

Federal Institute Statistics Austria
DIRECTORATE SOCIAL STATISTICS
Science, Technology, Education
Guglgasse 13, 1110 Wien
Pho.: (01) 711 28-7054, Fax: (01) 711 28-7680
e-mail: innovation@statistik.gv.at; URL: <http://www.statistik.at>

In case the enterprise's name or address are wrong, please correct.

EUROPEAN INNOVATION SURVEY (CIS 2018)

You can find the online form via: <https://portal.statistik.at>

User ID

Password

- This survey must be carried out due to a compulsory EU regulation. **Please fill in the questionnaire also if no innovation activities at all were carried out in your enterprise!**
- **Statistical unit is the enterprise. Please report data only for the enterprise which was requested by Statistics Austria by letter to participate in this survey.** Please include the main place of business and all branches of the enterprise. DO NOT INCLUDE all affiliates abroad which are established on a permanent basis and for which a separate balance sheet or a similar documentation is available.
- Reference period for this survey are the years **2016 to 2018**. **Financial data** are requested only for the **reference year 2018**. If the financial year differs from the calendar year 2018 please report data for the last financial year completed before 31 December 2018.
- **All information, in line with the Federal Statistics Act 2000 §17, is kept under strict confidence and exclusively used for statistical purposes** in a way which excludes that any conclusions on your enterprise can be drawn.
- For further information and assistance please call **01/711 28 – 7054** or send an e-mail to innovation@statistik.gv.at.

This questionnaire is filled out by:

Name

Phone

Position in the enterprise

e-mail

Web site

Date

Signature

1. GENERAL INFORMATION ON THE ENTERPRISE (1.1 to 1.3)

1.1 In 2018, was your enterprise part of an enterprise group (e.g. as a parent company, affiliate)?

(An enterprise group consists of two or more enterprises under common ownership.
The head office is also part of an enterprise group.)

Yes No → Please go to question 1.2.



⇒ If “yes”: Where was the head office of your enterprise group located?

In Austria Abroad → In which country? _____



⇒ Were all enterprises of your enterprise group located in Austria?

Yes No

1.2 How was the turnover of your enterprise in 2018 distributed between the following groups of customers?

a) Customers from Austria	<input type="text"/>	%
b) Customers from EU/EFTA countries ¹⁾	<input type="text"/>	%
c) Customers from other countries	<input type="text"/>	%
Total turnover 2018	<input type="text" value="100"/>	%

1.3 How much did your enterprise spend approximately in 2018 on the following items?

(In case **no** such **expenditures** were made in **2018** in your enterprise, please insert “0”.)

(in 1 000 EUR)

a) Gross investment in fixed assets (e.g. acquisition of machinery, equipment, buildings and other fixed assets)	<input type="text"/>
b) Marketing, advertising and brand building (include in-house costs and purchased services)	<input type="text"/>
c) Training and education for in-house staff (include in-house costs and purchased services).....	<input type="text"/>
d) Product design (include in-house costs and purchased services).....	<input type="text"/>
e) Software and database development (include in-house costs and purchased services)	<input type="text"/>
f) Application, registering and supervising your own intellectual property rights (e.g. patents, trademarks) and purchasing or licensing of those from third parties	<input type="text"/>

2. STRATEGIES AND KNOWLEDGE FLOWS (2.1 to 2.6)

2.1 During the three years between 2016 and 2018, did your enterprise offer any of the following types of goods or services to meet user requirements?

a) Goods or services that were developed together with customers or users, i.e. the customer or user had an active role in the development of the idea, in design and product development (=co-creation)

Yes No

b) Goods or services designed and developed for specific needs of clients or users without cooperation with the client or user (=customisation)

Yes No

c) Standardised goods or services, which were offered in the same way to different clients or users (including mass customisation)

Yes No

⇒ If you have answered “Yes” to at least one the two questions 2.1 a) and 2.1 b), please go to question 2.2, otherwise go to 2.3.

¹⁾ **EU countries** (without Austria): Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, the Netherlands, United Kingdom of Great Britain and Northern Ireland.

EFTA countries: Iceland, Liechtenstein, Norway und Switzerland.

2.2 Who were the clients or users of the goods and services which were developed by co-creation or customisation?			Yes	No
a) Private enterprises	<input type="checkbox"/>	<input type="checkbox"/>		
b) Public institutions ²⁾	<input type="checkbox"/>	<input type="checkbox"/>		
c) Individuals or private households	<input type="checkbox"/>	<input type="checkbox"/>		
d) Private non-profit institutions/Non-profit organisations	<input type="checkbox"/>	<input type="checkbox"/>		
2.3 During the three years between 2016 and 2018, did your enterprise make use of one of the following protection methods?			Yes	No
a) Apply for a patent	<input type="checkbox"/>	<input type="checkbox"/>		
b) Register and industrial design right	<input type="checkbox"/>	<input type="checkbox"/>		
c) Register a utility model	<input type="checkbox"/>	<input type="checkbox"/>		
d) Register a trademark	<input type="checkbox"/>	<input type="checkbox"/>		
e) Claim a copyright.....	<input type="checkbox"/>	<input type="checkbox"/>		
f) Took measures to protect secret business information (trade secrets)	<input type="checkbox"/>	<input type="checkbox"/>		
2.4 During the three years between 2016 and 2018, did your enterprise			Yes	No
a) license out own intellectual property rights (patent, industrial design rights, utility models, copyright, trademarks) to third parties?	<input type="checkbox"/>	<input type="checkbox"/>		
b) sell own intellectual property rights (patent, industrial design rights, utility models, copyright, trademarks) to third parties?	<input type="checkbox"/>	<input type="checkbox"/>		
c) exchange property rights with third parties? (e.g. patent pool, cross-licensing)	<input type="checkbox"/>	<input type="checkbox"/>		
2.5 During the three years between 2016 and 2018, did your enterprise purchase or license in own intellectual property rights (patent, industrial design rights, utility models, copyright, trademarks) from third parties?			Yes	No
			<input type="checkbox"/>	<input type="checkbox"/>
			Yes	No
a) From private enterprises or individuals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) From public research institutions, universities or other higher education institutions.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.6 During the three years between 2016 and 2018, did your enterprise use the following information sources to acquire knowledge from third parties?			Yes	No
a) Conferences, trade fairs, exhibitions	<input type="checkbox"/>	<input type="checkbox"/>		
b) Scientific journals or other publications	<input type="checkbox"/>	<input type="checkbox"/>		
c) Information from professional or industry associations	<input type="checkbox"/>	<input type="checkbox"/>		
d) Information from published patents	<input type="checkbox"/>	<input type="checkbox"/>		
e) Standardisation documents or committees	<input type="checkbox"/>	<input type="checkbox"/>		
f) Web-based social networks or crowdsourcing	<input type="checkbox"/>	<input type="checkbox"/>		
g) Open business-to-business platforms or open source software	<input type="checkbox"/>	<input type="checkbox"/>		
h) Reconstructing goods and services from others (reverse engineering)	<input type="checkbox"/>	<input type="checkbox"/>		

²⁾ e.g. federal government, local governments, regional governments, schools and universities, public hospitals and public enterprises.

3. INNOVATION (3.1 to 3.16)

Innovations are new or improved goods, services or business processes which differ significantly from the firm's previous goods, services or business processes and that have been introduced on the market or implemented by the firm.

Product/service innovation (3.1 to 3.5)

A product/service innovation is the market introduction of a new or improved good or service. It must differ significantly with respect to its features (e.g. integrated software, user friendliness, design, components or sub-systems) from those products or services which were offered by the firm on the market before. **The innovation must be new to your enterprise, it does not necessarily have to be a market novelty.** It is not relevant if the innovation was originally developed by your enterprise or by other enterprises. Include digital products or services.

A product is usually a tangible good such as a smart phone, furniture, or packaged software; downloadable software from the Internet, music and films are also goods. **A service** is usually not a tangible good, such as insurance, selling, educational courses, transport or consulting.

3.1 During the three years from 2016 to 2018, did your enterprise introduce one of the following innovations?

a) New or improved goods

(the simple resale of new goods and solely aesthetically changed products are to be excluded)

Yes

No

b) New or improved services

Yes

No

⇒ **If you have answered "No" to both questions 3.1 a) and 3.1 b), please go to question 3.6.**

3.2 Who developed these product/service innovations?

a) Your enterprise by itself

Yes

No

b) Your enterprise together with other enterprises or institutions³⁾

Yes

No

c) Your enterprise by adapting or modifying goods or services originally developed by other enterprises or institutions³⁾

Yes

No

d) Other enterprises or institutions³⁾

Yes

No

3.3 Were among your product/service innovations during the three years 2016 to 2018 some that were new for your market (market novelties)?

Your enterprise introduced a new or improved good or a new or improved service onto your market before your competitors (it is irrelevant, if the product or the service has been available before in other markets or not).

Yes

No

3.4 Were among your product/service innovations during the three years 2016 to 2018 some that were only new for your enterprise, but not new for your market?

The new or improved product or the new or improved service introduced by your enterprise was already available from your competitors in your market.

Yes

No

3.5 What is the share of turnover of the following products and services in 2018?

a) New or improved products or services introduced in the three years of 2016 to 2018 that were new for your market (as defined in 3.3)

%

If you have answered "No" to question 3.3, the percentage share of turnover in question 3.5 a) must be "0".

b) New or improved products or services introduced in the three years of 2016 to 2018 that were only new for your firm, but not new to your market (as defined in 3.4)

%

If you have answered "No" to question 3.4, the percentage share of turnover in question 3.5 b) must be "0".

c) In the three years of 2016 to 2018 unchanged or only marginally modified products/services (including turnover from the simple resale of products and services purchased from other enterprises)

%

Total turnover 2018

%

³⁾ Other enterprises including enterprises of the same enterprise group (subsidiaries, sister enterprises, headquarters); universities, research institutes, non-profit institutions etc.

Business process innovations (3.6 to 3.7)

A business process innovation is the introduction of a new or improved business process for one or several business functions that differs significantly from those business processes which were used by the firm before. **The innovation must be new to your enterprise, it does not necessarily have to be a market novelty.** It is not relevant if the innovation was originally developed by your enterprise or by other enterprises.

3.6 During the three years 2016 to 2018, did your enterprise introduce one of the following processes that differ significantly from your previous processes?

a) New or improved methods for producing goods or services (including methods for developing products)

Yes

No

b) New or improved logistics, delivery or distribution methods

Yes

No

c) New or improved methods of information processing and communication

Yes

No

d) New or improved methods in accounting or administration

Yes

No

e) New or improved methods for organising business procedures or external relations with third parties

Yes

No

f) New or improved methods of work organisation, decision making or human resource management

Yes

No

g) New or improved marketing methods for promotion, packing, pricing, product placement, after sales services

Yes

No

⇒ **If you have answered "No" to all questions 3.6 a) to 3.6 g), please go to question 3.8.**

3.7 Who developed these business process innovations?

Yes No

a) Your enterprise by itself

b) Your enterprise together with other enterprises or institutions⁴⁾

c) Your enterprise by adapting or modifying goods or services originally developed by other enterprises or institutions⁴⁾

d) Other enterprises or institutions⁴⁾

Ongoing and abandoned innovation activities (3.8)

Innovation activities include all developmental, financial and commercial activities, undertaken by your firm, which are intended to result in an innovation.

3.8 During the three years 2016 to 2018, did your enterprise have any innovation activities which did not result in product/service innovations or business process innovations because the activities were

Yes No

a) still ongoing at the end of 2018 and not yet completed?

b) abandoned before completion?

⁴⁾ Other enterprises including enterprises of the same enterprise group (subsidiaries, sister enterprises, headquarters); universities, research institutes, non-profit institutions etc.

Research and Development activities (3.9)

3.9 During the three years 2016 to 2018, did your enterprise have in-house Research and Development activities or contracted out those (to third parties)?

a) Intramural Research and experimental Development (R&D)

Research and experimental Development (R&D) comprises creative and systematic work undertaken in order to increase the stock of knowledge – including knowledge of humankind, culture and society – and to devise new applications of available knowledge.

⇒ If “Yes“: Did your enterprise in the three years from 2016 to 2018 carry out R&D

i) continuously (your enterprise has employed permanent R&D staff in-house)

ii) only occasionally (as needed)

Yes No

↓ Please go to question 3.9 b.

Yes No

b) Purchase of R&D from third parties (extramural R&D)

Same activities as under a) above, but performed by other enterprises (including other enterprises in your group) or by public or private research institutions on behalf of your enterprise.

⇒ If you have answered “No“ to all questions in 3.1, 3.6, 3.8 and 3.9 please go to question 3.11.

3.10 Please estimate the amount of expenditure for each of the following innovation activities for the year 2018:

(In case no such expenditures were made in 2018 in your enterprise, please insert “0“.)

Innovation expenditures 2018 (in 1 000 EUR)

a) Intramural Research and experimental Development (R&D) (as defined under 3.9a; labour costs, other current costs and capital expenditures for R&D)

(a)

b) Purchase of R&D from third parties (extramural R&D, as defined under 3.9b)

(b)

c) All other innovation expenditures (except R&D)

(including acquisition of machinery, equipment, software, buildings for innovations; acquisition of other external knowledge from third parties (e.g. patents, licences, trademarks); product design and preparation for production or distribution of innovations; training for innovations; market introduction of innovations, including market research)

(c) = (i + ii+ iii)

As a result: i) Labour costs for innovation activities

(i)

ii) Other current costs for innovation activities (e.g. for services, material)

(ii)

iii) Capital costs for innovation activities

(iii)

(a + b + c)

Total of innovation expenditure 2018 (a - c)

3.11 During the three years 2016 to 2018, did your enterprise try to obtain the following types of funding, and if successful, was it used fully or partly for innovation activities (including R&D)

Type of funds:	Tried to obtain funding ...			
	Yes, funding was received and funds were ...		Yes, but no funding was received	No
	used fully or partly for innovation activities (including R&D)	used <u>only</u> for other activities		
a) Equity finance (funds in exchange for a share in the ownership of the enterprise)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Debt finance (funds that must be repaid)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Crowdfunding	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3.12 During the three years 2016 to 2018, did your enterprise receive any public funding from the following institutions and if yes, were those funds fully or partly used for innovation activities (including R&D)?

Public financial support are grants, subsidised loans, and loan guarantees from the public sector. Revenues from procurements of the public sector are not considered as public subsidies.

Public institutions:	Yes, public funding was received and funds were ...		No
	used fully or partly for innovation activities (including R&D)	used <u>only</u> for other activities	
a) From the federal government or funding institutions from the federal government	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) From regional governments, funding institutions from regional governments or local...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) From the EU in the framework of the programme Horizon 2020	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) From other funding schemes of the EU	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3.13 During the three years 2016 to 2018, did your enterprise use tax incentives or allowances for the following purposes?

	Yes	No
a) Tax reliefs for R&D or other innovation activities (e.g. Research premium)	<input type="checkbox"/>	<input type="checkbox"/>
b) Tax allowances or credits for other activities	<input type="checkbox"/>	<input type="checkbox"/>

3.14 During the three years 2016 to 2018, did your enterprise co-operate with other enterprises or institutions with respect to the following activities?

Co-operation is the active participation of your enterprise with other enterprises or other organisations in common innovation activities. This does not mean that both partners must receive a direct commercial benefit from the co-operation. Pure contracting out, where no active co-operation happens, is not considered as co-operation.

	Yes	No
a) Research and experimental development (R&D).....	<input type="checkbox"/>	<input type="checkbox"/>
b) Innovation activities (without R&D).....	<input type="checkbox"/>	<input type="checkbox"/>
c) Other activities than mentioned above.....	<input type="checkbox"/>	<input type="checkbox"/>

⇒ **If you have answered “Yes“ to either 3.14 a) or 3.14 b), please go to question 3.15. Otherwise go to 3.16.**

3.15 What co-operation partners for innovation activities (including R&D) were those and where did they come from? (Please tick all that apply!)

	Austria	EU/EFTA countries ⁵⁾	Others
a) Other enterprises within your enterprise group	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Enterprises outside the enterprise group:			
i) Consultants, commercial laboratories or private research institutes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ii) Suppliers of equipment, raw materials, components or software	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
iii) Clients or customers from the private sector	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
iv) Competitors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
v) Other enterprises (not mentioned in i – iv)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Universities, universities of applied sciences or other higher education institutes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Other government or public research institutes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) Clients or customers from the public sector ⁶⁾	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) Private non-profit institutions/Non-profit organisations.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

⁵⁾ **EU countries** (without Austria): Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, the Netherlands, United Kingdom of Great Britain and Northern Ireland. **EFTA countries:** Iceland, Liechtenstein, Norway und Switzerland.

⁶⁾ e.g. federal government, local governments, regional governments, schools and universities, public hospitals and public enterprises.

3.16 During the three years 2016 to 2018, how important were the following hampering factors for innovation for your enterprise?

(Please assess in how far these hampering factors have impeded the realisation of innovation projects resp. in how far they were hindering your innovation decisions in the first place.)

	Degree of importance			Not relevant
	High	Medium	Low	
a) Lack of finance for innovation within the own enterprise	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Lack of credit or private equity (e.g. venture capital).....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Difficulties in obtaining public grants or subsidies for innovation.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Innovation costs too high	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) Lack of skilled employees in your own enterprise.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) Lack of partners for co-operation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g) Lack of access to external knowlede.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h) Uncertain market demand for your ideas for innovation.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i) Too much competition in the market	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j) Different priorities within the enterprise	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

⇒ **END OF SURVEY, THANK YOU VERY MUCH FOR YOUR PARTICIPATION!**