ZA4892

Flash Eurobarometer 212
(Attitudes towards the planned EU pilot project "Erasmus for Young Entrepreneurs" – Start-up counselling and support organisations)

Country Specific Questionnaire
United Kingdom

Eurobarometer survey on the planned pilot project
"Erasmus for young entrepreneurs"

Questionnaire "start-up centres"

Introduction

Business Start-up support organisations, such as One Stop Shop Plus Centres (OSS+ centres), can be an OSS in the sense of the 2006 Spring Summit conclusions: a single location where the entrepreneur can fulfil all the administrative procedures to start-up a company. In addition to that, these centres must provide support services (such as training, advice, guidance etc.) to start-up either prior or during the start-up phase.

CA. Information about the Business start-up support organisations, such as One Stop Shop Plus Centres ("Mapping exercise")

CA1. What type of organisation are you or do you belong to?

[READ OUT – ONE ANSWER ONLY]

- Chamber of Commerce 1
- Chamber of Crafts 2
- Business association 3
- Trade association 4
- Municipality/local administration 5
- Private company 6
- Other organisation 7
- [DK/NA] 9

CA2. Please indicate which type of services you offer:

[READ OUT – ONE ANSWER PER LINE]

- Offer 1
- Don't offer 2
- [DK/NA] 9

A. Information and consultancy on legal forms	1	2	9
B. Information and consultancy on business locations	1	2	9
C. Information on how to develop a business plan	1	2	9
D. Individualised support on business plan development	1	2	9
E. Information on grants/subsidies available	1	2	9
F. Management/delivery of support grants or subsidies	1	2	9
G. Support/consultancy on financial aspects particularly bank negotiation	1	2	9
H. Provision of marketing consultancy services	1	2	9
I. Provision of general (strategic) consultancy services	1	2	9
J. Fully customer tailored support on demand	1	2	9
K. Other services than the services mentioned so far	1	2	9

CA3. What are the means you use to deliver your services?

[READ OUT – ONE ANSWER PER LINE]

- Mentioned 1
- Not mentioned 2
- [DK/NA] 9

A. Training seminars	1	2	9
B. Big events (fairs, conferences etc.)	1	2	9
C. Individual support	1	2	9
D. Web based services	1	2	9
E. Other means	1	2	9

CA4. What kind of staff is involved in the delivery of your services?

[READ OUT – ONE ANSWER ONLY]

- Own staff 1
- External staff 2
- Both 3
- [DK/NA] 9

CA5. Do you advertise your services?

[READ OUT – ONE ANSWER ONLY]

- Yes 1
- No ..... 2 GO TO CA8
- [DK/NA] ..... 9 GO TO CA8

[If CA5=1]
CA6. Where do you advertise your services?

[READ OUT – ONE ANSWER PER LINE]

- Mentioned 1
- Not mentioned 2
- [DK/NA] 9

A. Newspapers and magazines 1 2 9
B. Specialised media: Newsletters and expert journals 1 2 9
C. Radio and TV 1 2 9
D. Own Website 1 2 9
E. Other Website 1 2 9
F. Other means of advertising 1 2 9

CA7. How frequently do you advertise your services in [IF THE ANSWER TO THE GIVEN category IN CA6 a-f=1]?

- Once per week 6
- Once per month 5
- Every 2 month 4
- Every 3-6 month 3
- Once a year 2
- [Never] 1
- [DK/NA] 9

CA7a. Newspapers and magazines 6 5 4 3 2 1 9
CA7b. Specialised media: Newsletters and expert journals 6 5 4 3 2 1 9
CA7c. Radio and TV 6 5 4 3 2 1 9
CA7d. Own Website 6 5 4 3 2 1 9
CA7e. Other Website 6 5 4 3 2 1 9
CA7f. Other means of advertising 6 5 4 3 2 1 9

[TO ALL]
CA8. Please tell me which are the most important target groups of your organisation?

[DO NOT READ, JUST CODE - SEVERAL ANSWERS POSSIBLE]

- Students 1
- Apprentices 2
- Craftsmen/women 3
- Entrepreneurs 4
- Unemployed 5
- Other target group 6
- [DK/NA] 9

CA9a. Are your services tailored to a specific age group?

[READ OUT – ONE ANSWER ONLY]

- Yes 1
- No ..... 2 GO TO CA10
- [DK/NA] ..... 9 GO TO CA10

[IF CA9a=1]
CA9b. What is the age category of your target group? Could you tell me first what is the lower age limit for the target group?

- lower limit: [ ][ ] years old
- [DK/NA]

CA9c. And what is the upper age limit for the target group?

- higher limit: [ ][ ] years old
- [DK/NA]

[TO ALL]
CA10. Could you please indicate for each of the administrative obstacle faced by would-be entrepreneurs when starting up a company if they are very important, rather important, rather unimportant or not important at all for your clients?

[READ OUT – ONE ANSWER PER LINE]

- Very important 1
- Rather important 2
- Rather unimportant 3
- Not important at all 4
- [DK/NA] 9

A. Writing of the company statute, bylaws and notarisation process 1 2 3 4 9
B. Obtaining approval for the requested company name 1 2 3 4 9
C. Obtaining certificates on the partners (good conducts, qualifications, etc) 1 2 3 4 9
D. Registering the company 1 2 3 4 9
E. Obtaining the fiscal ID number, register for taxes 1 2 3 4 9
F. Registering for VAT 1 2 3 4 9
G. Registering for social security, pension funds, etc 1 2 3 4 9

CA11. Could you please indicate for each of the possible constraints faced by would-be entrepreneurs when starting up a company if they are very important, rather important, rather unimportant or not at all important for your clients?

[READ OUT – ONE ANSWER PER LINE]

- Very important 1
- Rather important 2
- Rather unimportant 3
- Not important at all 4
- [DK/NA] 9

A. Lack of business idea or business opportunity 1 2 3 4 9
B. Lack of finances 1 2 3 4 9
C. Lack of skills 1 2 3 4 9
D. Lack of willingness to take the risk 1 2 3 4 9
E. Lack of information 1 2 3 4 9
F. Lack of simple administrative procedures 1 2 3 4 9

CA12. For each of the following measures, please tell me if this measure is very important, rather important, rather not important or not important at all for enhancing the number of start-ups.

[READ OUT – ONE ANSWER PER LINE]

- Very important 1
- Rather important 2
- Rather unimportant 3
- Not important at all 4
- [DK/NA] 9

A. Create a more favourable entrepreneurial environnent (taxes, laws, infrastructure etc.) 1 2 3 4 9
B. Improve entrepreneurship education in schools / university 1 2 3 4 9
C. Facilitate access to finance 1 2 3 4 9
D. Reduce red tape / administrative burden 1 2 3 4 9
E. Improve access to information and guidance 1 2 3 4 9

CA13. Are you aware of the Services Directive?

[READ OUT–]

- Yes 1
- No ..... 2 GO TO PART CB
- [DK/NA] ..... 9 GO TO PART CB

[IF CA13=1]
CA14. What kind of impact do you think the Services Directive is going to have on the way your organisation operates? Do you think the impact will be very high, rather high, rather low, or will there be no impact at all?

[READ OUT –]

- Very high 1
- Rather high 2
- Rather low ..... 2 GO TO PART CB
- No impact at all ..... 2 GO TO PART CB
- [DK/NA] ..... 9 GO TO PART CB

[IF CA14=1 or 2]
CA15. What are the ongoing or planned actions at your organisation to adapt to this Directive?

[READ OUT– ONE ANSWER PER LINE]

- Mentioned 1
- Not mentioned 2
- [DK/NA] 9

A. Methods and systems will be changed 1 2 9
B. Additional responsibilities will be added 1 2 9
C. Responsibilities will be transferred to another organisation/body 1 2 9
D. Start-up process will be converted into a web based system 1 2 9
E. Other actions 1 2 9

CB. Information on opinions and ideas about the planned pilot project "Erasmus for young entrepreneurs"

[TO ALL]
CB1. There is the idea to launch an EU programme that would support young would-be entrepreneurs who want to spend a period of time in another country in order to learn from and exchange experiences with other entrepreneurs and look for potential partners.
In your opinion, how useful would such a programme be for clients of your organisation, provided that expenses are at least partially covered?

[READ OUT – ONE ANSWER ONLY]

- Very useful ..... 1 GO TO CB3
- Rather useful ..... 2 GO TO CB3
- Rather un-useful 3
- Not useful at all 4
- [DK/NA] 9

[IF B1=3,4 or 9]
CB2. How important are the following reasons for the clients of your organisation why they might not spend some time abroad and learning from and exchanging experience with another entrepreneur? Could you tell me for each of the following reasons if they are very important, rather important, rather not important or not important at all?

[READ OUT – ONE ANSWER PER LINE]

- Very important 1
- Rather important 2
- Rather unimportant 3
- Not important at all 4
- [DK/NA] 9

A. No time available 1 2 3 4 9
B. No advantage for their company 1 2 3 4 9
C. Too expensive 1 2 3 4 9
D. Too sensitive (in terms of business ideas and competition) 1 2 3 4 9
E. No interest in going abroad 1 2 3 4 9
F. They don't have the necessary language skills 1 2 3 4 9
G. Other personal reasons 1 2 3 4 9

[TO ALL]
CB3. What do you think would be more advantageous for the clients of your organisation: to learn from and exchange experiences with a young entrepreneur who has established his/her company quite recently, OR with an older and more experienced entrepreneur?

[READ OUT– ONE ANSWER ONLY]

- Young entrepreneur 1
- Older and more experienced entrepreneur 2
- [Both would have been fine] 3
- [DK/NA] 9

[TO ALL]
CB4_1. Should such a Programme be limited to young would-be entrepreneurs or should it be also open to other target groups?

[READ OUT – ONE ANSWER POSSIBLE]

- Limited to young would-be entrepreneurs ..... 1 GO TO B5_1
- Open to other target groups ..... 2 GO TO B4_2
- [DK/NA] ..... 9 GO TO B4_2

CB4_2. Which other target groups?

[READ OUT – ONE ANSWER ONLY]

- Mentioned 1
- Not mentioned 2
- [DK/NA] 9

A. Young entrepreneurs 1 2 9
B. Any entrepreneur 1 2 9
C. Apprentices 1 2 9
D. University students 1 2 9
E. Other target group 1 2 9

[TO ALL]
CB5_1. What should be the age range of the target group of such a programme? Could you tell me first what the lower age limit should be for the target group?

- lower limit: [ ][ ] years old
- [DK/NA]

CB5_2. And what should be the upper age limit for the target group?

- higher limit:: [ ][ ] years old
- [DK/NA]

CB6. From which branches / business sectors should the person moving abroad and the host entrepreneur come from:

[READ OUT – ONE ANSWER ONLY]

- The same branch / business sector, or 1
- Different branches / business sectors? 2
- [Does not Matter] 3
- [DK/NA] 9

CB7. What size should the enterprise that the clients of your organisation would visit preferably have, for instance how many employees?

[READ OUT – ONE ANSWER ONLY]

- Around 2 to 5 1
- Around 5 to 10 2
- Around 10 to 20 3
- Around 20 to 50 4
- More than 50 5
- [It does not matter] 6
- [DK/NA] 9

CB8. Do you strongly agree, agree, disagree or strongly disagree with what should be the main objectives of such an EU Programme:

[READ OUT – ONE ANSWER PER LINE]

- Strongly agree 1
- Agree 2
- Disagree 3
- Strongly disagree 4
- [DK/NA] 9

A. To learn from the experiences of an entrepreneur running a business in the same, or in a similar sector of the planned enterprise 1 2 3 4 9
B. To look for potential business partners across national borders for the planned business project and establish a network 1 2 3 4 9
C. To search markets for products/services 1 2 3 4 9
D. To learn about the economic and legal environment of another country 1 2 3 4 9
E. To learn how to successfully run a company in another European country 1 2 3 4 9
F. To acquire skills that will help to develop new products and services for their own business 1 2 3 4 9
G. To receive training on how to run successfully a business 1 2 3 4 9

H. To get a broader cultural perspective 1 2 3 4 9
I. To improve language skills 1 2 3 4 9

CB9. If you consider learning as one the main objectives for such an EU Programme, how useful the following topics would be for the clients of your organisation to be taught about? Very useful, rather useful, rather not useful, or not useful at all?

[READ OUT – ONE ANSWER PER LINE]

- Very useful 1
- Rather useful 2
- Rather un-useful 3
- Not useful at all 4
- [DK/NA] 9

A. The single market and EU law 1 2 3 4 9
B. Growth and internationalisation of companies 1 2 3 4 9
C. The local market and business environment in the host country 1 2 3 4 9
D. Specific skills and know-how of the host company 1 2 3 4 9
E. Language 1 2 3 4 9
F. other 1 2 3 4 9

CB10. What would be the ideal length of the period that the clients of your organisation would be able to spend abroad. Please tell me the number of months?

[PRE-CODED LIST]

- Less than one month 1
- Around 1 month 2
- Around 2 months 3
- Around 3 months 4
- Around 4 months 5
- Around 5 months 6
- Around 6 months 7
- More than 6 months 8
- [DK/NA] 9

CB11. Would your organisation be ready to contribute to the financing of the stay of your clients in another country of the EU?

[READ OUT – ONE ANSWER ONLY]

- Yes 1
- No ..... 2 GO TO CB13
- [DK/NA] ..... 9 GO TO CB13

[IF B11=1]
CB12. What type of costs would your organisation be willing to cover?

[READ OUT – ONE ANSWER PER LINE]

- Mentioned 1
- Not mentioned 2
- [DK/NA] 9

A. Preparatory costs (language course, training) 1 2 9
B. Travel costs 1 2 9
C. Daily expenses (food, accommodation) 1 2 9

CB13. Would your organisation be ready to contribute to the hosting of a young (would-be) entrepreneur who would stay in your own country?

[READ OUT – ONE ANSWER ONLY]

- Yes 1
- No ..... 2 GO TO B15
- [DK/NA] ..... 9 GO TO B15

[IF CB13=1]
CB14. What kind of contribution could your organisation offer when hosting a young (would-be) entrepreneur?

[READ OUT – ONE ANSWER PER LINE]

- Mentioned 1
- Not mentioned 2
- [DK/NA] 9

A. Covering the travel expenses 1 2 9
B. Providing board and accommodation 1 2 9
C. A small salary / fee 1 2 9
D. Office space 1 2 9
E. Training courses 1 2 9
F. Language courses 1 2 9
G. Introduction to the local business environment in the host country 1 2 9

CB15. What type of costs that the visit abroad would imply should be covered by the envisaged EU programme?

[READ OUT – ONE ANSWER PER LINE]

- Mentioned 1
- Not mentioned 2
- [DK/NA] 9

A. Preparatory costs (language course, training) 1 2 9
B. Travel costs 1 2 9
C. Daily expenses (food, accommodation) 1 2 9
D. A fee for the host entrepreneur 1 2 9

CB16. Do you strongly agree, agree, disagree or strongly disagree with the following statements about the impact of such a programme? Staying in a company abroad ...

[READ OUT – ONE ANSWER PER LINE]

- Strongly agree 1
- Agree 2
- Disagree 3
- Strongly disagree 4
- [DK/NA] 9

A. makes it easier for a young would-be entrepreneur to start up his/her business 1 2 3 4 9
B. makes the chances of success of a business higher 1 2 3 4 9
C. contributes to knowledge and inter-cultural understanding 1 2 3 4 9
D. has no impact on the start-up of a new undertaking 1 2 3 4 9

CB17. Do you have other views or suggestions on the planned pilot programme to support young would-be entrepreneurs? (max. 4000 characters)

Textbox

CC. Next phase of research: contacting trainers

CC4. Do you keep records of contacts with people who are planning or in the process of starting-up a company?

- Yes 1
- No 2
- [DK/NA] 9

To those who answered "Yes" to Q CC4
CC5. Could you give access to those records (addresses, telephone numbers, e-mail etc.) to an external service provider that does a survey on mobility needs for young entrepreneurs for the European Commission?

- Yes, without conditions 1
- Yes, under certain conditions 2
- No 3
- [DK/NA] 9

[IF CC5=2]
CC4B. Could you please select among the following elements the nature of the conditions that you have in mind:

- Under the condition that the relevant privacy rules are fully respected 1
- Under the condition that access to data is paid 2
- Under the condition that my organisation is in charge of getting in contact with the clients 3
- Under the condition that my organisation has no administrative burden 4
- Other condition 5
- [DK/NA] 9

IF CC4b=5
CC5_2. PLEASE SPECIFY THESE CONDITIONS

IF CC5=3
CC5_3. PLEASE EXPLAIN IN DETAIL

CC1.
As part of this research, we also would like to interview those trainers / coaches who work with and who are in regular contacts with young entrepreneurs.
Could you please give us the contact details of the trainers/coaches/consultants or counselors you work with and who are in regular contacts with young would-be entrepreneurs?

[In some organization they might be outside consultants or trainers, they should be included in the survey as well]

- Yes 1
- No, because in this organization we don't do these kind of activities 2
- No 3
- [DK/NA] 9

IF THE ANSWER IS "NO" IN CC1
CC1_EXP.
Can you please explain your answer in detail?

TO ALL
CC2. Can I call you back or can you provide the NAMES and the contact information right now or can you refer me to one of your colleagues who could provide me this information?

- Call back another time 1
- Provide right now 2
- [Refer to another person] 3

CC3.

Person 1.

Name: _____
Phone number: _____

Category
- trainer 1
- coach 2
- consultant working for the Start-up Centres 3
- : _____

CODE '99' for the name when there is no more person to add

Person 2.
…
Person 20.