

Project No. :

ID

Financial literacy and financial services – 2011

1000 respondents from all over Bosnia and Herzegovina were included in the survey
Your participation is on voluntary basis and is anonymous

The respondent is 18 + years and selected according to the table

P-1	EXACT TIME OF THE SURVEY START: HOUR, MINUTE	
P-2	ORDINAL NUMBER OF THE SURVEY	
P-3	DATE OF SURVEY	
P-4	INTERVIEWER'S NAME AND SURNAME	
P-5	COORDINATOR'S NAME AND SURNAME	
P-6	NEIGHBOURHOOD	
P-7	STARTING POINT ADDRESS	
p-7a	STARTING POINT CODE	
P-8	TYPE OF SETTLEMENT	1 Village 2 - City
P-9	SETTLEMENT SIZE	1 – up to 2000 inhabitants 2 – 2 001 – 10 000 inhabitants 3 – 10 001 – 100 000 inhabitants 4 – 100 001 and more inhabitants
P-10	REGION	1 – Una-Sana Canton 2 – Zenica-Doboj Canton 3 – Tuzla Canton 4 – Central Bosnia Canton 5 – Herzegovina-Neretva Canton. 6 – West Herzegovina Canton 7 – Canton Sarajevo 8 – Canton 10 9 – North RS 10 – East RS 11 – Posavina Canton 12 – Bosnia Podrinje Canton 13 – District Brcko

REFUSALS

For questions O1 do O3 for each situation that occurs upon your arrival you note down a line. When the survey is completed, please count the lines for each question and write it on the space in the right.

O1. Note down the number of people that you contacted from the last conducted interview until this one and who have refused to take part in the survey?

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O2x1. Reasons of refusal (No. of persons):

1 – Too busy, has no time, has other obligations		
2 – Poor health condition		
3 – Not competent, does not know anything, does not want to talk about the topic		
4 – Expresses fear, does not want to intrude on his privacy		
5 – Has already been surveyed, does not trust surveys...etc		
6 – Other		

O2x2. Gender of the person who has refused (No. of persons):

Male		
Female		

O2x3. Age of the person who has refused (No. of persons):

Up to 30 years		
31 – 50 years		
51 y. or more		

O3. In between the last interview and this one, how many addresses have you been to AT LEAST two or more times but you have never found anybody at home and have decided to give up on attempting to contact them ?

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The selection is made on the grounds of the following information:

- 1- How many persons aged 18 or older live in the household?
- 2- How many of these people are female?

Always use the tables in order, starting from Table A to Table D and then start from the beginning. If there was no one at home, then use the same table that you had intended to use at the house where you did not find anyone home at the next address. When you return to the house where you initially did not find anyone home, use the table that is the next one in line at that moment. **At the end of the survey, you need to have an equal number of used tables.**

Read the enclosed detailed instructions for the selection of respondents!

In the table for the selection of the respondent, circle the field that indicates the selected respondent!

TABLE A

Number of women 18+	Number of people in the household aged 18+			
	1	2	3	4 or more
0	Man	Older man	Older man	Older man
1	Woman	Man	Younger man	Woman
2		Younger woman	Man	Younger man
3			Older woman	(younger) man
4+				Older woman

TABLE B

Number of women 18+	Number of people in the household aged 18+			
	1	2	3	4 or more
0	Man	Younger man	Younger man	Older man
1	Woman	Woman	Older man	Woman
2		Older woman	Man	Older man
3			Younger woman	(Older) man
4+				Older woman

TABLE C

Number of women 18+	Number of people in the household aged 18+			
	1	2	3	4 or more
0	Man	Younger man	Older man	Older man
1	Woman	Man	Woman	Younger man
2		Younger woman	Older woman	Older woman
3			Older woman	Younger woman
4+				Younger woman

TABLE D

Number of women 18+	Number of people in the household aged 18+			
	1	2	3	4 or more
0	Man	Older man	Younger man	Younger man

1	Woman	Woman	Woman	Older man
2		Older woman	Younger woman	Younger woman
3			Younger woman	Older woman
4+				Older woman

P1. In general, how satisfied are you with your life nowadays?

Very satisfied	Rather satisfied	Rather dissatisfied	Very dissatisfied	Don't know
4	3	2	1	9

P2. How do you think your life is going to be over the next 12 months?	Much better	Better	The same	Worse	Much worse	Don't know
	5	4	3	2	1	9

P3. How often do you... (for print media)

	Daily	Several times a week	Several times a month	Once a month or less	Never
P3a. Read the newspapers sold on the territory of the whole entity or the state?	4	3	2	1	0
P3b. Read the local/regional or cantonal newspapers?	4	3	2	1	0

P3. How often do you... (for electronic media)

	3 or more hours per day	1 to 2 hours per day	Several hours a week	Once a week or less often	Never
P3c. Listen to radio stations broadcasted on the territory of the whole entity or the state?	4	3	2	1	0
P3d. Listen to local or regional/cantonal radio stations?	4	3	2	1	0
P3e. Watch the entity TV programs or the state public service?	4	3	2	1	0
P3f. Watch the local/regional or cantonal TV programs	4	3	2	1	0

P4a. Can you use a computer?

1. Yes 2. No

P4b. How often do you ...	Daily	Several times a week	Several times a month	Once a month or less	Never
P4b. How often do you use the Internet including e-mail (electronic mail)	4	3	2	1	0
P4c. How often do you read news at Internet portals	4	3	2	1	0

Attitudes and opinions regarding the financial markets

P5. How much do you trust the following institutions? Please let me know if you are not familiar with any of these institutions	Very much	Much	Average	Little	Very little	Never heard	Don't know
P5a. Central Bank of BiH	5	4	3	2	1	8	9
P5b. BiH commercial banks	5	4	3	2	1	8	9
P5c. Insurance companies	5	4	3	2	1	8	9
P5d. Brokerage houses	5	4	3	2	1	8	9
P5e. Microcredit organizations	5	4	3	2	1	8	9
P5f. Leasing companies	5	4	3	2	1	8	9
P5g. Deposit Insurance Agency	5	4	3	2	1	8	9
P5h. Banking Agency of FBiH/RS	5	4	3	2	1	8	9
P5i. Securities Commission of FBiH/RS	5	4	3	2	1	8	9
P5j. The Consumer Protection Ombudsman Institution in BiH	5	4	3	2	1	8	9
P5k. Convertible Mark, the national currency	5	4	3	2	1	8	9

P5l. Fund management companies	5	4	3	2	1	8	9
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P6. Generally, how would you assess the quality of financial services offered by the following institutions in BiH –	Very good	Good	Fair	Bad	Very bad	Don't know
P6a. Commercial banks	5	4	3	2	1	9
P6b. Insurance companies	5	4	3	2	1	9
P6c. Microcredit organizations	5	4	3	2	1	9
P6d. Brokerage houses	5	4	3	2	1	9

P7. If a conflict with a financial organization (bank, insurance company or the like) arises regarding the provision of financial services to you, how sure are you in the quick and just resolution of the dispute?	I am completely sure	I am rather sure	Fifty-fifty	I am not quite sure	I am not at all sure	Don't know
P7a. How sure are you in a quick dispute resolution	5	4	3	2	1	9
P7b. How sure are you in a just dispute resolution						

P8. What do you think deserves primary attention when one chooses the bank to take a loan from? <i>One answer only</i>	1. Bank's reputation (fame)
	2. Appearance of the bank office
	3. The treatment of clients by the bank's personnel
	4. Loan interest rates and costs
	5. Gifts and advertising campaigns
	9. Don't know

P9. If you considered taking a loan from a bank, what would you prefer? <i>Do not read answer 3</i>	1. Loan in KM
	2. A loan in a foreign currency
	3. I wouldn't take any loan (DO NOT READ)
	9. Don't know (DO NOT READ)

P10. When taking a loan from a bank, what would you give more importance to...? <i>Do not read answer 4</i>	1. Fees charged by the bank
	2. Loan interest rates
	3. Means of securing /providing collateral for the loan
	4. Loan repayment period
	5. I wouldn't take any loan (DO NOT READ)
	9. Don't know (DO NOT READ)

P11. When do you think buying on credit is justified? <i>Here the credit refers to the use of a credit card, the use of a consumer credit or buying on credit (informally - „pe caitet”) from a shop.</i> <i>Multiple answers possible.Read out.</i>	1. If a shop has sales for the goods you need
	2. If a person needs to pay for education which would allow to get a better paid job
	3. If a person really needs a vacation but does not have money at the moment
	4. Other, namely.....
	5. I wouldn't buy on credit in any circumstance – <i>Do not read</i>
	99. Don't know

B) Information on Financial Services

P12. Do you follow any of the following trends personally?			If the answer is Yes in P12 P13. What is the main source of information: ONE ANSWER ONLY					
	Yes	No	1- Advertising	2- News in media *(newspapers, magazines, TV programs specializing in financial issues)	3- Specialized web sites	4- Bank officers, employees of insurance and management companies, during a personal visit or by phone	5- Independent financial consultants or brokers	6- Friends and acquaintances
a. Changes in the property market	1	2	1	2	3	4	5	6
b. Changes in market indices	1	2	1	2	3	4	5	6

c. Changes of deposit interest rates	1	2	1	2	3	4	5	6
d. Changes of loan interest rates	1	2	1	2	3	4	5	6
e. Changes in the inflation rate	1	2	1	2	3	4	5	6
f. Changes in the level of pensions, benefits and tax exemptions	1	2	1	2	3	4	5	6
g. Price fluctuations for oil, gold, metals etc.	1	2	1	2	3	4	5	6

P14. Are you aware of the activities of the Consumer Protection Ombudsman Institution concerning the services offered by banks?	1. Yes	2. No	9. Don't know
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P15. In the last 12 months, did you have personal contacts or contacts by phone - and how often - with...?	Daily	Few times a week	Few times a month	Once a month or less	Never
P15a. Bank officers or bankers	4	3	2	1	0
P15b. Representatives of insurance companies	4	3	2	1	0
P15c. Representatives of the brokerage houses	4	3	2	1	0
P15d. Independent financial advisers or brokers	4	3	2	1	0
P15e. Representatives of microcredit organizations	4	3	2	1	0

P16. When you meet your relatives, colleagues, friends, how often do you talk about financial institutions and services?	Daily	Several times a week	Several times a month	Once a month or less	Never
	4	3	2	1	0

P17. Which of the following organizations do you see as the most suitable to deliver financial literacy program in BiH? Choose up to 3 answers;	
1. Commercial banks	5. Government entities regulating these markets
2. Insurance companies	6. Higher education institutions for economics and finance
3. Investment fund management companies	7. Independent financial consultants
4. Non-government organizations or public institutions involved in consumer rights protection	8. Mass media (journalists and TV presenters)
	9. Other.....
	99. Don't know

P18. Which of the following aspects of managing personal finances do you believe should be a required part of a financial training course for citizens...?	Yes	No	Don't know
a. How to establish one's own financial targets and formulate a personal current financial plan	1	2	9
b. What to do not to get overindebted ("go in red")	1	2	9
c. How to plan purchases of durables (car, apartment, dacha) and evaluate one's abilities to implement them	1	2	9
d. How does the pension scheme work and what methods are available to secure one's old age income	1	2	9
e. Banking services – current accounts, saving deposits and credit cards	1	2	9
f. Consumer credits to purchase goods and services	1	2	9
g. Mortgage loans	1	2	9
h. Insurance and related products	1	2	9
i. Capital markets, stock and investment funds	1	2	9
j. Sources of information on financial services, interpretation of the information and ways to differentiate advertising from objective information	1	2	9
k. What parameters are used to compare the services offered by banks and other financial companies	1	2	9
l. What consumer protection laws are available and what one needs to do when one's consumer rights are violated	1	2	9
m. What information should a user pay attention to when signing a contract with a bank or another financial company	1	2	9

P19 How often do you compare the terms and conditions for provision of financial services by various companies before you sign a contract for such a service? For instance, do you check loan terms, such as interest rate levels, maturity, collateral levels with different commercial banks or life insurance terms with different insurance companies?

4. Always	3. Sometimes	2. Rarely	1. Never	97. I do not use any financial service <i>Do not read</i>	99. Don't know <i>Do not read</i>
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P20. What sources of information do you pay attention to when choosing a company to buy a service from? Multiple Responses possible

1. Advertisements	5. Analytical materials published in mass media
2. Information materials of financial companies on their tariffs and services of various types	6. Employer's advice
3. Advice of consultants working for providers of a required service	7. Advice of friends and relatives
4. Recommendations of independent financial consultants or brokers	8. Internet forums and blogs
	9. Other.....

c) Financial literacy

P21. How would you assess the level of your financial literacy?

5. Excellent knowledge and skills	4. Good knowledge and skills	3. Satisfactory knowledge and skills	2. Unsatisfactory knowledge and skills	1. No knowledge and skills	9. Don't know
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P22. Let's assume you deposited 10,000 KM in a bank account at 8% annual interest rate. How much money will you have in your account in 2 years if you do not withdraw from or add to this account any money? **READ**

1. More than 18,000 KM 2. Exactly 18.000 KM 3. Less than 18.000 KM 9. Don't know

P23. Let's assume that you deposited 10,000 KM in a bank account at 10% annual interest rate. The interest will be earned at the end of each year and will be added to the principal. How much money will you have in your account in 5 years if you do not withdraw either the principal or the interest?

1. More than 15.000 KM 2. Exactly 15.000 KM 3. Less than 15.000 KM 9. Don't know

P24. Imagine that you deposited money in a bank account at 8% interest rate, while the annual inflation rate was 10%. Do you think the money from your account can buy more or less, or the same amount of goods and services on average now as a year ago?

1. More than a year ago 2. The same 3. Less than a year ago 9. Don't know

P25. Let's assume that in 2012 your income is twice as now, and the consumer prices also grow twofold. Do you think that in 2012 you will be able to buy more, less, or the same amount of goods and services as today?

1. More than a year ago 2. The same 3. Less than a year ago 9. Don't know

P26. Let's assume that you saw a TV-set of the same model on sale in two different shops. The initial retail price of it was 1,000 KM. One shop offered a discount of 150 KM, while the other one offered a 10% discount. Which one is a better bargain – a discount of 150 KM or 10%?

1. A discount of 150 KM 2. They are the same 3. A 10% discount 9. Don't know

P27. Let's assume that you took a bank loan of 10,000 KM to be paid back during a year in equal monthly payments. In the course of the year, you will pay back a total of 600 KM in interest. Give a rough estimate of the annual price of your credit.

1. 3% 2. 2.6% 3. 6% 4. 11% 9. Don't know

P28. If a citizen has a deposit in a Bosnian bank and this bank goes bankrupt, do you know what maximum level of a deposit is entirely insured by the government?

1. The government does not insure the bank deposits 2. The amount of 15,000 KM 3. The amount of 35,000 KM 4. The amount of 50,000 KM 5. The government insures all bank deposits in their full amount 9. Don't know

P29. If a citizen owns shares in the investment fund, and the value of shares plummeted because of a large scale financial crisis, what is an approximate level of losses insured by the government?

1. The government does not insure against losses from the reduction of value of stock and investment fund shares 2. The amount of 15,000 KM 3. The amount of 35,000 KM 4. The amount of 50,000 KM 5. – The government insures all investment fund shares in their full amount 9. Don't know

P30. In which of the following cases it is appropriate for the government to compensate individuals for the losses on the financial market?

Multiple responses possible

1. If a bank goes bankrupt
2. Shares of an investment fall significantly
3. Shares of a private company fall significantly
4. Apartment prices drop at the time when one needs to sell them
5. None of the above
99. Don't know

P31. Which of the following statements correctly describes the role of a guarantor?

- 1 - A guarantor assists the borrower to fulfil the conditions to receive the loan, and thereafter has no role.
2 - A bank may collect the borrower's outstanding liabilities from the guarantor for the entire duration of the loan repayment
9 - Don't know (DON'T READ)

P32. Which of the following statements correctly describes the role of a promissory note as a loan guarantee instrument?

- 1 - A promissory note allows the bank to collect its claims by selling all debtor's assets if necessary
- 2 - A promissory note allows the bank to collect its claims only from current revenues
- 9 - Don't know (DON'T READ)

P33. Does the loan currency clause reduce more the risk of the bank or of the borrower?

- 1 - It reduces the bank's risk
- 2 - It reduces the borrower's risk
- 9 - Don't know (DON'T READ)

P34. Is a revolving credit card the same as the credit card?

- 1 - Yes
- 2 - No
- 9 - Don't know (DON'T READ)

P35. Is the following statement true or false: 'going in red' on the current account is the most favourable form of consumer credit?

- 1 - True
- 2 - False
- 9 - Don't know (DON'T READ)

D) Managing household finances

P36. In your family do you usually have a financial plan, thus you know how to cover current monthly expenses?	1. Yes	2. No	9. Don't know
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P37. Is your family used to keeping records of income and expenditures?	1. Yes, we keep records of everything, entering all revenues and all expenditures
	2. Yes, we keep records of everything, but not all revenues and expenditures are entered
	3. No, we don't keep records of everything, but we know in general how much money is received and spent during a month.
	4. No, we don't keep records of family's resources, and we don't have even a vague idea of how much money is received and spent during a month
	9. Don't know

P38. How often during the last 12 months your household....	Every month	Once every 3 months	Every half a year	Once a year or less	Never	Don't know
a. had money unspent from month to month	5	4	3	2	1	9
b. remained without money from month to month	5	4	3	2	1	9
c. spent in a month exactly the money earned in the previous month	5	4	3	2	1	9

If money spent = money earned always or very often (codes 5 and 4 at P38c) → GO TO P41

If left without money always or very often (codes 5 and 4 at P38b) → GO TO P40

If money remains unspent always or very often (codes 5 and 4 at P38a) → GO TO P39

P39. When your household remains with unspent money from month to month, generally what do you do with them?

	Yes	No		Yes	No
a. We spend it on consumer goods	1	2	g. We invest it in gold and jewellery	1	2
b. We keep it in cash	1	2	h. We use it to reduce old debt	1	2
c. We deposit it or do not withdraw it from the account	1	2	i. We use it for basic needs	1	2
d. We invest it in the capital market	1	2	j. We spend it for children's education	1	2
e. We lend it to friends or relatives			k. We spend it on health care	1	2
f. We invest it in our own business					

P39I. Is there any other way how you dispose with money from the previous month and which?

P40. When your household runs out of money from month to month, generally, what do you do?

	Yes	No		Yes	No
a. We cut down expenses	1	2	f. We spend our savings in KM	1	2
b. We borrow money from relatives, friends and acquaintances	1	2	g. We spend our savings in foreign currency	1	2
c. We buy on credit (informally - „pe caie“) from shops	1	2	h. We use a credit card	1	2
d. We borrow from non-banking financial institutions (Micro-credits)	1	2	i. We work extra hours or additional jobs	1	2
e. We pawn jewellery or other goods	1	2			

P40j. Is there any other way that you get by when you run out of money in between two months?

ASK ALL RESPONDENTS:

P41. Please tell us whether there are such families among your acquaintances or friends who used to be relatively well-to-do and then suddenly encountered financial problems? If so, then what was the reason in your opinion? Multiple responses possible	1. Yes, because someone in the household has lost his job due to financial crisis
	2. Yes, because of unfortunate series of events (a sudden death or loss of a job by a breadwinner, a divorce, an accident, etc.)
	3. Yes, because of a wrong money management or lack of ability to plan its finances (they were buying too much, took too many credits, did not plan their future, lived for the moment, etc.)
	4. Yes, they could not repay their own, or other people's, loans
	5. Yes, other.....
	6. I do not know such families
	99. Don't know

P42. Did you household experience an unexpected significant reduction of your income over the last three years?	1. Yes	2. No <i>GO TO P43</i>	9. Don't know
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If Yes (code 1 at P42)

P42A. What was the reason for this reduction of your income?

	Yes	No		Yes	No
a. Loss of employment due to economic crisis	1	2	d. Breakup, separation or divorce	1	2
b. Loss of employment because of an accident, illness or disability	1	2	e. Retirement of the main breadwinner	1	2
c. Considerable reduction of salary, or delays with salary payment	1	2	f. Other (STATE WHAT REASON)	1	2

P42B. How did you manage to make the ends meet when your income suddenly dropped?

	Yes	No		Yes	No
a. We cut down COSTS	1	2	f. We spent our savings in KM	1	2
b. We borrowed money from relatives, friends and acquaintances	1	2	g. We exchanged our foreign currency savings to KM	1	2
c. We bought on credit (informally - „pe caiet“) from shops	1	2	h. We used a credit card	1	2
d. We borrowed from non-banking financial institutions (micro-credits)	1	2	i. We worked extra hours or additional jobs	1	2
e. We pawned jewellery or other goods	1	2	j. Other (STATE WHAT)	1	2

P43. How often during the last 12 months your household had to borrow to pay back your other debts?	Every month	Once in 3 months	Once in 6 months	Once a year or less	Never	Don't know
	5	4	3	2	1	9

P44A. Would you please say whether your household has any debts now apart from long-term loan/credits? <i>Without instalments for credits/loans</i>	1. Yes	2. No <i>GO TO P45</i>	9. Don't know
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If Yes in P44A ask:

P44B. Comparing to your total monthly household income, approximately how much money is allocated to the repayment of debts apart from long-term loans? *Without loan instalments.*

1. Less than the monthly income	2. Approx. 1-2 monthly incomes	3. Approx. 2-3	4. Approx. 4-6	5. approx. 7-12 monthly incomes	6. More than the annual income	9. Don't know
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P45. Let's assume that in addition to your regular income your family receives 25,000 KM, or approximately 12,500 Euro. What would you most likely do with this money? *Choose maximum 3 answers*

I'll spend it on the purchase of household goods (furniture, clothes, home electronic appliances, etc.)	1
I'll try to add money (through borrowing, e.g.) and buy a plot of land, a car, etc.	2
I'll make long-term savings to accumulate money for more expensive things (a house, apartment, expensive car, etc.)	3
I'll make reserves (for unexpected event, special events, for a rainy day, etc.)	4

I'll repay my earlier debts	5
I'll spend it on entertainment, on travel or vacation	6
I'll spend it on education and development of my children	7
I'll spend it on upgrade of my skills or training for a new vacation/profession	8
I'll spend it on my medical treatment and that of my close family	9
I'll invest it in my own business	10
I'll buy an insurance policy for myself or the family, spend it on voluntary pension (through a pension fund)	11
I'll buy gold, jewels and the like	12
I'll invest it in the bank deposit at an interest rate	13
I'll buy shares and other stock of Bosnian companies, buy government bonds (obligations and the like)	14
Other.....	15
Don't know	99

P46. Which of the following statements best describes your situation?	1. I try to save something and spend the rest of the money on the everyday needs
	2. I spend money on the everyday needs and save the rest
	3. I spend all the money on everyday needs and do not save anything
	9. Don't know

If household saves (codes 1 and 2 at P46) ask P46A and P46B, others to P47

P46A. Comparing to your total monthly household income, approximately how much are your savings?

1. Less than the monthly income	2. approx. 1-2 monthly incomes	3. approx. 2-3	4. approx. 4-6	5. approx. 7-12 monthly incomes	6. More than the annual income	9. Don't know
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P46B. What are the reasons to have made savings? Multiple responses possible

1. For a rainy day, for unexpected expenses	5. To increase my living standards in the future
2. For retirement	6. I like saving rather than spending money
3. To leave something for children to inherit	7. This is a family tradition
4. To get income in the form of interest, increased market value of assets, etc.	8. Other.....
	99. Don't know

If household does not save (code 3 at P46)

P47. What are the reasons?

Multiple responses possible

1. I don't trust financial institutions	5. I cannot resist the temptation to spend the money on shopping
2. I cannot do this because of a low income	8. Other (STATE WHAT)
3. I don't see the point in making savings	99. Don't know

E) Data on the respondent

Attention! Section A to be completed with data regarding all household members. The data regarding the respondent (*the person mentioned in the sampling list*) is written in the first line of the table. (CPERS = 01). Then, persons aged 15+ and children aged 0-14 are registered.

A	5. Highest level of education achieved	6. <u>Main occupational status in the present</u>
	1. No school or primary (1- 3 classes) 2. Primary (4-7 classes) 3. Primary school (all 8 classes) 4. One-year or two-year vocational school (reduced program) 5. Three-year vocational school and apprentice 6. Four-year vocational school and apprentice 7. High school 8. Post-secondary school, associate degree 9. College, academy, technical college 10. Masters degree 11. Doctoral studies 98. Don't know/ doesn't want to respond Attention! Mention the highest degree achieved and not ongoing studies.	1. . Employee 2. Other status of employed persons (<i>daily worker, black market worker etc.</i>) 3. Business owner 4. Self-employed person in non-agricultural activities (include PFA, AF, liberal professionals) 5. Self-employed person in agricultural activities 6. Family helper 7. Registered as unemployed 8. Unregistered unemployed (<i>no longer receives an unemployment allowance / support allowance and looks for work</i>) 9. Retired - due to age 10. Retired - other causes 11. Pupil, student 12. Housewife 13. Person unable to work 14. Another status of non working person (<i>pre-school, dependant</i>)

1 Person's code	2 Sex 1-M 2-F	3 Age	4 Nationality	5 Highest level of education achieved	6 <u>Main occupational status in the present</u>
CPERS	SEX	AGE	NAT	NIVE	STOCUPAN

Respondent (01)		_ _ _			
02		_ _ _			
03		_ _ _			

04		_ _ _			
05		_ _ _			
06		_ _ _			

07		_ _ _			
08		_ _ _			
09		_ _ _			

10		_ _ _			
11		_ _ _			
12		_ _ _			

Section B to be completed only for the persons aged 15+, members of the household.

B	7. Main occupation FOR PERSONS WITH OCCUPATION ONLY <i>(codes 1 to 6, column 6)</i>
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1. Managers, business owners, entrepreneurs, mayor, local counsellor
2. Intellectual occupations: teacher, physician, economist, lawyer, etc.
3. Technicians or foremen: nurses, primary school teachers, accountant with secondary studies, etc.
4. Clerks: secretary, librarian, cashier etc.
5. Workers in services and commerce: train conductor, fire fighter, policeman etc.
6. Qualified farmers or self-employed in agriculture
7. Craftsmen and maintenance mechanics: builders, carpenters, plumbers, electricians, painters, mechanics, welders, blacksmiths, locksmith, textile workers, workers in the leather or food industry etc.
8. Skilled workers and operators
9. Unskilled workers in non-agricultural sectors: doormen, janitors, dustmen, sweepers, maid, etc.
10. Daily workers/black market workers in agriculture, silviculture and fishery
11. Daily workers/black market workers in non-agricultural activities
12. Military – all ranks

1 Person's code	7 Main occupation	8 Main source of income
CPERS	OCP	VEN

Respondent (01)		
02		
03		

04		
05		
06		

07		
08		
09		

10		
11		
12		

8. Main source of income

0. No income
1. Salary/ wages *(including wages for medical leave, maternity leave and in-kind incomes)*
3. Income from self-employed authorized non-agricultural activities *(including profit, incomes from crafts, services, liberal professions, rights of intellectual property)*
4. Daily paid or occasional incomes, inclusively black market employment
5. Old age pension
6. Disability, illness, veteran pension
7. Agricultural (CAP) pension
8. Unemployment/ redundancy benefit
9. Scholarship
10. Child allowance
11. The minimum guaranteed income, social allowance
12. Other social transfers *(incl. emergency benefits, allowance for fire wood, food, other assistance DPC)*
13. Money received from relatives who work, permanently or temporarily, abroad
14. Private transfers (e.g. child support, donations from parents/ other persons)
15. Income from investments, savings or proprieties
16. Income from self-employment agricultural activities
17. Other

VENG. Last month (January, 2011), the total amount received from salaries, pensions, child allowances, sales etc. by all household's members *(including the respondent)* was approximately...

_____ RON 0. No income 8. Don't know 9. No answer

VENP. And the total amount received by the respondent (CPERS=01) in KM was approximately...

_____ RON 0. No income 8. Don't know 9. No answer

F) Use of the financial services: What type of financial services do you use?

Attention! Section C to be completed only for the persons aged 15+, members of the household. *In case of bank deposits/ insurance policies made by the parents for their children aged under 15, the code of the financial service is written on one of the parents' line.*

C	SF1 - Which of listed financial services/products do you personally use in a bank or another financial institution <i>Multiple answers</i>		
	1. Consumer loan 2. Mortgage loan 3. Current account 4. Bank deposit 5. Bank debit card 6. Bank credit card 7. Insurance policies 8. Investments in stocks 9. Investment funds	10. Vehicle/land loans 11. Pawning goods 12. Loans from microcredit organizations	13. Loans from usurers 14. Loans from relatives, friends, acquaintances. 15. Buying on credit (informally - „pe caiet“) from food shops 16. Buying on credit (informally - „pe caiet“) from the electrical appliances shops

If the respondent has insurance policies

USF1. What type of insurances policies do you have?

	Yes	No		Yes	No
a. Life insurance	1	2	d. Car insurance - CASCO	1	2
b. Medical insurance	1	2	e. Land and/ or crop insurance	1	2
c. Household insurance	1	2	f. Other (STATE WHAT).....	1	2

If the respondent has loans (SEE TABLE BEFORE QUESTIONS SF1 TO SF6 FOR THE RESPONDENT, CODES 1, 2, 10, 12)

Data regarding the loans	a. Loan 1	b. Loan 2	c. Loan 3
USF2. Type of the financial institution – a bank or a micro-credit organization 1. Bank 2. Micro-credit organization			
USF3. Loan repayment period (no of months)?			
USF4. Is it a consumer or mortgage loan 1. Consumer 2. Mortgage			
USF5. Is it a domestic or foreign currency loan 1. KM 2. Foreign currency			
USF6. Is the interest rate fixed or variable? 1. Fixed 2. Variable			
USF7. Are you currently behind with repayment of your installments? 1. Yes 2. No			
USF8. Do you face difficulties with repayment of your loan instalments? 1. Yes 2. No			

For all respondents

USF8. Did you happen to buy a financial service during the last five years with which you were not satisfied later as the service did not meet your needs?	1. Yes	2. No GO TO VENSUB	7. Does not use any Financial Service (If the respondent did not state codes 1 to 12 in question SF1)	9. Don't know
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If Yes (code 1 at USF8)

USF8A. What kind of service was it? Multiple responses possible

- | | |
|--|--|
| 1. A consumer loan | 10. Vehicle/land loans |
| 2. A mortgage loan | 11. Pawning goods |
| 3. Current account | 12. Loans from microcredit organizations |
| 4. Bank deposit (savings) | |
| 5. A bank debit card (current or gyro account) | |
| 6. A credit card | |
| 7. An insurance policy | |
| 8. Investment in stocks | |
| 9. Investment funds | |

USF8B. What did you do after you discovered the problem? Multiple responses possible

1. Nothing
2. I stopped using the service before the contract expired (closed the deposit, account, sold the unit shares, canceled the insurance contract etc.)

3. I submitted a complaint to the company which sold me the product
4. I submitted a complaint to the appropriate government authority
5. Other.....
99. Don't know, Don't remember

VENSUB. Which of the descriptions comes closest to your household's income nowadays?	1. We hardly make the ends meet.
	2. We have enough money to buy food but buying clothes causes financial difficulties.
	3. We have enough money to buy food and clothes. But purchase of durable goods (a TV-set, a refrigerator) is problematic.
	4. We have no trouble buying durable goods, but purchase of a really expensive thing like a car is hard for us.
	5. We can afford quite expensive things.
	9. Don't know

UTIL. Does your household have...?	Yes	No		Yes	No
a. Car	1	2	c. Computer (PC)	1	2
b. Landline telephone	1	2	d. Access to Internet	1	2

LOC1. The dwelling is ...
1. in a central area of the village/town/city
2. in a peripheral area of the village/town/city
3. in other area of the village/town/city

LOC2. The dwelling is ...
1. in a good area
2. in a poor area
3. in a bad-famed area
4. in a rather good area

D1. After 2000	Yes	No
a. Did you travel abroad?	1	2
b. Did you work abroad?	1	2
c. Did anyone else from your household work abroad?	1	2

D2. After graduating did you take any other courses for specialization / requalification?

1. Yes	2. No	7. N/A (she/he is in school now)
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NAT. What is your ethnicity?

1. Bosnian
2. Croat
3. Serb
4. Other

VERIF. IPSOS could check the way I did the interview. Would you agree to give your phone number where IPSOS could make the verification?

Interview end time: |_|_|:|_|_|