

## Services survey

Answers to all questions should be given by abstracting from seasonal variations. Questions marked with an asterisk\* are mandatory.

### Monthly questions

Q1. How has your business situation developed over the past 3 months? It has...\*

- Improved
- Remained unchanged
- Decreased

Q2. How has your company's turnover changed over the past 3 months? It has...\*

- Increased
- Remained unchanged
- Decreased

Q3. How do you expect your company's turnover to change over the next 3 months? It will...\*

- Increase
- Remain unchanged
- Decrease

Q3.1 How easy or difficult is it to predict the future development of your business at the moment?\*

- Easy
- Moderately easy
- Moderately difficult
- Difficult

Q4. How do you expect your company's total employment to change over the next 3 months? It will...\*

- Increase
- Remain unchanged
- Decrease

Q5. How do you expect the prices the company charges to change over the next 3 months? They will...\*

- Increase
- Remain unchanged
- Decrease

Q16. What is your job title?\*

**Quarterly questions (January, April, July, October)**

Q6. What main factors are currently limiting your business?\*

*Mark the most important factor. If you choose 'Other', please also specify your choice in the accompanying text field.*

- None
- Insufficient demand
- Shortage of labour force
- Shortage of space and/or equipment
- Financial constraints
- Other: ...

Q7. If the demand expanded, could you increase the company's volume of activity with the present resources?\*

- Yes
- No

Q7.1 If the answer to Q7 is 'yes': By how much could the volume of activity be increased?\* %

Q8. How do you assess the current willingness of commercial banks to grant loans to business enterprises?\*

- Favorable
- Normal
- Restrictive

Q9. How do you assess the willingness of commercial banks to grant loans to business enterprises in 3 months' time?\*

- Favorable
- Normal
- Restrictive

**Annual questions on investments (March/April)**

Q10. Compared with two years ago your investments last year have...\*

	Increased	Remained unchanged	Decreased
Overall investment			
Machinery and equipment			
Land, buildings and infrastructure			
Intangibles (R&D, intellectual property, vocational training, etc.)			

Q11. Compared with last year your investment this year will...\*

	Increase	Remain unchanged	Decrease
Overall investment			
Machinery and equipment			
Land, buildings and infrastructure			
Intangibles (R&D, intellectual property, vocational training, etc.)			

**Annual questions on investments (October/November)**

Q12. Compared with last year your investment this year has...\*

- Increased
- Remained unchanged
- Decreased

Q13. Compared with this year your investment next year will...\*

- Increase
- Remain unchanged
- Decrease

Q14. What is the objective of the investments carried out this year and planned for next year?  
 Choose the appropriate category or categories

	For this year	For next year
Replacement of equipment, buildings and IT		
Extension of capacity for existing or new products/services		
Investment designed to streamline processes		
Other investment objectives (environment, safety, etc.)		

Q15. What main factors are stimulating your investments this year and next year?

	For this year	For next year
Demand		
Financial conditions		
Technical factors		
Other factors		