

ANNEX I-A

The third Community Innovation Survey

HARMONIZED QUESTIONNAIRE

The Third Community Innovation Survey (CIS III)

CORE QUESTIONNAIRE

The Third Community Innovation Survey

This survey collects information about new or significantly improved products or processes and related activities in manufacturing and service industries during the period 1998-2000. In order to be able to compare enterprises with and without innovative activities, we request all enterprises to respond to all questions, unless otherwise instructed.

If you have any questions or doubts concerning this questionnaire
please contact:

Mrs. / Mr. _____

Phone : _____

Fax : _____

e-mail : _____

Name of respondent _____

Job title _____

Phone _____

Fax _____

e-mail _____

General information about the enterprise

An enterprise is defined as the smallest combination of legal units that is an organisational unit producing goods or services. An enterprise carries out one or more activities at one or more locations. An enterprise may be a sole legal unit.

Name of enterprise _____ *ID*
Address¹ _____ *NUTS*
Postal code _____ Main activity _____ *NACE*

0.1 Is the enterprise part of an enterprise group?

Yes π =>What is the country of head office of the group?² _____ *HO*
No π

0.2 Did any of the following significant changes occur to your enterprise during the period 1998-2000?

	Yes	No
Your enterprise was established	π	π <i>EST</i>
Turnover increased by 10 % or more due to merger with another enterprise or part of it	π	π <i>TURNINC</i>
Turnover decreased by 10 % or more due to sale or closure of part of the enterprise	π	π <i>TURNDEC</i>

OPT. 0.3 Please indicate what is the average lifetime of your enterprise's most important product (good or service) before it is replaced or being significantly modified:

Less than 1 year π 1-3 years π 4-6 years π 7-9 years π More than 9 years π Impossible to answer π *LIFE*

0.4 What is your enterprise's most significant market *Please tick the most appropriate alternative*

	<i>SIGMAR</i>
Local/ regional (within a distance of around 50 km) within your country	π
Local/ regional (within a distance of around 50 km) within your neighbouring countries	π
National (with a distance of more than 50 km)	π
International (with a distance of more than 50 km)	π

¹ NUTS 2 code has to be supplied to Eurostat

² Country code according to ISO standard has to be supplied to Eurostat

Basic economic information on the enterprise

(Only units located in the country in which you are reporting should be included)

0.5 Total turnover³ market sales of goods and services

Including export and taxes except VAT (in national
Currency units)

In year **1998**

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

 000,-
TURN98

In year **2000**

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

 000,-
TURN

0.6 Exports of goods and services

(in national currency units)

In year **1998**

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

 000,-
EXP98

In year **2000**

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

 000,-
EXP

0.7 Gross investment in tangible goods⁴

(in national currency units)

In year **1998 (OPT)**

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

 000,-
INVTA98

In year **2000**

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

 000,-
INVTA

0.8 Number of employees⁵

In year **1998**

In year **2000**

0.8.1 Total number of employees

--	--	--	--	--

EMP98

--	--	--	--	--

EMP

Of which: With Higher education
(graduated from tertiary education)

- 0.8.2 Total

--	--	--	--	--

EMPHI

- 0.8.3 of which: Female (OPT)

--	--	--	--	--

EMPHIF

OPT

Expected change for year **2002**

No Change π
 Reduction π
 Increase π $\left| \begin{array}{l} \pi \\ \pi \end{array} \right| = \frac{\pi}{\pi} = \frac{\pi}{\pi} \%$
EMPCHG *PCTEMP*

No Change π
 Reduction π
 Increase π $\left| \begin{array}{l} \pi \\ \pi \end{array} \right| = \frac{\pi}{\pi} = \frac{\pi}{\pi} \%$
EMPHCHG *PCTEMPH*

³ For Credit institutions: Interests receivable and similar income; for Insurance services: Gross premiums written

⁴ Acquisition of machinery and equipment, building and land

⁵ Annual average. If not available, number of employees at the end of the year can be used

Innovation

An innovation, as defined in this survey, is a new or significantly improved product (good or service) introduced to the market or the introduction within your enterprise of a new or significantly improved process. The innovation is based on the results of new technological developments, new combinations of existing technology or utilisation of other knowledge acquired by your enterprise.

1. Product innovation

Product innovation is a good or service which is either new or significantly improved with respect to its fundamental characteristics, technical specifications, incorporated software or other immaterial components, intended uses, or user friendliness.

The innovation should be new to your enterprise; it has not necessarily to be new to the market. It does not matter whether the innovation was developed by your enterprise or by another enterprise. Changes of a solely aesthetically nature, and purely selling of innovations wholly produced and developed by other enterprises, shall not be included.

For examples of innovations see Annex.

1.1 During the period 1998-2000, did your enterprise introduce onto the market any new or significantly improved products (goods or services) for your enterprise ?

- Yes $\pi \Rightarrow$ **Who developed these products?** *Please tick the most appropriate alternative* *INPDT*
- | | | |
|--|-------|---------------|
| Mainly your enterprise or enterprise group | π | |
| Your enterprise in co-operation with other enterprises or institutions | π | <i>INPDTW</i> |
| Mainly other enterprises or institutions | π | |
- No $\pi \Rightarrow$ go to question 2.

1.2 Please give a short description of what is new or significantly improved with your most important product (good or service) innovation.

1.3 Please estimate how your turnover⁶ in 2000 was distributed between

- | | | | |
|---|--|---|----------------|
| - New or significantly improved products (goods or services) introduced during the period 1998–2000 | <input type="text"/> <input type="text"/> <input type="text"/> | % | <i>TURNIN</i> |
| - Unchanged or only marginally modified products (goods or services) during the period 1998–2000 ⁷ | <input type="text"/> <input type="text"/> <input type="text"/> | % | <i>TURNUNG</i> |
| Total turnover in 2000 | <input type="text"/> <input type="text"/> <input type="text"/> | % | |

1.4 During the period 1998-2000, did your enterprise introduce new or significantly improved products (goods or services) not only new for your enterprise, but also new for your enterprise's market?

- Yes $\pi \Rightarrow$ Please estimate the contribution of these products in total turnover⁶ in 2000: % *TURNMAR*
- No π *INMAR*

⁶ For Credit institutions: Interests receivable and similar income; for Insurance services: Gross premiums written

⁷ Products wholly developed and produced by others shall be included here

2. Process innovation

Process innovation includes new and significantly improved production technology, new and significantly improved methods of supplying services and of delivering products. The outcome should be significant with respect to the level of output, quality of products (goods/services) or costs of production and distribution.

The innovation should be new to your enterprise; your enterprise has not necessarily to be the first to introduce this process. It does not matter whether the innovation was developed by your enterprise or by another enterprise. Purely organisational or managerial changes shall not be included. For examples of innovations see Annex.

2.1 During the period 1998-2000, has your enterprise introduced any new or significantly improved production processes including methods of supplying services and ways of delivering products?

Yes	π	=>	Who developed these processes? Please tick the most appropriate alternative	<i>INPcs</i>
			Mainly your enterprise or enterprise group	π
			Your enterprise in co-operation with other enterprises or institutions	π <i>INPcsW</i>
			Mainly other enterprises or institutions	π
No	π	=>	go to question 3.	

2.2 Please give a short description of what is new or significantly improved with your most important process innovation.

3. Not yet completed or abandoned innovation activities

3.1 By the end of 2000, did your enterprise have any ongoing activities to develop or introduce new or significantly improved products (goods or services) or processes that were not yet completed, including any R&D activity ?

Yes	π	
No	π	<i>INON</i>

3.2 During the period 1998-2000, did your enterprise have any activities to develop or introduce new or significantly improved products (goods or services) or processes that were abandoned, including any R&D activity?

Yes	π	
No	π	<i>INAB</i>

Enterprises with no recent innovation activity (ie. answered No to each of questions 1.1, 2.1, 3.1 or 3.2), should now go to question 10.1b.

4. Innovation activity and expenditure in 2000

4.1 Did your enterprise engage in the following innovation activities in 2000?

Please tick "yes" for the following innovation activities if applied by your enterprise in 2000 by implementing new or significantly improved products (goods/ services) or processes based on science, technology or other knowledge areas. Subsequently, give an estimate of the related expenditures in 2000, including not yet completed or abandoned innovation activities. Tick "no" for activities not undertaken in 2000.

Intramural research & experimental development (R&D)	All creative work undertaken within your enterprise on a systematic basis in order to increase the stock of knowledge, and the use of this stock of knowledge to devise new applications, such as new and improved products (goods/ services) and processes (including software research)
Acquisition of R&D (extramural R&D)	Same activities as above, but performed by other companies (including other enterprises within the group) or other public or private research organisations
Acquisition of machinery and equipment	Advanced machinery, computer hardware specifically purchased to implement new or significantly improved products (goods/services) and/or processes
Acquisition of other external knowledge	Purchase of rights to use patents and non-patented inventions, licenses, know-how, trademarks, software and other types of knowledge from others for use in your enterprise's innovations
Training	Internal or external training for your personnel directly aimed at the development and/or introduction of innovations
Market introduction of innovations	Internal or external marketing activities directly aimed at the market introduction of your enterprise's new or significantly improved products (goods/services), (may include preliminary market research, market tests and launch advertising, but exclude the building of distribution networks to market innovations)
Design, other preparations for production/deliveries	Procedures and technical preparations to realise the actual implementation of products (goods/services) and process innovations not covered elsewhere

Yes No

If yes

Please estimate innovative expenditure in 2000, incl. personnel and related investment expenditures (no depreciation) – national currency

π π 000,-
RRdIN RRdINX

π π 000,-
RRdEX RRdEXX

π π 000,-
RMAC RMACX

π π 000,-
ROEK ROEKX

π π 000,-
RTR
 π π 000,-
RMAR
ROTHX

π π 000,-
RPRE

Total innovation expenditure in 2000
(in national currency units)

000,-
RTOT

5. Intramural research and experimental development (R&D)

If you have Intramural R&D-activities:

5.1 How many persons were involved in intramural R&D activities within your enterprise in 2000?

(including persons both inside and outside your R&D department)

(in full time equivalents) : RdPER

5.2 How did your enterprise engage in R&D during 1998-2000?

Continuously π
Occasionally π RdENG

6. Effects of innovation during 1998-2000

The result of innovation activity may have different effects for your enterprise. For the various alternatives, please indicate the degree of impact at the end of 2000 by innovation activity undertaken by your enterprise during the period 1998-2000.

		Degree of impact			Not relevant	
		High	Medium	Low		
Product oriented effects	Increased range of goods or services	π	π	π	π	ERANGE
	Increased market or market share	π	π	π	π	EMAR
	Improved quality in goods or services	π	π	π	π	EQUA
Process oriented effects	Improved production flexibility	π	π	π	π	EFLEX
	Increased production capacity	π	π	π	π	ECAP
	Reduced labour costs per produced unit	π	π	π	π	ELBR
	Reduced materials and energy per produced unit	π	π	π	π	EMAT
Other effects	Improved environmental impact or health and safety aspects	π	π	π	π	EENV
	Met regulations or standards	π	π	π	π	ESTD

7. Public funding of innovation

Public funding includes financial support in terms of grants and loans, including a subsidy element, and loan guarantees. Ordinary payments for orders of public customers shall not be included.

7.1 Did your enterprise receive any public financial support for innovation activities during the period 1998-2000?

From	Yes	No	
Local or regional authorities	π	π	FUNLOC
Central government (including institutions working on behalf of central government)	π	π	FUNGMT
The European Union	π	π	FUNEU

7.2. Has your enterprise received funding from the EU's 4th (1994-98) or 5th (1998-2002) Framework Programmes for RTD?

Yes	π	
No	π	FUNRTD

8. Innovation co-operation during the period 1998-2000

Innovation co-operation means active participation in joint R&D and other innovation projects with other organisations (either other enterprises or non-commercial institutions). It does not necessarily imply that both partners derive immediate commercial benefit from the venture. Pure contracting out of work, where there is no active collaboration, is not regarded as co-operation.

8.1 Did your enterprise have any co-operation arrangements on innovation activities with other enterprises or institutions during 1998-2000?

Yes	π	
No	π	=> go to question 9 Co

8.2 Please indicate the type of organisation and location Multiple answers possible

Type of partner	National	EU*/ EFTA**	EU- CC***	US	Japan	Other
Other enterprises within your enterprise group	Co11	Co12	Co13	Co14	Co15	Co16
Suppliers of equipment, materials, components or software	Co21	Co22	Co23	Co24	Co25	Co26
Clients or customers	Co31	Co32	Co33	Co34	Co35	Co36
Competitors and other firms from the same industry	Co41	Co42	Co43	Co44	Co45	Co46
Consultants	Co51	Co52	Co53	Co54	Co55	Co56
Commercial laboratories /R&D enterprises	Co61	Co62	Co63	Co64	Co65	Co66
Universities or other higher education institutes	Co71	Co72	Co73	Co74	Co75	Co76
Government or private non-profit research institutes	Co81	Co82	Co83	Co84	Co85	Co86

*: European Union countries(Belgium, Denmark, Germany, Greece, Spain, France, Ireland, Italy, Luxembourg, Netherlands, Austria, Portugal, Finland, Sweden and the United Kingdom)

** European Free Trade Association countries (Iceland, Liechtenstein, Norway, Switzerland)

*** EU Candidate Countries (Bulgaria, Cyprus, Czech Republic, Estonia, Hungary, Latvia, Lithuania, Malta, Poland, Romania, Slovak Republic, Slovenia Republic and Turkey)

OPT. 8.3 Please indicate the importance of your partners

Type of organisation partner	High	Medium	Low	No partner	
Other enterprises within your enterprise group	π	π	π	π	CoGRP
Suppliers of equipment, materials, components or software	π	π	π	π	CoSUP
Clients or customers	π	π	π	π	CoCLI
Competitors and other firms from the same industry	π	π	π	π	CoCOM
Consultants	π	π	π	π	CoCON
Commercial laboratories /R&D enterprises	π	π	π	π	CoRD
Universities or other higher education institutes	π	π	π	π	CoUNI
Government or private non-profit research institutes	π	π	π	π	CoGMT

9. Sources of information for innovation during the period 1998-2000

The main sources of information needed for suggesting new innovation projects or contributing to the implementation of existing projects are asked in this question. Please indicate the degree of importance attached to various alternative information sources

INFORMATION SOURCE		If used, importance			Not used	
		High	Medium	Low		
Internal sources	Within the enterprise	π	π	π	π	SENT
	Other enterprises within the enterprise group	π	π	π	π	SGRP
Market sources	Suppliers of equipment, materials, components or software	π	π	π	π	SSUP
	Clients or customers	π	π	π	π	SCLI
	Competitors and other enterprises from the same industry	π	π	π	π	SCOM
Institutional Sources	Universities or other higher education institutes	π	π	π	π	SUNI
	Government or private non-profit research institutes	π	π	π	π	SGMT
Other sources	Professional conferences, meetings, journals	π	π	π	π	SPRO
	Fairs, exhibitions	π	π	π	π	SEXB

10. Hampered innovation activity

10.1a. During the period 1998-2000 was any of your innovation activity:

* seriously delayed?	Yes	π	No	π	HDLAY
* prevented to be started?	Yes	π	No	π	HSTAR
* burdened/cumbered with other serious problems?	Yes	π	No	π	HBUR

Go to question 10.2

Absence of innovation activity

10.1b. During the period 1998-2000 were any of the following reasons relevant for your firm not having any innovation activity at all:

* no need due to prior innovations?	Yes	π	No	π	HPRIOR
* no need due to market conditions?	Yes	π	No	π	HMAR
* factors impeding innovation?	Yes	π	No	π	HIMP

Factors hampering innovation activity

10.2 If your enterprise experienced any hampering factors during the period 1998-2000, please grade the importance of the relevant factors (you may tick more than one factor if necessary).

HAMPERING FACTORS		Degree of importance			Not relevant	
		High	Medium	Low		
Economic factors	Excessive perceived economic risks	π	π	π	π	<i>HECO</i>
	Innovation costs too high	π	π	π	π	<i>HCOS</i>
	Lack of appropriate sources of finance	π	π	π	π	<i>HFIN</i>
Internal factors	Organisational rigidities within the enterprise	π	π	π	π	<i>HORG</i>
	Lack of qualified personnel	π	π	π	π	<i>HPER</i>
	Lack of information on technology	π	π	π	π	<i>HTEC</i>
	Lack of information on markets	π	π	π	π	<i>HINF</i>
Other factors	Insufficient flexibility of regulations or standards	π	π	π	π	<i>HFLEX</i>
	Lack of customer responsiveness to new goods or services	π	π	π	π	<i>HCUS</i>

11. Patents and other protection methods

11.1a During the period 1998-2000, did your enterprise, or enterprise group, apply for at least one patent to protect inventions or innovations developed by your enterprise?

		Total (Goods /services/ processes)			Of which: Goods /services		
Yes	$\pi \Rightarrow$	<div style="border: 1px solid black; width: 100px; height: 20px; display: inline-block;"></div> <div style="border: 1px solid black; width: 100px; height: 20px; display: inline-block;"></div> <div style="border: 1px solid black; width: 100px; height: 20px; display: inline-block;"></div>			<div style="border: 1px solid black; width: 100px; height: 20px; display: inline-block;"></div> <div style="border: 1px solid black; width: 100px; height: 20px; display: inline-block;"></div> <div style="border: 1px solid black; width: 100px; height: 20px; display: inline-block;"></div>		
No	π						
		<i>PANb</i>			<i>PANbPDT</i>		

11.1b Did your enterprise, or enterprise group, have any valid patents at the end of 2000 protecting inventions or innovations developed by your enterprise?

		Total (Goods /services/ processes)			Of which: Goods /services		
Yes	$\pi \Rightarrow$	<div style="border: 1px solid black; width: 100px; height: 20px; display: inline-block;"></div> <div style="border: 1px solid black; width: 100px; height: 20px; display: inline-block;"></div> <div style="border: 1px solid black; width: 100px; height: 20px; display: inline-block;"></div>			<div style="border: 1px solid black; width: 100px; height: 20px; display: inline-block;"></div> <div style="border: 1px solid black; width: 100px; height: 20px; display: inline-block;"></div> <div style="border: 1px solid black; width: 100px; height: 20px; display: inline-block;"></div>		
No	π						
		<i>PAVNb</i>			<i>PAVNPDT</i>		

OPT 11.1c What percentage of your turnover in 2000 was covered by patent applications or patents valid at the end of 2000 owned by your enterprise or enterprise group?

Share of turnover in 2000	<div style="border: 1px solid black; width: 100px; height: 20px; display: inline-block;"></div> <div style="border: 1px solid black; width: 100px; height: 20px; display: inline-block;"></div> <div style="border: 1px solid black; width: 100px; height: 20px; display: inline-block;"></div>	%	Impossible to answer	π
		<i>TURNPA</i>		

11.2 During the period 1998-2000, did your enterprise, or enterprise group, make use of any of these other methods to protect inventions or innovations developed in your enterprise?

		Yes	No	
Formal methods	Registration of design patterns	π	π	<i>PROREG</i>
	Trademarks	π	π	<i>PROTM</i>
	Copyright	π	π	<i>PROCP</i>
Strategic methods	Secrecy	π	π	<i>PROSEC</i>
	Complexity of design	π	π	<i>PRODES</i>

⁸ Patent application/patent for the same invention to different patent offices shall only be counted as one patent application/patent

Lead-time advantage on competitors

π

π

PROTIM

12. Other important strategical and organisational changes in your enterprise

This survey has so far only dealt with new and significantly improved products (goods and services) and processes. This final question refers to other creative improvements that might have been undertaken by your enterprise.

12.1 Did your enterprise during the period 1998-2000 undertake any of the following activities:

		Yes	No	
Strategy	Implementation of new or significantly changed corporate strategies	π	π	<i>ACTSTR</i>
Management	Implementation of advanced management techniques within your enterprise	π	π	<i>ACTMAN</i>
Organisation	Implementation of new or significantly changed organizational structures	π	π	<i>ACTORG</i>
Marketing	Changing significantly your enterprise's marketing concepts/strategies	π	π	<i>ACTMAR</i>
Aesthetic change (or other subjective changes)	Significant changes in the aesthetic appearance or design or other subjective changes in at least one of your products	π	π	<i>ACTAES</i>