

# Covid-19 Financial Report

EOS Group – Survey Results Croatia 2021

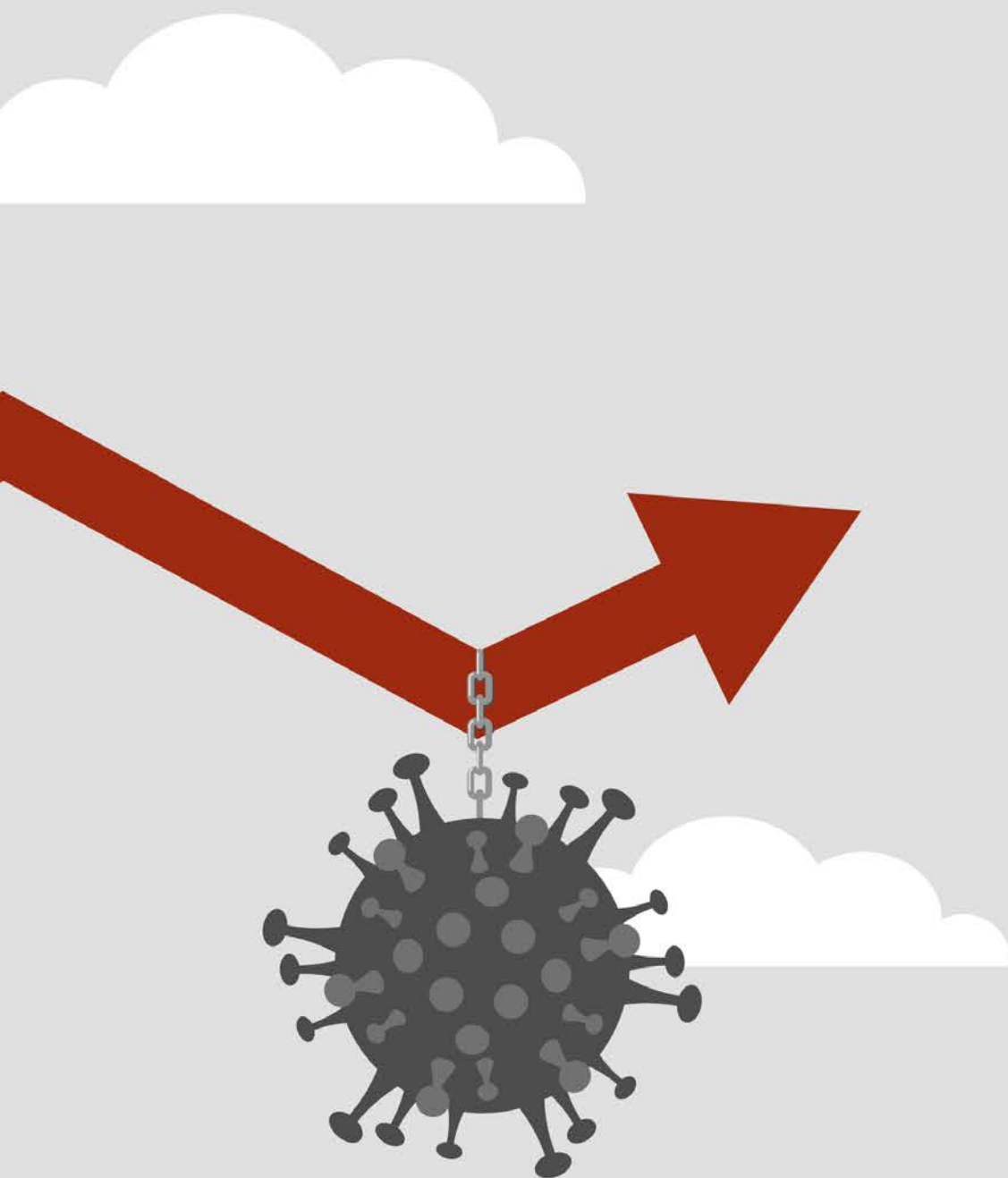


# The Covid-19 Financial Report reveals how consumers are experiencing the crisis

The aim of the Covid-19 Financial Report is to show how consumers in various countries have experienced the pandemic so far. In this context, the focus is on their financial situation and how this has changed in the course of the crisis. What effect did the crisis have on people's consumption patterns? To what extent and for what reasons did consumers have to take on debt, and were they able to pay it back?

To find this out, online polling specialist Dynata surveyed 7,000 people from five European countries about their circumstances on behalf of EOS. As well as Croatians, consumers from Germany, Romania, Bulgaria and Spain also took part. The results indicate which population group is affected by the crisis and to what extent, and show the kind of personal payment difficulties that consumers can reckon with in the future.

EOS has previously published surveys on issues like payment practices in Europe and the use of data. An overview of our surveys is provided in the [EOS Survey Portal](#).



# Summary

# Summary Croatia 1/2

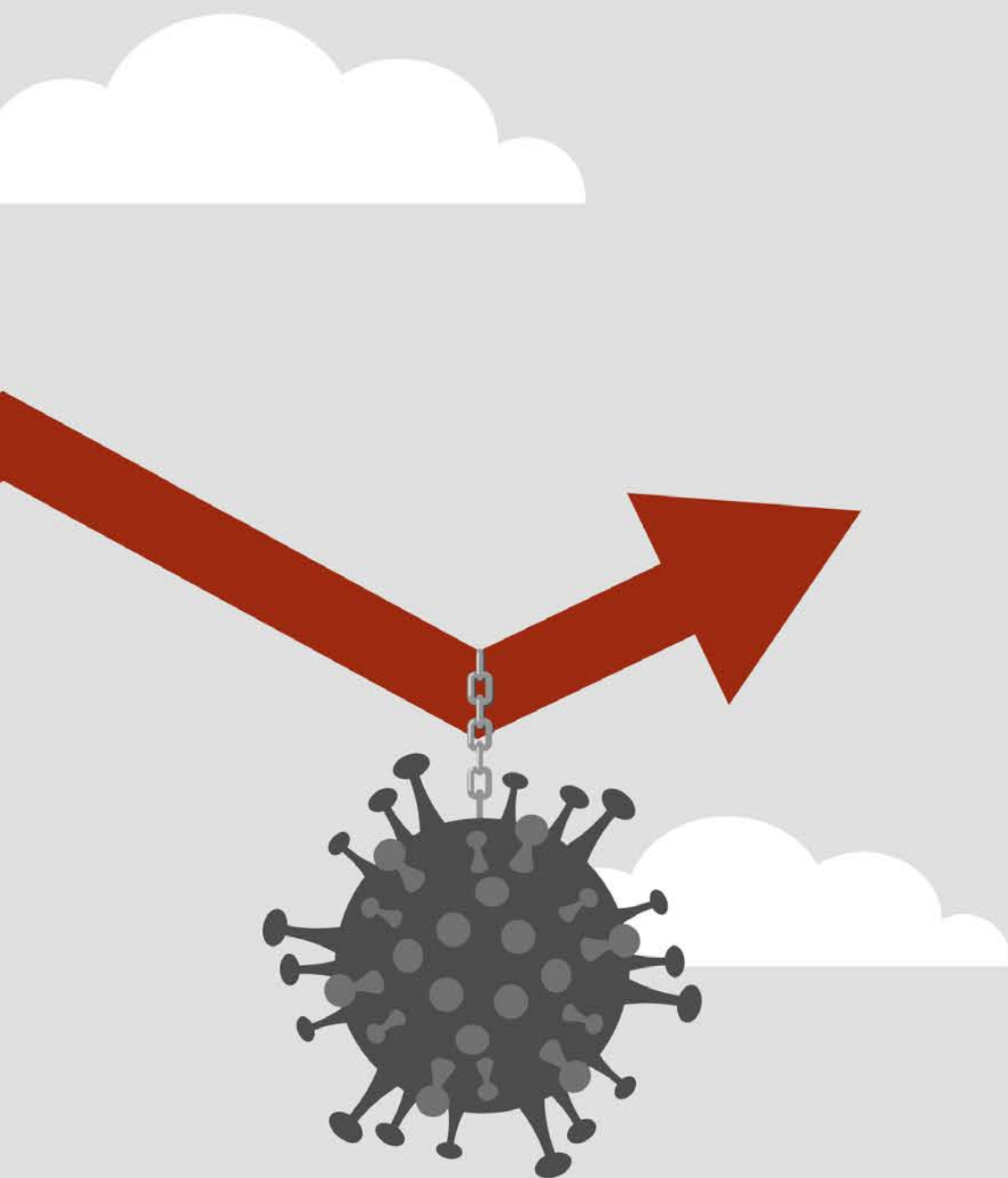
## Consumer Behaviour

- During the past months of the Covid-19 crisis Croatian respondents have mainly given up renovations. 45% have not executed a planned renovation. The older the people, the higher the share of those who did not renovate.  
One in three (31%) did not purchase home furnishings as planned.
- In the crisis Croatian respondents mainly invested in consumer electronics (30%) and health related topics (28%), and household appliances (24%).
- After the crisis, the main area of investment will be renovation (40%). The older the people the higher the share of those who would invest in renovations first. Especially families with children are looking forward to spending their money in the field of renovation.

## Summary Croatia 2/2

### Debts

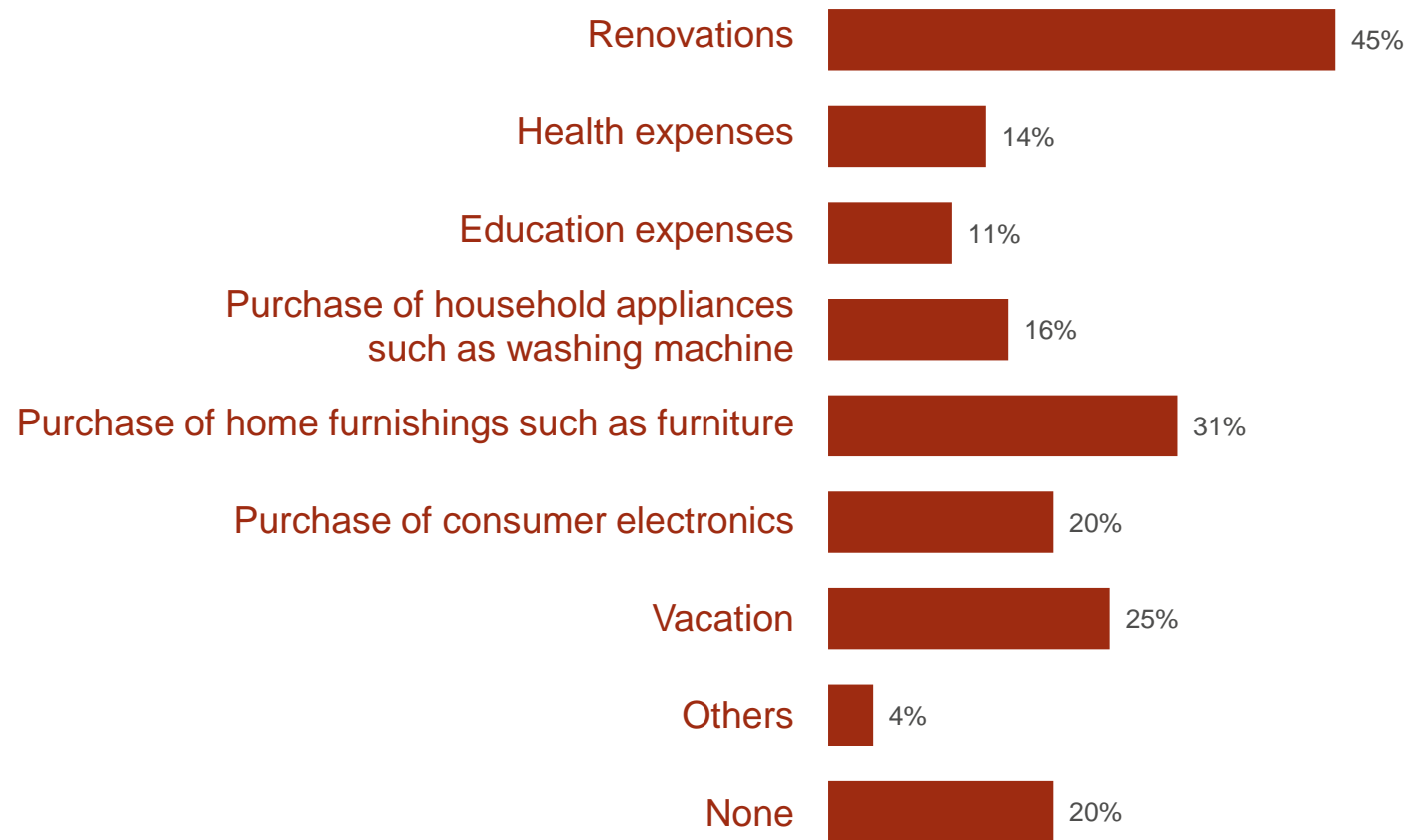
- One in five (19%) Croatian respondents ran into debts because of the crisis. The debts mainly amounted between 3,801 and 18,000 HRK.
- The main burden are the ongoing costs of living and consumption: 69% made debts to finance their running costs. One in three respondents went into debts because of their rent, one in five because of health issues.
- Since the beginning of Covid-19 pandemic, one in five was unable to repay debts. Especially single parents have had difficulties with repayment.
- Nearly half (42%) of Croatian respondents don't expect to run into debts in the near future, one in three is not really sure. Overall 13% assume that they will run into bank debts, but more pronounced within single parents (17%) compared to singles (10%).



# Consumer Behaviour

- in total -

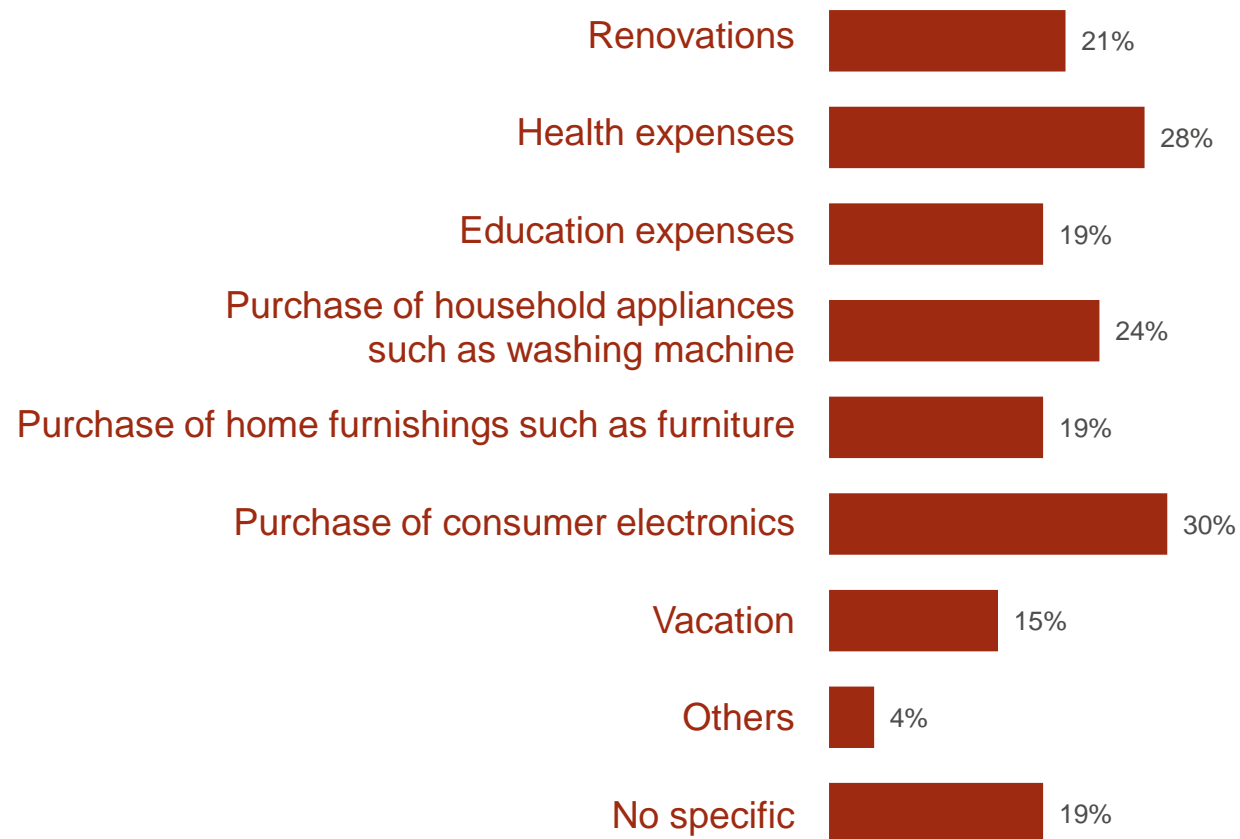
# About every second Croatian respondent has renounced renovations



Base: Croatia, all respondents, n=1,000

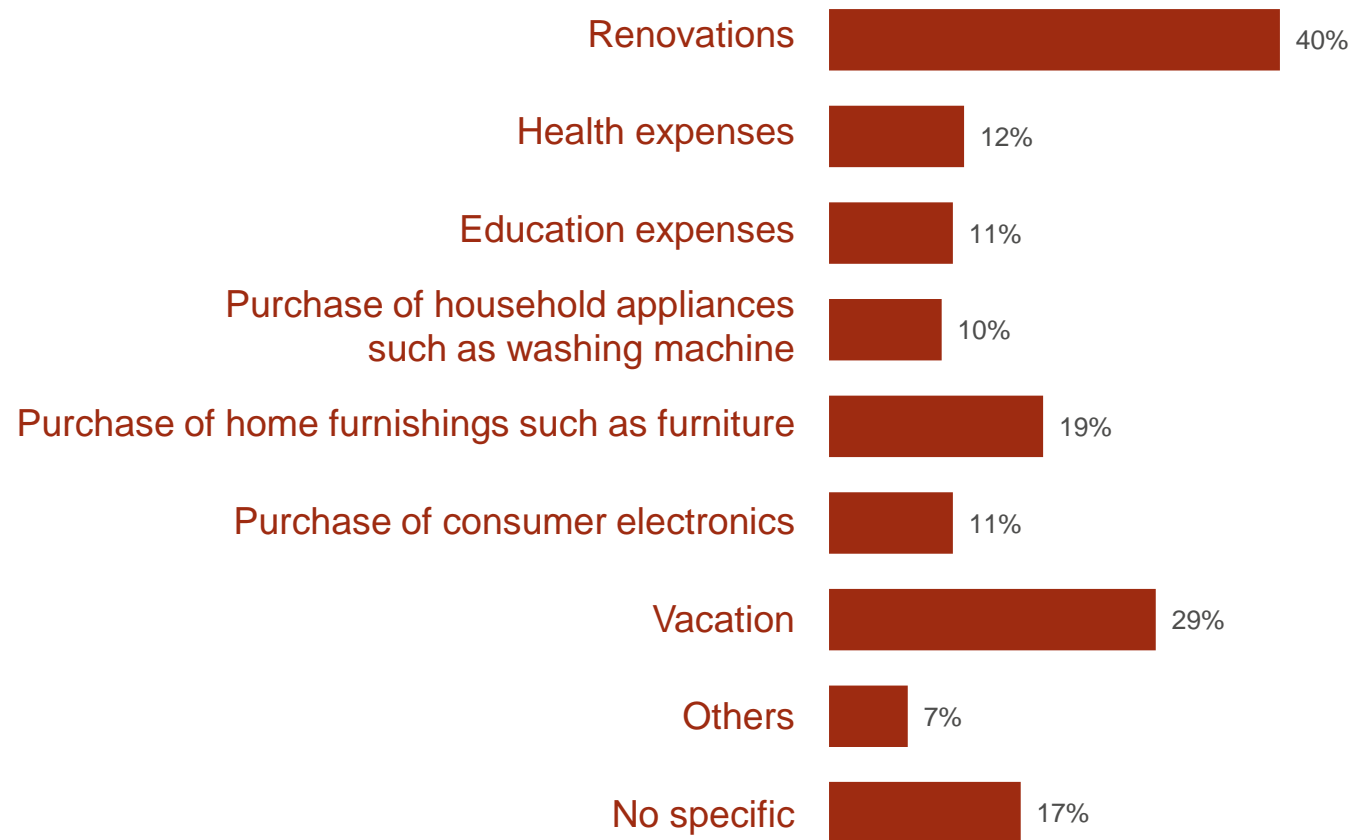
Q5 Which of the following expenses, which you had planned / which would have been necessary, did you not make during the Covid-19 crisis? For what purposes?

# Mainly purchase of consumer electronics and health expenses have been made despite the crisis





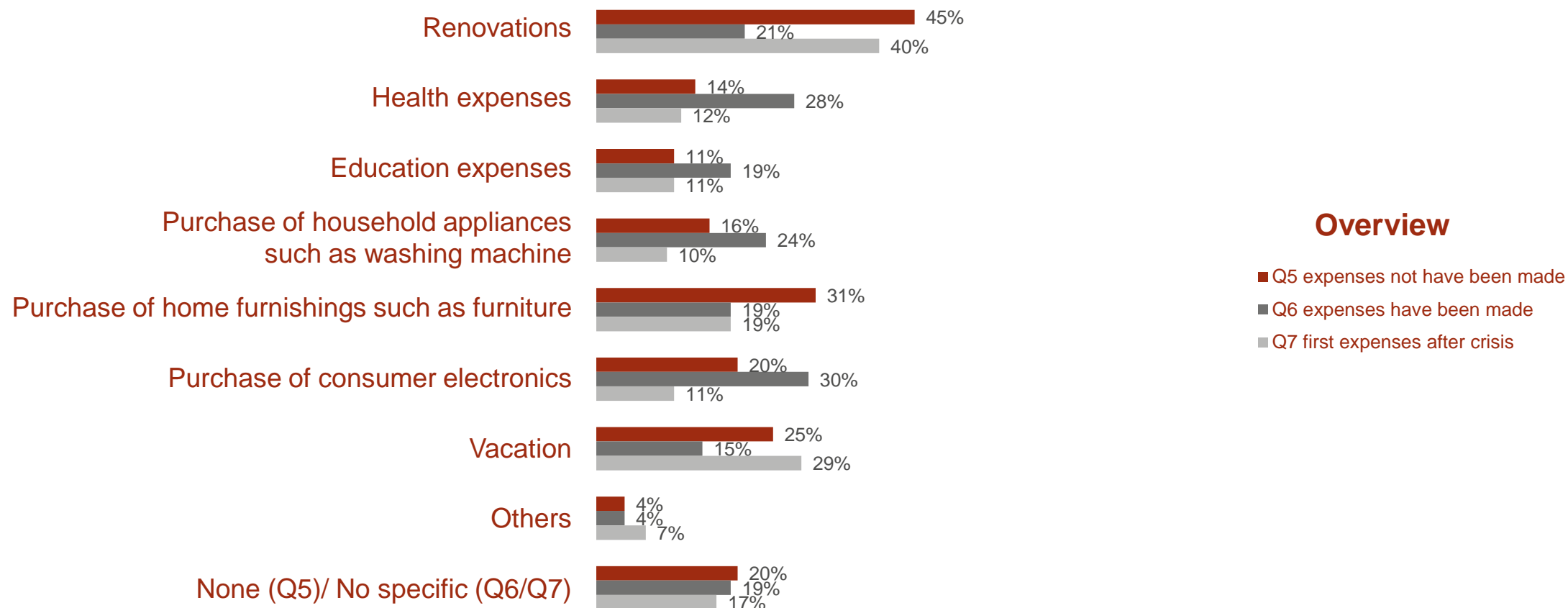
# Nearly half of Croatian respondents would spend money first on renovation, one in four for vacation



Base: Croatia, all respondents, n=1,000

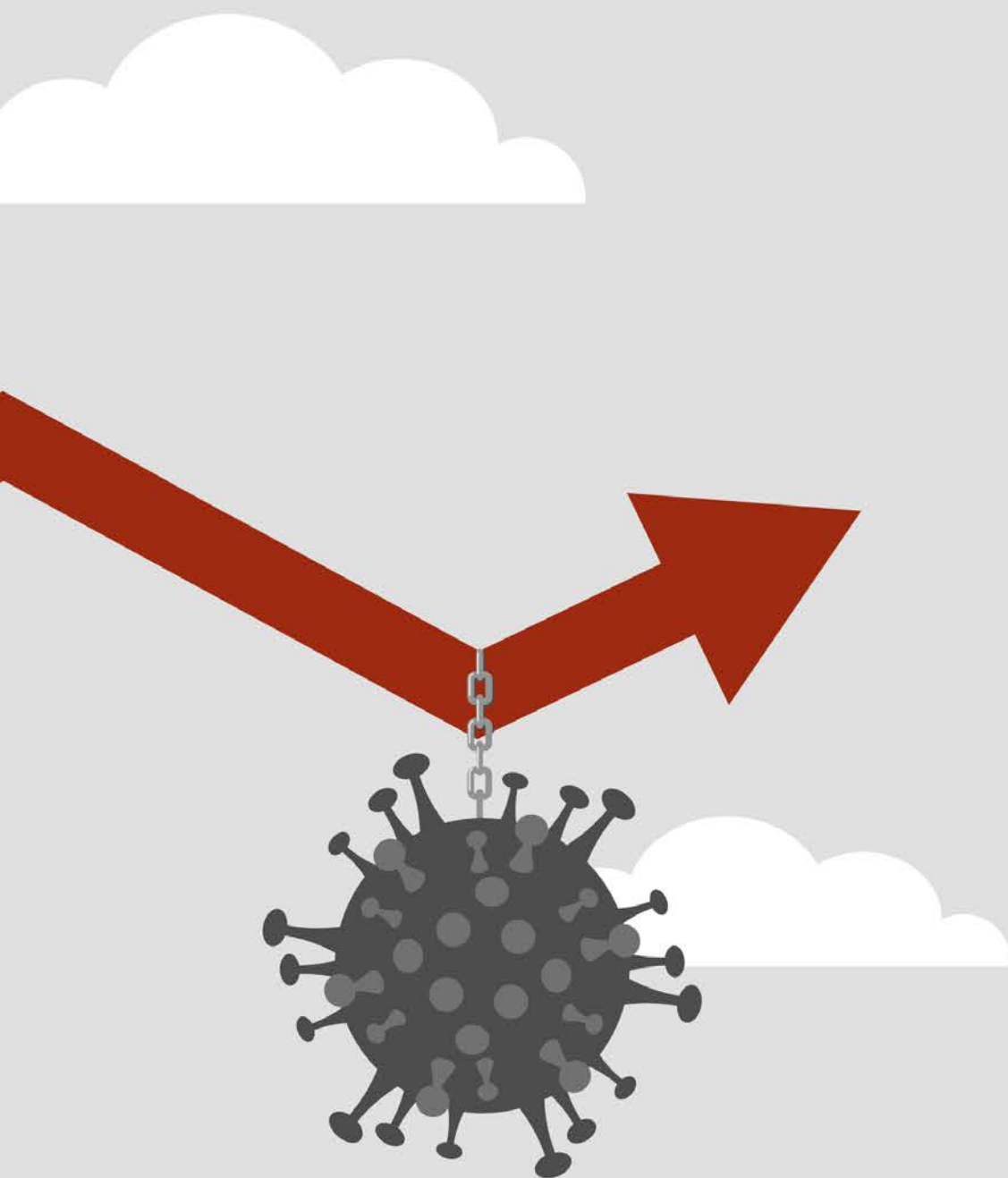
Q7 When the crisis is over – what will you spend your money on first?

# Renovation is the area where the most savings were made and will be the first one to spend money on after the crisis



Base: Croatia, all respondents, n=1,000

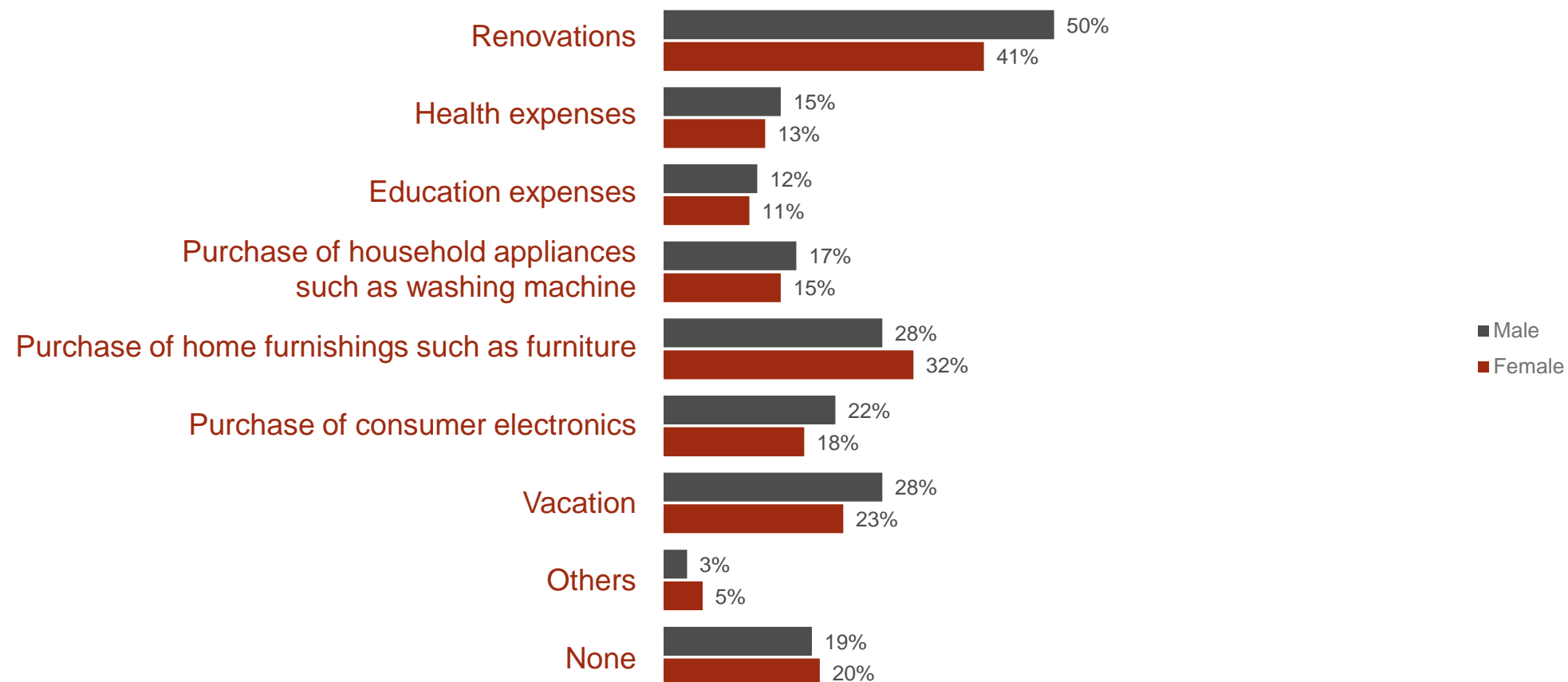
Q5 Which of the following expenses, which you had planned / which would have been necessary, did you not make during the Covid-19 crisis?/ Q6 Which of the following expenses have you made - despite the crisis?/ Q7 When the crisis is over – what will you spend your money on first?



# Consumer Behaviour

- by sociodemographics -

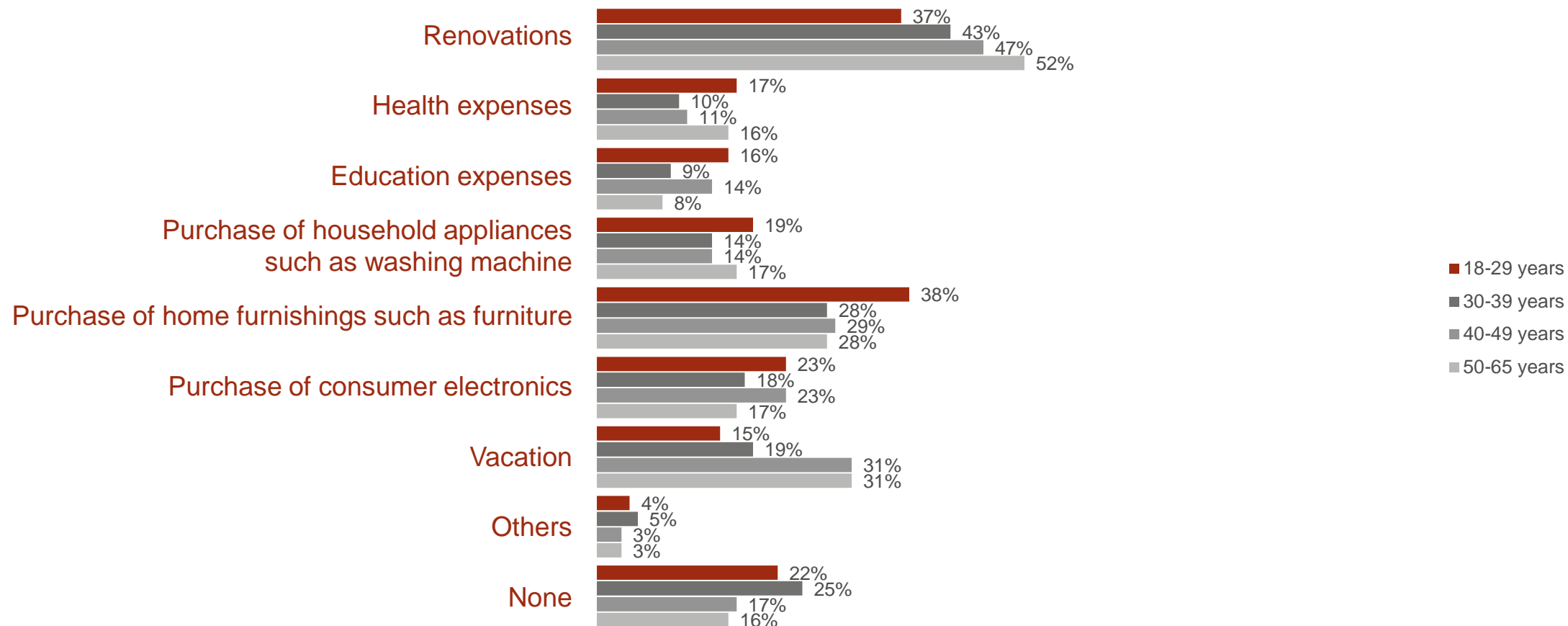
# Significantly more men have not carried out a planned renovation



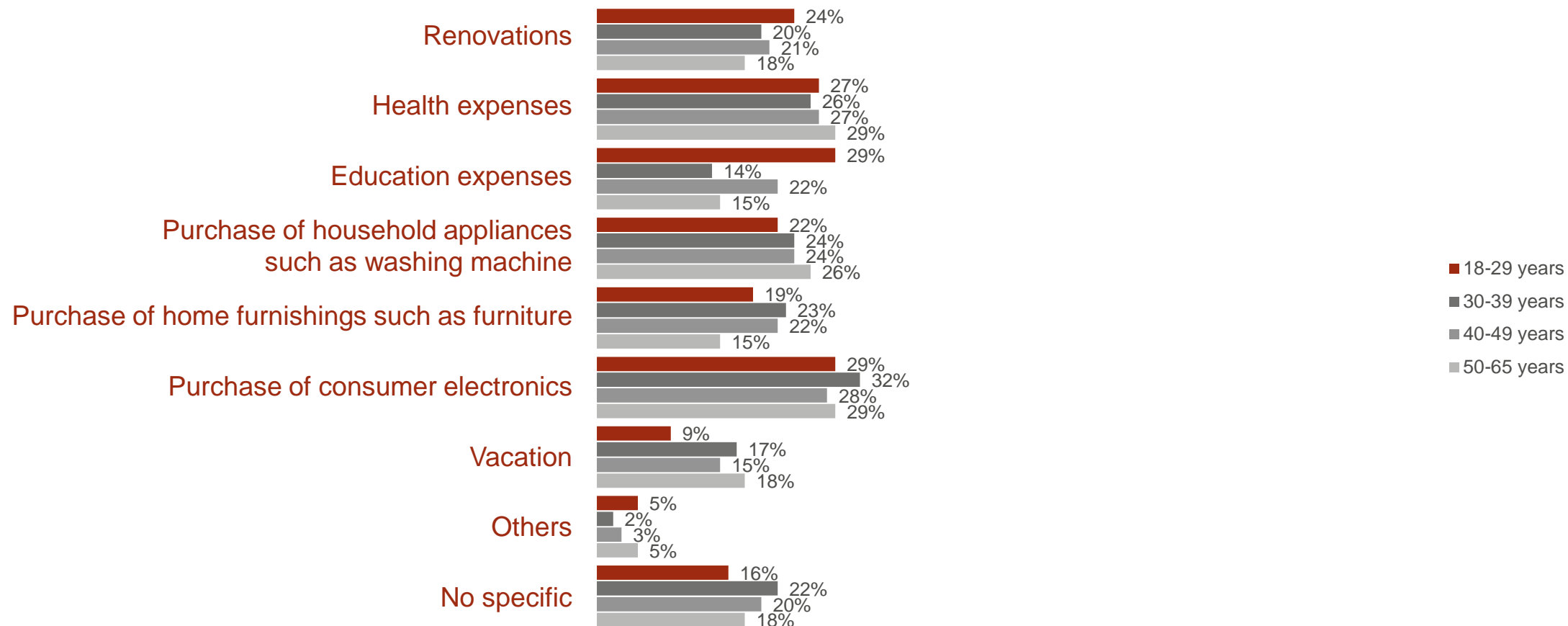
Base: Croatia, Male n=457, Female n=543

Q5 Which of the following expenses, which you had planned / which would have been necessary, did you not make during the Covid-19 crisis? For what purposes?

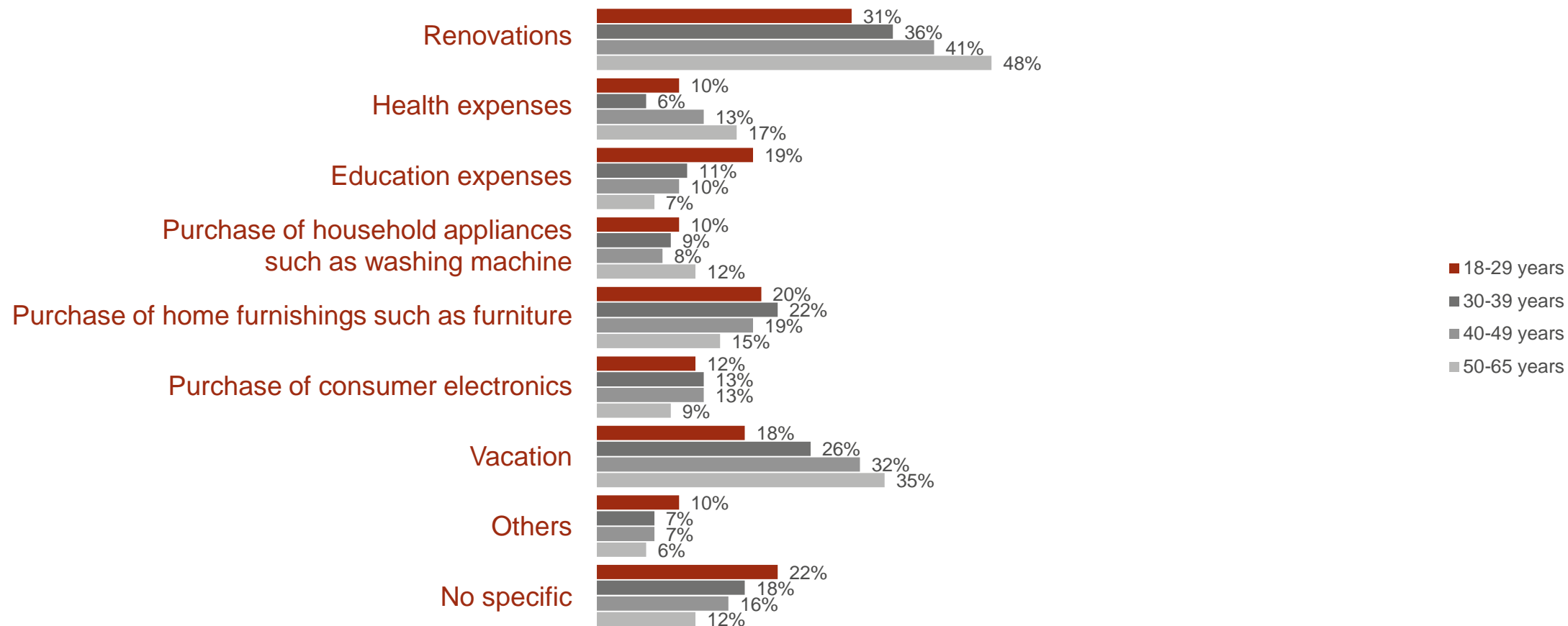
# The older the respondents, the higher the share of those who forwent renovations



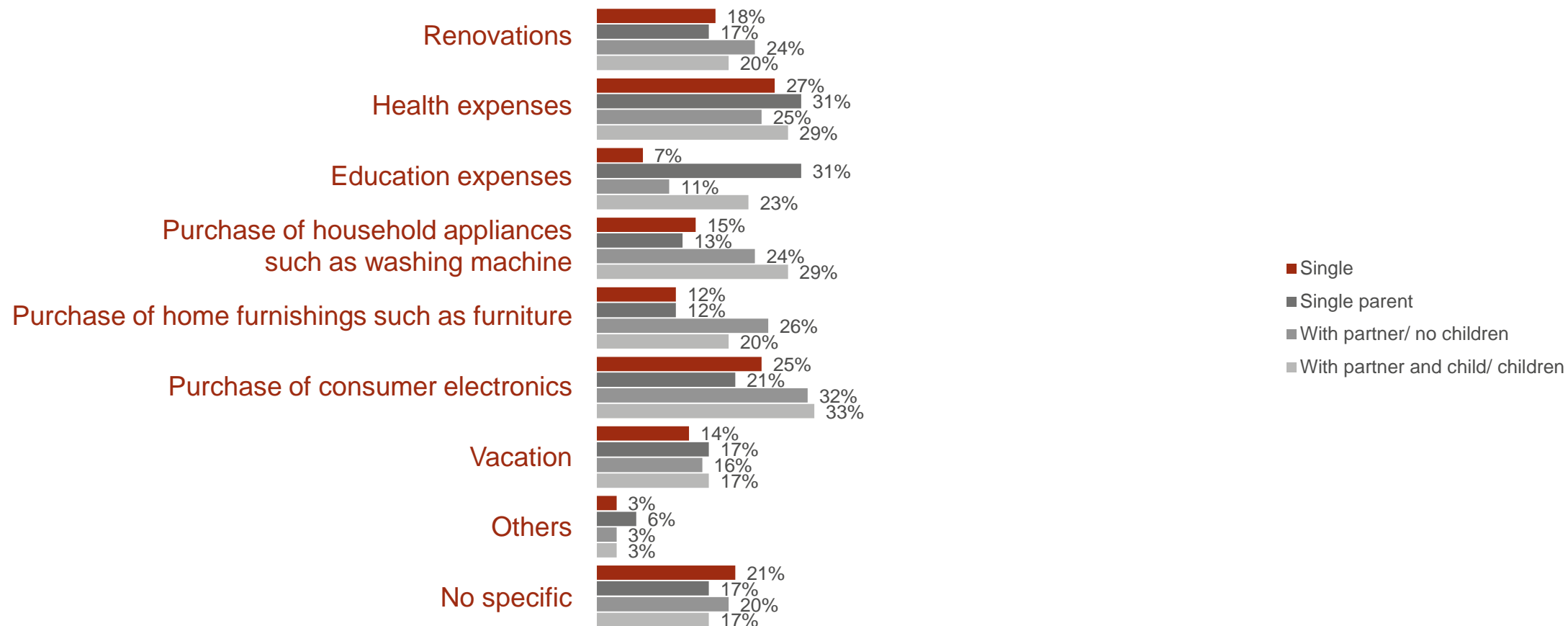
# A higher share of younger people spent money for education, whereas less younger ones spent money for vacation



# The older the people, the higher the share of those who would spend money for renovations and vacation

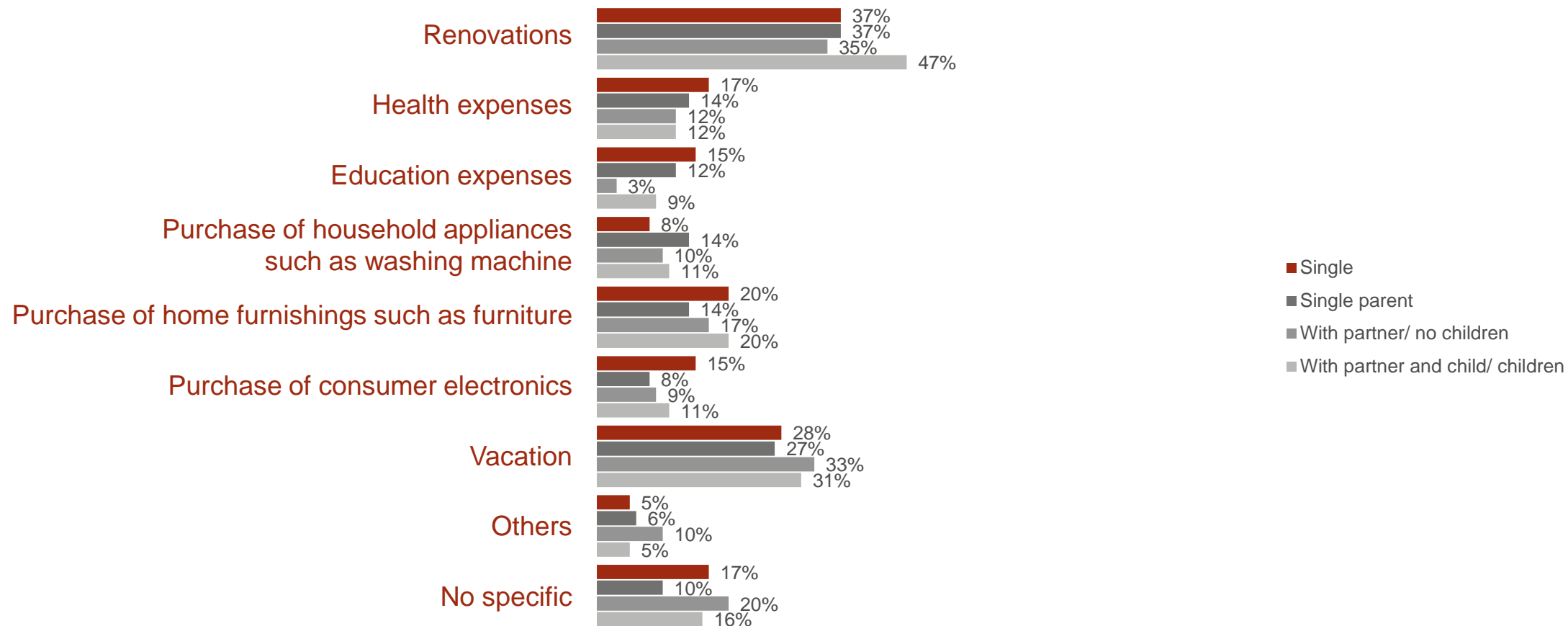


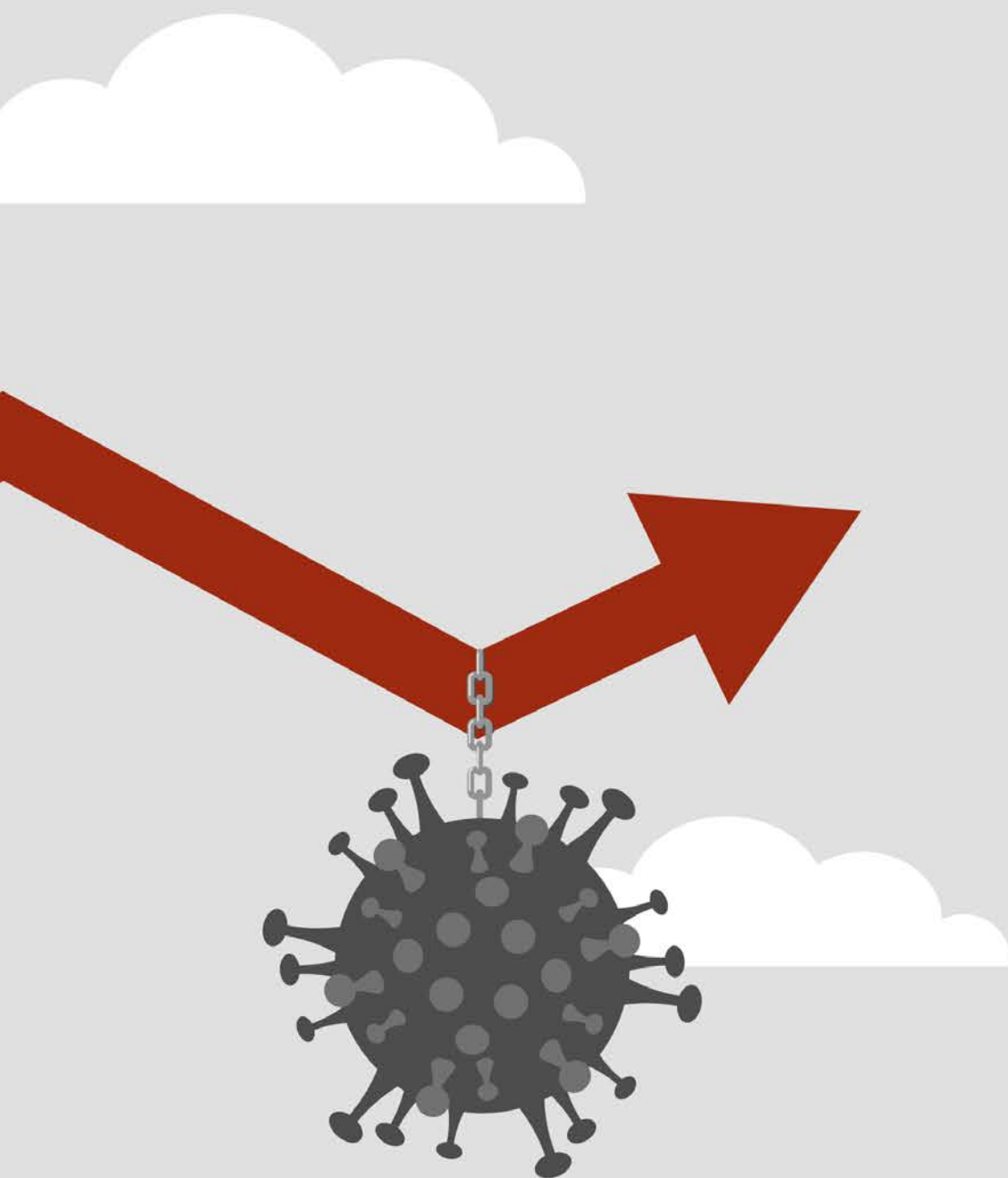
# Especially parents made education expenses despite the crisis. A higher share of people with partners and families made purchases





# Slightly more families will spend money first on renovations

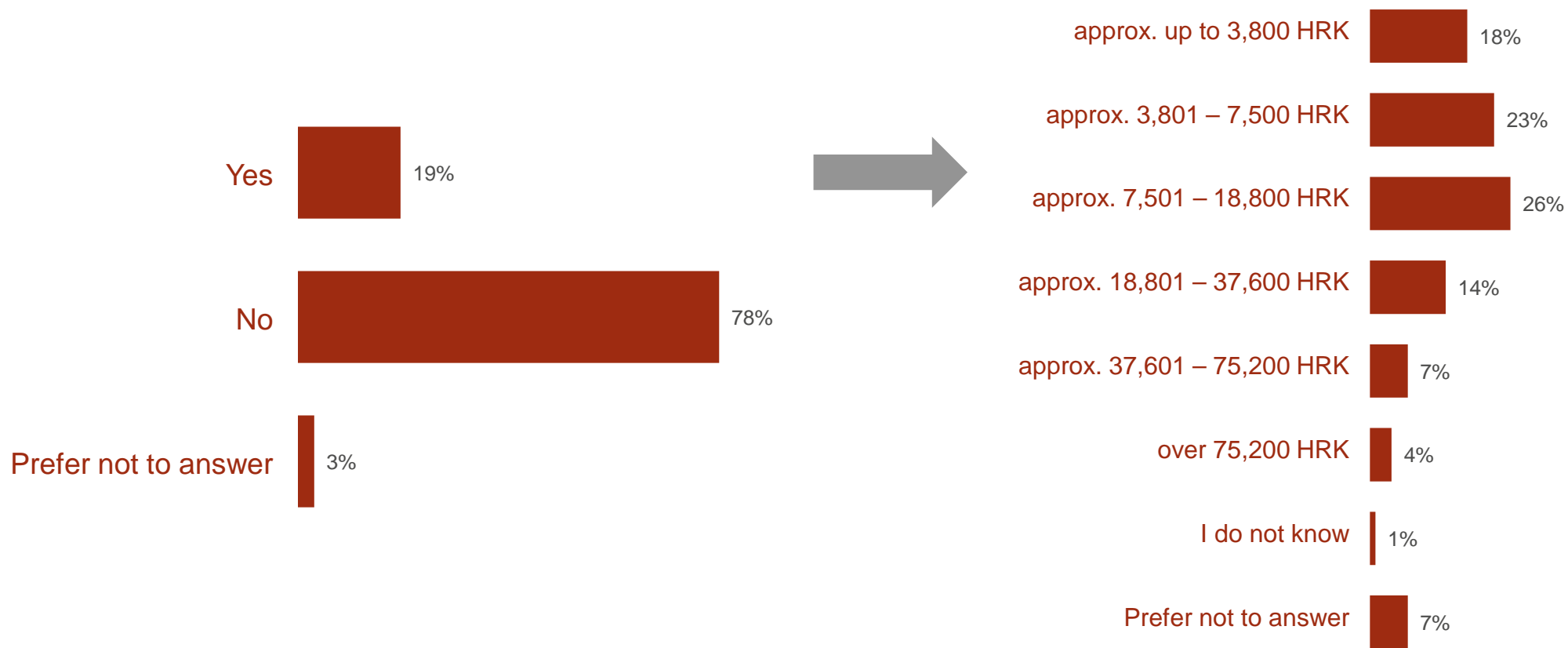




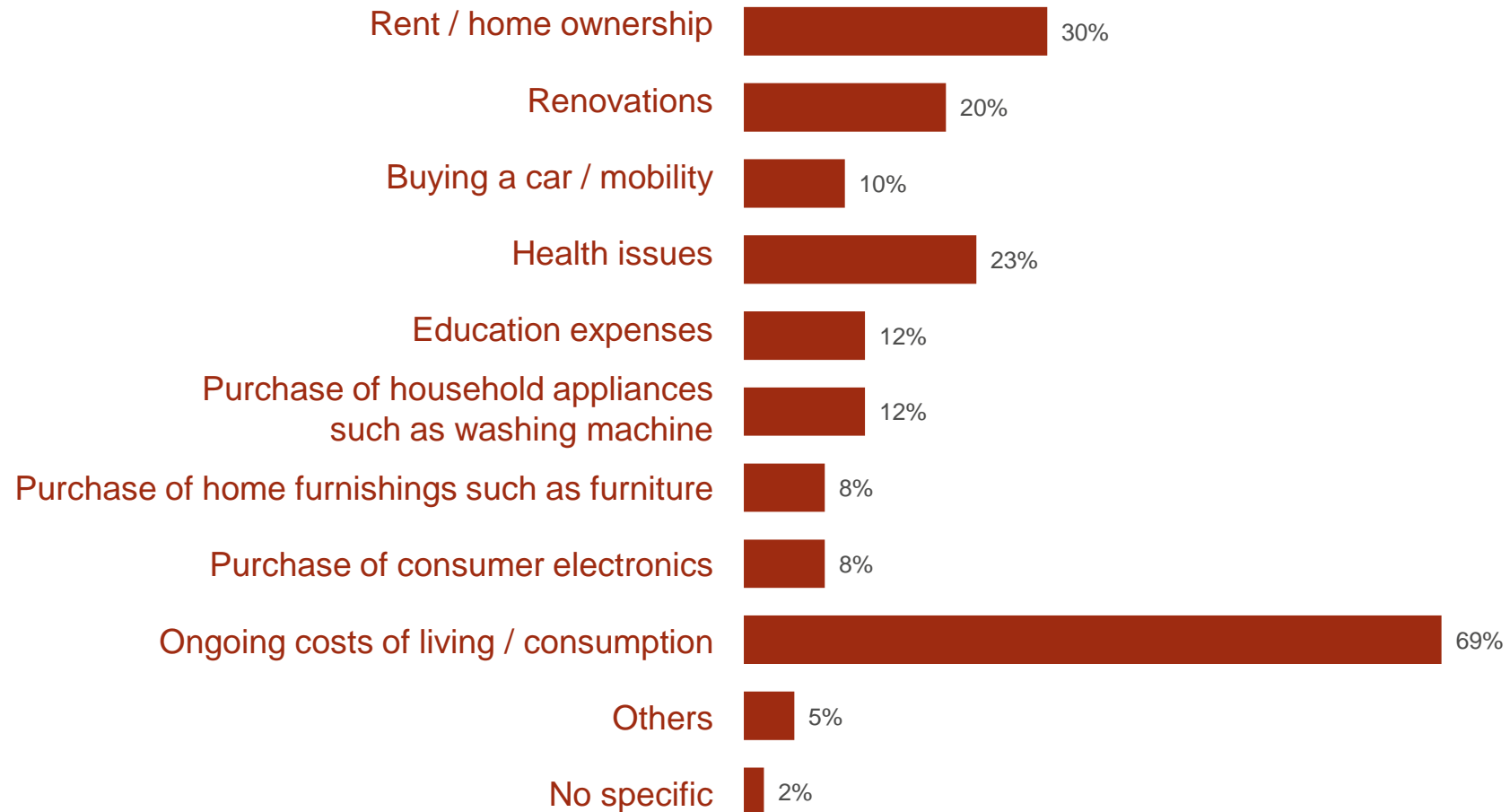
# Debts

- in total -

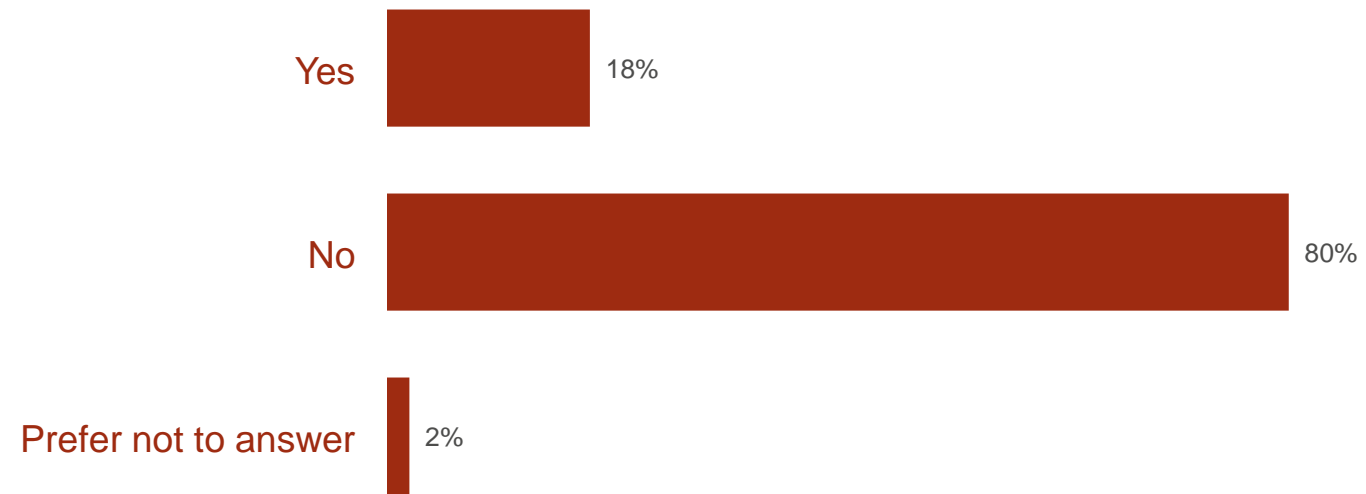
# One in five Croatian respondent ran into debts



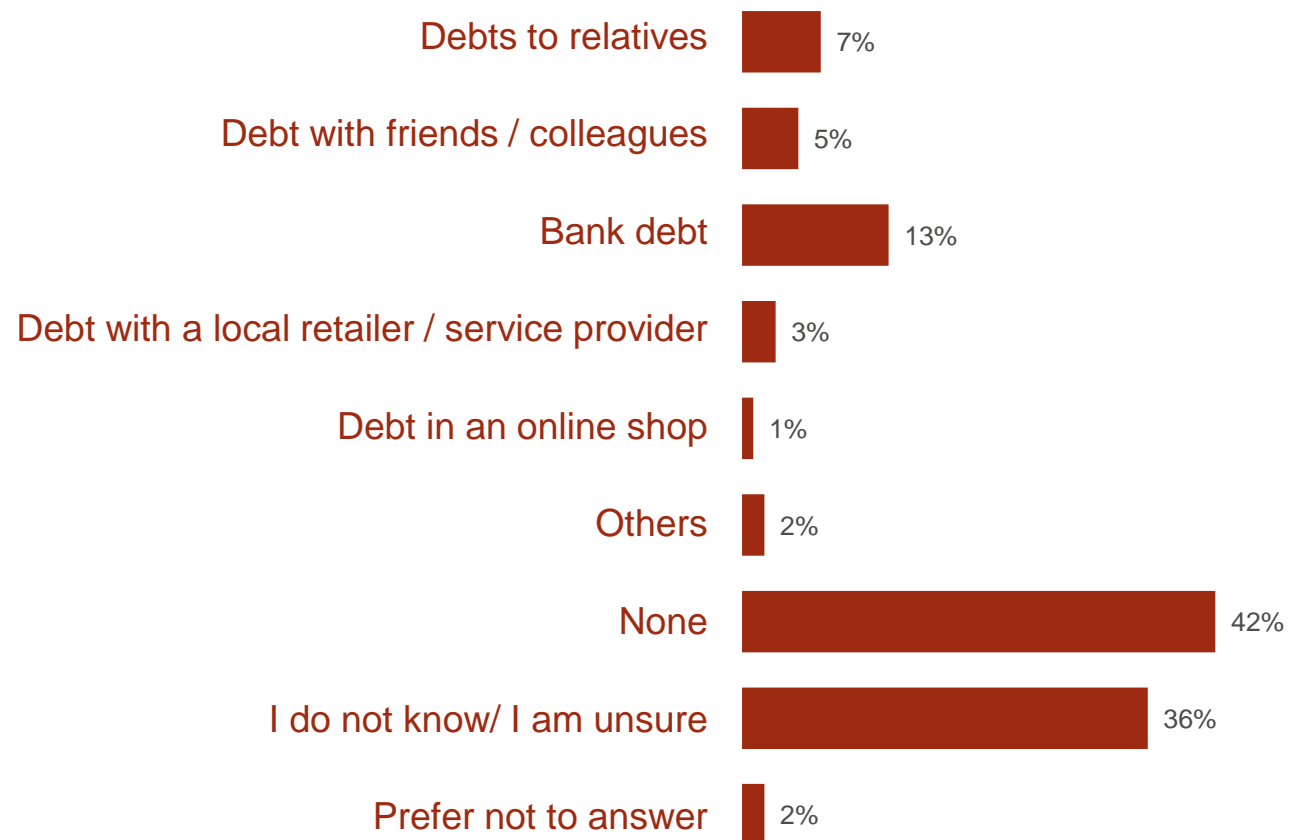
# The main cause of the debt were ongoing costs of living



# One in five was not able to repay the debts

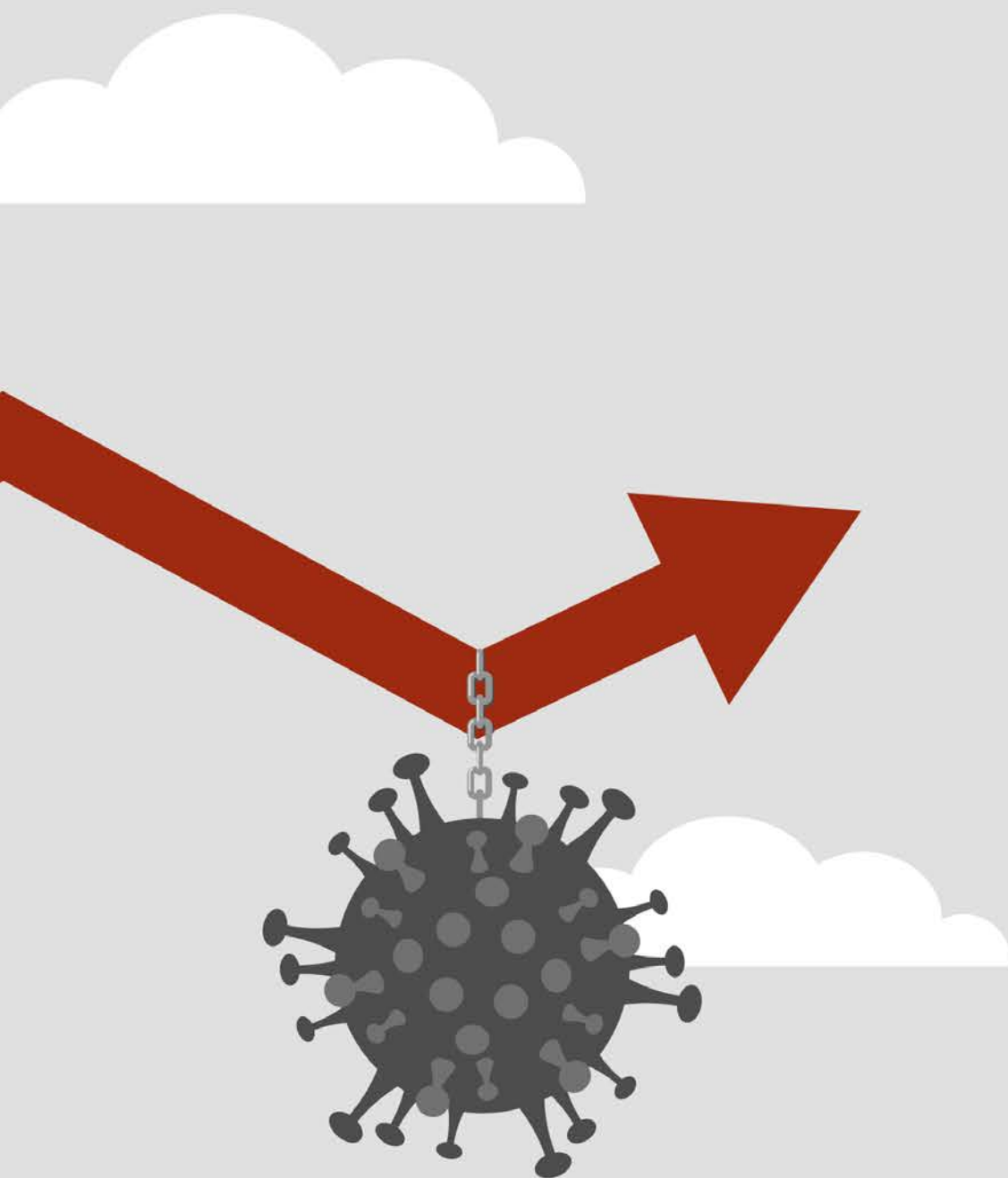


# Approximately half of respondents think that they won't run into debts, one in three is unsure



Base: Croatia, all respondents, n=1,000

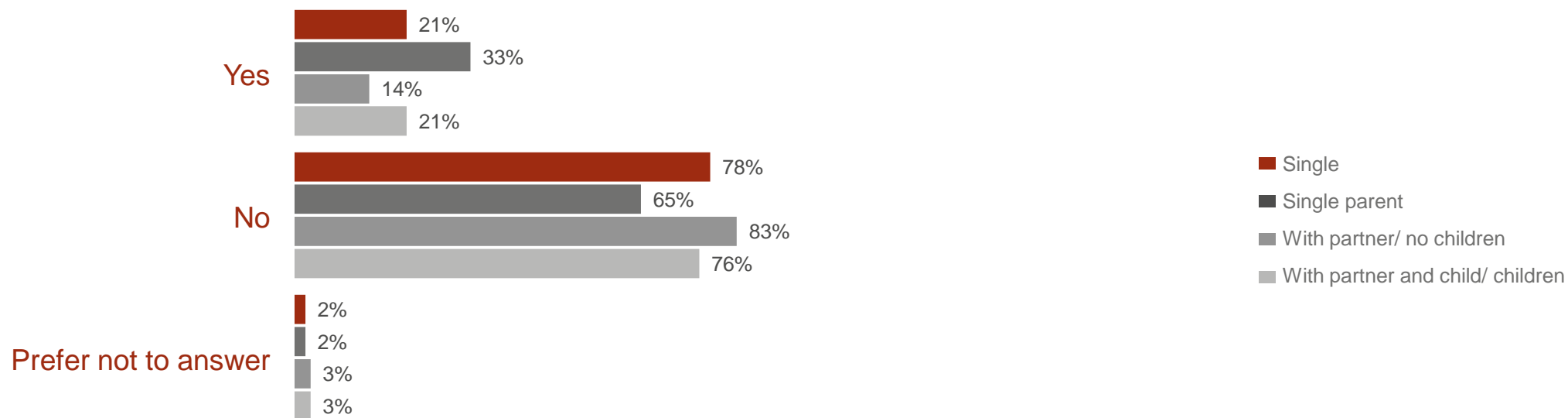
Q12 Do you think that you will run into debt due to the Covid-19 crisis in the next 6 months? In which areas?



## Debts

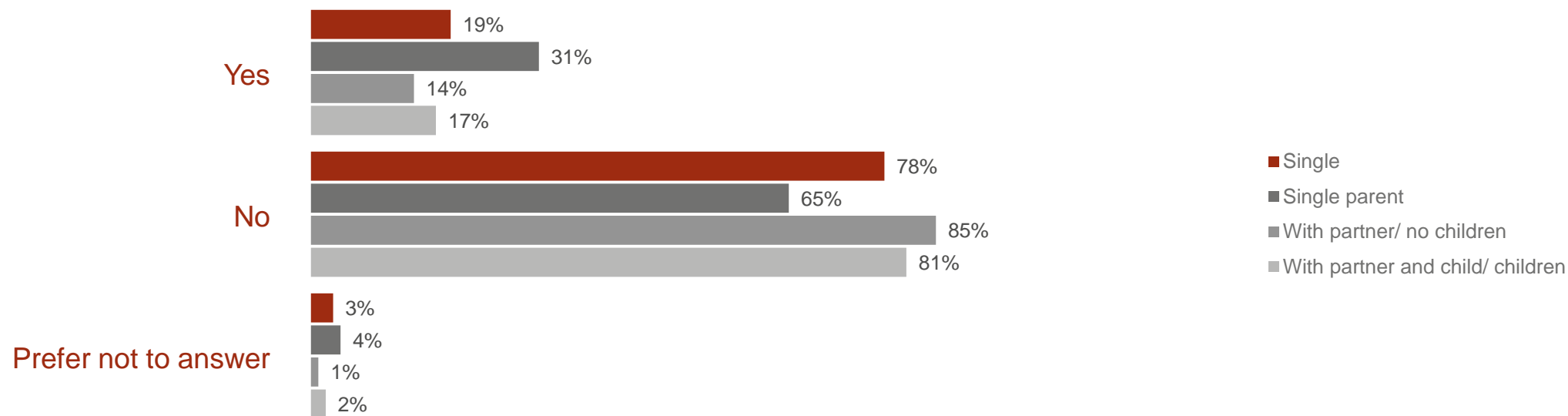
- by sociodemographics -

# A higher share of single parents went into debts



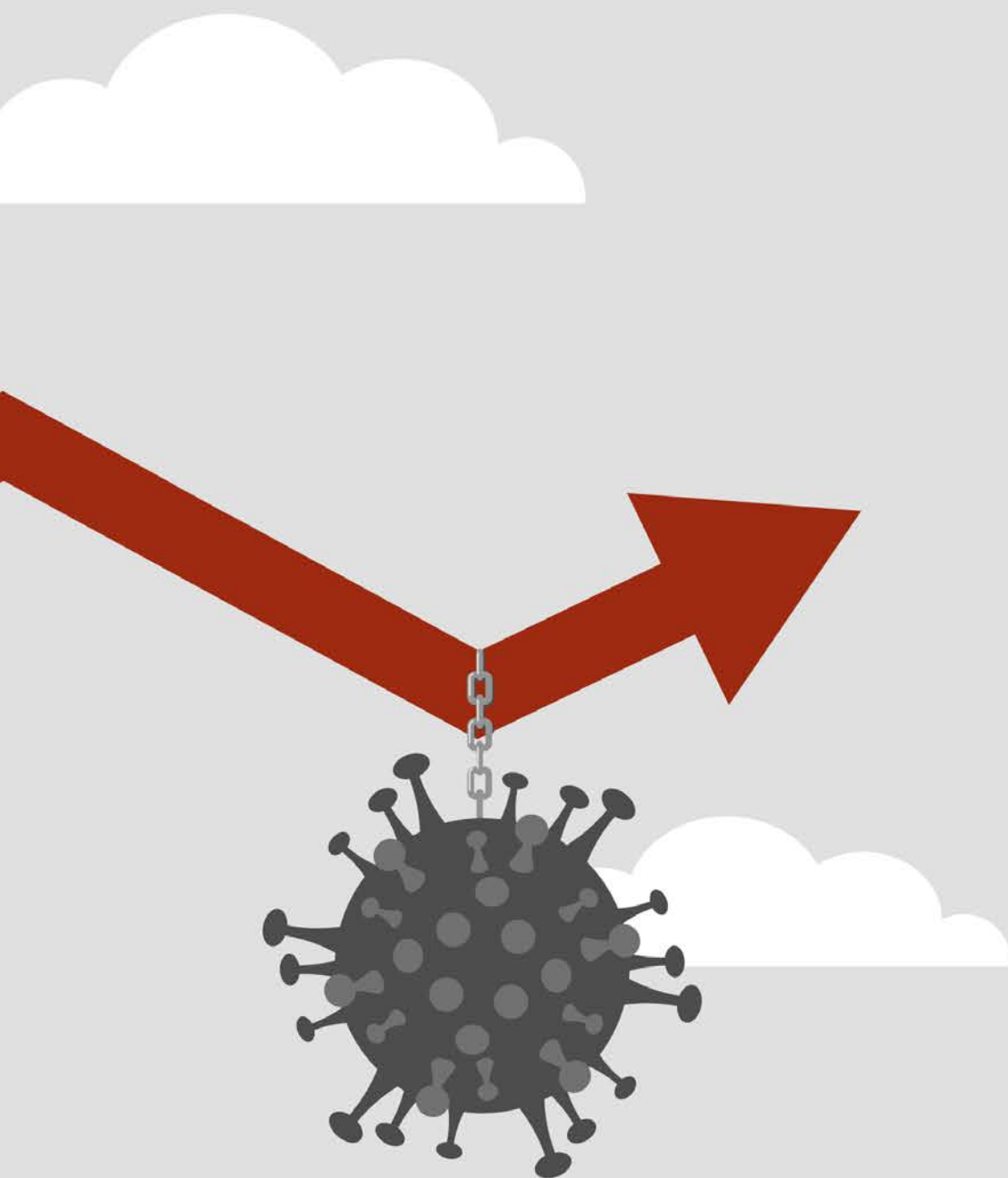


# More single parents have not been able to repay a debt



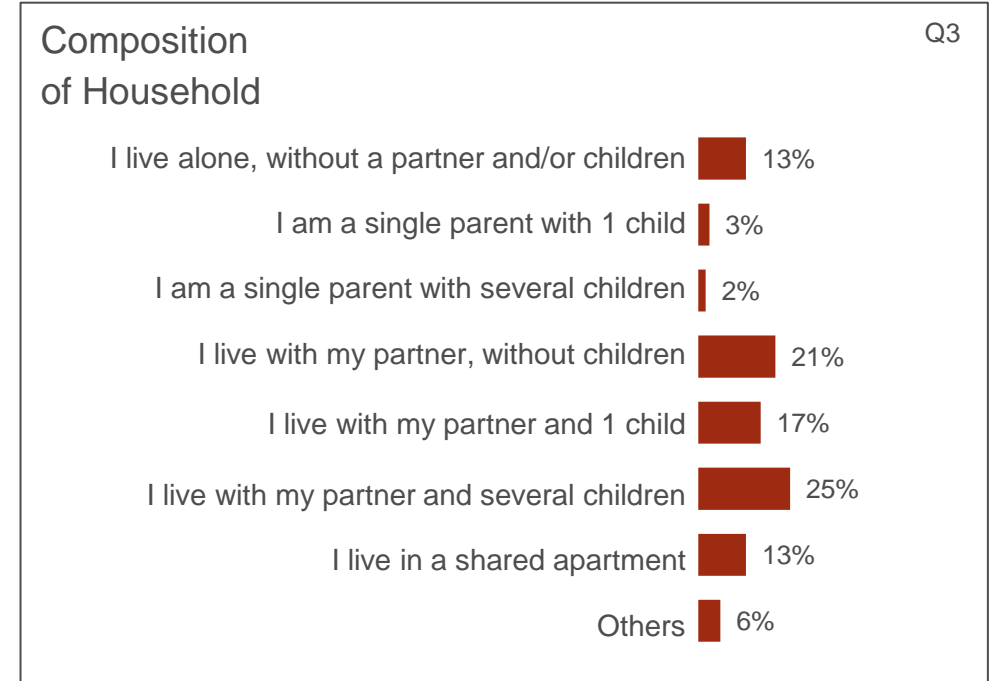
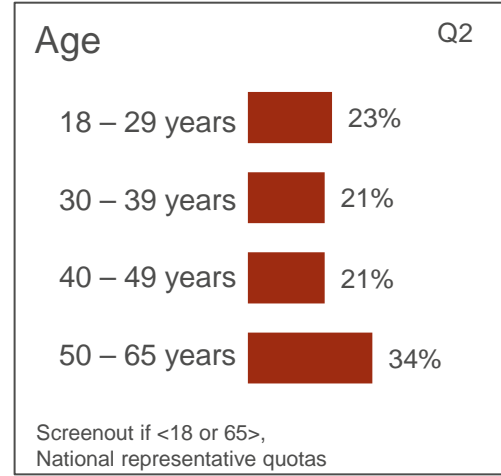
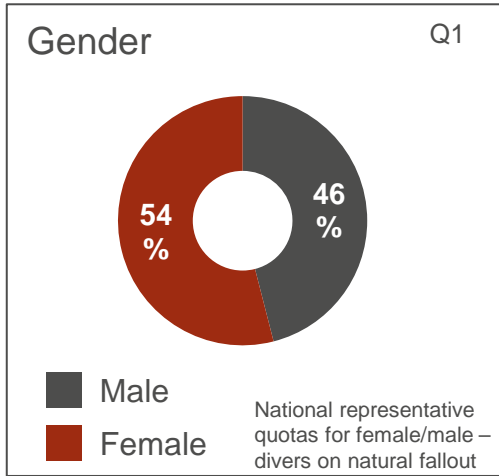
Base: Croatia, Single n=131, Single parent n=52, With partner/ no children n=209, With partner and child/ children n=417

Q11 Since the beginning of the pandemic – have you been in the situation that you were unable to repay a debt, loan, instalment financing, real estate financing or leasing contract?

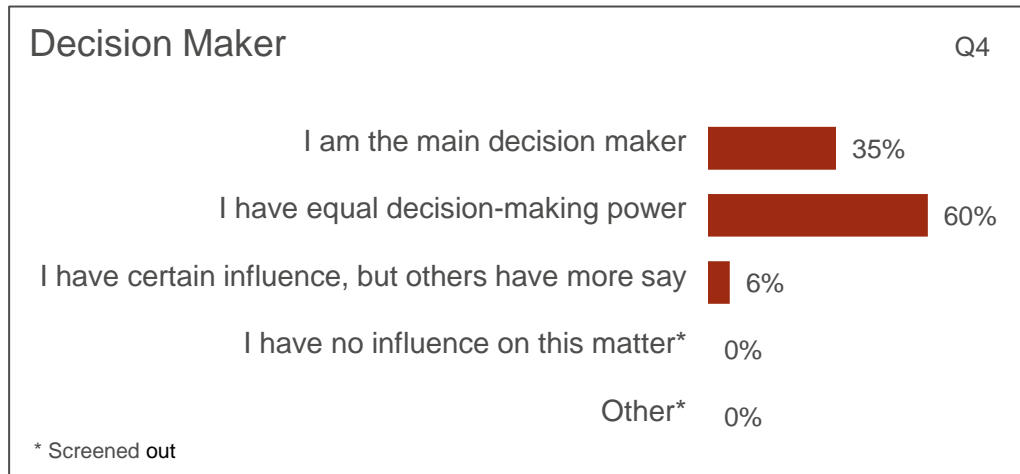


**Survey background**

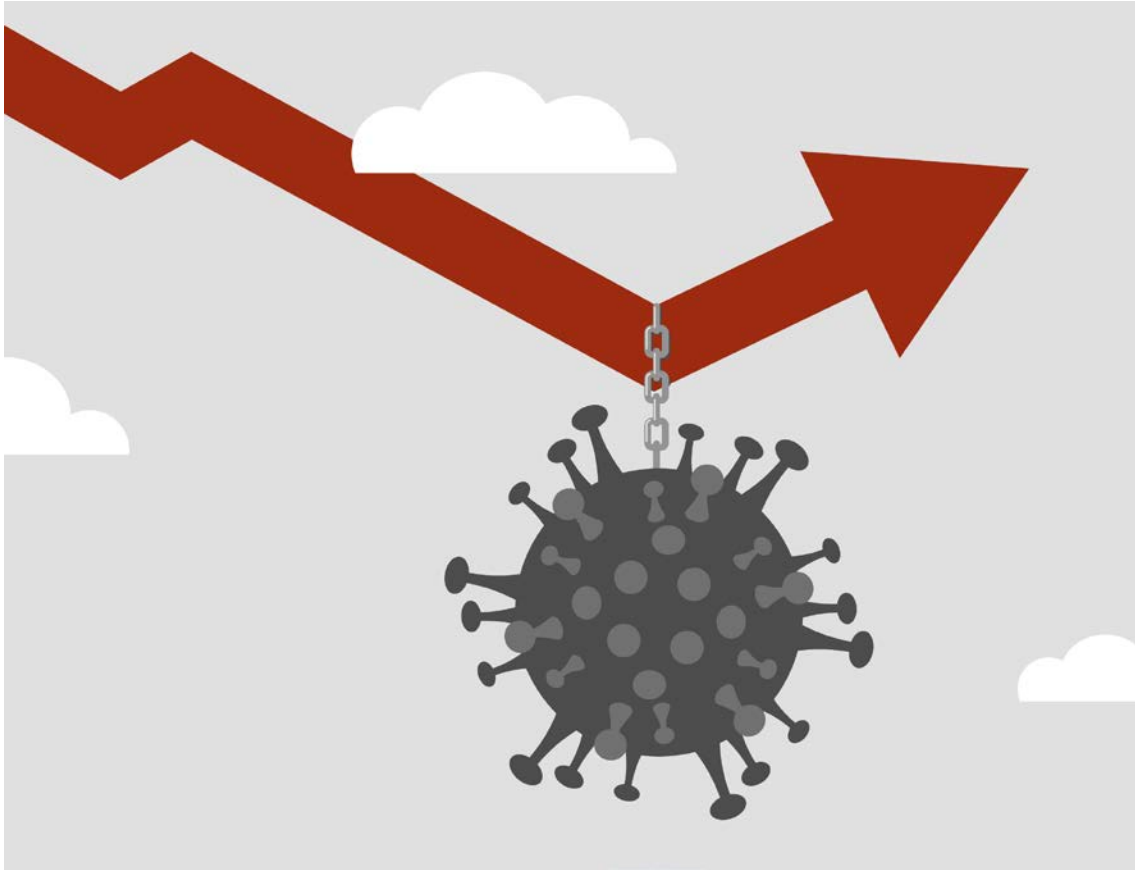
# Sociodemographics in Croatia



**1,000**  
respondents



## The online research was carried out in five countries



- Survey within Dynata's online panel ([www.dynata.com](http://www.dynata.com))
- Self-completion questionnaire
- Fieldwork from 01/05/2021 - 01/18/2021
- 7,000 respondents in total: Germany (2,000), Spain (2,000), Romania (1,000), Bulgaria (1,000), Croatia (1,000)