

ZA6640

**Flash Eurobarometer 417
(European Businesses and Public Administration)**

**Country Questionnaire
United Kingdom**

A	Flash number						
	(2001-2004)						
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	EB139.4 A						
B	Country						
	(2005-2006)						
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	EB139.4 B						
C	Interview number						
	(2007-2012)						
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	EB139.4 C						
NACE	NACE code (Sample information)						
	(2013-2016)						
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	EB139.4 NACE						

SIZE	Size of company (Sample information)
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(2017-2021)

					Size of company
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EB139.4 SIZE

(INTRO1) Hello, I'm (NAME), calling from TNS. May I speak with (TITLE\ROLE DESCRIPTION)?

(INTRO2) IF THE GATEKEEPER ASKS FOR ADDITIONAL INFORMATION: We are contacting (decision makers in) companies across Europe regarding their views on current business topics. The feedback will be used to support decision-making and design future European policies. I would greatly appreciate being able to speak with him or her to include his\her opinion in the study.

IF THE ELIGIBLE RESPONDENT IS NOT AVAILABLE, PLEASE MAKE AN APPOINTMENT

(INTRO3) (WHEN SPEAKING TO THE TARGETED RESPONDENTS) Hello, I'm (NAME), calling from TNS, a market research company.

(INTRO4) We are contacting (decision makers in) companies across Europe regarding their views on current business topics and we would greatly appreciate your input. The feedback will be used to support decision-making and design future European policies. Would you have some time to answer to a few questions? It should not take more than 15 minutes.

ASK LAN1 ONLY IN BE, EE, FI, IE, LV, LU, MT, ES

LAN1 In which language do you want to do this interview?

(READ OUT - ONE ANSWER ONLY)

(2022-2023)

Austria - German	1
Belgium - Dutch	2
Belgium - French	3
Bulgaria - Bulgarian	4
Croatia - Croatian	5
Czech Republic - Czech	6
Denmark - Danish	7

Estonia - Estonian	8
Estonia - Russian	9
Finland - Finnish	10
Finland - Swedish	11
France - French	12
Germany - German	13
Greece - Greek	14
Hungary - Hungarian	15
Iceland - Icelandic	16
Ireland - English	17
Ireland - Irish	18
Italy - Italian	19
Latvia - Latvian	20
Latvia - Russian	21
Lithuania - Lithuanian	22
Luxembourg - Luxembourgish	23
Luxembourg - French	24
Luxembourg - German	25
Macedonia - Macedonian	26
Macedonia - Albanian	27
Malta - Maltese	28
Malta - English	29
Montenegro - Montenegrin	30
Netherlands - Dutch	31
Norway - Norwegian	32
Poland - Polish	33
Portugal - Portuguese	34
Republic of Cyprus - Greek	35
Romania - Romanian	36
Slovakia - Slovak	37
Slovenia - Slovene	38
Spain - Catalan	39
Spain - Spanish	40

Sweden - Swedish	41
Switzerland - German	42
Switzerland - French	43
Switzerland - Italian	44
Turkey - Turkish	45
Turkey - Kurkish	46
Turkish Cypriot Community - Turkish	47
United Kingdom - English	48
United States of America - English	49

EB139.4 LAN1

(RESPONDENT REASSURANCE) I would like to reassure you that your co-operation is completely voluntary and all of your answers are confidential. For quality control and training purposes this interview may be monitored or recorded. First I will ask a few questions purely for classification purposes...

ASK ALL

Let me start with a few basic questions regarding your company. For all questions, please limit your responses to the activities of your company in the UK only.

D1	How many employees (full-time equivalent) does your company currently have?
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(READ OUT - ONE ANSWER ONLY)

(2024)

1 to 9 employees	1
10 to 49 employees	2
50 to 249 employees	3
250 employees or more	4
DK/NA (DO NOT READ OUT)	5

FL415 D1

IF D1=5 THEN STOP INTERVIEW

D2 When was your company established?

(READ OUT - ONE ANSWER ONLY)

(2025)

Before 1 January 2009	1
Between 1 January 2009 and 1 January 2014	2
After 1 January 2014	3
DK/NA (DO NOT READ OUT)	4

FL415 D2

D3A What was your company's total turnover in 2014?

CODE 999 IF DON'T KNOW OR REFUSAL

(2026-2040)

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FL415 D5A

ASK D3B IF CODE 999 IN D3A, RECODE ALL VALID ANSWERS IN D3A

D3B What was your company's total turnover in 2014?

(READ OUT - ONE ANSWER ONLY)

(2041)

Up to £70K	1
More than £70K to £350K	2
More than £350K to £1.4 million	3
More than £1.4 to £7 million	4
More than £7 to £35 million	5
More than £35 million	6
DK/NA (DO NOT READ OUT)	7

FL415 D5B

ASK D4 IF COMPANY ESTABLISHED BEFORE JANUARY 1st 2014, CODES 1 OR 2 IN D2 - OTHERS GO TO Q1

D4 Since January 2012 has your company's turnover ... ?

(READ OUT - ONE ANSWER ONLY)

(2042)

Risen by more than 25%	1
Risen by between 5% and 25%	2
Remained approximately the same	3
Fallen by between 5% and 25%	4
Fallen by more than 25%	5
DK/NA (DO NOT READ OUT)	6

FL415 D6

ASK ALL

(READ OUT): In this study we will cover questions related to public administration in the UK. By public administration we refer to all kinds of public administration institutions at any level (national, regional, local) in the UK.

Q1 How satisfied or dissatisfied would you say you are with each of the following?

(READ OUT - ONE ANSWER ONLY)

		Very satisfied	Fairly satisfied	Fairly dissatisfie d	Very dissatisfie d	DK/NA (DO NOT READ OUT)
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(2043)	1	The way public administration deals with companies in the UK	1	2	3	4	5
	2	How easy it is for companies to get reliable information from public authorities in the UK	1	2	3	4	5

(2044)

NEW

Q2	Thinking about your company's experience, how efficient do you think public administration in the UK is when dealing with requests from your company?
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(READ OUT - ONE ANSWER ONLY)

(2045)

Very efficient	1
Fairly efficient	2
Not very efficient	3
Not efficient at all	4
DK/NA (DO NOT READ OUT)	5

NEW

Q3	To what extent do you think public administration services in the UK have had a positive or negative impact on your company's activities?
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(READ OUT - ONE ANSWER ONLY)

(2046)

A very positive impact	1
A fairly positive impact	2
A fairly negative impact	3
A very negative impact	4
No impact at all (DO NOT READ OUT)	5
DK/NA (DO NOT READ OUT)	6

NEW

Q4: ROTATE STATEMENTS 1 TO 10

Q4	To what extent do you think each of the following represents an obstacle to the activities of companies in the UK?
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(READ OUT - ONE ANSWER ONLY)

		A major obstacle	A moderate obstacle	A minor obstacle	Not an obstacle at all	Not applicable (DO NOT READ OUT)	DK/ NA (DO NOT READ OUT)
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(2047)	1	The time it takes to obtain permits and licences	1	2	3	4	5	6
(2048)	2	The costs of obtaining permits and licences	1	2	3	4	5	6
(2049)	3	Tax compliance costs (filing and paying taxes)	1	2	3	4	5	6
(2050)	4	Notary's fees and stamp duties	1	2	3	4	5	6
(2051)	5	Customs controls and costs related to import-export formalities	1	2	3	4	5	6
(2052)	6	The proceedings for contract enforcement	1	2	3	4	5	6
(2053)	7	The procedures for dispute settlement (e.g. length and costs)	1	2	3	4	5	6

(2054)	8	Inspections by competent authorities (labour, tax etc.)	1	2	3	4	5	6
(2055)	9	The lack of predictability and stability of legislation in the UK	1	2	3	4	5	6
(2056)	10	The existence of an informal economy (black market)	1	2	3	4	5	6

NEW

Q5: ROTATE STATEMENTS 1 TO 5

Q5	To what extent do you think each of the following represents an obstacle to starting a business in the UK?
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(READ OUT - ONE ANSWER ONLY)

		A major obstacle	A moderate obstacle	A minor obstacle	Not an obstacle at all	DK/NA (DO NOT READ OUT)
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(2057)	1	The number of procedures	1	2	3	4	5
(2058)	2	The time required	1	2	3	4	5
(2059)	3	The cost of business start-up procedures	1	2	3	4	5
(2060)	4	The minimum capital required	1	2	3	4	5
(2061)	5	The need for permits and licences	1	2	3	4	5

NEW

Q6	Thinking about your company's experience, how satisfied or dissatisfied would you say you are with each of the following in the UK?
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(READ OUT - ONE ANSWER ONLY)

		Very satis fied	Fairl y satis fied	Fairl y dissa tisfie d	Very dissa tisfie d	Not appli cabl e (DO NOT REA D OUT)	DK/ NA (DO NOT REA D OUT)
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(2062)

1	Availability of online public administration services for companies	1	2	3	4	5	6
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(2063)

2	User-friendliness of the online forms provided	1	2	3	4	5	6
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NEW

Q7	Overall, do you think that dealing with tax administration of the UK has become more difficult or easier over the last five years?
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(READ OUT - ONE ANSWER ONLY)

	(2064)
Much more difficult	1
Somewhat more difficult	2
Somewhat easier	3
Much easier	4
Stayed the same (DO NOT READ OUT)	5
DK/NA (DO NOT READ OUT)	6

NEW

Q8: ROTATE STATEMENTS 1 TO 4

Q8 Thinking about your company's experience, to what extent would you say that filing and paying the following is difficult or easy in the UK?

(READ OUT - ONE ANSWER ONLY)

		Very diffic ult	Fairl y diffic ult	Fairl y easy	Very easy	Not appli cabl e (DO NOT REA D OUT)	DK/ NA (DO NOT REA D OUT)
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(2065)	1	Corporate tax	1	2	3	4	5	6
(2066)	2	Property tax	1	2	3	4	5	6
(2067)	3	VAT	1	2	3	4	5	6
(2068)	4	Social security contributions	1	2	3	4	5	6

NEW

Q9: ROTATE STATEMENTS 1 TO 3

Q9	To what extent do you think each of the following represents an obstacle for the activities of your company in the UK?
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(READ OUT - ONE ANSWER ONLY)

		A major obstacle	A moderate obstacle	A minor obstacle	Not an obstacle at all	DK/NA (DO NOT READ OUT)
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(2069)	1	Labour legislation	1	2	3	4	5
	2	Health and safety at work requirements	1	2	3	4	5
(2070)	3	Labour costs (e.g. wages, social security contributions)	1	2	3	4	5
(2071)							

NEW

Q10	In the past two years, has your company taken part in a public procurement procedure in the UK?
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(READ OUT - ONE ANSWER ONLY)

(2072)

Yes, more than once	1
Yes, but only once	2
No, but plans to do so	3
No and it has no plans to do so	4
DK/NA (DO NOT READ OUT)	5

NEW

ASK Q11 IF "COMPANIES TOOK PART IN A PUBLIC PROCUREMENT PROCEDURE", CODE 1 OR 2 IN Q10, OTHERS GO TO Q12

Q11: ROTATE STATEMENTS 1 TO 2

Q11	How important are each of the following aspects in terms of costs to your company when taking part in a public procurement procedure in the UK?
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(READ OUT - ONE ANSWER ONLY)

		Very important	Fairly important	Not very important	Not important at all	DK/NA (DO NOT READ OUT)
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(2073)

(2074)

1	Human resources	1	2	3	4	5
2	Financial resources	1	2	3	4	5

NEW

ASK ALL

Q12: ROTATE STATEMENTS 1 TO 9

Q12	In general, to what extent do you think each of the following represents an obstacle to your company's participation in public procurements in the UK?
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(READ OUT - ONE ANSWER ONLY)

		A major obstacle	A moderate obstacle	A minor obstacle	Not an obstacle at all	Not applicable (DO NOT READ OUT)	DK/ NA (DO NOT READ OUT)

(2075)	1	The completion of the entire procurement process takes too much time	1	2	3	4	5	6
(2076)	2	Insufficient clarity of the requirements on what it is to be provided	1	2	3	4	5	6
(2077)	3	Excessive qualification requirements (e.g. technical, professional, financial)	1	2	3	4	5	6
(2078)	4	The overall contract value is too large	1	2	3	4	5	6
(2079)	5	Too much weight is given to price as an award criterion	1	2	3	4	5	6
(2080)	6	Uncompetitive practices (e.g. the existence of collusion, bid rigging, corruption)	1	2	3	4	5	6

(2081)	7	The risks for complaints and litigation by unsuccessful tenderers	1	2	3	4	5	6
(2082)	8	Low quality of electronic procurement services (e.g. availability, user-friendliness)	1	2	3	4	5	6
(2083)	9	The risks of late payment and non-payment	1	2	3	4	5	6

NEW

(READ OUT): Now we are going to ask you some questions regarding national support programmes that are available to help companies. Those programmes can provide financial support, trade promotion, support for innovation or support for energy efficiency, etc.

Q13: ROTATE STATEMENTS 1 TO 4

Q13	To what extent do you think each of the following represents an obstacle to your company's participation in national support programmes in the UK?
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(READ OUT - ONE ANSWER ONLY)

		A major obstacle	A moderate obstacle	A minor obstacle	Not an obstacle at all	Not applicable (DO NOT READ OUT)	DK/ NA (DO NOT READ OUT)
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(2084)

1	Finding information about the existing support programmes	1	2	3	4	5	6
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(2085)

2	Administrative documents needed for the application procedure	1	2	3	4	5	6
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(2086)

3	The time it takes to complete the selection procedure	1	2	3	4	5	6
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(2087)

4	Fairness of the selection procedure	1	2	3	4	5	6
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NEW

Q14	Overall, do you think national support programmes in the UK address the needs of your company?
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(READ OUT - ONE ANSWER ONLY)

(2088)

Yes, definitely	1
Yes, to some extent	2
No, not really	3
No, not at all	4
DK/NA (DO NOT READ OUT)	5

NEW
