



FIRM NUMBER	(IF ABOVE FIRM IS A REPLACEMENT, NUMBER OF FIRM BEING REPLACED)	Interview Date	Interviewer name:	ID Interview:

The term "workplace" in this questionnaire refers to the establishment. This refers to a distinct physical location at which an employer undertakes economic activity. It is not an office, department, building or assembly line, for example, within a larger, geographically contiguous ensemble.

S2	Exact name of workplace being surveyed:	<hr/>	S3
S3	Address of workplace being surveyed:	<hr/>	S4
S4	If this workplace is part of a larger firm, address of its headquarters:	<hr/>	

For a workplace with fewer than 20 employees, the respondent should be the owner/CEO/manager. For larger establishments, ideally the Human Resource Manager and a Production Manager should respond together; otherwise ask the Human Resource Manager first, then the Production Manager. If neither is available, ask the CEO/Owner/General Manager.

Names of person(s) interviewed, with phone number, email address, gender and age group for each. If multiple persons from the same firm have been interviewed, indicate which modules have been completed by each person.			
	GENDER	AGE GROUP	MODULE
Name: _____ Phone number: _____ Email: _____	Male Female	15 - 24 years 25 - 44 years 45 + years	
Name: _____ Phone number: _____ Email: _____	Male Female	15 - 24 years 25 - 44 years 45 + years	
Name: _____ Phone number: _____ Email: _____	Male Female	15 - 24 years 25 - 44 years 45 + years	

Start time of interview: _____

End time of interview: _____

SPACE FOR RANDOM NUMBER STICKER:

MODULE 1: BASIC INFORMATION & WORK FORCE

Hello, my name is [insert your name] I am collecting data for a study that is trying to understand the skills that are being used by employers in [COUNTRY NAME], what they look for when hiring and how skills affect training and compensation.

Your workplace has been chosen randomly, along with several hundred others, to provide a representative sample of all employers. The information you provide is strictly confidential. Your firm/workplace's name and data will never be identifiable in any report or dataset. The information gathered here will help develop new policies and programs to improve firms' access to skills.

I WOULD LIKE TO BEGIN BY ASKING A FEW BACKGROUND QUESTIONS.

1.01	What is your job title (main responsibility)? INT ONE ANSWER	1. Human Resource (HR) Manager 2. Owner/Proprietor 3. President/ Vice President/ Chief Executive Officer (CEO) 4. Partner 5. Director 6. General Manager 7. Finance Officer 8. Manager 9. Other (Please specify _____)	1.02												
1.02	Is your workplace part of a larger company/ firm?	1. Yes 2. No 9. Don't know	1.03 1.04												
1.03	In what year did the company/firm begin operations in this country? INT IF DON'T KNOW, WRITE '9999'	_ _ _ _	1.04												
1.04	What year did your workplace begin operations in Serbia? INT IF DON'T KNOW, WRITE '9999'	_ _ _ _	1.05												
1.05	What is the legal status of this workplace? INT ONE ANSWER	1. Sole proprietorship 2. Partnership (od) 3. Limited partnership (kd) 4. Limited liability corporation (doo) 5. Shareholding company – shares traded in stock market (ad) 6. Shareholding company – shares traded privately if at all (ad) 7. Cooperative 9. Other (specify _____)	1.06												
1.06	Which of the following describes the largest shareholders in your firm? INT (USE SHOWCARD #1)	1. Private domestic individuals, companies or organizations 2. Private foreign individuals, companies or organizations 3. Government or state 4. Other	1.07												
1.07	Use the following list to identify the broad sector of your economic activity: INT (USE SHOWCARD #2) ONE ANSWER	1. Agriculture, forestry and fishing 2. Mining and quarrying 3. Manufacturing 4. Electricity, gas, steam and air conditioning supply 5. Water supply; sewerage, waste management and remediation activities 6. Construction 7. Wholesale and retail trade; repair of motor vehicles and motorcycles 8. Transportation and storage 9. Accommodation and food service activities 10. Information and communication 11. Financial and insurance activities 12. Real estate activities 13. Professional, scientific and technical activities 14. Administrative and support service activities 15. Public administration and defence; compulsory social security 16. Education 17. Human health and social work activities 18. Arts, entertainment and recreation 19. Other service activities 20. Activities of households as employers; undifferentiated goods- and services-producing activities of households for own use	1.08												
Now I would like to ask questions about the workforce at this workplace. Please think about all the workers currently working here even if not formally employed by your firm (i.e. include independent contractors, unpaid workers, etc). Exclude workers employed by another enterprise (outsourced from another firm) who are assigned to work at your workplace.															
1.08	How many workers does your workplace currently employ?	<table border="1"> <thead> <tr> <th></th> <th>TOTAL</th> <th>Men</th> <th>Women</th> </tr> </thead> <tbody> <tr> <td>1. Permanent Workers (Including full-time and part-time)</td> <td></td> <td></td> <td></td> </tr> <tr> <td>2. Temporary Workers (including Casual Workers)</td> <td></td> <td></td> <td></td> </tr> </tbody> </table>		TOTAL	Men	Women	1. Permanent Workers (Including full-time and part-time)				2. Temporary Workers (including Casual Workers)				1.09
	TOTAL	Men	Women												
1. Permanent Workers (Including full-time and part-time)															
2. Temporary Workers (including Casual Workers)															

MODULE 1: BASIC INFORMATION & WORK FORCE

In order for us to measure the use of skills, we would like to ask questions about the breakdown of total employment at this workplace by primary occupation. From now on we would like to know about permanent workers only.

INT GIVE SHOW CARD #3 TO THE RESPONDENT AND ASK RESPONDENT TO LOOK AT GROUPS 1, 2 AND 3 ONLY

		OCCUPATION			
		(1) MANAGERS	(2) PROFESSIONALS	(3) TECHNICIANS AND ASSOCIATE PROFESSIONALS	
1.09	Do you have any [OCCUPATION] working in your workplace? <i>INT: FILL ALL COLUMNS IN THIS ROW THEN FOR THE 'YESES' ASK QUESTIONS 1.10-1.15</i>	1. Yes 2. No	1. Yes 2. No	1. Yes 2. No	1.10
1.10	How many current [OCCUPATION] are there in the workplace?	_____	_____	_____	1.11
1.11	How many [OCCUPATION] did the workplace have 12 months ago?	_____	_____	_____	1.12
1.12	How many total [OCCUPATION] do you expect to have in 12 months time? (including present workers)	_____	_____	_____	1.13
1.13	What proportion of current [OCCUPATION] are female?	1. Less than half 2. About half 3. More than half	1. Less than half 2. About half 3. More than half	1. Less than half 2. About half 3. More than half	1.14
1.14	What proportion of current [OCCUPATION] have worked for less than one year for the workplace?	1. Less than half 2. About half 3. More than half	1. Less than half 2. About half 3. More than half	1. Less than half 2. About half 3. More than half	1.15
1.15	How many current [OCCUPATION] are foreign?	_____	_____	_____	1.16

MODULE 1: BASIC INFORMATION & WORK FORCE

And for these positions could you please tell me which apply to your workplace?

INT ASK RESPONDENT TO LOOK AT GROUPS 4-10 ON SHOW CARD #3

		OCCUPATION							
		(4) CLERICAL SUPPORT WORKERS	(5) SERVICE WORKERS	(6) SALES WORKERS	(7) Skilled AGRICULTURE, FORESTRY AND FISHERY workers	(8) CONSTRUCTION, CRAFTS & RELATED TRADES WORKERS	(9) DRIVERS, PLANT & MACHINE OPERATORS, & ASSEMBLERS	(10) ELEMENTARY OCCUPATIONS	
1.16	Do you have any [OCCUPATION] working in your workplace? <i>INT: FILL ALL COLUMNS IN THIS ROW THEN FOR THE 'YESES' ASK QUESTIONS 1.17-1.21</i>	1. Yes 2. No	1. Yes 2. No	1. Yes 2. No	1. Yes 2. No	1. Yes 2. No	1. Yes 2. No	1. Yes 2. No	1.17
1.17	How many current [OCCUPATION] are there in the workplace?	_____	_____	_____	_____	_____	_____	_____	1.18
1.18	How many [OCCUPATION] did the workplace have 12 months ago?	_____	_____	_____	_____	_____	_____	_____	1.19
1.19	How many total [OCCUPATION] do you expect to have in 12 months time? (including present workers)	_____	_____	_____	_____	_____	_____	_____	1.20
1.20	What proportion of current [OCCUPATION] are female?	1. Less than half 2. About half 3. More than half	1. Less than half 2. About half 3. More than half	1. Less than half 2. About half 3. More than half	1. Less than half 2. About half 3. More than half	1. Less than half 2. About half 3. More than half	1. Less than half 2. About half 3. More than half	1. Less than half 2. About half 3. More than half	1.21
1.21	How many current [OCCUPATION]are foreign?	_____	_____	_____	_____	_____	_____	_____	1.22

MODULE 1: BASIC INFORMATION & WORK FORCE

Now we would like to ask questions about any hiring that your workplace has attempted over the past 3 years or since the firm began operations. Please respond even if you did not finally hire a person.

		OCCUPATION			
		(1) MANAGERS	(2) PROFESSIONALS	(3) TECHNICIANS AND ASSOCIATE PROFESSIONALS	
1.22	In the past 3 years [or since the firm began operations if less than 3 years ago], have you TRIED to hire any [OCCUPATION] (even if you did not finally hire a person)? <i>INT: FILL ALL COLUMNS IN THIS ROW THEN FOR THE 'YESSES' ASK QUESTIONS 1.23-1.24</i>	1. Yes 2. No	1. Yes 2. No	1. Yes 2. No	1.23
1.23	Did you receive female applicants when TRYING to hire [OCCUPATION]?	1. Yes 2. No	1. Yes 2. No	1. Yes 2. No	1.24
1.24	Did you encounter any of these problems when TRYING to hire [OCCUPATION]? <i>INT: SHOWCARD #4</i>				1.25
		(1) MANAGERS	(2) PROFESSIONALS	(3) TECHNICIANS AND ASSOCIATE PROFESSIONALS	
1	There were no or few applicants	1. Yes 2. No	1. Yes 2. No	1. Yes 2. No	
2	Applicants lacked required skills	1. Yes 2. No	1. Yes 2. No	1. Yes 2. No	
3	Applicants expected wages higher than we can offer	1. Yes 2. No	1. Yes 2. No	1. Yes 2. No	
4	Applicants did not like working conditions	1. Yes 2. No	1. Yes 2. No	1. Yes 2. No	
5	Applicants lacked required work experience	1. Yes 2. No	1. Yes 2. No	1. Yes 2. No	
6	Other specify _____)	1. Yes 2. No	1. Yes 2. No	1. Yes 2. No	
7	Other specify _____)	1. Yes 2. No	1. Yes 2. No	1. Yes 2. No	
8	Other specify _____)	1. Yes 2. No	1. Yes 2. No	1. Yes 2. No	

MODULE 1: BASIC INFORMATION & WORK FORCE

		OCCUPATION							
		(4) CLERICAL SUPPORT WORKERS	(5) SERVICE WORKERS	(6) SALES WORKERS	(7) Skilled AGRICULTURE, FORESTY AND FISHERY workers	(8) CONSTRUCTION, CRAFTS & RELATED TRADES WORKERS	(9) DRIVERS, PLANT & MACHINE OPERATORS, & ASSEMBLERS	(10) ELEMENTARY OCCUPATIONS	
1.25	In the past 3 years [or since the firm began operations if less than 3 years ago], have you TRIED to hire any [OCCUPATION] (even if you did not finally hire a person)? INT: FILL ALL COLUMNS IN THIS ROW THEN FOR THE 'YEESES' ASK QUESTIONS 1.26-1.27	1. Yes 2. No	1. Yes 2. No	1. Yes 2. No	1. Yes 2. No	1. Yes 2. No	1. Yes 2. No	1. Yes 2. No	1.26
1.26	Did you receive female applicants when TRYING to hire [OCCUPATION]?	1.Yes 2.No	1.Yes 2.No	1.Yes 2.No	1.Yes 2.No	1.Yes 2.No	1.Yes 2.No	1.Yes 2.No	1.27
1.27	Did you encounter any of these problems when TRYING to hire [OCCUPATION]? INT: SHOWCARD #4								
		(4) CLERICAL SUPPORT WORKERS	(5) SERVICE WORKERS	(6) SALES WORKERS	(7) Skilled AGRICULTURE, FORESTY AND FISHERY workers	(8) CONSTRUCTION, CRAFTS & RELATED TRADES WORKERS	(9) DRIVERS, PLANT & MACHINE OPERATORS, & ASSEMBLERS	(10) ELEMENTARY OCCUPATIONS	
1	There were no or few applicants	1. Yes 2. No	1. Yes 2. No	1. Yes 2. No	1. Yes 2. No	1. Yes 2. No	1. Yes 2. No	1. Yes 2. No	
2	Applicants lacked required skills	1. Yes 2. No	1. Yes 2. No	1. Yes 2. No	1. Yes 2. No	1. Yes 2. No	1. Yes 2. No	1. Yes 2. No	
3	Applicants expected wages higher than we can offer	1. Yes 2. No	1. Yes 2. No	1. Yes 2. No	1. Yes 2. No	1. Yes 2. No	1. Yes 2. No	1. Yes 2. No	
4	Applicants did not like working conditions	1. Yes 2. No	1. Yes 2. No	1. Yes 2. No	1. Yes 2. No	1. Yes 2. No	1. Yes 2. No	1. Yes 2. No	
5	Applicants lacked required work experience	1. Yes 2. No	1. Yes 2. No	1. Yes 2. No	1. Yes 2. No	1. Yes 2. No	1. Yes 2. No	1. Yes 2. No	
6	Other specify _____)	1. Yes 2. No	1. Yes 2. No	1. Yes 2. No	1. Yes 2. No	1. Yes 2. No	1. Yes 2. No	1. Yes 2. No	
7	Other specify _____)	1. Yes 2. No	1. Yes 2. No	1. Yes 2. No	1. Yes 2. No	1. Yes 2. No	1. Yes 2. No	1. Yes 2. No	
8	Other specify _____)	1. Yes 2. No	1. Yes 2. No	1. Yes 2. No	1. Yes 2. No	1. Yes 2. No	1. Yes 2. No	1. Yes 2. No	2.01

MODULE 2: INFORMATION ON NEW HIRES

INTERVIEWER: Look at the responses to Q.1.09 in the table on Page 3. For each type of occupation, check if the workplace had that type of occupation, and indicate yes or no.

2.01	<u>Occupation Number</u>	Occupation Name		
	1	Managers	1 Yes 2 No	2.02
	2	Professionals	1 Yes 2 No	
	3	Technicians and associate professionals	1 Yes 2 No	

INTERVIEWER: You will now choose ONE of the above three occupation types to ask the workplace additional questions about workers in this type of occupation. Follow these steps: (1) Look at the left hand column (for A occupations) on the sticker on the cover page of the questionnaire. (2) Look at the first line, with the number and corresponding occupation in that left column. (3) Check if the firm has workers in this occupation, by looking above. (4) If so, write the occupation number and occupation name below. If not, go to the next number and occupation in the left hand column, and repeat until you have an occupation Type A for which the workplace has workers.

(Example, if the first line of the left hand column of the sticker says (2) Professionals, see if the workplace reported Professionals in Module 1 (circled Yes above) , If so, then Professionals is the Occupation Type A, and you write the Occupation number and Occupation Name below. If there were no Professionals, go to the next line of the left hand column and check if the workplace had that Position Type.)

2.02	<u>Occupation Number Type A:</u>	_____	<u>Occupation Type A:</u>	_____	2.03
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INTERVIEWER: Now you are going to choose Occupation Type B. Look at the responses to Q.1.16 in the table on page 4. For each type of occupation below, check if the workplace had that type of occupation, and circle yes or no.

2.03	<u>Occupation Number</u>	Occupation Name		
	4	Clerical support workers	1 Yes 2 No	
	5	Service workers	1 Yes 2 No	
	6	Sales workers	1 Yes 2 No	
	7	Skilled agricultural, forestry and fishery workers	1 Yes 2 No	
	8	Craft and related trades workers	1 Yes 2 No	
	9	Plant and machine operators, and assemblers	1 Yes 2 No	
	10	Elementary occupations	1 Yes 2 No	

INTERVIEWER: You will now choose ONE of these occupation types above to ask the workplace about as Occupation Type B. [1] Look at the right hand column of the sticker, which has the B type occupations. [2] Follow the same steps as above to determine the Occupation Type B. [3] Write the Occupation Number and Occupation Name below.

2.04	<u>Occupation Number Type B:</u>	_____	<u>Occupation Type B:</u>	_____	2.05
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MODULE 2: INFORMATION ON NEW HIRES

2.05	<p>Now we would like to ask some questions about the importance of certain worker characteristics to your workplace. We would like to know this for each occupation group, separately. Please think of the selected occupation types when responding.</p> <p>[WRITE THE OCCUPATION TYPE A] _____ [WRITE THE OCCUPATION TYPE B] _____</p> <p>The next question asks about the importance of certain characteristics when making hiring decisions. <i>INT: FIRST ASK QUESTIONS 2.06 – 2.14 FOR OCCUPATION TYPE A, AND THEN GO BACK TO ASK THESE QUESTIONS FOR OCCUPATION TYPE B</i></p>	2.06
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2.06	Do you recruit [OCCUPATION TYPE _] from the following sources...?				
		Type A	Type B		
	(A)	National Employment Services	1 Yes 2 No 9 Don't know		1 Yes 2 No 9 Don't know
	(B)	Private Employment Services	1 Yes 2 No 9 Don't know		1 Yes 2 No 9 Don't know
	(C)	Job Fairs	1 Yes 2 No 9 Don't know		1 Yes 2 No 9 Don't know
	(D)	Offers to experienced people in other firms	1 Yes 2 No 9 Don't know		1 Yes 2 No 9 Don't know
	(E)	Direct contact with educational institutions, schools, training centers, universities, etc.	1 Yes 2 No 9 Don't know		1 Yes 2 No 9 Don't know
	(F)	Internet postings	1 Yes 2 No 9 Don't know		1 Yes 2 No 9 Don't know
	(G)	Other media advertisements/postings (not including internet)	1 Yes 2 No 9 Don't know		1 Yes 2 No 9 Don't know
	(H)	Informal channels (personal contacts, people recommended by others)	1 Yes 2 No 9 Don't know		1 Yes 2 No 9 Don't know
(I)	Other specify _____)	1 Yes 2 No 9 Don't know	1 Yes 2 No 9 Don't know		
2.07					
2.07	Did you hire [OCCUPATION TYPE _] in the past 3 years?	Type A	Type B		
		1 Yes 2 No →2.10	1 Yes 2 No →2.10	2.08	
2.08	What proportion of the applicants for [OCCUPATION TYPE_] were male and female?	Type A	Type B		
		1 ____% - M 2 ____% - F	1 ____% - M 2 ____% - F	2.09	
2.09	Over the past 3 years [or since the firm began operations] if less than 3 years ago], on average for [OCCUPATION TYPE _] how many days does it take to fill a position from the time the position becomes open or is created? <i>INTERVIEWER IF NO POSITIONS WERE OPEN/ CREATED IN THE PAST 3 YEARS, WRITE '999'</i>	Type A	Type B		
		____ days	____ days	2.10	

2.10	What is the education level of the most recent person hired as a [OCCUPATION TYPE _]? INTERVIEWER: SHOW CARD #18 ONE ANSWER	Type A		Type B		2.11
		1. No formal education or 1 - 3 grades of Elementary School (ISCED 0) 2. 4 - 7 grades of Elementary School (ISCED 1) 3. Finished Elementary School (8 grades) (ISCED 2) 4. High Vocational School (2 – 4 years), Gymnasium-General Education High School (ISCED 3) 5. Higher School, Specialisation after High School, School for Highly Qualified Workers (ISCED 4) 6. Basic Academic Studies, Basic Professional Studies, Specialist Academic Studies, Specialist Professional Studies, Graduate Academic Studies - Master, Integrated Studies (Medicine, Pharmacy, Stomatology, Veterinary Medicine) (Bologna program), Faculty, Academy, Magister (previous program) (ISCED 5) 7. PhD (ISCED 6) 9. Don't know	1. No formal education or 1 - 3 grades of Elementary School (ISCED 0) 2. 4 - 7 grades of Elementary School (ISCED 1) 3. Finished Elementary School (8 grades) (ISCED 2) 4. High Vocational School (2 – 4 years), Gymnasium-General Education High School (ISCED 3) 5. Higher School, Specialisation after High School, School for Highly Qualified Workers (ISCED 4) 6. Basic Academic Studies, Basic Professional Studies, Specialist Academic Studies, Specialist Professional Studies, Graduate Academic Studies - Master, Integrated Studies (Medicine, Pharmacy, Stomatology, Veterinary Medicine) (Bologna program), Faculty, Academy, Magister (previous program) (ISCED 5) 7. PhD (ISCED 6) 9. Don't know			

2.11	What is the gender of the most recent person hired for [OCCUPATION TYPE _] ?	Type A		Type B		2.12
		1 Male 2 Female	1 Male 2 Female			

2.12	What is the average monthly gross compensation over the past 6 months (or the months since hiring) of the most recent person your firm hired as a [OCCUPATION TYPE _] ? INTERVIEWER: Write '888' if the respondent refuses to answer.	Type A		Type B		2.12 a
		_____RSD	_____RSD			

2.12a	Is the compensation noted above for a part-time position? INT: IF REFUSES TO ANSWER DO NOT CIRCLE	1. Full time position 2. Part time position	1. Full time position 2. Part time position	2.13
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2.13	Is the salary for a [OCCUPATION TYPE _] negotiable at the moment of hiring?	Type A		Type B		2.14
		1 Yes 2 No 9 Don't know	1 Yes 2 No 9 Don't know			

Please look at this card and tell me what is the most important of these personal characteristics when deciding which employees should be hired. And the second most important? And the third most important?
 INTERVIEWER: SHOW CARD #6 Use '1', '2' and '3' to indicate most important personal characteristics. If the respondent chooses 'Age' or 'Gender', use check/tick marks to indicate which category within age or gender is selected by the respondent.

2.14		[Type A] RANG	[Type A]	[Type B] RANG	[Type B]	3.01
	1. Age		1. 15 - 24 years 2. 25 - 44 years 3. 45 + years		1. 15 - 24 years 2. 25 - 44 years 3. 45 + years	
	2. Gender		1 Male 2 Female		1 Male 2 Female	
	3. Family relations/ personal ties					
	4. Ethnicity/Religion					
	5. None of these personal characteristics matter					

INTERVIEWER: NOW REPEAT FROM QUESTION 2.06 FOR OCCUPATION TYPE B

MODULE 3: SKILLS USED BY THE CURRENT WORKFORCE

INTERVIEWER: WRITE BELOW THE TWO TYPES OF OCCUPATIONS THAT YOU HAVE IDENTIFIED AND REFER TO THEM WHEN NEEDED TO REMIND THE RESPONDENT.

Next, we would like to ask you about the skills that your employees may be using in their jobs. For this purpose, let's talk about two occupations. These are the two types:

[OCCUPATION TYPE A] _____

[OCCUPATION TYPE B] _____

INTERVIEWER: FIRST ASK QUESTIONS 3.01 – 3.08 FOR OCCUPATION TYPE A, AND THEN GO BACK TO ASK THESE QUESTIONS FOR OCCUPATION TYPE B

3.01-3.07	For each question below, please think of the selected occupation when answering the following questions. Let's start with Occupation Type A --			
			Type A	Type B
	3.01	Does the job regularly involve reading?	1 Yes 2 No 8 Refuse to answer 9 Don't know	1 Yes 2 No 8 Refuse to answer 9 Don't know
	3.02	Does the job regularly involve writing using correct spelling and grammar?	1 Yes 2 No 8 Refuse to answer 9 Don't know	1 Yes 2 No 8 Refuse to answer 9 Don't know
	3.03	Does the job regularly involve math, that is, adding, subtracting, multiplying or dividing numbers - using a calculator or computer if necessary?	1 Yes 2 No 8 Refuse to answer 9 Don't know	1 Yes 2 No 8 Refuse to answer 9 Don't know
	3.04	Does the job regularly involve solving problems that take 30 minutes or more to come up with a good solution?	1 Yes 2 No 8 Refuse to answer 9 Don't know	1 Yes 2 No 8 Refuse to answer 9 Don't know
	3.05	Does the job regularly involve speaking a language other than Serbian?	1 Yes 2 No 8 Refuse to answer 9 Don't know	1 Yes 2 No 8 Refuse to answer 9 Don't know
	3.06	Does the job regularly require making formal presentations to clients or colleagues to persuade them of a point of view?	1 Yes 2 No 8 Refuse to answer 9 Don't know	1 Yes 2 No 8 Refuse to answer 9 Don't know
	3.07	Does the job regularly involve interacting with a team of co-workers?	1 Yes 2 No 8 Refuse to answer 9 Don't know	1 Yes 2 No 8 Refuse to answer 9 Don't know

3.08

3.08	What is the highest level of computer use involved in this job? INTERVIEWER: SHOW CARD #7 INT ONE ANSWER	Type A	Type B
		1. NONE 2. STRAIGHTFORWARD (Examples: data entry; sending and receiving emails; printing out an invoice in a shop, posting items in accounting software) 3. MODERATE (Examples: using Word or other word processing, or Excel or other spreadsheet, making Powerpoint presentations) 4. COMPLEX (Examples: analysing information or design, including aided design, or analysis with accounting software; using statistical analysis package, writing macros in Excel, etc) 5. SPECIALIZED (Examples: software programming; managing computer networks) 8. REFUSED 9. DON'T KNOW	1. NONE 2. STRAIGHTFORWARD (Examples: data entry; sending and receiving emails; printing out an invoice in a shop, posting items in accounting software) 3. MODERATE (Examples: using Word or other word processing, or Excel or other spreadsheet, making Powerpoint presentations) 5. COMPLEX (Examples: analysing information or design, including aided design, or analysis with accounting software; using statistical analysis package, writing macros in Excel, etc) 5. SPECIALIZED (Examples: software programming; managing computer networks) 8. REFUSED 9. DON'T KNOW

3.09

INTERVIEWER: GO BACK TO Q3.01 AND REPEAT FOR OCCUPATION TYPE B.

NOW THINK OF A TYPICAL WORKER IN EACH OF THESE OCCUPATIONS. LET'S TALK ABOUT THE TYPICAL WORKER IN [OCCUPATION TYPE A] FIRST, THEN WE'LL TALK ABOUT THE TYPICAL WORKER IN [OCCUPATION TYPE B].

3.09	Thinking of the last month, how frequently did this typical worker arrive at work on time (within 15 minutes)?	<p style="text-align: center;">Type A</p> <p>1. LESS THAN HALF THE TIME 2. ABOUT HALF OF THE TIME 3. MORE THAN HALF OF THE TIME</p>	<p style="text-align: center;">Type B</p> <p>1. LESS THAN HALF THE TIME 2. ABOUT HALF OF THE TIME 3. MORE THAN HALF OF THE TIME</p>	3.10
3.10	<p>What is the <u>average monthly gross compensation</u> over the last 12 months for this worker? (or since hiring, if less than 12 months). INCLUDE OVERTIME, BONUSSES, COMMISSIONS, PER DIEMS, ETC. INTERVIEWER: Write '888' if the respondent refuses to answer.</p>	<p style="text-align: center;">Type A</p> <p style="text-align: center;">_____ CURRENCY</p>	<p style="text-align: center;">Type B</p> <p style="text-align: center;">_____ CURRENCY</p>	3.10 a
3.10a	<p>Is the noted compensation for a part-time position? <i>INT: IF REFUSES TO ANSWER DO NOT CIRCLE</i></p>	<p>1. Full time position 2. Part time position</p>	<p>1. Full time position 2. Part time position</p>	3.11
3.11	<p>How long has it been since the last promotion (increase in job responsibility, change in job title, salary increase) for this worker? WRITE ANSWER IN MONTHS. INTERVIEWER IF THIS WORKER HAS NOT HAD A PROMOTION, WRITE 999.</p>	<p style="text-align: center;">Type A</p> <p style="text-align: center;">_____ MONTHS</p>	<p style="text-align: center;">Type B</p> <p style="text-align: center;">_____ MONTHS</p>	3.12
3.12	<p>What is the highest education level this worker has completed? <i>INT ONE ANSWER</i></p>	<p style="text-align: center;">Type A</p> <p>1. No formal education or 1 - 3 grades of Elementary School (ISCED 0) 2. 4 - 7 grades of Elementary School (ISCED 1) 3. Finished Elementary School (8 grades) (ISCED 2) 4. High Vocational School (2 - 4 years), Gymnasium-General Education High School (ISCED 3) 5. Higher school, Specialisation after High School, School for Highly Qualified Workers (ISCED 4) 6. Basic Academic Studies, Basic Professional Studies, Specialist Academic Studies, Specialist Professional Studies, Graduate Academic Studies - Master, Integrated Studies (Medicine, Pharmacy, Stomatology, Veterinary Medicine) (Bologna program), Faculty, Academy, Magister (previous program) (ISCED 5) 7. PhD (ISCED 6) 9. Don't know</p>	<p style="text-align: center;">Type B</p> <p>1. No formal education or 1 - 3 grades of Elementary School (ISCED 0) 2. 4 - 7 grades of Elementary School (ISCED 1) 3. Finished Elementary School (8 grades) (ISCED 2) 4. High Vocational School (2 - 4 years), Gymnasium-General Education High School (ISCED 3) 5. Higher school, Specialisation after High School, School for Highly Qualified Workers (ISCED 4) 6. Basic Academic Studies, Basic Professional Studies, Specialist Academic Studies, Specialist Professional Studies, Graduate Academic Studies - Master, Integrated Studies (Medicine, Pharmacy, Stomatology, Veterinary Medicine) (Bologna program), Faculty, Academy, Magister (previous program) (ISCED 5) 7. PhD (ISCED 6) 9. Don't know</p>	3.13
3.13	<p>Does this worker have a technical or vocational post-secondary diploma or certificate? This includes both higher vocational schools and courses that take at least one month to finish, organized by state or private institutions. Examples are language courses, CISCO or Microsoft Certifications, accounting course, and also higher schools such as Higher business school, Higher catering school...</p>	<p style="text-align: center;">Type A</p> <p>1 Yes 2 No 9 Don't know</p>	<p style="text-align: center;">Type B</p> <p>1 Yes 2 No 9 Don't know</p>	3.14
3.14	<p>Are you satisfied with the education level of this worker?</p>	<p style="text-align: center;">Type A</p> <p>1 Yes 2 No 9 Don't know</p>	<p style="text-align: center;">Type B</p> <p>1 Yes 2 No 9 Don't know</p>	3.15
3.15	<p>What is the average age of this worker?</p>	<p style="text-align: center;">Type A</p> <p style="text-align: center;">_____ (In years)</p>	<p style="text-align: center;">Type B</p> <p style="text-align: center;">_____ (In years)</p>	3.16
3.16	<p>What is the gender of this worker?</p>	<p style="text-align: center;">Type A</p> <p>1. Male 2. Female</p>	<p style="text-align: center;">Type B</p> <p>1. Male 2. Female</p>	3.17

INTERVIEWER: : IF YOU HAVE FINISHED ASKING QUESTIONS FOR OCCUPATION TYPE A, GO BACK TO QUESTION 3.09 AND ASK QUESTIONS 3.09 – 3.16 FOR OCCUPATION TYPE B.

FOR OCCUPATION TYPE A	(3.17)	(3.18)	(3.19)
USE SHOW CARD # 8a	For each of the skills [ON SHOWCARD 8A] indicate if there is a difference between what is required for the job and the current level of this skill in a typical [OCCUPATION TYPE A] worker. <i>NOT IF THERE IS A DIFFERENCE, GO TO 3.18 BEFORE MOVING ON TO THE NEXT SKILL.</i>	IF A YES WAS REPORTED IN Q 3.17: How large is the difference between the current skills and the required skills in a typical [OCCUPATION TYPE A] worker?	Of these skills [ON SHOWCARD 8A], which ones do you think are important when making decisions regarding hiring or retaining [OCCUPATION] after a period of probation. Select the 3 most important skills you consider when making retention decisions for [Occupation Type A].
	Yes, there is a difference - 1	Small difference - 1	Most Important - 1
	No, there is no difference - 2	Medium difference - 2	2nd most important - 2
	This skill is not required for the job - 3	Large difference - 3	3rd most important - 3
SKILLS	[Type A]	[Type A]	[Type A]
1. Can do calculations and work with numbers	1 2 3	1 2 3	
2. Can read and write in English	1 2 3	1 2 3	
3. Can read and write in another foreign language (For example, Russian, French, German, etc.)	1 2 3	1 2 3	
4. Can find new and better ways to do things	1 2 3	1 2 3	
5. Can stay on a long and difficult task until it is finished	1 2 3	1 2 3	
6. Can be relied on to get things done	1 2 3	1 2 3	
7. Can work well with others and listens to others' views	1 2 3	1 2 3	
8. Can work well in very busy or difficult situations	1 2 3	1 2 3	
9. Can continue in the face of challenging situations at work	1 2 3	1 2 3	
10. Can easily adapt to new tasks or changes in the workplace	1 2 3	1 2 3	
11. Can use a computer for making presentations and/or other advanced purposes like creating and managing databases, or using specialized computer programs, etc.	1 2 3	1 2 3	
12. Can demonstrate specific technical skills relevant to the job.	1 2 3	1 2 3	

FOR OCCUPATION TYPE B	(3.20)	(3.21)	(3.22)
<u>USE SHOW CARD # 8B</u>	For each of the skills [ON SHOWCARD 8B] indicate if there is a difference between what is required for the job and the current level of this skill in a typical [OCCUPATION TYPE A] worker. /NT IF THERE IS A DIFFERENCE, GO TO 3.19 BEFORE MOVING ON TO THE NEXT SKILL.	IF A YES WAS REPORTED IN Q 3.20: How large is the difference between the current skills and the required skills in a typical [OCCUPATION TYPE A] worker?	Of these skills [ON SHOWCARD 8B], which ones do you think are important when making decisions regarding hiring or retaining [OCCUPATION] after a period of probation. Select the 3 most important skills you consider when making retention decisions for [Occupation Type A].
	Yes, there is a difference - 1	Small difference - 1	Most Important - 1
	No, there is no difference - 2	Medium difference - 2	2nd most important - 2
	This skill is not required for the job - 3	Large difference - 3	3rd most important - 3
SKILLS	[Type B]	[Type B]	[Type B]
1. Can read and write in Serbian	1 2 3	1 2 3	
2. Can do calculations and work with numbers	1 2 3	1 2 3	
3. Can read and write in English	1 2 3	1 2 3	
4. Can read and write in another foreign language (For example, Russian, French, German, etc.)	1 2 3	1 2 3	
5. Can find new and better ways to do things	1 2 3	1 2 3	
6. Can be relied on to get things done	1 2 3	1 2 3	
7. Can work well with others and listens to others' views	1 2 3	1 2 3	
8. Can work well in very busy times or difficult situations	1 2 3	1 2 3	
9. Can continue in the face of challenging situations at work	1 2 3	1 2 3	
10. Can easily adapt to new tasks or changes in the workplace	1 2 3	1 2 3	
11. Can use a computer for basic word processing tasks, email and internet searches	1 2 3	1 2 3	
12. Can demonstrate specific technical skills that are job-relevant.	1 2 3	1 2 3	

MODULE 4: TRAINING AND OPINIONS

Now think about the occupations that have been selected - Type A and Type B. Not the typical worker in these occupations but the occupation itself. INT: ASK ALL THE QUESTIONS 4.01 TO 4.16 FIRST FOR Occupation Type A, THEN COME BACK to 4.01 TO ASK FOR Occupation Type B.

4.01	Does your workplace have regular contacts with educational or training institutions regarding [OCCUPATION TYPE _] positions, for recruitment, training, work placement, or another reason?	Type A	Type B	4.02
		1 Yes 2 No →4.03 9 Don't know→4.03	1 Yes 2 No →4.03 9 Don't know →4.03	

4.02 For what purpose does your workplace have these contacts, for [OCCUPATION TYPE _] positions? INT:USE SHOW CARD # 9

		Type A	Type B	
01	You use for Recruitment of staff	1 Yes 2 No 9 Don't know	1 Yes 2 No 9 Don't know	4.03
02	Your firm participates in testing of students	1 Yes 2 No 9 Don't know	1 Yes 2 No 9 Don't know	
03	Your firm gives feedback to the institution for their Curriculum development	1 Yes 2 No 9 Don't know	1 Yes 2 No 9 Don't know	
04	Your firm uses the institution for further training	1 Yes 2 No 9 Don't know	1 Yes 2 No 9 Don't know	
05	Your firm provides work experience for students (internships and apprenticeships)	1 Yes 2 No 9 Don't know	1 Yes 2 No 9 Don't know	
06a	Other (Specify_____)	1 Yes 2 No 9 Don't know	1 Yes 2 No 9 Don't know	
06b	Other (Specify_____)	1 Yes 2 No 9 Don't know	1 Yes 2 No 9 Don't know	
06c	Other (Specify_____)	1 Yes 2 No 9 Don't know	1 Yes 2 No 9 Don't know	

Now we will ask you a couple of questions on On-The-Job training. This type of training is provided to employees during the initial stages of employment. It is training provided to the employee while he/she is doing the actual job. The training can be "hands-on" and is delivered by an experienced employee.

4.03	Did the [OCCUPATION TYPE _] employees in your workplace receive any on-the-job training last year? [Do not include any training mandated by law].	Type A	Type B	4.04
		1 Yes 2 No →4.05 9 Don't know→4.05	1 Yes 2 No →4.05 9 Don't know→4.05	

4.04 What percentage received on-the-job training last year? _____%

4.05	Did the [OCCUPATION TYPE _] employees in your workplace receive any other training on the premises of the firm in the last year? [Do not include any training mandated by law].	Type A	Type B	4.06
		1 Yes 2 No →4.11 9 Don't know→4.11	1 Yes 2 No →4.11 9 Don't know→4.11	

MODULE 4: TRAINING AND OPINIONS

4.06 For each training option below, Indicate if the [OCCUPATION TYPE_] employees received this training in the past year. INTERVIEWER SHOWCARD #10

		Type A	Type B	
01	Training by the firm's managers, technical persons, peers, etc.	1 Yes 2 No	1 Yes 2 No	4.07
02	Training by the firm's dedicated trainers	1 Yes 2 No	1 Yes 2 No	
03	Training on the firm's premises with external trainers (consultants, private training companies, government institutions, etc.)	1 Yes 2 No	1 Yes 2 No	
04a	Other (Specify_____)	1 Yes 2 No	1 Yes 2 No	
04b	Other (Specify_____)	1 Yes 2 No	1 Yes 2 No	
04c	Other (Specify_____)	1 Yes 2 No	1 Yes 2 No	

4.07	For the 'yesses' in Q 4.06, provide the percentage of employees that received training on the firm's premises and the average number of days a trainee received training.					
			Type A		Type B	
			%	AVG # DAYS	%	AVG # DAYS
	01	Training by the firm's managers, technical persons, peers, etc.				
	02	Training by the firm's dedicated trainers				
	03	Training on the firm's premises with external trainers (consultants, private training companies, government institutions, etc.)				
	04a	Other (Specify _____)				
04b	Other (Specify _____)					
04c	Other (Specify _____)					
4.08	Thinking about the training conducted on the firm's premises in the last year, what was the content of the longest training received? INTERVIEWER: SHOWCARD #11 ONE ANSWER	Type A		Type B		
		1. ICT SKILLS TRAINING (INCLUDING USE OF COMPUTERS, INTERNET AND BASIC SOFTWARE SUCH AS A WORD PROCESSOR) 2. BASIC SKILLS TRAINING (reading/writing/math) 3. LANGUAGE TRAINING 4. OCCUPATION-SPECIFIC TRAINING 5. PERSONAL DEVELOPMENT TRAINING (including working in a team, time-use, leadership, handling stress, etc.) 6. OTHER [Specify _____]	1. ICT SKILLS TRAINING (INCLUDING USE OF COMPUTERS, INTERNET AND BASIC SOFTWARE SUCH AS A WORD PROCESSOR) 2. BASIC SKILLS TRAINING (reading/writing/math) 3. LANGUAGE TRAINING 4. OCCUPATION-SPECIFIC TRAINING (including working in a team, time-use, leadership, handling stress, etc.) 6. OTHER [Specify _____]			
4.09	What was the duration in days of that longest training? INTERVIEWER [If less than 1 day write '1']	Type A		Type B		
		_____ days		_____ days		
4.10	How much did your workplace spend paying outside providers for training conducted on the firm's premises last year for all [OCCUPATION TYPE _] employees? INTERVIEWER IF DID NOT SPEND ANYTHING, WRITE '0'	Type A		Type B		
		_____ RSD		_____ RSD		
4.11	Did the [OCCUPATION TYPE _] employees in your workplace receive training organized by the firm outside the firm's premises last year? [Do not include training mandated by law]	Type A		Type B		
		1 Yes 2 No →4.15 9 Don't know→4.15	1 Yes 2 No →4.15 9 Don't know→4.15			
MODULE 4: TRAINING AND OPINIONS						
4.12	For each training option below, Indicate if the [OCCUPATION TYPE_] employees received this training in the past year.					
		Type A		Type B		
01	Through public training providers	1 Yes 2 No		1 Yes 2 No		
02	Through private training providers	1 Yes 2 No		1 Yes 2 No		
03	Through equipment suppliers (for example, a company selling computers providing training on software)	1 Yes 2 No		1 Yes 2 No		
04	NGO's or international organizations	1 Yes 2 No		1 Yes 2 No		
05	Other (specify _____)	1 Yes 2 No		1 Yes 2 No		
4.13	For the 'yesses' above in Q 4.12, indicate the percentage of [OCCUPATION TYPE _] employees that received the following types of training outside the firm and the average number of days a trainee received training:					
		Type A		Type B		
		%	AVG # DAYS	%	AVG # DAYS	
01	Through public training providers					
02	Through private training providers					
03	Through equipment suppliers (for example, a company selling computers providing training on software)					
04	NGO's or international organizations					
05	Other (specify _____)					

4.14	How much did your workplace spend paying outside providers for training outside the firm last year for [OCCUPATION TYPE _] employees? <i>INTERVIEWER IF DID NOT SPEND ANYTHING, WRITE '0'</i>	Type A		Type B		4.15
		_____ RSD		_____ RSD		
4.15	<i>INTERVIEWER: LOOK AT QUESTIONS 4.03, 4.05 AND 4.11: IS ANY OF THESE ANSWERS YES, INDICATING TRAINING FOR [OCCUPATION TYPE_]?</i>	Type A		Type B		4.16
		1. AT LEAST ONE YES 2. ALL NO'S→ 4.01 TO BEGIN OCCUPATION TYPE B		1 AT LEAST ONE YES 2 ALL NO'S→ 4.17		
4.16	Thinking of the [OCCUPATION TYPE _] employees in your workplace: in the last year, did male employees receive more training, or did female employees receive more training , or did they have approximately equal training?	Type A		Type B		4.17
		1. MALES RECEIVED MORE 2. FEMALES RECEIVED MORE 3.THEY RECEIVED EQUAL TRAINING 4.THERE IS ONLY ONE GENDER		1. MALES RECEIVED MORE 2. FEMALES RECEIVED MORE 3.THEY RECEIVED EQUAL TRAINING 4.THERE IS ONLY ONE GENDER		
INTERVIEWER: IF YOU HAVE FINISHED ASKING QUESTIONS FOR Occupation Type A, GO BACK TO QUESTION 4.01 TO ASK THE QUESTIONS 4.01-4.16 FOR Occupation Type B.						
IF YOU HAVE FINISHED ASKING FOR Occupation Type B, CONTINUE TO Q 4.17						
4.17	In your opinion, do you agree or disagree with the following statements describing the general educational system (including higher education) in [COUNTRY]? Rate each statement on a scale of 1 to 5 using the categories on this scorecard. <i>INTERVIEWER: USE SHOW CARD # 12</i>					
		STRONGLY DISAGREE	SOMEWHAT DISAGREE	NEITHER AGREE OR DISAGREE	SOMEWHAT AGREE	STRONGLY AGREE
	1.Meets the skill needs of your business adequately	1	2	3	4	5
	2.Produces people with the skills you ranked as important	1	2	3	4	5
	3.Produces people with the up-to-date knowledge of methods, materials and technology	1	2	3	4	5
	4.Produces people with practical experience that can be applied to their work	1	2	3	4	5
	5.Produces people with personal skills like time-management, reliability, ability to work with others, etc.	1	2	3	4	5
4.18	Does the workplace have any experience recruiting workers that have some technical or vocational post-secondary diploma or certificate? This includes both higher vocational schools and courses that take at least one month to finish, organized by state or private institutions. Examples are language courses, CISCO or Microsoft Certifications, accounting course, also higher schools such as Higher business school, Higher catering school...	1. Yes				4.19
		2. No				4.20
4.19	In your opinion, do you agree or disagree with the following statements describing these kinds of trainings in Serbia? Rate each statement on a scale of 1 to 5 using the categories on this scorecard. <i>INTERVIEWER: USE SHOW CARD # 12</i>					
		STRONGLY DISAGREE	SOMEWHAT DISAGREE	NEITHER AGREE OR DISAGREE	SOMEWHAT AGREE	STRONGLY AGREE
	1.Meets the skill needs of your business adequately	1	2	3	4	5
	2.Produces people with the skills you ranked as important	1	2	3	4	5
	3.Produces people with the up-to-date knowledge of methods, materials and technology	1	2	3	4	5
	4.Produces people with practical experience that can be applied to their work	1	2	3	4	5
	5.Produces people with personal skills like time-management, reliability, ability to work with others, etc.	1	2	3	4	5

4.20	In your opinion, do you agree or disagree with the following statements regarding hiring decisions for female applicants (compared with male ones)? <i>INTERVIEWER: USE SHOW CARD # 13</i>						
		STRONGLY DISAGREE	SOMEWHAT DISAGREE	NEITHER AGREE OR DISAGREE	SOMEWHAT AGREE	STRONGLY AGREE	DON'T KNOW
	1. Women expect higher benefits than firms can offer (such as flexible hours)	1	2	3	4	5	9
	2. Women lack the required work experience	1	2	3	4	5	9
	3. Women lack the required skills	1	2	3	4	5	9
	4. Women are costlier to hire than men given labor regulations (such as maternity leave provisions)	1	2	3	4	5	9
	5. Women have competing time demands given family responsibilities	1	2	3	4	5	9
							4.21

MODULE 4: TRAINING AND OPINIONS

4.21	In your opinion, is there usually a difference in the following skills between a female and a male employee? <i>INTERVIEWER: USE SHOW CARD # 14</i>			
		YES, MEN ARE BETTER EQUIPPED	YES, WOMEN ARE BETTER EQUIPPED	NO, THERE IS NO DIFFERENCE
	1. Doing calculations and working with numbers	1	2	3
	2. Reading and writing in English	1	2	3
	3. Reading and writing in (another) foreign language	1	2	3
	4. Finding new and better ways to do things	1	2	3
	5. Staying on a long and difficult task until it is finished	1	2	3
	6. Being relied on to get things done	1	2	3
	7. Working well with others and listening to others' views	1	2	3
	8. Working well in very busy or difficult situations	1	2	3
	9. Continuing in the face of challenging situations at work	1	2	3
	10. Easily adapting to new tasks or changes in the workplace	1	2	3
	11. Using a computer for email, internet, word processing tasks and/or other advanced purposes like creating and managing databases, or using specialized computer programs, etc.	1	2	3
12. Demonstrating specific technical skills that are job-relevant	1	2	3	
				5.01

MODULE 5: FIRM BACKGROUND

5.01	How would you describe the financial performance of your company in the last fiscal year?	1. Very poor (large losses over the last year) 2. Poor (some losses over the last year) 3. Stable (breaking even last year) 4. Good (some profits over the last year) 5. Very good (large profits over the last year) 8. Refuse to answer 9. Don't know	5.02
5.02	How would you describe the growth prospects for your company in the coming three years?	1. Very poor (strong contraction expected) 2. Poor (mild contraction expected) 3. Stable 4. Good (mild expansion expected) 5. Very good (strong expansion expected) 8. Refuse to answer 9. Don't know	5.03
5.03	Who is the main buyer of your products or services?	1. Individuals/end users/end consumers 2. Other companies 3. Government 4. NGO's or international organizations 5. Other (specify _____) 8. Don't know	5.04

5.04	Does your company have business contacts with entities in other countries?	1. Yes 2. No 9. Don't know	5.05
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MODULE 5: BACKGROUND CHARACTERISTICS

5.05	In the past 3 years, has your firm introduced any...						
		YES	NO	DON'T KNOW			
	1. New or significantly improved products or services	1	2	9			
	2. New or significantly improved methods of manufacturing or producing goods or services	1	2	9			
	3. New or significantly improved procedures (logistics, delivery or distribution methods) or supporting activities for your processes (accounting, maintenance, or computing systems, etc.)	1	2	9			
	4. New or significantly improved organizational structures or management practices	1	2	9			

5.06	During the last three years, did this establishment spend on formal research and development activities, either in-house or contracted with other companies?	1. Yes 2. No 9. Don't know	5.07
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5.07	Can you please indicate the extent to which each of the following factors presents a constraint to doing business? Please answer on a scale of 1 to 5, where 1 means 'no problem' and 5 means 'severe problem'. INTERVIEWER: SHOWCARD # 15 & SHOWCARD 16							
		No problem				Severe problem	NOT APPLICABLE	DON'T KNOW
	1. Electricity	1	2	3	4	5	8	9
	2. Telecommunications, Transportation	1	2	3	4	5	8	9
	3. Access to Land	1	2	3	4	5	8	9
	4. Tax rates, Tax administration	1	2	3	4	5	8	9
	5. Customs and Trade Regulations	1	2	3	4	5	8	9
	6. Business Licensing and Operating Permits	1	2	3	4	5	8	9
	7. Access to Financing (e.g. collateral), Cost of Financing (e.g. interest rates)	1	2	3	4	5	8	9
	8. Political Uncertainty; Economic and Financial Instability (inflation, exchange rate)	1	2	3	4	5	8	9
	9. Corruption; Crime, theft and disorder	1	2	3	4	5	8	9
	10. Anti-competitive or informal practices ; Legal system/conflict resolution	1	2	3	4	5	8	9
	11. Labor Factors (for example, availability of labor, labor laws, high turnover, training, wage levels, etc).	1	2	3	4	5	8	9

5.08	Can you please indicate how problematic each of the following labor factors is for the operation and growth of your business? Please answer on a scale of 1 to 5, where 1 means 'no problem' and 5 means 'severe problem' [INTERVIEWER - USE SHOWCARD 15 & SHOWCARD # 17]							
		No problem				Severe problem	NOT APPLICABLE	DON'T KNOW
	1. Employment protection legislation/ labor code laws	1	2	3	4	5	8	9
	2. Labor availability	1	2	3	4	5	8	9
	3. General education of workers	1	2	3	4	5	8	9
	4. Technical and vocational education and training of workers	1	2	3	4	5	8	9
	5. Finding workers with previous experience	1	2	3	4	5	8	9
	6. High job turnover	1	2	3	4	5	8	9
	7. Payroll taxes and social security contributions	1	2	3	4	5	8	9
	8. Overall wage level	1	2	3	4	5	8	9

	9. Minimum wage	1	2	3	4	5	8	9	
5.09	Does your workplace have a personnel department (H/R DEPARTMENT)?	1. Yes 2. No 9. Don't know							5.10
5.10	Finally, we have a few questions about the recent results at your firm. All information that you give in this survey is completely confidential. If necessary, these may be answered by the accounting department:	1. Name of the respondent (if different): _____ 2. Position: _____ 3. Phone number and email address: _____							5.11
5.11	Please tell us the following for the two most recent year-end reports for this firm (that is: the annual financial report for an enterprise) :IF REFUSE TO ANSWER/ DON'T KNOW, ASK WHO ELSE YOU CAN SPEAK WITH TO GET THIS INFORMATION								
		Year end report from one year ago (2013)			Most recent year end report (2014)				
	1. Date of the year ending: day/mo/year								
	2. Average number of employees in the year								
		RSD:			RSD:				
	3. Wage bill and compensation fund for workers(652, 653, 654, 656)								
	4. Operating expenses (rent, electricity, inventory maintenance) and Cost of goods sold and inputs (651, 657, 658, 661 - 669)								
	5. Sales								5.12
5.12	What is the statistical code (or codes) of the firm?	Registration number _____ Tax number (PIB) _____							5.13
5.13	What percentage of currently employed permanent workers have social security?	_____ Percentage of permanent workers with social security							6.01

MODULE 6: INTERVIEWER IMPRESSIONS

INTERVIEWER: Please complete these questions yourself after you have completed the interview. The questions below are designed to gather your impressions on the interview you have just completed.

6.01	What is your impression of how well the respondent understood the questions being asked?	1. VERY WELL 2. QUITE WELL 3. NOT SO WELL 4. POORLY 5. A LOT OF DIFFICULTY UNDERSTANDING	6.02
6.02	What is your impression of how serious and candid the respondent was when answering questions?	1. VERY SERIOUS 2. SERIOUS 3. NOT VERY SERIOUS 4. NOT SERIOUS AT ALL	6.03
6.03	There can be many distractions during an interview: noise, people interrupting, phone calls, respondent feeling pressed for time, etc. What is your impression of how much distraction there was for the respondent when answering the questionnaire?	1. VERY LITTLE OR NO DISTRACTION 2. SOME DISTRACTION, NOT SERIOUS 3. SOME DISTRACTION, BOTHERING TO THE RESPONDENT 4. A GREAT DEAL OF DISTRACTION	6.04
6.04	How often did the respondent ask you (the interviewer) for assistance, clarification or examples?	1. VERY OFTEN - IN MANY QUESTIONS 2. FAIRLY OFTEN 3. SOMETIMES 4. RARELY	END
6.05	Was supervisor present during the interview?	1. Da 2. Ne	6.06 Kraj
6.06	Name and surname of supervisor		6.07
6.07	Supervisor ID		Kraj