

# Republic of Serbia Enterprise Surveys Data Set

## 1. Introduction

1. This document provides additional information on the data collected in Serbia during calendar years 2008/2009 as part of the fourth round of the Business Environment and Enterprise Performance Survey (BEEPS IV), a joint initiative of the World Bank Group (“WB”) and the European Bank for Reconstruction and Development (“EBRD”). It is an enterprise survey whose objective is to gain an understanding of firms’ perception of the environment in which they operate. The survey was until now administered three times at three years interval. This has added an important element of dynamics in the study of business environment in transition countries.

The 2008 survey was restructured to improve cross-country comparability and to make it compatible with the Enterprise Surveys the Enterprise Analysis Unit of the World Bank has been implementing in the past two years in other regions of the world.

The objective of the survey is to obtain feedback from enterprises in client countries on the state of the private sector as well as to help in building a panel of enterprise data that will make it possible to track changes in the business environment over time, thus allowing, for example, impact assessments of reforms.

Through interviews with firms in the manufacturing and services sectors, the survey will assess the constraints to private sector growth and create statistically significant business environment indicators that are comparable across countries.

The report outlines and describes the sampling design of the data, the data set structure as well as additional information that may be useful when using the data, such as information on non-response cases and the appropriate use of the weights.

## 2. Sampling Structure

2. The sample for Serbia was selected using stratified random sampling, following the methodology explained in the Sampling Manual<sup>1</sup>. Stratified random sampling<sup>2</sup> was preferred over simple random sampling for several reasons<sup>3</sup>:

a. To obtain unbiased estimates for different subdivisions of the population with some known level of precision.

b. To obtain unbiased estimates for the whole population. The whole population, or universe of the study, is the non-agricultural economy. It comprises: all manufacturing sectors according to the group classification of ISIC Revision 3.1: (group D), construction sector (group F), services sector (groups G and H), and transport, storage, and communications sector (group I). Note that this definition excludes the following

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<sup>1</sup> The complete text can be found at [http://www.enterprisesurveys.org/documents/Implementation\\_note.pdf](http://www.enterprisesurveys.org/documents/Implementation_note.pdf)

<sup>2</sup> A stratified random sample is one obtained by separating the population elements into non-overlapping groups, called strata, and then selecting a simple random sample from each stratum. (Richard L. Scheaffer; Mendenhall, W.; Lyman, R., “Elementary Survey Sampling”, Fifth Edition).

<sup>3</sup> Cochran, W., 1977, pp. 89; Lohr, Sharon, 1999, pp. 95

sectors: financial intermediation (group J), real estate and renting activities (group K, except sub-sector 72, IT, which was added to the population under study), and all public or utilities-sectors.

c. To make sure that the final total sample includes establishments from all different sectors and that it is not concentrated in one or two of industries/sizes/regions.

d. To exploit the benefits of stratified sampling where population estimates, in most cases, will be more precise than using a simple random sampling method (i.e., lower standard errors, other things being equal.)

e. Stratification may produce a smaller bound on the error of estimation than would be produced by a simple random sample of the same size. This result is particularly true if measurements within strata are homogeneous.

f. The cost per observation in the survey may be reduced by stratification of the population elements into convenient groupings.

3. Three levels of stratification were used in this country: industry, establishment size, and oblast (region). The original sample design with specific information of the industries and regions chosen is described in Appendix E.

4. Industry stratification was designed in the way that follows: the universe was stratified into 23 manufacturing industries, 2 services industries -retail and IT-, and one residual sector as defined in the sampling manual. Each sector had a target of 90 interviews.

5. Size stratification was defined following the standardized definition for the rollout: small (5 to 19 employees), medium (20 to 99 employees), and large (more than 99 employees)<sup>4</sup>. For stratification purposes, the number of employees was defined on the basis of reported permanent full-time workers. This seems to be an appropriate definition of the labor force since seasonal/casual/part-time employment is not a common practice, except in the sectors of construction and agriculture.

6. Regional stratification was defined in six regions. These regions are Belgrade, Central, East, South East, Vojvodina, and West.

### **3. Sampling implementation**

7. Given the stratified design, sample frames containing a complete and updated list of establishments for the selected regions were required. Great efforts were made to obtain the best source for these listings. However, the quality of the sample frames was not optimal and, therefore, some adjustments were needed to correct for the presence of ineligible units. These adjustments are reflected in the weights computation (*see below*).

8. For most countries covered in BEEPS IV, two sample frames were used. The first was supplied by the World Bank and consisted of enterprises interviewed in BEEPS 2005. The World Bank required that attempts should be made to re-interview establishments responding to the BEEPS 2005 survey where they were within the

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<sup>4</sup> The panel firms from BEEPS 2005 with less than 5 employees are included in the 5 to 19 strata.

selected geographical regions and met eligibility criteria. That sample is referred to as the Panel. The second frame used in Serbia was the Balance Sheet 2006, which was issued by National Bank of Serbia. That frame (referred to as the Fresh) was sent to TNS in London to select the establishments for interview.

9. The quality of the frame was assessed at the onset of the project. The frame proved to be useful though it showed positive rates of non-eligibility, repetition, non-existent units, etc. These problems are typical of establishment surveys, but given the impact these inaccuracies may have on the results, adjustments were needed when computing the appropriate weights for individual observations. The percentage of confirmed non-eligible units as a proportion of the total number of contacts to complete the survey was 24% (199 out of 830 establishments).

## Sample Frame Serbia

Source: Balance Sheet 2007; issued by National Bank of Serbia

Region	Employees	Sector			Grand Total
		Manufacturing	52	Residual	
Belgrade	5-19	1,206	328	3,118	4,652
	20-99	459	83	783	1,325
	100+	173	32	200	405
Belgrade Total		1,838	443	4,101	6,382
Central	5-19	999	225	1,951	3,175
	20-99	541	51	510	1,102
	100+	242	16	95	353
Central Total		1,782	292	2,556	4,630
East	5-19	378	109	666	1,153
	20-99	251	29	185	465
	100+	132	10	41	183
East Total		761	148	892	1,801
South East	5-19	596	160	864	1,620
	20-99	300	40	233	573
	100+	145	13	60	218
South East Total		1,041	213	1,157	2,411
Vojvodina	5-19	346	88	407	841
	20-99	201	21	140	362
	100+	82	4	30	116
Vojvodina Total		629	113	577	1,319
West	5-19	145	110	321	576
	20-99	98	22	102	222
	100+	52	11	25	88
West Total		295	143	448	886
Grand Total		6,346	1,352	9,731	17,429

**Sample Frame Serbia**

Source: BEEPS 2005

Region	Employees	Sector			Grand Total
		Manufacturing	52	Residual	
Belgrade	< 5	2	6	10	18
	5-19	6	2	11	19
	20-99	5	1	9	15
	100+	8	2	15	25
Belgrade Total		21	11	45	77
Central	< 5	1	1		2
	5-19	1		2	3
	20-99	1	1	1	3
	100+	3		1	4
Central Total		6	2	4	12
East	< 5			2	2
	5-19				
	20-99	1		1	2
	100+			1	1
East Total		1		4	5
South East	< 5	2	6	11	19
	5-19	4	1	6	11
	20-99	5	2	3	10
	100+	9		3	12
South East Total		20	9	23	52
Vojvodina	< 5		5	4	9
	5-19	5	2	7	14
	20-99	2		4	6
	100+	9		2	11
Vojvodina Total		16	7	17	40
West	< 5				
	5-19			1	1
	20-99			1	1
	100+	6			6
West Total		6		2	8
Grand Total		70	29	95	194

**Sectors included in the Sample:**

Original Sectors	<p><b>Manufactures:</b></p> <p><i>D - Manufacturing</i></p> <p><i>15 - Manufacture of food products and beverages</i></p> <p><i>16 - Manufacture of tobacco products</i></p> <p><i>17 - Manufacture of textiles</i></p> <p><i>18 - Manufacture of wearing apparel; dressing and dyeing of fur</i></p> <p><i>19 - Tanning and dressing of leather; manufacture of luggage, handbags, saddlery, harness and footwear</i></p> <p><i>20 - Manufacture of wood and of products of wood and cork, except furniture; manufacture of articles of straw and plaiting materials</i></p> <p><i>21 - Manufacture of paper and paper products</i></p> <p><i>22 - Publishing, printing and reproduction of recorded media</i></p> <p><i>23 - Manufacture of coke, refined petroleum products and nuclear fuel</i></p> <p><i>24 - Manufacture of chemicals and chemical products</i></p> <p><i>25 - Manufacture of rubber and plastics products</i></p> <p><i>26 - Manufacture of other non-metallic mineral products</i></p> <p><i>27 - Manufacture of basic metals</i></p> <p><i>28 - Manufacture of fabricated metal products, except machinery and equipment</i></p> <p><i>29 - Manufacture of machinery and equipment n.e.c.</i></p> <p><i>30 - Manufacture of office, accounting and computing machinery</i></p> <p><i>31 - Manufacture of electrical machinery and apparatus n.e.c.</i></p> <p><i>32 - Manufacture of radio, television and communication equipment and apparatus</i></p> <p><i>33 - Manufacture of medical, precision and optical instruments, watches and clocks</i></p> <p><i>34 - Manufacture of motor vehicles, trailers and semi-trailers</i></p> <p><i>35 - Manufacture of other transport equipment</i></p> <p><i>36 - Manufacture of furniture; manufacturing n.e.c.</i></p> <p><i>37 - Recycling</i></p> <p><b>Services:</b></p> <p><i>Wholesale and retail trade; repair of motor vehicles, motorcycles and personal and household goods</i></p> <p><i>50 - Sale, maintenance and repair of motor vehicles and motorcycles; retail sale of automotive fuel</i></p> <p><i>51 - Wholesale trade and commission trade, except of motor vehicles and motorcycles</i></p> <p><i>52 - Retail trade, except of motor vehicles and motorcycles; repair of personal and household goods</i></p> <p><b>Residual:</b></p> <p><i>I - Transport, storage and communications</i></p> <p><i>60 - Land transport; transport via pipelines</i></p> <p><i>61 - Water transport</i></p> <p><i>62 - Air transport</i></p> <p><i>63 - Supporting and auxiliary transport activities; activities of travel agencies</i></p>
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	64 - <i>Post and telecommunications</i> H - <i>Hotels and restaurants</i> 55 - <i>Hotels and restaurants</i> F - <i>Construction</i> 45 - <i>Construction</i> 72 - <i>Computer and related activities</i>
Added (top up) Sectors	-

#### 4. Data Base Structure:

10. The structure of the data base reflects the fact that three different versions of the questionnaire were used. The basic questionnaire, the Core Module, includes all common questions asked to all establishments from all sectors (manufacturing, services and IT). The second expanded variation, the Manufacturing Questionnaire, is built upon the Core Module and adds some specific questions relevant to the sector. The third expanded variation, the Services Questionnaire, is also built upon the Core Module and adds to the core specific questions relevant to either retail or IT. Each variation of the questionnaire is identified by the index variable, *a0*.

11. All variables are named using, first, the letter of each section and, second, the number of the variable within the section, i.e. *a1* denotes section *A*, question *1*. Variable names preceded by a prefix “*ECA*” indicate questions used in the previous rollout (2005) and, therefore, they may not be found in the implementation of the rollout in other Countries. All other suffixed variables are global and are present in all country surveys over the world. All variables are numeric with the exception of those variables with an “*x*” at the end of their names. The suffix “*x*” denotes that the variable is alpha-numeric.

12. There are 2 establishment identifiers, *idstd* and *id*. The first is a global unique identifier. The second is a country unique identifier. The variables *a2* (sampling region), *a6a* (sampling establishment’s size), and *a4a* (sampling sector) contain the establishment’s classification into the strata chosen for each country using information from the sample frame. The strata were defined according to the guidelines described above.

13. As noted above, there are three levels of stratification: industry, size and region. Different combinations of these variables generate the strata cells for each industry/region/size combination. A distinction should be made between the variable *a4a* and *d1a2* (*industry expressed as ISIC rev. 3.1 code*). The former gives the establishment’s classification into one of the chosen industry-strata, whereas the latter gives the actual establishment’s industry classification (*four digit code*) in the sample frame.

14. All of the following variables contain information from the sampling frame and were defined with the sampling design. They may not coincide with the reality of individual establishments as sample frames may contain inaccurate information. The variables containing the sample frame information are included in the data set for

researchers who may want to further investigate statistical features of the survey and the effect of the survey design on their results.

-*a2* is the variable describing sampling regions (oblasts)

-*a6a*: coded using the same standard for small, medium, and large establishments as defined above.

-*a4a*: coded using ISIC codes for the chosen industries for stratification. These codes include most manufacturing industries (15 to 36), and retail, and IT for services (52, and 72 respectively).

-*id2005*: The variable contains the firm ids of the panel firms

-*id2007*: The variable contains the firm ids of the panel firms interviewed in 2007. (available only in Bulgaria, Albania, and Croatia)

15. The surveys were implemented following a 2 stage procedure. In the first stage a screener questionnaire was applied over the phone to determine eligibility and to make appointments; in the second stage, a face-to-face interview took place with the Manager/Owner/Director of each establishment. The variables *a4b* and *a6b* contain the industry and size of the establishment from the screener questionnaire. Variables *a8* to *a11* contain additional information and were also collected in the screening phase.

16. Note that there are additional variables for location (*a3x*), industry (*d1a2*), and size (*l1*, *l6* and *l8*) that reflect more accurately the reality of each establishment. Advance users are advised to use these variables for analytical purposes.

17 Variable *a3x* indicates the actual location of the establishment. There may be divergences between the location in the sampling frame and the actual location, as establishments may be listed in one place but the actual physical location is in another place.

18. Variable *d1a2* indicates the actual ISIC code of the main output of the establishment as answered by the interviewee. This is probably the most accurate variable to classify establishments by activity.

19. Variables *l1*, *l6* and *l8* were designed to obtain a more accurate measure of employment accounting for permanent and temporary employment. Special efforts were made to make sure that this information was not missing for most establishments.

20. Variables *a17x* gives interviewer comments, including problems that occurred during an interview and extraordinary circumstances which could influence results.

## **5. Universe Estimates**

21. Universe estimates for the number of establishments in each cell in Serbia were produced for the strict, weak and median eligibility definitions. The estimates were the multiple of the relative eligible proportions.



22. Appendix C shows the overall estimates of the numbers of establishments based on the strict, weak and median relative estimates.

## 6. Weights

23. Since the sampling design was stratified and employed differential sampling individual observations should be properly weighted when making inferences about the population. Under stratified random sampling unweighted estimates are biased unless sample sizes are proportional to the size of each stratum. With stratification the probability of selection of each unit is, in general, not the same. Consequently, individual observations must be weighted by the inverse of their probability of selection (probability weights or *pw* in Stata.)<sup>5</sup>

24. Special care was given to the correct computation of the weights. Considering the varying quality of the sample frames, it was imperative to accurately adjust the totals within each region/industry/size stratum to account for the presence of ineligible units (the firm discontinued businesses or was unattainable, education or government establishments, establishments with less than 5 employees, no reply after having called in different days of the week and in different business hours, out of order, no tone in the phone line, answering machine, fax line, wrong address or moved away and could not get the new references) The information required for the adjustment was collected in the first stage of the implementation: the screening process. Using this information, each stratum cell of the universe was scaled down by the observed proportion of ineligible units within the cell. Once an accurate estimate of the universe cell (projections) was available, weights were computed using the number of completed interviews. Please, note that panel firms with less than 5 employees were also included in the eligible sample and special coded zero was used in a6a and a6b (sample and screener size) to reflect those cases.

25. For some units it was impossible to determine eligibility because the contact was not successfully completed. Consequently, different assumptions as to their eligibility result in different universe cells' adjustments and in different sampling weights. Three sets of assumptions were considered:

a- Strict assumption: eligible establishments are only those for which it was possible to directly determine eligibility. The resulting weights are included in the variable *w\_strict*.

b- Median assumption: eligible establishments are those for which it was possible to directly determine eligibility and those that rejected the screener questionnaire or an answering machine or fax was the only response. The resulting weights are included in the variable *w\_median*.

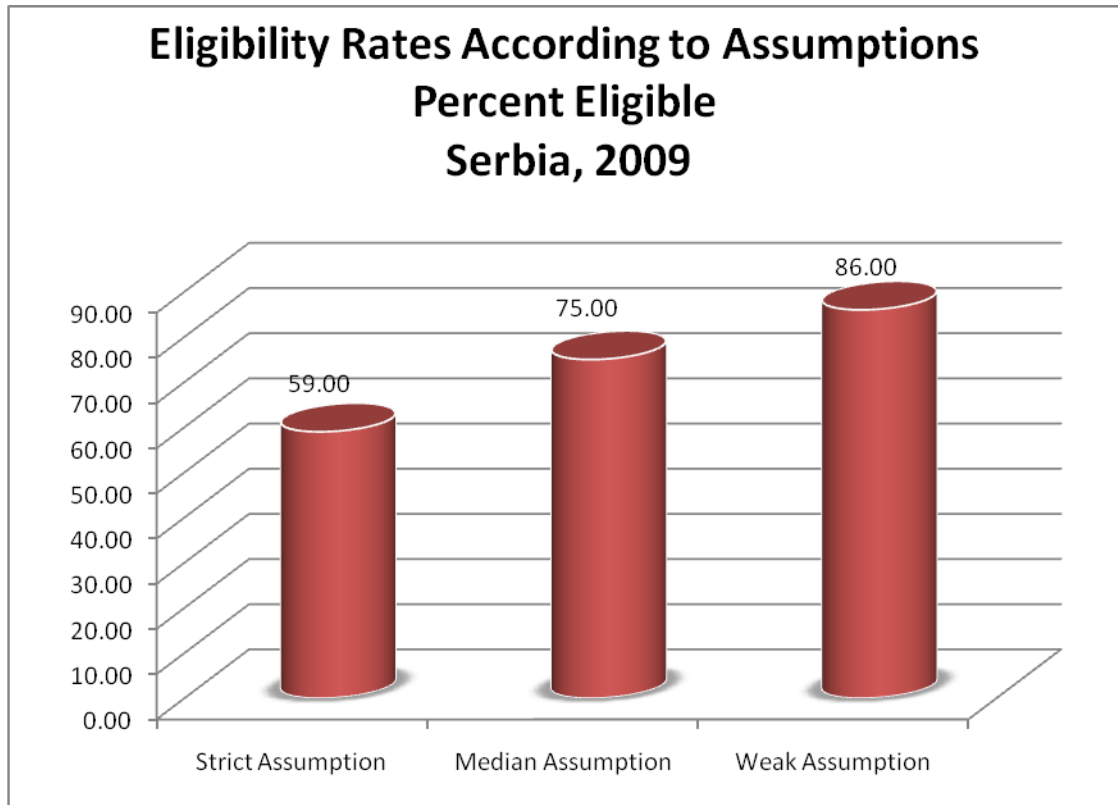
c- Weak assumption: in addition to the establishments included in points a and b, all establishments for which it was not possible to finalize a contact are assumed eligible. This includes establishments with dead or out of service phone lines, establishments that never answered the phone, and establishments with incorrect addresses for which it was

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<sup>5</sup> This is equivalent to the weighted average of the estimates for each stratum, with weights equal to the population shares of each stratum.

impossible to find a new address. The resulting weights are included in the variable *w\_weak*. Note that under the weak assumption only observed non-eligible units are excluded from universe projections.

The following graph exhibits the different eligibility rates under each set of assumptions.



26. Within each of these assumptions regarding eligibility a pair of weight sets was calculated. The first set of estimates calculated proportions using the raw sample count for each cell. However, the achieved sample numbers in many cells were small. Hence, those eligibility rates, and the adjusted universe cells projections, are subject to relatively large sampling variations. Therefore a second set of more robust estimates (collapsed weights) was also produced. These estimates made use of the multiples of the relative eligibility rates for each industry, size, and region. Those relative rates were based on much larger samples than the individual cells and thus produced values with smaller sampling variations. The data sets include only these robust weights.

Please note that for the purpose of the weights computations all panel firms were considered to be part of the current universe, although technically they are not randomly selected.

## 7. Appropriate use of the weights

27. As discussed above, under stratified random sampling weights should be used when making inferences about the population. Any estimate or indicator that aims at describing some feature of the population should take into account that individual observations may not represent equal shares of the population.

28. However, there is some discussion as to the use of weights in regressions (see Deaton, 1997, pp.67; Lohr, 1999, chapter 11, Cochran, 1953, pp.150). There is not strong large sample econometric argument in favor of using weighted estimation for a common population coefficient if the underlying model varies per stratum (stratum-specific coefficient): both simple OLS and weighted OLS are inconsistent under regular conditions. However, weighted OLS has the advantage of providing an estimate that is independent of the sample design. This latter point may be quite relevant for the Enterprise Surveys as in most cases the objective is not only to obtain model-unbiased estimates but also design-unbiased estimates (see also Cochran, 1977, pp 200 who favors the used of weighted OLS for a common population coefficient.)<sup>6</sup>

29. From a more general approach, if the regressions are descriptive of the population then weights should be used. The estimated model can be thought of as the relationship that would be expected if the whole population were observed<sup>7</sup>. If the models are developed as structural relationships or behavioral models that may vary for different parts of the population, then, there is no reason to use weights.

## 8. Non-response

30. Survey non-response must be differentiated from item non-response. The former refers to refusals to participate in the survey altogether whereas the latter refers to the refusals to answer some specific questions. Enterprise Surveys suffer from both problems and different strategies were used to address these issues.

31. Item non-response was addressed by two strategies:

a- For sensitive questions that may generate negative reactions from the respondent, such as corruption or tax evasion, enumerators were instructed to collect the refusal to respond as (-8).

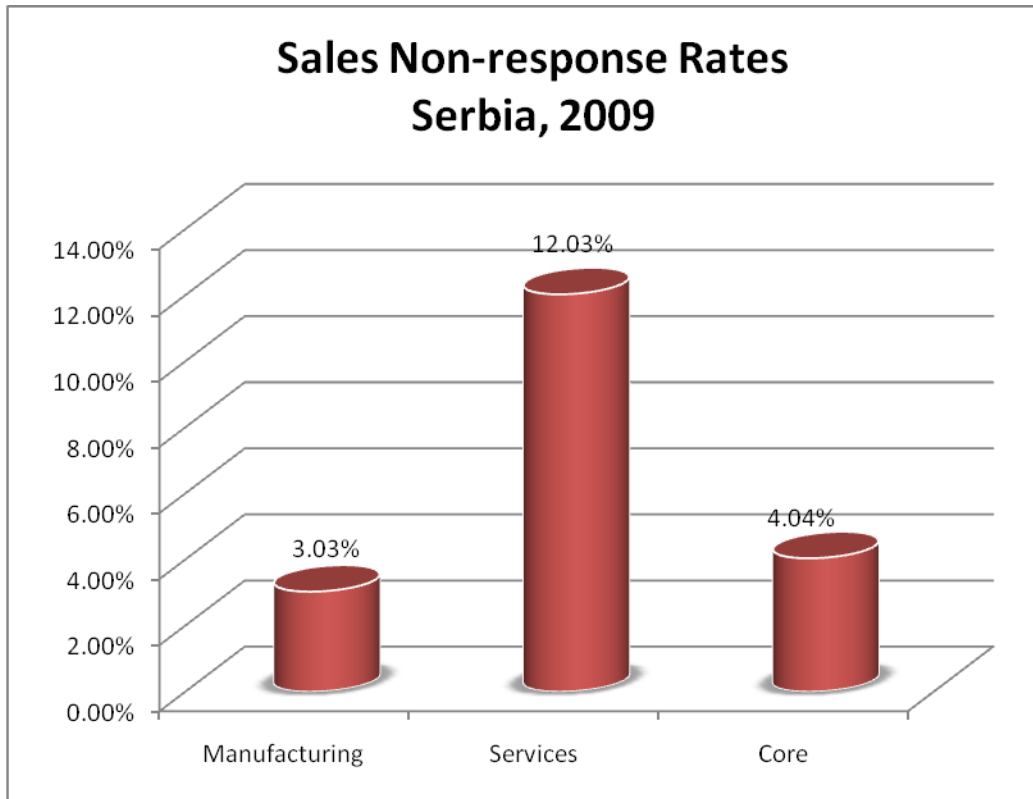
b- Establishments with incomplete information were re-contacted in order to complete this information, whenever necessary. However, there were clear cases of low response. The following graph shows non-response rates for the sales variable, *d2*, by type of questionnaire. Please, note that the coding utilized in this dataset does not allow

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<sup>6</sup> Note that weighted OLS in Stata using the command regress with the option of weights will estimate wrong standard errors. Using the Stata survey specific commands svy will provide appropriate standard errors.

<sup>7</sup> The use weights in most model-assisted estimations using survey data is strongly recommended by the statisticians specialized on survey methodology of the JPSM of the University of Michigan and the University of Maryland.

us to differentiated between “Don’t know” and “refuse to answer”, thus the non-response in the table below reflects both categories (DKs and NAs).



32. Survey non-response was addressed by maximizing efforts to contact establishments that were initially selected for interview. Up to 4 attempts were made to contact the establishment for interview at different times/days of the week before a replacement establishment (with similar strata characteristics) was suggested for interview. Survey non-response did occur but substitutions were made in order to potentially achieve strata-specific goals. Further research is needed on survey non-response in the Enterprise Surveys regarding potential introduction of bias.

33. As the following graph shows, the number of contacted establishments per realized interview was 2.05. This number is the result of two factors: explicit refusals to participate in the survey, as reflected by the rate of rejection (which includes rejections of the screener and the main survey) and the quality of the sample frame, as represented by the presence of ineligible units.



34. Details on rejections rates, eligibility rates, and item non-response are available at the level strata. This report summarizes these numbers to alert researchers of these issues when using the data and when making inferences. Item non-response, selection bias, and faulty sampling frames are not unique to the Serbia. All enterprise surveys suffer from these shortcomings but in very few cases they have been made explicit.

#### References

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Deaton, Angus, *The Analysis of Household Surveys*, 1998.

Levy, Paul S. and Stanley Lemeshow, *Sampling of Populations: Methods and Applications*, 1999.

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**Appendix A**  
**Cell Weights – Serbia**

**Strict Weights**

Individual Cell Weights

Region	Employees	Sector		
		Manufacturing	52	Residual
Belgrade	5-19	36	11	57
	20-99	25	3	23
	100+	9	1	4
Central	5-19	115	21	190
	20-99	50	4	64
	100+	32	4	22
East	5-19	87	21	195
	20-99	92	6	58
	100+	53	3	
South East	5-19	105	19	58
	20-99	45	4	30
	100+	11	9	21
Vojvodina	5-19	21	4	15
	20-99	12	2	7
	100+	5	1	4
West	5-19	29	14	55
	20-99	21	4	56
	100+	4	6	5

Collapsed Cell Weights

Region	Employees	Sector		
		Manufacturing	52	Residual
Belgrade	5-19	52	11	80
	20-99	25	3	23
	100+	9	1	4
Central	5-19	52	21	80
	20-99	50	4	64
	100+	32	4	22
East	5-19	87	21	83
	20-99	92	6	58
	100+	53	3	
South East	5-19	105	19	83
	20-99	45	4	30
	100+	11	9	21
Vojvodina	5-19	21	4	15
	20-99	12	2	7
	100+	5	1	4
West	5-19	29	14	55
	20-99	21	4	56
	100+	4	6	5

## Cell Weights – Serbia

### Weak Weights

#### Individual Cell Weights

Region	Employees	Sector		
		Manufacturing	52	Residual
Belgrade	5-19	59	20	107
	20-99	40	5	43
	100+	14	2	7
Central	5-19	150	31	282
	20-99	63	6	92
	100+	38	5	29
East	5-19	103	27	262
	20-99	106	7	76
	100+	57	4	
South East	5-19	118	23	74
	20-99	49	5	37
	100+	11	10	24
Vojvodina	5-19	27	6	23
	20-99	15	2	10
	100+	6	2	5
West	5-19	41	21	87
	20-99	29	6	86
	100+	5	9	7

#### Collapsed Cell Weights

Region	Employees	Sector		
		Manufacturing	52	Residual
Belgrade	5-19	81	20	141
	20-99	40	5	43
	100+	14	2	7
Central	5-19	81	31	141
	20-99	63	6	92
	100+	38	5	29
East	5-19	103	27	108
	20-99	106	7	76
	100+	57	4	
South East	5-19	118	23	108
	20-99	49	5	37
	100+	11	10	24
Vojvodina	5-19	27	6	23
	20-99	15	2	10
	100+	6	2	5
West	5-19	41	21	87
	20-99	29	6	86
	100+	5	9	7

## Cell Weights – Serbia

### Median Weights

#### Individual Cell Weights

Region	Employees	Sector		
		Manufacturing	52	Residual
Belgrade	5-19	49	16	88
	20-99	36	4	38
	100+	13	2	6
Central	5-19	124	25	232
	20-99	56	5	81
	100+	36	4	27
East	5-19	92	23	233
	20-99	102	7	72
	100+	57	4	
South East	5-19	102	19	63
	20-99	46	5	34
	100+	11	9	23
Vojvodina	5-19	23	5	19
	20-99	13	2	9
	100+	5	2	5
West	5-19	34	17	72
	20-99	26	5	76
	100+	5	8	7

#### Collapsed Cell Weights

Region	Employees	Sector		
		Manufacturing	52	Residual
Belgrade	5-19	67	16	116
	20-99	36	4	38
	100+	13	2	6
Central	5-19	67	25	116
	20-99	56	5	81
	100+	36	4	27
East	5-19	92	23	93
	20-99	102	7	72
	100+	57	4	
South East	5-19	102	19	93
	20-99	46	5	34
	100+	11	9	23
Vojvodina	5-19	23	5	19
	20-99	13	2	9
	100+	5	2	5
West	5-19	34	17	72
	20-99	26	5	76
	100+	5	8	7



## Appendix B

### Status Codes - Total

ELIGIBLES		
Eligible	1. Eligible establishment ( <i>Correct name and address</i> )	455
	2. Eligible establishment ( <i>Different name but same address - the new firm/establishment bought the original firm/establishment</i> )	3
	3. Eligible establishment ( <i>Different name but same address - the firm/establishment changed its name</i> )	4
	4. Eligible establishment ( <i>Wrong address - the firm/establishment has changed address and the address could be found</i> )	9
	16. Panel firm - now less than five employees	0
Ineligible	5. The establishment has less than 5 permanent full time employees	9
	6. The firm discontinued businesses	62
	7. Not a business: private household	5
	8. Ineligible activity: education, agriculture, finances, governments...	28
Unobtainable	91. No reply ( <i>after having called in different days of the week and in different business hours</i> )	47
	92. Line out of order	3
	93. No tone	2
	10. Answering machine	0
	11. Fax line - data line	3
	12. Wrong address/ moved away and could not get the new references	31
	13. Refuses to answer the screener	127
	<b>14. In process</b> ( <i>the establishment is being called/ is being contacted - previous to ask the screener</i> )	<b>33</b>
	151. Out of target - outside the covered regions, firm moved abroad	9
	152. Out of target - firm moved abroad	0
<b>Total</b>		<b>830</b>

### Response Outcomes - Total

Complete interviews ( <i>Total</i> )	389
Incomplete interviews	6
Eligible in process	3
Refusals	73
Out of target	104
Impossible to contact	86
Ineligible - coop.	9
Refusal to the Screener	127
<b>Total</b>	<b>797</b>

**PANEL**

Complete interviews ( <i>Total</i> )	112
Incomplete interviews	1
Eligible in process	1
Refusals	8
Out of target	32
Impossible to contact	10
Ineligible - coop.	4
Refusal to the Screener	15
<b>Total</b>	<b>183</b>

<b>ELIGIBLES</b>		
Eligible	1. Eligible establishment ( <i>Correct name and address</i> )	116
	2. Eligible establishment ( <i>Different name but same address - the new firm/establishment bought the original firm/establishment</i> )	0
	3. Eligible establishment ( <i>Different name but same address - the firm/establishment changed its name</i> )	3
	4. Eligible establishment ( <i>Wrong address - the firm/establishment has changed address and the address could be found</i> )	3
	16. Panel firm - now less than five employees	0
Ineligible	5. The establishment has less than 5 permanent full time employees	0
	6. The firm discontinued businesses	22
	7. Not a business: private household	2
	8. Ineligible activity: education, agriculture, finances, governments...	8
Unobtainable	91. No reply ( <i>after having called in different days of the week and in different business hours</i> )	5
	92. Line out of order	0
	93. No tone	1
	10. Answering machine	0
	11. Fax line - data line	0
	12. Wrong address/ moved away and could not get the new references	4
	13. Refuses to answer the screener	15
	<b>14. In process</b> ( <i>the establishment is being called/ is being contacted - previous to ask the screener</i> )	<b>10</b>
	151. Out of target - outside the covered regions, firm moved abroad	4
	152. Out of target - firm moved abroad	0
	<b>Total</b>	<b>193</b>

## FRESH SAMPLE

Complete interviews <i>(Total)</i>	277
Incomplete interviews	5
Eligible in process	2
Refusals	65
Out of target	72
Impossible to contact	76
Ineligible - coop.	5
Refusal to the Screener	112
<b>Total</b>	<b>614</b>

ELIGIBLES		
Eligible	1. Eligible establishment <i>(Correct name and address)</i>	339
	2. Eligible establishment <i>(Different name but same address - the new firm/establishment bought the original firm/establishment)</i>	3
	3. Eligible establishment <i>(Different name but same address - the firm/establishment changed its name)</i>	1
	4. Eligible establishment <i>(Wrong address - the firm/establishment has changed address and the address could be found)</i>	6
	16. Panel firm - now less than five employees	0
Ineligible	5. The establishment has less than 5 permanent full time employees	9
	6. The firm discontinued businesses	40
	7. Not a business: private household	3
	8. Ineligible activity: education, agriculture, finances, governments...	20
Unobtainable	91. No reply <i>(after having called in different days of the week and in different business hours)</i>	42
	92. Line out of order	3
	93. No tone	1
	10. Answering machine	0
	11. Fax line - data line	3
	12. Wrong address/ moved away and could not get the new references	27
	13. Refuses to answer the screener	112
	<b>14. In process</b> <i>(the establishment is being called/ is being contacted - previous to ask the screener)</i>	<b>23</b>
	151. Out of target - outside the covered regions, firm moved abroad	5
	152. Out of target - firm moved abroad	0
	<b>Total</b>	<b>637</b>

## Appendix C

### Eligibility Rules

Status Code	Eligibility Criteria		
	Strict	Weak	Median
1. Eligible establishment (Correct name and address)	1	1	1
2. Eligible establishment (Different name but same address - the new firm/establishment bought the original firm/establishment)	1	1	1
3. Eligible establishment (Different name but same address - the firm/establishment changed its name)	1	1	1
4. Eligible establishment (Wrong address - the firm/establishment has changed address and the address could be found)	1	1	1
16. Panel firm - now less than five employees	1	1	1
5. The establishment has less than 5 permanent full time employees	0	0	0
6. The firm discontinued businesses	0	0	0
7. Not a business: Private household	0	0	0
8. Ineligible activity: education, agriculture, finances, governments...	0	0	0
91. No reply (after having called in different days of the week and in different business hours)	0	1	0
92. Line out of order	0	1	0
93. No tone	0	1	0
10. Answering machine	0	1	1
11. Fax line – data line	0	1	1
12. Wrong address/ moved away and could not get the new references	0	1	0
13. Refuses to answer the screener	0	1	1
<b>14. In process (the establishment is being called/ is being contacted – previous to ask the screener)</b>	0	0	0
151. Out of target – outside the covered regions, firm moved abroad	0	0	0
152. Out of target – firm moved abroad	0	0	0

Strict eligibility

$$= (\text{Sum of the numbers with codes 1,2,3,4,\&16}) / \text{Total}$$

Weak eligibility

$$= (\text{Sum of the numbers with codes 1,2,3,4,16,91,92,93,10,11,12,\&13}) / \text{Total}$$

Median eligibility

$$= (\text{Sum of the numbers with codes 1,2,3,4,16,10,11, \& 13}) / \text{Total}$$

### Serbia Establishment Estimates

Cells	Strict	Weak	Median
Un-collapsed Cells	10,314	15,101	12,952
Collapsed Cells	10,167	15,135	12,975

**Appendix D**  
**Questionnaires:**

Problems for the understanding of questions (write question number)	-
Problems found in the navigability of – questionnaires (for example, skip patterns).	Questionnaire is long and very detailed.
Comments on questionnaires length:	Very long and demanding. The respondents were reluctant and lose interest in the survey. Some respondents are getting nervous after 45 minutes and begin to lose their patience. Also respondents' concentration tends to wane and they weren't as interested as at the beginning. On the whole, most questions are easy understandable for well-educated managers. However, some questions are not easy to understand for managers, CEO, owners who are not as well up on managerial matters (small firms where the owners or managers have gained knowledge solely from sector of industry). They had particular problems understanding questions from sections P, G & N.
Suggestions or other comments on the questionnaire:	Many details especially for financial figures negatively effect the contact with respondents and lowers their willingness to continue the interview

**Database**

Comments on the data entry program	Data entry program chosen: Conformat Comments: Data entry took longer than expected.
Comments on the data cleaning	-

**Country situation**

General aspects of economic, political or social situation of the country that could affect the results of the survey:	-
Relevant country events occurred during fieldwork:	-
Other aspects:	-

**Appendix E**  
**Original Sample Design**

Region	Employees	Sector			Grand Total
		Manufacturing	52	Residual	
Belgrade	5-19	13	13	17	43
	20-99	10	13	16	39
	100+	8	15	18	41
Belgrade Total		31	41	51	123
Central	5-19	11	9	11	31
	20-99	12	8	10	30
	100+	12	7	8	27
Central Total		35	24	29	88
East	5-19	4	4	3	11
	20-99	5	5	4	14
	100+	6	5	4	15
East Total		15	14	11	40
South East	5-19	6	6	5	17
	20-99	7	7	5	19
	100+	7	6	5	18
South East Total		20	19	15	54
Vojvodina	5-19	4	4	2	10
	20-99	4	3	3	10
	100+	4	2	3	9
Vojvodina Total		12	9	8	29
West	5-19	2	4	2	8
	20-99	2	4	2	8
	100+	3	5	2	10
West Total		7	13	6	26
Grand Total		120	120	120	360

### Achieved Sample

Region	Employees	Sector			Grand Total
		Manufacturing	52	Residual	
Belgrade	5-19	19	14	26	59
	20-99	11	14	17	42
	100+	12	12	28	52
Belgrade Total		42	40	71	153
Central	5-19	6	6	6	18
	20-99	8	7	5	20
	100+	6	3	3	12
Central Total		20	16	14	50
East	5-19	3	3	2	8
	20-99	2	3	2	7
	100+	2	2		4
East Total		7	8	4	19
South East	5-19	4	5	9	18
	20-99	5	6	5	16
	100+	11	1	2	14
South East Total		20	12	16	48
Vojvodina	5-19	11	12	15	38
	20-99	12	7	12	31
	100+	13	2	5	20
Vojvodina Total		36	21	32	89
West	5-19	3	4	3	10
	20-99	3	3	1	7
	100+	9	1	3	13
West Total		15	8	7	30
Grand Total		140	105	144	389

## Appendix F

### Local Agency team involved in the study:

Local Agency	Name: Strategic Marketing Country: Serbia Membership of international organization: Activities since: 1997
Name of Project Manager	Snežana Savić
Name and position of other key persons of the project:	Researchers, Enumerators, Recruiters
Enumerators involved:	Enumerators: 71 Recruiters: 74 Enumerators were part of recruitment
Other staff involved:	Fieldwork Coordinators: 8 Editing: 2 Data Entry: 7 Data Processing: 2

### Sample Frame:

Characteristic of sample frame used:	Balance Sheet 2006; issued by National Bank of Serbia Sample frame was aggregated from the Balance Sheet
Source:	Issued by National Bank of Serbia
Year:	2006
Comments on the quality of sample frame:	Quality very good. The biggest weaknesses are the contact details; missing phone numbers and old addresses.
Year and organism who conducted the last economic census	-
Other sources for companies statistics	-



**Sample:**

Comments/ problems on sectors and regions selected in the sample:	On sectors: Scarcity of establishments in retail trade (bigger enterprises because we have in whole country a few big retail trade chains). Due to this, problems experienced in reaching targets for this quota. On regions:
Comments on the response rate:	-
Comments on the sample design:	-
Other comments:	-

**Fieldwork:**

Date of Fieldwork	September 2008 – December 2008
Country	Serbia
Interview number	Manufactures: 132 Services: 158 Core: 99
Problems found during fieldwork:	-
Other observations:	-

**Appendix H.****Survey Universe, Sample Population and Sampling Frames**

The following provides description of the general methodology used in BEEPS 2009.

The survey universe was defined as commercial, service or industrial business establishments with at least five full-time employees. Government departments including military, police, education, health and similar activities were excluded, as were those in primary industries including agriculture, mining, etc.

There are no up to date and reliable statistics relating to this universe in the countries being

surveyed in BEEPS IV. Consequently the universe size and characteristics have to be directly

estimated from the survey results themselves. This requirement increases the emphasis that has to be placed on the quality of the sample frame, because the validity of the results is predominantly a function of coverage and age of the sampling frame.

The criteria used to evaluate the available sampling frame in descending priority were those of:

- Coverage
  - ✓ Up to datedness
  - ✓ Availability of detailed stratification variables

- ✓ Location identifiers- address, phone number, email
- ✓ Electronic format availability
- ✓ Contact name(s)

The sample frames used for the surveys must consist of the lists of enterprises in each country that most optimally meet these requirements. The final selection was made by the TNS in collaboration with the World Bank and EBRD. For most countries covered in BEEPS IV two sample frames were used. The first frame was often an official frame of establishments supplied by the national statistical office of the country. The Enterprise Survey conducted for the World Bank in Albania in 2007/8 showed that a suitable frame did not exist for the country. Instead, the design returned to first principles, using a blocks enumeration methodology.