



Community
Innovation Survey
in Greek enterprises
2016 - 2018



**HELLENIC STATISTICAL
AUTHORITY**

Athens 2019

Community Innovation Survey 2016 – 2018

The aim of the survey is to collect information on the enterprises' innovations and innovation activities during the three years **2016 to 2018 inclusive**.

The survey is conducted on a mandatory basis in all Member States of the European Union in implementation of the [European Commission Implementing Regulation \(EU\) No 995/2012](#)¹. The National Documentation Centre (<http://www.ekt.gr/en>), as the national authority of the Hellenic Statistical System (3482β/2017²) for European Research, Development and Innovation statistics, carries out the collection, analysis and production of Innovation statistics for Greek enterprises in cooperation³ with the Hellenic Statistical Authority (ELSTAT).

Following the national regulation 3832/2010, the provision of data is mandatory, the content of the questionnaire is exclusively used for statistical purposes and treated as confidential.

A **business innovation**⁴ is a new or improved product or business process (or combination thereof) that differs significantly from the firm's previous products or business processes and that has been introduced on the market or brought into use by the firm.

There are two major types of business innovation: innovations that change the firm's products (*product innovations*), and innovations that change the firm's business processes (*business process innovations*). A product is a good or service (or combination thereof). Business processes include all core activities by the firm to produce products and all ancillary or supporting activities

The survey questionnaire consists of the following sections:

- **Section 1:** Enterprise identification
- **Section 2:** Strategies and work organisation
- **Section 3:** Knowledge flows and intellectual property rights
- **Section 4:** Innovation
- **Section 5:** Enterprise basic information
- **Section 6:** Questionnaire evaluation

¹ https://metrics.ekt.gr/sites/metrics-ekt/files/pages-pdf/Implementing_Regulation_No_995_2012.pdf

² https://metrics.ekt.gr/sites/metrics-ekt/files/pages-pdf/FEK_3482_B_5.10.2017.pdf

³ https://metrics.ekt.gr/sites/metrics-ekt/files/pages-pdf/mnimonio_synergiasias_ELSTAT_EKT.PDF

⁴ [OECD/Eurostat \(2018\), Oslo Manual 2018: Guidelines for Collecting, Reporting and Using Data on Innovation, 4th Edition, The Measurement of Scientific, Technological and Innovation Activities, OECD](#)

Section 1: Enterprise identification

1.1 Information about the enterprise

Name of the enterprise :
VAT :
Address :
Postal code :
City :
Municipality :
Regional unit :
Website :
Primary sector of economic activity (NACE rev. 2 – in terms of highest turnover) :

1.2 Person responsible in the enterprise for this questionnaire

First name :
Last name :
Department :
Position :
Telephone :
E-mail :

1.3 Person responsible for the completion of the questionnaire

(if different from the person reported in question 1.2 above)

First name :
Last name :
Department :
Position :
Telephone :
E-mail :

If your enterprise is part of an enterprise group⁵:

Please answer all further questions only for the activities of the enterprise reported in question 1.1. Exclude the activities of all subsidiaries or parent enterprises.

⁵ A group consists of two or more legally defined enterprises under common ownership. Each enterprise in the group can serve different markets, as with national or regional subsidiaries, or serve different product markets. The head office is also considered part of an enterprise group (Eurostat Statistics Explained Glossary).

Section 2: Strategies and work organisation

2.1 During the three years 2016 to 2018, how important were the following strategies to the economic performance of your enterprise?

Strategy	Very important	Important	Less important	Not important
Focus on improving your existing goods or services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Focus on introducing new goods or services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Focus on low-price (price leadership)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Focus on high-quality (quality leadership)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Focus on a broad range of goods or services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Focus on one or a small number of key goods or services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Focus on satisfying established customer groups	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Focus on reaching out to new customer groups	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Focus on standardised goods or services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Focus on customer-specific solutions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2.2 During the same period, how important were the following strategies to the digital advancement of your enterprise?

Strategy	Very important	Important	Less important	Not important
Focus on digital transformation as a constant strategy for further development of the enterprise	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Focus on digital technology for improving and developing goods or services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Focus on digital technology for enhancing the logistics, delivery and distribution of goods or services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Focus on the installation / development of customer management systems (CRM)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Focus on enhancing digital channels (social media, apps, etc.) in order to continually improve customer communication	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Focus on streamlining business processes based on new digital technologies (ERP systems)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Focus on enhancing digital skills of staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2.3 During the three years 2016 to 2018, did your enterprise offer any of the following types of goods or services to meet user requirements⁶?

- | | Yes | No |
|--|-----------------------|-----------------------|
| ▪ Goods or services <u>co-created with users</u> , i.e. the user had an active role in the creation of the idea, design and development of the product (co-creation) | <input type="radio"/> | <input type="radio"/> |
| ▪ Goods or services designed and developed specifically to meet the needs of particular users (<u>customisation</u>). This excludes mass customisation, i.e. customised versions of standard products. | <input type="radio"/> | <input type="radio"/> |
| ▪ Standardised goods or services offered to different users in the same way. This includes <u>mass customisation</u> . | <input type="radio"/> | <input type="radio"/> |

If 'yes' to at least one of the options 'co-creation' or 'customisation, go to question 2.4. Otherwise, go to question 2.6.

2.4 For the products resulting from 'customisation' (excluding mass customisation) or 'co-creation', the users included:

- | | Yes | No |
|--|-----------------------|-----------------------|
| ▪ Private business enterprises | <input type="radio"/> | <input type="radio"/> |
| ▪ Public sector organisations ⁷ | <input type="radio"/> | <input type="radio"/> |
| ▪ Individuals or households | <input type="radio"/> | <input type="radio"/> |
| ▪ Non-profit organisations | <input type="radio"/> | <input type="radio"/> |

2.5 Please provide an estimate for the percentage of turnover in 2018 from:

	%
Products resulting from ' <u>customisation</u> ' or ' <u>co-creation</u> '	
Standardised products	
Total turnover in 2018	100%

2.6 During the three years 2016 to 2018, how important to the management of your business were the following methods of organising work?

Methods of organising work	Very important	Important	Less important	Not important
Planned job rotation of staff across different functional areas	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Regular brainstorming sessions for staff to think about improvements that could be made within the business	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cross-functional work groups or teams (combined across different working areas or functions)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Use of digital channels (such as web conferencing, skype, intranet, internal chat, etc.) to enhance communication and exchange of ideas between staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

⁶ A user can be an end customer or an enterprise which uses a product as an intermediate product.

⁷ Public sector includes all bodies of general government, such as ministries, regional and local authorities and their subunits, all public organisations, state-owned/public enterprises (like DEI SA, OASA SA), non-profit public institutions and any other body that is financed by the aforementioned organisations (<http://www.statistics.gr/el/statistics/-/publication/SEL08/->).

Section 3: Knowledge flows and intellectual property rights

3.1 During the three years 2016 to 2018, did your enterprise purchase technical services?

Technical services include any consulting activity that involves any kind of technical, scientific or engineering information, e.g. engineering services, measurement and testing services, industrial design services, R&D services, certification services, digital transformation services, installation, refitting and retrofitting services.

- Yes
No ⇒ Please continue with **question 3.2**

If yes, please note from which the technical services were purchased:

Tick all that apply

- Private business enterprises
- Public research organisations, universities or other higher education institutions
- Other

3.2 During the three years 2016 to 2018, did your enterprise purchase machinery, equipment or software based on:

- | | Yes | No |
|---|-----------------------|-----------------------|
| ▪ The same or improved technology <u>used</u> in your enterprise before | <input type="radio"/> | <input type="radio"/> |
| ▪ New technology that was <u>not used</u> in your enterprise before | <input type="radio"/> | <input type="radio"/> |

3.3 During the three years 2016 to 2018, did your enterprise use any of the following channels to acquire knowledge?

- | | Yes | No |
|---|-----------------------|-----------------------|
| ▪ Conferences, trade fairs or exhibitions | <input type="radio"/> | <input type="radio"/> |
| ▪ Scientific/technical journals or trade publications | <input type="radio"/> | <input type="radio"/> |
| ▪ Professional or industry associations | <input type="radio"/> | <input type="radio"/> |
| ▪ Published patents | <input type="radio"/> | <input type="radio"/> |
| ▪ Standardisation documents or committees | <input type="radio"/> | <input type="radio"/> |
| ▪ Social web-based networks or crowd-sourcing | <input type="radio"/> | <input type="radio"/> |
| ▪ Open business-to-business platforms or open-source software | <input type="radio"/> | <input type="radio"/> |
| ▪ Extracting knowledge or design information from goods or services (reverse engineering) | <input type="radio"/> | <input type="radio"/> |

3.4 During the three years 2016 to 2018, did your enterprise:

- | | Yes | No |
|---------------------------------------|-----------------------|-----------------------|
| ▪ Apply for a patent | <input type="radio"/> | <input type="radio"/> |
| ▪ Register an industrial design right | <input type="radio"/> | <input type="radio"/> |
| ▪ Register a trademark | <input type="radio"/> | <input type="radio"/> |
| ▪ Claim a copyright | <input type="radio"/> | <input type="radio"/> |
| ▪ Use trade secrets | <input type="radio"/> | <input type="radio"/> |

3.5 During the three years 2016 to 2018, did your enterprise:

- | | Yes | No |
|--|-----------------------|-----------------------|
| ▪ License out its own intellectual property rights (IPRs) ⁸ | <input type="radio"/> | <input type="radio"/> |
| ▪ Sell its own IPRs (or assign IP rights) to others | <input type="radio"/> | <input type="radio"/> |
| ▪ Exchange IPRs (pooling, cross-licensing, etc.) | <input type="radio"/> | <input type="radio"/> |

⁸ Intellectual Property Rights (IPR) are private legal rights that protect intellectual property, such as patents, industrial designs, and trademarks.

3.6 During the three years 2016 to 2018, did your enterprise purchase or license-in patents or other IPRs?

- Yes
No ⇒ Please continue with **section 4**

If yes, please note from which the intellectual property rights (IPRs) were purchased:

Tick all that apply

- Private business enterprises
- Public research organisations, universities or other higher education institutions
- Other

Section 4: Innovation

4.1 During the three years 2016 to 2018, did your enterprise introduce any:

A new or improved product (good or service)⁹ is the product that differs significantly from the firm's previous goods or services and that has been introduced on the market. This includes also products that have been originally developed by other companies or organisations but are new / improved for your business. Simple resale of new goods, as well as changes of purely aesthetic nature, is excluded. Product innovations can involve two generic types of products: goods and services. Goods are usually tangible objects, such as devices, but also knowledge-gathering goods, such as digital goods, movies, software. Services are intangible activities, such as banking, insurance or transport services.

- | | Yes | No |
|----------------------------|-----------------------|-----------------------|
| ▪ New or improved goods | <input type="radio"/> | <input type="radio"/> |
| ▪ New or improved services | <input type="radio"/> | <input type="radio"/> |

If 'no' to all options of question 4.1, go to **question 4.6**. Otherwise, please continue with **question 4.2**.

4.2 During the same period, the new or improved products (goods and/or services) introduced by your enterprise were:

- | | Yes | No |
|---|-----------------------|-----------------------|
| ▪ Not previously offered by any of your competitors | <input type="radio"/> | <input type="radio"/> |
| ▪ Identical or very similar to products already offered by your competitors | <input type="radio"/> | <input type="radio"/> |

4.3 Please estimate the percentage of your enterprise's total turnover in 2018 from products (goods or services) that were:

	%
New or improved products (goods/services) that were not previously offered by any of your competitors	
New or improved products (goods/services) that were identical or very similar to products already offered by your competitors	
Products (goods/services) that were unchanged or only marginally modified compared to your enterprise's previous products (including the resale of new products purchased from other enterprises)	
Total turnover in 2018	100%

⁹ [OECD/Eurostat \(2018\), Oslo Manual 2018: Guidelines for Collecting, Reporting and Using Data on Innovation, 4th Edition, The Measurement of Scientific, Technological and Innovation Activities, OECD](#)

4.4 Who developed these new or improved products (goods and/or services)?

Tick *all* that apply

- Your enterprise by itself
- Your enterprise together with other enterprises or organisations¹⁰
- Your enterprise by adapting or modifying processes originally developed by other enterprises or organisations
- Other enterprises or organisations

4.5 How did the new or improved product(s) (goods/services), introduced during 2016 to 2018, meet your enterprise's expectations by the end of 2018?

- Expectations were exceeded
- Expectations were adequately met
- Expectations were met only to some extent
- Expectations were not met at all
- Too early to assess

4.6 In 2018 did your enterprise performed sales through e-commerce?

E-commerce¹¹ is the sale or purchase of goods or services carried out through computer networks with methods designed solely to send or receive orders. Payment and delivery of goods/services is not necessarily done electronically. Orders received by telephone/fax or typed email are excluded.

Yes

No ⇒ Please continue with **question 4.7**

If yes, please estimate the percentage of your enterprise's total turnover in 2018 from e-commerce sales, as corresponding to:

Percentages for the two categories should add up to the percentage of your enterprise's turnover from e-commerce ONLY and NO to the total business sales in 2018.

Products sold by your enterprise through e-commerce	%
<u>New or improved</u> products (goods/services) sold through e-commerce	
<u>Unchanged or only marginally modified</u> products (goods/services) sold through e-commerce	

4.7 During the three years 2016 to 2018, did your enterprise introduce any of the following new or improved business processes that differ significantly from your enterprise's previous processes?

New or improved business process¹², for one or more business functions, is the business process that differs significantly from the firm's previous business processes and that has been brought into use in the firm.

The term business process includes the core business function of producing goods and services and all supporting functions. Business processes can be delivered in-house or procured from external sources.

New or improved business processes from 2016 to 2018 for:	Yes	No
▪ Production of goods or provision of services (including methods for developing goods or services)	<input type="radio"/>	<input type="radio"/>
▪ Logistics, delivery or distribution of goods or services	<input type="radio"/>	<input type="radio"/>
▪ Information processing or communication (including information systems (software/hardware), databases etc.)	<input type="radio"/>	<input type="radio"/>
▪ Accounting or other administrative operations	<input type="radio"/>	<input type="radio"/>
▪ Business practices for organising procedures or external relations	<input type="radio"/>	<input type="radio"/>
▪ Organisation of work responsibility, decision making or human resource management	<input type="radio"/>	<input type="radio"/>
▪ Promotion, packaging, pricing, product placement or after sales services	<input type="radio"/>	<input type="radio"/>

¹⁰ Other enterprises include independent enterprises plus other parts of your enterprise group (subsidiaries, sister enterprises, head office, etc.). Organisations include universities, research institutes, non-profits etc.

¹¹ ELSTAT, Survey on the use of information and e-commerce technologies in enterprises

¹² [OECD/Eurostat \(2018\), Oslo Manual 2018: Guidelines for Collecting, Reporting and Using Data on Innovation, 4th Edition, The Measurement of Scientific, Technological and Innovation Activities, OECD](#)

If 'no' to all options of question 4.7, go to **question 4.11**. Otherwise, please continue with **question 4.8**.

4.8 Who developed these new or improved business processes?

Tick all that apply

- Your enterprise by itself
- Your enterprise together with other enterprises or organisations¹³
- Your enterprise by adapting or modifying processes originally developed by other enterprises or organisations
- Other enterprises or organisations

4.9 During the three years 2016 to 2018, did your enterprise use digital technologies for the development of the new or improved business processes for:

- | | Yes | No |
|---|-----------------------|-----------------------|
| ▪ Production of goods or provision of services (including methods for developing goods or services) | <input type="radio"/> | <input type="radio"/> |
| ▪ Logistics, delivery or distribution of goods or services | <input type="radio"/> | <input type="radio"/> |
| ▪ Information processing or communication (including information systems (software/hardware), databases etc.) | <input type="radio"/> | <input type="radio"/> |
| ▪ Accounting or other administrative operations | <input type="radio"/> | <input type="radio"/> |
| ▪ Business practices for organising procedures or external relations | <input type="radio"/> | <input type="radio"/> |
| ▪ Organisation of work responsibility, decision making or human resource management | <input type="radio"/> | <input type="radio"/> |
| ▪ Promotion, packaging, pricing, product placement or after sales services | <input type="radio"/> | <input type="radio"/> |

If digital technologies were used for the new or improved business processes, were these developed in-house¹⁴? Yes No

4.10 How did the new or improved business processes introduced during 2016 to 2018 meet your enterprise's expectations by the end of 2018?

- Expectations were exceeded
- Expectations were adequately met
- Expectations were met only to some extent
- Expectations were not met at all
- Too early to assess

¹³ Other enterprises include independent enterprises plus other parts of your enterprise group (subsidiaries, sister enterprises, head office, etc.). Organisations include universities, research institutes, non-profits etc.

¹⁴ In-house development involves the development of business processes either by the enterprise itself or by the enterprise together with other enterprises or organisations with the active participation of staff specialised in digital technologies.

4.11 During the three years 2016 to 2018, did your enterprise have any of the following types of innovation activities?

Innovation activities¹⁵ include all developmental, financial and commercial activities undertaken by a firm that are intended to result in an innovation for the firm, either in products and/or in business processes.

- | | Yes | No |
|---|-----------------------|-----------------------|
| ▪ Completed activities that resulted in the introduction of new or improved products (goods / services) and/or business processes | <input type="radio"/> | <input type="radio"/> |
| ▪ Ongoing innovation activities at the end of 2018 | <input type="radio"/> | <input type="radio"/> |
| ▪ Abandoned innovation activities | <input type="radio"/> | <input type="radio"/> |
| ▪ In-house Research and Development (R&D) activities ¹⁶ | <input type="radio"/> | <input type="radio"/> |
| ▪ Contracted-out R&D activities to other enterprises (including enterprises in your own group) or to public or private research organisations | <input type="radio"/> | <input type="radio"/> |

In case of in-house R&D activities carried out during the period of 2016 to 2018, these activities were implemented:

- | | |
|---|-----------------------|
| ▪ Continuously (your enterprise had permanent R&D staff in-house) | <input type="radio"/> |
| ▪ Occasionally (as needed only) | <input type="radio"/> |

If 'no' to all options of question 4.11, go to **question 4.14**. Otherwise, please continue with **question 4.12**.

4.12 How much did your enterprise spend on each of the following innovation activities in 2018?

If the precise values are not available, please fill in the best estimate. If there were no expenses for an activity in 2018, please fill in '0'.

	Expenditures in 2018 (in euros)
In-house Research and Development (R&D) activities <i>Including labour cost, other current costs, capital costs for buildings/equipment specifically for R&D</i>	€
Contracted-out R&D activities to others	€
All other innovation activities, excluding R&D, for the introduction of new or improved products (goods/services) and/or business processes <i>Including acquisition of machinery, equipment, software, intellectual property rights, external knowledge, design of goods / services, preparation of production & distribution, staff training, marketing activities and market research</i>	€
Total expenditure for innovation activities in 2018	€

¹⁵ [OECD/Eurostat \(2018\), Oslo Manual 2018: Guidelines for Collecting, Reporting and Using Data on Innovation, 4th Edition, The Measurement of Scientific, Technological and Innovation Activities, OECD](#)

¹⁶ Research and 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 (Frascati Manual 2015, OECD).

4.13 How much do you expect your enterprise's total innovation expenditures to change in 2019 and 2020?

2019 compared to 2018	2020 compared to 2019
<input type="radio"/> Increase <i>If yes, by approximately</i> <input type="text"/> %	<input type="radio"/> Increase
<input type="radio"/> Stay about the same (+/- 5%)	<input type="radio"/> Stay about the same (+/- 5%)
<input type="radio"/> Decrease <i>If yes, by approximately</i> <input type="text"/> %	<input type="radio"/> Decrease
<input type="radio"/> No innovation expenditures expected	<input type="radio"/> No innovation expenditures expected
<input type="radio"/> Don't know (yet)	<input type="radio"/> Don't know (yet)

4.14 During the three years 2016 to 2018, did your enterprise try to obtain the following types of funding?

	Yes, successfully obtained some funding of this type	Tried, but not successfully	No
<input type="checkbox"/> Equity finance (finance provided in exchange for a share in the ownership of the enterprise)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="checkbox"/> Debt finance (finance that the enterprise must repay)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If your enterprise obtained funding, please report for which activities the funding was used.

Tick all that apply

	Research and Development (R&D) activities	Other innovation activities, excluding R&D ¹⁷	Any other business activities
<input type="checkbox"/> Equity finance (finance provided in exchange for a share in the ownership of the enterprise)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Debt finance (finance that the enterprise must repay)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4.15 During the three years 2016 to 2018, did your enterprise receive any public financial support for innovation activities from the following levels of government?

Include financial support via tax credits or deductions, grants, subsidised loans, and loan guarantees, participations in projects via NSRF and other funded projects.

Exclude financing of activities conducted entirely for the public sector under contract.¹⁸

	Yes	No
<input type="checkbox"/> Regions, Municipalities (via NSRF ¹⁹)	<input type="radio"/>	<input type="radio"/>
<input type="checkbox"/> Regions, Municipalities (other than NSRF)	<input type="radio"/>	<input type="radio"/>
<input type="checkbox"/> Ministries and other bodies of general government (via NSRF)	<input type="radio"/>	<input type="radio"/>
<input type="checkbox"/> Ministries and other bodies of general government (other than NSRF)	<input type="radio"/>	<input type="radio"/>
<input type="checkbox"/> EU Horizon 2020 Programme for Research and Innovation	<input type="radio"/>	<input type="radio"/>
<input type="checkbox"/> Other financial support from a European Union institution	<input type="radio"/>	<input type="radio"/>

¹⁷ Other innovation activities, excluding R&D, Include the acquisition of machinery, equipment, software, intellectual property rights, external knowledge, design of goods / services, preparation of production & distribution, staff training, marketing activities and market research.

¹⁸ Public sector includes all bodies of general government, such as ministries, regional and local authorities and their subunits, all public organisations, state-owned/public enterprises (like DEI SA, OASA SA), non-profit public institutions and any other body that is financed by the aforementioned organisations (<http://www.statistics.gr/el/statistics/-/publication/SEL08/>).

¹⁹ NSRF stands for National Strategic Reference Framework.

If your enterprise obtained public financial support, please report for which activities the funding was used.

Tick all that apply

	Research and Development (R&D) activities	Other innovation activities, excluding R&D ²⁰	Any other business activities
▪ Regions, Municipalities (via NSRF)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▪ Regions, Municipalities (other than NSRF)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▪ Ministries and other bodies of general government (via NSRF)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▪ Ministries and other bodies of general government (other than NSRF)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▪ EU Horizon 2020 Programme for Research and Innovation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▪ Other financial support from a European Union institution	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

	Yes	No
▪ Research and Development (R&D) activities or other innovation activities ²⁰	<input type="radio"/>	<input type="radio"/>
▪ Any other business activities	<input type="radio"/>	<input type="radio"/>

4.17 During the three years 2016 to 2018, did your enterprise co-operate with other enterprises or organisations for any of the following types of activities?

*Co-operation is **active participation** with other enterprises or organisations on your enterprise's activities. Both partners do not need to commercially benefit. Exclude pure contracting out of work with no active co-operation of your enterprise.*

	Yes	No
▪ Research and Development (R&D) activities	<input type="radio"/>	<input type="radio"/>
▪ Other innovation activities, excluding R&D ²⁰	<input type="radio"/>	<input type="radio"/>
▪ Any other business activities	<input type="radio"/>	<input type="radio"/>

If 'yes' to at least one of the first two options of question 4.17, please continue with **question 4.18**. Otherwise, go to **question 4.19**.

²⁰ Other innovation activities, excluding R&D, Include the acquisition of machinery, equipment, software, intellectual property rights, external knowledge, design of goods / services, preparation of production & distribution, staff training, marketing activities and market research.

4.18 Please indicate the type of innovation co-operation partner by location.

Tick all that apply

Type of co-operation partner	Greece	Other EU or EFTA countries ²¹	All other countries	No co-operation
Consultants, commercial labs, or private research institutes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Suppliers of equipment, materials, components or software	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Enterprises that are your clients or customers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Enterprises that are your competitors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other enterprises	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Enterprises within your enterprise group	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Universities or other higher education institutes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Public research institutes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Clients or customers from the public sector	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Non-profit organisations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4.19 In which of the following areas did your enterprise's activities mainly contribute during the three years 2016 to 2018?

- Agro-food
- Biosciences, Health – Medicines
- Information & Communication Technologies
- Energy
- Environment & Sustainable Development
- Transport and Supply Chain
- Materials – Constructions
- Culture - Tourism – Cultural & Creative Industries
- Other(please report the other area):

²¹ The Member States of the European Union (EU), except Greece, are: Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Hungary, Italy, Ireland, Latvia, Lithuania, Luxembourg, Malta, the Netherlands, Poland, Portugal, Romania, Slovenia, Slovakia, Spain, Sweden, and the United Kingdom. The EFTA countries are Iceland, Liechtenstein, Norway and Switzerland.

4.20 Please assess the effect of the following legislation or regulations and of the digital public services on your enterprise's innovation activities during the three years 2016 to 2018:

Tick all that apply

	Initiated or facilitated innovation activities	Prevented, hampered or increased costs of innovation activities	Had no effect / not relevant
Type of legislation or regulation			
Product safety, consumer protection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Environmental	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Intellectual property	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Data protection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tax	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Employment, worker safety or social affairs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Digital public services for enterprises			
Tax services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staff recording services such as recruitment, employment contracts, etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Services for participation in research / development programmes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4.21 During the three years 2016 to 2018, how important were the following factors in hampering your enterprises' decision to start/execute innovation activities?

	Very important	Important	Less important	Not important
Lack of internal finance for innovation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lack of credit or private equity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Difficulties in obtaining public grants or subsidies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Costs too high for innovation activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lack of skilled employees within your enterprise	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lack of collaboration partners for innovation activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lack of access to external knowledge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Uncertain market demand for your enterprise's ideas	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Too much competition in your enterprise's market	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Different priorities within your enterprise	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Section 5: Enterprise basic information

5.1 In which year was your enterprise established?

5.2 In 2018, was your enterprise part of an enterprise group²²? Yes No

a. If yes, in which country is the head office of your group located?

b. Please define the name of the group:

c. In case the head office is located in Greece, are all of the enterprises of that group located in Greece? Yes No

5.3 What was the average number of persons employed by your enterprise in 2016 and 2018?

Total number of persons (headcount) who work in the enterprise (inclusive of working proprietors, partners working regularly in the unit and unpaid family workers), as well as persons who work outside the enterprise's premises and are paid by it (e.g. sales representatives, delivery personnel, repair and maintenance teams).

	2016	2018
Total number of persons employed		

a. In 2018, how many executives have been on your enterprise's Board of Directors, or on the positions of general managers and department managers?

If there are no executives for a category, please fill in '0'.

	2018	
	Men	Women
Board of Directors		
General Managers		
Department Managers		

5.4 Approximately what percent of the persons employed in your enterprise in 2018 had a university or technical institution degree?

Include first degree, master or/and PhD.

- 0% to less than 1% 1% to less than 5%
 5% to less than 10% 10% to less than 25%
 25% to less than 50% 50% to less than 75% 75% or more

5.5 Please report the total expenditure of your enterprise in 2018 for the following items and provide an estimate of the percentage of each item in total.

The sum of percentages of all items should be 100%. If there were no expenses for any item in 2018, please fill in the corresponding percentage with '0'.

	Total expenditure (in euros)	% of each item in total expenditure
Acquisition of machinery, equipment, buildings and other tangible assets	€	
Marketing, brand building, advertising		
Training own staff		
Product design		
Software development, database work and data analysis		
Registering, filing and monitoring own Intellectual Property Rights (IPRs) and purchasing or licensing IPRs from others		

²² A group consists of two or more legally defined enterprises under common ownership. Each enterprise in the group can serve different markets, as with national or regional subsidiaries, or serve different product markets. The head office is also considered part of an enterprise group (Eurostat Statistics Explained Glossary).

5.6 What was your enterprise's total turnover in 2016 and 2018?

	2016	2018
Total turnover (in euros)	€	€

5.7 Approximately, what was the percentage of your enterprise's turnover in 2018 from:

	%
Customers located in Greece	
Customers located in other EU and EFTA countries ²³	
Customers located in all other countries	
Total turnover in 2018	100%

5.8 During the three years 2016 to 2018, did your enterprise increase its share of existing markets (domestic or foreign) and/or expand into new markets (domestic or foreign)?

- | | Yes | No |
|---|-----------------------|-----------------------|
| ▪ Increase market share in existing markets (domestic or foreign) | <input type="radio"/> | <input type="radio"/> |
| ▪ Expansion to new markets (domestic or foreign) | <input type="radio"/> | <input type="radio"/> |

5.9 During the three years 2016 to 2018, how important were the following practices for your enterprise's access in the markets (domestic or foreign)?

	Very important	Important	Less important	Not important / Not available
Operating a website with detailed information about the enterprise's goods or services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Interacting with customers online through live chats and/or digital social media	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Operating an e-shop to serve all business customer profiles	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mobile app for direct customer access to the enterprise's goods or services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Regular feedback from customers through digital technologies (such as social media) on the enterprise's goods or services aiming at future improvements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

5.10 How important are the following digital technologies for the future growth of your enterprise?

Digital technologies	Very important	Important	Less important	Not important / Not relevant
Big data analytics	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3D printing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Automation and robotics	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Artificial intelligence	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cloud computing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Internet of things	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Blockchain technologies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

²³ The Member States of the European Union (EU), except Greece, are: Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Hungary, Italy, Ireland, Latvia, Lithuania, Luxembourg, Malta, the Netherlands, Poland, Portugal, Romania, Slovenia, Slovakia, Spain, Sweden, and the United Kingdom. The EFTA countries are Iceland, Liechtenstein, Norway and Switzerland.

Section 6: Questionnaire evaluation

6.1 Please provide your rating on the questionnaire with reference to the following characteristics:

	Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied
Structure	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Comprehension of terms/concepts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ease of filling out the electronic questionnaire	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

6.2 During the survey period and the completion of questionnaire, did the assigned partner contact you?

- Yes, and we received support regarding the survey / completion of the questionnaire
- Yes, but there was no need for support regarding the survey / completion of the questionnaire
- No

If yes, please provide your rating on your satisfaction from the contact of the assigned partner:

	Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied
Contact from assigned partner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

6.3 Please provide an estimate for the time needed and the number of persons involved in the completion of the questionnaire.

Time to complete the questionnaire (in hours)	
Number of people involved in the completion of the questionnaire	

6.4 Please write below any comments/suggestions for future improvements of the questionnaire.

----- END OF QUESTIONNAIRE – THANK YOU -----