

The Community Innovation Survey 2016

THE HARMONISED SURVEY QUESTIONNAIRE,
(Draft 11 – 22 June 2016)

The Community Innovation Survey 2016

FINAL VERSION

This survey collects information on your enterprise's **innovations and innovation activities** during the three years 2014 to 2016 inclusive.

An **innovation** is the introduction of a new or significantly improved product, process, organisational method, or marketing method by your enterprise.

An innovation must have characteristics or intended uses that are new or which provide a significant improvement over what was previously used or sold by your enterprise. However, an innovation can fail or take time to prove itself.

An innovation need only be new or significantly improved for your enterprise. It could have been originally developed or used by other enterprises or organisations.

Innovation activities include the acquisition of machinery, equipment, buildings, software, and licenses; engineering and development work, feasibility studies, design, training, R&D and marketing when they are specifically undertaken to develop and/or implement a product or process innovation. This includes also all types of R&D consisting of research and development activities to create new knowledge or solve scientific or technical problems.

Sections 2 to 7 cover product and process innovations. Organisational and marketing innovations are covered in sections 8 and 9.

Please complete **all** questions, unless otherwise instructed.

Person we should contact if there are any queries regarding the form:

Name: _____
Job title: _____
Organisation: _____
Phone: _____
E-mail: _____

1. General information about the enterprise

Name of enterprise _____

Address¹ _____

Postal code _____ Main activity² _____

1.1 In 2016, was your enterprise part of an enterprise group? (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 part of an enterprise group.)

Yes ☐ In which country is the head office of your group located? ³ _____
No ☐

If your enterprise is part of an enterprise group: Please answer all further questions about your enterprise only for its own activities in [your country]. Exclude all subsidiaries or parent enterprises.

1.2 During the three years 2014 to 2016, did your enterprise:

	Yes	No
Merge with or take over another enterprise or a part of another enterprise	<input type="checkbox"/>	<input type="checkbox"/>
Sell, close or contract out some of the tasks or functions of your enterprise	<input type="checkbox"/>	<input type="checkbox"/>

1.3 In which geographic markets did your enterprise sell goods and/or services during the three years 2014 to 2016?

	Yes	No
A. Local / regional within [your country]	<input type="checkbox"/>	<input type="checkbox"/>
B. National (other regions of [your country])	<input type="checkbox"/>	<input type="checkbox"/>
C. Other European Union or associated countries* ⁴	<input type="checkbox"/>	<input type="checkbox"/>
D. All other countries	<input type="checkbox"/>	<input type="checkbox"/>

Which of these geographic areas was your largest market in terms of turnover during the three years 2014 to 2016? (Give corresponding letter) _____

*: Include the following European Union (EU) and associated countries: Albania, Austria, Belgium, Bosnia and Herzegovina, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Italy, Ireland, Kosovo, Latvia, Liechtenstein, Lithuania, Luxembourg, FYR Macedonia, Malta, Montenegro, the Netherlands, Norway, Poland, Portugal, Romania, Serbia, Slovenia, Slovakia, Switzerland, Spain, Sweden, Turkey and the United Kingdom.

¹ NUTS 2 code

² NACE 4 digit code

³ Country code according to ISO standard

⁴ Each NSO needs to remove their own country from the list of European countries.

1.4 During the three years 2014 to 2016, how important were each of the following strategies to your enterprise?

	Degree of importance			
	High	Medium	Low	Not important
Focus on improving your existing goods or services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Focus on introducing entirely new goods or services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Focus on reaching new customer groups	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Focus on customer specific solutions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Focus on low-price	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. Product innovation (good or service)

A product innovation is the market introduction of a **new** or **significantly** improved **good or service** with respect to its capabilities, user friendliness, components or sub-systems.

- Product innovations (new or improved) **must be new to your enterprise**, but they **do not need to be new to your market**.
- Product innovations could have been originally developed by your enterprise or by other enterprises or organisations.

A **good** is usually a tangible object such as a smartphone, furniture, or packaged software, but downloadable software, music and film are also goods. A **service** is usually intangible, such as retailing, insurance, educational courses, air travel, consulting, etc.

2.1 During the three years 2014 to 2016, did your enterprise introduce:

	Yes	No
Goods innovations: New or significantly improved goods (<i>exclude the simple resale of new goods and changes of a solely aesthetic nature</i>)	<input type="checkbox"/>	<input type="checkbox"/>
Service innovations: New or significantly improved services	<input type="checkbox"/>	<input type="checkbox"/>

If no to all options, go to section 3

Otherwise go to question 2.2

2.2 Who developed these product innovations?

	Tick all that apply	
	Goods innovations	Service innovations
Your enterprise by itself	<input type="checkbox"/>	<input type="checkbox"/>
Your enterprise together with other enterprises or organisations*	<input type="checkbox"/>	<input type="checkbox"/>
Your enterprise by adapting or modifying goods or services originally developed by other enterprises or organisations*	<input type="checkbox"/>	<input type="checkbox"/>
Other enterprises or organisations*	<input type="checkbox"/>	<input type="checkbox"/>

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

2.3 Were any of your product innovations (goods or services) during the three years 2014 to 2016:

		Yes	No
New to your market?	Your enterprise introduced a new or significantly improved product onto your market before your competitors (it may have already been available in other markets)	<input type="checkbox"/>	<input type="checkbox"/>
Only new to your enterprise?	Your enterprise introduced a new or significantly improved product that was already available from your competitors in your market	<input type="checkbox"/>	<input type="checkbox"/>

2.4 Using the definitions above, please give the percent of your total turnover⁵ in 2016 from:

New or significantly improved products introduced during the three years 2014 to 2016 that were new to your market	<input type="text"/> <input type="text"/> <input type="text"/> %
New or significantly improved products introduced during the three years 2014 to 2016 that were only new to your enterprise	<input type="text"/> <input type="text"/> <input type="text"/> %
Products that were unchanged or only marginally modified during the three years 2014 to 2016 (include the resale of new products purchased from other enterprises)	<input type="text"/> <input type="text"/> <input type="text"/> %
Total turnover in 2016	<input type="text"/> <input type="text"/> <input type="text"/> %

2.5 To the best of your knowledge, were any of your product innovations during the three years 2014 to 2016:

(Please tick one option in every row)

	Yes	No	Don't know
A first in [your country]	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A first in Europe*	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A world first	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

*: Include the following European Union (EU) and associated countries: Albania, Austria, Belgium, Bosnia and Herzegovina, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Italy, Ireland, Kosovo, Latvia, Liechtenstein, Lithuania, Luxembourg, FYR Macedonia, Malta, Montenegro, the Netherlands, Norway, Poland, Portugal, Romania, Serbia, Slovenia, Slovakia, Switzerland, Spain, Sweden, Turkey and the United Kingdom.⁶

⁵ For Credit institutions: Interests receivable and similar income, for insurance services: Gross premiums written

⁶ Each NSO needs to remove their own country from the list of European countries.

3. Process innovation

A process innovation is the implementation of a **new** or **significantly** improved production process, distribution method, or supporting activity.

- Process innovations **must be new to your enterprise**, but they **do not need to be new to your market**.
- The innovation could have been originally developed by your enterprise or by other enterprises or organisations.
- Exclude purely organisational innovations – these are covered in section 8.

3.1 During the three years 2014 to 2016, did your enterprise introduce:

	Yes	No
New or significantly improved methods of manufacturing for producing goods or services	<input type="checkbox"/>	<input type="checkbox"/>
New or significantly improved logistics, delivery or distribution methods for your inputs, goods or services	<input type="checkbox"/>	<input type="checkbox"/>
New or significantly improved supporting activities for your processes, such as maintenance systems or operations for purchasing, accounting, or computing	<input type="checkbox"/>	<input type="checkbox"/>

If no to all options, go to section 4

Otherwise go to question 3.2

3.2 Who developed these process innovations?

Tick all that apply

Your enterprise by itself	<input type="checkbox"/>
Your enterprise together with other enterprises or organisations*	<input type="checkbox"/>
Your enterprise by adapting or modifying processes originally developed by other enterprises or organisations*	<input type="checkbox"/>
Other enterprises or organisations*	<input type="checkbox"/>

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

4. Ongoing or abandoned innovation activities for product or process innovations

Innovation activities include the acquisition of machinery, equipment, buildings, software, and licenses; engineering and development work, feasibility studies, design, training, R&D and marketing when they are specifically undertaken to develop and/or implement a product or process innovation. This includes also all types of R&D consisting of research and development activities to create new knowledge or solve scientific or technical problems.

4.1 During the three years 2014 to 2016, did your enterprise have any innovation activities that did not result in a product or process innovation because the activities were:

	Yes	No
Abandoned or suspended before completion	<input type="checkbox"/>	<input type="checkbox"/>
Still ongoing at the end of the 2016	<input type="checkbox"/>	<input type="checkbox"/>

If no to all options in questions 2.1, 3.1 and 4.1, go to section 8

Otherwise go to section 5

5. Innovation activities and expenditures for product and process innovations

5.1 During the three years 2014 to 2016, did your enterprise engage in the following innovation activities:

		Yes	No
In-house R&D	Research and development activities undertaken by your enterprise to create new knowledge or solve scientific or technical problems (include software development that meets this requirement)	<input type="checkbox"/>	<input type="checkbox"/>
	If yes, did your enterprise perform R&D during the three years 2014 to 2016:		
	Continuously (your enterprise had permanent R&D staff in-house)	<input type="checkbox"/>	
	Occasionally (as needed only)	<input type="checkbox"/>	
External R&D	Your enterprise contracted-out R&D to other enterprises (include enterprises in your own group) or to public or private research organisations	<input type="checkbox"/>	<input type="checkbox"/>
Acquisition of machinery, equipment, software & buildings	Acquisition of advanced machinery, equipment, software and buildings to be used for new or significantly improved products or processes	<input type="checkbox"/>	<input type="checkbox"/>
Acquisition of existing knowledge from other enterprises or organisations	Acquisition of existing know-how, copyrighted works, patented and non-patented inventions, etc. from other enterprises or organisations for the development of new or significantly improved products and processes	<input type="checkbox"/>	<input type="checkbox"/>
Training for innovative activities	In-house or contracted out training for your personnel specifically for the development and/or introduction of new or significantly improved products and processes	<input type="checkbox"/>	<input type="checkbox"/>
Market introduction of innovations	In-house or contracted out activities for the market introduction of your new or significantly improved goods or services, including market research and launch advertising	<input type="checkbox"/>	<input type="checkbox"/>
Design	In-house or contracted out activities to alter the shape, appearance or usability of goods or services	<input type="checkbox"/>	<input type="checkbox"/>
Other	Other in-house or contracted out activities to implement new or significantly improved products or processes such as feasibility studies, testing, tooling up, industrial engineering, etc	<input type="checkbox"/>	<input type="checkbox"/>

5.2 How much did your enterprise spend on each of the following innovation activities in 2016 only? Innovation activities are defined in question 5.1 above. Include current expenditures (including labour costs, contracted-out activities, and other related costs) as well as capital expenditures on buildings and equipment.⁷

Please fill in '0' if your enterprise had no expenditures for an activity in 2016

Please estimate if you lack precise accounting data

In-house R&D (Include current expenditures including labour costs and capital expenditures on buildings and equipment specifically for R&D)

--	--	--	--	--	--	--	--	--	--

External R&D

--	--	--	--	--	--	--	--	--	--

Acquisition of machinery, equipment, software & buildings
(Exclude expenditures on these items that are for R&D)

--	--	--	--	--	--	--	--	--	--

Acquisition of existing knowledge from other enterprises or organisations

--	--	--	--	--	--	--	--	--	--

All other innovation activities including design, training, marketing, and other relevant activities

--	--	--	--	--	--	--	--	--	--

Total of the above innovation activities

--	--	--	--	--	--	--	--	--	--

5.3 How much do you expect your enterprise's total innovation expenditures to change in 2017 and 2018?

2017 compared to 2016

☐ Increase *If yes, by approximately*

--	--	--

 %

☐ Stay about the same (+/- 5%)

☐ Decrease *If yes, by approximately*

--	--	--

 %

☐ No innovation expenditures expected

☐ Don't know (yet)

2018 compared to 2017

☐ Increase

☐ Stay about the same (+/- 5%)

☐ Decrease

☐ No innovation expenditures expected

☐ Don't know (yet)

⁷ Give expenditure data in 000's of national currency units to eight digits.

6. Public financial support for product and process innovation activities

6.1 During the three years 2014 to 2016, 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. Exclude R&D and other innovation activities conducted entirely for the public sector* under contract.

	Yes	No
Local or regional authorities	<input type="checkbox"/>	<input type="checkbox"/>
Central government (including central government agencies or ministries)	<input type="checkbox"/>	<input type="checkbox"/>
The European Union (EU)	<input type="checkbox"/>	<input type="checkbox"/>
If yes, did your enterprise participate in the EU 7 th Framework Programme for Research and Technical Development or in the Horizon 2020 Programme for Research and Innovation?	<input type="checkbox"/>	<input type="checkbox"/>

*The public sector includes government owned organisations such as local, regional and national administrations and agencies, schools, hospitals, and government providers of services such as security, transport, housing, energy, etc.

7. Sources of information and co-operation for product and process innovations

7.1 During the three years 2014 to 2016, how important to your enterprise's innovation activities were each of the following information sources? Include information sources that provided information for new innovation projects or contributed to the completion of existing projects.

		Degree of importance			
		Tick 'not used' if no information was obtained from a source.			
	Information source	High	Medium	Low	Not used
Internal	Within your enterprise or enterprise group	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Market sources	Suppliers of equipment, materials, components, or software	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Clients or customers from the private sector	<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"/>
	Competitors or other enterprises in your sector	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Consultants or commercial labs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Education & research	Universities or other higher education institutes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Government or public research institutes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Private research institutes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other sources	Conferences, trade fairs, exhibitions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Scientific/technical journals or trade publications	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Professional or industry associations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

*The public sector includes government owned organisations such as local, regional and national administrations and agencies, schools, hospitals, and government providers of services such as security, transport, housing, energy, etc.

7.2 During the three years 2014 to 2016, did your enterprise co-operate on any of your innovation activities with other enterprises or organisations? Innovation co-operation is active participation with other enterprises or organisations on innovation activities. Both partners do not need to commercially benefit. Exclude pure contracting out of work with no active co-operation.

- No ☐ (Go to section 8)
Yes ☐ (Go to question 7.3)

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

(Tick all that apply)

Type of co-operation partner	[Your country]	Other Europe**	All other countries
A. Other enterprises within your enterprise group	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B. Suppliers of equipment, materials, components, or software	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C. Clients or customers from the private sector	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D. Clients or customers from the public sector*	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E. Competitors or other enterprises in your sector	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
F. Consultants or commercial labs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
G. Universities or other higher education institutes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
H. Government or public research institutes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I. Private research institutes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

*The public sector includes government owned organisations such as local, regional and national administrations and agencies, schools, hospitals, and government providers of services such as security, transport, housing, energy, etc.

** Include the following European Union (EU) and associated countries: Albania, Austria, Belgium, Bosnia and Herzegovina, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Italy, Ireland, Kosovo, Latvia, Liechtenstein, Lithuania, Luxembourg, FYR Macedonia, Malta, Montenegro, the Netherlands, Norway, Poland, Portugal, Romania, Serbia, Slovenia, Slovakia, Switzerland, Spain, Sweden, Turkey and the United Kingdom.

8. Organisational innovation

An organisational innovation is a new organisational method in your enterprise's business practices (including knowledge management), workplace organisation or external relations that has not been previously used by your enterprise.

- It must be the result of strategic decisions taken by management.
- Exclude mergers or acquisitions, even if for the first time.

8.1 During the three years 2014 to 2016, did your enterprise introduce:

	Yes	No
New business practices for organising procedures (i.e. first time use of supply chain management, business re-engineering, knowledge management, lean production, quality management, etc.)	<input type="checkbox"/>	<input type="checkbox"/>
New methods of organising work responsibilities and decision making (i.e. first time use of a new system of employee responsibilities, team work, decentralisation, integration or de-integration of departments, education/training systems, etc.)	<input type="checkbox"/>	<input type="checkbox"/>
New methods of organising external relations with other enterprises or public organisations (i.e. first time use of alliances, partnerships, outsourcing or sub-contracting, etc.)	<input type="checkbox"/>	<input type="checkbox"/>

9. Marketing innovation

A marketing innovation is the implementation of a new marketing concept or strategy that differs significantly from your enterprise's existing marketing methods and which has not been used before.

- It requires significant changes in product design or packaging, product placement, product promotion or pricing.
- Exclude seasonal, regular and other routine changes in marketing methods.

9.1 During the three years 2014 to 2016, did your enterprise introduce:

	Yes	No
Significant changes to the aesthetic design or packaging of a good or service (<i>exclude changes that alter the product's functional or user characteristics – these are product innovations</i>)	<input type="checkbox"/>	<input type="checkbox"/>
New media or techniques for product promotion (<i>i.e. first time use of a new advertising media, a new brand image, introduction of loyalty cards, etc</i>)	<input type="checkbox"/>	<input type="checkbox"/>
New methods for product placement or sales channels (<i>i.e. first time use of franchising or distribution licenses, direct selling, exclusive retailing, new concepts for product presentation, etc</i>)	<input type="checkbox"/>	<input type="checkbox"/>
New methods of pricing goods or services (<i>i.e. first time use of variable pricing by demand, discount systems, etc</i>)	<input type="checkbox"/>	<input type="checkbox"/>

Go to section 12 if your enterprise did not introduce an innovation and did not have ongoing/abandoned innovation activities during the three years 2014 to 2016 ('no' to all options in questions 2.1, 3.1, 4.1, 8.1 and 9.1).

Otherwise go to section 10.

10. Factors hampering innovation activities

10.1 During the three years 2014 to 2016, how important were the following factors in hampering your innovation activities?

	Degree of importance			
	High	Medium	Low	Not important
Lack of internal finance for innovation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lack of credit or private equity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Innovation costs too high	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lack of skilled employees within your enterprise	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lack of collaboration partners	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Difficulties in obtaining government grants or subsidies for innovation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Uncertain market demand for your ideas for innovations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Too much competition in your market	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

11. Effect of legislation or regulations on innovation activities

11.1 Please assess the effect of the following legislation or regulations on your enterprise's innovation activities during the three years 2014 to 2016.

Tick all that apply

Legislation or regulation	Stimulated innovation	Created no major problems	Created uncertainty	Generated an excessive burden ¹	Lacked consistency across the EU ²	Not relevant
Product safety / consumer protection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Operational and worker safety	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Environmental	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Intellectual property	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tax	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Employment or social affairs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

1) E.g. prescriptive legislation; requires more burden/cost in your enterprise than would be needed to fulfill its objectives.

2) Nationally fragmented regulation, i.e. (too many) different rules in different countries.

11.2 During the three years 2014 to 2016, has legislation or regulations affected your enterprises' innovation activities in the following ways?

	Yes	No
Initiated one or more innovation activities	<input type="checkbox"/>	<input type="checkbox"/>
Refrained from starting one or more innovation activities	<input type="checkbox"/>	<input type="checkbox"/>
Stopped one or more ongoing innovation activities	<input type="checkbox"/>	<input type="checkbox"/>
Delayed the completion of one or more innovation activities	<input type="checkbox"/>	<input type="checkbox"/>
Increased the costs of one or more innovation activities	<input type="checkbox"/>	<input type="checkbox"/>

Go to section 13.

12. Non-innovators

Repeat: Only answer section 12 if your enterprise did not introduce an innovation and did not have ongoing/abandoned innovation activities during the three years 2014 to 2016 ('no' to all options in questions 2.1, 3.1, 4.1, 8.1 and 9.1).

Otherwise go to section 13.

12.1 Which of the following best describes why your enterprise had no innovation activities during the three years from 2014 to 2016:

- Tick one only*
- | | | |
|---|--------------------------|-------------------|
| No compelling reason to innovate | <input type="checkbox"/> | Go to 12.2 |
| Considered innovating, but factors preventing innovation were too large | <input type="checkbox"/> | Go to 12.3 |

12.2 How important were the following reasons for your enterprise not to conduct innovation activities during 2014 to 2016?

	Degree of importance			
	High	Medium	Low	Not important
Low demand for innovations in your market	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
No need to innovate due to previous innovations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
No need to innovate due to very little competition in your enterprise's market	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lack of good ideas for innovations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Go to section 13.

12.3 During the three years 2014 to 2016, how important were the following factors in preventing your enterprise from innovating?

	Degree of importance			
	High	Medium	Low	Not important
Lack of internal finance for innovation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lack of credit or private equity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Innovation costs too high	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lack of skilled employees within your enterprise	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lack of collaboration partners	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Difficulties in obtaining government grants or subsidies for innovation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Uncertain market demand for your ideas for innovations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Too much competition in your market	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Legislation/regulation that generated excessive burden	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Legislation/regulation that created uncertainty	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Legislation/regulation that lacked consistency across the EU	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

13. Intellectual property rights

13.1 During the three years 2014 to 2016, did your enterprise:

	Yes	No
Apply for a patent	<input type="checkbox"/>	<input type="checkbox"/>
Apply for an utility model	<input type="checkbox"/>	<input type="checkbox"/>
Register an industrial design right	<input type="checkbox"/>	<input type="checkbox"/>
Register a trademark	<input type="checkbox"/>	<input type="checkbox"/>
Use trade secrets	<input type="checkbox"/>	<input type="checkbox"/>
Claim copyright	<input type="checkbox"/>	<input type="checkbox"/>

14. Innovations in logistics

Logistics is a set of services including the planning, organisation, management, execution and monitoring of an enterprise's entire material, goods and related information flows (flows from purchasing, production and warehousing, to added value services, distribution and reverse logistics).

14.1 During the three years from 2014 to 2016 did your enterprise introduce any of the following innovations in logistics?

	Yes	No
Inventory management systems (for example automatic (& real-time) monitoring, tracking / tracing delivery of goods.	<input type="checkbox"/>	<input type="checkbox"/>
Digital supply chain management (includes paperless, transparent supply chain transactions, manage supplier relationships, and control associated business processes).	<input type="checkbox"/>	<input type="checkbox"/>
E-procurement (for example new forms of purchasing and selling materials and goods through internet and other information systems between suppliers and enterprises)	<input type="checkbox"/>	<input type="checkbox"/>
Unique and automatic identification of products within the whole supply chain	<input type="checkbox"/>	<input type="checkbox"/>
Reverse logistics (all operations related to the re-use and return of products and materials)	<input type="checkbox"/>	<input type="checkbox"/>
New delivery models, including the use of alternatively fueled vehicles or multi-modal logistics (for example combined use of road transport and inland navigation)	<input type="checkbox"/>	<input type="checkbox"/>
Improved shipment by redesign (packaging, weight, density)	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>

14.2 Approximately what percent of your operating expenses were for logistics in 2016? Include all operating expenses related to the planning, organisation, management, execution and monitoring of your enterprise's entire material, goods and related information flows.

Please insert '0' if your enterprise had no costs for logistics

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 %

If no to all options in 14.1 go to 14.5

Otherwise go to 14.3

14.3 How important were the following reasons for your enterprise to introduce innovations in logistics?

	Degree of importance			
	High	Medium	Low	Not important
Open up new market opportunities (e.g. new customers, new or significantly improved goods and/or services)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Improve your enterprise's performance (increased market share, turnover, profit)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Respond to market pressures (risk of losing customers and/or turnover)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Respond to cost pressures (need to reduce costs or limit cost increases)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Respond to existing or forthcoming regulatory provisions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

14.4 Approximately how much did your enterprise spend on innovations in logistics in 2016?

Include expenditures for any of the innovations in logistics listed in question 14.1.

	<i>Tick one only</i>
A. Not applicable as no innovations in logistics were made in 2016	<input type="checkbox"/>
B. less than 10,000 Euros	<input type="checkbox"/>
C. 10,000 to less than 50,000 Euros	<input type="checkbox"/>
D. 50,000 to less than 100,000 Euros	<input type="checkbox"/>
E. 100,000 to less than 250,000 Euros	<input type="checkbox"/>
F. 250,000 to less than 500,000 Euros	<input type="checkbox"/>
G. 500,000 to less than 1 million Euros	<input type="checkbox"/>
H. Over 1 million Euros	<input type="checkbox"/>
I. Don't know	<input type="checkbox"/>

Go to section 15

14.5 Which of the following best describes why your enterprise did not introduce any innovations in logistics during 2014 to 2016?

	<i>(tick one only)</i>
No compelling reason	<input type="checkbox"/>
We outsourced logistics to another enterprise	<input type="checkbox"/>
We considered innovating, but faced one or more of the following obstacles:	<input type="checkbox"/>
	<i>(tick all that apply)</i>
Financial obstacles	<input type="checkbox"/>
Technical obstacles	<input type="checkbox"/>
Regulatory obstacles	<input type="checkbox"/>
Other	<input type="checkbox"/>

15. Basic economic information on your enterprise

15.1 What was your enterprise's total turnover for 2014 and 2016?⁸ Turnover is defined as the market sales of goods and services (Include all taxes except VAT⁹)

2014									2016								
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

15.2 Approximately what percent of your enterprise's total turnover in 2016 was from sales to clients outside your country?

Please insert '0' if your enterprise had no sales outside your country

<input type="text"/>	<input type="text"/>	<input type="text"/>	%
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15.3 What was your enterprise's average number of employees in 2014 and 2016?¹⁰

2014						2016					
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

15.4 Approximately what percent of your enterprise's employees in 2016 had a tertiary degree?¹¹

- | | |
|----------------------|--------------------------|
| 0% | <input type="checkbox"/> |
| 1% to less than 5% | <input type="checkbox"/> |
| 5% to less than 10% | <input type="checkbox"/> |
| 10% to less than 25% | <input type="checkbox"/> |
| 25% to less than 50% | <input type="checkbox"/> |
| 50% to less than 75% | <input type="checkbox"/> |
| 75% or more | <input type="checkbox"/> |

⁸ Give turnover in '000 of national currency units. *Leave space for up to nine digits.*

⁹ For Credit institutions: Interests receivable and similar income; for Insurance services give gross premiums written.

¹⁰ If administrative data are used and the annual average is not available, give results for the end of each year. Leave space for up to six digits for question 15.3.

¹¹ ISCED 2011 levels 5 to 8.