



B-MINCOME
Iniciativa d'Inclusió Social



APPENDIX B

SURVEY TO REC B-MINCOME MUNICIPAL SUPORT SUBSIDY AFFILIATED BUSINESS OWNERS

Questionnaire conducted in February 2019

(NS/NC means the respondent doesn't know or does not answer)

(*) Mandatory answer

1. What type of business do you have? (tick 1 option)

Feeding

Bakery

Supermarket

Drugstore

Pharmacy

Clothing and footwear

Hardware

Housing

Furniture

Household linen

Culture

Sport

Restoration

Personal attention

Communications and transport

Other businesses

Other Services

NS/NC

2. Have you noticed an increase in turnover with the operation of the REC? *

0-2%

2-5%

6-10%

11-20%

21-30%

>30%

No

NS/NC

3. Have you noticed an increase in customers in your shop thanks to rec? *

0-2%

2-5%

6-10%

11-20%

21-30%

>30%

No

NS/NC

4. Have you noticed an increase in sales in euros in your shop (from the same customers using the rec)? *

0-2%

2-5%

6-10%

11-20%

21-30%

>30%

No

NS/NC

5. What services and products do you need in order to be able to spend what you earn in recs without changing to euros? (including products for your personal consumption and business supplies)*.

6. Have you received sufficient information about the rec currency? *

Much

Quite

Nothing

NS/NC

7. Do you know where to spend the recs? *

A lot

Quite

Little

Nothing

NS/NC

8. Have you got used to using the rec? *

A lot

Quite

Little

Nothing

NS/NC

9. Have you changed any consumer habits? *

A lot

Quite

Little

Nothing

NS/NC

10. Do you think the rec is improving the situation of local trade? *

A lot

Quite

Little

Nothing

NS/NC

11. Is the rec improving your learning with new technologies? *

A lot

Quite

Little

Nothing

NS/NC

12. Which aspects of the rec do you value most positively and negatively in this start-up phase? (max 2 aspects of each)

13. Rate the usefulness of the following options offered by the app (scale 0 to 10) *.

Charging/payment options (QR, link, contact...) 0_____10

Map 0_____10

Offers 0_____10

Account user management 0_____10

NS/NC

14. In general, how satisfied are you with the rec currency? *

A lot

Quite

Little

Nothing

NS/NC

Questionnaire conducted in SEPTEMBER 2019

(NS/NC means the respondent doesn't know or does not answer)

1. What type of business do you have? (tick 1 option)

Feeding
Personal attention
Communications and transport
Culture
Sport
Drugstore
Pharmacy
Hardware
Furniture
Other businesses
Other Services
Bakery
Restoration
Household linen
Clothing and footwear
Supermarket
Housing
NS/NC

2. Have you noticed an increase in turnover in your business since you started using the REC as a currency? *

0-5%
6-10%
11-20%
21-30%
>30%
No
NS/NC

3. Have you noticed an increase in customers in your shop since you started using the REC as a currency? *

0-5%
6-10%
11-20%
21-30%
>30%
No
NS/NC

4. Have you noticed an increase in sales in euros in your shop (from the same customers using rec)?

0-5%

6-10%

11-20%

21-30%

>30%

No

NS/NC

5. What type of query have you made to the Rec's Customer Service Department?

To change from recs to euros Skip to P7

Any other queries Go to Q6

I have not done any Jump to P7

6. Are you happy with the attention you received from the Customer Service Department?

| | Very unhappy | Discontent | Content | Very happy |
|-------|--------------|------------|---------|------------|
| NS/NC | 1 | 2 | 3 | 4 |

7. Do you know where you can buy with Recs? *

| | Nothing | Something | Quite | A lot |
|-------|---------|-----------|-------|-------|
| NS/NC | 1 | 2 | 3 | 4 |

8. Have you got used to using the Rec? *

| | Nothing | Something | Quite | A lot |
|-------|---------|-----------|-------|-------|
| NS/NC | 1 | 2 | 3 | 4 |

9. Have you changed any behaviours in terms of the number of times you buy something or where you buy it, or the type of product you buy?

| | Nothing | Something | Quite | A lot |
|-------|---------|-----------|-------|-------|
| NS/NC | 1 | 2 | 3 | 4 |

10. Do you think the Rec is improving the situation of local trade? *

| | Nothing | Something | Quite | A lot |
|-------|---------|-----------|-------|-------|
| NS/NC | 1 | 2 | 3 | 4 |

11. Do you think that the Rec has helped you to handle your mobile phone better?

| | Nothing | Something | Quite | A lot |
|-------|---------|-----------|-------|-------|
| NS/NC | 1 | 2 | 3 | 4 |

12. Which aspects of the Rec do you value most positively? (max 2 aspects)

- 1.
- 2.

13. What aspects of the Rec do you perceive as the most negative?

- 1.
- 2.

14. Do you find that the REC helps you build more trusting relationships with customers?

| | Nothing | Little | Quite | I fully agree |
|-------|---------|--------|-------|---------------|
| NS/NC | 1 | 2 | 3 | 4 |

15. Overall, are you satisfied with the usability, performance, etc. of the Rec?

| | Very unhappy | Discontent | Satisfied | Very satisfied |
|-------|--------------|------------|-----------|----------------|
| NS/NC | 1 | 2 | 3 | 4 |