	discrete	numeric	Please indicate in the list all the sectors, i.e. custom tariffs that account each for more than 20% of the IMPORT consignments that your firm handles.
V14	d4_4	Please indicate in the list all the sectors that account each for more than 20%	discrete	numeric	Please indicate in the list all the sectors, i.e. custom tariffs that account each for more than 20% of the IMPORT consignments that your firm handles.
V15	d4_5	Please indicate in the list all the sectors that account each for more than 20%	discrete	numeric	Please indicate in the list all the sectors, i.e. custom tariffs that account each for more than 20% of the IMPORT consignments that your firm handles.

ID	Name	Label	Type	Format	Question
V16	d4x1	Please indicate in the list all the sectors that account each for more than 20%	discrete	character	Please indicate in the list all the sectors, i.e. custom tariffs that account each for more than 20% of the IMPORT consignments that your firm handles.
V17	d4x1_1	Please indicate in the list all the sectors that account each for more than 20%	discrete	numeric	Please indicate in the list all the sectors, i.e. custom tariffs that account each for more than 20% of the IMPORT consignments that your firm handles.
V18	d5_1	In the European Union? - What share of your import consignments originates...	discrete	numeric	What share of your import consignments originates... in the European Union?
V19	d5_2	In CEFTA	discrete	numeric	What share of your import consignments originates... in CEFTA?
V20	d5_3	Elsewhere in Europe?	discrete	numeric	What share of your import consignments originates... elsewhere in Europe?
V21	d5_4	In North America?	discrete	numeric	What share of your import consignments originates...in North America?
V22	d5_5	In China?	discrete	numeric	What share of your import consignments originates...in China?
V23	d5_6	Other?	discrete	numeric	What share of your import consignments originates...Other?
V24	d5_6x	Other, what?	discrete	character	What share of your import consignments originates...Other?
V25	d5_6x_1	Other, what?	discrete	numeric	What share of your import consignments originates...Other?
V26	d7	What share of your shipments use combined transport or multimodal transport (air	discrete	numeric	What share of your shipments use combined transport or multimodal transport (air, road, rail, sea)?
V27	e1	Do you consolidate import shipments of different products?	discrete	numeric	From your experience, do your clients consolidate import shipments of different products/ clients (that is, make consolidate shipments)?
V28	e1a	From your experience, do your clients usually consolidate import shipments of di	discrete	numeric	From your experience, do your clients usually consolidate import shipments of different products or from different clients?
V29	e2	Based on your experience, how much more do you earn on one consolidated shipment	discrete	numeric	Based on your experience, how much more do you earn on one consolidated shipment (relative to non-consolidated shipment)?
V30	e2a	Consider a shipment of your most traded product. How much time is expected for y	discrete	numeric	Consider a shipment of your most traded product. How much time is expected for your typical shipment to go through customs clearance. By "custom clearance" meant a procedures done by the customs and non-customs agencies. (Fito, Fito food, veterinary and other inspections) which could be done on a border outpost or other place where the state services inspect imports. Such locations may actually be within the physical borders of Serbia, for example, in places like Belgrade.
V31	e3	Consider a shipment of your most traded product. How much unexpected time must p	discrete	numeric	How much ADDITIONAL UNEXPECTED TIME must pass with your shipment in customs clearance at the border post or terminal for you to be at risk for breaching your contractual obligations? Please think only about additional time, not the time you mentioned in previous question.

ID	Name	Label	Type	Format	Question
V32	e4	In your experience does the consolidation of shipments increase the risk of inte	discrete	numeric	In your experience does the consolidation of shipments increase the risk of intensive physical inspection at the border post or terminals? (i.e. "intensive physical inspection" (customs and noncustoms inspection) means that packaging is opened and goods themselves are inspected)
V33	e5	In your experience does the consolidation of shipments increase the risk of dela	discrete	numeric	In your experience does the consolidation of shipments increase the risk of delays in customs clearance at the border post or terminals?
V34	e6	In your experience do intensive physical inspections frequently lead to extended	discrete	numeric	In your experience do intensive physical inspections frequently lead to extended delays in customs clearance at the border post or terminals? Remember that by "custom clearance" we mean procedures done by the customs and non-customs agencies.
V35	e7	What is your normal response to delays at the border?	discrete	numeric	What is your normal response to delays in customs clearance at the border post or terminals?
V36	e7x1	What is your normal response to delays at the border? - Other	discrete	character	What is your normal response to delays in customs clearance at the border post or terminals?
V37	e7x1_1	What is your normal response to delays at the border? - Other	discrete	numeric	What is your normal response to delays in customs clearance at the border post or terminals?
V38	e8	Do you personally communicate with drivers about shipments when goods are delaye	discrete	numeric	Do you personally communicate with drivers about shipments when goods are delayed in customs clearance at the border post or terminals?
V39	e9	Consider a shipment that spends at least one night at the border. In what propor	discrete	numeric	In your experience in what proportion of cases does it happen that the shipment spends at least one night in customs clearance at the border post or terminal?
V40	e10_1	First cause - Indicate the top 3 causes for the unexpected delays in customs cle	discrete	numeric	Please indicate the top 3 causes for the unexpected delays at the border post or terminals for one night or more.
V41	e10_2	Second cause	discrete	numeric	Please indicate the top 3 causes for the unexpected delays at the border post or terminals for one night or more.
V42	e10_3	Third cause	discrete	numeric	Please indicate the top 3 causes for the unexpected delays at the border post or terminals for one night or more.
V43	e11_1	Corruption - If the performance of border agencies (customs and non-customs) are	discrete	numeric	If the performance of border agencies (customs and non-customs) at the border post or terminals are among the main causes for unexpected delays in customs clearance, please rank the following in terms of importance Corruption
V44	e11_2	Understaffing	discrete	numeric	If the performance of border agencies (customs and non-customs) at the border post or terminals are among the main causes for unexpected delays in customs clearance, please rank the following in terms of importance Understaffing
V45	e11_3	Poor training	discrete	numeric	If the performance of border agencies (customs and non-customs) at the border post or terminals are among the main causes for unexpected delays in customs clearance, please rank the following in terms of importance Poor training

ID	Name	Label	Type	Format	Question
V46	e11_4	Lack of automation	discrete	numeric	If the performance of border agencies (customs and non-customs) at the border post or terminals are among the main causes for unexpected delays in customs clearance, please rank the following in terms of importance Lack of automation
V47	e11_5	Insufficient physical infrastructure at the border	discrete	numeric	If the performance of border agencies (customs and non-customs) at the border post or terminals are among the main causes for unexpected delays in customs clearance, please rank the following in terms of importance Insufficient physical infrastructure at the border and/or terminal
V48	e11_6	Other	discrete	numeric	If the performance of border agencies (customs and non-customs) at the border post or terminals are among the main causes for unexpected delays in customs clearance, please rank the following in terms of importance Other
V49	e11_6x	Other, what?	discrete	character	If the performance of border agencies (customs and non-customs) at the border post or terminals are among the main causes for unexpected delays in customs clearance, please rank the following in terms of importance Other
V50	e11_6x_1	Other, what?	discrete	numeric	If the performance of border agencies (customs and non-customs) at the border post or terminals are among the main causes for unexpected delays in customs clearance, please rank the following in terms of importance Other
V51	e12_1	Date of delivery? - Does the delivery contract normally specify the following	discrete	numeric	Does the delivery contract normally specify the following Date of delivery?
V52	e12_2	Hour of delivery (other than close of business)?	discrete	numeric	Does the delivery contract normally specify the following Hour of delivery (other than close of business)?
V53	e13	Are there penalties for delivering the goods later than the date/hour of deliver	discrete	numeric	If the answer on E12 was YES for the date or the hour of delivery ask: Are there penalties for delivering the goods later than the date/hour of delivery specified in the contract?
V54	e14	If there are penalties, do they apply to	discrete	numeric	If there are penalties, do they usually apply to
V55	e15	If there are penalties, do they apply to	discrete	numeric	If there are penalties, do they usually apply to
V56	e16	In case that a TYPICAL shipment is unexpectedly held at the border or terminal	discrete	numeric	In case that a TYPICAL shipment is unexpectedly held at the border or terminal overnight and therefore is delivered 1 day later than specified in the contract. How large are the penalties in this case? You can tell us about the penalties as actual value in EURs, or as percentage of the value of the product.
V57	e16_1	What is the penalty in euro?	contin	numeric	In case that a TYPICAL shipment is unexpectedly held at the border or terminal overnight and therefore is delivered 1 day later than specified in the contract. How large are the penalties in this case? You can tell us about the penalties as actual value in EURs, or as percentage of the value of the product.

ID	Name	Label	Type	Format	Question
V58	e16_2	What is the penalty in the percentage value of the product?	discrete	numeric	In case that a TYPICAL shipment is unexpectedly held at the border or terminal overnight and therefore is delivered 1 day later than specified in the contract. How large are the penalties in this case? You can tell us about the penalties as actual value in EURs, or as percentage of the value of the product.
V59	e17	Are there any greater punishment for a longer delay? (If the penalty for one day	discrete	numeric	Are there any greater punishment for a longer delay? (If the penalty for one day delay is for example 150 EUR, will the penalty for three days delay be 450 (3 x 150) EUR, or the penalty increases with each day of delay (For example, first day 150 EUR, 200 EUR for second day...)?
V60	e17x1	Are there any greater punishment for a longer delay? (If the penalty for one day	discrete	character	Are there any greater punishment for a longer delay? (If the penalty for one day delay is for example 150 EUR, will the penalty for three days delay be 450 (3 x 150) EUR, or the penalty increases with each day of delay (For example, first day 150 EUR, 200 EUR for second day...)?
V61	e17x1_1	Are there any greater punishment for a longer delay? (If the penalty for one day	discrete	numeric	Are there any greater punishment for a longer delay? (If the penalty for one day delay is for example 150 EUR, will the penalty for three days delay be 450 (3 x 150) EUR, or the penalty increases with each day of delay (For example, first day 150 EUR, 200 EUR for second day...)?
V62	e18	If so, can you give a representative example of larger penalty for longer delay?	discrete	character	If so, can you give a representative example of larger penalty for longer delay?
V63	e18_1	If so, can you give a representative example of larger penalty for longer delay?	discrete	numeric	If so, can you give a representative example of larger penalty for longer delay?
V64	e19	What would happen if the shipment arrived earlier?	discrete	numeric	What would happen if the shipment arrived earlier?
V65	e20	Has any customer decided not to hire you again due to delays at the border?	discrete	numeric	Has any customer decided not to hire you again due to delays at the border post or terminals?
V66	e21	How long were the delays at the border that caused a customer to decide not to h	discrete	numeric	Last time it occurred, how long were the delays at the border post or terminals that caused a loss of job with that client?
V67	e22	How often do customers decide not to hire you again, as a result of delays at th	discrete	numeric	How often did you lose a job with a client, as a result of delays at the border post or terminals?
V68	e23	If you know the reason a customer decided not to hire you again, does the busine	discrete	numeric	If you know the reason why did you lose a job with a client, does the business usually go to another freight forwarder or does the importer cease importing the product?
V69	e24	Last time a customer decided not to hire you again due to delays at the border,	discrete	character	Last time you lost a job with a client due to delays at the border post or terminals, what kinds of products were involved?
V70	e24_1	Last time a customer decided not to hire you again due to delays at the border,	discrete	numeric	Last time you lost a job with a client due to delays at the border post or terminals, what kinds of products were involved?
V71	e24_2	Last time a customer decided not to hire you again due to delays at the border,	discrete	numeric	Last time you lost a job with a client due to delays at the border post or terminals, what kinds of products were involved?
V72	d24a	What is on average the value of a typical consignment you handle?	discrete	numeric	What is on average the value of a typical consignment you handle?

ID	Name	Label	Type	Format	Question
V73	e25_1	North and South America - Do you handle imports from the following sources?	discrete	numeric	Do you handle imports from the following sources? North America
V74	e25_2	Asia	discrete	numeric	Do you handle imports from the following sources? East Asia
V75	e26_1	If you handle goods from these sources, do you typically organize the shipment f	discrete	numeric	If you handle goods from these sources, do you typically organize the shipment from the source country itself, or are your responsibilities limited to moving the goods within Europe?
V76	e26_2	If you handle goods from these sources, do you typically organize the shipment f	discrete	numeric	If you handle goods from these sources, do you typically organize the shipment from the source country itself, or are your responsibilities limited to moving the goods within Europe?
V77	e26_3	If you handle goods from these sources, do you typically organize the shipment f	discrete	numeric	If you handle goods from these sources, do you typically organize the shipment from the source country itself, or are your responsibilities limited to moving the goods within Europe?
V78	e26x1	If you handle goods from these sources, do you typically organize the shipment f	discrete	character	If you handle goods from these sources, do you typically organize the shipment from the source country itself, or are your responsibilities limited to moving the goods within Europe?
V79	e26x1_1	If you handle goods from these sources, do you typically organize the shipment f	discrete	numeric	If you handle goods from these sources, do you typically organize the shipment from the source country itself, or are your responsibilities limited to moving the goods within Europe?
V80	e27	If you organize shipments from outside the region, presumably there are several	discrete	numeric	If you organize shipments from outside the region, presumably there are several possible routes you could use. Which sea port is most likely used for goods coming from East Asia?
V81	e27x1	If you organize shipments from outside the region, presumably there are several	discrete	character	If you organize shipments from outside the region, presumably there are several possible routes you could use. Which sea port is most likely used for goods coming from East Asia?
V82	e27x1_1	If you organize shipments from outside the region, presumably there are several	discrete	numeric	If you organize shipments from outside the region, presumably there are several possible routes you could use. Which sea port is most likely used for goods coming from East Asia?
V83	e28	Which sea port is most likely used for goods coming from North America?	discrete	numeric	Which sea port is most likely used for goods coming from North America?
V84	e28x1	Which sea port is most likely used for goods coming from North America? - Other,	discrete	character	Which sea port is most likely used for goods coming from North America?
V85	e28x1_1	Which sea port is most likely used for goods coming from North America? - Other,	discrete	numeric	Which sea port is most likely used for goods coming from North America?
V86	e29_1	Rieke - Regardless of country of origin, which Nothern Adriatic ports do you use	discrete	numeric	Regardless of country of origin, which Nothern Adriatic ports do you use more frequent? Please rank all Nothern Adriatic ports which you use by frequency of usage. Port which you use the most mark with 1, port which you use second by frequency mark with 2, etc.
V87	e29_2	Kopar	discrete	numeric	Regardless of country of origin, which Nothern Adriatic ports do you use more frequent? Please rank all Nothern Adriatic ports which you use by frequency of usage. Port which you use the most mark with 1, port which you use second by frequency mark with 2, etc.

ID	Name	Label	Type	Format	Question
V88	e29_3	Trieste	discrete	numeric	Regardless of country of origin, which Northern Adriatic ports do you use more frequent? Please rank all Northern Adriatic ports which you use by frequency of usage. Port which you use the most mark with 1, port which you use second by frequency mark with 2, etc.
V89	e29_4	Venice	discrete	numeric	Regardless of country of origin, which Northern Adriatic ports do you use more frequent? Please rank all Northern Adriatic ports which you use by frequency of usage. Port which you use the most mark with 1, port which you use second by frequency mark with 2, etc.
V90	e30_1	Ocean freight costs - Consider the following factors that might affect route choice	discrete	numeric	Consider the following factors that might affect route choice, and if possible, rank them in terms of the importance they have in determining the route (from 1=most important to 4=least important) Ocean freight costs
V91	e30_2	Overland freight costs	discrete	numeric	Consider the following factors that might affect route choice, and if possible, rank them in terms of the importance they have in determining the route (from 1=most important to 4=least important) Overland freight costs
V92	e30_3	Border-related costs/delays in countries other than Serbia	discrete	numeric	Consider the following factors that might affect route choice, and if possible, rank them in terms of the importance they have in determining the route (from 1=most important to 4=least important) Border-related costs/delays in countries other than Serbia
V93	e30_4	Border related costs/delays in Serbia	discrete	numeric	Consider the following factors that might affect route choice, and if possible, rank them in terms of the importance they have in determining the route (from 1=most important to 4=least important) Border related costs/delays in Serbia
V94	e31	Do you use in-house clearance (where Customs allows businesses to have their goods cleared in a private warehouse inside Serbia)	discrete	numeric	Do you or your Clients use in-house clearance? By in-house clearance we mean situation where Customs allows businesses to have their goods cleared in a private warehouse inside Serbia
V95	e32	When did you begin to use in-house clearance?	discrete	numeric	When did you or your largest Client begin to use in-house clearance (please give the month and year if possible)?
V96	e32a_1	Month - When did you begin to use in-house clearance?	discrete	numeric	When did you or your largest Client begin to use in-house clearance (please give the month and year if possible)? Month
V97	e32a_2	Year	discrete	numeric	When did you or your largest Client begin to use in-house clearance (please give the month and year if possible)? Year
V98	e33	If you do not use in-house clearance, why not?	discrete	character	If you or your Clients do not use in-house clearance, why not?
V99	e33_1	If you do not use in-house clearance, why not?	discrete	numeric	If you or your Clients do not use in-house clearance, why not?
V100	e33_2	If you do not use in-house clearance, why not?	discrete	numeric	If you or your Clients do not use in-house clearance, why not?
V101	e34	Do you normally use just one or more than one Carinarnica in Serbia?	discrete	numeric	Do you normally use just one or more than one Carinarnica in Serbia?
V102	e35a_1	Which Carinarnica have you used till now? Mark all from the list which you have	discrete	numeric	Which Carinarnica have you used till now? Please mark all from the list which you have used.



ID	Name	Label	Type	Format	Question
V103	e35a_2	Which Carinarnica have you used till now? Mark all from the list which you have	discrete	numeric	Which Carinarnica have you used till now? Please mark all from the list which you have used.
V104	e35a_3	Which Carinarnica have you used till now? Mark all from the list which you have	discrete	numeric	Which Carinarnica have you used till now? Please mark all from the list which you have used.
V105	e35a_4	Which Carinarnica have you used till now? Mark all from the list which you have	discrete	numeric	Which Carinarnica have you used till now? Please mark all from the list which you have used.
V106	e35a_5	Which Carinarnica have you used till now? Mark all from the list which you have	discrete	numeric	Which Carinarnica have you used till now? Please mark all from the list which you have used.
V107	e35a_6	Which Carinarnica have you used till now? Mark all from the list which you have	discrete	numeric	Which Carinarnica have you used till now? Please mark all from the list which you have used.
V108	e35a_7	Which Carinarnica have you used till now? Mark all from the list which you have	discrete	numeric	Which Carinarnica have you used till now? Please mark all from the list which you have used.
V109	e35a_8	Which Carinarnica have you used till now? Mark all from the list which you have	discrete	numeric	Which Carinarnica have you used till now? Please mark all from the list which you have used.
V110	e35a_9	Which Carinarnica have you used till now? Mark all from the list which you have	discrete	numeric	Which Carinarnica have you used till now? Please mark all from the list which you have used.
V111	e35a_10	Which Carinarnica have you used till now? Mark all from the list which you have	discrete	numeric	Which Carinarnica have you used till now? Please mark all from the list which you have used.
V112	e35a_11	Which Carinarnica have you used till now? Mark all from the list which you have	discrete	numeric	Which Carinarnica have you used till now? Please mark all from the list which you have used.
V113	e35a_12	Which Carinarnica have you used till now? Mark all from the list which you have	discrete	numeric	Which Carinarnica have you used till now? Please mark all from the list which you have used.
V114	e35a_13	Which Carinarnica have you used till now? Mark all from the list which you have	discrete	numeric	Which Carinarnica have you used till now? Please mark all from the list which you have used.
V115	e35a_14	Which Carinarnica have you used till now? Mark all from the list which you have	discrete	numeric	Which Carinarnica have you used till now? Please mark all from the list which you have used.
V116	e35a_15	Which Carinarnica have you used till now? Mark all from the list which you have	discrete	numeric	Which Carinarnica have you used till now? Please mark all from the list which you have used.
V117	e35b_1	What are the top 3 Carinarnice that you use?	discrete	numeric	What are the top 3 Carinarnice that you use?
V118	e35b_2	What are the top 3 Carinarnice that you use?	discrete	numeric	What are the top 3 Carinarnice that you use?
V119	e35b_3	What are the top 3 Carinarnice that you use?	discrete	numeric	What are the top 3 Carinarnice that you use?
V120	e35aa	Do you have the possibility of choosing across customs districts or not?	discrete	numeric	Do you have the possibility of choosing across customs districts or not?
V121	e36_1	Delivery point in Serbia - What factors drive your choice of Carinarnica	discrete	numeric	What factors drive your choice of Carinarnica (please rank the following factors in terms of their importance) [from 1=most important to 4=least important] Delivery point in Serbia

ID	Name	Label	Type	Format	Question
V122	e36_2	Location of goods origin	discrete	numeric	What factors drive your choice of Carinarnica (please rank the following factors in terms of their importance) [from 1=most important to 4=least important] Location of goods origin
V123	e36_3	Transport infrastructure/cost	discrete	numeric	What factors drive your choice of Carinarnica (please rank the following factors in terms of their importance) [from 1=most important to 4=least important] Transport infrastructure/cost
V124	e36_4	Performance of border agencies in this Carinarnica	discrete	numeric	What factors drive your choice of Carinarnica (please rank the following factors in terms of their importance) [from 1=most important to 4=least important] Performance of border agencies in this Carinarnica
V125	e37	If you work with more than one Carinarnica, do you consider performance to be re	discrete	numeric	If you work with more than one Carinarnica, do you consider performance to be relatively stable across the Carinarnice, or do they vary?
V126	e38_1	Carinarnica Beograd - If performance varies over Carinarnice, rank the Carinarni	discrete	numeric	If performance varies over Carinarnice, please rank the Carinarnice you use from best to worst.
V127	e38_2	Carinarnica Vrsac	discrete	numeric	If performance varies over Carinarnice, please rank the Carinarnice you use from best to worst.
V128	e38_3	Carinarnica Dimitrovgrad	discrete	numeric	If performance varies over Carinarnice, please rank the Carinarnice you use from best to worst.
V129	e38_4	Carinarnica Zrenjanin	discrete	numeric	If performance varies over Carinarnice, please rank the Carinarnice you use from best to worst.
V130	e38_5	Carinarnica Kladovo	discrete	numeric	If performance varies over Carinarnice, please rank the Carinarnice you use from best to worst.
V131	e38_6	Carinarnica Kragujevac	discrete	numeric	If performance varies over Carinarnice, please rank the Carinarnice you use from best to worst.
V132	e38_7	Carinarnica Kraljevo	discrete	numeric	If performance varies over Carinarnice, please rank the Carinarnice you use from best to worst.
V133	e38_8	Carinarnica Krusevac	discrete	numeric	If performance varies over Carinarnice, please rank the Carinarnice you use from best to worst.
V134	e38_9	Carinarnica Novi Sad	discrete	numeric	If performance varies over Carinarnice, please rank the Carinarnice you use from best to worst.
V135	e38_10	Carinarnica Pristina	discrete	numeric	If performance varies over Carinarnice, please rank the Carinarnice you use from best to worst.
V136	e38_11	Carinarnica Sombor	discrete	numeric	If performance varies over Carinarnice, please rank the Carinarnice you use from best to worst.
V137	e38_12	Carinarnica Subotica	discrete	numeric	If performance varies over Carinarnice, please rank the Carinarnice you use from best to worst.
V138	e38_13	Carinarnica Uzice	discrete	numeric	If performance varies over Carinarnice, please rank the Carinarnice you use from best to worst.
V139	e38_14	Carinarnica Nis	discrete	numeric	If performance varies over Carinarnice, please rank the Carinarnice you use from best to worst.
V140	e38_15	Carinarnica Sabac	discrete	numeric	If performance varies over Carinarnice, please rank the Carinarnice you use from best to worst.
V141	e39	Consider the period 2010 to 2013. Would you say that the joint performance of b	discrete	numeric	Would you say that the efficiency and quality of border agencies considering the period 2010 to 2013:
V142	e40a	Have there been any noticeable changes in the performance of the Carinarnice you	discrete	numeric	Have there been any noticeable changes in the performance of the Carinarnice you use?

ID	Name	Label	Type	Format	Question
V143	e40b	If so, and if you use more than one, which Carinarnice have changed most signifi	discrete	numeric	If so, and if you use more than one, which Carinarnice have changed most significantly?
V144	e41	If there have been noticeable changes in performance, what specifically, do you	discrete	character	If there have been noticeable changes, what specifically, do you think has changed in efficiency and quality?
V145	e41_1	If there have been noticeable changes in performance, what specifically, do you	discrete	numeric	If there have been noticeable changes, what specifically, do you think has changed in efficiency and quality?
V146	e41_2	If there have been noticeable changes in performance, what specifically, do you	discrete	numeric	If there have been noticeable changes, what specifically, do you think has changed in efficiency and quality?
V147	e41_3	If there have been noticeable changes in performance, what specifically, do you	discrete	numeric	If there have been noticeable changes, what specifically, do you think has changed in efficiency and quality?
V148	e42	Are you aware of any significant changes to formal procedures that occurred in t	discrete	character	Are you aware of any significant changes to formal procedures that occurred in this time period? If so, please describe what those changes were for the period 2010-2013.
V149	e42_1	Are you aware of any significant changes to formal procedures that occurred in t	discrete	numeric	Are you aware of any significant changes to formal procedures that occurred in this time period? If so, please describe what those changes were for the period 2010-2013.
V150	e42_2	Are you aware of any significant changes to formal procedures that occurred in t	discrete	numeric	Are you aware of any significant changes to formal procedures that occurred in this time period? If so, please describe what those changes were for the period 2010-2013.
V151	e42_3	Are you aware of any significant changes to formal procedures that occurred in t	discrete	numeric	Are you aware of any significant changes to formal procedures that occurred in this time period? If so, please describe what those changes were for the period 2010-2013.
V152	e43	How often are cold storage shipments given priority for clearance at the border	discrete	numeric	How often are cold storage shipments given priority for clearance at the border crossing?
V153	e44	Suppose that for a given shipment of imported goods a lower tariff is available	discrete	numeric	Suppose that for a given shipment of imported goods a lower tariff is available because of a preferential trade agreement with the goods' country-of-origin, but that claiming the lower tariff may subject you to more frequent inspections, or more time under review at the border. According to your experience, would your clients opt to...
V154	e45	Suppose that including certain goods in a consolidated shipment lowers the cost	discrete	numeric	Suppose that including certain goods in a consolidated shipment lowers the cost of delivery, but may subject you to more frequent or longer inspections. According to your experience, would your clients opt to...
V155	e46	Consider two border posts, one which operates more quickly than the other, but t	discrete	numeric	Consider two border posts, one which operates more quickly than the other, but the faster post has other costs (for example it requires higher transportation costs) that mean the monetary cost of using that border post is higher. Do you...
V156	e47	Suppose you have an opportunity to ship a half-truckload of a certain product fr	discrete	numeric	Suppose you have an opportunity to ship a half-truckload of a certain product from Munich tomorrow and a second half-truckload shipment of the same product two days later. The product will not spoil, and is not subject to phytosanitary, veterinary or other such inspections, so you expect few delays at the border. What is your most likely course of action, and what is the reason for choosing it?

ID	Name	Label	Type	Format	Question
V157	num_employees2011	Zap_2011	contin	numeric	
V158	num_employees2012	Zap_2012	contin	numeric	
V159	Size	Small (<50), Medium/Large (>50)	discrete	numeric	



## Questionnaire ID (Serial)

File: ffsurvey\_finaldata

### Overview

Type: Discrete	Valid cases: 151
Format: numeric	Invalid: 0
Width: 5	Minimum: 8
Decimals: 0	Maximum: 99999
Range: 8-99999	

## Place (a3)

File: ffsurvey\_finaldata

### Overview

Type: Discrete	Valid cases: 151
Format: character	Invalid: 0
Width: 100	

## Firm size - number of employees (a4)

File: ffsurvey\_finaldata

### Overview

Type: Discrete	Valid cases: 151
Format: numeric	Invalid: 0
Width: 1	
Decimals: 0	
Range: 1-4	

### Literal question

Firm size - number of employees

## Are you an international freightforwarder (a5)

File: ffsurvey\_finaldata

### Overview

Type: Discrete	Valid cases: 151
Format: numeric	Invalid: 0
Width: 1	
Decimals: 0	
Range: 1-2	

### Literal question

Are you an international freight forwarder?

## Do you provide transport services? (a6)

File: ffsurvey\_finaldata

### Overview

Type: Discrete	Valid cases: 151
Format: numeric	Invalid: 0
Width: 1	
Decimals: 0	
Range: 1-2	

## Do you provide transport services? (a6)

File: ffsurvey\_finaldata

**Literal question**

Do you provide transport services?

## Does your company assists with customs procedures? (a7)

File: ffsurvey\_finaldata

**Overview**

Type: Discrete  
 Format: numeric  
 Width: 1  
 Decimals: 0  
 Range: 1-2

Valid cases: 151  
 Invalid: 0

**Literal question**

Does your company assists with customs procedures?

## Date of interview scheduling (b7)

File: ffsurvey\_finaldata

**Overview**

Type: Discrete  
 Format: character  
 Width: 10

Valid cases: 146  
 Minimum: NaN  
 Maximum: NaN

**Literal question**

Date of interview scheduling

## How many import declarations does your firm handle in a year? (A rough estimate (d2x1))

File: ffsurvey\_finaldata

**Overview**

Type: Discrete  
 Format: character  
 Width: 58

Valid cases: 151

**Literal question**

How many import consignments does your firm handle in a year? (A rough estimate is sufficient)

## How many import declarations does your firm handle in a year? (A rough estimate (d2))

File: ffsurvey\_finaldata

**Overview**

Type: Discrete  
 Format: numeric  
 Width: 6  
 Decimals: 0  
 Range: 0-888999

Valid cases: 151  
 Invalid: 0

**Literal question**

How many import declarations does your firm handle in a year? (A rough estimate (d2)

File: ffsurvey\_finaldata

How many import consignments does your firm handle in a year? (A rough estimate is sufficient)

Approximately what share of your business (share of revenue/sales) involves your (d3)

File: ffsurvey\_finaldata

#### Overview

Type: Discrete  
Format: numeric  
Width: 6  
Decimals: 0  
Range: 3-888999

Valid cases: 151  
Invalid: 0

#### Literal question

Approximately what share of your business (share of revenue/sales) involves your largest client?

Please indicate in the list all the sectors that account each for more than 20% (d4\_1)

File: ffsurvey\_finaldata

#### Overview

Type: Discrete  
Format: numeric  
Width: 6  
Decimals: 0  
Range: 1-888999

Valid cases: 151  
Invalid: 0

#### Literal question

Please indicate in the list all the sectors, i.e. custom tariffs that account each for more than 20% of the IMPORT consignments that your firm handles.

Please indicate in the list all the sectors that account each for more than 20% (d4\_2)

File: ffsurvey\_finaldata

#### Overview

Type: Discrete  
Format: numeric  
Width: 6  
Decimals: 0  
Range: 1-888999

Valid cases: 120  
Invalid: 31

#### Literal question

Please indicate in the list all the sectors, i.e. custom tariffs that account each for more than 20% of the IMPORT consignments that your firm handles.

#### Interviewer instructions

Multiple responses (up to 5). Show card D4. Explain to the respondent that sectors present broad categories of products that are imported. Each sector has its customs tariff that is linked to the certain products.



Please indicate in the list all the sectors that account each for more than 20% (d4\_3)

File: ffsurvey\_finaldata

#### Overview

Type: Discrete  
Format: numeric  
Width: 6  
Decimals: 0  
Range: 1-888999

Valid cases: 77  
Invalid: 74

#### Literal question

Please indicate in the list all the sectors, i.e. custom tariffs that account each for more than 20% of the IMPORT consignments that your firm handles.

#### Interviewer instructions

Multiple responses (up to 5). Show card D4. Explain to the respondent that sectors present broad categories of products that are imported. Each sector has its customs tariff that is linked to the certain products.

Please indicate in the list all the sectors that account each for more than 20% (d4\_4)

File: ffsurvey\_finaldata

#### Overview

Type: Discrete  
Format: numeric  
Width: 6  
Decimals: 0  
Range: 1-888999

Valid cases: 46  
Invalid: 105

#### Literal question

Please indicate in the list all the sectors, i.e. custom tariffs that account each for more than 20% of the IMPORT consignments that your firm handles.

#### Interviewer instructions

Multiple responses (up to 5). Show card D4. Explain to the respondent that sectors present broad categories of products that are imported. Each sector has its customs tariff that is linked to the certain products.

Please indicate in the list all the sectors that account each for more than 20% (d4\_5)

File: ffsurvey\_finaldata

#### Overview

Type: Discrete  
Format: numeric  
Width: 6  
Decimals: 0  
Range: 1-888999

Valid cases: 26  
Invalid: 125

#### Literal question

Please indicate in the list all the sectors, i.e. custom tariffs that account each for more than 20% of the IMPORT consignments that your firm handles.

#### Interviewer instructions

Multiple responses (up to 5). Show card D4. Explain to the respondent that sectors present broad categories of products that are imported. Each sector has its customs tariff that is linked to the certain products.

Please indicate in the list all the sectors that account each for more than 20% (d4x1)

File: ffsurvey\_finaldata

#### Overview

Type: Discrete

Valid cases: 1

Format: character

Width: 49

#### Literal question

Please indicate in the list all the sectors, i.e. custom tariffs that account each for more than 20% of the IMPORT consignments that your firm handles.

#### Interviewer instructions

Multiple responses (up to 5). Show card D4. Explain to the respondent that sectors present broad categories of products that are imported. Each sector has its customs tariff that is linked to the certain products.

Please indicate in the list all the sectors that account each for more than 20% (d4x1\_1)

File: ffsurvey\_finaldata

#### Overview

Type: Discrete

Valid cases: 1

Format: numeric

Invalid: 150

Width: 6

Decimals: 0

Range: 888996-888996

#### Literal question

Please indicate in the list all the sectors, i.e. custom tariffs that account each for more than 20% of the IMPORT consignments that your firm handles.

#### Interviewer instructions

Multiple responses (up to 5). Show card D4. Explain to the respondent that sectors present broad categories of products that are imported. Each sector has its customs tariff that is linked to the certain products.

In the European Union? - What share of your import consignments originates... (d5\_1)

File: ffsurvey\_finaldata

#### Overview

Type: Discrete

Valid cases: 151

Format: numeric

Invalid: 0

Width: 6

Decimals: 0

Range: 5-888999

#### Literal question

What share of your import consignments originates... in the European Union?

#### Interviewer instructions

Percentages must sum up to 100%! This question refers to the country of origin. If the respondent does not know the answer, type 999.

In CEFTA (d5\_2)

File: ffsurvey\_finaldata

## In CEFTA (d5\_2)

### File: ffsurvey\_finaldata

#### Overview

Type: Discrete  
Format: numeric  
Width: 6  
Decimals: 0  
Range: 0-888999

Valid cases: 151  
Invalid: 0

#### Literal question

What share of your import consignments originates... in CEFTA?

#### Interviewer instructions

Percentages must sum up to 100%! This question refers to the country of origin. If the respondent does not know the answer, type 999.

## Elsewhere in Europe? (d5\_3)

### File: ffsurvey\_finaldata

#### Overview

Type: Discrete  
Format: numeric  
Width: 6  
Decimals: 0  
Range: 0-888999

Valid cases: 151  
Invalid: 0

#### Literal question

What share of your import consignments originates... elsewhere in Europe?

#### Interviewer instructions

Percentages must sum up to 100%! This question refers to the country of origin. If the respondent does not know the answer, type 999.

## In North America? (d5\_4)

### File: ffsurvey\_finaldata

#### Overview

Type: Discrete  
Format: numeric  
Width: 6  
Decimals: 0  
Range: 0-888999

Valid cases: 151  
Invalid: 0

#### Literal question

What share of your import consignments originates...in North America?

#### Interviewer instructions

Percentages must sum up to 100%! This question refers to the country of origin. If the respondent does not know the answer, type 999.

## In China? (d5\_5)

### File: ffsurvey\_finaldata

#### Overview

## In China? (d5\_5)

File: ffsurvey\_finaldata

Type: Discrete  
 Format: numeric  
 Width: 6  
 Decimals: 0  
 Range: 0-888999

Valid cases: 151  
 Invalid: 0

**Literal question**

What share of your import consignments originates...in China?

**Interviewer instructions**

Percentages must sum up to 100%! This question refers to the country of origin. If the respondent does not know the answer, type 999.

## Other? (d5\_6)

File: ffsurvey\_finaldata

**Overview**

Type: Discrete  
 Format: numeric  
 Width: 6  
 Decimals: 0  
 Range: 0-888999

Valid cases: 151  
 Invalid: 0

**Literal question**

What share of your import consignments originates...Other?

**Interviewer instructions**

Percentages must sum up to 100%! This question refers to the country of origin. If the respondent does not know the answer, type 999.

## Other, what? (d5\_6x)

File: ffsurvey\_finaldata

**Overview**

Type: Discrete  
 Format: character  
 Width: 47

Valid cases: 21

**Literal question**

What share of your import consignments originates...Other?

**Interviewer instructions**

Percentages must sum up to 100%! This question refers to the country of origin. If the respondent does not know the answer, type 999.

## Other, what? (d5\_6x\_1)

File: ffsurvey\_finaldata

**Overview**

Type: Discrete  
 Format: numeric  
 Width: 2  
 Decimals: 0  
 Range: 7-11

Valid cases: 21  
 Invalid: 130

**Literal question**

What share of your import consignments originates...Other?

Other, what? (d5\_6x\_1)

File: ffsurvey\_finaldata

**Interviewer instructions**

Percentages must sum up to 100%! This question refers to the country of origin. If the respondent does not know the answer, type 999.

What share of your shipments use combined transport or multimodal transport (air (d7)

File: ffsurvey\_finaldata

**Overview**

Type: Discrete  
Format: numeric  
Width: 6  
Decimals: 0  
Range: 1-888999

Valid cases: 151  
Invalid: 0

**Literal question**

What share of your shipments use combined transport or multimodal transport (air, road, rail, sea)?

**Interviewer instructions**

Single response. Show card D6

Do you consolidate import shipments of different products? (e1)

File: ffsurvey\_finaldata

**Overview**

Type: Discrete  
Format: numeric  
Width: 6  
Decimals: 0  
Range: 1-888999

Valid cases: 151  
Invalid: 0

**Literal question**

From your experience, do your clients consolidate import shipments of different products/ clients (that is, make consolidate shipments)?

From your experience, do your clients usually consolidate import shipments of di (e1a)

File: ffsurvey\_finaldata

**Overview**

Type: Discrete  
Format: numeric  
Width: 6  
Decimals: 0  
Range: 1-888999

Valid cases: 131  
Invalid: 20

**Literal question**

From your experience, do your clients usually consolidate import shipments of different products or from different clients?

Based on your experience, how much more do you earn on one consolidated shipment (e2)

File: ffsurvey\_finaldata

#### Overview

Type: Discrete  
Format: numeric  
Width: 6  
Decimals: 0  
Range: 1-888999

Valid cases: 131  
Invalid: 20

#### Literal question

Based on your experience, how much more do you earn on one consolidated shipment (relative to non-consolidated shipment)?

Consider a shipment of your most traded product. How much time is expected for y (e2a)

File: ffsurvey\_finaldata

#### Overview

Type: Discrete  
Format: numeric  
Width: 6  
Decimals: 0  
Range: 1-888999

Valid cases: 151  
Invalid: 0

#### Literal question

Consider a shipment of your most traded product. How much time is expected for your typical shipment to go through customs clearance.

By "custom clearance" meant a procedures done by by the customs and non-customs agencies. (Fito, Fito food, veterinary and other inspections) which could be done on a border outpost or other place where the state services inspect imports. Such locations may actually be within the physical borders of Serbia, for example, in places like Belgrade.

Consider a shipment of your most traded product. How much unexpected time must p (e3)

File: ffsurvey\_finaldata

#### Overview

Type: Discrete  
Format: numeric  
Width: 6  
Decimals: 0  
Range: 1-888999

Valid cases: 151  
Invalid: 0

#### Pre question

Read to respondent: In following questions (E3 - E11) we ask about "delays in customs clearance." The word "delay" here means a period of time that is both unexpected and long enough to risk a breach of contractual obligations.

#### Literal question

How much ADDITIONAL UNEXPECTED TIME must pass with your shipment in customs clearance at the border post or terminal for you to be at risk for breaching your contractual obligations? Please think only about additional time, not the time you mentioned in previous question.

In your experience does the consolidation of shipments increase the risk of inte (e4)

File: ffsurvey\_finaldata

#### Overview

Type: Discrete  
Format: numeric  
Width: 6  
Decimals: 0  
Range: 1-888999

Valid cases: 151  
Invalid: 0

#### Pre question

Read to respondent: In following questions (E3 - E11) we ask about "delays in customs clearance." The word "delay" here means a period of time that is both unexpected and long enough to risk a breach of contractual obligations.

#### Literal question

In your experience does the consolidation of shipments increase the risk of intensive physical inspection at the border post or terminals? (i.e. "intensive physical inspection" (customs and noncustoms inspection) means that packaging is opened and goods themselves are inspected)

In your experience does the consolidation of shipments increase the risk of dela (e5)

File: ffsurvey\_finaldata

#### Overview

Type: Discrete  
Format: numeric  
Width: 6  
Decimals: 0  
Range: 1-888999

Valid cases: 151  
Invalid: 0

#### Pre question

Read to respondent: In following questions (E3 - E11) we ask about "delays in customs clearance." The word "delay" here means a period of time that is both unexpected and long enough to risk a breach of contractual obligations.

#### Literal question

In your experience does the consolidation of shipments increase the risk of delays in customs clearance at the border post or terminals?

In your experience do intensive physical inspections frequently lead to extended (e6)

File: ffsurvey\_finaldata

#### Overview

Type: Discrete  
Format: numeric  
Width: 6  
Decimals: 0  
Range: 1-888999

Valid cases: 151  
Invalid: 0

#### Pre question

Read to respondent: In following questions (E3 - E11) we ask about "delays in customs clearance." The word "delay" here means a period of time that is both unexpected and long enough to risk a breach of contractual obligations.

#### Literal question

In your experience do intensive physical inspections frequently lead to extended delays in customs clearance at the border post or terminals? Remember that by "custom clearance" we mean procedures done by the customs and non-customs agencies.

## What is your normal response to delays at the border? (e7)

File: ffsurvey\_finaldata

### Overview

Type: Discrete  
Format: numeric  
Width: 6  
Decimals: 0  
Range: 1-888999

Valid cases: 151  
Invalid: 0

### Pre question

Read to respondent: In following questions (E3 - E11) we ask about "delays in customs clearance." The word "delay" here means a period of time that is both unexpected and long enough to risk a breach of contractual obligations.

### Literal question

What is your normal response to delays in customs clearance at the border post or terminals?

## What is your normal response to delays at the border? - Other (e7x1)

File: ffsurvey\_finaldata

### Overview

Type: Discrete  
Format: character  
Width: 112

Valid cases: 16

### Pre question

Read to respondent: In following questions (E3 - E11) we ask about "delays in customs clearance." The word "delay" here means a period of time that is both unexpected and long enough to risk a breach of contractual obligations.

### Literal question

What is your normal response to delays in customs clearance at the border post or terminals?

## What is your normal response to delays at the border? - Other (e7x1\_1)

File: ffsurvey\_finaldata

### Overview

Type: Discrete  
Format: numeric  
Width: 6  
Decimals: 0  
Range: 4-888995

Valid cases: 16  
Invalid: 135

### Pre question

Read to respondent: In following questions (E3 - E11) we ask about "delays in customs clearance." The word "delay" here means a period of time that is both unexpected and long enough to risk a breach of contractual obligations.

### Literal question

What is your normal response to delays in customs clearance at the border post or terminals?

## Do you personally communicate with drivers about shipments when goods are delaye (e8)

File: ffsurvey\_finaldata

### Overview



## Do you personally communicate with drivers about shipments when goods are delayed (e8)

File: ffsurvey\_finaldata

Type: Discrete  
Format: numeric  
Width: 6  
Decimals: 0  
Range: 1-888999

Valid cases: 151  
Invalid: 0

### Pre question

Read to respondent: In following questions (E3 - E11) we ask about "delays in customs clearance." The word "delay" here means a period of time that is both unexpected and long enough to risk a breach of contractual obligations.

### Literal question

Do you personally communicate with drivers about shipments when goods are delayed in customs clearance at the border post or terminals?

## Consider a shipment that spends at least one night at the border. In what proportion (e9)

File: ffsurvey\_finaldata

### Overview

Type: Discrete  
Format: numeric  
Width: 6  
Decimals: 0  
Range: 0-888999

Valid cases: 151  
Invalid: 0

### Pre question

Read to respondent: In following questions (E3 - E11) we ask about "delays in customs clearance." The word "delay" here means a period of time that is both unexpected and long enough to risk a breach of contractual obligations.

### Literal question

In your experience in what proportion of cases does it happen that the shipment spends at least one night in customs clearance at the border post or terminal?

## First cause - Indicate the top 3 causes for the unexpected delays in customs clearance (e10\_1)

File: ffsurvey\_finaldata

### Overview

Type: Discrete  
Format: numeric  
Width: 6  
Decimals: 0  
Range: 1-888999

Valid cases: 151  
Invalid: 0

### Pre question

Read to respondent: In following questions (E3 - E11) we ask about "delays in customs clearance." The word "delay" here means a period of time that is both unexpected and long enough to risk a breach of contractual obligations.

### Literal question

Please indicate the top 3 causes for the unexpected delays at the border post or terminals for one night or more.

### Interviewer instructions

Multiple responses. Up to 3 answers. Show card E10

## Second cause (e10\_2)

### File: ffsurvey\_finaldata

#### Overview

Type: Discrete  
Format: numeric  
Width: 6  
Decimals: 0  
Range: 1-888999

Valid cases: 150  
Invalid: 1

#### Pre question

Read to respondent: In following questions (E3 - E11) we ask about "delays in customs clearance." The word "delay" here means a period of time that is both unexpected and long enough to risk a breach of contractual obligations.

#### Literal question

Please indicate the top 3 causes for the unexpected delays at the border post or terminals for one night or more.

#### Interviewer instructions

Multiple responses. Up to 3 answers. Show card E10

## Third cause (e10\_3)

### File: ffsurvey\_finaldata

#### Overview

Type: Discrete  
Format: numeric  
Width: 6  
Decimals: 0  
Range: 1-888999

Valid cases: 144  
Invalid: 7

#### Pre question

Read to respondent: In following questions (E3 - E11) we ask about "delays in customs clearance." The word "delay" here means a period of time that is both unexpected and long enough to risk a breach of contractual obligations.

#### Literal question

Please indicate the top 3 causes for the unexpected delays at the border post or terminals for one night or more.

#### Interviewer instructions

Multiple responses. Up to 3 answers. Show card E10

## Corruption - If the performance of border agencies (customs and non-customs) are (e11\_1)

### File: ffsurvey\_finaldata

#### Overview

Type: Discrete  
Format: numeric  
Width: 6  
Decimals: 0  
Range: 1-888999

Valid cases: 139  
Invalid: 12

#### Pre question

Read to respondent: In following questions (E3 - E11) we ask about "delays in customs clearance." The word "delay" here means a period of time that is both unexpected and long enough to risk a breach of contractual obligations.

#### Literal question

If the performance of border agencies (customs and non-customs) at the border post or terminals are among the main causes for unexpected delays in customs clearance, please rank the following in terms of importance  
Corruption

## Understaffing (e11\_2)

### File: ffsurvey\_finaldata

#### Overview

Type: Discrete  
Format: numeric  
Width: 6  
Decimals: 0  
Range: 1-888999

Valid cases: 139  
Invalid: 12

#### Pre question

Read to respondent: In following questions (E3 - E11) we ask about "delays in customs clearance." The word "delay" here means a period of time that is both unexpected and long enough to risk a breach of contractual obligations.

#### Literal question

If the performance of border agencies (customs and non-customs) at the border post or terminals are among the main causes for unexpected delays in customs clearance, please rank the following in terms of importance  
Understaffing

## Poor training (e11\_3)

### File: ffsurvey\_finaldata

#### Overview

Type: Discrete  
Format: numeric  
Width: 6  
Decimals: 0  
Range: 1-888999

Valid cases: 139  
Invalid: 12

#### Pre question

Read to respondent: In following questions (E3 - E11) we ask about "delays in customs clearance." The word "delay" here means a period of time that is both unexpected and long enough to risk a breach of contractual obligations.

#### Literal question

If the performance of border agencies (customs and non-customs) at the border post or terminals are among the main causes for unexpected delays in customs clearance, please rank the following in terms of importance  
Poor training

## Lack of automation (e11\_4)

### File: ffsurvey\_finaldata

#### Overview

Type: Discrete  
Format: numeric  
Width: 6  
Decimals: 0  
Range: 1-888999

Valid cases: 139  
Invalid: 12

#### Pre question

Read to respondent: In following questions (E3 - E11) we ask about "delays in customs clearance." The word "delay" here means a period of time that is both unexpected and long enough to risk a breach of contractual obligations.

#### Literal question

If the performance of border agencies (customs and non-customs) at the border post or terminals are among the main causes for unexpected delays in customs clearance, please rank the following in terms of importance  
Lack of automation

## Insufficient physical infrastructure at the border (e11\_5)

### File: ffsurvey\_finaldata

## Insufficient physical infrastructure at the border (e11\_5)

File: ffsurvey\_finaldata

### Overview

Type: Discrete  
Format: numeric  
Width: 6  
Decimals: 0  
Range: 1-888999

Valid cases: 139  
Invalid: 12

### Pre question

Read to respondent: In following questions (E3 - E11) we ask about "delays in customs clearance." The word "delay" here means a period of time that is both unexpected and long enough to risk a breach of contractual obligations.

### Literal question

If the performance of border agencies (customs and non-customs) at the border post or terminals are among the main causes for unexpected delays in customs clearance, please rank the following in terms of importance  
Insufficient physical infrastructure at the border and/or terminal

## Other (e11\_6)

File: ffsurvey\_finaldata

### Overview

Type: Discrete  
Format: numeric  
Width: 6  
Decimals: 0  
Range: 1-888999

Valid cases: 139  
Invalid: 12

### Pre question

Read to respondent: In following questions (E3 - E11) we ask about "delays in customs clearance." The word "delay" here means a period of time that is both unexpected and long enough to risk a breach of contractual obligations.

### Literal question

If the performance of border agencies (customs and non-customs) at the border post or terminals are among the main causes for unexpected delays in customs clearance, please rank the following in terms of importance  
Other

## Other, what? (e11\_6x)

File: ffsurvey\_finaldata

### Overview

Type: Discrete  
Format: character  
Width: 244

Valid cases: 33

### Pre question

Read to respondent: In following questions (E3 - E11) we ask about "delays in customs clearance." The word "delay" here means a period of time that is both unexpected and long enough to risk a breach of contractual obligations.

### Literal question

If the performance of border agencies (customs and non-customs) at the border post or terminals are among the main causes for unexpected delays in customs clearance, please rank the following in terms of importance  
Other

## Other, what? (e11\_6x\_1)

File: ffsurvey\_finaldata

### Overview

## Other, what? (e11\_6x\_1)

File: ffsurvey\_finaldata

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: 7-11

Valid cases: 33  
Invalid: 118

### Pre question

Read to respondent: In following questions (E3 - E11) we ask about "delays in customs clearance." The word "delay" here means a period of time that is both unexpected and long enough to risk a breach of contractual obligations.

### Literal question

If the performance of border agencies (customs and non-customs) at the border post or terminals are among the main causes for unexpected delays in customs clearance, please rank the following in terms of importance  
Other

## Date of delivery? - Does the delivery contract normally specify the following (e12\_1)

File: ffsurvey\_finaldata

### Overview

Type: Discrete  
Format: numeric  
Width: 6  
Decimals: 0  
Range: 1-888999

Valid cases: 151  
Invalid: 0

### Literal question

Does the delivery contract normally specify the following  
Date of delivery?

## Hour of delivery (other than close of business)? (e12\_2)

File: ffsurvey\_finaldata

### Overview

Type: Discrete  
Format: numeric  
Width: 6  
Decimals: 0  
Range: 1-888999

Valid cases: 151  
Invalid: 0

### Literal question

Does the delivery contract normally specify the following  
Hour of delivery (other than close of business)?

## Are there penalties for delivering the goods later than the date/hour of deliver (e13)

File: ffsurvey\_finaldata

### Overview

Type: Discrete  
Format: numeric  
Width: 6  
Decimals: 0  
Range: 1-888999

Valid cases: 111  
Invalid: 40

## Are there penalties for delivering the goods later than the date/hour of deliver (e13)

File: ffsurvey\_finaldata

### Literal question

If the answer on E12 was YES for the date or the hour of delivery ask: Are there penalties for delivering the goods later than the date/hour of delivery specified in the contract?

## If there are penalties, do they apply to (e14)

File: ffsurvey\_finaldata

### Overview

Type: Discrete  
Format: numeric  
Width: 6  
Decimals: 0  
Range: 1-888999

Valid cases: 77  
Invalid: 74

### Literal question

If there are penalties, do they usually apply to

## If there are penalties, do they apply to (e15)

File: ffsurvey\_finaldata

### Overview

Type: Discrete  
Format: numeric  
Width: 6  
Decimals: 0  
Range: 1-888999

Valid cases: 77  
Invalid: 74

### Literal question

If there are penalties, do they usually apply to

## In case that a TYPICAL shipment is unexpectedly held at the border or terminal (e16)

File: ffsurvey\_finaldata

### Overview

Type: Discrete  
Format: numeric  
Width: 6  
Decimals: 0  
Range: 0-888999

Valid cases: 151  
Invalid: 0

### Literal question

In case that a TYPICAL shipment is unexpectedly held at the border or terminal overnight and therefore is delivered 1 day later than specified in the contract. How large are the penalties in this case? You can tell us about the penalties as actual value in EURs, or as percentage of the value of the product.

## What is the penalty in euro? (e16\_1)

File: ffsurvey\_finaldata

## What is the penalty in euro? (e16\_1)

File: ffsurvey\_finaldata

### Overview

Type: Continuous	Valid cases: 78
Format: numeric	Invalid: 73
Width: 4	Minimum: 1
Decimals: 0	Maximum: 2000
Range: 1-2000	

### Literal question

In case that a TYPICAL shipment is unexpectedly held at the border or terminal overnight and therefore is delivered 1 day later than specified in the contract. How large are the penalties in this case? You can tell us about the penalties as actual value in EURs, or as percentage of the value of the product.

## What is the penalty in the percentage value of the product? (e16\_2)

File: ffsurvey\_finaldata

### Overview

Type: Discrete	Valid cases: 7
Format: numeric	Invalid: 144
Width: 2	
Decimals: 0	
Range: 5-20	

### Literal question

In case that a TYPICAL shipment is unexpectedly held at the border or terminal overnight and therefore is delivered 1 day later than specified in the contract. How large are the penalties in this case? You can tell us about the penalties as actual value in EURs, or as percentage of the value of the product.

## Are there any greater punishment for a longer delay? (If the penalty for one day (e17)

File: ffsurvey\_finaldata

### Overview

Type: Discrete	Valid cases: 151
Format: numeric	Invalid: 0
Width: 6	
Decimals: 0	
Range: 1-888999	

### Literal question

Are there any greater punishment for a longer delay? (If the penalty for one day delay is for example 150 EUR, will the penalty for three days delay be 450 (3 x 150) EUR, or the penalty increases with each day of delay (For example, first day 150 EUR, 200 EUR for second day...)?

## Are there any greater punishment for a longer delay? (If the penalty for one day (e17x1)

File: ffsurvey\_finaldata

### Overview

Type: Discrete	Valid cases: 25
Format: character	
Width: 120	

### Literal question

Are there any greater punishment for a longer delay? (If the penalty for one day (e17x1)

File: ffsurvey\_finaldata

Are there any greater punishment for a longer delay? (If the penalty for one day delay is for example 150 EUR, will the penalty for three days delay be 450 (3 x 150) EUR, or the penalty increases with each day of delay (For example, first day 150 EUR, 200 EUR for second day...)?

Are there any greater punishment for a longer delay? (If the penalty for one day (e17x1\_1)

File: ffsurvey\_finaldata

#### Overview

Type: Discrete  
Format: numeric  
Width: 1  
Decimals: 0  
Range: 3-4

Valid cases: 25  
Invalid: 126

#### Literal question

Are there any greater punishment for a longer delay? (If the penalty for one day delay is for example 150 EUR, will the penalty for three days delay be 450 (3 x 150) EUR, or the penalty increases with each day of delay (For example, first day 150 EUR, 200 EUR for second day...)?

If so, can you give a representative example of larger penalty for longer delay? (e18)

File: ffsurvey\_finaldata

#### Overview

Type: Discrete  
Format: character  
Width: 244

Valid cases: 111

#### Literal question

If so, can you give a representative example of larger penalty for longer delay?

If so, can you give a representative example of larger penalty for longer delay? (e18\_1)

File: ffsurvey\_finaldata

#### Overview

Type: Discrete  
Format: numeric  
Width: 6  
Decimals: 0  
Range: 1-888997

Valid cases: 111  
Invalid: 40

#### Literal question

If so, can you give a representative example of larger penalty for longer delay?

What would happen if the shipment arrived earlier? (e19)

File: ffsurvey\_finaldata



## What would happen if the shipment arrived earlier? (e19)

File: ffsurvey\_finaldata

### Overview

Type: Discrete  
Format: numeric  
Width: 6  
Decimals: 0  
Range: 1-888999

Valid cases: 151  
Invalid: 0

### Literal question

What would happen if the shipment arrived earlier?

## Has any customer decided not to hire you again due to delays at the border? (e20)

File: ffsurvey\_finaldata

### Overview

Type: Discrete  
Format: numeric  
Width: 6  
Decimals: 0  
Range: 1-888999

Valid cases: 151  
Invalid: 0

### Literal question

Has any customer decided not to hire you again due to delays at the border post or terminals?

## How long were the delays at the border that caused a customer to decide not to h (e21)

File: ffsurvey\_finaldata

### Overview

Type: Discrete  
Format: numeric  
Width: 2  
Decimals: 0  
Range: 0-15

Valid cases: 39  
Invalid: 112

### Literal question

Last time it occurred, how long were the delays at the border post or terminals that caused a loss of job with that client?

## How often do customers decide not to hire you again, as a result of delays at th (e22)

File: ffsurvey\_finaldata

### Overview

Type: Discrete  
Format: numeric  
Width: 6  
Decimals: 0  
Range: 1-888999

Valid cases: 39  
Invalid: 112

### Literal question

How often did you lose a job with a client, as a result of delays at the border post or terminals?

If you know the reason a customer decided not to hire you again, does the business (e23)

File: ffsurvey\_finaldata

#### Overview

Type: Discrete  
Format: numeric  
Width: 6  
Decimals: 0  
Range: 1-888999

Valid cases: 38  
Invalid: 113

#### Literal question

If you know the reason why did you lose a job with a client, does the business usually go to another freight forwarder or does the importer cease importing the product?

Last time a customer decided not to hire you again due to delays at the border, (e24)

File: ffsurvey\_finaldata

#### Overview

Type: Discrete  
Format: character  
Width: 84

Valid cases: 38

#### Literal question

Last time you lost a job with a client due to delays at the border post or terminals, what kinds of products were involved?

Last time a customer decided not to hire you again due to delays at the border, (e24\_1)

File: ffsurvey\_finaldata

#### Overview

Type: Discrete  
Format: numeric  
Width: 6  
Decimals: 0  
Range: 1-888997

Valid cases: 38  
Invalid: 113

#### Literal question

Last time you lost a job with a client due to delays at the border post or terminals, what kinds of products were involved?

Last time a customer decided not to hire you again due to delays at the border, (e24\_2)

File: ffsurvey\_finaldata

#### Overview

Type: Discrete  
Format: numeric  
Width: 6  
Decimals: 0  
Range: 1-888997

Valid cases: 1  
Invalid: 150

#### Literal question

Last time you lost a job with a client due to delays at the border post or terminals, what kinds of products were involved?

What is on average the value of a typical consignment you handle?  
(d24a)

File: ffsurvey\_finaldata

#### Overview

Type: Discrete	Valid cases: 151
Format: numeric	Invalid: 0
Width: 7	
Decimals: 0	
Range: 7-1000000	

#### Literal question

What is on average the value of a typical consignment you handle?

North and South America - Do you handle imports from the following sources? (e25\_1)

File: ffsurvey\_finaldata

#### Overview

Type: Discrete	Valid cases: 151
Format: numeric	Invalid: 0
Width: 6	
Decimals: 0	
Range: 1-888999	

#### Literal question

Do you handle imports from the following sources? North America

Asia (e25\_2)

File: ffsurvey\_finaldata

#### Overview

Type: Discrete	Valid cases: 151
Format: numeric	Invalid: 0
Width: 6	
Decimals: 0	
Range: 1-888999	

#### Literal question

Do you handle imports from the following sources? East Asia

If you handle goods from these sources, do you typically organize the shipment f (e26\_1)

File: ffsurvey\_finaldata

#### Overview

Type: Discrete	Valid cases: 80
Format: numeric	Invalid: 71
Width: 6	
Decimals: 0	
Range: 1-888999	

#### Literal question

If you handle goods from these sources, do you typically organize the shipment from the source country itself, or are your responsibilities limited to moving the goods within Europe?

If you handle goods from these sources, do you typically organize the shipment f (e26\_2)

File: ffsurvey\_finaldata

#### Overview

Type: Discrete  
Format: numeric  
Width: 6  
Decimals: 0  
Range: 1-888999

Valid cases: 5  
Invalid: 146

#### Literal question

If you handle goods from these sources, do you typically organize the shipment from the source country itself, or are your responsibilities limited to moving the goods within Europe?

If you handle goods from these sources, do you typically organize the shipment f (e26\_3)

File: ffsurvey\_finaldata

#### Overview

Type: Discrete  
Format: numeric  
Width: 6  
Decimals: 0  
Range: 1-888999

Valid cases: 0  
Invalid: 151

#### Literal question

If you handle goods from these sources, do you typically organize the shipment from the source country itself, or are your responsibilities limited to moving the goods within Europe?

If you handle goods from these sources, do you typically organize the shipment f (e26x1)

File: ffsurvey\_finaldata

#### Overview

Type: Discrete  
Format: character  
Width: 95

Valid cases: 17

#### Literal question

If you handle goods from these sources, do you typically organize the shipment from the source country itself, or are your responsibilities limited to moving the goods within Europe?

If you handle goods from these sources, do you typically organize the shipment f (e26x1\_1)

File: ffsurvey\_finaldata

#### Overview

Type: Discrete  
Format: numeric  
Width: 1  
Decimals: 0  
Range: 3-4

Valid cases: 17  
Invalid: 134

#### Literal question

If you handle goods from these sources, do you typically organize the shipment f (e26x1\_1)

File: ffsurvey\_finaldata

If you handle goods from these sources, do you typically organize the shipment from the source country itself, or are your responsibilities limited to moving the goods within Europe?

If you organize shipments from outside the region, presumably there are several (e27)

File: ffsurvey\_finaldata

#### Overview

Type: Discrete  
Format: numeric  
Width: 6  
Decimals: 0  
Range: 1-888999

Valid cases: 77  
Invalid: 74

#### Literal question

If you organize shipments from outside the region, presumably there are several possible routes you could use. Which sea port is most likely used for goods coming from East Asia?

If you organize shipments from outside the region, presumably there are several (e27x1)

File: ffsurvey\_finaldata

#### Overview

Type: Discrete  
Format: character  
Width: 48

Valid cases: 5

#### Literal question

If you organize shipments from outside the region, presumably there are several possible routes you could use. Which sea port is most likely used for goods coming from East Asia?

If you organize shipments from outside the region, presumably there are several (e27x1\_1)

File: ffsurvey\_finaldata

#### Overview

Type: Discrete  
Format: numeric  
Width: 1  
Decimals: 0  
Range: 5-7

Valid cases: 5  
Invalid: 146

#### Literal question

If you organize shipments from outside the region, presumably there are several possible routes you could use. Which sea port is most likely used for goods coming from East Asia?

## Which sea port is most likely used for goods coming from North America? (e28)

File: ffsurvey\_finaldata

### Overview

Type: Discrete  
Format: numeric  
Width: 6  
Decimals: 0  
Range: 1-888999

Valid cases: 29  
Invalid: 122

### Literal question

Which sea port is most likely used for goods coming from North America?

## Which sea port is most likely used for goods coming from North America? - Other, (e28x1)

File: ffsurvey\_finaldata

### Overview

Type: Discrete  
Format: character  
Width: 101

Valid cases: 6

### Literal question

Which sea port is most likely used for goods coming from North America?

## Which sea port is most likely used for goods coming from North America? - Other, (e28x1\_1)

File: ffsurvey\_finaldata

### Overview

Type: Discrete  
Format: numeric  
Width: 1  
Decimals: 0  
Range: 5-7

Valid cases: 6  
Invalid: 145

### Literal question

Which sea port is most likely used for goods coming from North America?

## Rieke - Regardless of country of origin, which Northern Adriatic ports do you use (e29\_1)

File: ffsurvey\_finaldata

### Overview

Type: Discrete  
Format: numeric  
Width: 6  
Decimals: 0  
Range: 1-888998

Valid cases: 151  
Invalid: 0

### Literal question

Regardless of country of origin, which Northern Adriatic ports do you use more frequent? Please rank all Northern Adriatic ports which you use by frequency of usage. Port which you use the most mark with 1, port which you use second by frequency mark with 2, etc.

## Kopar (e29\_2)

### File: ffsurvey\_finaldata

#### Overview

Type: Discrete  
Format: numeric  
Width: 6  
Decimals: 0  
Range: 1-888998

Valid cases: 151  
Invalid: 0

#### Literal question

Regardless of country of origin, which Northern Adriatic ports do you use more frequent? Please rank all Northern Adriatic ports which you use by frequency of usage. Port which you use the most mark with 1, port which you use second by frequency mark with 2, etc.

## Trieste (e29\_3)

### File: ffsurvey\_finaldata

#### Overview

Type: Discrete  
Format: numeric  
Width: 6  
Decimals: 0  
Range: 2-888998

Valid cases: 151  
Invalid: 0

#### Literal question

Regardless of country of origin, which Northern Adriatic ports do you use more frequent? Please rank all Northern Adriatic ports which you use by frequency of usage. Port which you use the most mark with 1, port which you use second by frequency mark with 2, etc.

## Venice (e29\_4)

### File: ffsurvey\_finaldata

#### Overview

Type: Discrete  
Format: numeric  
Width: 6  
Decimals: 0  
Range: 3-888998

Valid cases: 151  
Invalid: 0

#### Literal question

Regardless of country of origin, which Northern Adriatic ports do you use more frequent? Please rank all Northern Adriatic ports which you use by frequency of usage. Port which you use the most mark with 1, port which you use second by frequency mark with 2, etc.

## Ocean freight costs - Consider the following factors that might affect route cho (e30\_1)

### File: ffsurvey\_finaldata

#### Overview

Type: Discrete  
Format: numeric  
Width: 6  
Decimals: 0  
Range: 1-888997

Valid cases: 151  
Invalid: 0

#### Literal question

## Ocean freight costs - Consider the following factors that might affect route choice (e30\_1)

File: ffsurvey\_finaldata

Consider the following factors that might affect route choice, and if possible, rank them in terms of the importance they have in determining the route (from 1=most important to 4=least important)

Ocean freight costs

## Overland freight costs (e30\_2)

File: ffsurvey\_finaldata

### Overview

Type: Discrete  
Format: numeric  
Width: 6  
Decimals: 0  
Range: 1-888997

Valid cases: 151  
Invalid: 0

### Literal question

Consider the following factors that might affect route choice, and if possible, rank them in terms of the importance they have in determining the route (from 1=most important to 4=least important)

Overland freight costs

## Border-related costs/delays in countries other than Serbia (e30\_3)

File: ffsurvey\_finaldata

### Overview

Type: Discrete  
Format: numeric  
Width: 6  
Decimals: 0  
Range: 1-888997

Valid cases: 151  
Invalid: 0

### Literal question

Consider the following factors that might affect route choice, and if possible, rank them in terms of the importance they have in determining the route (from 1=most important to 4=least important)

Border-related costs/delays in countries other than Serbia

## Border related costs/delays in Serbia (e30\_4)

File: ffsurvey\_finaldata

### Overview

Type: Discrete  
Format: numeric  
Width: 6  
Decimals: 0  
Range: 1-888997

Valid cases: 151  
Invalid: 0

### Literal question

Consider the following factors that might affect route choice, and if possible, rank them in terms of the importance they have in determining the route (from 1=most important to 4=least important)

Border related costs/delays in Serbia



## Do you use in-house clearance (where Customs allows businesses to have their goods cleared) (e31)

File: ffsurvey\_finaldata

### Overview

Type: Discrete  
Format: numeric  
Width: 6  
Decimals: 0  
Range: 1-888999

Valid cases: 151  
Invalid: 0

### Literal question

Do you or your Clients use in-house clearance? By in-house clearance we mean situation where Customs allows businesses to have their goods cleared in a private warehouse inside Serbia

## When did you begin to use in-house clearance? (e32)

File: ffsurvey\_finaldata

### Overview

Type: Discrete  
Format: numeric  
Width: 6  
Decimals: 0  
Range: 1-888999

Valid cases: 47  
Invalid: 104

### Literal question

When did you or your largest Client begin to use in-house clearance (please give the month and year if possible)?

## Month - When did you begin to use in-house clearance? (e32a\_1)

File: ffsurvey\_finaldata

### Overview

Type: Discrete  
Format: numeric  
Width: 6  
Decimals: 0  
Range: 1-888999

Valid cases: 38  
Invalid: 113

### Literal question

When did you or your largest Client begin to use in-house clearance (please give the month and year if possible)? Month

## Year (e32a\_2)

File: ffsurvey\_finaldata

### Overview

Type: Discrete  
Format: numeric  
Width: 6  
Decimals: 0  
Range: 1992-888999

Valid cases: 38  
Invalid: 113

### Literal question

When did you or your largest Client begin to use in-house clearance (please give the month and year if possible)? Year

## If you do not use in-house clearance, why not? (e33)

File: ffsurvey\_finaldata

**Overview**

Type: Discrete

Valid cases: 104

Format: character

Width: 142

**Literal question**

If you or your Clients do not use in-house clearance, why not?

## If you do not use in-house clearance, why not? (e33\_1)

File: ffsurvey\_finaldata

**Overview**

Type: Discrete

Valid cases: 104

Format: numeric

Invalid: 47

Width: 6

Decimals: 0

Range: 1-888997

**Literal question**

If you or your Clients do not use in-house clearance, why not?

## If you do not use in-house clearance, why not? (e33\_2)

File: ffsurvey\_finaldata

**Overview**

Type: Discrete

Valid cases: 11

Format: numeric

Invalid: 140

Width: 6

Decimals: 0

Range: 1-888997

**Literal question**

If you or your Clients do not use in-house clearance, why not?

## Do you normally use just one or more than one Carinarnica in Serbia? (e34)

File: ffsurvey\_finaldata

**Overview**

Type: Discrete

Valid cases: 151

Format: numeric

Invalid: 0

Width: 6

Decimals: 0

Range: 1-888999

**Literal question**

Do you normally use just one or more than one Carinarnica in Serbia?

Which Carinarnica have you used till now? Mark all from the list which you have (e35a\_1)

File: ffsurvey\_finaldata

#### Overview

Type: Discrete  
Format: numeric  
Width: 6  
Decimals: 0  
Range: 1-888999

Valid cases: 151  
Invalid: 0

#### Literal question

Which Carinarnica have you used till now? Please mark all from the list which you have used.

#### Interviewer instructions

Multiple answers possible. Show card E35

Which Carinarnica have you used till now? Mark all from the list which you have (e35a\_2)

File: ffsurvey\_finaldata

#### Overview

Type: Discrete  
Format: numeric  
Width: 6  
Decimals: 0  
Range: 1-888999

Valid cases: 113  
Invalid: 38

#### Literal question

Which Carinarnica have you used till now? Please mark all from the list which you have used.

#### Interviewer instructions

Multiple answers possible. Show card E35

Which Carinarnica have you used till now? Mark all from the list which you have (e35a\_3)

File: ffsurvey\_finaldata

#### Overview

Type: Discrete  
Format: numeric  
Width: 6  
Decimals: 0  
Range: 1-888999

Valid cases: 100  
Invalid: 51

#### Literal question

Which Carinarnica have you used till now? Please mark all from the list which you have used.

#### Interviewer instructions

Multiple answers possible. Show card E35

Which Carinarnica have you used till now? Mark all from the list which you have (e35a\_4)

File: ffsurvey\_finaldata

#### Overview

Which Carinarnica have you used till now? Mark all from the list which you have (e35a\_4)

File: ffsurvey\_finaldata

Type: Discrete  
Format: numeric  
Width: 6  
Decimals: 0  
Range: 1-888999

Valid cases: 76  
Invalid: 75

#### Literal question

Which Carinarnica have you used till now? Please mark all from the list which you have used.

#### Interviewer instructions

Multiple answers possible. Show card E35

Which Carinarnica have you used till now? Mark all from the list which you have (e35a\_5)

File: ffsurvey\_finaldata

#### Overview

Type: Discrete  
Format: numeric  
Width: 6  
Decimals: 0  
Range: 1-888999

Valid cases: 60  
Invalid: 91

#### Literal question

Which Carinarnica have you used till now? Please mark all from the list which you have used.

#### Interviewer instructions

Multiple answers possible. Show card E35

Which Carinarnica have you used till now? Mark all from the list which you have (e35a\_6)

File: ffsurvey\_finaldata

#### Overview

Type: Discrete  
Format: numeric  
Width: 6  
Decimals: 0  
Range: 1-888999

Valid cases: 50  
Invalid: 101

#### Literal question

Which Carinarnica have you used till now? Please mark all from the list which you have used.

#### Interviewer instructions

Multiple answers possible. Show card E35

Which Carinarnica have you used till now? Mark all from the list which you have (e35a\_7)

File: ffsurvey\_finaldata

#### Overview

Which Carinarnica have you used till now? Mark all from the list which you have (e35a\_7)

File: ffsurvey\_finaldata

Type: Discrete  
Format: numeric  
Width: 6  
Decimals: 0  
Range: 1-888999

Valid cases: 44  
Invalid: 107

#### Literal question

Which Carinarnica have you used till now? Please mark all from the list which you have used.

#### Interviewer instructions

Multiple answers possible. Show card E35

Which Carinarnica have you used till now? Mark all from the list which you have (e35a\_8)

File: ffsurvey\_finaldata

#### Overview

Type: Discrete  
Format: numeric  
Width: 6  
Decimals: 0  
Range: 1-888999

Valid cases: 34  
Invalid: 117

#### Literal question

Which Carinarnica have you used till now? Please mark all from the list which you have used.

#### Interviewer instructions

Multiple answers possible. Show card E35

Which Carinarnica have you used till now? Mark all from the list which you have (e35a\_9)

File: ffsurvey\_finaldata

#### Overview

Type: Discrete  
Format: numeric  
Width: 6  
Decimals: 0  
Range: 1-888999

Valid cases: 28  
Invalid: 123

#### Literal question

Which Carinarnica have you used till now? Please mark all from the list which you have used.

#### Interviewer instructions

Multiple answers possible. Show card E35

Which Carinarnica have you used till now? Mark all from the list which you have (e35a\_10)

File: ffsurvey\_finaldata

#### Overview

Which Carinarnica have you used till now? Mark all from the list which you have (e35a\_10)

File: ffsurvey\_finaldata

Type: Discrete  
Format: numeric  
Width: 6  
Decimals: 0  
Range: 1-888999

Valid cases: 22  
Invalid: 129

#### Literal question

Which Carinarnica have you used till now? Please mark all from the list which you have used.

#### Interviewer instructions

Multiple answers possible. Show card E35

Which Carinarnica have you used till now? Mark all from the list which you have (e35a\_11)

File: ffsurvey\_finaldata

#### Overview

Type: Discrete  
Format: numeric  
Width: 6  
Decimals: 0  
Range: 1-888999

Valid cases: 17  
Invalid: 134

#### Literal question

Which Carinarnica have you used till now? Please mark all from the list which you have used.

#### Interviewer instructions

Multiple answers possible. Show card E35

Which Carinarnica have you used till now? Mark all from the list which you have (e35a\_12)

File: ffsurvey\_finaldata

#### Overview

Type: Discrete  
Format: numeric  
Width: 6  
Decimals: 0  
Range: 1-888999

Valid cases: 16  
Invalid: 135

#### Literal question

Which Carinarnica have you used till now? Please mark all from the list which you have used.

#### Interviewer instructions

Multiple answers possible. Show card E35

Which Carinarnica have you used till now? Mark all from the list which you have (e35a\_13)

File: ffsurvey\_finaldata

#### Overview

Which Carinarnica have you used till now? Mark all from the list which you have (e35a\_13)

File: ffsurvey\_finaldata

Type: Discrete  
Format: numeric  
Width: 6  
Decimals: 0  
Range: 1-888999

Valid cases: 11  
Invalid: 140

#### Literal question

Which Carinarnica have you used till now? Please mark all from the list which you have used.

#### Interviewer instructions

Multiple answers possible. Show card E35

Which Carinarnica have you used till now? Mark all from the list which you have (e35a\_14)

File: ffsurvey\_finaldata

#### Overview

Type: Discrete  
Format: numeric  
Width: 6  
Decimals: 0  
Range: 1-888999

Valid cases: 10  
Invalid: 141

#### Literal question

Which Carinarnica have you used till now? Please mark all from the list which you have used.

#### Interviewer instructions

Multiple answers possible. Show card E35

Which Carinarnica have you used till now? Mark all from the list which you have (e35a\_15)

File: ffsurvey\_finaldata

#### Overview

Type: Discrete  
Format: numeric  
Width: 6  
Decimals: 0  
Range: 1-888999

Valid cases: 4  
Invalid: 147

#### Literal question

Which Carinarnica have you used till now? Please mark all from the list which you have used.

#### Interviewer instructions

Multiple answers possible. Show card E35

What are the top 3 Carinarnice that you use? (e35b\_1)

File: ffsurvey\_finaldata

#### Overview

## What are the top 3 Carinarnice that you use? (e35b\_1)

File: ffsurvey\_finaldata

Type: Discrete  
Format: numeric  
Width: 6  
Decimals: 0  
Range: 1-888999

Valid cases: 151  
Invalid: 0

### Literal question

What are the top 3 Carinarnice that you use?

### Interviewer instructions

Up to 3 answers. Could be chosen only from Carinarnica mentioned in C35a

## What are the top 3 Carinarnice that you use? (e35b\_2)

File: ffsurvey\_finaldata

### Overview

Type: Discrete  
Format: numeric  
Width: 6  
Decimals: 0  
Range: 1-888999

Valid cases: 103  
Invalid: 48

### Literal question

What are the top 3 Carinarnice that you use?

### Interviewer instructions

Up to 3 answers. Could be chosen only from Carinarnica mentioned in C35a

## What are the top 3 Carinarnice that you use? (e35b\_3)

File: ffsurvey\_finaldata

### Overview

Type: Discrete  
Format: numeric  
Width: 6  
Decimals: 0  
Range: 1-888999

Valid cases: 92  
Invalid: 59

### Literal question

What are the top 3 Carinarnice that you use?

### Interviewer instructions

Up to 3 answers. Could be chosen only from Carinarnica mentioned in C35a

## Do you have the possibility of choosing across customs districts or not? (e35aa)

File: ffsurvey\_finaldata

### Overview

Type: Discrete  
Format: numeric  
Width: 6  
Decimals: 0  
Range: 1-888999

Valid cases: 151  
Invalid: 0

### Literal question



Do you have the possibility of choosing across customs districts or not? (e35aa)

File: ffsurvey\_finaldata

Do you have the possibility of choosing across customs districts or not?

Delivery point in Serbia - What factors drive your choice of Carinarnica (e36\_1)

File: ffsurvey\_finaldata

#### Overview

Type: Discrete  
Format: numeric  
Width: 6  
Decimals: 0  
Range: 1-888999

Valid cases: 107  
Invalid: 44

#### Literal question

What factors drive your choice of Carinarnica (please rank the following factors in terms of their importance) [from 1=most important to 4=least important]

Delivery point in Serbia

Location of goods origin (e36\_2)

File: ffsurvey\_finaldata

#### Overview

Type: Discrete  
Format: numeric  
Width: 6  
Decimals: 0  
Range: 1-888999

Valid cases: 107  
Invalid: 44

#### Literal question

What factors drive your choice of Carinarnica (please rank the following factors in terms of their importance) [from 1=most important to 4=least important]

Location of goods origin

Transport infrastructure/cost (e36\_3)

File: ffsurvey\_finaldata

#### Overview

Type: Discrete  
Format: numeric  
Width: 6  
Decimals: 0  
Range: 1-888999

Valid cases: 107  
Invalid: 44

#### Literal question

What factors drive your choice of Carinarnica (please rank the following factors in terms of their importance) [from 1=most important to 4=least important]

Transport infrastructure/cost

## Performance of border agencies in this Carinarica (e36\_4)

File: ffsurvey\_finaldata

### Overview

Type: Discrete  
Format: numeric  
Width: 6  
Decimals: 0  
Range: 1-888999

Valid cases: 107  
Invalid: 44

### Literal question

What factors drive your choice of Carinarica (please rank the following factors in terms of their importance) [from 1=most important to 4=least important]

Performance of border agencies in this Carinarica

## If you work with more than one Carinarica, do you consider performance to be re (e37)

File: ffsurvey\_finaldata

### Overview

Type: Discrete  
Format: numeric  
Width: 6  
Decimals: 0  
Range: 1-888999

Valid cases: 113  
Invalid: 38

### Literal question

If you work with more than one Carinarica, do you consider performance to be relatively stable across the Carinarice, or do they vary?

## Carinarica Beograd - If performance varies over Carinarice, rank the Carinari (e38\_1)

File: ffsurvey\_finaldata

### Overview

Type: Discrete  
Format: numeric  
Width: 6  
Decimals: 0  
Range: 1-888999

Valid cases: 94  
Invalid: 57

### Literal question

If performance varies over Carinarice, please rank the Carinarice you use from best to worst.

## Carinarica Vrsac (e38\_2)

File: ffsurvey\_finaldata

### Overview

Type: Discrete  
Format: numeric  
Width: 6  
Decimals: 0  
Range: 1-888999

Valid cases: 34  
Invalid: 117

### Literal question

If performance varies over Carinarice, please rank the Carinarice you use from best to worst.

## Carinarnica Dimitrovgrad (e38\_3)

File: ffsurvey\_finaldata

**Overview**

Type: Discrete  
 Format: numeric  
 Width: 6  
 Decimals: 0  
 Range: 1-888999

Valid cases: 27  
 Invalid: 124

**Literal question**

If performance varies over Carinarnice, please rank the Carinarnice you use from best to worst.

## Carinarnica Zrenjanin (e38\_4)

File: ffsurvey\_finaldata

**Overview**

Type: Discrete  
 Format: numeric  
 Width: 6  
 Decimals: 0  
 Range: 1-888999

Valid cases: 23  
 Invalid: 128

**Literal question**

If performance varies over Carinarnice, please rank the Carinarnice you use from best to worst.

## Carinarnica Kladovo (e38\_5)

File: ffsurvey\_finaldata

**Overview**

Type: Discrete  
 Format: numeric  
 Width: 6  
 Decimals: 0  
 Range: 1-888999

Valid cases: 16  
 Invalid: 135

**Literal question**

If performance varies over Carinarnice, please rank the Carinarnice you use from best to worst.

## Carinarnica Kragujevac (e38\_6)

File: ffsurvey\_finaldata

**Overview**

Type: Discrete  
 Format: numeric  
 Width: 6  
 Decimals: 0  
 Range: 1-888999

Valid cases: 31  
 Invalid: 120

**Literal question**

If performance varies over Carinarnice, please rank the Carinarnice you use from best to worst.

## Carinarnica Kraljevo (e38\_7)

File: ffsurvey\_finaldata

## Carinarnica Kraljevo (e38\_7)

File: ffsurvey\_finaldata

### Overview

Type: Discrete  
Format: numeric  
Width: 6  
Decimals: 0  
Range: 1-888999

Valid cases: 32  
Invalid: 119

### Literal question

If performance varies over Carinarnice, please rank the Carinarnice you use from best to worst.

## Carinarnica Krusevac (e38\_8)

File: ffsurvey\_finaldata

### Overview

Type: Discrete  
Format: numeric  
Width: 6  
Decimals: 0  
Range: 1-888999

Valid cases: 22  
Invalid: 129

### Literal question

If performance varies over Carinarnice, please rank the Carinarnice you use from best to worst.

## Carinarnica Novi Sad (e38\_9)

File: ffsurvey\_finaldata

### Overview

Type: Discrete  
Format: numeric  
Width: 6  
Decimals: 0  
Range: 1-888999

Valid cases: 61  
Invalid: 90

### Literal question

If performance varies over Carinarnice, please rank the Carinarnice you use from best to worst.

## Carinarnica Pristina (e38\_10)

File: ffsurvey\_finaldata

### Overview

Type: Discrete  
Format: numeric  
Width: 6  
Decimals: 0  
Range: 3-888999

Valid cases: 13  
Invalid: 138

### Literal question

If performance varies over Carinarnice, please rank the Carinarnice you use from best to worst.

## Carinarnica Sombor (e38\_11)

File: ffsurvey\_finaldata

## Carinarnica Sombor (e38\_11)

File: ffsurvey\_finaldata

### Overview

Type: Discrete  
Format: numeric  
Width: 6  
Decimals: 0  
Range: 1-888999

Valid cases: 20  
Invalid: 131

### Literal question

If performance varies over Carinarnice, please rank the Carinarnice you use from best to worst.

## Carinarnica Subotica (e38\_12)

File: ffsurvey\_finaldata

### Overview

Type: Discrete  
Format: numeric  
Width: 6  
Decimals: 0  
Range: 1-888999

Valid cases: 52  
Invalid: 99

### Literal question

If performance varies over Carinarnice, please rank the Carinarnice you use from best to worst.

## Carinarnica Uzice (e38\_13)

File: ffsurvey\_finaldata

### Overview

Type: Discrete  
Format: numeric  
Width: 6  
Decimals: 0  
Range: 1-888999

Valid cases: 20  
Invalid: 131

### Literal question

If performance varies over Carinarnice, please rank the Carinarnice you use from best to worst.

## Carinarnica Nis (e38\_14)

File: ffsurvey\_finaldata

### Overview

Type: Discrete  
Format: numeric  
Width: 6  
Decimals: 0  
Range: 1-888999

Valid cases: 44  
Invalid: 107

### Literal question

If performance varies over Carinarnice, please rank the Carinarnice you use from best to worst.

## Carinarnica Sabac (e38\_15)

File: ffsurvey\_finaldata

## Carinarnica Sabac (e38\_15)

File: ffsurvey\_finaldata

**Overview**

Type: Discrete  
 Format: numeric  
 Width: 6  
 Decimals: 0  
 Range: 1-888999

Valid cases: 44  
 Invalid: 107

**Literal question**

If performance varies over Carinarnice, please rank the Carinarnice you use from best to worst.

Consider the period 2010 to 2013. Would you say that the joint performance of b (e39)

File: ffsurvey\_finaldata

**Overview**

Type: Discrete  
 Format: numeric  
 Width: 6  
 Decimals: 0  
 Range: 1-888999

Valid cases: 151  
 Invalid: 0

**Literal question**

Would you say that the efficiency and quality of border agencies considering the period 2010 to 2013:

Have there been any noticeable changes in the performance of the Carinarnice you (e40a)

File: ffsurvey\_finaldata

**Overview**

Type: Discrete  
 Format: numeric  
 Width: 6  
 Decimals: 0  
 Range: 1-888999

Valid cases: 151  
 Invalid: 0

**Literal question**

Have there been any noticeable changes in the performance of the Carinarnice you use?

If so, and if you use more than one, which Carinarnice have changed most signifi (e40b)

File: ffsurvey\_finaldata

**Overview**

Type: Discrete  
 Format: numeric  
 Width: 6  
 Decimals: 0  
 Range: 1-888999

Valid cases: 57  
 Invalid: 94

**Literal question**

If so, and if you use more than one, which Carinarnice have changed most significantly?

If there have been noticeable changes in performance, what specifically, do you (e41)

File: ffsurvey\_finaldata

#### Overview

Type: Discrete  
Format: character  
Width: 225

Valid cases: 70

#### Literal question

If there have been noticeable changes, what specifically, do you think has changed in efficiency and quality?

If there have been noticeable changes in performance, what specifically, do you (e41\_1)

File: ffsurvey\_finaldata

#### Overview

Type: Discrete  
Format: numeric  
Width: 6  
Decimals: 0  
Range: 1-888997

Valid cases: 70  
Invalid: 81

#### Literal question

If there have been noticeable changes, what specifically, do you think has changed in efficiency and quality?

If there have been noticeable changes in performance, what specifically, do you (e41\_2)

File: ffsurvey\_finaldata

#### Overview

Type: Discrete  
Format: numeric  
Width: 6  
Decimals: 0  
Range: 1-888997

Valid cases: 29  
Invalid: 122

#### Literal question

If there have been noticeable changes, what specifically, do you think has changed in efficiency and quality?

If there have been noticeable changes in performance, what specifically, do you (e41\_3)

File: ffsurvey\_finaldata

#### Overview

Type: Discrete  
Format: numeric  
Width: 6  
Decimals: 0  
Range: 1-888997

Valid cases: 5  
Invalid: 146

#### Literal question

If there have been noticeable changes, what specifically, do you think has changed in efficiency and quality?

Are you aware of any significant changes to formal procedures that occurred in t (e42)

File: ffsurvey\_finaldata

#### Overview

Type: Discrete  
Format: character  
Width: 163

Valid cases: 151

#### Literal question

Are you aware of any significant changes to formal procedures that occurred in this time period? If so, please describe what those changes were for the period 2010-2013.

Are you aware of any significant changes to formal procedures that occurred in t (e42\_1)

File: ffsurvey\_finaldata

#### Overview

Type: Discrete  
Format: numeric  
Width: 6  
Decimals: 0  
Range: 1-888998

Valid cases: 151  
Invalid: 0

#### Literal question

Are you aware of any significant changes to formal procedures that occurred in this time period? If so, please describe what those changes were for the period 2010-2013.

Are you aware of any significant changes to formal procedures that occurred in t (e42\_2)

File: ffsurvey\_finaldata

#### Overview

Type: Discrete  
Format: numeric  
Width: 6  
Decimals: 0  
Range: 1-888998

Valid cases: 21  
Invalid: 130

#### Literal question

Are you aware of any significant changes to formal procedures that occurred in this time period? If so, please describe what those changes were for the period 2010-2013.

Are you aware of any significant changes to formal procedures that occurred in t (e42\_3)

File: ffsurvey\_finaldata

#### Overview

Type: Discrete  
Format: numeric  
Width: 6  
Decimals: 0  
Range: 1-888998

Valid cases: 1  
Invalid: 150

#### Literal question



Are you aware of any significant changes to formal procedures that occurred in t (e42\_3)

File: ffsurvey\_finaldata

Are you aware of any significant changes to formal procedures that occurred in this time period? If so, please describe what those changes were for the period 2010-2013.

How often are cold storage shipments given priority for clearance at the border (e43)

File: ffsurvey\_finaldata

#### Overview

Type: Discrete  
Format: numeric  
Width: 6  
Decimals: 0  
Range: 1-888999

Valid cases: 151  
Invalid: 0

#### Literal question

How often are cold storage shipments given priority for clearance at the border crossing?

Suppose that for a given shipment of imported goods a lower tariff is available (e44)

File: ffsurvey\_finaldata

#### Overview

Type: Discrete  
Format: numeric  
Width: 6  
Decimals: 0  
Range: 1-888999

Valid cases: 151  
Invalid: 0

#### Literal question

Suppose that for a given shipment of imported goods a lower tariff is available because of a preferential trade agreement with the goods' country-of-origin, but that claiming the lower tariff may subject you to more frequent inspections, or more time under review at the border. According to your experience, would your clients opt to...

#### Interviewer instructions

Single response  
Show card E44

Suppose that including certain goods in a consolidated shipment lowers the cost (e45)

File: ffsurvey\_finaldata

#### Overview

Type: Discrete  
Format: numeric  
Width: 6  
Decimals: 0  
Range: 1-888999

Valid cases: 151  
Invalid: 0

#### Literal question

Suppose that including certain goods in a consolidated shipment lowers the cost of delivery, but may subject you to more frequent or longer inspections. According to your experience, would your clients opt to...

Consider two border posts, one which operates more quickly than the other, but t (e46)

File: ffsurvey\_finaldata

#### Overview

Type: Discrete  
Format: numeric  
Width: 6  
Decimals: 0  
Range: 1-888999

Valid cases: 151  
Invalid: 0

#### Literal question

Consider two border posts, one which operates more quickly than the other, but the faster post has other costs (for example it requires higher transportation costs) that mean the monetary cost of using that border post is higher. Do you...

#### Interviewer instructions

Single response  
Show card E46

Suppose you have an opportunity to ship a half-truckload of a certain product fr (e47)

File: ffsurvey\_finaldata

#### Overview

Type: Discrete  
Format: numeric  
Width: 6  
Decimals: 0  
Range: 1-888999

Valid cases: 151  
Invalid: 0

#### Literal question

Suppose you have an opportunity to ship a half-truckload of a certain product from Munich tomorrow and a second half-truckload shipment of the same product two days later. The product will not spoil, and is not subject to phytosanitary, veterinary or other such inspections, so you expect few delays at the border. What is your most likely course of action, and what is the reason for choosing it?

Zap\_2011 (num\_employees2011)

File: ffsurvey\_finaldata

#### Overview

Type: Continuous  
Format: numeric  
Width: 3  
Decimals: 0  
Range: 0-249

Valid cases: 145  
Invalid: 6  
Minimum: 0  
Maximum: 249

Zap\_2012 (num\_employees2012)

File: ffsurvey\_finaldata

#### Overview

Type: Continuous  
Format: numeric  
Width: 3  
Decimals: 0  
Range: 0-247

Valid cases: 145  
Invalid: 6  
Minimum: 0  
Maximum: 247

## Small (<50), Medium/Large (>50) (Size)

File: ffsurvey\_finaldata

### Overview

Type: Discrete  
Format: numeric  
Width: 1  
Decimals: 0  
Range: 1-4

Valid cases: 151  
Invalid: 0

## Related Materials

### Questionnaires

#### Survey of Serbian Freight Forwarders Questionnaire

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Title Survey of Serbian Freight Forwarders Questionnaire  
Language English  
Filename quest\_for\_the\_main\_survey\_eng\_final\_v2.pdf

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### Reports

#### Understanding the Operations of Freight Forwarders: Evidence from Serbia

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Title Understanding the Operations of Freight Forwarders: Evidence from Serbia  
Author(s) Alejandra Mendoza Alcántara Ana M. Fernandes Russell Hillberry  
Date 2015-06-01  
Language English  
Filename serbia\_paper\_freight\_forwarder\_wsp7311\_jun2015.pdf

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### Other materials

#### Survey Data Analysis Stata Do File

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Title Survey Data Analysis Stata Do File  
Language English  
Filename survey\_analysis\_final.do

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