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OI 1

Training programme »FDI ADVISORS«

TRAINING NEEDS ANALYSIS

**Co-funded by the Erasmus+
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Content list:

1. Introduction	3
1.1. Background.....	3
1.2. Embedment of the training needs analysis.....	4
2. General information about the training needs analysis.....	5
2.1. Initial hypothesis.....	5
2.2. Objectives of the training needs analysis.....	5
2.3. Desired outcomes of the training programme	5
3. Methodologies and survey timeframe.....	6
4. Survey participants – respondents.....	7
4.1. Foreign investors	7
4.1. Foreign investors’ advisers	9
5. Survey	13
5.1. Foreign investors	13
5.2. FDI advisors.....	20
6. Analysis.....	30
6.1. Comparing results with hypothesis.....	30
6.2. FDI advisors’ training needs identification.....	33
6.3. Findings regarding implementation of FDI advisors training	40
7. Conclusion.....	42
8. Annexes.....	44
8.1. Annex 1: Investors questionnaire.....	44
8.2. Annex 2: FDI advisors questionnaire	50
8.3. Annex 3: Survey overview Croatia	59
8.3.1. Investors	59
8.3.2 FDI advisors	70
8.4. Annex 4: Survey overview Cyprus.....	81
8.4.1. Investors	81
8.4.2 FDI advisors	90
8.5. Annex 5: Survey overview Slovenia.....	100
8.5.1. Investors	100
8.5.2 FDI advisors	109
8.6. Annex 6: Survey overview other countries.....	119
8.6.1. Investors	119

1. Introduction

1.1. Background

In the last 7 years there has been a significant **increase in global foreign direct investment** (FDI) inflows (9,7% global GDP) to the total 1,76 trillion USD in 2015, highest level since the global economic and financial crisis of 2008-2009. The largest recipients of FDI today are developed countries, which in 2015 received 54% of the global FDI. Most attractive region is Europe with 28,6% of global inward FDI (source: Unctad, 2016). In 2015 inward FDI in Slovenia represented 4 % of national GDP; with 2,171 new companies. In Cyprus inward FDI represented 41,2 % of national GDP and in Croatia for 0,3 % of GDP

(<https://data.worldbank.org/indicator/BX.KLT.DINV.WD.GD.ZS?end=2015&locations=CY-HR-SI&start=2014&view=chart>) .

In addition, the economic **sector of business consulting continues to grow** steadily, both in terms of number of companies as in terms of revenue generated by the industry. In Europe, the market for consultancy services in the period 2014-2015 recorded a 3.6 % growth and was estimated at more than 98 billion USD. There were created more than 70,000 new companies in the sector. During the same period the number of companies engaged in the sector in Slovenia increased for approximately 1.000 companies. In 2015 more than 9.500 companies were active in the sector of business consultancy (Source: Eurostat). In Croatia estimated number of new companies at that time was 150. Croatia had in 2015 more than 3.300 companies engaged in the sector. In the period 2014-2015 sector in Cyprus increased for approximately 200 companies. In 2015 Cyprus had more than 1.400 companies in sector Business and other management consultancy activities.

However...Project initiators are companies that among other provide advice and assistance to foreign clients in investing in new business areas. In many years of work with foreigners, they noticed that **foreign investors are struggling a lot through administrative and legislative procedures in host countries. Due to these obstacles in many cases they decide to invest elsewhere.**

Within the project preparation a survey with 109 business subjects from various EU and other countries was conducted. Respondents confirmed that **foreigners' first obstacle is obtaining adequate information** about the business environment. Main problems:

- Redundancy of information,
- Fragmentation of information and service offerings among different companies, organizations and portals (eg. accountancy, procedures for opening of the company, acquisition of work permits and residence permits, tax & legal advice, real estate offer and support for investment in real estate, etc.)
- Incompleteness and uncertainty of information,
- Irrelevance of information for their case,
- Lack of understanding of the information on business environment due to the fact that many of them are still only presented in national languages.

Information is offered by different professionals within different companies. Project partners' experiences showed that some of their employees have part of the relevant knowledge, however it took years of seminars, different courses and work practice to acquire the knowledge necessary to work with foreign investors. And still some parts of work have to be

sub-contracted since **there is no training programme that would include all the relevant knowledge, skills and competences that FDI advisor need to offer complete support to investors.**

1.2. Embedment of the training needs analysis

Based on these facts project “Boosting EU economy through training of Foreign Direct Investment advisors” (Boost EU – FDI advisor) was developed and selected for co-funding by European Commission within Erasmus+ programme.

General objectives of the project:

- To improve quality and access to vocational education and training,
- To improve knowledge and skills of employees in relevant consulting companies,
- To improve employability of other adult learners.

To eliminate the gap between the labour market demand and educational system supply project partners will develop:

- training programme “Foreign direct investment advisor”,
- training programme for trainers,
- relevant learning materials,
- initiatives for National Vocational Qualifications.

As the first step towards high quality results of the Boost EU – FDI advisor the existent detailed training needs analysis was conducted.

2. General information about the training needs analysis

2.1. Initial hypothesis

a) Foreign direct investors are searching for **information and support that are scattered among different professions and different consulting companies** (accountants, tax advisers, lawyers, financiers, real estate agents, public administrators, managers...).

b) **Information that investors are searching for can be divided in the following areas:**

- Taxes when starting business
- Taxes when running business
- Possibilities for funds raising (from state, different EU funds)
- Costs relating to company establishment
- Costs related to operating s company
- Types and procedures of opening a company
- Procedure of obtaining a work permit
- Legislation in specific businesses
- Legislation in operating a company
- Banks and monetary system
- Possibilities to obtain loans
- Buying an existing business
- Real estate situation
- Labour market offer

2.2. Objectives of the training needs analysis

Objectives of the training needs analysis are:

- To **check if the hypothesis is correct**,
- To identify **what information foreign investors need**,
- To identify **what type of knowledge** and skills current employees, working with investors, are **missing**,
- To **identify skills, knowledge and competencies**, required for highly qualified workforce who will be able to perform adequate advisory activities for foreign direct investors,
- To ensure comprehensive basis for training programmes and materials development.

2.3. Desired outcomes of the training programme

Adequately trained FDI advisors will:

- **Decrease the time it takes to ensure all information** investors need,
- **Improve foreign investors satisfaction** with the received support,
- Contribute to **increase of foreign investments**,
- Contribute to **higher income** of the company, they work for,
- Contribute to **development of new jobs** in business, opened by foreign investors.

3. Methodologies and survey timeframe

Within this research the following methodologies were used:

- Study of the existing relevant resources,
- Development of questionnaires,
- Online survey and individual discussions with representatives of the survey target groups (respondents),
- Analysis of the received data in each country,
- Identification of common and different aspects in specific areas,
- Comparing results with hypothesis,
- Identification of FDI advisors training needs.

TIMEFRAME

Data collection took place from 12. 10. 2017 till 16. 12. 2017.

4. Survey participants – respondents

Survey targeted two groups:

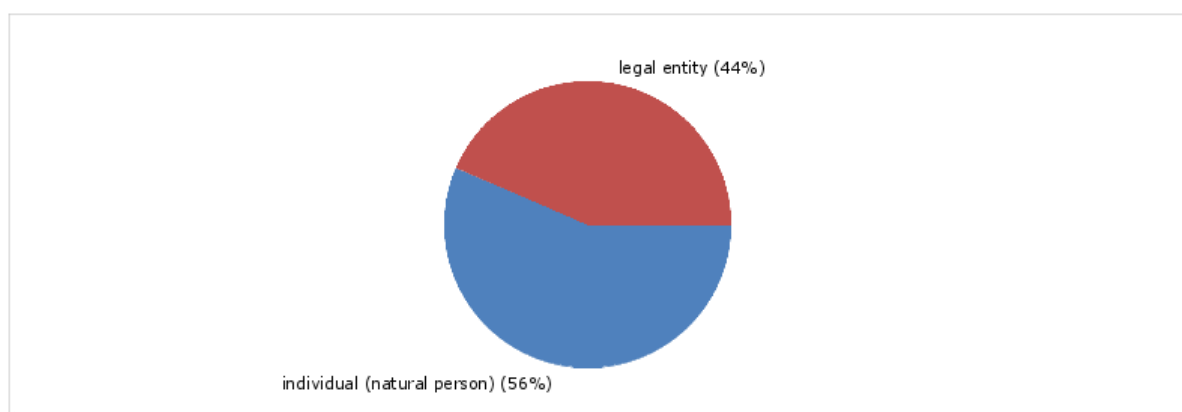
- Foreign investors,
- Foreign investors' advisors.

4.1. Foreign investors

124 foreign investors participated in the survey, out of which 32 were investing in Croatia and Slovenia (per country), 30 were investing in Cyprus and 30 in other countries (Italy, Poland, Mexico, Portugal, Colorado, Monte negro, Turkey, Austria, Czech Republic, Brasilia, Luxembourg, Puerto Rico, Germany, Spain, Hungary, Russia, Serbia, China, India, Greece).

Q1	Which country are you investing in?(If you are investing in more than one, please share your experiences from the last country, you invested in.)				
	Answers	Frequency	Percent	Valid	Cumulative
	1 (Croatia)	32	25%	26%	26%
	2 (Cyprus)	30	24%	24%	50%
	3 (Slovenia)	32	25%	26%	76%
	4 (Other (please, specify))	30	24%	24%	100%
Valid	Valid	124	98%	100%	

70 (56%)% of them were individual investors, 54 (44%) were representing a legal entity.

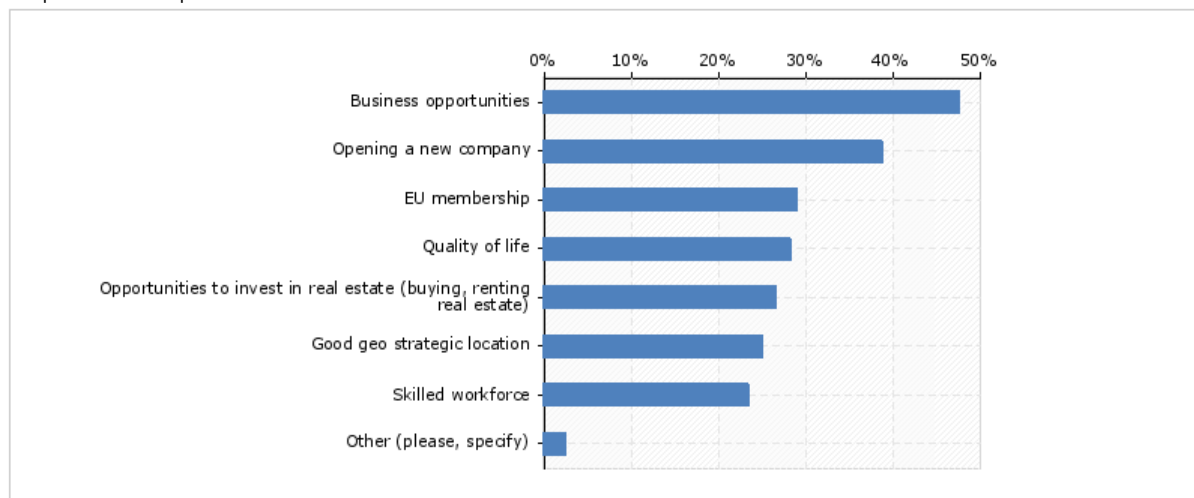


Reasons for their investments in foreign countries were different. The strongest (for 59 (48%) of them) were business opportunities and opening a new company (for 48 - 39% of them), however other reasons should not be neglected (EU membership – 29%, quality of life – 28%, real estate investment opportunities – 27%, good geo strategic location – 25%, skilled workforce – 23%).

Q2	What was the main reason for your decision to invest in it?							
	Subquestion	Units					Counts	
		Frequency	Valid	% - Valid		% -	Frequency	%
Q2a	Opening a new company	48	124	39%	127	38%	48	18%
Q2b	Business opportunities	59	124	48%	127	46%	59	22%
Q2c	Skilled workforce	29	124	23%	127	23%	29	11%
Q2d	Opportunities to invest in real estate (buying, renting real estate)	33	124	27%	127	26%	33	12%
Q2e	Good geo strategic location	31	124	25%	127	24%	31	11%
Q2f	EU membership	36	124	29%	127	28%	36	13%
Q2g	Quality of life	35	124	28%	127	28%	35	13%
Q2h	Other (please, specify)	3	124	2%	127	2%	3	1%
	Total valid		124		127		274	100%

What was the main reason for your decision to invest in it? (n = 124)

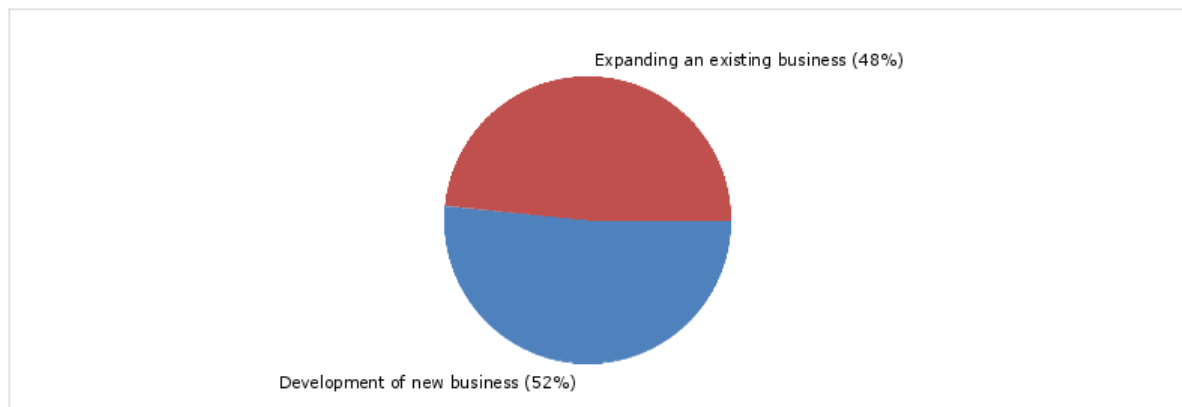
Multiple answers are possible



As other reasons respondents defined “coming back home”, “nice weather” and “reasonable prices”.

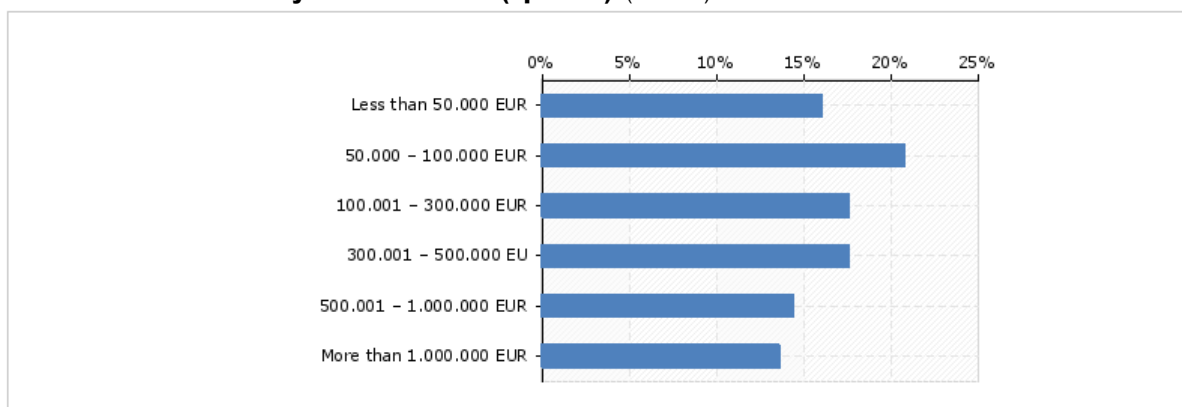
64 (52%) of them were developing a new business and 60 (48%) were expending the existing business.

What is the type of your investment? (n = 124)



Among the survey respondents were investors with different size of the investment: from less than 50.000 EUR (20 (16%) of them) to over a million EUR (17 (13%) of them. Majority invested between 50.000 and 100.000 EUR (26 (20% of them), 22 (17%) invested among 100.001 and 300.000 EUR and among 300.001 and 500.000 EUR; 18 (14%) of respondents invested among 500.001 and million EUR.

What was the amount of your investment? (optional) (n = 124)



4.1. Foreign investors' advisers

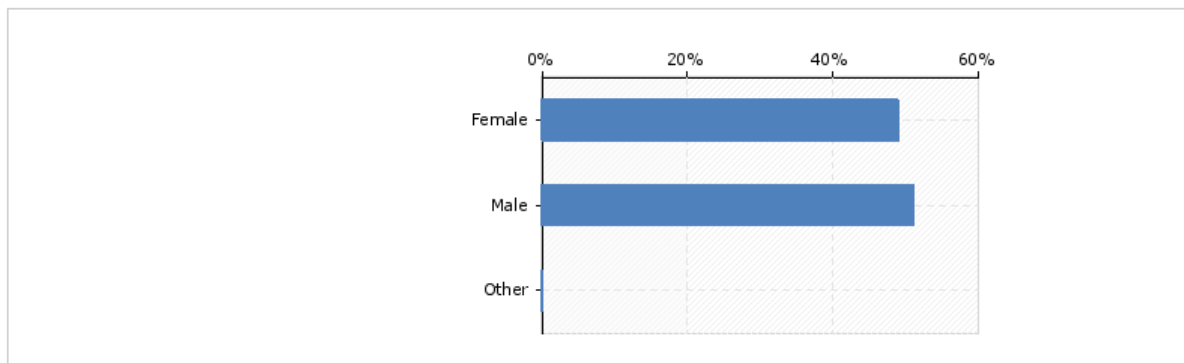
46 advisors from different consulting firms and organizations participated in the survey; 15 from Croatia and Slovenia (per country); and 16 from Cyprus ¹.

Q22	In which country are you currently working?				
	Answers	Frequency	Percent	Valid	Cumulative
	1 (Croatia)	15	33%	33%	33%
	2 (Cyprus)	15	33%	33%	67%
	3 (Slovenia)	15	33%	33%	100%

¹ One of the respondents didn't answer Q22, but we know she or he comes from Cyprus, due to number of answers on other questions from Cyprus respondents.

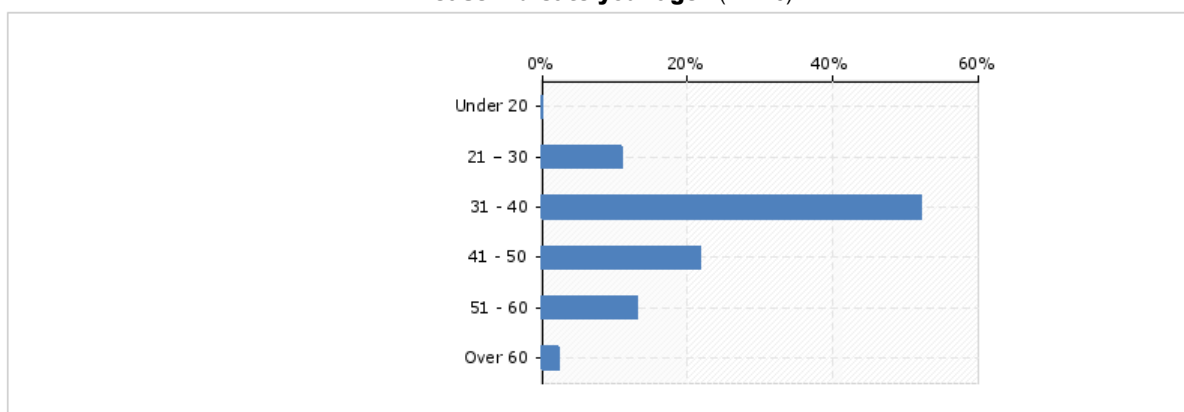
Valid	Valid	45	98%	100%	
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Among the respondents there were 22 females (48%) and 24 men (52%).



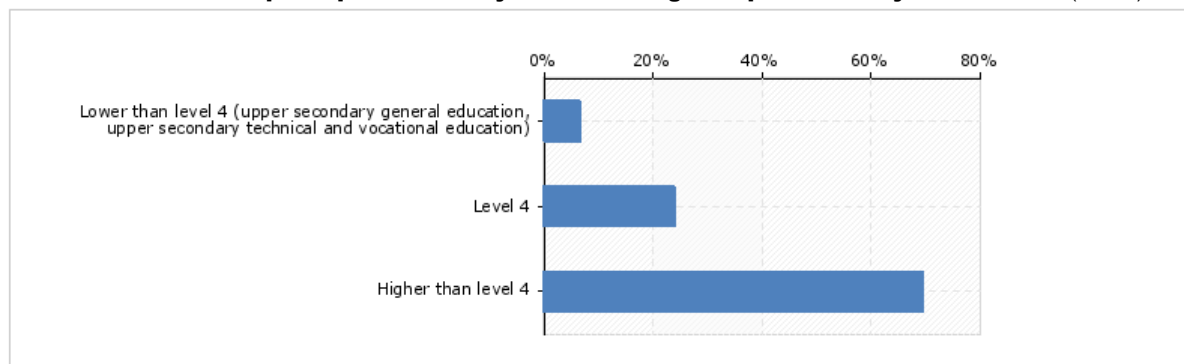
The survey included respondents from age groups from 21-30 to over 60 years old. Majority of them were in the age group 31 – 40 years (24 - 52%), 10 (22%) were in the age group 41-50 years, 6 (13)% in the age group 21-60 years, 5 (11%) in the age group 21-30 years; and 1 (2%) respondent was over 60 years old.

Please indicate your age. (n = 46)



Most of the respondents were highly educated: 32 (70%) of the participants have more than secondary level education, 11 (24%) secondary level and 3 (6%) have less than secondary level education.

On which level of European qualification system is the highest qualification you obtained? (n = 46)



20 respondents (43%) were educated in accountancy, 14 (30%) in other economic fields, 4 (8,5%) in real estate, 3 (6,5%) in law and 5 (11%) in other fields.

Q20	From which area is this qualification?				
	Answers	Frequency	Percent	Valid	Cumulative
	1 (Accountancy)	20	43%	43%	43%
	2 (Other economic field)	14	30%	30%	74%
	3 (Law)	3	7%	7%	80%
	4 (Real estate)	4	9%	9%	89%
	5 (Other (please, specify):)	5	11%	11%	100%
Valid	Valid	46	100%	100%	

Majority of the survey participants are experienced advisors with at least 3 years of relevant working experiences (37 (82%) of them). Only 8 (18%) have less than 3 years of relevant working experiences.

Q21	For how long have you been fully or partially supporting foreign investors?				
	Answers	Frequency	Percent	Valid	Cumulative
	1 (Less than 1 year)	4	9%	9%	9%
	2 (1 – 2 years)	4	9%	9%	18%
	3 (3 – 5 years)	15	33%	33%	51%
	4 (6 – 10 years)	12	26%	27%	78%
	5 (More than 10 years)	10	22%	22%	100%
Valid	Valid	45	98%	100%	

Within their daily work they are responsible for providing different types of information to foreign investors:

- 37 (80%) about types, procedures and cost of opening a company
- 37 (80%) about legislation requirements and costs regarding running the business
- 32 (70%) about labour market offer and employment costs
- 28 (61%) about procedures for obtaining required or desired certificates and/or permits
- 24 (52%) about procedures and conditions for obtaining work and living permit
- 24 (52%) about legislation in specific businesses
- 17 (37%) about real estate situation
- 13 (29%) about possibilities for funds raising (from state, different EU funds, bank loans)
- 11 (24%) about conditions for family reunification in host country
- 2 (4%) about other issues (opening a company by principle, national mentality)²

Q2	What kind of information do you personally provide them? Information on:							
	Subquestion	Units					Counts	
		Frequency	Valid	% - Valid		% -	Frequency	%
Q2a	Types, procedures and cost of opening a company	37	46	80%	46	80%	37	16%
Q2b	Real estate situation	17	46	37%	46	37%	17	8%
Q2c	Legislation requirements and costs regarding running the business	37	46	80%	46	80%	37	16%
Q2d	Labour market offer and employment costs	32	46	70%	46	70%	32	14%
Q2e	Procedures for obtaining required or desired certificates and/or permits	28	46	61%	46	61%	28	12%
Q2f	Legislation in specific businesses	24	46	52%	46	52%	24	11%
Q2g	Procedures and conditions for obtaining work and living permit	24	46	52%	46	52%	24	11%
Q2h	Conditions for family reunification in host country	11	46	24%	46	24%	11	5%
Q2i	Possibilities for funds raising (from state, different EU funds, bank loans)	14	46	30%	46	30%	14	6%
Q2j	Other (please, specify):	2	46	4%	46	4%	2	1%
	Total valid		46		46		226	100%

² »Opening a company by principle«, »First I present them national mentality and if they are stil interested I explain them the needed procedures« (»otvaranje firme po principu“, “za pocetak ih upoznajem s nasim mentalitetom, pa ako jos ostanu zainteresirani objasnim na koji nacin mogu dobiti potrebito”)

5. Survey

5.1. Foreign investors

This part of the survey aimed to identify foreign investors' needs, experiences and wishes.

a) Needs

124 foreign investors were asked what types of information they need about the potential host country when they are deciding on where to invest in it or not?

- 96 (80%) evaluated »Legislation requirements and costs regarding running the business» as crucial or very relevant.
- 95 (79%) evaluated »Procedures for obtaining required or desired certificates and/or permits» as crucial or very relevant.
- 92 (76%) evaluated » Legislation in specific businesses» as crucial or very relevant.
- 80 (66%) evaluated »Labour market offer and employment costs » as crucial or very relevant.
- 77 (63%) evaluated »Real estate situation» as crucial or very relevant.
- 74 (62%) evaluated »Procedures and conditions for obtaining work and living permit» as crucial or very relevant.
- 72 (58%) evaluated »Types, procedures and cost of opening a company» as crucial or very relevant.
- 55 (46%) evaluated »Conditions for family reunification in host country» as crucial or very relevant.
- 54 (45%) evaluated »Possibilities for funds raising (from state, different EU funds, bank loans)» as crucial or very relevant.

What type of information do you need when deciding on where to invest in?

Subquestion	Answers					
	not relevant at all	not relevant	relevant	very relevant	crucial	Valid
Types, procedures and cost of opening a company	3 (2%)	2 (2%)	46 (37%)	42 (34%)	30 (24%)	123 (100%)
Real estate situation	2 (2%)	15 (12%)	28 (23%)	43 (35%)	34 (28%)	122 (100%)
Legislation requirements and costs regarding running the business	2 (2%)	2 (2%)	20 (17%)	44 (37%)	52 (43%)	120 (100%)
Labour market offer and employment costs	3 (3%)	13 (11%)	24 (20%)	34 (28%)	46 (38%)	120 (100%)
Procedures for obtaining required or desired certificates and/or permits	0 (0%)	4 (3%)	21 (18%)	47 (39%)	48 (40%)	120 (100%)
Legislation in specific businesses	3 (3%)	2 (2%)	23 (19%)	55 (46%)	37 (31%)	120 (100%)
Procedures and conditions for obtaining work and living permit	2 (2%)	6 (5%)	37 (31%)	40 (34%)	34 (29%)	119 (100%)
Conditions for family reunification in host country	10 (8%)	17 (14%)	38 (32%)	26 (22%)	29 (24%)	120 (100%)
Possibilities for funds raising (from state, different EU funds, bank loans)	7 (6%)	16 (13%)	43 (36%)	43 (36%)	11 (9%)	120 (100%)
Other (please, specify): cost of living, location	0 (0%)	0 (0%)	2 (25%)	4 (50%)	2 (25%)	8 (100%)

b) Experiences

Most of foreign investors (48 – 39%) obtained the needed information by webpages. 36 (29%) received requested information via email, 19 (15%) by phone conversation, 3 (2%) by paper advertisement and 17 (14%) by other sources.

Q7	How did you obtain the needed information? (please select the most relevant source of information)				
	Answers	Frequency	Percent	Valid	Cumulative
	1 (Webpages)	48	38%	39%	39%
	2 (I received requested information via email)	36	28%	29%	68%
	3 (Phone consultation)	19	15%	15%	84%
	4 (I received paper advertisement booklets and prospects)	3	2%	2%	86%
	5 (Other (please, specify):)	17	13%	14%	100%
Valid	Valid	123	97%	100%	

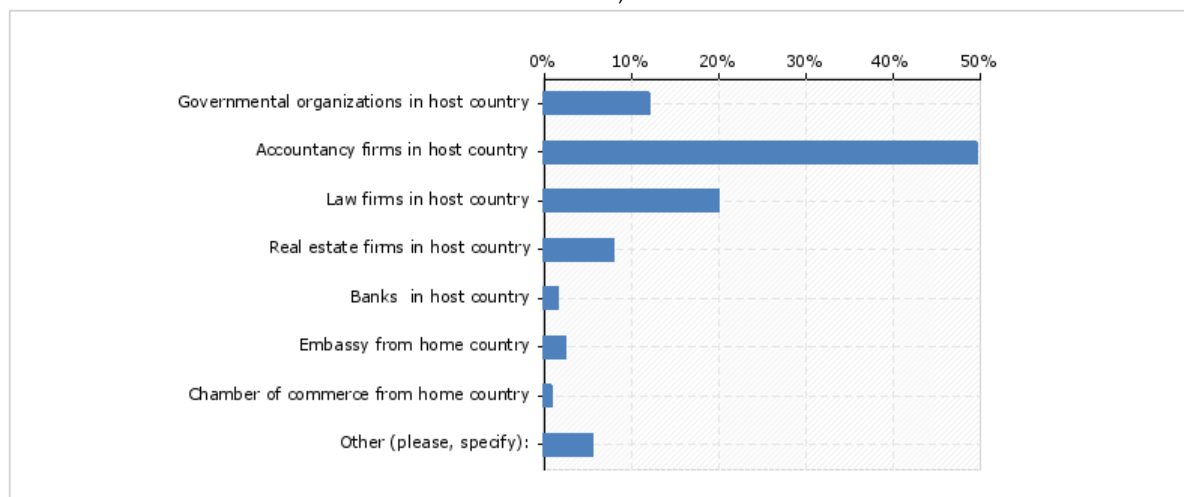
6 investors obtained the needed information using all of the sources, 5 within personal meetings, 2 from a friend, 1 from other contacts, 1 made own research and 1 received information from the company they invested in,

(Other (please, specify):)				
Answers	Frequency	Percent	Valid	Cumulative
own research	1	1%	6%	6%
all of this	1	1%	6%	13%
all	1	1%	6%	19%
combination	1	1%	6%	25%
personal meetings	1	1%	6%	31%
from company that we invested in	1	1%	6%	38%
in person	1	1%	6%	44%
in person with advisor	1	1%	6%	50%
from a friend	1	1%	6%	56%
contacts	1	1%	6%	63%
friends in your country	1	1%	6%	69%
combination of all	1	1%	6%	75%
business partner in person	1	1%	6%	81%
all together	1	1%	6%	88%
personal contacts	1	1%	6%	94%
all of the stated	1	1%	6%	100%

Valid	16	13%	100%	
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62 investors (50%) received the needed information from accountancy firms in host country, 25 (20%) from law firms in host country, 15 (12%) from governmental organizations in host country, 10 (8%) from real estate firms in host country, 3 (2%) from Embassy in home country, 2 (2%) from banks in host country, 1 (1%) from Chamber of commerce in home country and 7 (6%) from other resources.

From whom did you receive the needed information? (please select the most relevant answer) (n = 125)



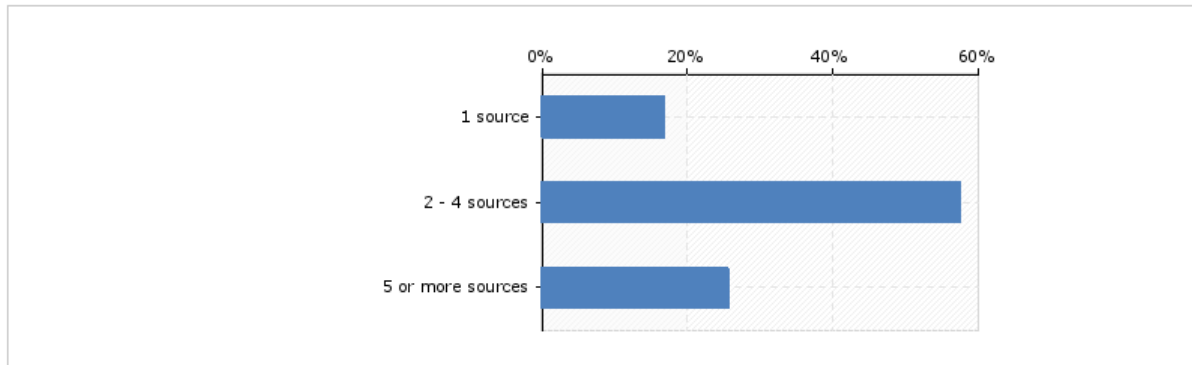
2 received the information from companies that we invested in, 2 from consulting companies, 1 from accountancy firms in home country, 1 from real estate company in home country and 1 was using all the resources.

Other (please, specify):)				
Answers	Frequency	Percent	Valid	Cumulative
counselling firm	1	1%	14%	14%
company we invested in	1	1%	14%	29%
accountancy firms in home country	1	1%	14%	43%
all	1	1%	14%	57%
from company that we invested in	1	1%	14%	71%
consulting companies	1	1%	14%	86%
real estate in home country	1	1%	14%	100%
Valid	7	6%	100%	

Most of the investors checked more than 1 source before finding the information they trusted. 72 (58%) checked two to five sources, 32 (26%) checked five or more sources and only 21

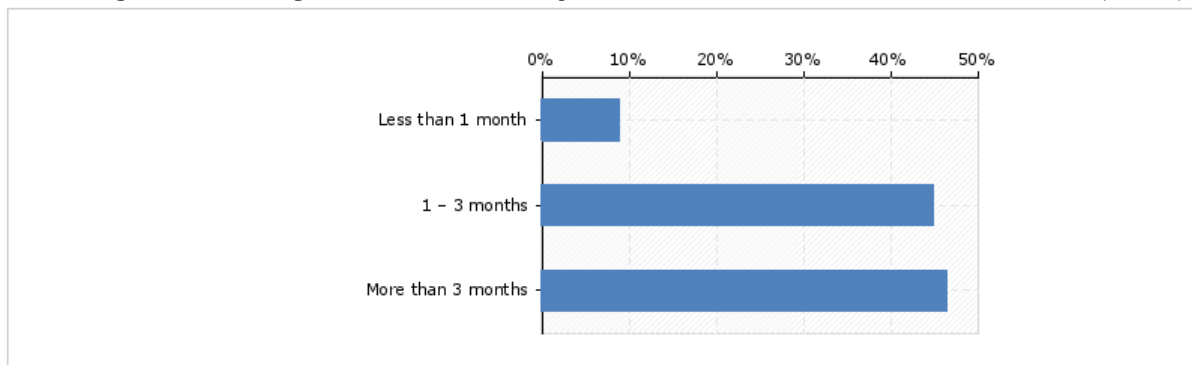
(17%) checked only one source.

How many sources of information did you check before finding the information you trust? (n = 125)



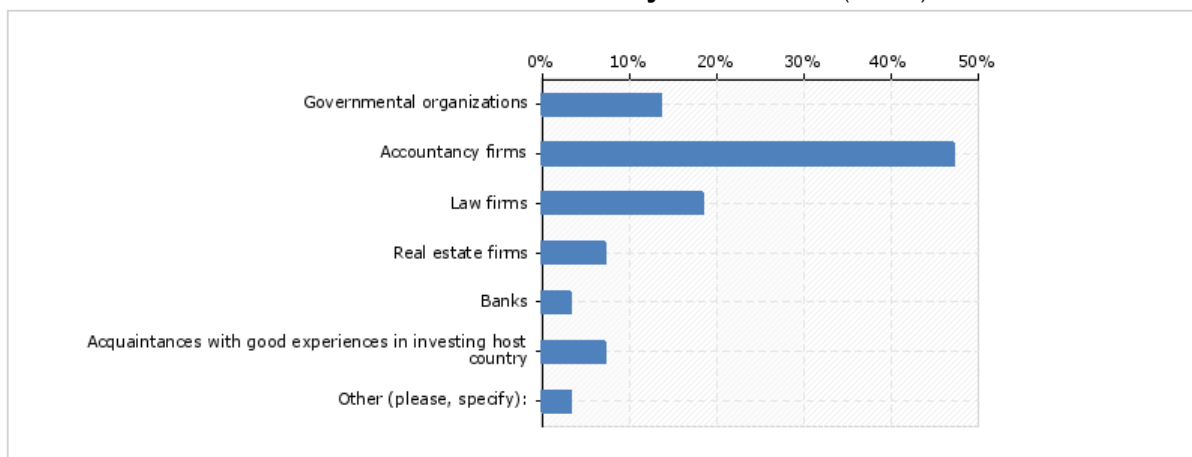
58 (46%) of the investors have been gathering the needed information for more than three months, 56 (45%) up to three months and 11 (9%) less than one month.

How long did it take to get all the information you needed to make an investment decision? (n = 125)



Most of the investors (59 – 47%) trust accountancy firms. 23 (18%) trust law firms, 17 (14%) governmental organizations, 9 (7%) trust real estate firms and acquaintances with good experiences in investing host country, 4 (3%) trust banks and other sources.

Which source of information do you trust most? (n = 125)



2 trust companies they invested in, 1 trusts consultancy firm and one trusts in combination of all sources.

Q11_7_text	Q11 (Other (please, specify):)				
	Answers	Frequency	Percent	Valid	Cumulative
	consultancy firm	1	1%	25%	25%
	company weinvested in	1	1%	25%	50%
	company that we invested in	1	1%	25%	75%
	combination of all	1	1%	25%	100%
Valid	Valid	4	3%	100%	

Investors were asked how satisfied they were with the information they received.

- Only 70 (57%) received all the needed information about types, procedures and cost of opening a company.
- Only 57 (48%) received all the needed information about legislation requirements and costs regarding running the business.
- Only 45 (38%) received all the needed information about labour market offer and employment costs.
- Only 43 (36%) received all the needed information about procedures and conditions for obtaining work and living permit.
- Only 37 (31%) received all the needed information about legislation in specific businesses.
- Only 35 (29%) received all the needed information about possibilities for funds raising (from state, different EU funds, bank loans).
- Only 33 (28%) received all the needed information about real estate situation.
- Only 23 (19%) received all the needed information about Conditions for family reunification in host country).

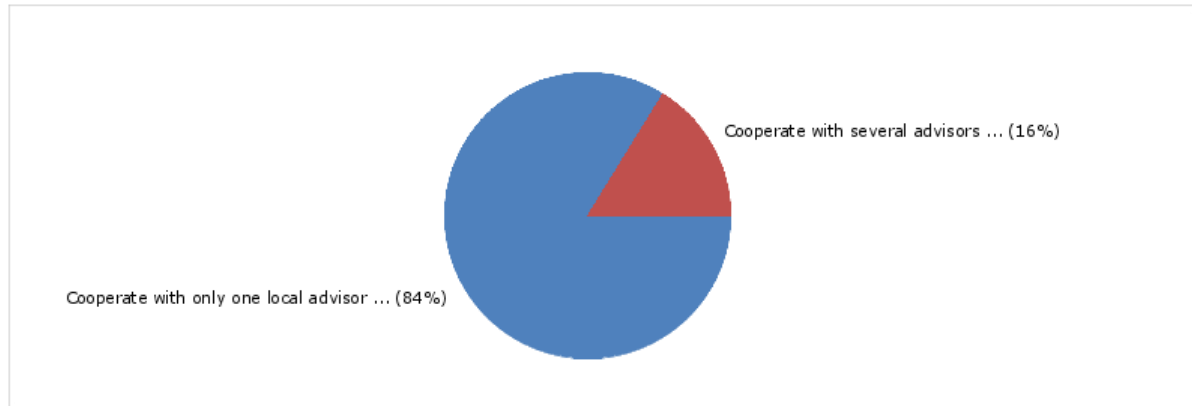
Q12	When you found (received) information about specific topic, were you satisfied with it? Did you get the answers to your questions? Please select the most relevant answer for information on:									
	Subquestion	Answers					Valid	Units	Average	Std. deviation
		Yes	Partially	No	Not relevant	Valid				
Q12a	Types, procedures and cost of opening a company	70 (57%)	47 (39%)	2 (2%)	3 (2%)	122 (100%)	122	127	1.5	0.7
Q12b	Real estate situation	33 (28%)	51 (43%)	29 (24%)	7 (6%)	120 (100%)	120	127	2.1	0.9
Q12c	Legislation requirements and costs regarding running the business	57 (48%)	58 (49%)	1 (1%)	3 (3%)	119 (100%)	119	127	1.6	0.6

Q12d	Labour market offer and employment costs	45 (38%)	56 (47%)	10 (8%)	7 (6%)	118 (100%)	118	127	1.8	0.8
Q12e	Legislation in specific businesses	37 (31%)	69 (58%)	10 (8%)	3 (3%)	119 (100%)	119	127	1.8	0.7
Q12f	Procedures and conditions for obtaining work and living permit	43 (36%)	64 (54%)	10 (8%)	2 (2%)	119 (100%)	119	127	1.8	0.7
Q12g	Conditions for family reunification in host country	23 (19%)	60 (51%)	19 (16%)	16 (14%)	118 (100%)	118	127	2.2	0.9
Q12h	Possibilities for funds raising (from state, different EU funds, bank loans)	35 (29%)	57 (48%)	19 (16%)	8 (7%)	119 (100%)	119	127	2.0	0.9
Q12i	Other (please, specify):	0 (0%)	6 (75%)	0 (0%)	2 (25%)	8 (100%)	8	127	2.5	0.9

c) Wishes

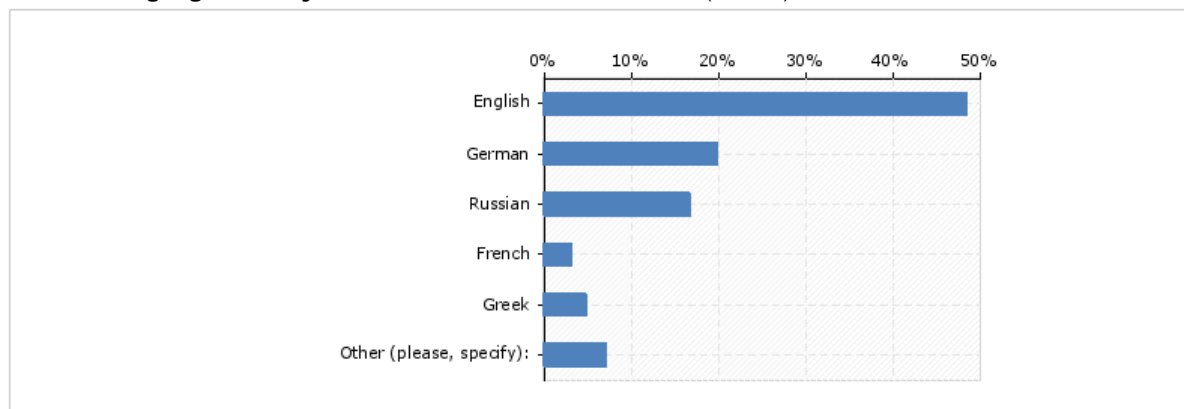
Majority of the investors (103 – 84%) would prefer to cooperate with only one local advisor to get all the needed support regarding business environment in host country. 20 (16%) would prefer cooperation with several advisors different fields of expertise.

Please specify whether you would prefer to: (n = 123)



61 (48%) investors would like to receive the information in English, 25 (20%) in German, 21 (17%) in Russian, 6 (5%) in Greek, 4 (3%) in French and 9 (7%) in other languages.

In which language would you like to have this information? (n = 126)



3 investors would like information in Slovene, 3 in Italian and 2 in Spanish.

(Other (please, specify):)				
Answers	Frequency	Percent	Valid	Cumulative
espanol	1	1%	13%	13%
italian	2	2%	25%	38%
spanish	1	1%	13%	50%
slovenian	3	2%	38%	88%
italiano	1	1%	13%	100%
Valid	8	6%	100%	

On open question about other suggestions and recommendations 10 investors replied. They suggested:

- all information on one spot
- more practical information about living in host country (education for children, social security...)
- better knowledge of the details
- improved general attitude

Do you have any suggestions and recommendations on what we should pay attention when developing the training programme for foreign investors advisors? (optional)				
Answers	Frequency	Percent	Valid	Cumulative
visa, work and business permits for foreigners	1	1%	10%	10%
civil service give us to poor and incomplete information	1	1%	10%	20%
to be single point of contact	1	1%	10%	30%
more practical information about living in host country (education for children, social security...)	1	1%	10%	40%
all information on one spot	1	1%	10%	50%
i support your program. i wasted to much time to find informations alone.	1	1%	10%	60%

yes , stop changing the laws	1	1%	10%	70%
general attitude	1	1%	10%	80%
nothing specific	1	1%	10%	90%
better knowledge of the details	1	1%	10%	100%
Valid	10	8%	100%	

5.2. FDI advisors

This part of the survey aimed to identify investors' needs through the eyes of advisors, current skills of advisors and their educational needs.

a) Investor's needs

Advisors were asked what types of information do foreign investors search for. They evaluated the frequency of the specific information.

Based on their experiences always or very often:

- 40 (91%) of investors search information about legislation requirements and costs regarding running the business.
- 40 (89%) of investors search information about types, procedures and cost of opening a company.
- 34 (76%) of investors search information Legislation in specific businesses.
- 28 (62%) of investors search information about procedures for obtaining required or desired certificates and/or permits.
- 28 (62%) of investors search information about labour market offer and employment costs and procedures and conditions for obtaining work and living permit.
- 22 (48%) of investors search information about real estate situation.
- 11 (25%) of investors search information about Possibilities for funds raising (from state, different EU funds, bank loans).
- 10 (22%) of investors search information about conditions for family reunification in host country.

Q1 Based on your experiences... what types of information do foreign investors search for? Please evaluate the frequency of the specific information on the scale from 1 to 5.											
	Subquestion	Answers						Valid	Units	Average	Std. deviation
		Not at all	Every now and then	Often	Very often	Always	Valid				
Q1a	Types, procedures and cost of opening a company	0 (0%)	1 (2%)	4 (9%)	9 (20%)	31 (69%)	45 (100%)	45	46	4.6	0.8
Q1b	Real estate situation	3 (7%)	9 (20%)	12 (26%)	19 (41%)	3 (7%)	46 (100%)	46	46	3.2	1.1

Q1c	Legislation requirements and costs regarding running the business	0 (0%)	0 (0%)	4 (9%)	14 (32%)	26 (59%)	44 (100%)	44	46	4.5	0.7
Q1d	Labour market offer and employment costs	0 (0%)	10 (22%)	7 (16%)	17 (38%)	11 (24%)	45 (100%)	45	46	3.6	1.1
Q1e	Procedures for obtaining required or desired certificates and/or permits	0 (0%)	4 (9%)	13 (29%)	17 (38%)	11 (24%)	45 (100%)	45	46	3.8	0.9
Q1f	Legislation in specific businesses	0 (0%)	2 (4%)	9 (20%)	25 (56%)	9 (20%)	45 (100%)	45	46	3.9	0.8
Q1g	Procedures and conditions for obtaining work and living permit	2 (4%)	4 (9%)	12 (27%)	21 (47%)	6 (13%)	45 (100%)	45	46	3.6	1.0
Q1h	Conditions for family reunification in host country	6 (13%)	12 (27%)	17 (38%)	9 (20%)	1 (2%)	45 (100%)	45	46	2.7	1.0
Q1i	Possibilities for funds raising (from state, different EU funds, bank loans)	3 (7%)	14 (32%)	16 (36%)	7 (16%)	4 (9%)	44 (100%)	44	46	2.9	1.1
Q1j	Other (please, specify):	1 (33%)	0 (0%)	0 (0%)	0 (0%)	2 (67%)	3 (100%)	3	46	3.7	2.3

Two advisors stated that foreign investors always ask also when EUR will be introduced and how to obtain relevant permissions from the state.

(Other (please, specify):)				
Answers	Frequency	Percent	Valid	Cumulative
kad ćemo uvesti €	1	2%	50%	50%
kako dobiti po potrebne dozvole od države	1	2%	50%	100%
Valid	2	4%	100%	

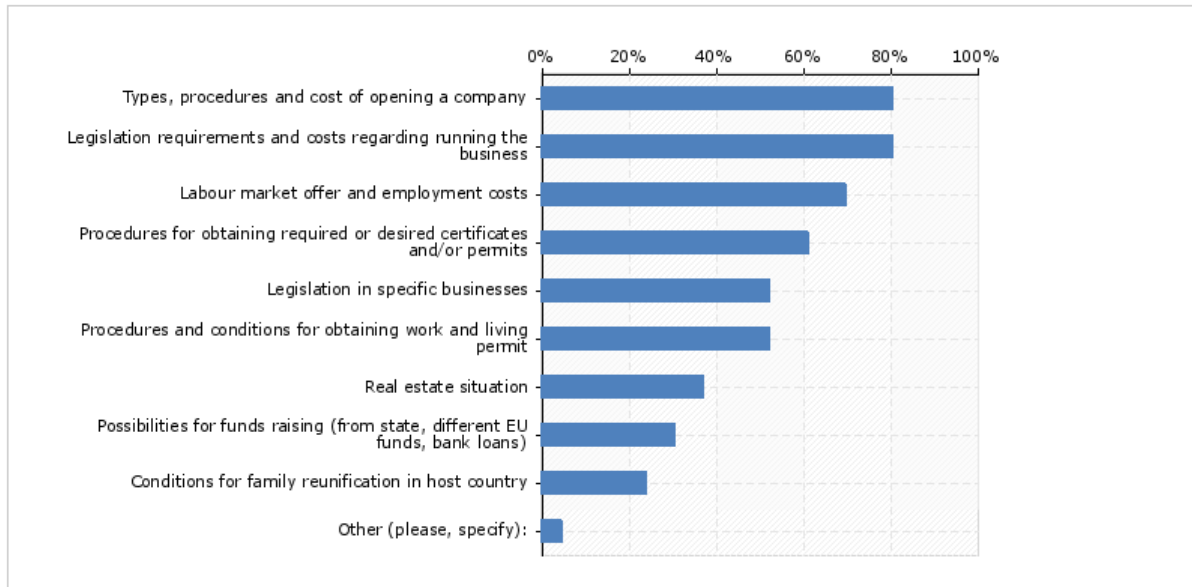
b) Advisors current skills

Within their daily work they are responsible for providing different types of information to foreign investors:

- 37 (80%) about types, procedures and cost of opening a company
- 37 (80%) about legislation requirements and costs regarding running the business
- 32 (70%) about labour market offer and employment costs
- 28 (61%) about procedures for obtaining required or desired certificates and/or permits
- 24 (52%) about procedures and conditions for obtaining work and living permit
- 24 (52%) about legislation in specific businesses
- 17 (37%) about real estate situation
- 13 (29%) about possibilities for funds raising (from state, different EU funds, bank loans)

- 11 (24%) o about conditions for family reunification in host country
- 2 (4%) about other issues (opening a company by principle, national mentality)³

What kind of information do you personally provide them? Information on: (n = 46)
Multiple answers are possible



Respondents evaluated their level of knowledge, skills and competences in providing information to foreign investors:

- Only 28 (64%) evaluated their knowledge as excellent in the field of Types, procedures and cost of opening a company.
- Only 27 (60%) evaluated their knowledge as excellent in the field of Legislation requirements and costs regarding running the business.
- Only 13 (30%) evaluated their knowledge as excellent in the field of Labour market offer and employment costs.
- Only 12 (28%) evaluated their knowledge as excellent in the field of Procedures and conditions for obtaining work and living permit
- Only 12 (27%) evaluated their knowledge as excellent in the field of Procedures for obtaining required or desired certificates and/or permits.
- Only 11 (25%) evaluated their knowledge as excellent in the fields of Legislation in specific businesses and Possibilities for funds raising (from state, different EU funds, bank loans).
- Only 7 (16%) evaluated their knowledge as excellent in the field of Conditions for family reunification in host country.
- Only 5 (11%) evaluated their knowledge as excellent in the field of Real estate situation.

Q3	Please, evaluate the level of your knowledge, skills and competences in providing information about:
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³ »Opening a company by principle«, »First I present them national mentality and if they are stil interested I explain them the needed procedures« (»otvaranje firme po principu“, “za pocetak ih upoznajem s nasim mentalitetom, pa ako jos ostanu zainteresirani objasnim na koji nacin mogu dobiti potrebito”)

	Subquestion	Answers				Valid	Units	Average	Std. deviation
		Poor	Good	Excellent	Valid				
Q3a	Types, procedures and cost of opening a company	4 (9%)	12 (27%)	28 (64%)	44 (100%)	44	46	2.5	0.7
Q3b	Real estate situation	22 (49%)	18 (40%)	5 (11%)	45 (100%)	45	46	1.6	0.7
Q3c	Legislation requirements and costs regarding running the business	5 (11%)	13 (29%)	27 (60%)	45 (100%)	45	46	2.5	0.7
Q3d	Labour market offer and employment costs	8 (18%)	23 (52%)	13 (30%)	44 (100%)	44	46	2.1	0.7
Q3e	Procedures for obtaining required or desired certificates and/or permits	15 (33%)	18 (40%)	12 (27%)	45 (100%)	45	46	1.9	0.8
Q3f	Legislation in specific businesses	14 (32%)	19 (43%)	11 (25%)	44 (100%)	44	46	1.9	0.8
Q3g	Procedures and conditions for obtaining work and living permit	15 (35%)	16 (37%)	12 (28%)	43 (100%)	43	46	1.9	0.8
Q3h	Conditions for family reunification in host country	20 (47%)	16 (37%)	7 (16%)	43 (100%)	43	46	1.7	0.7
Q3i	Possibilities for funds raising (from state, different EU funds, bank loans)	20 (45%)	13 (30%)	11 (25%)	44 (100%)	44	46	1.8	0.8
Q3j	Other (please, specify):	1 (33%)	1 (33%)	1 (33%)	3 (100%)	3	46	2.0	1.0

When they do not know the answer the foreign investor is searching for, most often the respondents (19 (61%) of them) ask a partner organization. 16 (52%) use help from an external expert and 15 (48 %) ask a colleague in their company.

Q6	What do you do when you do not know the answer the foreign investor is searching for?							
	Subquestion	Units					Counts	
		Frequency	Valid	% - Valid		% -	Frequency	%
Q6a	Ask a colleague in my company	15	31	48%	46	33%	15	28%
Q6b	Ask a partner organization	19	31	61%	46	41%	19	36%
Q6c	Hire an external expert	16	31	52%	46	35%	16	30%
Q6d	Other (please, specify):	3	31	10%	46	7%	3	6%
	Total valid		31		46		53	100%

Three of them also uses other solutions: self-study and directing clients to relevant agencies.

Q6 (Other (please, specify):)				
Answers	Frequency	Percent	Valid	Cumulative
self study/ research	1	2%	33%	33%
sami se informiramo kod nadležnih institucija	1	2%	33%	67%
advice to go to relevant agency	1	2%	33%	100%
Valid	3	6%	100%	

FDI advisors, participating in the survey, also evaluate the importance of other skills for providing efficient support to foreign investors. Over one third evaluated as very important (rate 5) the following areas:

- Accurately attend to/understand ideas which are exchanged (61%)
- Foreign language (55%)
- Consider customers point of view when making decisions (52%)
- Generate alternative solutions to problems and challenges (47%)
- Active listening (39%)
- Ability to summarize main (important) facts (matters) and Understanding culture of the country foreign investor is coming from (35%)

Q7	Please rate the importance of other skills for providing efficient support to foreign investors. Use the scale 1 to 5, where 1= not important at all and 5 = very important.										
	Subquestion	Answers						Valid	Units	Average	Std. deviation
		1	2	3	4	5	Valid				
Q7a	Foreign language	0 (0%)	0 (0%)	1 (3%)	13 (42%)	17 (55%)	31 (100%)	31	46	4.5	0.6
Q7b	Accurately attend to/understand ideas which are exchanged	0 (0%)	0 (0%)	2 (6%)	10 (32%)	19 (61%)	31 (100%)	31	46	4.5	0.6
Q7c	Deliver influential presentations	0 (0%)	2 (6%)	7 (23%)	12 (39%)	10 (32%)	31 (100%)	31	46	4.0	0.9
Q7d	Ability to explain difficult matters with simple words	0 (0%)	1 (3%)	9 (29%)	12 (39%)	9 (29%)	31 (100%)	31	46	3.9	0.9
Q7e	Ability to summarize main (important) facts (matters)	0 (0%)	2 (6%)	8 (26%)	10 (32%)	11 (35%)	31 (100%)	31	46	4.0	0.9
Q7f	Active listening	0 (0%)	1 (3%)	2 (6%)	16 (52%)	12 (39%)	31 (100%)	31	46	4.3	0.7
Q7g	Network with others across organizational boundaries	0 (0%)	1 (3%)	6 (19%)	18 (58%)	6 (19%)	31 (100%)	31	46	3.9	0.7
Q7h	Consider customers point of view when making decisions	0 (0%)	0 (0%)	4 (13%)	11 (35%)	16 (52%)	31 (100%)	31	46	4.4	0.7

Q7i	Select the appropriate techniques for analysis	0 (0%)	1 (3%)	7 (23%)	13 (43%)	9 (30%)	30 (100%)	30	46	4.0	0.8
Q7j	Generate alternative solutions to problems and challenges	0 (0%)	1 (3%)	4 (13%)	11 (37%)	14 (47%)	30 (100%)	30	46	4.3	0.8
Q7k	Understanding culture of the country foreign investor is coming from	0 (0%)	2 (6%)	3 (10%)	15 (48%)	11 (35%)	31 (100%)	31	46	4.1	0.8
Q7l	Other (please, specify):	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (100%)	1 (100%)	1	46	5.0	0.0

Most of the respondents (27 (87%) of them) attract foreign investors through current clients recommendations. They also use:

- Companies' web pages (71%)
- Emails to potential investors (68%)
- Presentation on relevant events (55%)
- Social media (FB, LinkedIn, twitter...) (48%)
- Co-operation with governmental organizations in home country and Co-operation with agents in home country (26%)
- Google advertisement (23%)
- Advertisement in other media and Co-operation with agents investors' countries (19%)
- Co-operation with governmental in investors' countries (3%)

Q8	How do you attract foreign investors? Through:							
	Subquestion	Units					Counts	
		Frequency	Valid	% - Valid		% -	Frequency	%
Q8a	Companies' web pages	22	31	71%	46	48%	22	16%
Q8b	Emails to potential investors	21	31	68%	46	46%	21	15%
Q8c	Social media (FB, LinkedIn, twitter...)	15	31	48%	46	33%	15	11%
Q8d	Google advertisement	7	31	23%	46	15%	7	5%
Q8e	Advertisement in other media	6	31	19%	46	13%	6	4%
Q8f	Through current client's recommendations	27	31	87%	46	59%	27	19%
Q8g	Presentation on relevant events	17	31	55%	46	37%	17	12%
Q8h	Co-operation with governmental organizations in home country	8	31	26%	46	17%	8	6%
Q8i	Co-operation with agents in home country	8	31	26%	46	17%	8	6%
Q8j	Co-operation with governmental in investors' countries	1	31	3%	46	2%	1	1%
Q8k	Co-operation with agents investors' countries	6	31	19%	46	13%	6	4%

Q8I	Other (please, specify):	1	31	3%	46	2%	1	1%
	Total valid		31		46		139	100%

Other mean to attract foreign investors was defined as personal contact.

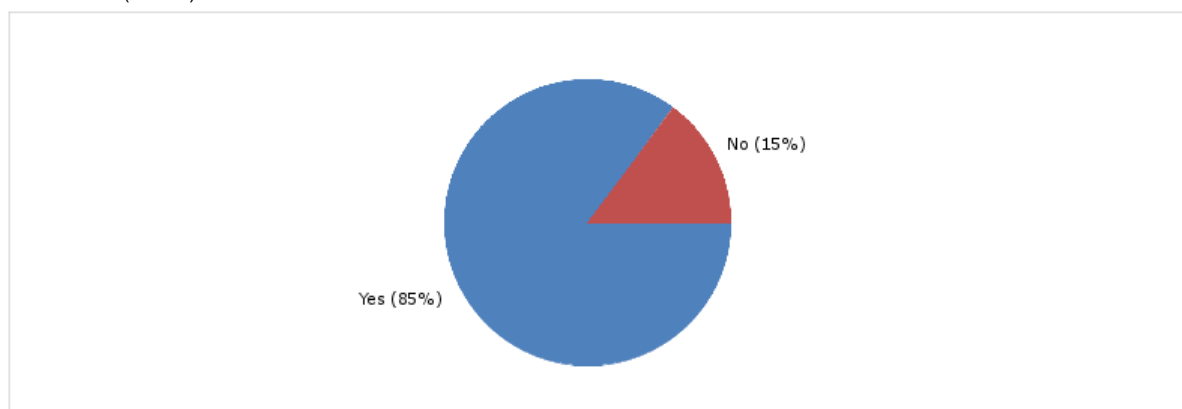
Q8 (Other (please, specify):)				
Answers	Frequency	Percent	Valid	Cumulative
osobnim kontaktom	1	2%	100%	100%
Valid	1	2%	100%	

c) Own identification of training needs

FDI advisors were asked if they would be interested in taking part in the modules in which their knowledge, skills and competences are not excellent at the moment.

39 (85%) expressed interest in further education, 7 (15%) have no interest in it.

If there was a modular programme for foreign investors advisors, would you be interested in taking part in the modules in which your knowledge, skills and competences are not excellent at the moment? (n = 46)



Two respondents revealed the reasons why they are not interested: lack of time and limitation of company's services to real estate matters.

Why not? (please specify)				
Answers	Frequency	Percent	Valid	Cumulative
ne	1	2%	33%	33%
no time	1	2%	33%	67%
if we provided relocation services it would be of interest. we only advise on real estate matters.	1	2%	33%	100%

Valid	3	6%	100%	
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Respondents expressed most interest in module about Possibilities for funds raising (32 (82%) of them).

29 (74%) of them would participate in modules Attracting foreign investor's attention and Counselling skills.

28 (72%) of them would participate in module Real estate investments.

27 (69%) of them would participate in module Labour market offer and employment conditions.

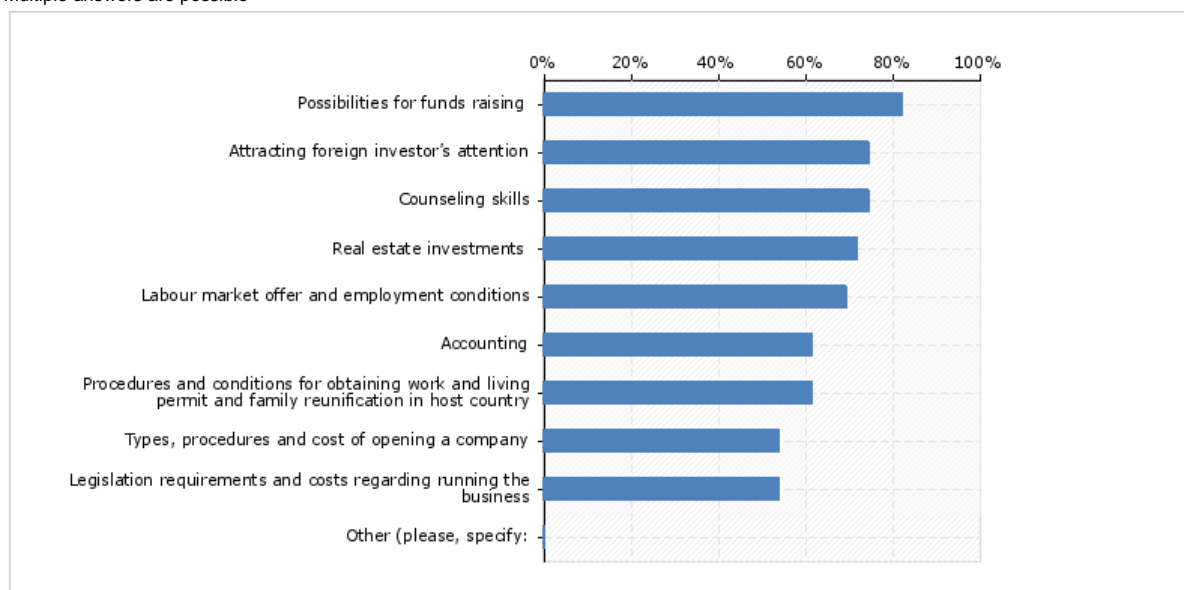
24 (62%) of them would participate in modules Procedures and conditions for obtaining work and living permit and family reunification in host country and Accounting.

21 (54%) of them would participate in modules Legislation requirements and costs regarding running the business and Types, procedures and cost of opening a company.

Q12	Which modules would you be interested in?							
	Subquestion	Units					Counts	
		Frequency	Valid	% - Valid		% -	Frequency	%
Q12a	Types, procedures and cost of opening a company	21	39	54%	46	46%	21	9%
Q12b	Legislation requirements and costs regarding running the business	21	39	54%	46	46%	21	9%
Q12c	Accounting	24	39	62%	46	52%	24	10%
Q12d	Real estate investments	28	39	72%	46	61%	28	12%
Q12e	Labour market offer and employment conditions	27	39	69%	46	59%	27	11%
Q12f	Procedures and conditions for obtaining work and living permit and family reunification in host country	24	39	62%	46	52%	24	10%
Q12g	Possibilities for funds raising	32	39	82%	46	70%	32	14%
Q12h	Attracting foreign investor's attention	29	39	74%	46	63%	29	12%
Q12i	Counseling skills	29	39	74%	46	63%	29	12%
Q12j	Other (please, specify:	0	39	0%	46	0%	0	0%
	Total valid		39		46		235	100%

Which modules would you be interested in? (n = 39)

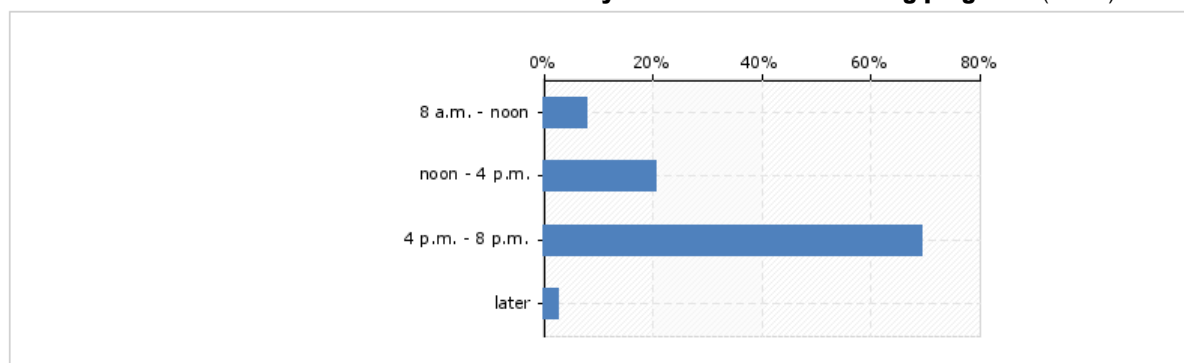
Multiple answers are possible



For 27 (55%) of the respondents the most convenient time to attend such a training program would be between 4 and 8 p.m.

8 (17%) would prefer noon to 4 p.m., 3 (76%) among 8 am to noon and 1 (2%) later than 8 p.m..

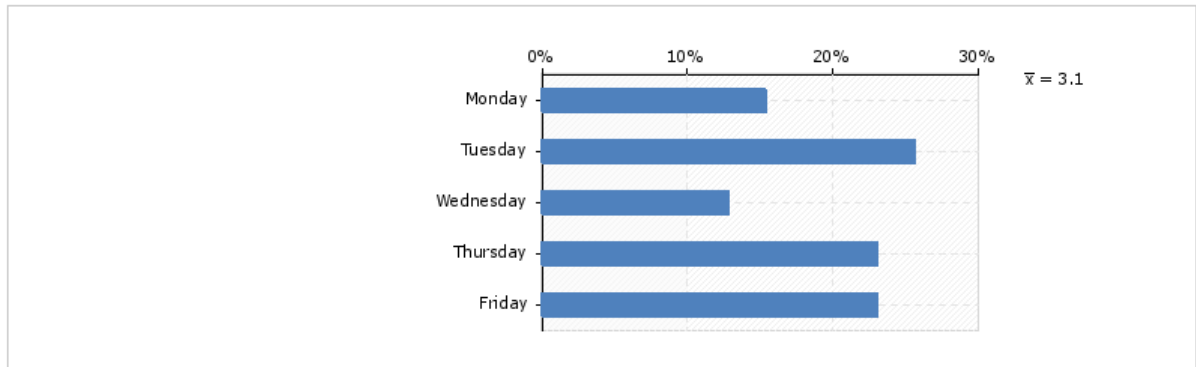
Please select the most convenient time for you to attend such training program. (n = 39)



Selection of the most desirable day of the training was very diverse.

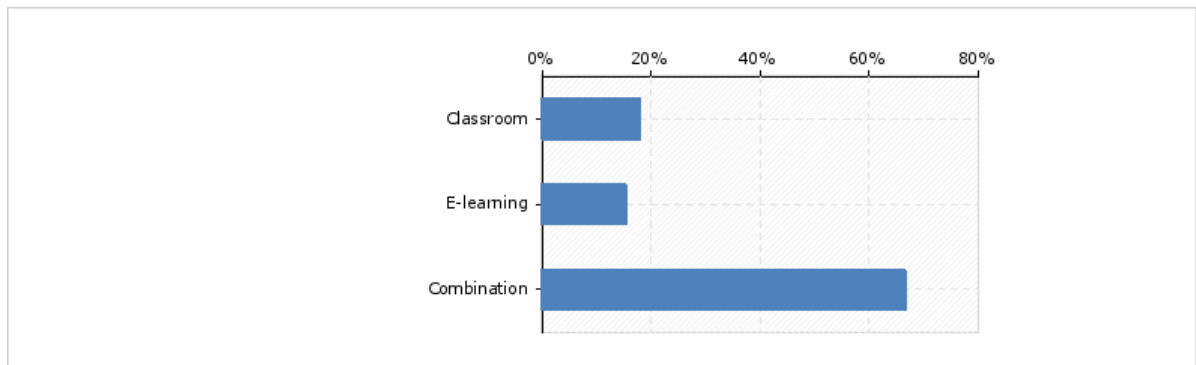
10 (22%) would prefer Tuesdays. 9 (20%) Thursday and Friday, 6 (13%) Monday and 5 (11%) Wednesday.

Please select the most desirable day for you to attend such training program. (n = 39)



26 (57)% of the survey participants think that the most effective method of training would be blended learning, 7 (15%) would prefer classroom and 6 (13%) e-learning.

Which method of training do you feel would be most effective? (n = 39)



6. Analysis

6.1. Comparing results with hypothesis

Initial hypothesis was that:

a) Foreign direct investors are searching for **information and support that are scattered among different professions and different consulting companies** (accountants, tax advisers, lawyers, financiers, real estate agents, public administrators, managers...).

b) **Information that investors are searching for can be divided in the following areas:**

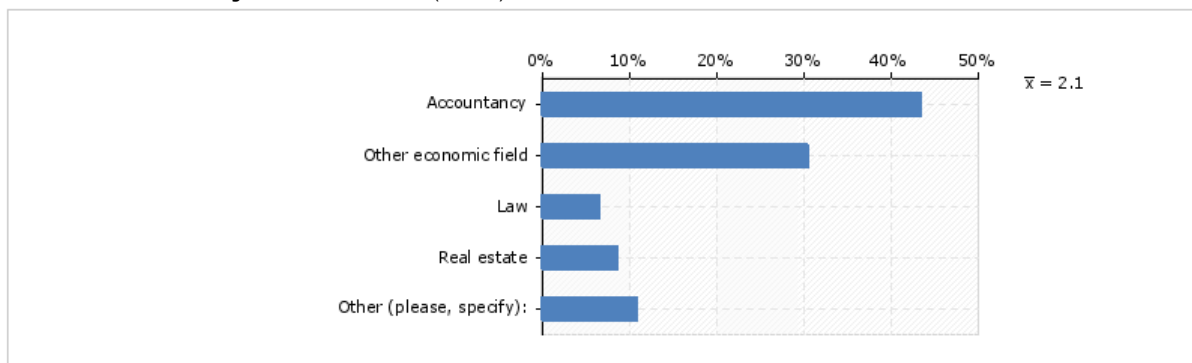
- Taxes when starting business
- Taxes when running business
- Possibilities for funds raising (from state, different EU funds)
- Costs relating to company establishment
- Costs related to operating s company
- Types and procedures of opening a company
- Procedure of obtaining a work permit
- Legislation in specific businesses
- Legislation in operating a company
- Banks and monetary system
- Possibilities to obtain loans
- Buying an existing business
- Real estate situation
- Labour market offer

Analysis of the gathered data from foreign investors and FDI advisors showed that:

a) Investors search and receive the needed information from different organizations: accountancy firms, law firms, governmental organizations, real estate firms, Embassies, banks, Chambers of commerce and other resources.

FDI advisors are coming from different field of expertise: accountancy, other economic field, real estate...

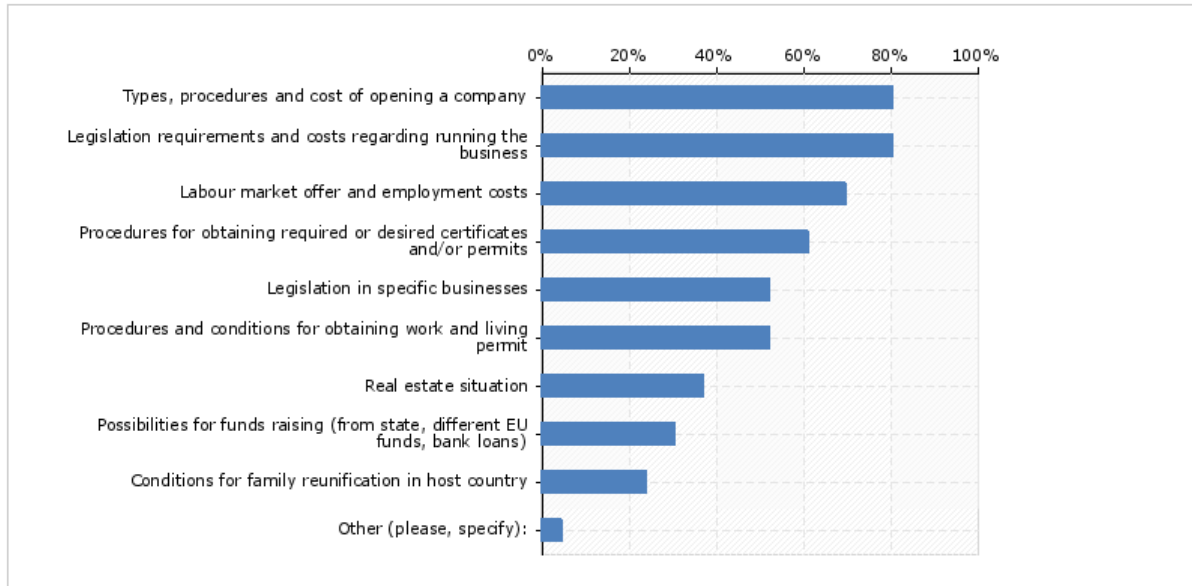
From which area is your education? (n = 46)



Their knowledge, skills and competences are limited to specific fields, not even one responded is currently providing information in all relevant areas.

What kind of information do you personally provide them? Information on: (n = 46)

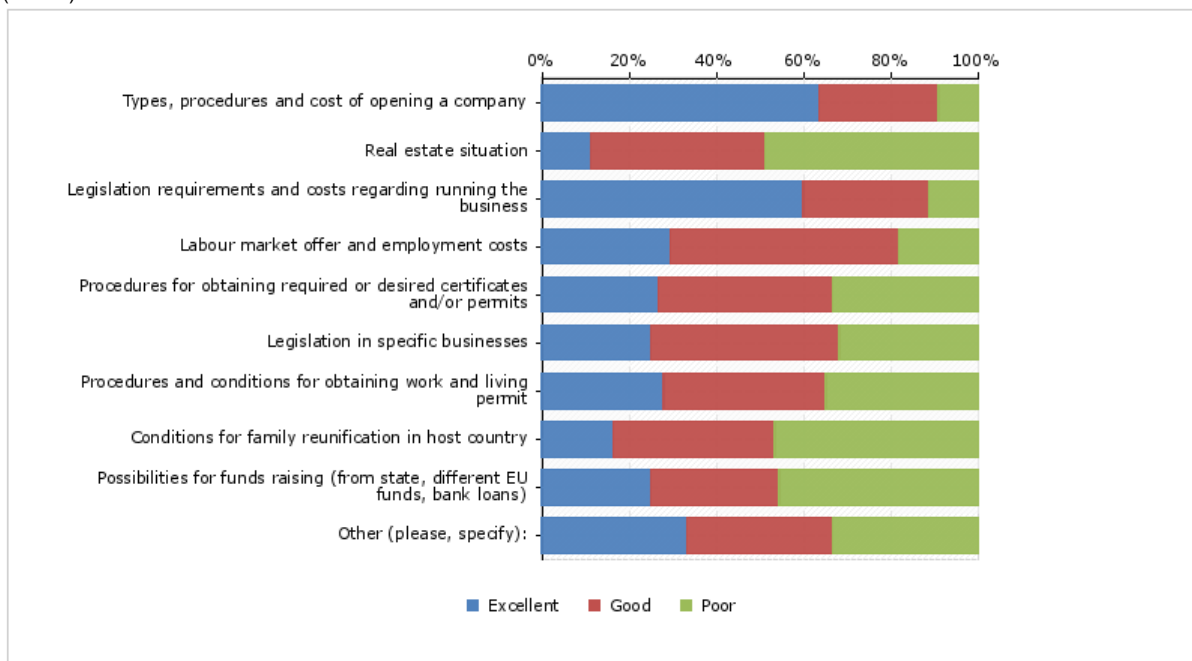
Multiple answers are possible



Their knowledge, skills and competences are excellent only on specific areas:

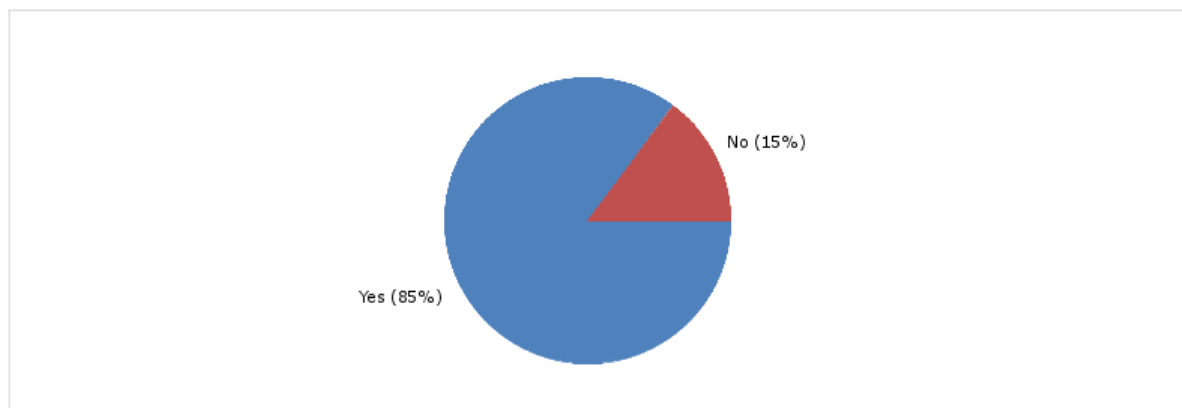
Please, evaluate the level of your knowledge, skills and competences in providing information about:

(n = 45)



Most of them (85%) feel the need for further education:

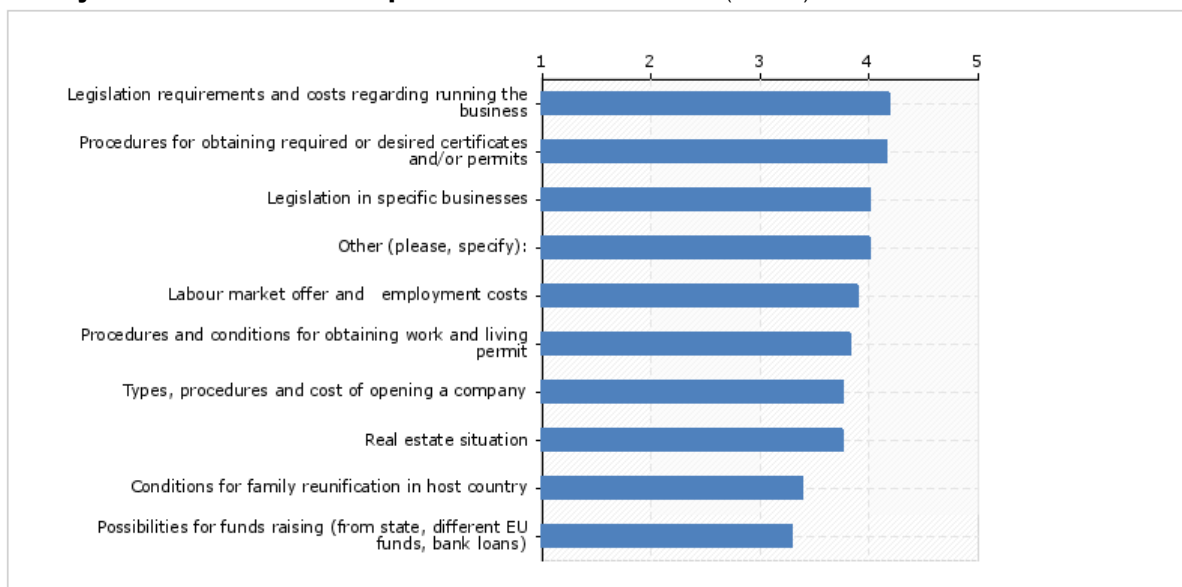
If there was a modular programme for foreign investors advisors, would you be interested in taking part in the modules in which your knowledge, skills and competences are not excellent at the moment? (n = 46)



Conclusion: hypothesis a) was confirmed with the survey.

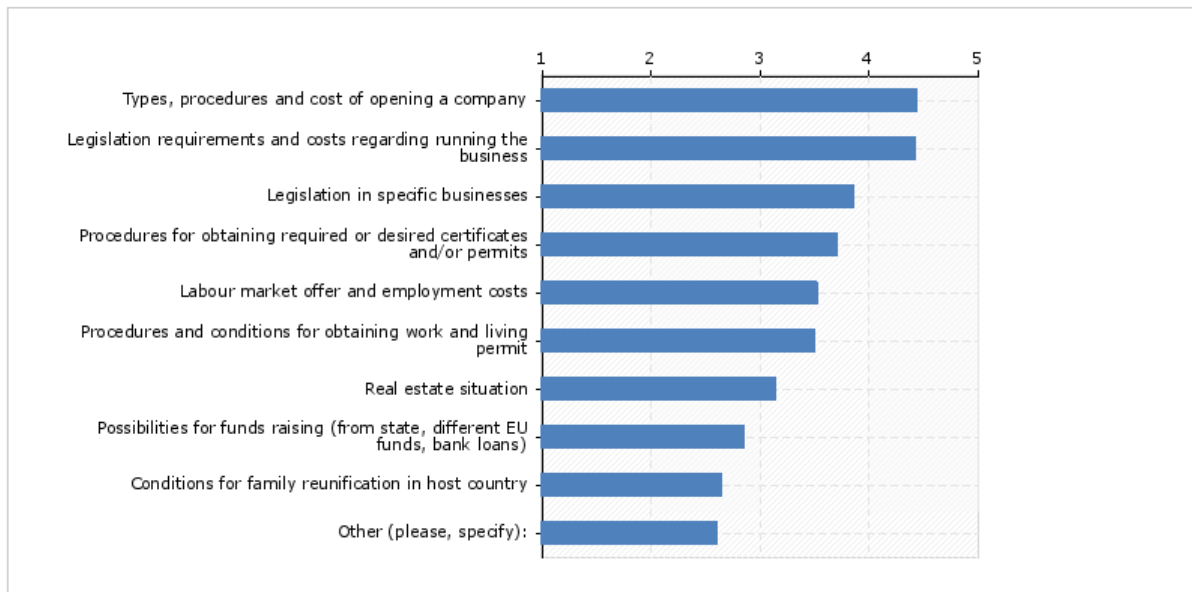
b) Investors confirmed in the hypothesis foreseen areas of information that they need when deciding for investment.

When deciding on where to invest, what types of information did you need about the potential host country? Please evaluate how important was information on: (n = 123)



The same areas were confirmed also on the basis of FDI advisors:

Based on your experiences... what types of information do foreign investors search for? Please evaluate the frequency of the specific information on the scale from 1 to 5. (n = 46)

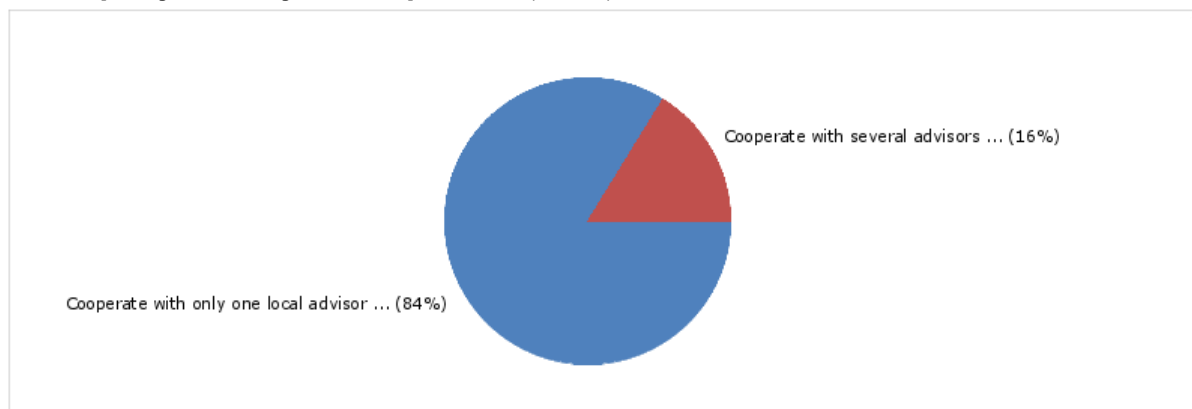


Conclusion: hypothesis b) was confirmed with the survey.

6.2. FDI advisors' training needs identification

As foreign investors confirmed there is a need for experts who are capable of offering relevant information from different fields.

Please specify whether you would prefer to: (n = 123)



Training programme for FDI advisors should include the following modules:

- Types, procedures and cost of opening a company
- Legislation requirements and costs regarding running the business
- Accounting
- Real estate investments
- Labour market offer and employment conditions

- Procedures and conditions for obtaining work and living permit and family reunification in host country
- Possibilities for funds raising
- Attracting foreign investor's attention
- Counselling skills

Counselling skills module should focus on the following skills, exposed as the most relevant by survey participants:

- Accurately attend to/understand ideas which are exchanged (61%)
- Consider customers point of view when making decisions (52%)
- Generate alternative solutions to problems and challenges (47%)
- Active listening (39%)
- Ability to summarize main (important) facts (matters) and Understanding culture of the country foreign investor is coming from (35%)

Other modules should include all the relevant information from the selected fields and pay special attention to the most frequent questions, that were exposed by the survey participants.

When asked to describe the most common two question they receive in the field in which they evaluated their knowledge as excellent they stated:

You've evaluated your knowledge in one or more area as excellent. Please specify two the most common foreign investors' questions in this area (s).

Click and write
which funds are available for foreigners
procedures for incorporation of cyprus company
troškovi plaće
available workers
payroll costs
posupak i tjajanje otvaranja firme
labour costs
price and additional costs
costs of running a business
cost
vrste, postupak i troškovi otvaranja tvrtke
how much does running a company cost?
cost and rules for running a company
dukat d.d.
financial incentives for opening and operating a foreign business in slo
koliki je vremenski period potreban za osnivanje trgovačkog društva

are there public tenders?
subvencije za poslodavce
openning the company
employment costs
what are the costs for opening a company?
tax related
costs for operating a business
types, procedures and cost of opening a company
najmanja moguća plaća
Click and write
cost of running a business and workers
which type of company is for me
available workers
propisi i potrebne dozvole u specifičnim djelatnostima
zvečevo d.d.
stanje na tržištu rada i troškovi zaposlenih
koje sve dozvole treba ishodovati za početak poslovanja i koje sve radnje treba poduzeti za zadovoljavanje osnovnih zakonskih propisa za početak poslovanja
razni zakoni vezane uz djelatnost koju će investitor obavljati
legislation
bank accounts
how soon can a company be incorporated?
how to obtain specific permits
salary costs (taxes, contributions)
running business costs
real estate situation
costs involved
buying real estate
how long it takes to obtain the vat number
locations/schools
how long does it take?
potrebne dozvole
how to receive them
how to get working permit

Structuring the answers we can see that most common information that advisors provide at the moment are from the following areas:

- types, procedures and cost of opening a company (9 answers).
- costs for operating a business (8 answers).
- employment costs (8 answers).
- specific permits (5 answers).

openning the company	1
posupak i tjajanje otvaranja firme	2
price and additional costs	3
types, procedures and cost of opening a company	4
vrste, postupak i troškovi otvaranja tvrtke	5
what are the costs for opening a company?	6
koliki je vremenski period potreban za osnivanje trgovačkog društva	7
how long does it take?	8
which type of company is for me	9

running business costs	1
cost	2
cost and rules for running a company	3
cost of running a business and workers	4
costs for operating a business	5
costs involved	6
costs of running a business	7
how much does running a company cost?	8

cost of running a business and workers	1
employment costs	2
labour costs	3
najmanja moguća plaća	4
payroll costs	5
salary costs (taxes, contributions)	6
troškovi plaće	7
stanje na tržištu rada i troškovi zaposlenih	8

how to obtain specific permits	1
how to receive them	2
koje sve dozvole treba ishodovati za početak poslovanja i koje sve radnje treba poduzeti za zadovoljavanje osnovnih zakonskih propisa za početak poslovanja	3
potrebne dozvole	4

propisi i potrebne dozvole u specifičnim djelatnostima	5
subvencije za poslodavce	1
which funds are available for foreigners	2
financial incentives for opening and operating a foreign business in slo	3
are there public tenders?	4
available workers	1
available workers	2
stanje na tržištu rada i troškovi zaposlenih	3
buying real estate	1
real estate situation	2
how soon can a company be incorporated?	1
procedures for incorporation of cyprus company	2
legislation	1
razni zakoni vezane uz djelatnost koju će investitor obavljati	2
locations/schools	1
tax related	1
bank accounts	1
how long it takes to obtain the vat number	1
how to get working permit	1

When asked to describe the most common two question they receive in the field in which they evaluated their knowledge as poor they stated:

You've evaluated your knowledge in one or more area as poor. Please specify two the most common foreign investors' questions that you were not able to answer from this area(s).

Click and write
relocatin from syria
are there any certificates needed in their business
legislation and rules in their business here
can national from non eu country open a business, buy real estate

troškovi poslovnih prostora
potražnja za slobodnim poslovnim prostorima (da li za skladište ili za obavljanje djelatnosti koju će obnašati)
possibilities to obtain subvention for opening a nusiness
cijena nekretnina kupnj
eu funding
working permit
trends in real estate
value for money in real estate
cijena nekretnina
how to obtain eu or national funds
industry sepcific info
living permits for family
Click and write
conditions for family
building permit delays
how to get needed permits for their business
what are the procedures, how long does it take
u kojoj banci otvoriti račun za poslovanje, radi eventualnih boljih uvjeta kreditiranja tijekom vremena
how long does it take to obtain permits for family
do i need any permits for my business
how to obtain loan
uvjeti kreditiranja
required perimitions
cijena najma nekretnina
family unification
educational options for children

Structuring the answers we can see that most common information that advisors are asked, but can't provide at the moment are from the following areas:

- real estate situation and investments possibilities (9 anwsers)
- legislation and rules in their business here (7 anwsers)
- family relocation (6 anwsers)
- EU or national funds for foreign investors (5 anwsers)

troškovi poslovnih prostora	1
-----------------------------	---

potražnja za slobodnim poslovnim prostorima (da li za skladište ili za obavljanje djelatnosti koju će obnašati)	2
cijena nekretnina kupnj	3
trends in real estate	4
value for money in real estate	5
cijena nekretnina	6
building permit delays	7
cijena najma nekretnina	8
can national from non eu country open a business, buy real estate	9

do i need any permits for my business	1
how to get needed permits for their business	2
are there any certificates needed in their business	3
legislation and rules in their business here	4
industry sepcific info	5
required permitions	6
can national from non eu country open a business, buy real estate	7

living permits for family	1
conditions for family	2
relocatin from syria	3
how long does it take to obtain permits for family	4
family unification	5
educational options for children	6

possibilities to obtain subvention for opening a business	1
eu funding	2
how to obtain eu or national funds	3
how to obtain loan	4
uvjeti kreditiranja	5

working permit	1
----------------	---

what are the procedures, how long does it take	1
--	---

u kojoj banci otvoriti račun za poslovanje, radi eventualnih boljih uvjeta kreditiranja tijekom vremena

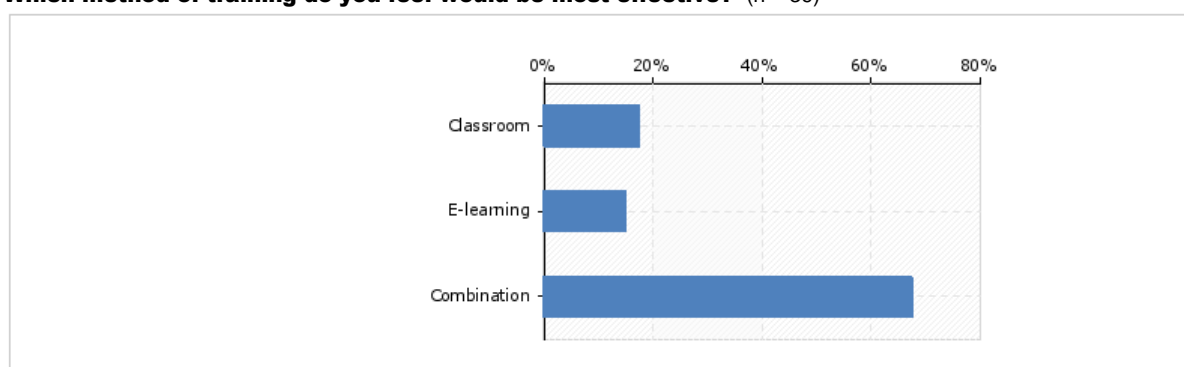
1

All of the highlighted areas have to be included in the training programme.

6.3. Findings regarding implementation of FDI advisors training

Training programme should be implemented as blended learning...

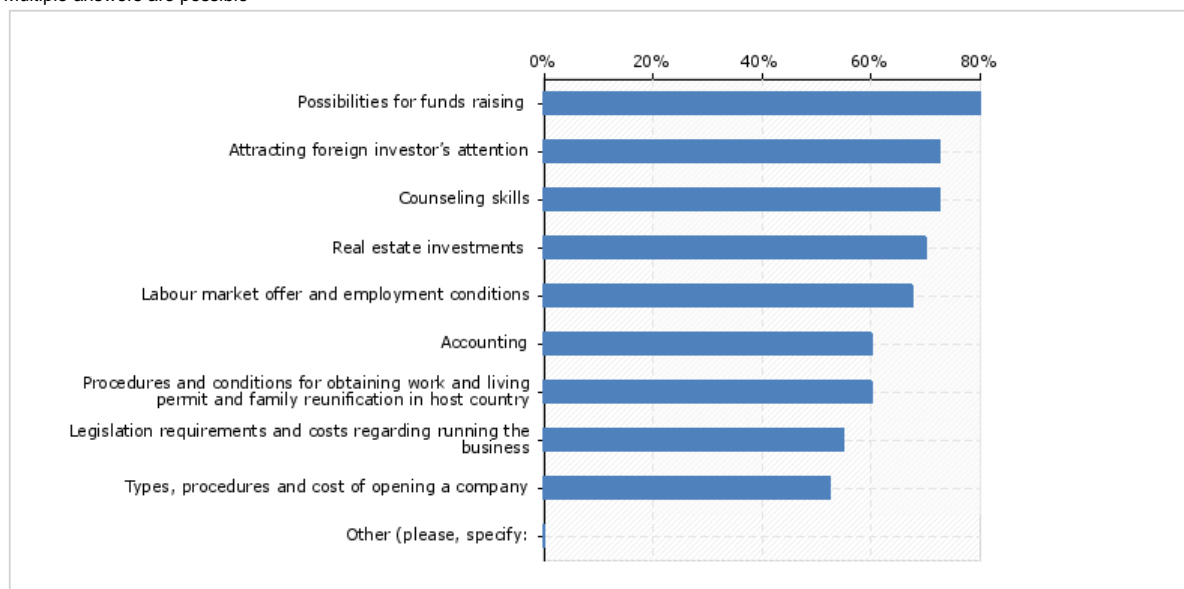
Which method of training do you feel would be most effective? (n = 39)



... and should enable participants to take part only in modules they feel the need for.

Which modules would you be interested in? (n = 39)

Multiple answers are possible



In order to measure the desired outcomes of the training programme evaluation has to be done. It should include measurement of:

- time it takes to ensure all information investors need,

- foreign investors satisfaction with the received support,
 - level of foreign investments,
 - level of income of the company, they work for,
 - number of new jobs in business, opened by foreign investors,
- before and after implementation of the training.

7. Conclusion

Detailed training needs analysis confirmed the initial hypothesis and enabled broader overview and understanding of foreign investors' and their advisors needs.

There is a **gap between knowledge, skills and competences of FDI advisors and investors' needs** and expectations:

- a) Obtaining all relevant information takes too long

Performed analysis showed that investors need more than one month to gather all information relevant for their decision on placing the investment (see page 16).

- b) Quality of received information is relatively low

Analysis showed that when investor receive the needed information, they are not more than 60% satisfied with the information received (see page 17-18).

- c) Foreign investors prefer one advisor with all relevant information over working with several advisors from different fields (and companies / organizations)

Foreign investors' survey showed that there is a need for experts capable of offering relevant information from different fields. When searching for required information, foreign investors spend approximatively more than three months and contact two to five sources. They would rather contact one person who can provide them with all needed information. (page 18.)

- d) Current highly educated FDI advisors even with relevant experience do not have all the relevant knowledge, skills and competences

The answers from participants in FDI advisor survey showed that, most of them had at least three (or more) years of experience (see page 11). Most of them have more than secondary level education (see pages 10 - 11).

But still they do not have all the relevant knowledge, skills and competences. Survey results shows that participants who work with foreign investors evaluated their knowledge, skills and competences as high only in specific areas. None of them evaluated his or her knowledge as excellent in all relevant areas. Most of them are weak in real estate investments, conditions for family reunification in host country, legislation in specific businesses, possibilities for funds raising, procedures for obtaining required or desired certificates and/or permits, procedures and conditions for obtaining work and living permit; and labour market offer and employment costs (see pages 22 - 23).⁴

“Boost EU – FDI advisor” project will **eliminate this gap**:

- a) Foreseen training programme will cover all relevant areas

⁴ This is in line with the fact, that 73% of the respondents had education from accountancy or other economic field (see page 11) and the fact, that 50% foreign investors obtained the information from accountancy firms (see page 15).

FDI advisers' questionnaire showed that all foreseen areas of training are complete and relevant. Among all respondents, only 11% of FDI advisers acknowledge that they provide other information beside one's constituting training materials (see page 22). Examining their interest in following modules for training FDI advisers, 85% of advisers responded that they are interested in all modules listed, with 0% of those who would like to follow other modules (see page 27).

- b) Training programme will target highly educated (at least level 4) and/or experienced adults and ensure improvement of quality of information on one spot

Based on gathered data and answers, it can be concluded that our target group should consist of people with working experience who will upgrade and improve their existing knowledge, as well as implement their experience (gained while working with foreign investors) and newly learned and adopted knowledge in their further business activities.

- c) Pilot implementation of the training programme will be as blended learning

There was no consensus on the most appropriate day for training among the survey FDI advisers (see pages 28 – 29). Some of them would prefer classroom training, some e-learning, but the majority finds blended learning as the most effective way of upgrading their knowledge, skills and competences (see page 29).

- d) Training programme will decrease the time to offer all relevant information to foreign investors

“Boost EU – FDI advisor“ project results will answer the need of investors for accurate, precise and complete information “at the right time” as proposed project will provide FDI advisers one-stop-shop on countries' specific investment knowledge that would extremely lessen the time of getting quality information.

Having this in mind, **FDI project will ensure comprehensive program for FDI advisers** that will enhance knowledge and skills of both FDI trainers and learners as future FDI advisers.

Overall, this project supports the identified needs for the necessary knowledge and skills in the field of foreign direct investment as a confirmation for delivering complete program in the area of vocational education and training.

It will contribute to:

- **Decreasing the time it takes to ensure all information** investors need,
- **Improving foreign investors satisfaction** with the received support,

And consequently to:

- **Increase of foreign investments,**
- **Higher income** of the company FDI advisers work for,
- **Development of new jobs** in business, opened by foreign investors.

8. Annexes

8.1. Annex 1: Investors questionnaire



Project leader: Replika, napredne rešitve, d.o.o., Tržaška cesta 42, SI – 1000 Ljubljana
Project partners: B2, visoka šola za poslovne vede, zavod, Tržaška cesta 42, SI – 1000 Ljubljana
G.G. Eurosuccess Consulting Limited, Stavrou Avenue 56, Karyatides Business Center, Block A2 – Office 205,
Strovolos, CY – 2035 Nicosia
Magnet društvo s ograničenom odgovornošću za usluge, trgovinu, zastupanje i turističku agenciju, Ulica Andrije
Štangera 19, HR – 51410 Opatija
Visoka poslovna škola PAR, Trg Riječke rezolucije 4, HR – 51000 Rijeka

Investors - questionnaire

Please take a few moments and complete this survey by clicking on Next page.

Q1 – Which country are you investing in?

- ☐ Croatia
- ☐ Cyprus
- ☐ Slovenia
- ☐ Other (please, specify)

Q2 - What was the main reason for your decision to invest in it?

More options can be chosen.

- ☐ Opening a new company
- ☐ Business opportunities
- ☐ Skilled workforce
- ☐ Opportunities to invest in real estate (buying, renting real estate)
- ☐ Good geo strategic location
- ☐ EU membership
- ☐ Quality of life
- ☐ Other (please, specify)

Q3 - What is the type of your investment?

- ☐ Development of new business
- ☐ Expanding an existing business

Q4 - What was the amount of your investment? (optional)

- ☐ Less than 50.000EUR
- ☐ 50.000 – 100.000 EUR
- ☐ 100.001 – 300.000 EUR
- ☐ 300.001 – 500.000 EU
- ☐ 500.001 – 1.000.000 EUR
- ☐ More than 1.000.000 EUR

Q5 - If we go a little back in time, in the period before your decision was made... Where did you receive information about the country, that made you interested in investing there?

- ☐ Government sites for foreigners from host country
- ☐ Consulting companies' sites from host country
- ☐ Consulting companies 'sites from home country
- ☐ Business clubs and associations
- ☐ Acquaintance with good investment experience there
- ☐ Forums
- ☐ Social media
- ☐ Advertisement
- ☐ All together combined
- ☐ Other:

Q6 - When deciding on where to invest, what types of information did you need about the potential host country? Please evaluate how important was information on:

	not relevant at all	not relevant	relevant	very relevant	crucial
Types, procedures and cost of opening a company	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Real estate situation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Legislation requirements and costs regarding running the business	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Labour market offer and employment costs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Procedures for obtaining required or desired certificates and/or permits	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Legislation in specific businesses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Procedures and conditions for obtaining work and living permit	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Conditions for family reunification in host country	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Possibilities for fundraising (from state, different EU funds, bank loans)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (please, specify):	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q7 - How did you obtain the needed information?(please select the most relevant source of information)

- ☐ Webpages
- ☐ I received requested information via email
- ☐ Phone consultation
- ☐ I received paper advertisement booklets and prospects
- ☐ Other (please, specify):

Q8 - From whom did you receive the needed information?(please select the most relevant answer)

- ☐ Governmental organizations in host country
- ☐ Accountancy firms in host country
- ☐ Law firms in host country
- ☐ Real estate firms in host country
- ☐ Banks in host country
- ☐ Embassy from home country
- ☐ Chamber of commerce from home country
- ☐ Other (please, specify):

Q9 - How many sources of information did you check before finding the information you trust?

- ☐ 1 source
- ☐ 2 - 4 sources
- ☐ 5 or more sources

Q10 - How long did it take to get all the information you needed to make an investment decision?

- ☐ Less than 1 month
- ☐ 1 – 3months
- ☐ More than3 months

Q11 - Which source of information do you trust most?

- ☐ Governmental organizations
- ☐ Accountancy firms
- ☐ Law firms
- ☐ Real estate firms
- ☐ Banks
- ☐ Acquaintances with good experiences in investing host country
- ☐ Other (please, specify):

Q12 - When you found (received) information about specific topic, were you satisfied with it? Did you get the answers to your questions? Please select the most relevant answer for information on:

	Yes	Partially	No	Not relevant
Types, procedures and cost of opening a company	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	Yes	Partially	No	Not relevant
Real estate situation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Legislation requirements and costs regarding running the business	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Labour market offer and employment costs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Legislation in specific businesses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Procedures and conditions for obtaining work and living permit	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Conditions for family reunification in host country	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Possibilities for funds raising (from state, different EU funds, bank loans)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (please, specify):	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q13 - In which language would you like to have this information?

- ☐ English
☐ German
☐ Russian
☐ French
☐ Greek
☐ Other (please, specify):

Q14 - Please specify whether you would prefer to:

- ☐ Cooperate with only one local advisor to get all the needed support regarding business environment in host country
☐ Cooperate with several advisors different fields of expertise

Q15 - Do you have any suggestions and recommendations on what we should pay attention when developing the training programme for foreign investors advisors? (optional)

Q16 - Which country are you coming from?

Q17 - Are you representing...

- ☐ legal entity
☐ individual (natural person)

Q18 - If you are interested in the results of the survey, please enter your e-mail address and we will make sure that you receive them.

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8.2. Annex 2: FDI advisors questionnaire



Project leader: Replika, napredne rešitve, d.o.o., Tržaška cesta 42, SI – 1000 Ljubljana
Project partners: B2, visoka šola za poslovne vede, zavod, Tržaška cesta 42, SI – 1000 Ljubljana
G.G. Eurosuccess Consulting Limited, Stavrou Avenue 56, Karyatides Business Center, Block A2 – Office 205,
Strovolos, CY – 2035 Nicosia
Magnet društvo s ograničenom odgovornošću za usluge, trgovinu, zastupanje i turističku agenciju, Ulica Andrije
Štangera 19, HR – 51410 Opatija
Visoka poslovna škola PAR, Trg Riječke rezolucije 4, HR – 51000 Rijeka

OI 1

DETAILED ANALYSIS OF THE FDI ADVISORS' TRAINING NEEDS

Questionnaire Advisors

The first set of questions is about your current experiences. It includes 6 - 8 questions (depends on your responses). Please take a few moments and complete this survey by clicking on Next page.

BLOCK (1)

Q1 - Based on your experiences... what types of information do foreign investors search for? Please evaluate the frequency of the specific information on the scale from 1 to 5.

	Not at all	Every now and then	Often	Very often	Always
Types, procedures and cost of opening a company	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Real estate situation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Legislation requirements and costs regarding running the business	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Labour market offer and employment costs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Procedures for obtaining required or desired certificates and/or permits	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Legislation in specific businesses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Procedures and conditions for obtaining work and living permit	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Conditions for family reunification in host country	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Possibilities for fundraising (from state, different EU funds, bank loans)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (please, specify):	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

BLOCK (1)

Q2 - What kind of information do you personally provide them? Information on:

Multiple answers are possible

- ☐ Types, procedures and cost of opening a company
- ☐ Real estate situation
- ☐ Legislation requirements and costs regarding running the business
- ☐ Labour market offer and employment costs
- ☐ Procedures for obtaining required or desired certificates and/or permits
- ☐ Legislation in specific businesses
- ☐ Procedures and conditions for obtaining work and living permit
- ☐ Conditions for family reunification in host country
- ☐ Possibilities for fundraising (from state, different EU funds, bank loans)
- ☐ Other (please, specify):

BLOCK (1)

Q3 - Please, evaluate the level of your knowledge, skills and competences in providing information about:

	Poor	Good	Excellent
Types, procedures and cost of opening a company	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Real estate situation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Legislation requirements and costs regarding running the business	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Labour market offer and employment costs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Procedures for obtaining required or desired certificates and/or permits	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Legislation in specific businesses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Procedures and conditions for obtaining work and living permit	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Conditions for family reunification in host country	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Possibilities for fundraising (from state, different EU funds, bank loans)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (please, specify):	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

BLOCK (1)

IF (2) Q3a = [3] or Q3b = [3] or Q3c = [3] or Q3d = [3] or Q3e = [3] or Q3f = [3] or Q3g = [3] or Q3h = [3] or Q3i = [3] or Q3j = [3]

Q4 - You've evaluated your knowledge in one or more area as excellent. Please specify two the most common foreign investors' questions in this area (s).

--	--

BLOCK (1)

IF (2) Q3a = [3] or Q3b = [3] or Q3c = [3] or Q3d = [3] or Q3e = [3] or Q3f = [3] or Q3g = [3] or Q3h = [3] or Q3i = [3] or Q3j = [3]

IF (3) Q3a = [1] or Q3b = [1] or Q3c = [1] or Q3d = [1] or Q3e = [1] or Q3f = [1] or Q3g = [1] or Q3h = [1] or Q3i = [1] or Q3j = [1]

Q5 - You've evaluated your knowledge in one or more area as poor. Please specify two the most common foreign investors' questions that you were not able to answer from this area(s).

--	--

BLOCK (1)

IF (2) Q3a = [3] or Q3b = [3] or Q3c = [3] or Q3d = [3] or Q3e = [3] or Q3f = [3] or Q3g = [3] or Q3h = [3] or Q3i = [3] or Q3j = [3]

IF (3) Q3a = [1] or Q3b = [1] or Q3c = [1] or Q3d = [1] or Q3e = [1] or Q3f = [1] or Q3g = [1]

= [1] or Q3h = [1] or Q3i = [1] or Q3j = [1]

Q6 - What do you do when you do not know the answer the foreign investor is searching for?

Multiple answers are possible

- ☐ Ask a colleague in my company
- ☐ Ask a partner organization
- ☐ Hire an external expert
- ☐ Other (please, specify):

BLOCK (1)

IF (2) Q3a = [3] or Q3b = [3] or Q3c = [3] or Q3d = [3] or Q3e = [3] or Q3f = [3] or Q3g = [3] or Q3h = [3] or Q3i = [3] or Q3j = [3]

IF (3) Q3a = [1] or Q3b = [1] or Q3c = [1] or Q3d = [1] or Q3e = [1] or Q3f = [1] or Q3g = [1] or Q3h = [1] or Q3i = [1] or Q3j = [1]

Q7 - Please rate the importance of other skills for providing efficient support to foreign investors. Use the scale 1 to 5, where 1= not important at all and 5 = very important.

	1	2	3	4	5
Foreign language	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accurately attend to/understand ideas which are exchanged	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Deliver influential presentations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to explain difficult matters with simple words	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to summarize main (important) facts (matters)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Active listening	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Network with others across organizational boundaries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Consider customers point of view when making decisions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Select the appropriate techniques for analysis	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Generate alternative solutions to problems and challenges	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Understanding culture of the country foreign investor is coming from	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (please, specify):	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

BLOCK (1)

IF (2) Q3a = [3] or Q3b = [3] or Q3c = [3] or Q3d = [3] or Q3e = [3] or Q3f = [3] or Q3g = [3] or Q3h = [3] or Q3i = [3] or Q3j = [3]

IF (3) Q3a = [1] or Q3b = [1] or Q3c = [1] or Q3d = [1] or Q3e = [1] or Q3f = [1] or Q3g = [1] or Q3h = [1] or Q3i = [1] or Q3j = [1]

Q8 - How do you attract foreign investors? Through:

Multiple answers are possible

- ☐ Companies' web pages
- ☐ Emails to potential investors
- ☐ Social media (FB, LinkedIn, twitter...)
- ☐ Google advertisement
- ☐ Advertisement in other media
- ☐ Through current client's recommendations
- ☐ Presentation on relevant events
- ☐ Co-operation with governmental organizations in home country
- ☐ Co-operation with agents in home country
- ☐ Co-operation with governmental in investors' countries
- ☐ Co-operation with agents in investors' countries
- ☐ Other (please, specify):

Q9 - The second set of 2 to 5 questions is about practical aspects of the future training programme for foreign investors' advisors.

Q10 - If there was a modular programme for foreign investors advisors, would you be interested in taking part in the modules in which your knowledge, skills and competences are not excellent at the moment?

- ☐ Yes
- ☐ No

IF (4) Q10 = [2]

Q11 - Why not? (please specify)

IF (5) Q10 = [1]

Q12 - Which modules would you be interested in?

Multiple answers are possible

- ☐ Types, procedures and cost of opening a company
- ☐ Legislation requirements and costs regarding running the business
- ☐ Accounting
- ☐ Real estate investments
- ☐ Labour market offer and employment conditions
- ☐ Procedures and conditions for obtaining work and living permit and family reunification in host country
- ☐ Possibilities for funds raising
- ☐ Attracting foreign investor's attention
- ☐ Counseling skills

☐ Other (please, specify:

IF (6) Q10 = [1]

Q13 - Please select the most convenient time for you to attend such training program.

- ☐ 8 a.m. - noon
- ☐ noon - 4 p.m.
- ☐ 4 p.m. - 8 p.m.
- ☐ later

IF (7) Q10 = [1]

Q14 - Please select the most desirable day for you to attend such training program.

- ☐ Monday
- ☐ Tuesday
- ☐ Wednesday
- ☐ Thursday
- ☐ Friday

IF (7) Q10 = [1]

IF (8) Q10 = [1]

Q15 - Which method of training do you feel would be most effective?

- ☐ Classroom
- ☐ E-learning
- ☐ Combination

Q16 - Almost there... Only demographic questions left.

Q17 - Please indicate your gender.

- ☐ Female
- ☐ Male
- ☐ Other

Q18 - Please indicate your age.

- ☐ Under 20
- ☐ 21 – 30
- ☐ 31 - 40
- ☐ 41 - 50
- ☐ 51 - 60
- ☐ Over 60

Q19 - On which level of European qualification system is the highest qualification you obtained?

- ☐ Lower than level 4 (upper secondary general education, upper secondary technical and vocational education)
- ☐ Level 4
- ☐ Higher than level 4

Q20 - From which area is this qualification?

- ☐ Accountancy
- ☐ Other economic field
- ☐ Law
- ☐ Real estate
- ☐ Other (please, specify):

Q21 - For how long have you been fully or partially supporting foreign investors?

- ☐ Less than 1 year
- ☐ 1 – 2 years
- ☐ 3 – 5 years
- ☐ 6 – 10 years
- ☐ More than 10 years

Q22 - In which country are you currently working?

- ☐ Croatia
- ☐ Cyprus
- ☐ Slovenia

Q23 - Do you have any other suggestions on how to make the training programme best suited to the needs of existing and future foreign investors' advisors?

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Q24 - If you are interested in the results of the survey and/or participating in pilot implementation of the training programme, please enter your e-mail address. We will make sure that you receive all relevant information.

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8.3. Annex 3: Survey overview Croatia

8.3.1. Investors



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OI 1

TRAINING NEEDS ANALYSIS

Investors analysis – CROATIA - Summary

Q1	Which country are you investing in?(If you are investing in more than one, please share your experiences from the last country, you invested in.)				
	Answers	Frequency	Percent	Valid	Cumulative
	1 (Croatia)	32	100%	100%	100%
	2 (Cyprus)	0	0%	0%	100%
	3 (Slovenia)	0	0%	0%	100%
	4 (Other (please, specify))	0	0%	0%	100%
Valid	Valid	32	100%	100%	

Average	1.0	Std. deviation	0.0
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Q1_4_text	Q1 (Other (please, specify))				
	Answers	Frequency	Percent	Valid	Cumulative

Q2	What was the main reason for your decision to invest in it?							
	Subquestion	Units					Counts	
		Frequency	Valid	% - Valid		% -	Frequency	%

Q2a	Opening a new company	16	31	52%	32	50%	16	25%
Q2b	Business opportunities	12	31	39%	32	38%	12	19%
Q2c	Skilled workforce	4	31	13%	32	13%	4	6%
Q2d	Opportunities to invest in real estate (buying, renting real estate)	7	31	23%	32	22%	7	11%
Q2e	Good geo strategic location	10	31	32%	32	31%	10	16%
Q2f	EU membership	6	31	19%	32	19%	6	9%
Q2g	Quality of life	8	31	26%	32	25%	8	13%
Q2h	Other (please, specify)	1	31	3%	32	3%	1	2%
	Total valid		31		32		64	100%

Q2h_text	Q2 (Other (please, specify))				
	Answers	Frequency	Percent	Valid	Cumulative
	coming back home	1	3%	100%	100%
Valid	Valid	1	3%	100%	

Q3	What is the type of your investment?				
	Answers	Frequency	Percent	Valid	Cumulative
	1 (Development of new business)	17	53%	55%	55%
	2 (Expanding an existing business)	14	44%	45%	100%
Valid	Valid	31	97%	100%	

Average	1.5	Std. deviation	0.5
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Q4	What was the amount of your investment? (optional)				
	Answers	Frequency	Percent	Valid	Cumulative
	1 (Less than 50.000 EUR)	13	41%	41%	41%
	2 (50.000 – 100.000 EUR)	6	19%	19%	59%
	3 (100.001 – 300.000 EUR)	4	13%	13%	72%
	4 (300.001 – 500.000 EU)	1	3%	3%	75%
	5 (500.001 – 1.000.000 EUR)	2	6%	6%	81%
	6 (More than 1.000.000 EUR)	6	19%	19%	100%

Valid	Valid	32	100%	100%	
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Average	2.7	Std. deviation	2.0
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Q5	If we go a little back in time, in the period before your decision was made... Where did you receive information about the country, that made you interested in investing there?				
	Answers	Frequency	Percent	Valid	Cumulative
	1 (Government sites for foreigners from host country)	0	0%	0%	0%
	2 (Consulting companies' sites from host country)	1	3%	3%	3%
	3 (Consulting companies' sites from home country)	1	3%	3%	6%
	4 (Business clubs and associations)	2	6%	6%	13%
	5 (Acquaintance with good investment experience there)	3	9%	9%	22%
	6 (Forums)	1	3%	3%	25%
	7 (Social media)	3	9%	9%	34%
	8 (Advertisement)	1	3%	3%	38%
	9 (All together combined)	14	44%	44%	81%
	10 (Other:)	6	19%	19%	100%
Valid	Valid	32	100%	100%	

Average	7.8	Std. deviation	2.3
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Q5_10_text	Q5 (Other:)				
	Answers	Frequency	Percent	Valid	Cumulative
	personal reasons	1	3%	17%	17%
	born & living in the country	1	3%	17%	33%
	business opportunity	1	3%	17%	50%
	friends & family	1	3%	17%	67%
	sharing with my croatian wife	1	3%	17%	83%
	friends	1	3%	17%	100%
Valid	Valid	6	19%	100%	

Q6	When deciding on where to invest, what types of information did you need about the potential host country? Please evaluate how important was information on:					
	Subquestion	Answers	Valid	Units	Average	Std. deviation

		not relevant at all	not relevant	relevant	very relevant	crucial	Valid				
Q6a	Types, procedures and cost of opening a company	0 (0%)	0 (0%)	14 (45%)	8 (26%)	9 (29%)	31 (100%)	31	32	3.8	0.9
Q6b	Real estate situation	1 (3%)	2 (7%)	10 (33%)	9 (30%)	8 (27%)	30 (100%)	30	32	3.7	1.1
Q6c	Legislation requirements and costs regarding running the business	0 (0%)	1 (4%)	7 (25%)	5 (18%)	15 (54%)	28 (100%)	28	32	4.2	1.0
Q6d	Labour market offer and employment costs	0 (0%)	4 (14%)	4 (14%)	4 (14%)	16 (57%)	28 (100%)	28	32	4.1	1.1
Q6e	Procedures for obtaining required or desired certificates and/or permits	0 (0%)	2 (7%)	4 (14%)	9 (32%)	13 (46%)	28 (100%)	28	32	4.2	0.9
Q6f	Legislation in specific businesses	0 (0%)	1 (4%)	7 (25%)	7 (25%)	13 (46%)	28 (100%)	28	32	4.1	0.9
Q6g	Procedures and conditions for obtaining work and living permit	0 (0%)	4 (14%)	10 (36%)	5 (18%)	9 (32%)	28 (100%)	28	32	3.7	1.1
Q6h	Conditions for family reunification in host country	4 (14%)	7 (25%)	9 (32%)	3 (11%)	5 (18%)	28 (100%)	28	32	2.9	1.3
Q6i	Possibilities for funds raising (from state, different EU funds, bank loans)	1 (4%)	5 (18%)	7 (25%)	11 (39%)	4 (14%)	28 (100%)	28	32	3.4	1.1
Q6j	Other (please, specify):	0 (0%)	0 (0%)	1 (50%)	0 (0%)	1 (50%)	2 (100%)	2	32	4.0	1.4

Q6j_text	Q6 (Other (please, specify):)				
	Answers	Frequency	Percent	Valid	Cumulative
	location	1	3%	100%	100%
Valid	Valid	1	3%	100%	

Q7	How did you obtain the needed information? (please select the most relevant source of information)				
	Answers	Frequency	Percent	Valid	Cumulative

	1 (Webpages)	8	25%	26%	26%
	2 (I received requested information via email)	5	16%	16%	42%
	3 (Phone consultation)	8	25%	26%	68%
	4 (I received paper advertisement booklets and prospects)	3	9%	10%	77%
	5 (Other (please, specify):)	7	22%	23%	100%
Valid	Valid	31	97%	100%	

Average	2.9	Std. deviation	1.5
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Q7_5_text	Q7 (Other (please, specify):)				
	Answers	Frequency	Percent	Valid	Cumulative
	all	1	3%	17%	17%
	in person	1	3%	17%	33%
	in person with advisor	1	3%	17%	50%
	friends in your country	1	3%	17%	67%
	business partner in person	1	3%	17%	83%
	personal contacts	1	3%	17%	100%
Valid	Valid	6	19%	100%	

Q8	From whom did you receive the needed information? (please select the most relevant answer)				
	Answers	Frequency	Percent	Valid	Cumulative
	1 (Governmental organizations in host country)	2	6%	6%	6%
	2 (Accountancy firms in host country)	16	50%	50%	56%
	3 (Law firms in host country)	6	19%	19%	75%
	4 (Real estate firms in host country)	2	6%	6%	81%
	5 (Banks in host country)	1	3%	3%	84%
	6 (Embassy from home country)	2	6%	6%	91%
	7 (Chamber of commerce from home country)	1	3%	3%	94%
	8 (Other (please, specify):)	2	6%	6%	100%
Valid	Valid	32	100%	100%	

Average	3.1	Std. deviation	1.9
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Q8_8_text	Q8 (Other (please, specify):)				
	Answers	Frequency	Percent	Valid	Cumulative
	all	1	3%	50%	50%
	consulting companies	1	3%	50%	100%
Valid	Valid	2	6%	100%	

Q9	How many sources of information did you check before finding the information you trust?				
	Answers	Frequency	Percent	Valid	Cumulative
	1 (1 source)	4	13%	13%	13%
	2 (2 - 4 sources)	18	56%	56%	69%
	3 (5 or more sources)	10	31%	31%	100%
Valid	Valid	32	100%	100%	

Average	2.2	Std. deviation	0.6
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Q10	How long did it take to get all the information you needed to make an investment decision?				
	Answers	Frequency	Percent	Valid	Cumulative
	1 (Less than 1 month)	3	9%	9%	9%
	2 (1 – 3 months)	15	47%	47%	56%
	3 (More than 3 months)	14	44%	44%	100%
Valid	Valid	32	100%	100%	

Average	2.3	Std. deviation	0.7
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Q11	Which source of information do you trust most?				
	Answers	Frequency	Percent	Valid	Cumulative
	1 (Governmental organizations)	2	6%	6%	6%
	2 (Accountancy firms)	13	41%	41%	47%
	3 (Law firms)	6	19%	19%	66%
	4 (Real estate firms)	1	3%	3%	69%
	5 (Banks)	2	6%	6%	75%
	6 (Acquaintances with good experiences in investing host country)	8	25%	25%	100%
	7 (Other (please, specify):)	0	0%	0%	100%

Valid	Valid	32	100%	100%	
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Average	3.4	Std. deviation	1.8
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Q11_7_text	Q11 (Other (please, specify):)				
	Answers	Frequency	Percent	Valid	Cumulative

Q12	When you found (received) information about specific topic, were you satisfied with it? Did you get the answers to your questions? Please select the most relevant answer for information on:									
	Subquestion	Answers					Valid	Units	Average	Std. deviation
		Yes	Partially	No	Not relevant	Valid				
Q12a	Types, procedures and cost of opening a company	17 (57%)	13 (43%)	0 (0%)	0 (0%)	30 (100%)	30	32	1.4	0.5
Q12b	Real estate situation	10 (36%)	13 (46%)	5 (18%)	0 (0%)	28 (100%)	28	32	1.8	0.7
Q12c	Legislation requirements and costs regarding running the business	12 (44%)	15 (56%)	0 (0%)	0 (0%)	27 (100%)	27	32	1.6	0.5
Q12d	Labour market offer and employment costs	13 (50%)	10 (38%)	2 (8%)	1 (4%)	26 (100%)	26	32	1.7	0.8
Q12e	Legislation in specific businesses	7 (26%)	18 (67%)	2 (7%)	0 (0%)	27 (100%)	27	32	1.8	0.6
Q12f	Procedures and conditions for obtaining work and living permit	9 (33%)	15 (56%)	2 (7%)	1 (4%)	27 (100%)	27	32	1.8	0.7
Q12g	Conditions for family reunification in host country	3 (12%)	12 (46%)	3 (12%)	8 (31%)	26 (100%)	26	32	2.6	1.1
Q12h	Possibilities	6 (22%)	15 (56%)	3 (11%)	3 (11%)	27 (100%)	27	32	2.1	0.9

	for funds raising (from state, different EU funds, bank loans)									
Q12i	Other (please, specify):	0 (0%)	2 (50%)	0 (0%)	2 (50%)	4 (100%)	4	32	3.0	1.2

Q12i_text	Q12 (Other (please, specify):)				
	Answers	Frequency	Percent	Valid	Cumulative

Q13	In which language would you like to have this information?				
	Answers	Frequency	Percent	Valid	Cumulative
	1 (English)	14	44%	44%	44%
	2 (German)	10	31%	31%	75%
	3 (Russian)	2	6%	6%	81%
	4 (French)	0	0%	0%	81%
	5 (Greek)	0	0%	0%	81%
	6 (Other (please, specify):)	6	19%	19%	100%
Valid	Valid	32	100%	100%	

Average	2.4	Std. deviation	1.9
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Q13_6_text	Q13 (Other (please, specify):)				
	Answers	Frequency	Percent	Valid	Cumulative
	italian	2	6%	33%	33%
	slovenian	3	9%	50%	83%
	italiano	1	3%	17%	100%
Valid	Valid	6	19%	100%	

Q14	Please specify whether you would prefer to:				
	Answers	Frequency	Percent	Valid	Cumulative
	1 (Cooperate with only one local advisor to get all the needed support regarding business environment in host country)	27	84%	87%	87%
	2 (Cooperate with several advisors different fields of	4	13%	13%	100%

	expertise)				
Valid	Valid	31	97%	100%	

Average	1.1	Std. deviation	0.3
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Q15	Do you have any suggestions and recommendations on what we should pay attention when developing the training programme for foreign investors advisors? (optional)				
	Answers	Frequency	Percent	Valid	Cumulative
	visa, work and business permits for foreigners	1	3%	17%	17%
	civil service give us to poor and incomplete information	1	3%	17%	33%
	to be single point of contact	1	3%	17%	50%
	i support your program. i wasted to much time to find informations alone.	1	3%	17%	67%
	yes , stop changing the laws	1	3%	17%	83%
	nothing specific	1	3%	17%	100%
Valid	Valid	6	19%	100%	

Q16	Which country are you coming from?				
	Answers	Frequency	Percent	Valid	Cumulative
	croatia	1	3%	3%	3%
	austria	7	22%	23%	26%
	albania	1	3%	3%	29%
	china	1	3%	3%	32%
	italia	2	6%	6%	39%
	italy	2	6%	6%	45%
	poland	1	3%	3%	48%
	ukraine	1	3%	3%	52%
	australia	1	3%	3%	55%
	lithuania	1	3%	3%	58%
	usa	2	6%	6%	65%
	russia	1	3%	3%	68%
	sweden	1	3%	3%	71%
	belgium	1	3%	3%	74%
	slovenia	3	9%	10%	84%

	germany	2	6%	6%	90%
	spain	1	3%	3%	94%
	deutschland	1	3%	3%	97%
	slovenija	1	3%	3%	100%
Valid	Valid	31	97%	100%	

Q17	Are you representing...				
	Answers	Frequency	Percent	Valid	Cumulative
	1 (legal entity)	10	31%	32%	32%
	2 (individual (natural person))	21	66%	68%	100%
Valid	Valid	31	97%	100%	

Average	1.7	Std. deviation	0.5
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Q18	If you are interested in the results of the survey, please enter your e-mail address and we will make sure that you receive them.				
	Answers	Frequency	Percent	Valid	Cumulative
	fruehwirth@real-bau.at	1	3%	50%	50%
	dj.munjas@gmail.com	1	3%	50%	100%
Valid	Valid	2	6%	100%	

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8.3.2 FDI advisors



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OI 1

TRAINING NEEDS ANALYSIS

Advisors analysis CROATIA - Summary

Q1	Based on your experiences... what types of information do foreign investors search for? Please evaluate the frequency of the specific information on the scale from 1 to 5.										
	Subquestion	Answers						Valid	Units	Average	Std. deviation
		Not at all	Every now and then	Often	Very often	Always	Valid				
Q1a	Types, procedures and cost of opening a company	0 (0%)	1 (7%)	2 (13%)	1 (7%)	11 (73%)	15 (100%)	15	15	4.5	1.0
Q1b	Real estate situation	1 (7%)	2 (13%)	5 (33%)	6 (40%)	1 (7%)	15 (100%)	15	15	3.3	1.0
Q1c	Legislation requirements and costs regarding running the business	0 (0%)	0 (0%)	0 (0%)	4 (29%)	10 (71%)	14 (100%)	14	15	4.7	0.5
Q1d	Labour market offer and employment	0 (0%)	1 (7%)	1 (7%)	6 (40%)	7 (47%)	15 (100%)	15	15	4.3	0.9

	costs										
Q1e	Procedures for obtaining required or desired certificates and/or permits	0 (0%)	1 (7%)	6 (40%)	5 (33%)	3 (20%)	15 (100%)	15	15	3.7	0.9
Q1f	Legislation in specific businesses	0 (0%)	0 (0%)	4 (27%)	9 (60%)	2 (13%)	15 (100%)	15	15	3.9	0.6
Q1g	Procedures and conditions for obtaining work and living permit	1 (7%)	1 (7%)	3 (20%)	7 (47%)	3 (20%)	15 (100%)	15	15	3.7	1.1
Q1h	Conditions for family reunification in host country	2 (13%)	6 (40%)	3 (20%)	3 (20%)	1 (7%)	15 (100%)	15	15	2.7	1.2
Q1i	Possibilities for funds raising (from state, different EU funds, bank loans)	1 (7%)	1 (7%)	5 (36%)	4 (29%)	3 (21%)	14 (100%)	14	15	3.5	1.2
Q1j	Other (please, specify):	0 (0%)	0 (0%)	0 (0%)	0 (0%)	2 (100%)	2 (100%)	2	15	5.0	0.0

Q1j_text	Q1 (Other (please, specify):)				
	Answers	Frequency	Percent	Valid	Cumulative
	kad ćemo uvesti €	1	7%	50%	50%
	kako dobiti po potrebne dozvole od države	1	7%	50%	100%
Valid	Valid	2	13%	100%	

Q2	What kind of information do you personally provide them? Information on:							
	Subquestion	Units					Counts	
		Frequency	Valid	% - Valid		% -	Frequency	%
Q2a	Types, procedures and cost of opening a company	11	15	73%	15	73%	11	16%
Q2b	Real estate situation	2	15	13%	15	13%	2	3%
Q2c	Legislation requirements and costs regarding running the business	12	15	80%	15	80%	12	17%
Q2d	Labour market offer and employment costs	12	15	80%	15	80%	12	17%
Q2e	Procedures for obtaining required or desired certificates and/or permits	9	15	60%	15	60%	9	13%
Q2f	Legislation in specific businesses	7	15	47%	15	47%	7	10%

Q2g	Procedures and conditions for obtaining work and living permit	7	15	47%	15	47%	7	10%
Q2h	Conditions for family reunification in host country	2	15	13%	15	13%	2	3%
Q2i	Possibilities for funds raising (from state, different EU funds, bank loans)	5	15	33%	15	33%	5	7%
Q2j	Other (please, specify):	2	15	13%	15	13%	2	3%
	Total valid		15		15		69	100%

Q2j_text	Q2 (Other (please, specify):)				
	Answers	Frequency	Percent	Valid	Cumulative
	otvaranje firme po principu	1	7%	50%	50%
	za pocetak ih upoznajem s nasim mentalitetom, pa ako jos ostanu zainteresirani objasnim na koji nacin mogu dobiti potrebito.	1	7%	50%	100%
Valid	Valid	2	13%	100%	

Q3	Please, evaluate the level of your knowledge, skills and competences in providing information about:								
	Subquestion	Answers				Valid	Units	Average	Std. deviation
		Poor	Good	Excellent	Valid				
Q3a	Types, procedures and cost of opening a company	2 (13%)	4 (27%)	9 (60%)	15 (100%)	15	15	2.5	0.7
Q3b	Real estate situation	11 (73%)	3 (20%)	1 (7%)	15 (100%)	15	15	1.3	0.6
Q3c	Legislation requirements and costs regarding running the business	2 (13%)	5 (33%)	8 (53%)	15 (100%)	15	15	2.4	0.7
Q3d	Labour market offer and employment costs	3 (20%)	6 (40%)	6 (40%)	15 (100%)	15	15	2.2	0.8
Q3e	Procedures for obtaining required or desired certificates and/or permits	6 (40%)	6 (40%)	3 (20%)	15 (100%)	15	15	1.8	0.8
Q3f	Legislation in specific businesses	6 (43%)	3 (21%)	5 (36%)	14 (100%)	14	15	1.9	0.9
Q3g	Procedures and conditions for obtaining work and living permit	6 (43%)	2 (14%)	6 (43%)	14 (100%)	14	15	2.0	1.0
Q3h	Conditions for family reunification in host country	7 (50%)	4 (29%)	3 (21%)	14 (100%)	14	15	1.7	0.8
Q3i	Possibilities for funds raising (from	7 (47%)	4 (27%)	4 (27%)	15 (100%)	15	15	1.8	0.9

	state, different EU funds, bank loans)								
Q3j	Other (please, specify):	1 (50%)	0 (0%)	1 (50%)	2 (100%)	2	15	2.0	1.4

Q3j_text	Q3 (Other (please, specify):)				
	Answers	Frequency	Percent	Valid	Cumulative
	otvaranje firme po principu	1	7%	100%	100%
Valid	Valid	1	7%	100%	

Q4	You've evaluated your knowledge in one or more area as excellent. Please specify two the most common foreign investors' questions in this area (s).		
	Subquestion	Counts	
		Click and write	Click and write

Q5	You've evaluated your knowledge in one or more area as poor. Please specify two the most common foreign investors' questions that you were not able to answer from this area(s).		
	Subquestion	Counts	
		Click and write	Click and write
	Q5	cijena nekretnina, troškovi poslovnih prostora, Potražnja za slobodnim poslovnim prostorima (da li za skladište ili za obavljanje djelatnosti koju će obnašati), cijena nekretnina kupnj	uvjeti kreditiranja, -1, U kojoj banci otvoriti račun za poslovanje, radi eventualnih boljih uvjeta kreditiranja tijekom vremena, cijena najma nekretnina

Q6	What do you do when you do not know the answer the foreign investor is searching for?							
	Subquestion	Units					Counts	
		Frequency	Valid	% - Valid		% -	Frequency	%
Q6a	Ask a colleague in my company	7	14	50%	15	47%	7	30%
Q6b	Ask a partner organization	7	14	50%	15	47%	7	30%
Q6c	Hire an external expert	8	14	57%	15	53%	8	35%
Q6d	Other (please, specify):	1	14	7%	15	7%	1	4%
	Total valid		14		15		23	100%

Q6d_text	Q6 (Other (please, specify):)				
	Answers	Frequency	Percent	Valid	Cumulative
	sami se informiramo kod nadležnih institucija	1	7%	100%	100%

Valid	Valid	1	7%	100%	
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Q7	Please rate the importance of other skills for providing efficient support to foreign investors. Use the scale 1 to 5, where 1= not important at all and 5 = very important.										
	Subquestion	Answers						Valid	Units	Average	Std. deviation
		1	2	3	4	5	Valid				
Q7a	Foreign language	0 (0%)	0 (0%)	0 (0%)	6 (43%)	8 (57%)	14 (100%)	14	15	4.6	0.5
Q7b	Accurately attend to/understand ideas which are exchanged	0 (0%)	0 (0%)	0 (0%)	6 (43%)	8 (57%)	14 (100%)	14	15	4.6	0.5
Q7c	Deliver influential presentations	0 (0%)	0 (0%)	3 (21%)	7 (50%)	4 (29%)	14 (100%)	14	15	4.1	0.7
Q7d	Ability to explain difficult matters with simple words	0 (0%)	1 (7%)	4 (29%)	6 (43%)	3 (21%)	14 (100%)	14	15	3.8	0.9
Q7e	Ability to summarize main (important) facts (matters)	0 (0%)	1 (7%)	4 (29%)	4 (29%)	5 (36%)	14 (100%)	14	15	3.9	1.0
Q7f	Active listening	0 (0%)	0 (0%)	0 (0%)	8 (57%)	6 (43%)	14 (100%)	14	15	4.4	0.5
Q7g	Network with others across organizational boundaries	0 (0%)	1 (7%)	2 (14%)	8 (57%)	3 (21%)	14 (100%)	14	15	3.9	0.8
Q7h	Consider customers point of view when making decisions	0 (0%)	0 (0%)	1 (7%)	5 (36%)	8 (57%)	14 (100%)	14	15	4.5	0.7
Q7i	Select the appropriate techniques for analysis	0 (0%)	0 (0%)	3 (23%)	7 (54%)	3 (23%)	13 (100%)	13	15	4.0	0.7
Q7j	Generate alternative solutions to problems and challenges	0 (0%)	0 (0%)	3 (21%)	5 (36%)	6 (43%)	14 (100%)	14	15	4.2	0.8
Q7k	Understanding culture of the country foreign investor is coming from	0 (0%)	0 (0%)	2 (14%)	8 (57%)	4 (29%)	14 (100%)	14	15	4.1	0.7
Q7l	Other (please, specify):	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (100%)		15	0.0	0.0

Q7l_text	Q7 (Other (please, specify):)				
	Answers	Frequency	Percent	Valid	Cumulative

Q8	How do you attract foreign investors? Through:							
	Subquestion	Units					Counts	
		Frequency	Valid	% - Valid		% -	Frequency	%

Q8a	Companies' web pages	12	14	86%	15	80%	12	21%
Q8b	Emails to potential investors	9	14	64%	15	60%	9	16%
Q8c	Social media (FB, LinkedIn, twitter...)	6	14	43%	15	40%	6	11%
Q8d	Google advertisement	3	14	21%	15	20%	3	5%
Q8e	Advertisement in other media	2	14	14%	15	13%	2	4%
Q8f	Through current client's recommendations	12	14	86%	15	80%	12	21%
Q8g	Presentation on relevant events	7	14	50%	15	47%	7	12%
Q8h	Co-operation with governmental organizations in home country	3	14	21%	15	20%	3	5%
Q8i	Co-operation with agents in home country	2	14	14%	15	13%	2	4%
Q8j	Co-operation with governmental in investors' countries	0	14	0%	15	0%	0	0%
Q8k	Co-operation with agents investors' countries	0	14	0%	15	0%	0	0%
Q8l	Other (please, specify):	1	14	7%	15	7%	1	2%
	Total valid		14		15		57	100%

Q8l_text	Q8 (Other (please, specify):)				
	Answers	Frequency	Percent	Valid	Cumulative
	osobnim kontaktom	1	7%	100%	100%
Valid	Valid	1	7%	100%	

Q10	If there was a modular programme for foreign investors advisors, would you be interested in taking part in the modules in which your knowledge, skills and competences are not excellent at the moment?				
	Answers	Frequency	Percent	Valid	Cumulative
	1 (Yes)	13	87%	87%	87%
	2 (No)	2	13%	13%	100%
Valid	Valid	15	100%	100%	

Average	1.1	Std. deviation	0.4
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Q11	Why not? (please specify)				
	Answers	Frequency	Percent	Valid	Cumulative
	ne	1	7%	100%	100%
Valid	Valid	1	7%	100%	

Q12	Which modules would you be interested in?							
	Subquestion	Units					Counts	
		Frequency	Valid	% - Valid		% -	Frequency	%
Q12a	Types, procedures and cost of opening a company	7	13	54%	15	47%	7	9%
Q12b	Legislation requirements and costs regarding running the business	6	13	46%	15	40%	6	8%
Q12c	Accounting	9	13	69%	15	60%	9	11%
Q12d	Real estate investments	7	13	54%	15	47%	7	9%
Q12e	Labour market offer and employment conditions	7	13	54%	15	47%	7	9%
Q12f	Procedures and conditions for obtaining work and living permit and family reunification in host country	8	13	62%	15	53%	8	10%
Q12g	Possibilities for funds raising	13	13	100%	15	87%	13	16%
Q12h	Attracting foreign investor's attention	11	13	85%	15	73%	11	14%
Q12i	Counseling skills	12	13	92%	15	80%	12	15%
Q12j	Other (please, specify:	0	13	0%	15	0%	0	0%
	Total valid		13		15		80	100%

Q12j_text	Q12 (Other (please, specify:)				
	Answers	Frequency	Percent	Valid	Cumulative

Q13	Please select the most convenient time for you to attend such training program.				
	Answers	Frequency	Percent	Valid	Cumulative
	1 (8 a.m. - noon)	0	0%	0%	0%
	2 (noon - 4 p.m.)	2	13%	15%	15%
	3 (4 p.m. - 8 p.m.)	11	73%	85%	100%
	4 (later)	0	0%	0%	100%
Valid	Valid	13	87%	100%	

Average	2.8	Std. deviation	0.4
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Q14	Please select the most desirable day for you to attend such training program.				
	Answers	Frequency	Percent	Valid	Cumulative
	1 (Monday)	5	33%	38%	38%
	2 (Tuesday)	3	20%	23%	62%
	3 (Wednesday)	1	7%	8%	69%
	4 (Thursday)	3	20%	23%	92%
	5 (Friday)	1	7%	8%	100%
Valid	Valid	13	87%	100%	

Average	2.4	Std. deviation	1.4
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Q15	Which method of training do you feel would be most effective?				
	Answers	Frequency	Percent	Valid	Cumulative
	1 (Classroom)	4	27%	31%	31%
	2 (E-learning)	2	13%	15%	46%
	3 (Combination)	7	47%	54%	100%
Valid	Valid	13	87%	100%	

Average	2.2	Std. deviation	0.9
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Q17	Please indicate your gender.				
	Answers	Frequency	Percent	Valid	Cumulative
	1 (Female)	12	80%	80%	80%
	2 (Male)	3	20%	20%	100%
	3 (Other)	0	0%	0%	100%
Valid	Valid	15	100%	100%	

Average	1.2	Std. deviation	0.4
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Q18	Please indicate your age.				
	Answers	Frequency	Percent	Valid	Cumulative
	1 (Under 20)	0	0%	0%	0%
	2 (21 – 30)	3	20%	20%	20%

	3 (31 - 40)	6	40%	40%	60%
	4 (41 - 50)	4	27%	27%	87%
	5 (51 - 60)	1	7%	7%	93%
	6 (Over 60)	1	7%	7%	100%
Valid	Valid	15	100%	100%	

Average	3.4	Std. deviation	1.1
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Q19	On which level of European qualification system is the highest qualification you obtained?				
	Answers	Frequency	Percent	Valid	Cumulative
	1 (Lower than level 4 (upper secondary general education, upper secondary technical and vocational education))	0	0%	0%	0%
	2 (Level 4)	4	27%	27%	27%
	3 (Higher than level 4)	11	73%	73%	100%
Valid	Valid	15	100%	100%	

Average	2.7	Std. deviation	0.5
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Q20	From which area is this qualification?				
	Answers	Frequency	Percent	Valid	Cumulative
	1 (Accountancy)	5	33%	33%	33%
	2 (Other economic field)	6	40%	40%	73%
	3 (Law)	0	0%	0%	73%
	4 (Real estate)	1	7%	7%	80%
	5 (Other (please, specify):)	3	20%	20%	100%
Valid	Valid	15	100%	100%	

Average	2.4	Std. deviation	1.5
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Q20_5_text	Q20 (Other (please, specify):)				
	Answers	Frequency	Percent	Valid	Cumulative

Q21	For how long have you been fully or partially supporting foreign investors?				
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	Answers	Frequency	Percent	Valid	Cumulative
	1 (Less than 1 year)	4	27%	27%	27%
	2 (1 – 2 years)	1	7%	7%	33%
	3 (3 – 5 years)	4	27%	27%	60%
	4 (6 – 10 years)	2	13%	13%	73%
	5 (More than 10 years)	4	27%	27%	100%
Valid	Valid	15	100%	100%	

Average	3.1	Std. deviation	1.6
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Q22	In which country are you currently working?				
	Answers	Frequency	Percent	Valid	Cumulative
	1 (Croatia)	15	100%	100%	100%
	2 (Cyprus)	0	0%	0%	100%
	3 (Slovenia)	0	0%	0%	100%
Valid	Valid	15	100%	100%	

Average	1.0	Std. deviation	0.0
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Q23	Do you have any other suggestions on how to make the training programme best suited the needs of existing and future foreign investors' advisors?				
	Answers	Frequency	Percent	Valid	Cumulative
	ne	1	7%	100%	100%
Valid	Valid	1	7%	100%	

Q24	If you are interested in the results of the survey and/or participating in pilot implementation of the training programme, please enter your e-mail address. We will make sure that you receive all relevant information.				
	Answers	Frequency	Percent	Valid	Cumulative
	32ella32@gmail.com	1	7%	20%	20%
	iva.lesjak@blconsulting.hr	1	7%	20%	40%
	ana.berdik@gmail.com	1	7%	20%	60%
	gorana.susanj@gmail.com	1	7%	20%	80%
	anela.busljeta@blconsulting.hr	1	7%	20%	100%

Valid	Valid	5	33%	100%	
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8.4. Annex 4: Survey overview Cyprus

8.4.1. Investors



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OI 1

TRAINING NEEDS ANALYSIS

Investors analysis – CYPRUS - Summary

Q1	Which country are you investing in?(If you are investing in more than one, please share your experiences from the last country, you invested in.)				
	Answers	Frequency	Percent	Valid	Cumulative
	1 (Croatia)	0	0%	0%	0%
	2 (Cyprus)	30	100%	100%	100%
	3 (Slovenia)	0	0%	0%	100%
	4 (Other (please, specify))	0	0%	0%	100%
Valid	Valid	30	100%	100%	

Average	2.0	Std. deviation	0.0
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Q1_4_text	Q1 (Other (please, specify))				
	Answers	Frequency	Percent	Valid	Cumulative

Q2	What was the main reason for your decision to invest in it?							
	Subquestion	Units					Counts	
		Frequency	Valid	% - Valid		% -	Frequency	%
Q2a	Opening a new company	10	30	33%	30	33%	10	15%
Q2b	Business opportunities	13	30	43%	30	43%	13	20%
Q2c	Skilled workforce	6	30	20%	30	20%	6	9%
Q2d	Opportunities to invest in real estate (buying, renting real estate)	13	30	43%	30	43%	13	20%
Q2e	Good geo strategic location	9	30	30%	30	30%	9	14%
Q2f	EU membership	11	30	37%	30	37%	11	17%
Q2g	Quality of life	4	30	13%	30	13%	4	6%
Q2h	Other (please, specify)	0	30	0%	30	0%	0	0%
	Total valid		30		30		66	100%

Q2h_text	Q2 (Other (please, specify))				
	Answers	Frequency	Percent	Valid	Cumulative

Q3	What is the type of your investment?				
	Answers	Frequency	Percent	Valid	Cumulative
	1 (Development of new business)	13	43%	43%	43%
	2 (Expanding an existing business)	17	57%	57%	100%
Valid	Valid	30	100%	100%	

Average	1.6	Std. deviation	0.5
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Q4	What was the amount of your investment? (optional)				
	Answers	Frequency	Percent	Valid	Cumulative
	1 (Less than 50.000 EUR)	2	7%	7%	7%
	2 (50.000 – 100.000 EUR)	5	17%	17%	23%
	3 (100.001 – 300.000 EUR)	6	20%	20%	43%

	4 (300.001 – 500.000 EU)	9	30%	30%	73%
	5 (500.001 – 1.000.000 EUR)	4	13%	13%	87%
	6 (More than 1.000.000 EUR)	4	13%	13%	100%
Valid	Valid	30	100%	100%	

Average	3.7	Std. deviation	1.4
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Q5	If we go a little back in time, in the period before your decision was made... Where did you receive information about the country, that made you interested in investing there?				
	Answers	Frequency	Percent	Valid	Cumulative
	1 (Government sites for foreigners from host country)	0	0%	0%	0%
	2 (Consulting companies' sites from host country)	7	23%	23%	23%
	3 (Consulting companies' sites from home country)	4	13%	13%	37%
	4 (Business clubs and associations)	2	7%	7%	43%
	5 (Acquaintance with good investment experience there)	7	23%	23%	67%
	6 (Forums)	0	0%	0%	67%
	7 (Social media)	2	7%	7%	73%
	8 (Advertisement)	1	3%	3%	77%
	9 (All together combined)	4	13%	13%	90%
	10 (Other:)	3	10%	10%	100%
Valid	Valid	30	100%	100%	

Average	5.2	Std. deviation	2.8
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Q5_10_text	Q5 (Other:)				
	Answers	Frequency	Percent	Valid	Cumulative
	personal interest	1	3%	50%	50%
	i love the weather	1	3%	50%	100%
Valid	Valid	2	7%	100%	

Q6	When deciding on where to invest, what types of information did you need about the potential host country? Please evaluate how important was information on:					
	Subquestion	Answers	Valid	Units	Average	Std. deviation

		not relevant at all	not relevant	relevant	very relevant	crucial	Valid				
Q6a	Types, procedures and cost of opening a company	1 (3%)	2 (7%)	5 (17%)	10 (33%)	12 (40%)	30 (100%)	30	30	4.0	1.1
Q6b	Real estate situation	0 (0%)	5 (17%)	2 (7%)	12 (40%)	11 (37%)	30 (100%)	30	30	4.0	1.1
Q6c	Legislation requirements and costs regarding running the business	1 (3%)	1 (3%)	2 (7%)	16 (53%)	10 (33%)	30 (100%)	30	30	4.1	0.9
Q6d	Labour market offer and employment costs	1 (3%)	5 (17%)	8 (27%)	11 (37%)	5 (17%)	30 (100%)	30	30	3.5	1.1
Q6e	Procedures for obtaining required or desired certificates and/or permits	0 (0%)	1 (3%)	4 (13%)	15 (50%)	10 (33%)	30 (100%)	30	30	4.1	0.8
Q6f	Legislation in specific businesses	1 (3%)	0 (0%)	2 (7%)	19 (63%)	8 (27%)	30 (100%)	30	30	4.1	0.8
Q6g	Procedures and conditions for obtaining work and living permit	2 (7%)	0 (0%)	9 (30%)	13 (43%)	6 (20%)	30 (100%)	30	30	3.7	1.0
Q6h	Conditions for family reunification in host country	3 (10%)	3 (10%)	7 (23%)	12 (40%)	5 (17%)	30 (100%)	30	30	3.4	1.2
Q6i	Possibilities for funds raising (from state, different EU funds, bank loans)	1 (3%)	6 (20%)	9 (30%)	10 (33%)	4 (13%)	30 (100%)	30	30	3.3	1.1
Q6j	Other (please, specify):	0 (0%)	0 (0%)	0 (0%)	1 (50%)	1 (50%)	2 (100%)	2	30	4.5	0.7

Q6j_text	Q6 (Other (please, specify):)				
	Answers	Frequency	Percent	Valid	Cumulative

Q7	How did you obtain the needed information? (please select the most relevant source of information)				
	Answers	Frequency	Percent	Valid	Cumulative
	1 (Webpages)	12	40%	40%	40%
	2 (I received requested information via email)	10	33%	33%	73%
	3 (Phone consultation)	7	23%	23%	97%
	4 (I received paper advertisement booklets and prospects)	0	0%	0%	97%
	5 (Other (please, specify):)	1	3%	3%	100%
Valid	Valid	30	100%	100%	

Average	1.9	Std. deviation	1.0
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Q7_5_text	Q7 (Other (please, specify):)				
	Answers	Frequency	Percent	Valid	Cumulative
	combination	1	3%	100%	100%
Valid	Valid	1	3%	100%	

Q8	From whom did you receive the needed information? (please select the most relevant answer)				
	Answers	Frequency	Percent	Valid	Cumulative
	1 (Governmental organizations in host country)	3	10%	10%	10%
	2 (Accountancy firms in host country)	17	57%	57%	67%
	3 (Law firms in host country)	5	17%	17%	83%
	4 (Real estate firms in host country)	2	7%	7%	90%
	5 (Banks in host country)	1	3%	3%	93%
	6 (Embassy from home country)	0	0%	0%	93%
	7 (Chamber of commerce from home country)	0	0%	0%	93%
	8 (Other (please, specify):)	2	7%	7%	100%
Valid	Valid	30	100%	100%	

Average	2.7	Std. deviation	1.7
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Q8_8_text	Q8 (Other (please, specify):)				
	Answers	Frequency	Percent	Valid	Cumulative
	accountancy firms in home country	1	3%	50%	50%
	real estate in home country	1	3%	50%	100%
Valid	Valid	2	7%	100%	

Q9	How many sources of information did you check before finding the information you trust?				
	Answers	Frequency	Percent	Valid	Cumulative
	1 (1 source)	10	33%	33%	33%
	2 (2 - 4 sources)	16	53%	53%	87%
	3 (5 or more sources)	4	13%	13%	100%
Valid	Valid	30	100%	100%	

Average	1.8	Std. deviation	0.7
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Q10	How long did it take to get all the information you needed to make an investment decision?				
	Answers	Frequency	Percent	Valid	Cumulative
	1 (Less than 1 month)	5	17%	17%	17%
	2 (1 – 3 months)	15	50%	50%	67%
	3 (More than 3 months)	10	33%	33%	100%
Valid	Valid	30	100%	100%	

Average	2.2	Std. deviation	0.7
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Q11	Which source of information do you trust most?				
	Answers	Frequency	Percent	Valid	Cumulative
	1 (Governmental organizations)	3	10%	10%	10%
	2 (Accountancy firms)	18	60%	60%	70%
	3 (Law firms)	4	13%	13%	83%
	4 (Real estate firms)	3	10%	10%	93%
	5 (Banks)	2	7%	7%	100%
	6 (Acquaintances with good experiences in investing host country)	0	0%	0%	100%
	7 (Other (please, specify):)	0	0%	0%	100%
Valid	Valid	30	100%	100%	

Average	2.4	Std. deviation	1.0
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Q11_7_text	Q11 (Other (please, specify):)				
	Answers	Frequency	Percent	Valid	Cumulative

Q12	When you found (received) information about specific topic, were you satisfied with it? Did you get the answers to your questions? Please select the most relevant answer for information on:									
	Subquestion	Answers					Valid	Unlids	Average	Std. deviation
		Yes	Partialy	No	Not relevant	Valid				
Q12a	Types, procedures and cost of opening a company	15 (50%)	12 (40%)	1 (3%)	2 (7%)	30 (100%)	30	30	1.7	0.8

Q12b	Real estate situation	11 (37%)	10 (33%)	7 (23%)	2 (7%)	30 (100%)	30	30	2.0	0.9
Q12c	Legislation requirements and costs regarding running the business	11 (37%)	17 (57%)	0 (0%)	2 (7%)	30 (100%)	30	30	1.8	0.8
Q12d	Labour market offer and employment costs	6 (20%)	17 (57%)	4 (13%)	3 (10%)	30 (100%)	30	30	2.1	0.9
Q12e	Legislation in specific businesses	6 (20%)	20 (67%)	3 (10%)	1 (3%)	30 (100%)	30	30	2.0	0.7
Q12f	Procedures and conditions for obtaining work and living permit	5 (17%)	18 (60%)	6 (20%)	1 (3%)	30 (100%)	30	30	2.1	0.7
Q12g	Conditions for family reunification in host country	1 (3%)	16 (53%)	9 (30%)	4 (13%)	30 (100%)	30	30	2.5	0.8
Q12h	Possibilities for funds raising (from state, different EU funds, bank loans)	5 (17%)	14 (47%)	9 (30%)	2 (7%)	30 (100%)	30	30	2.3	0.8
Q12i	Other (please, specify):	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (100%)		30	0.0	0.0

Q12i_text	Q12 (Other (please, specify):)				
	Answers	Frequency	Percent	Valid	Cumulative

Q13	In which language would you like to have this information?				
	Answers	Frequency	Percent	Valid	Cumulative
	1 (English)	11	37%	37%	37%
	2 (German)	2	7%	7%	43%
	3 (Russian)	10	33%	33%	77%
	4 (French)	1	3%	3%	80%
	5 (Greek)	6	20%	20%	100%
	6 (Other (please, specify):)	0	0%	0%	100%
Valid	Valid	30	100%	100%	

Average	2.6	Std. deviation	1.5
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Q13_6_text	Q13 (Other (please, specify):)				
	Answers	Frequency	Percent	Valid	Cumulative

Q14	Please specify whether you would prefer to:				
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	Answers	Frequency	Percent	Valid	Cumulative
	1 (Cooperate with only one local advisor to get all the needed support regarding business environment in host country)	23	77%	79%	79%
	2 (Cooperate with several advisors different fields of expertise)	6	20%	21%	100%
Valid	Valid	29	97%	100%	

Average	1.2	Std. deviation	0.4
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Q15	Do you have any suggestions and recommendations on what we should pay attention when developing the training programme for foreign investors advisors? (optional)				
	Answers	Frequency	Percent	Valid	Cumulative
	russia	1	3%	100%	100%
Valid	Valid	1	3%	100%	

Q16	Which country are you coming from?				
	Answers	Frequency	Percent	Valid	Cumulative
	grece	2	7%	7%	7%
	russia	10	33%	34%	41%
	austrua	1	3%	3%	45%
	greece	4	13%	14%	59%
	ukraine	1	3%	3%	62%
	rusia	1	3%	3%	66%
	bulgaria	1	3%	3%	69%
	germany	2	7%	7%	76%
	uk	1	3%	3%	79%
	usa	1	3%	3%	83%
	finnland	1	3%	3%	86%
	india	2	7%	7%	93%
	france	1	3%	3%	97%
	unitide kindom	1	3%	3%	100%
Valid	Valid	29	97%	100%	

Q17	Are you representing...				
	Answers	Frequency	Percent	Valid	Cumulative

	1 (legal entity)	12	40%	40%	40%
	2 (individual (natural person))	18	60%	60%	100%
Valid	Valid	30	100%	100%	

Average	1.6	Std. deviation	0.5
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Q18	If you are interested in the results of the survey, please enter your e-mail address and we will make sure that you receive them.				
	Answers	Frequency	Percent	Valid	Cumulative
	maispa@cy.net	1	3%	17%	17%
	bkadvicer@gmail.com	1	3%	17%	33%
	iri-lavrova@yandex.ru	1	3%	17%	50%
	norkina@vitalscope.ru	1	3%	17%	67%
	baev@banki.ru	1	3%	17%	83%
	cambraro_holdings@hotmail.com	1	3%	17%	100%
Valid	Valid	6	20%	100%	

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8.4.2 FDI advisors



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 Visoka poslovna škola PAR, Trg Riječke rezolucije 4, HR – 51000 Rijeka

OI 1

TRAINING NEEDS ANALYSIS

Advisors analysis CYPRUS - Summary

Q1	Subquestion	Based on your experiences... what types of information do foreign investors search for? Please evaluate the frequency of the specific information on the scale from 1 to 5.						Valid	Unlits	Average	Std. deviation
		Not at all	Every now and then	Often	Very often	Always	Valid				
Q1a	Types, procedures and cost of opening a company	1 (6%)	0 (0%)	1 (6%)	5 (31%)	9 (56%)	16 (100%)	16	16	4.3	1.1
Q1b	Real estate situation	1 (6%)	7 (44%)	0 (0%)	8 (50%)	0 (0%)	16 (100%)	16	16	2.9	1.1
Q1c	Legislation requirements and costs regarding running the business	1 (6%)	0 (0%)	2 (13%)	6 (38%)	7 (44%)	16 (100%)	16	16	4.1	1.1
Q1d	Labour market offer and employment costs	1 (6%)	8 (50%)	4 (25%)	3 (19%)	0 (0%)	16 (100%)	16	16	2.6	0.9
Q1e	Procedures for obtaining required or desired certificates	1 (6%)	2 (13%)	2 (13%)	6 (38%)	5 (31%)	16 (100%)	16	16	3.8	1.2

	and/or permits										
Q1f	Legislation in specific businesses	1 (6%)	1 (6%)	2 (13%)	7 (44%)	5 (31%)	16 (100%)	16	16	3.9	1.1
Q1g	Procedures and conditions for obtaining work and living permit	2 (13%)	2 (13%)	6 (38%)	6 (38%)	0 (0%)	16 (100%)	16	16	3.0	1.0
Q1h	Conditions for family reunification in host country	3 (19%)	4 (25%)	5 (31%)	4 (25%)	0 (0%)	16 (100%)	16	16	2.6	1.1
Q1i	Possibilities for funds raising (from state, different EU funds, bank loans)	1 (7%)	4 (27%)	8 (53%)	1 (7%)	1 (7%)	15 (100%)	15	16	2.8	0.9
Q1j	Other (please, specify):	1 (100%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (100%)	1	16	1.0	0.0

Q1j_text	Q1 (Other (please, specify):)				
	Answers	Frequency	Percent	Valid	Cumulative

Q2	What kind of information do you personally provide them? Information on:							
	Subquestion	Units					Counts	
		Frequency	Valid	% - Valid		% -	Frequency	%
Q2a	Types, procedures and cost of opening a company	13	16	81%	16	81%	13	16%
Q2b	Real estate situation	7	16	44%	16	44%	7	9%
Q2c	Legislation requirements and costs regarding running the business	13	16	81%	16	81%	13	16%
Q2d	Labour market offer and employment costs	10	16	63%	16	63%	10	13%
Q2e	Procedures for obtaining required or desired certificates and/or permits	12	16	75%	16	75%	12	15%
Q2f	Legislation in specific businesses	11	16	69%	16	69%	11	14%
Q2g	Procedures and conditions for obtaining work and living permit	7	16	44%	16	44%	7	9%
Q2h	Conditions for family reunification in host country	4	16	25%	16	25%	4	5%
Q2i	Possibilities for funds raising (from state, different EU funds, bank loans)	3	16	19%	16	19%	3	4%
Q2j	Other (please, specify):	0	16	0%	16	0%	0	0%
	Total valid		16		16		80	100%

Q2j_text	Q2 (Other (please, specify):)
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	Answers	Frequency	Percent	Valid	Cumulative
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Q3	Please, evaluate the level of your knowledge, skills and competences in providing information about:								
	Subquestion	Answers				Valid	Units	Average	Std. deviation
		Poor	Good	Excellent	Valid				
Q3a	Types, procedures and cost of opening a company	2 (13%)	6 (38%)	8 (50%)	16 (100%)	16	16	2.4	0.7
Q3b	Real estate situation	6 (38%)	10 (63%)	0 (0%)	16 (100%)	16	16	1.6	0.5
Q3c	Legislation requirements and costs regarding running the business	2 (13%)	7 (44%)	7 (44%)	16 (100%)	16	16	2.3	0.7
Q3d	Labour market offer and employment costs	3 (19%)	10 (63%)	3 (19%)	16 (100%)	16	16	2.0	0.6
Q3e	Procedures for obtaining required or desired certificates and/or permits	4 (25%)	7 (44%)	5 (31%)	16 (100%)	16	16	2.1	0.8
Q3f	Legislation in specific businesses	2 (13%)	10 (63%)	4 (25%)	16 (100%)	16	16	2.1	0.6
Q3g	Procedures and conditions for obtaining work and living permit	6 (38%)	9 (56%)	1 (6%)	16 (100%)	16	16	1.7	0.6
Q3h	Conditions for family reunification in host country	7 (44%)	7 (44%)	2 (13%)	16 (100%)	16	16	1.7	0.7
Q3i	Possibilities for funds raising (from state, different EU funds, bank loans)	9 (56%)	6 (38%)	1 (6%)	16 (100%)	16	16	1.5	0.6
Q3j	Other (please, specify):	1 (50%)	1 (50%)	0 (0%)	2 (100%)	2	16	1.5	0.7

Q3j_text	Q3 (Other (please, specify):)				
	Answers	Frequency	Percent	Valid	Cumulative

Q4	You've evaluated your knowledge in one or more area as excellent. Please specify two the most common foreign investors' questions in this area (s).		
	Subquestion	Counts	
		Click and write	Click and write
	Q4	How much does running a company cost?, Procedures for incorporation of Cyprus Company, Cost, Tax related, employment costs, What are the costs for opening a company?	How soon can a company be incorporated?, Costs involved, Legislation, Bank accounts, available workers, How long does it take?

Q5	You've evaluated your knowledge in one or more area as poor. Please specify two the most common foreign investors' questions that you were not able to answer from this area(s).		
	Subquestion	Counts	
		Click and write	Click and write
	Q5	EU Funding, how to obtain EU or national funds, Are there any certificates needed in their business	Family Unification, how to obtain loan, How long does it take to obtain permits for family

Q6	What do you do when you do not know the answer the foreign investor is searching for?							
	Subquestion	Units					Counts	
		Frequency	Valid	% - Valid		% -	Frequency	%
Q6a	Ask a colleague in my company	2	7	29%	16	13%	2	20%
Q6b	Ask a partner organization	5	7	71%	16	31%	5	50%
Q6c	Hire an external expert	2	7	29%	16	13%	2	20%
Q6d	Other (please, specify):	1	7	14%	16	6%	1	10%
	Total valid		7		16		10	100%

Q6d_text	Q6 (Other (please, specify):)				
	Answers	Frequency	Percent	Valid	Cumulative
	self study/ research	1	6%	100%	100%
Valid	Valid	1	6%	100%	

Q7	Please rate the importance of other skills for providing efficient support to foreign investors. Use the scale 1 to 5, where 1= not important at all and 5 = very important.										
	Subquestion	Answers						Valid	Units	Average	Std. deviation
		1	2	3	4	5	Valid				
Q7a	Foreign language	0 (0%)	0 (0%)	1 (14%)	4 (57%)	2 (29%)	7 (100%)	7	16	4.1	0.7
Q7b	Accurately attend to/understand ideas which are exchanged	0 (0%)	0 (0%)	0 (0%)	1 (14%)	6 (86%)	7 (100%)	7	16	4.9	0.4
Q7c	Deliver influential presentations	0 (0%)	0 (0%)	4 (57%)	2 (29%)	1 (14%)	7 (100%)	7	16	3.6	0.8
Q7d	Ability to explain difficult matters with simple words	0 (0%)	0 (0%)	0 (0%)	4 (57%)	3 (43%)	7 (100%)	7	16	4.4	0.5
Q7e	Ability to summarize main (important) facts (matters)	0 (0%)	0 (0%)	0 (0%)	4 (57%)	3 (43%)	7 (100%)	7	16	4.4	0.5
Q7f	Active listening	0 (0%)	0 (0%)	0 (0%)	4 (57%)	3 (43%)	7 (100%)	7	16	4.4	0.5

Q7g	Network with others across organizational boundaries	0 (0%)	0 (0%)	3 (43%)	3 (43%)	1 (14%)	7 (100%)	7	16	3.7	0.8
Q7h	Consider customers point of view when making decisions	0 (0%)	0 (0%)	1 (14%)	2 (29%)	4 (57%)	7 (100%)	7	16	4.4	0.8
Q7i	Select the appropriate techniques for analysis	0 (0%)	1 (14%)	3 (43%)	2 (29%)	1 (14%)	7 (100%)	7	16	3.4	1.0
Q7j	Generate alternative solutions to problems and challenges	0 (0%)	0 (0%)	1 (14%)	1 (14%)	5 (71%)	7 (100%)	7	16	4.6	0.8
Q7k	Understanding culture of the country foreign investor is coming from	0 (0%)	0 (0%)	0 (0%)	3 (43%)	4 (57%)	7 (100%)	7	16	4.6	0.5
Q7l	Other (please, specify):	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (100%)		16	0.0	0.0

Q7l_text	Q7 (Other (please, specify):)				
	Answers	Frequency	Percent	Valid	Cumulative

Q8	How do you attract foreign investors? Through:							
	Subquestion	Units					Counts	
		Frequency	Valid	% - Valid		% -	Frequency	%
Q8a	Companies' web pages	2	7	29%	16	13%	2	7%
Q8b	Emails to potential investors	4	7	57%	16	25%	4	14%
Q8c	Social media (FB, LinkedIn, twitter...)	2	7	29%	16	13%	2	7%
Q8d	Google advertisement	1	7	14%	16	6%	1	3%
Q8e	Advertisement in other media	0	7	0%	16	0%	0	0%
Q8f	Through current client's recommendations	7	7	100%	16	44%	7	24%
Q8g	Presentation on relevant events	4	7	57%	16	25%	4	14%
Q8h	Co-operation with governmental organizations in home country	1	7	14%	16	6%	1	3%
Q8i	Co-operation with agents in home country	2	7	29%	16	13%	2	7%
Q8j	Co-operation with governmental in investors' countries	1	7	14%	16	6%	1	3%
Q8k	Co-operation with agents investors' countries	5	7	71%	16	31%	5	17%
Q8l	Other (please, specify):	0	7	0%	16	0%	0	0%
	Total valid		7		16		29	100%

Q8l_text	Q8 (Other (please, specify):)				
	Answers	Frequency	Percent	Valid	Cumulative

Q10	If there was a modular programme for foreign investors advisors, would you be interested in taking part in the modules in which your knowledge, skills and competences are not excellent at the moment?				
	Answers	Frequency	Percent	Valid	Cumulative
	1 (Yes)	15	94%	94%	94%
	2 (No)	1	6%	6%	100%
Valid	Valid	16	100%	100%	

Average	1.1	Std. deviation	0.3
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Q11	Why not? (please specify)				
	Answers	Frequency	Percent	Valid	Cumulative

Q12	Which modules would you be interested in?							
	Subquestion	Units					Counts	
		Frequency	Valid	% - Valid		% -	Frequency	%
Q12a	Types, procedures and cost of opening a company	9	15	60%	16	56%	9	11%
Q12b	Legislation requirements and costs regarding running the business	9	15	60%	16	56%	9	11%
Q12c	Accounting	7	15	47%	16	44%	7	9%
Q12d	Real estate investments	10	15	67%	16	63%	10	13%
Q12e	Labour market offer and employment conditions	9	15	60%	16	56%	9	11%
Q12f	Procedures and conditions for obtaining work and living permit and family reunification in host country	8	15	53%	16	50%	8	10%
Q12g	Possibilities for funds raising	12	15	80%	16	75%	12	15%
Q12h	Attracting foreign investor's attention	9	15	60%	16	56%	9	11%
Q12i	Counseling skills	7	15	47%	16	44%	7	9%
Q12j	Other (please, specify:	0	15	0%	16	0%	0	0%
	Total valid		15		16		80	100%

Q12j_text	Q12 (Other (please, specify:)				
	Answers	Frequency	Percent	Valid	Cumulative

Q13	Please select the most convenient time for you to attend such training program.				
	Answers	Frequency	Percent	Valid	Cumulative
	1 (8 a.m. - noon)	3	19%	20%	20%
	2 (noon - 4 p.m.)	4	25%	27%	47%
	3 (4 p.m. - 8 p.m.)	7	44%	47%	93%
	4 (later)	1	6%	7%	100%
Valid	Valid	15	94%	100%	

Average	2.4	Std. deviation	0.9
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Q14	Please select the most desirable day for you to attend such training program.				
	Answers	Frequency	Percent	Valid	Cumulative
	1 (Monday)	1	6%	7%	7%
	2 (Tuesday)	2	13%	13%	20%
	3 (Wednesday)	3	19%	20%	40%
	4 (Thursday)	1	6%	7%	47%
	5 (Friday)	8	50%	53%	100%
Valid	Valid	15	94%	100%	

Average	3.9	Std. deviation	1.4
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Q15	Which method of training do you feel would be most effective?				
	Answers	Frequency	Percent	Valid	Cumulative
	1 (Classroom)	3	19%	20%	20%
	2 (E-learning)	3	19%	20%	40%
	3 (Combination)	9	56%	60%	100%
Valid	Valid	15	94%	100%	

Average	2.4	Std. deviation	0.8
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Q17	Please indicate your gender.				
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	Answers	Frequency	Percent	Valid	Cumulative
	1 (Female)	5	31%	31%	31%
	2 (Male)	11	69%	69%	100%
	3 (Other)	0	0%	0%	100%
Valid	Valid	16	100%	100%	

Average	1.7	Std. deviation	0.5
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Q18	Please indicate your age.				
	Answers	Frequency	Percent	Valid	Cumulative
	1 (Under 20)	0	0%	0%	0%
	2 (21 – 30)	2	13%	13%	13%
	3 (31 - 40)	10	63%	63%	75%
	4 (41 - 50)	2	13%	13%	88%
	5 (51 - 60)	2	13%	13%	100%
	6 (Over 60)	0	0%	0%	100%
Valid	Valid	16	100%	100%	

Average	3.3	Std. deviation	0.9
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Q19	On which level of European qualification system is the highest qualification you obtained?				
	Answers	Frequency	Percent	Valid	Cumulative
	1 (Lower than level 4 (upper secondary general education, upper secondary technical and vocational education))	1	6%	6%	6%
	2 (Level 4)	5	31%	31%	38%
	3 (Higher than level 4)	10	63%	63%	100%
Valid	Valid	16	100%	100%	

Average	2.6	Std. deviation	0.6
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Q20	From which area is this qualification?				
	Answers	Frequency	Percent	Valid	Cumulative
	1 (Accountancy)	10	63%	63%	63%
	2 (Other economic field)	4	25%	25%	88%

	3 (Law)	1	6%	6%	94%
	4 (Real estate)	1	6%	6%	100%
	5 (Other (please, specify):)	0	0%	0%	100%
Valid	Valid	16	100%	100%	

Average	1.6	Std. deviation	0.9
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Q20_5_text	Q20 (Other (please, specify):)				
	Answers	Frequency	Percent	Valid	Cumulative

Q21	For how long have you been fully or partially supporting foreign investors?				
	Answers	Frequency	Percent	Valid	Cumulative
	1 (Less than 1 year)	0	0%	0%	0%
	2 (1 – 2 years)	1	6%	6%	6%
	3 (3 – 5 years)	5	31%	31%	38%
	4 (6 – 10 years)	6	38%	38%	75%
	5 (More than 10 years)	4	25%	25%	100%
Valid	Valid	16	100%	100%	

Average	3.8	Std. deviation	0.9
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Q22	In which country are you currently working?				
	Answers	Frequency	Percent	Valid	Cumulative
	1 (Croatia)	0	0%	0%	0%
	2 (Cyprus)	16	100%	100%	100%
	3 (Slovenia)	0	0%	0%	100%
Valid	Valid	16	100%	100%	

Average	2.0	Std. deviation	0.0
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Q23	Do you have any other suggestions on how to make the training programme best suited the needs of existing and future foreign investors' advisors?				
	Answers	Frequency	Percent	Valid	Cumulative

Q24	If you are interested in the results of the survey and/or participating in pilot implementation of the training programme, please enter your e-mail address. We will make
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	sure that you receive all relevant information.				
	Answers	Frequency	Percent	Valid	Cumulative
	cambraro_holdings@hotmail.com	1	6%	14%	14%
	constantinos.i@cpvaudit.com	1	6%	14%	29%
	antonis@cpvaudit.com	1	6%	14%	43%
	aristakesyan.t@acint.com.cy	1	6%	14%	57%
	pmeleties@yahoo.com	1	6%	14%	71%
	promotional materials	1	6%	14%	86%
	olesya@cpvcorp.com	1	6%	14%	100%
Valid	Valid	7	44%	100%	

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8.5. Annex 5: Survey overview Slovenia

8.5.1. Investors



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Visoka poslovna škola PAR, Trg Riječke rezolucije 4, HR – 51000 Rijeka

OI 1

TRAINING NEEDS ANALYSIS

Investors analysis – SLOVENIA - Summary

Q1	Which country are you investing in?(If you are investing in more than one, please share your experiences from the last country, you invested in.)				
	Answers	Frequency	Percent	Valid	Cumulative
	1 (Croatia)	0	0%	0%	0%
	2 (Cyprus)	0	0%	0%	0%
	3 (Slovenia)	32	100%	100%	100%
	4 (Other (please, specify))	0	0%	0%	100%
Valid	Valid	32	100%	100%	

Average	3.0	Std. deviation	0.0
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Q1_4_text	Q1 (Other (please, specify))				
	Answers	Frequency	Percent	Valid	Cumulative

Q2	What was the main reason for your decision to invest in it?							
	Subquestion	Units					Counts	
		Frequen cy	Valid	% - Valid		% -	Frequen cy	%
Q2a	Opening a new company	10	32	31%	32	31%	10	14%
Q2b	Business opportunities	14	32	44%	32	44%	14	20%
Q2c	Skilled workforce	8	32	25%	32	25%	8	12%
Q2d	Opportunities to invest in real estate (buying, renting real estate)	8	32	25%	32	25%	8	12%
Q2e	Good geo strategic location	5	32	16%	32	16%	5	7%
Q2f	EU membership	8	32	25%	32	25%	8	12%
Q2g	Quality of life	16	32	50%	32	50%	16	23%
Q2h	Other (please, specify)	0	32	0%	32	0%	0	0%
	Total valid		32		32		69	100%

Q2h_text	Q2 (Other (please, specify))				
	Answers	Frequency	Percent	Valid	Cumulative

Q3	What is the type of your investment?				
	Answers	Frequency	Percent	Valid	Cumulative
	1 (Development of new business)	18	56%	58%	58%
	2 (Expanding an existing business)	13	41%	42%	100%
Valid	Valid	31	97%	100%	

Average	1.4	Std. deviation	0.5
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Q4	What was the amount of your investment? (optional)				
	Answers	Frequency	Percent	Valid	Cumulative
	1 (Less than 50.000 EUR)	5	16%	16%	16%
	2 (50.000 – 100.000 EUR)	5	16%	16%	31%
	3 (100.001 – 300.000 EUR)	7	22%	22%	53%
	4 (300.001 – 500.000 EU)	9	28%	28%	81%
	5 (500.001 – 1.000.000 EUR)	3	9%	9%	91%
	6 (More than 1.000.000 EUR)	3	9%	9%	100%
Valid	Valid	32	100%	100%	

Average	3.3	Std. deviation	1.5
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Q5	If we go a little back in time, in the period before your decision was made... Where did you receive information about the country, that made you interested in investing there?				
	Answers	Frequency	Percent	Valid	Cumulative
	1 (Government sites for foreigners from host country)	1	3%	3%	3%
	2 (Consulting companies' sites from host country)	2	6%	6%	9%
	3 (Consulting companies' sites from home country)	1	3%	3%	13%
	4 (Business clubs and associations)	4	13%	13%	25%
	5 (Acquaintance with good investment experience there)	8	25%	25%	50%
	6 (Forums)	0	0%	0%	50%
	7 (Social media)	4	13%	13%	63%
	8 (Advertisement)	0	0%	0%	63%
	9 (All together combined)	9	28%	28%	91%
	10 (Other:)	3	9%	9%	100%
Valid	Valid	32	100%	100%	

Average	6.3	Std. deviation	2.7
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Q5_10_text	Q5 (Other:)				
	Answers	Frequency	Percent	Valid	Cumulative
	wife	1	3%	33%	33%
	competition analysis	1	3%	33%	67%
	love	1	3%	33%	100%
Valid	Valid	3	9%	100%	

Q6	When deciding on where to invest, what types of information did you need about the potential host country? Please evaluate how important was information on:										
	Subquestion	Answers						Valid	Units	Average	Std. deviation
		not relevant at all	not relevant	relevant	very relevant	crucial	Valid				
Q6a	Types, procedures and cost of opening a company	2 (6%)	0 (0%)	14 (45%)	11 (35%)	4 (13%)	31 (100%)	31	32	3.5	1.0
Q6b	Real estate situation	1 (3%)	3 (10%)	9 (29%)	10 (32%)	8 (26%)	31 (100%)	31	32	3.7	1.1

Q6c	Legislation requirements and costs regarding running the business	1 (3%)	0 (0%)	8 (26%)	13 (42%)	9 (29%)	31 (100%)	31	32	3.9	0.9
Q6d	Labour market offer and employment costs	2 (6%)	4 (13%)	6 (19%)	11 (35%)	8 (26%)	31 (100%)	31	32	3.6	1.2
Q6e	Procedures for obtaining required or desired certificates and/or permits	0 (0%)	1 (3%)	9 (29%)	11 (35%)	10 (32%)	31 (100%)	31	32	4.0	0.9
Q6f	Legislation in specific businesses	2 (6%)	1 (3%)	9 (29%)	12 (39%)	7 (23%)	31 (100%)	31	32	3.7	1.1
Q6g	Procedures and conditions for obtaining work and living permit	0 (0%)	2 (6%)	9 (29%)	11 (35%)	9 (29%)	31 (100%)	31	32	3.9	0.9
Q6h	Conditions for family reunification in host country	1 (3%)	5 (16%)	11 (35%)	5 (16%)	9 (29%)	31 (100%)	31	32	3.5	1.2
Q6i	Possibilities for funds raising (from state, different EU funds, bank loans)	2 (6%)	5 (16%)	12 (39%)	10 (32%)	2 (6%)	31 (100%)	31	32	3.2	1.0
Q6j	Other (please, specify):	0 (0%)	0 (0%)	1 (33%)	2 (67%)	0 (0%)	3 (100%)	3	32	3.7	0.6

Q6j_text	Q6 (Other (please, specify):)				
	Answers	Frequency	Percent	Valid	Cumulative

Q7	How did you obtain the needed information? (please select the most relevant source of information)				
	Answers	Frequency	Percent	Valid	Cumulative
	1 (Webpages)	17	53%	53%	53%
	2 (I received requested information via email)	8	25%	25%	78%
	3 (Phone consultation)	3	9%	9%	88%
	4 (I received paper advertisement booklets and prospects)	0	0%	0%	88%
	5 (Other (please, specify):)	4	13%	13%	100%
Valid	Valid	32	100%	100%	

Average	1.9	Std. deviation	1.3
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Q7_5_text	Q7 (Other (please, specify):)				
	Answers	Frequency	Percent	Valid	Cumulative
	all of this	1	3%	25%	25%

	personal meetings	1	3%	25%	50%
	combination of all	1	3%	25%	75%
	all together	1	3%	25%	100%
Valid	Valid	4	13%	100%	

Q8	From whom did you receive the needed information? (please select the most relevant answer)				
	Answers	Frequency	Percent	Valid	Cumulative
	1 (Governmental organizations in host country)	5	16%	16%	16%
	2 (Accountancy firms in host country)	15	47%	47%	63%
	3 (Law firms in host country)	5	16%	16%	78%
	4 (Real estate firms in host country)	6	19%	19%	97%
	5 (Banks in host country)	0	0%	0%	97%
	6 (Embassy from home country)	1	3%	3%	100%
	7 (Chamber of commerce from home country)	0	0%	0%	100%
	8 (Other (please, specify):)	0	0%	0%	100%
Valid	Valid	32	100%	100%	

Average	2.5	Std. deviation	1.2
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Q8_8_text	Q8 (Other (please, specify):)				
	Answers	Frequency	Percent	Valid	Cumulative

Q9	How many sources of information did you check before finding the information you trust?				
	Answers	Frequency	Percent	Valid	Cumulative
	1 (1 source)	4	13%	13%	13%
	2 (2 - 4 sources)	19	59%	59%	72%
	3 (5 or more sources)	9	28%	28%	100%
Valid	Valid	32	100%	100%	

Average	2.2	Std. deviation	0.6
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Q10	How long did it take to get all the information you needed to make an investment decision?				
	Answers	Frequency	Percent	Valid	Cumulative

	1 (Less than 1 month)	1	3%	3%	3%
	2 (1 – 3 months)	14	44%	44%	47%
	3 (More than 3 months)	17	53%	53%	100%
Valid	Valid	32	100%	100%	

Average	2.5	Std. deviation	0.6
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Q11	Which source of information do you trust most?				
	Answers	Frequency	Percent	Valid	Cumulative
	1 (Governmental organizations)	7	22%	22%	22%
	2 (Accountancy firms)	15	47%	47%	69%
	3 (Law firms)	4	13%	13%	81%
	4 (Real estate firms)	5	16%	16%	97%
	5 (Banks)	0	0%	0%	97%
	6 (Acquaintances with good experiences in investing host country)	1	3%	3%	100%
	7 (Other (please, specify):)	0	0%	0%	100%
Valid	Valid	32	100%	100%	

Average	2.3	Std. deviation	1.2
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Q11_7_text	Q11 (Other (please, specify):)				
	Answers	Frequency	Percent	Valid	Cumulative

Q12	When you found (received) information about specific topic, were you satisfied with it? Did you get the answers to your questions? Please select the most relevant answer for information on:									
	Subquestion	Answers					Valid	Units	Average	Std. deviation
		Yes	Partially	No	Not relevant	Valid				
Q12a	Types, procedures and cost of opening a company	15 (48%)	14 (45%)	1 (3%)	1 (3%)	31 (100%)	31	32	1.6	0.7
Q12b	Real estate situation	9 (29%)	15 (48%)	4 (13%)	3 (10%)	31 (100%)	31	32	2.0	0.9
Q12c	Legislation requirements and costs regarding running the business	16 (52%)	13 (42%)	1 (3%)	1 (3%)	31 (100%)	31	32	1.6	0.7
Q12d	Labour market offer and employment costs	11 (35%)	16 (52%)	2 (6%)	2 (6%)	31 (100%)	31	32	1.8	0.8

Q12e	Legislation in specific businesses	12 (39%)	15 (48%)	2 (6%)	2 (6%)	31 (100%)	31	32	1.8	0.8
Q12f	Procedures and conditions for obtaining work and living permit	13 (42%)	16 (52%)	2 (6%)	0 (0%)	31 (100%)	31	32	1.6	0.6
Q12g	Conditions for family reunification in host country	7 (23%)	17 (55%)	4 (13%)	3 (10%)	31 (100%)	31	32	2.1	0.9
Q12h	Possibilities for funds raising (from state, different EU funds, bank loans)	13 (42%)	13 (42%)	3 (10%)	2 (6%)	31 (100%)	31	32	1.8	0.9
Q12i	Other (please, specify):	0 (0%)	2 (100%)	0 (0%)	0 (0%)	2 (100%)	2	32	2.0	0.0

Q12i_text	Q12 (Other (please, specify):)				
	Answers	Frequency	Percent	Valid	Cumulative

Q13	In which language would you like to have this information?				
	Answers	Frequency	Percent	Valid	Cumulative
	1 (English)	21	66%	66%	66%
	2 (German)	3	9%	9%	75%
	3 (Russian)	6	19%	19%	94%
	4 (French)	2	6%	6%	100%
	5 (Greek)	0	0%	0%	100%
	6 (Other (please, specify):)	0	0%	0%	100%
Valid	Valid	32	100%	100%	

Average	1.7	Std. deviation	1.0
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Q13_6_text	Q13 (Other (please, specify):)				
	Answers	Frequency	Percent	Valid	Cumulative

Q14	Please specify whether you would prefer to:				
	Answers	Frequency	Percent	Valid	Cumulative
	1 (Cooperate with only one local advisor to get all the needed support regarding business environment in host country)	26	81%	81%	81%
	2 (Cooperate with several advisors different fields of expertise)	6	19%	19%	100%

Valid	Valid	32	100%	100%	
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Average	1.2	Std. deviation	0.4
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Q15	Do you have any suggestions and recommendations on what we should pay attention when developing the training programme for foreign investors advisors? (optional)				
	Answers	Frequency	Percent	Valid	Cumulative

Q16	Which country are you coming from?				
	Answers	Frequency	Percent	Valid	Cumulative
	croatia	2	6%	6%	6%
	denmark	1	3%	3%	10%
	ruusia	5	16%	16%	26%
	austria	3	9%	10%	35%
	albania	1	3%	3%	39%
	czech republic	1	3%	3%	42%
	peru	1	3%	3%	45%
	italia	1	3%	3%	48%
	japan	1	3%	3%	52%
	france	2	6%	6%	58%
	united states	1	3%	3%	61%
	uk	2	6%	6%	68%
	germany	2	6%	6%	74%
	autralia	1	3%	3%	77%
	turkey	1	3%	3%	81%
	hubgary	1	3%	3%	84%
	serbia	1	3%	3%	87%
	slovakia	1	3%	3%	90%
	unitide kindom	1	3%	3%	94%
	rusia	1	3%	3%	97%
	usa	1	3%	3%	100%
Valid	Valid	31	97%	100%	

Q17	Are you representing...
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	Answers	Frequency	Percent	Valid	Cumulative
	1 (legal entity)	15	47%	47%	47%
	2 (individual (natural person))	17	53%	53%	100%
Valid	Valid	32	100%	100%	

Average	1.5	Std. deviation	0.5
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Q18	If you are interested in the results of the survey, please enter your e-mail address and we will make sure that you receive them.				
	Answers	Frequency	Percent	Valid	Cumulative

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8.5.2 FDI advisors



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OI 1

TRAINING NEEDS ANALYSIS

Advisors analysis SLOVENIA - Summary

Q1	Based on your experiences... what types of information do foreign investors search for? Please evaluate the frequency of the specific information on the scale from 1 to 5.										
	Subquestion	Answers						Valid	Units	Average	Std. deviation
		Not at all	Every now and then	Often	Very often	Always	Valid				
Q1a	Types, procedures and cost of opening a company	0 (0%)	0 (0%)	1 (7%)	3 (21%)	10 (71%)	14 (100%)	14	15	4.6	0.6
Q1b	Real estate situation	2 (13%)	0 (0%)	7 (47%)	5 (33%)	1 (7%)	15 (100%)	15	15	3.2	1.1
Q1c	Legislation requirements and costs regarding running the business	0 (0%)	0 (0%)	2 (14%)	4 (29%)	8 (57%)	14 (100%)	14	15	4.4	0.8
Q1d	Labour market offer and employment costs	0 (0%)	1 (7%)	2 (14%)	8 (57%)	3 (21%)	14 (100%)	14	15	3.9	0.8
Q1e	Procedures for obtaining required or desired certificates and/or permits	0 (0%)	1 (7%)	5 (36%)	5 (36%)	3 (21%)	14 (100%)	14	15	3.7	0.9
Q1f	Legislation in specific businesses	0 (0%)	1 (7%)	3 (21%)	8 (57%)	2 (14%)	14 (100%)	14	15	3.8	0.8

Q1g	Procedures and conditions for obtaining work and living permit	0 (0%)	1 (7%)	3 (21%)	8 (57%)	2 (14%)	14 (100%)	14	15	3.8	0.8
Q1h	Conditions for family reunification in host country	1 (7%)	2 (14%)	9 (64%)	2 (14%)	0 (0%)	14 (100%)	14	15	2.9	0.8
Q1i	Possibilities for funds raising (from state, different EU funds, bank loans)	0 (0%)	9 (64%)	3 (21%)	2 (14%)	0 (0%)	14 (100%)	14	15	2.5	0.8
Q1j	Other (please, specify):	1 (100%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (100%)	1	15	1.0	0.0

Q1j_text	Q1 (Other (please, specify):)				
	Answers	Frequency	Percent	Valid	Cumulative

Q2	What kind of information do you personally provide them? Information on:							
	Subquestion	Units					Counts	
		Frequency	Valid	% - Valid		% -	Frequency	%
Q2a	Types, procedures and cost of opening a company	12	15	80%	15	80%	12	16%
Q2b	Real estate situation	7	15	47%	15	47%	7	9%
Q2c	Legislation requirements and costs regarding running the business	11	15	73%	15	73%	11	15%
Q2d	Labour market offer and employment costs	11	15	73%	15	73%	11	15%
Q2e	Procedures for obtaining required or desired certificates and/or permits	7	15	47%	15	47%	7	9%
Q2f	Legislation in specific businesses	6	15	40%	15	40%	6	8%
Q2g	Procedures and conditions for obtaining work and living permit	10	15	67%	15	67%	10	13%
Q2h	Conditions for family reunification in host country	5	15	33%	15	33%	5	7%
Q2i	Possibilities for funds raising (from state, different EU funds, bank loans)	6	15	40%	15	40%	6	8%
Q2j	Other (please, specify):	0	15	0%	15	0%	0	0%
	Total valid		15		15		75	100%

Q2j_text	Q2 (Other (please, specify):)				
	Answers	Frequency	Percent	Valid	Cumulative

Q3	Please, evaluate the level of your knowledge, skills and competences in providing information about:								
	Subquestion	Answers				Valid	Units	Average	Std. deviation
		Poor	Good	Excellent	Valid				
Q3a	Types, procedures and cost of opening a company	1 (7%)	2 (14%)	11 (79%)	14 (100%)	14	15	2.7	0.6
Q3b	Real estate situation	6 (40%)	5 (33%)	4 (27%)	15 (100%)	15	15	1.9	0.8
Q3c	Legislation requirements and costs regarding running the business	2 (14%)	1 (7%)	11 (79%)	14 (100%)	14	15	2.6	0.7
Q3d	Labour market offer and employment costs	3 (21%)	7 (50%)	4 (29%)	14 (100%)	14	15	2.1	0.7
Q3e	Procedures for obtaining required or desired certificates and/or permits	6 (43%)	5 (36%)	3 (21%)	14 (100%)	14	15	1.8	0.8
Q3f	Legislation in specific businesses	7 (50%)	6 (43%)	1 (7%)	14 (100%)	14	15	1.6	0.6
Q3g	Procedures and conditions for obtaining work and living permit	4 (29%)	5 (36%)	5 (36%)	14 (100%)	14	15	2.1	0.8
Q3h	Conditions for family reunification in host country	7 (50%)	5 (36%)	2 (14%)	14 (100%)	14	15	1.6	0.7
Q3i	Possibilities for funds raising (from state, different EU funds, bank loans)	5 (36%)	3 (21%)	6 (43%)	14 (100%)	14	15	2.1	0.9
Q3j	Other (please, specify):	0 (0%)	0 (0%)	0 (0%)	0 (100%)		15	0.0	0.0

Q3j_text	Q3 (Other (please, specify):)				
	Answers	Frequency	Percent	Valid	Cumulative

Q4	You've evaluated your knowledge in one or more area as excellent. Please specify two the most common foreign investors' questions in this area (s).		
	Subquestion	Counts	
		Click and write	Click and write
	Q4	price and additional costs, financial incentives for opening and operating a foreign business in slo, types, procedures and cost of opening a company, DUKAT d.d., opening the company, Are there public tenders?, costs of running a business, Labour costs, Payroll costs, Costs for operating a business, which funds are available for foreigners, available workers, cost and rules for running a	locations/schools, -1, Real estate situation, Zvečevo d.d., buying real estate, How long it takes to obtain the VAT number, which type of company is for me, Running business costs, how to obtain specific permits, Salary costs (taxes, contributions), how to receive them, cost of running a business and workers, how to get working permit

		company	
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Q5	You've evaluated your knowledge in one or more area as poor. Please specify two the most common foreign investors' questions that you were not able to answer from this area(s).		
	Subquestion	Counts	
		Click and write	Click and write
	Q5	industry sepcific info, relocatin from Syria, trends in real estate, Value for money in real estate, living permits for family, Possibilities to obtain subvention for opening a nusiness, can national from non EU country open a business, buy real estate, working permit, legislation and rules in their business here	building permit delays, -1, do I need any permits for my business, Required permissions, educational options for children, -1, what are the procedures, how long does it take, conditions for family, how to get needed permits for their business

Q6	What do you do when you do not know the answer the foreign investor is searching for?							
	Subquestion	Units					Counts	
		Freque ncy	Valid	% - Valid		% -	Frequency	%
Q6a	Ask a colleague in my company	6	10	60%	15	40%	6	30%
Q6b	Ask a partner organization	7	10	70%	15	47%	7	35%
Q6c	Hire an external expert	6	10	60%	15	40%	6	30%
Q6d	Other (please, specify):	1	10	10%	15	7%	1	5%
	Total valid		10		15		20	100%

Q6d_text	Q6 (Other (please, specify):)				
	Answers	Frequency	Percent	Valid	Cumulative
	advice to go to relevant agency	1	7%	100%	100%
Valid	Valid	1	7%	100%	

Q7	Please rate the importance of other skills for providing efficient support to foreign investors. Use the scale 1 to 5, where 1= not important at all and 5 = very important.										
	Subquestion	Answers						Valid	Units	Average	Std. deviation
		1	2	3	4	5	Valid				
Q7a	Foreign language	0 (0%)	0 (0%)	0 (0%)	3 (30%)	7 (70%)	10 (100%)	10	15	4.7	0.5
Q7b	Accurately attend to/understand ideas which are exchanged	0 (0%)	0 (0%)	2 (20%)	3 (30%)	5 (50%)	10 (100%)	10	15	4.3	0.8
Q7c	Deliver influential presentations	0 (0%)	2 (20%)	0 (0%)	3 (30%)	5 (50%)	10 (100%)	10	15	4.1	1.2

Q7d	Ability to explain difficult matters with simple words	0 (0%)	0 (0%)	5 (50%)	2 (20%)	3 (30%)	10 (100%)	10	15	3.8	0.9
Q7e	Ability to summarize main (important) facts (matters)	0 (0%)	1 (10%)	4 (40%)	2 (20%)	3 (30%)	10 (100%)	10	15	3.7	1.1
Q7f	Active listening	0 (0%)	1 (10%)	2 (20%)	4 (40%)	3 (30%)	10 (100%)	10	15	3.9	1.0
Q7g	Network with others across organizational boundaries	0 (0%)	0 (0%)	1 (10%)	7 (70%)	2 (20%)	10 (100%)	10	15	4.1	0.6
Q7h	Consider customers point of view when making decisions	0 (0%)	0 (0%)	2 (20%)	4 (40%)	4 (40%)	10 (100%)	10	15	4.2	0.8
Q7i	Select the appropriate techniques for analysis	0 (0%)	0 (0%)	1 (10%)	4 (40%)	5 (50%)	10 (100%)	10	15	4.4	0.7
Q7j	Generate alternative solutions to problems and challenges	0 (0%)	1 (11%)	0 (0%)	5 (56%)	3 (33%)	9 (100%)	9	15	4.1	0.9
Q7k	Understanding culture of the country foreign investor is coming from	0 (0%)	2 (20%)	1 (10%)	4 (40%)	3 (30%)	10 (100%)	10	15	3.8	1.1
Q7l	Other (please, specify):	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (100%)	1 (100%)	1	15	5.0	0.0

Q7l_text	Q7 (Other (please, specify):)				
	Answers	Frequency	Percent	Valid	Cumulative

Q8	How do you attract foreign investors? Through:							
	Subquestion	Units					Counts	
		Frequency	Valid	% - Valid		% -	Frequency	%
Q8a	Companies' web pages	8	10	80%	15	53%	8	15%
Q8b	Emails to potential investors	8	10	80%	15	53%	8	15%
Q8c	Social media (FB, LinkedIn, twitter...)	7	10	70%	15	47%	7	13%
Q8d	Google advertisement	3	10	30%	15	20%	3	6%
Q8e	Advertisement in other media	4	10	40%	15	27%	4	8%
Q8f	Through current client's recommendations	8	10	80%	15	53%	8	15%
Q8g	Presentation on relevant events	6	10	60%	15	40%	6	11%
Q8h	Co-operation with governmental organizations in home country	4	10	40%	15	27%	4	8%
Q8i	Co-operation with agents in home country	4	10	40%	15	27%	4	8%

Q8j	Co-operation with governmental in investors' countries	0	10	0%	15	0%	0	0%
Q8k	Co-operation with agents investors' countries	1	10	10%	15	7%	1	2%
Q8l	Other (please, specify):	0	10	0%	15	0%	0	0%
	Total valid		10		15		53	100%

Q8l_text	Q8 (Other (please, specify):)				
	Answers	Frequency	Percent	Valid	Cumulative

Q10	If there was a modular programme for foreign investors advisors, would you be interested in taking part in the modules in which your knowledge, skills and competences are not excellent at the moment?				
	Answers	Frequency	Percent	Valid	Cumulative
	1 (Yes)	12	80%	80%	80%
	2 (No)	3	20%	20%	100%
Valid	Valid	15	100%	100%	

Average	1.2	Std. deviation	0.4
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Q11	Why not? (please specify)				
	Answers	Frequency	Percent	Valid	Cumulative
	no time	1	7%	50%	50%
	if we provided relocation services it would be of interest. we only advise on real estate matters.	1	7%	50%	100%
Valid	Valid	2	13%	100%	

Q12	Which modules would you be interested in?							
	Subquestion	Units					Counts	
		Frequency	Valid	% - Valid		% -	Frequency	%
Q12 a	Types, procedures and cost of opening a company	5	12	42%	15	33%	5	7%
Q12 b	Legislation requirements and costs regarding running the business	7	12	58%	15	47%	7	9%
Q12 c	Accounting	8	12	67%	15	53%	8	11%
Q12 d	Real estate investments	11	12	92%	15	73%	11	14%

Q12e	Labour market offer and employment conditions	11	12	92%	15	73%	11	14%
Q12f	Procedures and conditions for obtaining work and living permit and family reunification in host country	8	12	67%	15	53%	8	11%
Q12g	Possibilities for funds raising	7	12	58%	15	47%	7	9%
Q12h	Attracting foreign investor's attention	9	12	75%	15	60%	9	12%
Q12i	Counseling skills	10	12	83%	15	67%	10	13%
Q12j	Other (please, specify:	0	12	0%	15	0%	0	0%
	Total valid		12		15		76	100%

Q12j_text	Q12 (Other (please, specify:)				
	Answers	Frequency	Percent	Valid	Cumulative

Q13	Please select the most convenient time for you to attend such training program.				
	Answers	Frequency	Percent	Valid	Cumulative
	1 (8 a.m. - noon)	0	0%	0%	0%
	2 (noon - 4 p.m.)	3	20%	25%	25%
	3 (4 p.m. - 8 p.m.)	9	60%	75%	100%
	4 (later)	0	0%	0%	100%
Valid	Valid	12	80%	100%	

Average	2.8	Std. deviation	0.5
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Q14	Please select the most desirable day for you to attend such training program.				
	Answers	Frequency	Percent	Valid	Cumulative
	1 (Monday)	0	0%	0%	0%
	2 (Tuesday)	6	40%	50%	50%
	3 (Wednesday)	1	7%	8%	58%
	4 (Thursday)	5	33%	42%	100%
	5 (Friday)	0	0%	0%	100%
Valid	Valid	12	80%	100%	

Average	2.9	Std. deviation	1.0
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Q15	Which method of training do you feel would be most effective?				
	Answers	Frequency	Percent	Valid	Cumulative
	1 (Classroom)	0	0%	0%	0%
	2 (E-learning)	1	7%	8%	8%
	3 (Combination)	11	73%	92%	100%
Valid	Valid	12	80%	100%	

Average	2.9	Std. deviation	0.3
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Q17	Please indicate your gender.				
	Answers	Frequency	Percent	Valid	Cumulative
	1 (Female)	5	33%	33%	33%
	2 (Male)	10	67%	67%	100%
	3 (Other)	0	0%	0%	100%
Valid	Valid	15	100%	100%	

Average	1.7	Std. deviation	0.5
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Q18	Please indicate your age.				
	Answers	Frequency	Percent	Valid	Cumulative
	1 (Under 20)	0	0%	0%	0%
	2 (21 – 30)	1	7%	7%	7%
	3 (31 - 40)	7	47%	47%	53%
	4 (41 - 50)	4	27%	27%	80%
	5 (51 - 60)	3	20%	20%	100%
	6 (Over 60)	0	0%	0%	100%
Valid	Valid	15	100%	100%	

Average	3.6	Std. deviation	0.9
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Q19	On which level of European qualification system is the highest qualification you obtained?				
	Answers	Frequency	Percent	Valid	Cumulative
	1 (Lower than level 4 (upper secondary general education, upper secondary technical and vocational education))	1	7%	7%	7%

	2 (Level 4)	2	13%	13%	20%
	3 (Higher than level 4)	12	80%	80%	100%
Valid	Valid	15	100%	100%	

Average	2.7	Std. deviation	0.6
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Q20	From which area is this qualification?				
	Answers	Frequency	Percent	Valid	Cumulative
	1 (Accountancy)	5	33%	33%	33%
	2 (Other economic field)	4	27%	27%	60%
	3 (Law)	2	13%	13%	73%
	4 (Real estate)	2	13%	13%	87%
	5 (Other (please, specify):)	2	13%	13%	100%
Valid	Valid	15	100%	100%	

Average	2.5	Std. deviation	1.5
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Q20_5_text	Q20 (Other (please, specify):)				
	Answers	Frequency	Percent	Valid	Cumulative
	other	1	7%	100%	100%
Valid	Valid	1	7%	100%	

Q21	For how long have you been fully or partially supporting foreign investors?				
	Answers	Frequency	Percent	Valid	Cumulative
	1 (Less than 1 year)	0	0%	0%	0%
	2 (1 – 2 years)	3	20%	20%	20%
	3 (3 – 5 years)	6	40%	40%	60%
	4 (6 – 10 years)	4	27%	27%	87%
	5 (More than 10 years)	2	13%	13%	100%
Valid	Valid	15	100%	100%	

Average	3.3	Std. deviation	1.0
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Q22	In which country are you currently working?				
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	Answers	Frequency	Percent	Valid	Cumulative
	1 (Croatia)	0	0%	0%	0%
	2 (Cyprus)	0	0%	0%	0%
	3 (Slovenia)	15	100%	100%	100%
Valid	Valid	15	100%	100%	

Average	3.0	Std. deviation	0.0
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Q23	Do you have any other suggestions on how to make the training programme best suited the needs of existing and future foreign investors' advisors?				
	Answers	Frequency	Percent	Valid	Cumulative
	none	1	7%	50%	50%
	training should be adjusted to individual needs	1	7%	50%	100%
Valid	Valid	2	13%	100%	

Q24	If you are interested in the results of the survey and/or participating in pilot implementation of the training programme, please enter your e-mail address. We will make sure that you receive all relevant information.				
	Answers	Frequency	Percent	Valid	Cumulative
	bojan.cad@inboj.si	1	7%	25%	25%
	thank you no!	1	7%	25%	50%
	info@gzdbk.si	1	7%	25%	75%
	ales@bogatin.si	1	7%	25%	100%
Valid	Valid	4	27%	100%	

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8.6. Annex 6: Survey overview other countries

8.6.1. Investors



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OI 1

TRAINING NEEDS ANALYSIS

Investors analysis – OTHER COUNTRIES - Summary

Q1	Which country are you investing in?(If you are investing in more than one, please share your experiences from the last country, you invested in.)				
	Answers	Frequency	Percent	Valid	Cumulative
	1 (Croatia)	0	0%	0%	0%
	2 (Cyprus)	0	0%	0%	0%
	3 (Slovenia)	0	0%	0%	0%
	4 (Other (please, specify))	30	100%	100%	100%
Valid	Valid	30	100%	100%	

Average	4.0	Std. deviation	0.0
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Q1_4_text	Q1 (Other (please, specify))				
	Answers	Frequency	Percent	Valid	Cumulative
	italy	3	10%	10%	10%
	poland	3	10%	10%	20%

	mexico	1	3%	3%	23%
	portugal	1	3%	3%	27%
	colorado	1	3%	3%	30%
	monte negro	1	3%	3%	33%
	turkey	2	7%	7%	40%
	austria	2	7%	7%	47%
	czech republic	2	7%	7%	53%
	brasil	1	3%	3%	57%
	central europe, slovenia	1	3%	3%	60%
	luxembourg	1	3%	3%	63%
	puerto rico	1	3%	3%	67%
	germany	1	3%	3%	70%
	spain	1	3%	3%	73%
	hungary	2	7%	7%	80%
	russia	1	3%	3%	83%
	czech	1	3%	3%	87%
	serbia	1	3%	3%	90%
	china	1	3%	3%	93%
	india	1	3%	3%	97%
	greece	1	3%	3%	100%
Valid	Valid	30	100%	100%	

Q2	What was the main reason for your decision to invest in it?							
	Subquestion	Units					Counts	
		Frequency	Valid	% - Valid		% -	Frequency	%
Q2a	Opening a new company	11	30	37%	30	37%	11	15%
Q2b	Business opportunities	19	30	63%	30	63%	19	26%
Q2c	Skilled workforce	11	30	37%	30	37%	11	15%
Q2d	Opportunities to invest in real estate (buying, renting real estate)	5	30	17%	30	17%	5	7%
Q2e	Good geo strategic location	7	30	23%	30	23%	7	10%
Q2f	EU membership	10	30	33%	30	33%	10	14%
Q2g	Quality of life	7	30	23%	30	23%	7	10%
Q2h	Other (please, specify)	2	30	7%	30	7%	2	3%

	Total valid		30		30		72	100%
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Q2h_text	Q2 (Other (please, specify))				
	Answers	Frequency	Percent	Valid	Cumulative
	nice weather, reasonable prices	1	3%	100%	100%
Valid	Valid	1	3%	100%	

Q3	What is the type of your investment?				
	Answers	Frequency	Percent	Valid	Cumulative
	1 (Development of new business)	14	47%	47%	47%
	2 (Expanding an existing business)	16	53%	53%	100%
Valid	Valid	30	100%	100%	

Average	1.5	Std. deviation	0.5
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Q4	What was the amount of your investment? (optional)				
	Answers	Frequency	Percent	Valid	Cumulative
	1 (Less than 50.000 EUR)	0	0%	0%	0%
	2 (50.000 – 100.000 EUR)	10	33%	33%	33%
	3 (100.001 – 300.000 EUR)	5	17%	17%	50%
	4 (300.001 – 500.000 EU)	3	10%	10%	60%
	5 (500.001 – 1.000.000 EUR)	8	27%	27%	87%
	6 (More than 1.000.000 EUR)	4	13%	13%	100%
Valid	Valid	30	100%	100%	

Average	3.7	Std. deviation	1.5
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Q5	If we go a little back in time, in the period before your decision was made... Where did you receive information about the country, that made you interested in investing there?				
	Answers	Frequency	Percent	Valid	Cumulative
	1 (Government sites for foreigners from host country)	0	0%	0%	0%
	2 (Consulting companies' sites from host country)	0	0%	0%	0%
	3 (Consulting companies' sites from home country)	3	10%	10%	10%
	4 (Business clubs and associations)	2	7%	7%	17%

	5 (Acquaintance with good investment experience there)	5	17%	17%	33%
	6 (Forums)	0	0%	0%	33%
	7 (Social media)	3	10%	10%	43%
	8 (Advertisement)	1	3%	3%	47%
	9 (All together combined)	7	23%	23%	70%
	10 (Other:)	9	30%	30%	100%
Valid	Valid	30	100%	100%	

Average	7.5	Std. deviation	2.6
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Q5_10_text	Q5 (Other:)				
	Answers	Frequency	Percent	Valid	Cumulative
	market research	1	3%	11%	11%
	company in which we invested	1	3%	11%	22%
	cheaper workers	1	3%	11%	33%
	holidays	1	3%	11%	44%
	events	1	3%	11%	56%
	market oportunities	1	3%	11%	67%
	vaccations there	1	3%	11%	78%
	business analitics	1	3%	11%	89%
	opportunity to join business and pleasure	1	3%	11%	100%
Valid	Valid	9	30%	100%	

Q6	When deciding on where to invest, what types of information did you need about the potential host country? Please evaluate how important was information on:										
	Subquestion	Answers						Valid	Units	Average	Std. deviation
		not relevant at all	not relevant	relevant	very relevant	crucial	Valid				
Q6a	Types, procedures and cost of opening a company	0 (0%)	0 (0%)	13 (43%)	13 (43%)	4 (13%)	30 (100%)	30	30	3.7	0.7
Q6b	Real estate situation	0 (0%)	5 (17%)	7 (23%)	12 (40%)	6 (20%)	30 (100%)	30	30	3.6	1.0
Q6c	Legislation requirements and costs regarding running the business	0 (0%)	0 (0%)	3 (10%)	10 (33%)	17 (57%)	30 (100%)	30	30	4.5	0.7
Q6d	Labour market offer and	0 (0%)	0 (0%)	6 (20%)	8 (27%)	16 (53%)	30 (100%)	30	30	4.3	0.8

	employment costs										
Q6e	Procedures for obtaining required or desired certificates and/or permits	0 (0%)	0 (0%)	4 (13%)	12 (40%)	14 (47%)	30 (100%)	30	30	4.3	0.7
Q6f	Legislation in specific businesses	0 (0%)	0 (0%)	5 (17%)	17 (57%)	8 (27%)	30 (100%)	30	30	4.1	0.7
Q6g	Procedures and conditions for obtaining work and living permit	0 (0%)	0 (0%)	9 (31%)	11 (38%)	9 (31%)	29 (100%)	29	30	4.0	0.8
Q6h	Conditions for family reunification in host country	2 (7%)	2 (7%)	11 (37%)	6 (20%)	9 (30%)	30 (100%)	30	30	3.6	1.2
Q6i	Possibilities for funds raising (from state, different EU funds, bank loans)	3 (10%)	0 (0%)	15 (50%)	12 (40%)	0 (0%)	30 (100%)	30	30	3.2	0.9
Q6j	Other (please, specify):	0 (0%)	0 (0%)	0 (0%)	1 (100%)	0 (0%)	1 (100%)	1	30	4.0	0.0

Q6j_text	Q6 (Other (please, specify):)				
	Answers	Frequency	Percent	Valid	Cumulative
	cost of living	1	3%	100%	100%
Valid	Valid	1	3%	100%	

Q7	How did you obtain the needed information? (please select the most relevant source of information)				
	Answers	Frequency	Percent	Valid	Cumulative
	1 (Webpages)	11	37%	38%	38%
	2 (I received requested information via email)	12	40%	41%	79%
	3 (Phone consultation)	1	3%	3%	83%
	4 (I received paper advertisement booklets and prospects)	0	0%	0%	83%
	5 (Other (please, specify):)	5	17%	17%	100%
Valid	Valid	29	97%	100%	

Average	2.2	Std. deviation	1.4
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Q7_5_text	Q7 (Other (please, specify):)				
	Answers	Frequency	Percent	Valid	Cumulative
	own research	1	3%	20%	20%
	from company that we invested in	1	3%	20%	40%

	from a friend	1	3%	20%	60%
	contacts	1	3%	20%	80%
	all of the stated	1	3%	20%	100%
Valid	Valid	5	17%	100%	

Q8	From whom did you receive the needed information? (please select the most relevant answer)				
	Answers	Frequency	Percent	Valid	Cumulative
	1 (Governmental organizations in host country)	5	17%	17%	17%
	2 (Accountancy firms in host country)	14	47%	47%	63%
	3 (Law firms in host country)	8	27%	27%	90%
	4 (Real estate firms in host country)	0	0%	0%	90%
	5 (Banks in host country)	0	0%	0%	90%
	6 (Embassy from home country)	0	0%	0%	90%
	7 (Chamber of commerce from home country)	0	0%	0%	90%
	8 (Other (please, specify):)	3	10%	10%	100%
Valid	Valid	30	100%	100%	

Average	2.7	Std. deviation	1.9
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Q8_8_text	Q8 (Other (please, specify):)				
	Answers	Frequency	Percent	Valid	Cumulative
	counselling firm	1	3%	33%	33%
	company we invested in	1	3%	33%	67%
	from company that we invested in	1	3%	33%	100%
Valid	Valid	3	10%	100%	

Q9	How many sources of information did you check before finding the information you trust?				
	Answers	Frequency	Percent	Valid	Cumulative
	1 (1 source)	3	10%	10%	10%
	2 (2 - 4 sources)	18	60%	60%	70%
	3 (5 or more sources)	9	30%	30%	100%
Valid	Valid	30	100%	100%	

Average	2.2	Std. deviation	0.6
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Q10	How long did it take to get all the information you needed to make an investment decision?				
	Answers	Frequency	Percent	Valid	Cumulative
	1 (Less than 1 month)	1	3%	3%	3%
	2 (1 – 3 months)	12	40%	40%	43%
	3 (More than 3 months)	17	57%	57%	100%
Valid	Valid	30	100%	100%	

Average	2.5	Std. deviation	0.6
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Q11	Which source of information do you trust most?				
	Answers	Frequency	Percent	Valid	Cumulative
	1 (Governmental organizations)	5	17%	17%	17%
	2 (Accountancy firms)	13	43%	43%	60%
	3 (Law firms)	8	27%	27%	87%
	4 (Real estate firms)	0	0%	0%	87%
	5 (Banks)	0	0%	0%	87%
	6 (Acquaintances with good experiences in investing host country)	0	0%	0%	87%
	7 (Other (please, specify):)	4	13%	13%	100%
Valid	Valid	30	100%	100%	

Average	2.8	Std. deviation	1.8
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Q11_7_text	Q11 (Other (please, specify):)				
	Answers	Frequency	Percent	Valid	Cumulative
	consultancy firm	1	3%	25%	25%
	company we invested in	1	3%	25%	50%
	company that we invested in	1	3%	25%	75%
	combination of all	1	3%	25%	100%
Valid	Valid	4	13%	100%	

Q12	When you found (received) information about specific topic, were you satisfied with it? Did you get the answers to your questions? Please select the most relevant answer for information on:					
	Subquestion	Answers	Valid	Units	Average	Std. deviation

										n
		Yes	Partially	No	Not relevant	Valid				
Q12a	Types, procedures and cost of opening a company	22 (73%)	8 (27%)	0 (0%)	0 (0%)	30 (100%)	30	30	1.3	0.4
Q12b	Real estate situation	2 (7%)	13 (43%)	13 (43%)	2 (7%)	30 (100%)	30	30	2.5	0.7
Q12c	Legislation requirements and costs regarding running the business	17 (57%)	13 (43%)	0 (0%)	0 (0%)	30 (100%)	30	30	1.4	0.5
Q12d	Labour market offer and employment costs	14 (47%)	13 (43%)	2 (7%)	1 (3%)	30 (100%)	30	30	1.7	0.8
Q12e	Legislation in specific businesses	11 (37%)	16 (53%)	3 (10%)	0 (0%)	30 (100%)	30	30	1.7	0.6
Q12f	Procedures and conditions for obtaining work and living permit	15 (50%)	15 (50%)	0 (0%)	0 (0%)	30 (100%)	30	30	1.5	0.5
Q12g	Conditions for family reunification in host country	11 (37%)	15 (50%)	3 (10%)	1 (3%)	30 (100%)	30	30	1.8	0.8
Q12h	Possibilities for funds raising (from state, different EU funds, bank loans)	10 (33%)	15 (50%)	4 (13%)	1 (3%)	30 (100%)	30	30	1.9	0.8
Q12i	Other (please, specify):	0 (0%)	2 (100%)	0 (0%)	0 (0%)	2 (100%)	2	30	2.0	0.0

Q12i_text	Q12 (Other (please, specify):)				
	Answers	Frequency	Percent	Valid	Cumulative

Q13	In which language would you like to have this information?				
	Answers	Frequency	Percent	Valid	Cumulative
	1 (English)	14	47%	47%	47%
	2 (German)	10	33%	33%	80%
	3 (Russian)	3	10%	10%	90%
	4 (French)	1	3%	3%	93%
	5 (Greek)	0	0%	0%	93%
	6 (Other (please, specify):)	2	7%	7%	100%
Valid	Valid	30	100%	100%	

Average	2.0	Std. deviation	1.4
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Q13_6_text	Q13 (Other (please, specify):)
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	Answers	Frequency	Percent	Valid	Cumulative
	espanol	1	3%	50%	50%
	spanish	1	3%	50%	100%
Valid	Valid	2	7%	100%	

Q14	Please specify whether you would prefer to:				
	Answers	Frequency	Percent	Valid	Cumulative
	1 (Cooperate with only one local advisor to get all the needed support regarding business environment in host country)	26	87%	87%	87%
	2 (Cooperate with several advisors different fields of expertise)	4	13%	13%	100%
Valid	Valid	30	100%	100%	

Average	1.1	Std. deviation	0.3
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Q15	Do you have any suggestions and recommendations on what we should pay attention when developing the training programme for foreign investors advisors? (optional)				
	Answers	Frequency	Percent	Valid	Cumulative
	more practical information about living in host country (education for children, social security...)	1	3%	33%	33%
	general attitude	1	3%	33%	67%
	better knowledge of the details	1	3%	33%	100%
Valid	Valid	3	10%	100%	

Q16	Which country are you coming from?				
	Answers	Frequency	Percent	Valid	Cumulative
	iceland	1	3%	3%	3%
	germay	1	3%	3%	7%
	turkey	1	3%	3%	10%
	austria	4	13%	13%	23%
	new zeland	1	3%	3%	27%
	france	3	10%	10%	37%
	italy	1	3%	3%	40%
	poland	1	3%	3%	43%
	netherlands	1	3%	3%	47%

	united states	1	3%	3%	50%
	germany	6	20%	20%	70%
	uk	1	3%	3%	73%
	russia	3	10%	10%	83%
	italiy	1	3%	3%	87%
	argentina	1	3%	3%	90%
	ireland	1	3%	3%	93%
	espana	1	3%	3%	97%
	usa	1	3%	3%	100%
Valid	Valid	30	100%	100%	

Q17	Are you representing...				
	Answers	Frequency	Percent	Valid	Cumulative
	1 (legal entity)	17	57%	57%	57%
	2 (individual (natural person))	13	43%	43%	100%
Valid	Valid	30	100%	100%	

Average	1.4	Std. deviation	0.5
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Q18	If you are interested in the results of the survey, please enter your e-mail address and we will make sure that you receive them.				
	Answers	Frequency	Percent	Valid	Cumulative
	ceo@valservice.eu	1	3%	100%	100%
Valid	Valid	1	3%	100%	

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