

ZA5778

**Flash Eurobarometer 343
(Impact and Perception of the Public Sector Innovation
among Companies)**

**Country Questionnaire
Great Britain**

FL343 - UK - Innobarometer

A Flash number

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FL342A

B Country code

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FL342B

C Interview number

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FL342C

NACE NACE code (Sample information)

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				NACE code - 4 digits
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FL342NACE

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SIZE Size of company (Sample information)

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					Size of company
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FL342SIZE

D1A How many employees does your company have?

(INT.: IF "DK\NA", CODE '99999') - (ONE ANSWER ONLY)

					employees
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FL342 SCR10a

ASK D1B IF CODE 99999 (DK/NA) IN D1A - OTHERS GO TO D2

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D1B How many employees does your company have?

(READ OUT – ONE ANSWER ONLY)

1 to 9 employees

1

10 to 49 employees	2
50 to 249 employees	3
250 employees or more	4
DK/NA	5

FL342 SCR10b

IF D1B=5 THEN STOP INTERVIEW

D2 When was your company established?

(READ OUT - SINGLE CODE)

Before 1st January 2006	1
Between 1st January 2006 and 1st January 2011	2
After 1st January 2011	3
DK/NA	4

NEW

D3 Has your company been taken over or merged with another company since the 1st of January 2006?

(READ OUT - SINGLE CODE)

Yes	1
No	2
DK/NA	3

NEW

THE PERCENTAGES IN D4.1, D4.2 AND D4.3 HAVE TO SUM UP TO ONE HUNDRED (D4.1+D4.2+D4.3 = 100%) / IF AT LEAST ONE ANSWER 997,998 OR 999 in D4.1, D4.2 OR D4.3 THEN THE SUM OF THE VALID ANSWERS (ANSWERS BETWEEN 0 AND 100%) CAN BE LOWER THAN 100%

D4.1 Approximately what percentage of your company's turnover in 2011 was sold in each of the following markets?

(WRITE DOWN THE ANSWER IN PERCENTAGE) / (IF "NONE" CODE '997' - IF "REFUSAL" CODE '998' - IF "DK/NA" CODE '999')

			In your own country (where the company located)
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NEW

D4.2 Approximately what percentage of your company's turnover in 2011 was sold in each of the following markets?

(WRITE DOWN THE ANSWER IN PERCENTAGE) / (IF "NONE" CODE '997' - IF "REFUSAL" CODE '998' - IF "DK/NA" CODE '999')

			In other EU countries, Switzerland, Norway, Iceland and Liechtenstein
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NEW

D4.3 Approximately what percentage of your company's turnover in 2011 was sold in each of the following markets?

(WRITE DOWN THE ANSWER IN PERCENTAGE) / (IF "NONE" CODE '997' - IF "REFUSAL" CODE '998' - IF "DK/NA" CODE '999')

			Other
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NEW

D5 Excluding changes due to mergers or acquisitions, compared to 2009, did your company's turnover in 2011...?

(READ OUT - SINGLE CODE)

Increase by more than 25%	1
Increase by 5–25%	2
Remain approximately the same	3
Decrease by 5–25%	4
Decrease by over 25%	5
DK/NA	6

NEW

D6 Approximately what percentage of your employees has a university degree in 2011?

(WRITE DOWN THE ANSWER IN PERCENTAGE) / (IF "NONE" CODE '997' - IF "REFUSAL" CODE '998' - IF "DK/NA" CODE '999')

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NEW

Section 2 – Innovations in the responding company

Innovation occurs when a company introduces a NEW or SIGNIFICANTLY IMPROVED good, service, process, marketing strategy or organizational method. A company does not need to develop the innovation itself, but can acquire the innovation from other companies or organizations.

Q1 Has your company introduced any innovations since January 2009?

(READ OUT - SINGLE CODE)

Yes	1
No	2
DK/NA	3

NEW

ASK Q2 IF 'YES', CODE 1 IN Q1 - OTHERS GO TO Q3

Q2 Approximately what percentage of your company's turnover in 2011 was due to innovative goods and services introduced since January 2009?

(WRITE DOWN THE ANSWERS IN PERCENTAGES) / (IF "NONE" CODE '997' - IF "REFUSAL" CODE '998' - IF "DK/NA" CODE '999')

NEW

ASK ALL

Section 3 Use of public services for businesses

I will now ask you some questions about your use of several public services for businesses. These are services which are provided by national, regional or local government or indirectly via other sector agencies.

Q3 Since January 2009, has your company used any of the following public services?

(SHOW SCREEN - SINGLE CODE)

(READ OUT)	Yes, 5 times or more	Yes, less than 5 times	No	DK/NA
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1	Training programs for employees	1	2	3	4
2	Obtaining work permits for foreign workers	1	2	3	4
3	Health and safety issues	1	2	3	4
4	Environment related permits and obligations (incl. reporting, water and waste management, emissions)	1	2	3	4
5	Applying for research or innovation subsidies	1	2	3	4
6	Applying for patents or trademarks	1	2	3	4

7	Conformity certification for new products	1	2	3	4
8	Other (such as starting a new business, obtaining legal advice or obtaining subsidies for research or innovation activities)	1	2	3	4

NEW

Section 4 Impact of public sector innovation on your business

Now I will ask you some questions about the impact of innovation in public services for businesses. By innovation I mean either the provision of new services or significant changes in how existing services are provided.

Q4 Based on your experience, have public services for businesses generally improved or not over the past three years?

(READ OUT - SINGLE CODE)

Yes, improved	1
Stayed the same	2
No, deteriorated	3
DK/NA	4

NEW

Q5 Based on your experience of using public services for businesses, since January 2009, have you observed the introduction of any of the following...?

(SHOW SCREEN - SINGLE CODE)

(READ OUT)	Yes	No	DK/NA
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1	Option to complete government forms over the internet	1	2	3
2	Reduction in the time and effort needed for your company to complete government forms	1	2	3
3	Access to information on government services over the internet	1	2	3
4	Reduction in the time required for permits or licenses	1	2	3
5	Faster response time for government services	1	2	3
6	Reduction in financial costs to your company	1	2	3

NEW

ASK Q6.1 IF 'YES', CODE 1 IN Q5.1 / ASK Q6.2 IF 'YES', CODE 1 IN Q5.2 / ASK Q6.3 IF 'YES', CODE 1 IN Q5.3 / ASK Q6.4 IF 'YES', CODE 1 IN Q5.4 / ASK Q6.5 IF 'YES', CODE 1 IN Q5.5 / ASK Q6.6 IF 'YES', CODE 1 IN Q5.6 / GO TO Q9 IF ALL ANSWERS ARE 'NO' OR 'DK/NA', CODES 2 OR 3 IN ALL Q5.1 TO Q5.6

Q6 What impact has this had on the way you use public services? Has it made...

(SHOW SCREEN - SINGLE CODE)

	(READ OUT)	Signi- fican- t impr- ove- ment	Sligh- t impr- ove- ment	No nota- ble chan- ge	Sligh- t dete- riora- tion	Signi- fican- t dete- riora- tion	DK/ NA
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1	Option to complete government forms over the internet	1	2	3	4	5	6
2	Reduction in the time and effort needed for your company to complete government forms	1	2	3	4	5	6
3	Access to information on government services over the internet	1	2	3	4	5	6
4	Reduction in the time required for permits or licenses	1	2	3	4	5	6
5	Faster response time for government services	1	2	3	4	5	6
6	Reduction in financial costs to your company	1	2	3	4	5	6

NEW

ASK Q7 IF 'SIGNIFICANT IMPROVEMENT' TO AT LEAST ONE AREA, AT LEAST ONE CODE 1 IN Q6.1 TO Q6.6, OTHERS GO TO Q9

Q7 Was the improvement of the public services for businesses due to an innovation, that is to say a new or significantly improved service?

(READ OUT - SINGLE CODE)

Yes	1
No	2
DK/NA	3

NEW

ASK Q8 IF 'YES', CODE 1 IN Q7, OTHERS GO TO Q9

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Q8	What impact have innovations in public services had on your business in terms of...?
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(SHOW SCREEN - SINGLE CODE)

	(READ OUT)	Very positive impact	Rather positive impact	No impact	Rather negative impact	Very negative impact	DK/NA
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1	Time spent by your company	1	2	3	4	5	6
2	Quality of the information and advice provided	1	2	3	4	5	6
3	Quality of the administrative procedures	1	2	3	4	5	6
4	Costs for your company	1	2	3	4	5	6
5	Response time from public sector	1	2	3	4	5	6
6	Level of skills of your personnel thanks to the public education system and training programmes	1	2	3	4	5	6

NEW

ASK ALL

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Q9	Based on the experience of your company, which level of government is the most innovative?
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(READ OUT - SINGLE CODE)

Municipal / local	1
Regional / sub-national	2
National	3
European Union	4
DK/NA	5

NEW

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Q10	To what extent do you agree or disagree with the following statements:
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(SHOW SCREEN - SINGLE CODE)

	(READ OUT)	Totally agree	Tend to agree	Tend to disagree	Totally disagree	DK/NA
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1	Overall, the public services are doing a good job in creating the right conditions for your company to innovate	1	2	3	4	5
2	The regulatory and fiscal system promotes the ability of your company to innovate	1	2	3	4	5
3	Your company can work closely with public research organisations on innovation projects	1	2	3	4	5
4	The public education and training system has equipped your staff with the knowledge and skills your company needs to innovate	1	2	3	4	5

NEW

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Q11	To what extent do you agree or disagree with the following statements regarding the support your company receives from public services to be innovative?
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(SHOW SCREEN - SINGLE CODE)

	(READ OUT)	Totally agree	Tend to agree	Tend to disagree	Totally disagree	DK/NA
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1	The provision of information and advice is of a high quality	1	2	3	4	5
2	The information and advice is easily available	1	2	3	4	5
3	The procedures to obtain financial support (e.g. grants, tax reliefs) are simple-to-use	1	2	3	4	5
4	Government's programmes are well targeted to support innovation	1	2	3	4	5

NEW

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Q12 To what extent do you agree or not with the statement that the public services must increase their efforts to become more innovative in order to better match businesses' needs?

(READ OUT - SINGLE CODE)

Totally agree	1
Tend to agree	2
Tend to disagree	3
Totally disagree	4
DK/NA	5

NEW

Section 5 Impact of public sector innovation on your business: the role of public procurement

Q13 The term "public procurement" describes the purchases of goods, services and public works by governments and public bodies. Since January 2009 has your company...

(READ OUT - MULTIPLE ANSWERS POSSIBLE)

Won at least one public procurement contract	1,
Submitted at least one tender for a public procurement without success	2,
Investigated opportunities to sell to governments or public bodies, but not submitted any tender	3,
None of the above	4,
DK/NA	5,

NEW

ASK Q14 IF Q13 = 1,2 OR 3, OTHERS GO TO Q15

Q14 Since January 2009, did the public procurement activities of your company include the possibility to sell one of your innovations to the government?

(READ OUT - SINGLE CODE)

Yes	1
No	2
DK/NA	3

NEW

ASK ALL

Q15	In your experience, what is more important to win a public tender for GOODS...
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(READ OUT - SINGLE CODE)

Price is more important than innovation	1
Innovation is more important than price	2
Price and innovation have equal importance (SPONTANEOUS)	3
DK/NA	4

NEW

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Q16	In your experience, what is more important to win a public tender for SERVICES...
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(READ OUT - SINGLE CODE)

Price is more important than innovation	1
Innovation is more important than price	2
Price and innovation have equal importance (SPONTANEOUS)	3
DK/NA	4

NEW
