

## Response statistics for 'SME panel questionnaire on tourism sector'

► Current search:

### Query definition


In which sector is your business operating?	Gastronomy
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### Result pages




► There are 615 responses matching your criteria of a total of 2749 records in the current set of data.



### ABOUT YOUR BUSINESS

General information about your business

In which country is your business located? -single choice reply- (compulsory)			
	Number of requested records	Requested records (615)	% of total number records (2749)
France	107	(17.4%)	(3.9%)
Italy	104	(16.9%)	(3.8%)
Spain	51	(8.3%)	(1.9%)
Poland	48	(7.8%)	(1.7%)
Belgium	44	(7.2%)	(1.6%)
Hungary	44	(7.2%)	(1.6%)
Germany	42	(6.8%)	(1.5%)
Czech Republic	40	(6.5%)	(1.5%)
Romania	35	(5.7%)	(1.3%)
Bulgaria	15	(2.4%)	(0.5%)
Lithuania	15	(2.4%)	(0.5%)
Portugal	12	(2%)	(0.4%)
Sweden	11	(1.8%)	(0.4%)
Slovakia	8	(1.3%)	(0.3%)
Slovenia	7	(1.1%)	(0.3%)
 Other	7	(1.1%)	(0.3%)
Finland	6	(1%)	(0.2%)
United Kingdom	6	(1%)	(0.2%)
Austria	5	(0.8%)	(0.2%)
Cyprus	3	(0.5%)	(0.1%)
Malta	2	(0.3%)	(0.1%)
Estonia	1	(0.2%)	(0%)
Greece	1	(0.2%)	(0%)
Latvia	1	(0.2%)	(0%)
Denmark	0	(0%)	(0%)
Ireland	0	(0%)	(0%)
Luxembourg	0	(0%)	(0%)
Netherlands	0	(0%)	(0%)

In which area is your business situated? -single choice reply- (compulsory)			
	<b>Number of requested records</b>	<b>Requested records (615)</b>	<b>% of total number records (2749)</b>
urban area	468	(76.1%)	(17%)
non-urban area	147	(23.9%)	(5.3%)

In which sector is your business operating? -single choice reply- (compulsory)			
	<b>Number of requested records</b>	<b>Requested records (615)</b>	<b>% of total number records (2749)</b>
 Gastronomy	615	(100%)	(22.4%)
 Accomodation	0	(0%)	(0%)
Travel agencies & tour operators	0	(0%)	(0%)
 Transport	0	(0%)	(0%)

 Please provide more details about your activity -single choice reply- (compulsory)			
	<b>Number of requested records</b>	<b>Requested records (615)</b>	<b>% of total number records (615)</b>
Restaurants	424	(68.9%)	(68.9%)
Café/Bars	99	(16.1%)	(16.1%)
Catering	49	(8%)	(8%)
 Others	43	(7%)	(7%)

Is your business opened all year round or seasonally only? -single choice reply- (compulsory)			
	<b>Number of requested records</b>	<b>Requested records (615)</b>	<b>% of total number records (2749)</b>
all year	587	(95.4%)	(21.4%)
seasonally	28	(4.6%)	(1%)

For how long have you been operating your business? -single choice reply- (compulsory)			
	<b>Number of requested records</b>	<b>Requested records (615)</b>	<b>% of total number records (2749)</b>
more than 10 years	295	(48%)	(10.7%)
4-10 years	231	(37.6%)	(8.4%)
less than 3 years	89	(14.5%)	(3.2%)

How many employees do you have? -single choice reply- (compulsory)			
	<b>Number of requested records</b>	<b>Requested records (615)</b>	<b>% of total number records (2749)</b>
less than 10	348	(56.6%)	(12.7%)
from 10 to 49	225	(36.6%)	(8.2%)
from 50 to 249	42	(6.8%)	(1.5%)

## QUESTIONS ABOUT DEMAND/CONSUMPTION TRENDS AND CHANGES

### Question 1

In 2008, did you register, in general, increased or decreased demand for your services compared to the previous year? -single choice reply- (compulsory)

	<b>Number of requested records</b>	<b>Requested records (615)</b>	<b>% of total number records (2749)</b>
Decreased demand	222	(36.1%)	(8.1%)
Increased demand	219	(35.6%)	(8%)
Equal	174	(28.3%)	(6.3%)

### Question 2

From which countries/country group have you specifically registered increased or decreased demand?

Resident country (domestic) -single choice reply- (compulsory)			
	<b>Number of requested records</b>	<b>Requested records (615)</b>	<b>% of total number records (2749)</b>
Increased	257	(41.8%)	(9.3%)
Decreased	203	(33%)	(7.4%)
Don't know	155	(25.2%)	(5.6%)

EU15 countries (Austria, Belgium, Denmark, Finland, France, Germany, Greece, Italy, Ireland, Luxemburg, Portugal, Spain, Sweden, the Netherlands and United Kingdom) -single choice reply- (compulsory)

	<b>Number of requested records</b>	<b>Requested records (615)</b>	<b>% of total number records (2749)</b>
Don't know	341	(55.4%)	(12.4%)
Decreased	138	(22.4%)	(5%)
Increased	136	(22.1%)	(4.9%)

New EU Member States (Bulgaria, Cyprus, Czech Republic, Estonia, Hungary, Latvia, Lithuania, Malta, Poland, Romania, Slovenia and Slovakia) -single choice reply- (compulsory)

	<b>Number of requested records</b>	<b>Requested records (615)</b>	<b>% of total number records (2749)</b>
Don't know	485	(78.9%)	(17.6%)
Increased	69	(11.2%)	(2.5%)
Decreased	61	(9.9%)	(2.2%)

North America (USA, Canada) -single choice reply- (compulsory)			
	<b>Number of requested records</b>	<b>Requested records (615)</b>	<b>% of total number records (2749)</b>
Don't know	504	(82%)	(18.3%)
Decreased	72	(11.7%)	(2.6%)
Increased	39	(6.3%)	(1.4%)

Latin America -single choice reply- (compulsory)			
	<b>Number of requested records</b>	<b>Requested records (615)</b>	<b>% of total number records (2749)</b>
Don't know	564	(91.7%)	(20.5%)
Decreased	43	(7%)	(1.6%)
Increased	8	(1.3%)	(0.3%)

Russia -single choice reply- (compulsory)			
	<b>Number of requested records</b>	<b>Requested records (615)</b>	<b>% of total number records (2749)</b>
Don't know	535	(87%)	(19.5%)
Increased	46	(7.5%)	(1.7%)
Decreased	34	(5.5%)	(1.2%)

Japan -single choice reply- (compulsory)			
	<b>Number of requested records</b>	<b>Requested records (615)</b>	<b>% of total number records (2749)</b>
Don't know	551	(89.6%)	(20%)
Decreased	40	(6.5%)	(1.5%)
Increased	24	(3.9%)	(0.9%)

China -single choice reply- (compulsory)			
	<b>Number of requested records</b>	<b>Requested records (615)</b>	<b>% of total number records (2749)</b>
Don't know	561	(91.2%)	(20.4%)
Decreased	35	(5.7%)	(1.3%)
Increased	19	(3.1%)	(0.7%)

India -single choice reply- (compulsory)			
	<b>Number of requested records</b>	<b>Requested records (615)</b>	<b>% of total number records (2749)</b>
Don't know	578	(94%)	(21%)
Decreased	31	(5%)	(1.1%)
Increased	6	(1%)	(0.2%)

**Question 3**

**How would you rate the criteria below in their importance for the consumption decision of your guests/clients?**

Quality of service -single choice reply- (compulsory)			
	<b>Number of requested records</b>	<b>Requested records (615)</b>	<b>% of total number records (2749)</b>
Very important	491	(79.8%)	(17.9%)
Important	113	(18.4%)	(4.1%)
Less important	11	(1.8%)	(0.4%)

Price -single choice reply- (compulsory)			
	<b>Number of requested records</b>	<b>Requested records (615)</b>	<b>% of total number records (2749)</b>
Very important	330	(53.7%)	(12%)
Important	256	(41.6%)	(9.3%)
Less important	29	(4.7%)	(1.1%)

Value for money -single choice reply- (compulsory)			
	<b>Number of requested records</b>	<b>Requested records (615)</b>	<b>% of total number records (2749)</b>
Very important	384	(62.4%)	(14%)
Important	179	(29.1%)	(6.5%)
Less important	52	(8.5%)	(1.9%)

Environmental considerations -single choice reply- (compulsory)			
	<b>Number of requested records</b>	<b>Requested records (615)</b>	<b>% of total number records (2749)</b>
Less important	272	(44.2%)	(9.9%)
Important	245	(39.8%)	(8.9%)
Very important	98	(15.9%)	(3.6%)


Social considerations -single choice reply- (compulsory)			
	<b>Number of requested records</b>	<b>Requested records (615)</b>	<b>% of total number records (2749)</b>
Less important	299	(48.6%)	(10.9%)
Important	230	(37.4%)	(8.4%)
Very important	86	(14%)	(3.1%)

Safety/security issues -single choice reply- (compulsory)			
	<b>Number of requested records</b>	<b>Requested records</b>	<b>% of total number</b>

	<b>records</b>	<b>(615)</b>	<b>records</b> <b>(2749)</b>
Less important	249	(40.5%)	(9.1%)
Important	243	(39.5%)	(8.8%)
Very important	123	(20%)	(4.5%)

## Question 4


Have you noticed among your guests/clients any changes in their consumption patterns in the last six months? -single choice reply- (compulsory)

	<b>Number of requested records</b>	<b>Requested records (615)</b>	<b>% of total number records (2749)</b>
 Yes	470	(76.4%)	(17.1%)
No	145	(23.6%)	(5.3%)



## Question 4a

If yes: of which nature? (max 2 choices) -multiple choices reply- (optional)

	<b>Number of requested records</b>	<b>Requested records (470)</b>	<b>% of total number records (615)</b>
Clients were spending less money	318	(67.7%)	(51.7%)
Clients became more price conscious	292	(62.1%)	(47.5%)
Clients became more quality conscious	104	(22.1%)	(16.9%)
Clients were spending more money	27	(5.7%)	(4.4%)
 Others	15	(3.2%)	(2.4%)
Clients became less quality conscious	14	(3%)	(2.3%)
Clients became less price conscious	9	(1.9%)	(1.5%)

## Question 5

In 2008, did your guests/clients spend more or less money compared to 2007 (full year)? -single choice reply- (compulsory)

	<b>Number of requested records</b>	<b>Requested records (615)</b>	<b>% of total number records (2749)</b>
Less	241	(39.2%)	(8.8%)
Same	185	(30.1%)	(6.7%)
More	150	(24.4%)	(5.5%)
Don't know	39	(6.3%)	(1.4%)

## QUESTIONS ABOUT IMPACTS ON BUSINESSES

## Question 6



What are the most important challenges your business is facing? (max 3 choices) -multiple choices reply- (compulsory)


	<b>Number of requested records</b>	<b>Requested records (615)</b>	<b>% of total number records (2749)</b>
Taxation	371	(60.3%)	(13.5%)
Administrative and regulatory burden	310	(50.4%)	(11.3%)
Increased competition	235	(38.2%)	(8.5%)
Access to finance	176	(28.6%)	(6.4%)
Lack of skills	142	(23.1%)	(5.2%)
Access to international markets	44	(7.2%)	(1.6%)
 Others	44	(7.2%)	(1.6%)
Environmental challenges	39	(6.3%)	(1.4%)
Access to information and know-how	17	(2.8%)	(0.6%)


## Question 7


Does your business face any impacts due to the current economic situation? -single choice reply-


(compulsory)

	<b>Number of requested records</b>	<b>Requested records (615)</b>	<b>% of total number records (2749)</b>
 Yes	413	(67.2%)	(15%)
 Possibly	125	(20.3%)	(4.5%)
No	77	(12.5%)	(2.8%)


 Question 7a  
If yes: of which nature? (max 2 choices) -multiple choices reply- (compulsory)


	<b>Number of requested records</b>	<b>Requested records (413)</b>	<b>% of total number records (615)</b>
Increased overall costs	260	(63%)	(42.3%)
Increased purchase costs	123	(29.8%)	(20%)
Higher labour costs	92	(22.3%)	(15%)
Additional financial burden	79	(19.1%)	(12.8%)
Higher production costs	66	(16%)	(10.7%)
Reduced access to finance	58	(14%)	(9.4%)
 Others	45	(10.9%)	(7.3%)

 Question 7b  
If possibly: of which nature? (max 2 choices) -multiple choices reply- (compulsory)

	<b>Number of requested records</b>	<b>Requested records (125)</b>	<b>% of total number records (615)</b>
Increased overall costs	63	(50.4%)	(10.2%)
Increased purchase costs	33	(26.4%)	(5.4%)
Higher labour costs	33	(26.4%)	(5.4%)
Higher production costs	20	(16%)	(3.3%)
Additional financial burden	18	(14.4%)	(2.9%)
Reduced access to finance	18	(14.4%)	(2.9%)
 Others	16	(12.8%)	(2.6%)

Question 8  
Have you already undertaken major actions in order to be able to address impacts of the current economic situation? -single choice reply- (compulsory)

	<b>Number of requested records</b>	<b>Requested records (615)</b>	<b>% of total number records (2749)</b>
 Yes	415	(67.5%)	(15.1%)
No	200	(32.5%)	(7.3%)

 Question 8a  
If yes: of which nature? (max 2 choices) -multiple choices reply- (compulsory)

	<b>Number of requested records</b>	<b>Requested records (415)</b>	<b>% of total number records (615)</b>
Cut costs	229	(55.2%)	(37.2%)
Reduce labour force	161	(38.8%)	(26.2%)
Postpone investments	133	(32%)	(21.6%)
Increase prices of services provided	59	(14.2%)	(9.6%)
Others	53	(12.8%)	(8.6%)



			
Take loans	41	(9.9%)	(6.7%)
Reduce services	23	(5.5%)	(3.7%)

## Question 9

Which additional support action to be taken at European level would you consider most important? (max 2 choices) -multiple choices reply- (compulsory)

	<b>Number of requested records</b>	<b>Requested records (615)</b>	<b>% of total number records (2749)</b>
Measures to strengthen demand	270	(43.9%)	(9.8%)
Measures to encourage investments and innovation	257	(41.8%)	(9.3%)
Measures to overcome seasonality in demand	128	(20.8%)	(4.7%)
Promotion of best-practices	113	(18.4%)	(4.1%)
Producing and sharing knowledge between businesses	78	(12.7%)	(2.8%)
 Others	64	(10.4%)	(2.3%)
Don't know	44	(7.2%)	(1.6%)

## QUESTIONS ON FUTURE OUTLOOK (2009)

## Question 10

Do you expect any impacts of the current economic situation on your business in the near future? -single choice reply- (compulsory)

	<b>Number of requested records</b>	<b>Requested records (615)</b>	<b>% of total number records (2749)</b>
I expect rather negative impacts	261	(42.4%)	(9.5%)
I expect substantial negative impacts	146	(23.7%)	(5.3%)
Don't know	83	(13.5%)	(3%)
I expect rather positive impacts	71	(11.5%)	(2.6%)
I expect no impacts at all	54	(8.8%)	(2%)



## Question 10a


In case of negative impacts, what kind of impacts do you expect? (max 2 choices) -multiple choices reply- (compulsory)


	<b>Number of requested records</b>	<b>Requested records (615)</b>	<b>% of total number records (2749)</b>
Decrease in demand (number of guests)	374	(60.8%)	(13.6%)
Guests will spend less	348	(56.6%)	(12.7%)
Don't know	118	(19.2%)	(4.3%)
Financial services will be harder to obtain	55	(8.9%)	(2%)
Inflation of prices	44	(7.2%)	(1.6%)
Grants and loans will become more expensive	41	(6.7%)	(1.5%)


## Question 11


In the near future (in 2009), will you have to undertake major actions in order to be able to address impacts of the current economic situation? -single choice reply- (compulsory)

	<b>Number of requested records</b>	<b>Requested records (615)</b>	<b>% of total number records (2749)</b>
 Yes	305	(49.6%)	(11.1%)
 Possibly	166	(27%)	(6%)
No	77	(12.5%)	(2.8%)
Don't know	67	(10.9%)	(2.4%)

 Question 11a  
If yes: of which nature? (max 2 choices) -multiple choices reply- (compulsory)

	<b>Number of requested records</b>	<b>Requested records (305)</b>	<b>% of total number records (615)</b>
Cut costs	182	(59.7%)	(29.6%)
Reduce labour force	116	(38%)	(18.9%)
Postpone investments	95	(31.1%)	(15.4%)
Increase prices of services provided	39	(12.8%)	(6.3%)
 Others	39	(12.8%)	(6.3%)
Take loans	31	(10.2%)	(5%)
Reduce services	13	(4.3%)	(2.1%)

 Question 11b  
If possibly: of which nature? (max 2 choices) -multiple choices reply- (compulsory)

	<b>Number of requested records</b>	<b>Requested records (166)</b>	<b>% of total number records (615)</b>
Cut costs	85	(51.2%)	(13.8%)
Postpone investments	59	(35.5%)	(9.6%)
Reduce labour force	56	(33.7%)	(9.1%)
Increase prices of services provided	41	(24.7%)	(6.7%)
Take loans	14	(8.4%)	(2.3%)
 Others	9	(5.4%)	(1.5%)
Reduce services	8	(4.8%)	(1.3%)

Question 12  
What is your business outlook for 2009? -single choice reply- (compulsory)

	<b>Number of requested records</b>	<b>Requested records (615)</b>	<b>% of total number records (2749)</b>
Negative	223	(36.3%)	(8.1%)
Positive	220	(35.8%)	(8%)
Don't know	119	(19.3%)	(4.3%)
Very negative	34	(5.5%)	(1.2%)
Very positive	19	(3.1%)	(0.7%)