## Methodology

This report represents IO1/A2 of the PEACOC project, which is the follow-on activity to IO1/A1. In IO1/A1, the project consortium produced a number of national reports about the state of the construction industry and e-commerce in each of their countries. This activity is attempting to validate the findings of those reports through engagements with stakeholders in these areas.

As such, partners sent out specifically-constructed surveys to stakeholders in each of their countries, and received back a number of responses. This document presents these responses for the given country as well as analysis, and draws whatever conclusions are evident from the results.

Introduction

In Slovenia we distributed the questionnaire to our companies and received 25 responses. Most of the respondents were in the age group of 35-44 (8 responses; 32%) and 55-65 (8 responses; 32 %), seven (28%) respondents were in the age group 45-54. One respondent was under 25 years old and one was in the age group 65-74.
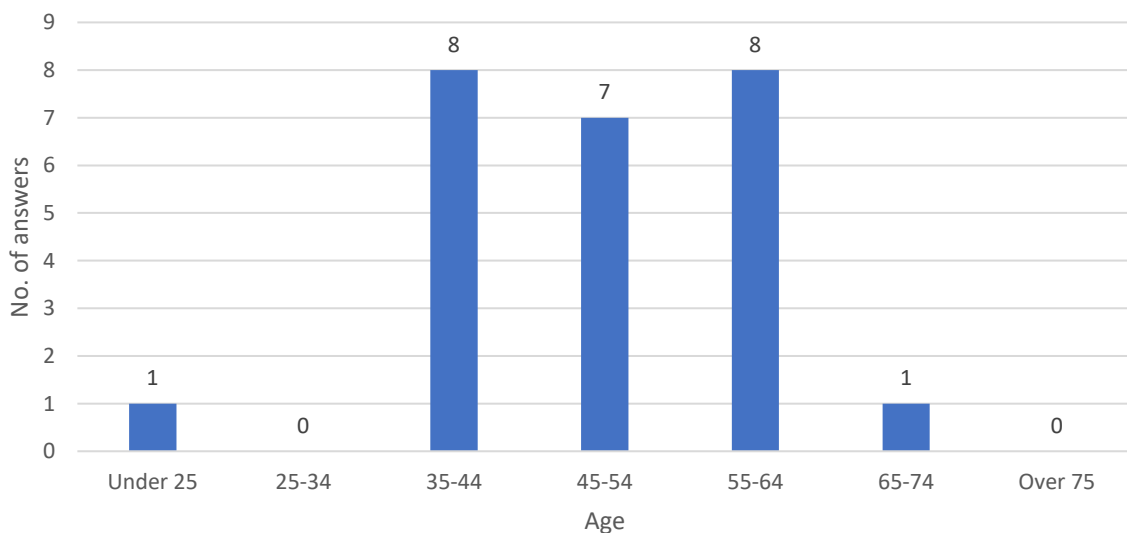
Which of these best describes the business you represent?
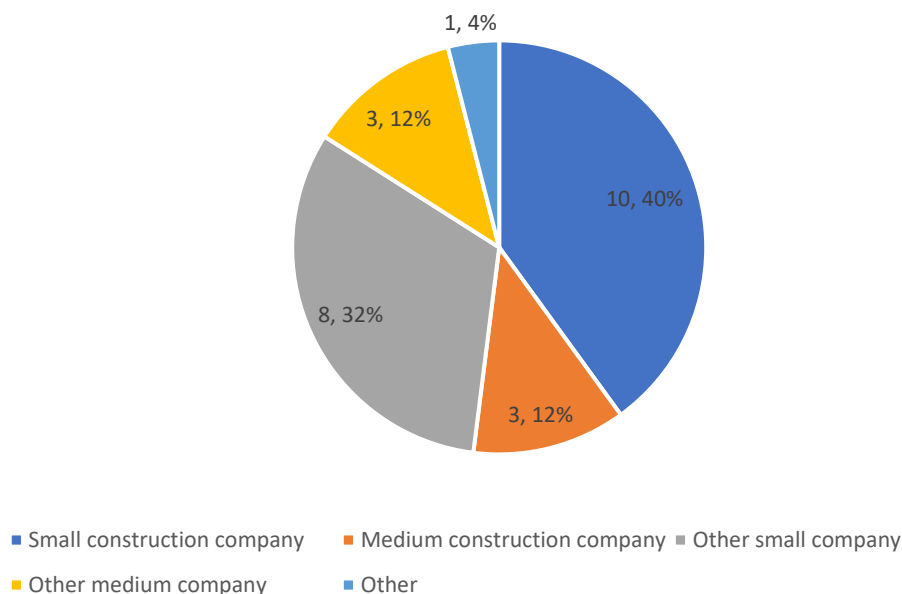
Most of the Slovenian respondents would describe themselves as small company (18 responses). Of these 18 respondents, 10 are construction companies and 8 are other companies. A response describing themselves as a medium company was chosen by 6 respondents (50% construction companies and 50% other companies). One respondent selected other and defined themselves as public administration.

Does your company do much business internationally?

Surprisingly, 68% of the respondents do not do international business. And only 8 respondents do international business. Of these 8, 5 do a little business internationally, 2 do a lot and 1 company does most of its business internationally.
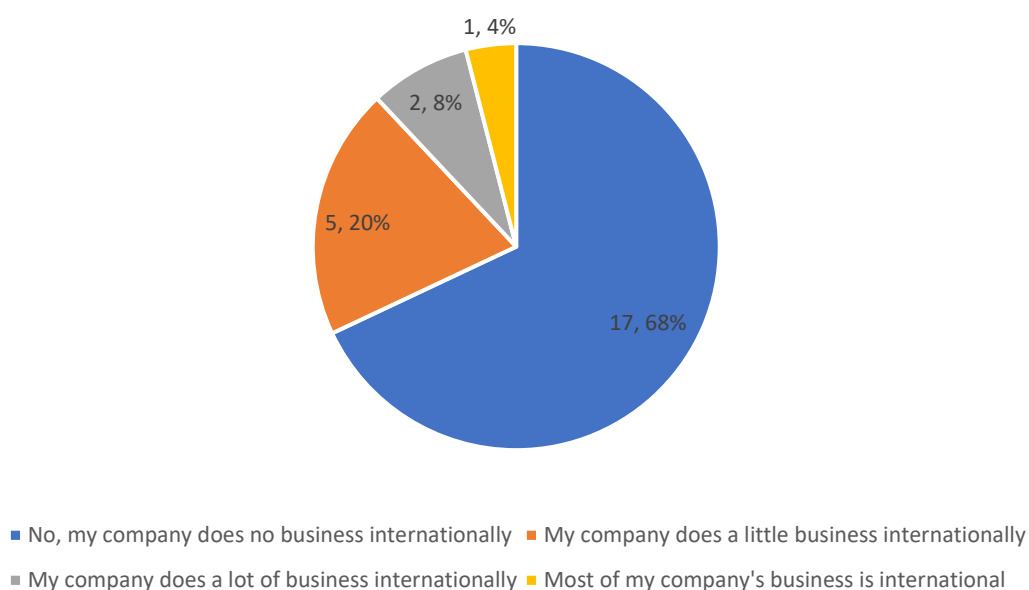
How does your business use e-commerce?

Only 9% chose an answer that they don't use e-commerce. A response that their business has a website was chosen by 17 respondents, there were slightly fewer responses (15) for the response that they use electronic document management. 3 respondents answered that their business has an online store and that their business is part of a broader digital platform or marketplace. 5 businesses use an online tool that can offer quotes.
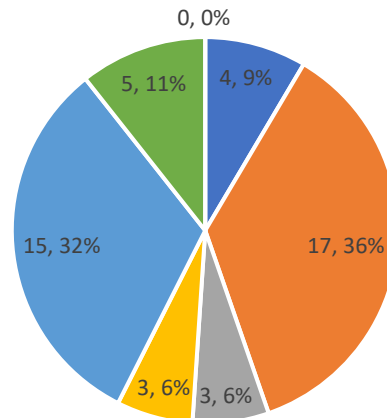
- My business does not use e-commerce at all
- My business has a website
- My business has an online store
- My businesses is part of a broader digital platform or marketplace
- My businesses uses electronic document management
- My business has an online tool that can offer quotes
- Other

Which of these do you feel are factors preventing entrepreneurs from adopting new e-commerce tools and behaviours?

All technologies also have some bad sides that discourage companies from using them. The biggest problem why companies do not use e-commerce is that it takes a lot of time and effort to digitise existing data and records (15 responses; 60%) and of course the money, because these types of technologies are usually quite expensive (16 responses). One of the biggest problems is also the excessive bureaucracy (11 responses). When you adopt new technologies, you usually have to train your employees to use them, and this is a pretty big factor that keeps companies from adopting e-commerce tools, and that's why 32% (8 responses) were in favour of the need for employee training. The same number of responses (8) were also in the answer that the problem is business culture and habits. The complexity of the technology involved received 7 responses. Only 5 respondents indicated that data protection or security issues were the problem and 2 that the problem was the lack of short-term return on investment.
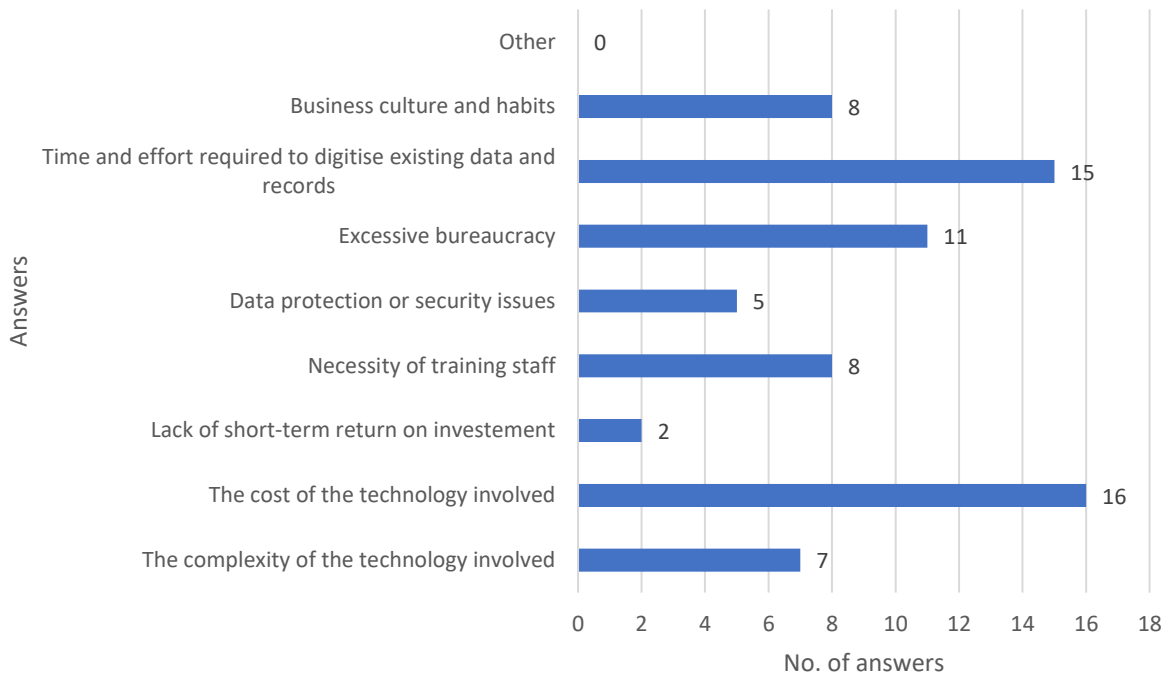
Do you feel that there is good training and support on e-commerce in construction in your country?

More than half of the respondents (68%) think that there is not much support for e-commerce or digitalisation in Slovenia. Very few respondents (5) answered that there are courses and support for e-commerce and digitalization, but not specifically for construction. Just over 10% of respondents answered that there are good courses and support for e-commerce in construction.
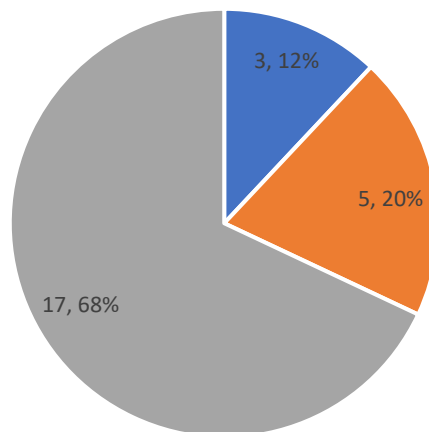
- Yes, there are good courses and support on e-commerce in construction
- There are courses and support on e-commerce and digitisation, but not for construction specfically
- There is not much support for e-commerce or digitisation at all

To what degree do you think consumers in your country trust online payment?

When asked if consumers in Slovenia trust an online payment, the majority of responses (17 responses; 68%) were that most consumers in Slovenia trust an online payment. Only 4 respondents think that consumers trust almost completely an online payment. Some of the respondents (3 responses; 12%) think that only some consumers trust online payment and only one thinks that almost no consumers trust online payment.

- Consumers almost entirely trust online payment
- Most consumers trust online payment
- Only some consumers trust online payment
- Almost no consumers trust online payment
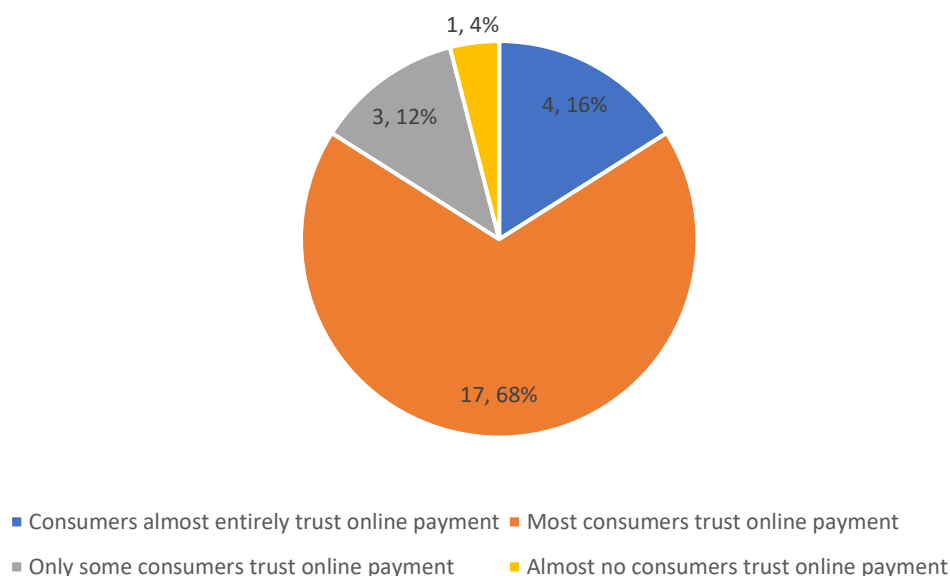
Conclusions

In Slovenia, we collected 25 responses from questionnaires about e-commerce in Slovenian companies. The age of the majority of respondents was from 35-64, with age groups 35-44 and 55-64 predominating. The majority of responses were from small companies (18 responses; 72%), of these 18, 10 were from small construction companies and 3 responses were from medium construction companies.

Nearly 70% of respondents do not do business internationally, with the remainder doing a little to most of their business internationally.

When asked if they use e-commerce in their business, 4 responded that they do not and the rest that they do. Most of the respondents said that their company has a website (17 responses; 68%) and that they use electronic document management.

There are some disadvantages of e-commerce technologies that prevent businesses from using them. The most prevalent factor is cost (16 responses; 64%) and the time and effort required to digitise existing data and records (14 responses; 56%). Quite a number of respondents (11 responses; 44%) also believe that excessive bureaucracy is also a reason why companies do not use these technologies.

According to the responses received, most respondents (17 responses, 68%) believe that we do not have much support for e-commerce or digitalisation in Slovenia.

In their opinion, most consumers trust online payment and only a small percentage (4%) of respondents think that they do not trust it.