



Department of Trade and Industry

Community Innovation Survey 1996 Service Sector

** NEW VARIABLE NAMES*

25 July 1997

Do we have your correct name and address?

Yes

No Please correct



A Government Executive Agency

Office for National Statistics
Newport
Gwent
NP9 1XG

Telephone 01633 812257
Fax 01633 812855

Restricted - Commercial

This voluntary inquiry is being conducted by the Office for National Statistics on behalf of the Department of Trade and Industry

What we want you to do

The aim of this survey is to gather up-to-date information on the levels and characteristics of innovation activity in UK firms. This will benefit businesses by allowing DTI to more effectively target its science and technology policies. The information collected will also form part of the European Community Innovation Survey (CIS). The survey aims to cover all your firm's products/services.

Please complete and return this form by post or fax by 8 September 1997.

A prompt return will ensure we don't need to trouble you further with reminder letters or telephone calls.

Use informed estimates if exact figures are not readily available.

Need more information or help?
If the enclosed notes cannot help please contact

Kathryn Davies telephone 01633 812257/812585
E-mail kathryn.davies@ons.gov.uk

What we do with the information you give

We promise to keep the information you supply confidential

The growing awareness of the important role innovation plays in the economy has been increasingly recognised by government, business and other users. Efforts are being made to ensure that the CIS provides comparable data between participating countries so that the survey will also provide international benchmarking information. It is expected that DTI will have results available by mid-1998. Further information can be obtained by telephoning Anthony Craggs on 0171-215 1911 (Textphone 0171-215 6740).

Thank you for your co-operation

JOHN BARBER
Department of Trade and Industry

Notes

- All questions relate to the period 1994 to 1996, unless otherwise stated.
- All questions relate to your enterprise's activity in the UK.
- Definitions of various terms are provided in the questions. Further information and selected examples of technological innovation can be found on pages 12-14.

General Information about the enterprise

Name of respondent

Job Title.....

Telephone Fax..... E-mail.....

Was the turnover of your enterprise affected by at least 10% between January 1994 and December 1996 by any of the following?

Your enterprise was established

Yes		No	
-----	--	----	--

ESTABLISH

Turnover increased due to a merger with another enterprise or part of it

Yes		No	
-----	--	----	--

MERGER

Turnover decreased due to sale or closure of part of your enterprise

Yes		No	
-----	--	----	--

CLOSURE

Please give the following basic information on your enterprise.

If possible, please answer this question for the calendar years 1994 and 1996. If no figures are available for this period, please provide figures for business years ending on any date from 6 April 1996 to 5 April 1997 inclusive for 1996, from 6 April 1994 to 5 April 1995 inclusive for 1994. Please use the same reporting period for both years.

	1996	1994	CHANGE 94/96
Number of employees (at end of reporting period)	EMP_96	EMP_94	EMPC %
Turnover ¹ (£'000s)	TURN_96	TURN_94	TURNC %
Exports (£'000s)	EXPORT96	EXPORT94	EXPORTC %

¹ For banks - interests and commissions received; for insurance companies - gross premium written.

Period covered by return (for 1996)	from:	day / month	DATE FROM
	to:	day / month	DATE TO

Scope and impact of innovation activity of the enterprise

1. Service Innovation

A new or improved service is considered to be a technological innovation when its characteristics and ways of use are either completely new or significantly improved or when it is performed in a significantly improved way or by using new technology. The adoption of a production or delivery method which is characterised by significantly improved performance is also a technological innovation. Such adoption may involve change in equipment and/or organisation of production and may be intended to produce or deliver new or significantly improved services which cannot be produced or delivered using existing production methods or to improve the production or delivery efficiency of existing service. For further information, see definitions on page 12.

1a. Between 1994-1996, has your enterprise introduced onto the market any new or significantly improved services or methods to produce or deliver services?

Yes		No	
-----	--	----	--

SERV-Inv

• If yes, please answer the following questions, otherwise continue to question 3 on the next page.

1b. In which of the following categories do your enterprise's new services or methods to produce or deliver services fall (see notes on page 14)? (tick both if applicable)

Services		Methods to produce or deliver services	
----------	--	--	--

SERVTYPE

1c. Have any of your enterprise's technologically new or improved services or methods to produce or deliver services been developed in any of these three ways? (tick all that apply)

	Please tick
Mainly by other enterprises or institutes	
By your enterprise together with other enterprises or institutes (e.g. higher education institutions)	
Mainly by your enterprise	

SERVE-1

SERVE-2

SERVE-3

1d. Between 1994 and 1996, did your enterprise introduce technologically new or improved services new to your enterprise and new to your enterprises's market ?

Yes		No	
-----	--	----	--

NOV-Inv

If yes, please estimate the share of turnover due to these services in 1996.%

TURN-NOV

2. If applicable, please briefly describe in no more than 12 words the most important technologically new or improved service or method to produce or deliver services introduced between 1994 and 1996.

DTI STX

3. Between 1994-1996, did your enterprise have unsuccessful or not yet completed projects to develop or introduce new or significantly improved services or methods to produce or deliver services?

Yes		No	
-----	--	----	--

INUN

For further information, see definitions on page 12.

4. Between 1994 and 1996, did your enterprise introduce any of the following organisational changes or new management techniques? (tick all that apply)

Electronic Data Interchange		INTROEDI
Just In Time or similar planning system		INTROJIT
Use of Electronic Mail		E-MAIL
Use of the Internet		INTERNET
Investors in People (IIP)		INTROIIP
Quality Management System or Standard (e.g. ISO9000)		INTROQMS
Benchmarking your performance against other firms		BENCHMAR
Other (please specify)		
None		INTROOTH INTRONON

5a. In the last 10 years, did your enterprise have any projects to introduce new or improved services or methods to produce or deliver services (whether or not these projects were successful or completed)?

Yes		No	
-----	--	----	--

DTI, INUN

If you have answered yes to question 5a, please now go to question 6 on the next page, otherwise continue to question 5b.

5b. In the next 5 years do you expect your enterprise to have any projects to introduce new or improved services or methods to produce or deliver services?

Yes		No	
-----	--	----	--

DTI-1002

- If you have answered no to question 5b, please now go to question 13 on page 10, otherwise please continue to question 6.

6. Please estimate how your turnover in 1996 is distributed between the following services. See definitions on page 12.

Technologically new services introduced between 1994 and 1996

	%	TURNNEW
--	---	---------

Technologically improved services introduced between 1994 and 1996

	%	TURNIMP
--	---	---------

Unchanged or only marginally modified services between 1994 and 1996, other turnover

	%	TURNUNG
--	---	---------

Total turnover in 1996

100 %

7. Did your enterprise engage in the following technological innovation activities in 1996? If yes, please estimate expenditure involved.

Please give estimates either in £'000s or as a percentage of your enterprise's turnover, whichever is easier.

If your enterprise has not been involved in technological innovation between 1994 and 1996, your enterprise may have been involved in residual work from previous technological innovative activity (e.g. training) or preparations for future technologically innovative work (e.g. acquisition of technology, machinery etc.), so please still answer this question.

The expenditure items should cover current (labour costs, acquisition of service, materials etc.) and capital expenditure (instruments and equipment, computer software, land and buildings). If it is not possible to estimate all expenditure items involved, please at least indicate if your enterprise has been engaged in a particular innovation activity or not. For further information, see definitions of technological innovation activities on page 12.

	(Please tick)		If yes, please estimate expenditure	
	No	Yes	(£ 000s), or	% of turnover
Research and experimental Development within the enterprise (intramural R&D)		INTRA_RD	EXPINTRA	
Acquisition of R&D services (extramural R&D)		EXTRA_RD	EXPEXTRA	
Acquisition of machinery and equipment linked to technological innovations		MACH_EQU	EXP_MACH	
Acquisition of software and other external technology linked to technological innovations		EXT_TECH	EXPETECH	
Preparations for new or significantly improved services or methods to produce or deliver them		IMP_SERV	EXP_SERV	
Training directly linked to technological innovations		TRAINING	EXPTRAIN	
Market introduction of technological innovations		MARKET	EXPMARKT	
TOTAL			EXPTOTAL	

Number of R&D personnel in 1996 (in terms of full time equivalents):

RDPER

Did your enterprise engage in R&D between 1994 and 1996? (tick as appropriate)

Continuously		Occasionally		Not at all		RDCON
--------------	--	--------------	--	------------	--	-------

8. Approximately how many of your employees are qualified scientists and engineers, irrespective of current function? (qualified to at least first degree level in a science or engineering subject.) Answer either as a number, or a percentage of total employment, whichever is easier for you.

(Number)
NO-QSE

PC-QSE %

9. How many patents did your enterprise apply for between 1994 and 1996, in your country or abroad? (If none, please enter '0')

NOPATENT

Factors influencing innovative activity

Innovative activities are development of technologically new or improved services and methods to produce or deliver services and related research, acquisition of external technology, acquisition of machinery and equipment linked to technological innovation, industrial design or other production preparations, training linked to technologically innovative activities, market introduction of technological innovations.

If your enterprise has been engaged in any technologically innovative activities between 1994 and 1996, please answer the questions in this section (i.e. questions 10-13) in relation to these activities.

If your enterprise has not been engaged in any technologically innovative activities between 1994 and 1996, we would still be interested to hear your views as to what may influence any future innovative activity of your enterprise, so please still answer questions 10-13

10. What are the main objectives of your enterprise in developing and introducing technological innovations?

Please indicate the degree of importance attached to the various alternatives by ticking 0 = not relevant, 1 = slightly important, 2 = moderately important, 3 = very important.

Objective	Importance			
	0	1	2	3
Replace services being phased out OREP				
Improve service quality OIMP				
Extend service range OEXT				
Open up new markets or increase market share OOPN				
Fulfilling regulations, standards OSTD				
Retain or protect existing markets ORET				
Improve internal business process flexibility OPCS				
Reduce unit labour costs OLBR				
Reduce materials consumption OMAT				
Reduce energy consumption ONIK				
Reduce environmental damage OENV				

11. How important to your enterprise are the following as sources of information for new technological innovation projects or for the completion of existing services?

Please indicate the degree of importance by ticking 0 = not used, 1 = slightly important, 2 = moderately important, 3 = very important.

Information Source	Importance			
	0	1	2	3
Sources within the enterprise				
Other enterprises within the enterprise group				
Competitors				
Clients or Customers				
Consultancy enterprises				
SSUP Suppliers of equipment, materials, components or software				
Universities or other higher education institutes				
SANT Government institutes				
Private non-profit research institutes				
Patent disclosures				
Professional conferences, meetings, journals				
Computer based information networks				
Fairs, exhibitions				
Environmental regulations				
Health and Safety regulations				
Service Standards				
Research Associations or other independent Research and Technology Organisations				
Training and Enterprise Councils				
Business Links				
Trade Associations				

Which of these information sources has provided your enterprise with technological knowledge used to carry out innovation?

(tick all that apply)

(tick all that apply)

Sources within the enterprise I - ENTOPP	Professional conferences, meetings, journals I - CONFCON
Other enterprises within the enterprise group I - OTHNET	Computer based information networks I - COMPUT
Competitors I - COMPET	Fairs, exhibitions I - EXHIB
Clients or Customers I - CUSTOM	Environmental regulations I - ENVREG
Consultancy enterprises I - CONSULT	Health and Safety regulations I - HSPREG
Suppliers of equipment, materials, components or software I - SUPPLY	Service Standards I - SERSTD
Universities or other higher education institutes I - HEIS	Research Associations or other independent Research and Technology Organisations I - RTO
Government institutes I - GOVT	Training and Enterprise Councils I - TECH
Private non-profit research institutes I - PNP	Business Links I - BLS
Patent disclosures I - PATENT	Trade Associations I - TAS

12. Did your enterprise have any co-operation arrangements on technological innovation activities with other enterprises or institutions between 1994 and 1996?

Yes		No	
-----	--	----	--

CO-OPERA

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

If yes, please indicate the type of organisation and location of your co-operation partner (tick all that apply)

Type of partner	Location of partner					
	Local ¹	National	EU	USA	Japan	Other
Other enterprises within the group	OTHE-NT-L	OTHE-NT-N	OTHE-NT-E	OTHE-NT-U	OTHE-NT-J	OTHE-NT-O
Competitors	COMPET-L	COMPET-N	COMPET-E	COMPET-U	COMPET-J	COMPET-O
Clients or customers	CUSTOM-L	CUSTOM-N	CUSTOM-E	CUSTOM-U	CUSTOM-J	CUSTOM-O
Consultancy enterprises	CONSUL-L	CONSUL-N	CONSUL-E	CONSUL-U	CONSUL-J	CONSUL-O
Suppliers of equipment, materials, components or software	SUPPLY-L	SUPPLY-N	SUPPLY-E	SUPPLY-U	SUPPLY-J	SUPPLY-O
Universities or other higher education institutes	HEI-L	HEI-N	HEI-E	HEI-U	HEI-J	HEI-O
Government institutes	GOV-L	GOV-N	GOV-E	GOV-U	GOV-J	GOV-O
Private non-profit research institutes	PNP-L	PNP-N	PNP-E	PNP-U	PNP-J	PNP-O
Research Associations or other independent Research and Technology Organisations	RTO-L	RTO-N	RTO-E	RTO-U	RTO-J	RTO-O

¹ Local applies to partners situated within 50 miles of your enterprise.

13. Have any of your innovation projects in 1994-1996 been (tick all that apply)

seriously delayed?

DELAYED

terminated after
being started?

TERMINAT

not even
started?

NotStart

If yes to any of the above, what contributed to this? (tick all that apply)

Factor	Seriously delayed	terminated after being started	not even started
Excessive perceived economic risk	D-ECON	T-ECON	NS-ECON
Lack of availability of finance	H31- D-AVFIN	T-AVFIN	NS-AVFIN
Cost of finance ¹	H33 D-COFIN	T-COFIN	NS-COFIN
Organisational rigidities	D-ORGAN	T-ORGAN	NS-ORGAN
Lack of qualified technical personnel	H51- D-QTP	T-QTP	NS-QTP
Lack of qualified managerial personnel	H53 D-QMP	T-QMP	NS-QMP
Lack of information on technology	D-INFOT	T-INFOT	NS-INFOT
Lack of information on markets	D-INFOM	T-INFOM	NS-INFOM
Direct cost of innovation ²	D-COST	T-COST	NS-COST
Regulation, standards	D-REG	T-REG	NS-REG
Lack of customer responsiveness to new services	D-CUST	T-CUST	NS-CUST
Lack of opportunities for co-operation with other firms or technical organisations	D-COOP	T-COOP	NS-COOP
Lack of availability of external technical services	D-ETS	T-ETS	NS-ETS
Other (Please specify)			
DTI14TX	D-OTHER	T-OTHER	NS-OTHER

¹ Cost of finance refers to the costs incurred in obtaining any finance that may be available for innovation activities. This may be a hampering factor if, for example, interest rates are too high, or repayment conditions unfavourable.

² Direct cost of innovation refers to the costs incurred in carrying out technological innovation. This may hamper innovation if, for example, machinery or materials necessary for innovation is too expensive.

Government Schemes

14. Did your enterprise receive any central Government financial support for innovative activities in 1996? (loans including a subsidy element, grants)

Yes		No	
-----	--	----	--

GOVSUPPT

15. Did your company participate in or obtain assistance from any of the following types of innovation related Government programmes since 1994? (See explanatory notes on page 13 for descriptions of the types of programmes)

Yes		No	
-----	--	----	--

GOV PROG

If yes, please indicate which. (tick all that apply)

Technology Development, R&D e.g. SMART, SPUR, Advanced Manufacturing Technology	TECHDEVE
Collaborative Research e.g. LINK, General Industrial Collaborative Programmes	COLLRES
UK Technology Access & Transfer e.g. Technology Transfer Centres, Demonstrator projects, Teaching Company Scheme	TECHACCE
Overseas Technology Access & Transfer e.g. Overseas Technology promoters, EC Relay Centres, Overseas secondments and overseas information services	OVERTECH
Management Advice e.g. Managing into the 90s, Benchmarking Services and Clubs	MGTADVIC
Investment Support e.g. Regional Selective Assistance, Regional Investment Grants	INVTSUPP
European Programmes e.g. Framework, Esprit, Eureka	EUROPROG
Innovation related literature	INNOVLIT

In assessing innovation related Government programmes have you used a Business Link?

Yes		No	
-----	--	----	--

BUSLINK

Thank you for completing this survey

DEFINITIONS

Technology can be defined as a complex set of knowledge, capabilities, routines, competencies, equipment and technical solutions necessary to produce and deliver a service.

Technological Innovations comprise implemented new or significantly improved services and new or significantly improved ways of producing or delivering a service. A technological innovation has been implemented if it has been introduced onto the market (service innovation) or used within a production or delivery process (process innovation). The service or process should be new (or significantly improved) to the enterprise. It does not have to be new to the relevant market.

The introduction of a new or significantly improved service or production or delivery method can require the use of radically new technologies or a new combination of existing technologies or new knowledge. The technologies involved are often embroiled in new or improved machinery, equipment or software. The new knowledge involved could be the result of research, acquisition or utilisation of specific skills and competencies.

The following changes are *not* technological innovations if they are not directly related to the introduction of new or significantly improved services or ways of producing or delivering them:

- organisational and managerial changes such as the implementation of advanced management techniques, the introduction of significantly changed organisational structures and the implementation of new or substantially changed corporate strategic orientations
- the implementation of a quality standard such as ISO9000.

See page 14 for examples of innovation.

INNOVATION ACTIVITIES

Innovation activities are all those scientific, technological, organisational, financial and commercial steps which actually, or are intended to, lead to the implementation of technologically new or improved services or processes.

Research and experimental Development (R&D) comprises creative work undertaken on a systematic basis in order to increase the stock of knowledge, and the use of this stock of knowledge to devise new applications. Design, construction and testing of a prototype is often the most important phase of development work. Software development is included as long as it involves making a scientific or technological advance. R&D can be carried out within the enterprise, or can be acquired from external R&D services.

Acquisition of machinery and equipment (including integrated software) linked to innovations implemented by the enterprise.

Acquisition of software and other external technology linked to technological innovation includes the acquisition of packaged software, patents, non-patented inventions, licenses, know-how, trademarks, drawing plans and consultancy services (excluding R&D) relating to the implementation of technological innovations, plus the acquisition of packaged software that is not classified elsewhere.

Preparations to introduce new or significantly improved services or methods to produce or deliver them comprise activities aimed at defining procedures, specifications and operational features (including final tests) necessary for the introduction of innovations.

Training directly linked to technological innovations is training for the implementation of new or substantially improved services or methods to produce or deliver them. Expenditure for training might include acquisition of external services and expenditure for in-house training.

Market introduction of innovations includes activities in connection with the launching of new services. These may include preliminary market research, market tests and launch advertising, but will exclude the building of distribution networks to market innovation.

Notes to question 15

Technology Development, R&D covers programmes of financial assistance to new developments within the company.

Collaborative Research covers financial or organisational assistance to collaboration between your company and other companies and/or Universities in the UK.

UK Technology Access & Transfer includes programmes to assist the acquisition of new technological knowledge through awareness, demonstration or people movement.

Overseas Technology Access & Transfer includes programmes to assist the acquisition of new technological knowledge through awareness, demonstration or people movement from companies, Universities or other institutions overseas.

Management Advice programmes assist the spread of Best Practice in business processes related to innovation.

Investment Support covers financial assistance with capital expenditure on new plant and equipment.

European Programmes covers mainly EC operated programmes.

Innovation related literature includes handbooks and guides to best practice, directories of technology sources etc.

Business Links covers the use by the company of services provided by Business Links such as information, personal business advisors and innovation and technology counsellors.

Selected Examples of Innovation in Service Sectors

- Use of cellular phones to reroute drivers throughout the day
- A new computer mapping system, used by drivers to work out the fastest delivery route
- Introduction of a new switching system that allows the digital transfer of information across the telecommunications net
- The introduction of smart cards and multipurpose plastic cards
- A new bank office without any personnel where clients conducted business through computer terminals
- Telephone banking
- Development of customer software packages with various degrees of support for customers
- The introduction of new multi-media software applications for educational purposes
- The introduction of qualification procedures for medicine testing methods

Examples of innovations in Services and methods to produce or deliver Services

A delivery company may introduce a new routing system used by drivers to work out the fastest delivery route. The service (i.e. delivering packages, for example) has not changed, but the method to produce this service *has* changed (i.e. how the driver gets from A to B).

A telephone company may introduce digital exchanges. This, in itself, is not a new service, but is an innovation in the method to produce the service they already provide. This innovation in the methods of producing the service may enable the company to then introduce new services.

The service is what is seen by the customer (e.g. the delivery of an item or receipt of professional advice). The method to produce or deliver the service is often invisible to the customer, though may result in a more efficient service.

PLEASE USE BLACK INK TO COMPLETE THIS FORM
Write any changes to your name/address **in this box only.**

1

TO BE COMPLETED FOR:

FROM:

Office for National Statistics
A Government Executive Agency
NEWPORT
NP10 8XG

YOUR CONTACT FOR HELP AND QUERIES:


PLEASE COMPLETE AND RETURN THIS FORM VIA POST OR FAX BY

Informed estimates are acceptable if exact figures are not available.
Notes are enclosed to help you complete your return or you may telephone your contact named above.

IMPORTANT:

- This survey collects information about levels and characteristics of the innovation activity of UK enterprises during the three year period 1998-2000. In order to be able to compare firms with and without innovation activities, we request all firms to respond to all questions, unless otherwise instructed.
- It is **illegal** for us to reveal your data or identify your business to unauthorised persons.
- This is a voluntary inquiry which helps to meet the UK's international obligations particularly to the European Union.

FOR YOUR INFORMATION:

- The numbers of businesses and questions are kept to the minimum required to produce reliable results.
- This inquiry will benefit businesses by allowing government to more effectively target its science and technology policies.
- Copies of our code "Maintaining the Confidentiality of Data" are available on request.
- If you wish to use our Minicom service (for the Deaf), please telephone 01633 812399. 

THANK YOU FOR YOUR CO-OPERATION

SELECTED EXAMPLES OF INNOVATIONS

The following are derived from real examples from previous surveys and include new-to-market introductions together with products and processes new to the business although already in the use in the market or industry.

PRODUCT INNOVATIONS

Goods

Fibre optic based display lighting range
Automation of electronic testing equipment
Lighter weighting of vehicle bodies
Multi-function printer/scanner
Carbon fibre based sports equipment

Services

IT based Credit Risk assessment service
On line estate agency
Geographical Information System software
A new computer mapping system, used by drivers to work out the faster delivery route

PROCESS INNOVATIONS

Linking of Computer Aided Design station to parts suppliers
Introduction of Electronic Point of Sale equipment in Garden Centre
Digitising of pre-press in printing house
Robotised welding

EXAMPLES WHICH ARE NOT TECHNOLOGICAL INNOVATION

The renaming and repackaging of an existing soft drink popular with older people, to establish a link with a football team in order to reach the youth market, is not a technology based innovation as defined in this survey, but could register as a marketing change in question 17.

New models of complex products, such as cars or television sets, are not product innovation, if the changes are minor compared with the previous models, for example offering a radio in a car.

DEFINITION OF AN ENTERPRISE

An *enterprise* is defined as the smallest combination of legal units that is an organisational unit producing goods or services, which benefits from a certain autonomy in decision making, especially for the allocation of its current resources. An enterprise carries out one or more activities at one or more locations. An enterprise may be a sole legal unit.

Introduction

This questionnaire asks about innovation in your enterprise during the three year period 1 January 1998 to 31 December 2000.

We begin by looking at innovation based on the results of new technological developments, new combinations of existing technology or utilisation of other knowledge held or acquired by your enterprise. We then consider other aspects of the innovation process including the sources of technical and market knowledge, the extent to which your enterprise co-operates and the type of impact that successful innovation has on your enterprise's performance. The final part of the questionnaire broadens the focus to consider organisational and management changes.

We would like you to consider innovation activity at the enterprise level - that is well defined reporting units, which may be subsidiaries or parts of larger units (enterprise group) or independent companies. See inside cover for a fuller definition of an enterprise.

1. Please briefly describe your enterprise's main product (goods or services):

MNPROOTX

2. Did any of the following significant changes occur to your enterprise during the three year period 1998-2000? (please tick one)

The enterprise was established

SIGCHANG

Turnover increased by at least 10% due to merger with another enterprise or part of it

Turnover decreased by at least 10% due to sale or closure of part of the enterprise

None of the above

3. Basic economic information about the enterprise

3.1 Total turnover¹ market sales of goods and services including export and taxes except VAT

£ ,000

1998

TURN98

£ ,000

2000

TURN00

3.2 Exports of goods and services (enter nil if appropriate)

£ ,000

1998

EXPORT98

£ ,000

2000

EXPORT00

3.3 Capital expenditure (enter nil if appropriate)

£ ,000

1998

CAPEX98

£ ,000

2000

CAPEX00

3.4 Number of employees (full time equivalents)

1998

EMPLOY98

2000

EMPLOY00

Of which:

Approximate proportion educated to degree level or above

Science and engineering subject %

Other subjects %

PROPSCI

PROPTH

¹For credit institutions: interests receivable and similar income; for Insurance services: gross premiums written.

4.5 Please give a short description of your most important product innovation:

PRODTXT

5. Process innovation

For this survey process innovation is the use of new or significantly improved technology for production or the supply of goods and services. Purely organisational or managerial changes should not be included. For example of process innovations see inside front cover.

We are interested in processes **new to your enterprise** - even if already in use in your industry - as well as those that are new to your industry.

5.1 During the three year period 1998-2000, did your enterprise introduce any new or significantly improved processes for producing or supplying products (goods or services) which were new to your firm?

- No 0 → Go to question 6. PROCINOV
- Yes 1

5.2 How were these processes developed?(please tick one)

PROCWHO

- Mainly by your enterprise or enterprise group 1
- Mainly by your enterprise in co-operation with other enterprises or institutions 2
- Mainly by other enterprises or institutions 3

5.3 During the three year period 1998-2000, did your enterprise introduce any new or significantly improved processes for producing or supplying products (goods or services) which were new to your industry?

- No 0 PROCNOV
- Yes 1

5.4 Please give a short description of your most important process innovation:

PROCTXT

6. Innovation activities not completed or abandoned

6.1 During the period 1998-2000, did your enterprise have any projects to develop or introduce new or significantly improved products (goods or services) or processes that were:

(please tick all that apply)

Abandoned	ABAND	<input type="checkbox"/>
Not yet completed but on time	NYETTIME	<input type="checkbox"/>
Not yet completed but seriously delayed	NYETLATE	<input type="checkbox"/>
Not even started	NOTEVEN	<input type="checkbox"/>

7. Longer term innovation activities

7.1 During the period 1998-2000, did your enterprise have any other innovation activities to develop or implement technological change not directly aimed at imminent new products or processes eg. basic R&D, technology watch?

No	<input type="checkbox" value="0"/>	LONGTERM
Yes	<input type="checkbox" value="1"/>	

8. Factors hampering innovation

8.1 A range of factors may inhibit your ability to innovate. Please grade the importance of the following constraints during the period 1998-2000: (please tick one box in each row)

		Importance				
		No effect	Low	Medium	High	
Economic factors	Excessive perceived economic risks	HPECRISK	<input type="checkbox" value="0"/>	<input type="checkbox" value="1"/>	<input type="checkbox" value="2"/>	<input type="checkbox" value="3"/>
	Direct innovation costs too high	HPINCOST	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Cost of finance	HPCSTFNC	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Availability of finance	HPAVFNC	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Internal factors	Organisational rigidities within the enterprise	HPORGRIG	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Lack of qualified personnel	HPLKPERS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Lack of information on technology	HPLKTECH	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Lack of information on markets	HPLKMKT	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other factors	Impact of regulations or standards	HPREGS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Lack of customer responsiveness to new goods or services	HPLKCUST	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9. Innovation-related expenditure in 2000

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

(please tick all that apply and estimate expenditures where appropriate)

	Please tick if expenditure in the category	Please estimate innovative expenditure in 2000, incl. personnel and related investment expenditures (no depreciation)
Intramural research & experimental development (R&D)	<input type="checkbox"/>	£ <input type="text" value=""/> <input type="text" value=""/> <input type="text" value=""/> <input type="text" value=""/> <input type="text" value=""/> <input type="text" value=""/> <input type="text" value=""/> <input type="text" value=""/> ,000
	XINTER	XINTERM
Acquisition of external R&D	<input type="checkbox"/>	£ <input type="text" value=""/> <input type="text" value=""/> <input type="text" value=""/> <input type="text" value=""/> <input type="text" value=""/> <input type="text" value=""/> <input type="text" value=""/> <input type="text" value=""/> ,000
	XEXTRA	XEXTRAM
Acquisition of machinery and equipment (including computer hardware) in connection with product or process innovation.	<input type="checkbox"/>	£ <input type="text" value=""/> <input type="text" value=""/> <input type="text" value=""/> <input type="text" value=""/> <input type="text" value=""/> <input type="text" value=""/> <input type="text" value=""/> <input type="text" value=""/> ,000
	XMACH	XMACHM
Acquisition of other external knowledge such as licences to use intellectual property (eg. patents, know-how) or specialised services (eg. consultants, Universities).	<input type="checkbox"/>	£ <input type="text" value=""/> <input type="text" value=""/> <input type="text" value=""/> <input type="text" value=""/> <input type="text" value=""/> <input type="text" value=""/> <input type="text" value=""/> <input type="text" value=""/> ,000
	XKNOW	XKNOWM
All design functions , including industrial, product, process and service design and specifications for production or delivery.	<input type="checkbox"/>	£ <input type="text" value=""/> <input type="text" value=""/> <input type="text" value=""/> <input type="text" value=""/> <input type="text" value=""/> <input type="text" value=""/> <input type="text" value=""/> <input type="text" value=""/> ,000
	XDESIGN	XDESIGNM
Internal or external training for your personnel directly related to innovation activity.	<input type="checkbox"/>	£ <input type="text" value=""/> <input type="text" value=""/> <input type="text" value=""/> <input type="text" value=""/> <input type="text" value=""/> <input type="text" value=""/> <input type="text" value=""/> <input type="text" value=""/> ,000
	XTRAIN	XTRAINM
Internal or external marketing activities aimed at the introduction of your enterprise's innovations. Include market research and advertising of new innovations but exclude routine marketing activity.	<input type="checkbox"/>	£ <input type="text" value=""/> <input type="text" value=""/> <input type="text" value=""/> <input type="text" value=""/> <input type="text" value=""/> <input type="text" value=""/> <input type="text" value=""/> <input type="text" value=""/> ,000
	XMARKET	XMARKETM
Total expenditure		£ <input type="text" value=""/> <input type="text" value=""/> <input type="text" value=""/> <input type="text" value=""/> <input type="text" value=""/> <input type="text" value=""/> <input type="text" value=""/> <input type="text" value=""/> ,000
		XTOTALM

10. Internal research and development (R&D)

If you have internal R&D-activities:

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

(in full time equivalents)

RDPERS

10.2 How did your enterprise engage in R&D during the three year period 1998-2000?

Continuously

RDCONT

Occasionally

RDOCCAS

11. Effects of innovation

11.1 Please indicate the impact that your innovation activities have had on your enterprise in the period 1998-2000. (please tick one box in each row)

		Degree of impact				
		None	Low	Medium	High	
Product oriented effects	Increased range of goods or services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	FRANGE
	Opened new market or increased market share	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	FMKTSHRE
	Improved quality of goods or services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	FQUALITY
Process oriented effects	Improved production flexibility	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	FFLEXIB
	Reduced unit labour costs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	FLABOUR
	Increased capacity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	FCAPAC
	Reduced materials and/or energy per produced unit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	FMATERL
Other effects	Improved environmental impact or health and safety aspects	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	FENVIRON
	Met regulations or standards	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	FREGS

12. Sources of information for innovation activities

12.1 Please indicate the sources of knowledge or information used in your technological innovation activities, and their importance during the period 1998-2000. (please tick one box in each row)

		Degree of importance			
		Not used	Low	Medium	High
Internal	Within the enterprise	IFWITHIN <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Other enterprises within the enterprise group	IFOTHENT <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Market	Suppliers of equipment, materials, components or software	IFSUPPL <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Clients or customers	IFCLIENT <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Competitors	IFCOMPET <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Consultants	IFCONSLT <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Commercial laboratories/ R&D enterprises	IFRDLABS <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Institutional	Universities or other higher education institutes	IFUNIV <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Government research organisations	IFGOVT <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Other public sector eg. business links, Government Offices	IFOTHPUB <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Private research institutes	IFPRI <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other	Professional conferences, meetings	IFCONF <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Trade associations	IFTRADE <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Technical/trade press, computer databases	IFTECH <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Fairs, exhibitions	IFFAIRS <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Specialised	Technical standards	IFSTAND <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Health and safety standards and regulations	IFHEALTH <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Environmental standards and regulations	IFENVIRO <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

13. Innovation co-operation

Innovation co-operation means active participation in joint innovation projects (including R&D) with other organisations. It does not necessarily imply that either partner derives immediate commercial benefit from the venture. Pure contracting out of work, where there is no active collaboration, is not defined as co-operation in this survey.

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

No 0 → Go to question 14. [PCOOP](#)

Yes 1

13.2 Please indicate the type of organisation and location

(please tick all that apply)

		UK		Overseas		
		Local ⁴	National	Europe	US	Other
Internal	Type of partner					
	Other enterprises within your enterprise group	POTHENT	<input type="checkbox"/> L	<input type="checkbox"/> N	<input type="checkbox"/> E	<input type="checkbox"/> U
Market	Suppliers of equipment, materials, components or software	PSUPPL	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Clients or customers	PCLIENT	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Competitors	PCOMPET	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Consultants	PCONSLT	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Commercial laboratories/R&D enterprises	PRDENT	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Institutional	Universities or other higher education institutes	PUNIV	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Government research organisations	PGOVT	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Specialised	Private research institutes	PPRI	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

14. Public support for innovation

14.1 Did your enterprise receive any public support (financial or other assistance and advice) for innovation-related activities in the period 1998-2000?

No 0 → Go to question 14.3 [SUPPORT](#)

Yes 1

14.2 What were the sources of this public support for innovation-related activities in the period 1998-2000? (please tick all that apply)

		Financial support	Other participation
Local or regional government	SPLOCAL	<input type="checkbox"/> F	<input type="checkbox"/> O
Central government (including institutions working on behalf of central government)	SPCENT	<input type="checkbox"/>	<input type="checkbox"/>
The European Union	SPEURO	<input type="checkbox"/>	<input type="checkbox"/>

⁴Situated within approximately 50 miles of your enterprise.

14.3 Has your enterprise participated in or received assistance from any of the following types of innovation-related public programmes in the period 1998-2000? (please tick all that apply)

- Technology Development (eg. LINK, SMART) SPDEVELP
- Technology Acquisition (eg. Teaching Company Scheme, Demonstration Projects) SPACQUIS
- Management Information Programmes (eg. Industry CLUBs) SPMNGT
- European programmes (eg. Framework, Eureka) SPEUROP

15. Patents and other protection methods

This question asks about methods of protecting innovations developed by your enterprise. We are interested in which methods you have used in the period 1998-2000 - these may have been used to protect recent innovations or still used to protect those developed previously.

15.1 How many patents, if any, did your enterprise apply for during the period 1998 to 2000?

(if none, please enter NIL)

PATAPPLY

15.2 During the period 1998-2000, please indicate the importance to your enterprise of the following methods to protect innovations? (please tick one box in each row)

		Degree of importance			
		Not used	Low	Medium	High
Formal	Registration of design	PRREG <input type="text" value="0"/>	<input type="text" value="1"/>	<input type="text" value="2"/>	<input type="text" value="3"/>
	Trademarks	PRTRADE <input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value=""/>
	Patents	PRPATENT <input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value=""/>
	Confidentiality agreements	PRCONF <input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value=""/>
	Copyright	PRCOPY <input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value=""/>
Strategic	Secrecy	PRSECRCY <input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value=""/>
	Complexity of design	PRCOMPLX <input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value=""/>
	Lead-time advantage on competitors	<input type="text" value=""/> PRLEADTM	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value=""/>

16. Enterprises with no innovative activity

16.1 If your enterprise had no technological innovation activity in the period 1998-2000, please indicate why it has not been necessary or possible or desirable to innovate.

(please tick all that apply)

- | | | |
|----------------------------------|--------------------------|----------|
| No need due to prior innovations | <input type="checkbox"/> | NOPRIOR |
| No need due to market conditions | <input type="checkbox"/> | NOMKT |
| Factors impeding innovation | <input type="checkbox"/> | NOIMPEDE |

17. Wider innovation

In this section we seek to broaden the survey to cover changes in the enterprise aimed at gaining competitive advantage, but not necessarily involving technology.

17.1 Did your enterprise make major changes in the following areas of business structure and practices during the period 1998-2000 and how far did business performance improve as a result?

(please tick one box in each row)

		Impact on performance			
		Not used	Low	Medium	High
Implementation of new or significantly changed corporate strategies eg. mission statement, market share.	ORGSTRAT	<input type="checkbox"/> 0	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Implementation of advanced management techniques within your firm eg. knowledge management, quality circles.	ORGMNGT	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Implementation of new or significantly changed organisational structures eg. Investors in People, diversification.	ORGORGAN	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Changing significantly your firms marketing concepts/ strategies eg. marketing methods.	ORGMKT	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

17.2 Can you indicate the extent of your enterprise's use of e-business activities over the period 1998-2000. (please tick all that apply)

- | | | |
|--|--------------------------|----------|
| Basic internet presence | <input type="checkbox"/> | EBBASIC |
| Internet used for information | <input type="checkbox"/> | EBINFO |
| Customers can place orders through the internet site | <input type="checkbox"/> | EBORDER |
| Commerce with other businesses through the internet site | <input type="checkbox"/> | EBCOMRCE |

SELECTED EXAMPLES OF INNOVATIONS

The following are derived from real examples from previous surveys and include new-to-market introductions together with products and processes new to the business although already in the use in the market or industry.

PRODUCT INNOVATIONS

Goods

Fibre optic based display lighting range
Automation of electronic testing equipment
Lighter weighting of vehicle bodies
Multi-function printer/scanner
Carbon fibre based sports equipment

Services

IT based Credit Risk assessment service
On line estate agency
Geographical Information System software
A new computer mapping system, used by drivers to work out the faster delivery route

PROCESS INNOVATIONS

Linking of Computer Aided Design station to parts suppliers
Introduction of Electronic Point of Sale equipment in Garden Centre
Digitising of pre-press in printing house
Robotised welding

EXAMPLES WHICH ARE NOT TECHNOLOGICAL INNOVATION

The renaming and repackaging of an existing soft drink popular with older people, to establish a link with a football team in order to reach the youth market, is not a technology based innovation as defined in this survey, but could register as a marketing change in question 17.

New models of complex products, such as cars or television sets, are not product innovation, if the changes are minor compared with the previous models, for example offering a radio in a car.

DEFINITION OF AN ENTERPRISE

An enterprise is defined as the smallest combination of legal units that is an organisational unit producing goods or services, which benefits from a certain autonomy in decision making, especially for the allocation of its current resources. An enterprise carries out one or more activities at one or more locations. An enterprise may be a sole legal unit.

3.5 Is your enterprise's largest market? (please tick one)

- Local²
- Regional³
- National
- International

4. Product innovation (goods and services)

For this survey product innovation covers both goods and services introduced to the market which are either new or significantly improved with respect to fundamental characteristics. The innovation should be based on the results of new technological developments, new combinations of existing technology or utilisation of other knowledge by your firm. For examples of product innovations see inside front cover.

We are interested in products new to your enterprise - even if already on the market - as well as those that are new to your market.

4.1 During the three year period 1998-2000, did your enterprise introduce any technologically new or significantly improved products (goods or services) which were new to your firm?

- No Go to question 5.
- Yes

4.2 How were these products developed? (please tick one)

- Mainly by your enterprise or enterprise group
- Mainly by your enterprise in co-operation with other enterprises or institutions
- Mainly by other enterprises or institutions

4.3 Please estimate how your turnover in 2000 was distributed between products (goods or services) introduced during the period 1998-2000 which were:

- New to your firm %
- Significantly improved %
- Unchanged or only marginally modified %
- Total turnover in 2000 %

4.4 During the three year period 1998-2000, did your enterprise introduce any new or significantly improved products (goods or services) which were also new to your enterprise's market?

- No
- Yes Please estimate the share of turnover of these products in 2000 %

²Situated within approximately 50 miles of your enterprise
³Situated within approximately 100 miles of your enterprise

4.5 Please give a short description of your most important product innovation:

5. Process innovation

For this survey process innovation is the use of new or significantly improved technology for production or the supply of goods and services. Purely organisational or managerial changes should not be included. For example of process innovations see inside front cover.

We are interested in processes new to your enterprise - even if already in use in your industry - as well as those that are new to your industry.

5.1 During the three year period 1998-2000, did your enterprise introduce any new or significantly improved processes for producing or supplying products (goods or services) which were new to your firm?

No Go to question 6.

Yes

5.2 How were these processes developed?(please tick one)

Mainly by your enterprise or enterprise group

Mainly by your enterprise in co-operation with other enterprises or institutions

Mainly by other enterprises or institutions

5.3 During the three year period 1998-2000, did your enterprise introduce any new or significantly improved processes for producing or supplying products (goods or services) which were new to your industry?

No

Yes

5.4 Please give a short description of your most important process innovation:

6. Innovation activities not completed or abandoned

6.1 During the period 1998-2000, did your enterprise have any projects to develop or introduce new or significantly improved products (goods or services) or processes that were:
(please tick all that apply)

Abandoned

Not yet completed but on time

Not yet completed but seriously delayed

Not even started

7. Longer term innovation activities

7.1 During the period 1998-2000, did your enterprise have any other innovation activities to develop or implement technological change not directly aimed at imminent new products or processes eg. basic R&D, technology watch?

No

Yes

8. Factors hampering innovation

8.1 A range of factors may inhibit your ability to innovate. Please grade the importance of the following constraints during the period 1998-2000: (please tick one box in each row)

		Importance			
		No effect	Low	Medium	High
Economic factors	Excessive perceived economic risks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Direct innovation costs too high	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Cost of finance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Availability of finance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Internal factors	Organisational rigidities within the enterprise	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Lack of qualified personnel	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Lack of information on technology	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Lack of information on markets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other factors	Impact of regulations or standards	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Lack of customer responsiveness to new goods or services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9. Innovation-related expenditure in 2000

9.1 Did your enterprise engage in the following innovation activities in 2000?
(please tick all that apply and estimate expenditures where appropriate)

	Please tick if expenditure in the category	Please estimate innovative expenditure in 2000, incl. personnel and related investment expenditures (no depreciation)
Intramural research & experimental development (R&D)	<input type="checkbox"/>	£ <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> ,000
Acquisition of external R&D	<input type="checkbox"/>	£ <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> ,000
Acquisition of machinery and equipment (including computer hardware) in connection with product or process innovation.	<input type="checkbox"/>	£ <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> ,000
Acquisition of other external knowledge such as licences to use intellectual property (eg. patents, know-how) or specialised services (eg. consultants, Universities).	<input type="checkbox"/>	£ <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> ,000
All design functions, including industrial, product, process and service design and specifications for production or delivery.	<input type="checkbox"/>	£ <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> ,000
Internal or external training for your personnel directly related to innovation activity.	<input type="checkbox"/>	£ <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> ,000
Internal or external marketing activities aimed at the introduction of your enterprise's innovations. Include market research and advertising of new innovations but exclude routine marketing activity.	<input type="checkbox"/>	£ <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> ,000
Total expenditure		£ <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> ,000

10. Internal research and development (R&D)

If you have internal R&D-activities:

10.1 How many persons were involved in R&D activities within your enterprise in 2000?
(in full time equivalents)

10.2 How did your enterprise engage in R&D during the three year period 1998-2000?

Continuously

Occasionally

11. Effects of innovation

11.1 Please indicate the impact that your innovation activities have had on your enterprise in the period 1998-2000. (please tick one box in each row)

		Degree of impact			
		None	Low	Medium	High
Product oriented effects	Increased range of goods or services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Opened new market or increased market share	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Improved quality of goods or services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Process oriented effects	Improved production flexibility	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Reduced unit labour costs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Increased capacity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Reduced materials and/or energy per produced unit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other effects	Improved environmental impact or health and safety aspects	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Met regulations or standards	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12. Sources of information for innovation activities

12.1 Please indicate the sources of knowledge or information used in your technological innovation activities, and their importance during the period 1998-2000. (please tick one box in each row)

		Degree of importance			
		Not used	Low	Medium	High
Internal	Within the enterprise	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Other enterprises within the enterprise group	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Market	Suppliers of equipment, materials, components or software	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Clients or customers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Competitors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Consultants	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Commercial laboratories/ R&D enterprises	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Institutional	Universities or other higher education institutes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Government research organisations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Other public sector eg. business links, Government Offices	<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	Professional conferences, meetings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Trade associations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Technical/trade press, computer databases	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Fairs, exhibitions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Specialised	Technical standards	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Health and safety standards and regulations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Environmental standards and regulations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

13. Innovation co-operation

Innovation co-operation means active participation in joint innovation projects (including R&D) with other organisations. It does not necessarily imply that either partner derives immediate commercial benefit from the venture. Pure contracting out of work, where there is no active collaboration, is not defined as co-operation in this survey.

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

No Go to question 14.

Yes

13.2 Please indicate the type of organisation and location (please tick all that apply)

		UK		Overseas		
		Local ⁴	National	Europe	US	Other
Internal	Type of partner					
	Other enterprises within your enterprise group	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Market	Suppliers of equipment, materials, components or software	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Clients or customers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Competitors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Consultants	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Commercial laboratories/R&D enterprises	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Institutional	Universities or other higher education institutes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Government research organisations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Specialised	Private research institutes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

14. Public support for innovation

14.1 Did your enterprise receive any public support (financial or other assistance and advice) for innovation-related activities in the period 1998-2000?

No Go to question 14.3

Yes

14.2 What were the sources of this public support for innovation-related activities in the period 1998-2000? (please tick all that apply)

	Financial support	Other participation
Local or regional government	<input type="checkbox"/>	<input type="checkbox"/>
Central government (including institutions working on behalf of central government)	<input type="checkbox"/>	<input type="checkbox"/>
The European Union	<input type="checkbox"/>	<input type="checkbox"/>

⁴Situated within approximately 50 miles of your enterprise.

14.3 Has your enterprise participated in or received assistance from any of the following types of innovation-related public programmes in the period 1998-2000? (please tick all that apply)

Technology Development (eg. LINK, SMART)

Technology Acquisition (eg. Teaching Company Scheme, Demonstration Projects)

Management Information Programmes (eg. Industry CLUBs)

European programmes (eg. Framework, Eureka)

15. Patents and other protection methods

This question asks about methods of protecting innovations developed by your enterprise. We are interested in which methods you have used in the period 1998-2000 - these may have been used to protect recent innovations or still used to protect those developed previously.

15.1 How many patents, if any, did your enterprise apply for during the period 1998 to 2000? (if none, please enter NIL)

15.2 During the period 1998-2000, please indicate the importance to your enterprise of the following methods to protect innovations? (please tick one box in each row)

		Degree of importance			
		Not used	Low	Medium	High
Formal	Registration of design	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Trademarks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Patents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Confidentiality agreements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Strategic	Copyright	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Secrecy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Complexity of design	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Lead-time advantage on competitors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

16. Enterprises with no innovative activity

16.1 If your enterprise had no technological innovation activity in the period 1998-2000, please indicate why it has not been necessary or possible or desirable to innovate. (please tick all that apply)

- No need due to prior innovations
- No need due to market conditions
- Factors impeding innovation

17. Wider innovation

In this section we seek to broaden the survey to cover changes in the enterprise aimed at gaining competitive advantage, but not necessarily involving technology.

17.1 Did your enterprise make major changes in the following areas of business structure and practices during the period 1998-2000 and how far did business performance improve as a result? (please tick one box in each row)

	Impact on performance			
	Not used	Low	Medium	High
Implementation of new or significantly changed corporate strategies eg. mission statement, market share.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Implementation of advanced management techniques within your firm eg. knowledge management, quality circles.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Implementation of new or significantly changed organisational structures eg. Investors in People, diversification.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Changing significantly your firms marketing concepts/ strategies eg. marketing methods.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

17.2 Can you indicate the extent of your enterprise's use of e-business activities over the period 1998-2000. (please tick all that apply)

- Basic internet presence
- Internet used for information
- Customers can place orders through the internet site
- Commerce with other businesses through the internet site

Please give details of the person we should contact with any questions about this return.

PLEASE USE BLOCK CAPITALS

Name of person to be contacted if necessary

Telephone no. Ext.

Fax no.

E-mail address

Signature.....

Date.....

THANK YOU FOR YOUR CO-OPERATION

UK Innovation Survey

Purpose of the Questionnaire:

The purpose of this questionnaire is to collect information about innovation in the UK between 2002 and 2004. To be able to compare enterprises with and without innovation activities, we request all enterprises to respond to **all** questions, unless otherwise instructed.

The results of this survey will be published, free, on the Department of Trade and Industry website: www.dti.gov.uk and the National Statistics website: www.statistics.gov.uk

If your enterprise is part of a larger corporate group, please answer all questions **only** for those units in the UK for which you are responsible.

An enterprise is defined as the smallest combination of legal units that is an organisational unit producing goods or services, which benefits from a certain autonomy in decision making, especially for the allocation of its current resources. An enterprise carries out one or more activities at one or more location. An enterprise may be a sole legal unit.

Information Required and Definition of Innovation

This questionnaire asks for information relating to innovation activities. For the purpose of this survey,

Innovation is defined as major changes aimed at enhancing your competitive position, your performance, your know-how or your capabilities for future enhancements. These can be new or significantly improved goods, services or processes for making or providing them. It includes spending on innovation activities, for example on machinery and equipment, R&D, training, goods and service design or marketing.

Where possible, answers should be provided relating to activity during the three **calendar years** 2002 to 2004. Where precise figures cannot be provided for the calendar years, **your best estimates are acceptable**.

Completing your return

This questionnaire will be scanned, therefore please:

- Complete in **black ink**
- Ensure letters and numbers are printed and centred within each box
- **Do not** use commas or dashes
- **Do not** cross sevens or zeros

for example 1,702,000 =

Please give details of the person we should contact with any queries about this return

Please use block capitals

Name of person to be contacted if necessary

Telephone no. Ext.

Fax no.

General information about your enterprise

1. **Is your enterprise¹ part of an enterprise group?** (A group consists of two or more legally defined enterprises under common ownership. Each enterprise in the group may serve different markets, as with national or regional subsidiaries, or serve different product markets. The head office is also part of an enterprise group.)

Please one box only

Yes

No 0100

If your enterprise is part of an enterprise group, please answer all further questions only for your enterprise in the UK. Do not include results for subsidiaries or parent enterprises outside of the UK.

2. **In which geographic markets did your enterprise sell goods and/or services during the three year period 2002-2004?**

For each option please one box only

	Yes	No	
Local/regional within the UK ²	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	0210
UK ³	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	0220
Other Europe	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	0230
All other countries	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	0240

3. **Which of the following best defines the main customers for your enterprise's goods and/or services during the three-year period 2002-2004?**

Please one box for the most appropriate option

Other businesses	<input checked="" type="checkbox"/>	0310
Public sector	<input checked="" type="checkbox"/>	0320
Consumers	<input checked="" type="checkbox"/>	0330

4. **Was your enterprise established after 1 January 2000?**

Yes

No 0400

¹ See definition of an enterprise on page 2

² Within approximately 100 miles of your enterprise

³ Within the UK but more than 100 miles away from your enterprise

Product (good or service) innovation

A product innovation is the market introduction of a **new** good or service or a **significantly** improved good or service with respect to its capabilities, such as quality, user friendliness, software or subsystems. The innovation must be new to your enterprise, but it does not need to be new to your market. It does not matter if the innovation was originally developed by your enterprise or by other enterprises.

5. During the three-year period 2002-2004, did your enterprise introduce:

	Yes	No	
New or significantly improved goods. (Exclude the simple resale of new goods purchased from other enterprises and changes of a purely cosmetic nature)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	0510
New or significantly improved services	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	0520

If no to both options above, please go to question 9, otherwise:

6. How were these products (goods or services) developed?

Please one box only for the most appropriate option

Mainly by your enterprise or enterprise group	<input checked="" type="checkbox"/>	0610
Mainly by your enterprise together with other enterprises or institutions	<input checked="" type="checkbox"/>	0620
Mainly by other enterprises or institutions	<input checked="" type="checkbox"/>	0630

7. Were any of your product innovations during the three-year period 2002-2004:

	Yes	No	
New to your market? Your enterprise introduced a new good or service onto your market before your competitors	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	0710
Only new to your enterprise? Your enterprise introduced a new good or service that was essentially the same as a product already available from your competitors in your market	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	0720

8. Please estimate how your total turnover ⁴ in 2004 was distributed between the categories below. (Informed estimates are acceptable here)

Products introduced during 2002-2004 that were new to your market	<input type="text" value=""/> <input type="text" value=""/> <input type="text" value=""/>	%	0810
Products introduced during 2002-2004 that were new to your enterprise but not new to your market	<input type="text" value=""/> <input type="text" value=""/> <input type="text" value=""/>	%	0820
Products introduced during 2002-2004 that were significantly improved	<input type="text" value=""/> <input type="text" value=""/> <input type="text" value=""/>	%	0830
Products that were unchanged or only marginally modified during 2002-2004 (include the resale of new goods or services purchased from other enterprises)	<input type="text" value=""/> <input type="text" value=""/> <input type="text" value=""/>	%	0840
Total turnover in 2004	<input type="text" value="1"/> <input type="text" value="0"/> <input type="text" value="0"/>	%	

⁴For Credit institutions: Interests receivable and similar income, for insurance services: Gross premiums written

Process innovation

Process innovation is the use of new or significantly improved methods for the production or supply of goods and services. The innovation must be new to your enterprise, but it does not need to be new to your industry. It does not matter if the innovation was originally developed by your enterprise or by other enterprises. Purely organisational or managerial changes should not be included - these are covered at question 23.

9. **During the three-year period 2002-2004, did your enterprise introduce any new or significantly improved processes for producing or supplying products (goods or services) which were new to your enterprise?**

Yes

No 0900 → Please go to question 12

10. **How were these processes developed?**

Please the most appropriate option

Mainly by your enterprise or enterprise group

1010

Mainly by your enterprise together with other enterprises or institutions

1020

Mainly by other enterprises or institutions

1030

11. **During the three-year period 2002-2004, did your enterprise introduce any new or significantly improved processes for producing or supplying products (goods or services) which were new to your industry?**

Yes

No 1100

Effects of innovation

12. How important were each of the following effects of your product (good or service) and/or process innovations introduced during the three-year period 2002-2004?

Degree of importance

Please one box for each category

	Not relevant	Low	Medium	High	
Increased range of goods or services	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1210
Entered new markets or increased market share	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1220
Improved quality of goods or services	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1230
Improved flexibility of production or service provision	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1240
Increased capacity for production or service provision	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1250
Reduced costs per unit produced or provided	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1260
Reduced environmental impacts or improved health and safety	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1270
Met regulatory requirements	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1280
Increased value added	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1290

Innovation activities and expenditures

13. During the three-year period 2002-2004, did your enterprise engage in the following innovation activities?

Please one box for each category

		Yes	No	
Intramural (in-house) R&D	Creative work undertaken within your enterprise on an occasional or regular basis to increase the stock of knowledge and its use to devise new and improved goods, services and processes	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1310
Acquisition of R&D (extramural R&D)	Same activities as above, but purchased by your enterprise and performed by other companies (including other enterprises within your group) or by public or private research organisations	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1320
Acquisition of machinery, equipment and software	Acquisition of advanced machinery, equipment and computer hardware or software to produce new or significantly improved goods, services, production processes, or delivery methods	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1330
Acquisition of external knowledge	Purchase or licensing of patents and non-patented inventions, know-how, and other types of knowledge from other enterprises or organisations	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1340
Training	Internal or external training for your personnel specifically for the development and/or introduction of innovations	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1350
All forms of Design	Expenditure on design functions for the development or implementation of new or improved goods, services and processes. Expenditure on design in the R&D phase of product development should be excluded.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1360
Market introduction of innovations	Activities for the market preparation and introduction of new or significantly improved goods and services, including market research and launch advertising.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1370

Sources of information and co-operation for innovation

16. How important to your enterprise's innovation activities during the three-year period 2002-2004 were each of the following information sources?

		Degree of importance				
		Not used	Low	Medium	High	
Internal	Within your enterprise or enterprise group	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1601
Market sources	Suppliers of equipment, materials, services, or software	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1620
	Clients or customers	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1630
	Competitors or others enterprises in your industry	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1640
	Consultants, commercial labs, or private R&D institutes	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1650
Institutional sources	Universities or other higher education institutions	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1660
	Government or public research institutes	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1670
Other sources	Conferences, trade fairs, exhibitions	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1680
	Scientific journals and trade/technical publications	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1690
	Professional and industry associations	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1610
	Technical, industry or service standards	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1611

Please one box for each category

17. Did your enterprise co-operate on any of your innovation activities with other enterprises or institutes during the three-year period 2002-2004? Innovation co-operation is active participation with other enterprises or non-commercial institutions on innovation activities. Both partners do not need to commercially benefit. Exclude pure contracting out of work with no active co-operation.

Yes

No 1700 → Please go to question 19

18. Which types of co-operation partner did you use and where were they located?

Type of co-operation partner

Please all that apply

	Local/ Regional within UK ⁵	UK national ⁶	Other Europe	All other countries
A. Other enterprises within your enterprise group	<input checked="" type="checkbox"/> 1811	<input checked="" type="checkbox"/> 1812	<input checked="" type="checkbox"/> 1813	<input checked="" type="checkbox"/> 1814
B. Suppliers of equipment, materials, services, or software	<input checked="" type="checkbox"/> 1821	<input checked="" type="checkbox"/> 1822	<input checked="" type="checkbox"/> 1823	<input checked="" type="checkbox"/> 1824
C. Clients or customers	<input checked="" type="checkbox"/> 1831	<input checked="" type="checkbox"/> 1832	<input checked="" type="checkbox"/> 1833	<input checked="" type="checkbox"/> 1834
D. Competitors or other enterprises in your industry	<input checked="" type="checkbox"/> 1841	<input checked="" type="checkbox"/> 1842	<input checked="" type="checkbox"/> 1843	<input checked="" type="checkbox"/> 1844
E. Consultants, commercial labs, or private R&D institutes	<input checked="" type="checkbox"/> 1851	<input checked="" type="checkbox"/> 1852	<input checked="" type="checkbox"/> 1853	<input checked="" type="checkbox"/> 1854
F. Universities or other higher education institutions	<input checked="" type="checkbox"/> 1861	<input checked="" type="checkbox"/> 1862	<input checked="" type="checkbox"/> 1863	<input checked="" type="checkbox"/> 1864
G. Government or public research institutes	<input checked="" type="checkbox"/> 1871	<input checked="" type="checkbox"/> 1872	<input checked="" type="checkbox"/> 1873	<input checked="" type="checkbox"/> 1874

⁵ Within approximately 100 miles of your enterprise

⁶ Within the UK but more than 100 miles away from your enterprise

Continued overleaf

Barriers to innovation

19. During the three-year period 2002-2004, how important were the following factors as constraints to your innovation activities or influencing a decision not to innovate?

Degree of importance

Please one box for each category

		Factor not experienced	Low	Medium	High	
Cost factors	Excessive perceived economic risks	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1901
	Direct innovation costs too high	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1902
	Cost of finance	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1903
	Availability of finance	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1904
Knowledge factors	Lack of qualified personnel	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1905
	Lack of information on technology	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1906
	Lack of information on markets	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1907
Market factors	Market dominated by established enterprises	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1908
	Uncertain demand for innovative goods or services	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1909
Other factors	Need to meet UK Government regulations	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1910
	Need to meet EU regulations	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1911

Enterprises with no innovation activity

20. If your enterprise had no innovation activity during the three-year period 2002-2004, please indicate why it has not been necessary or possible to innovate.

	Yes	No	
No need due to prior innovations	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	2011
No need due to market conditions	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	2020
Factors constraining innovation	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	2030

Protection methods for innovation

21. For the three-year period 2002-2004, please indicate the importance to your enterprise of each of the following methods to protect innovations?

		Degree of importance				
		Please <input checked="" type="checkbox"/> one box for each category				
		Not used	Low	Medium	High	
Formal	Registration of design	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	2110
	Trademarks	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	2120
	Patents	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	2130
	Confidentiality agreements	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	2140
	Copyright	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	2150
Strategic	Secrecy	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	2160
	Complexity of design	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	2170
	Lead-time advantage on competitors	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	2180

Public support for innovation

22. During the three-year period 2002-2004, 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 research and other innovation activities conducted entirely for the public sector under contract.

	Yes	No	
Local or regional authorities	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	2210
Central Government or devolved administrations (including their government agencies or ministries)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	2220
If yes, did your enterprise claim a tax credit for R&D performed between 2002 and 2004	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	2230
The European Union (EU)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	2240
If yes, did your enterprise participate in the EU's 5 th (1998-2002) or 6 th (2003-2006) Framework Programme for Research and Technical Development	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	2250

27. If you would like to make any comments on your approach to innovation, or if you would like to provide us with any feedback on this questionnaire, please feel free to do so in the box below:

2700

28. How long has it taken you to complete this questionnaire?

Include: any time spent extracting information from your accounting systems and collating data over and above normal accounting operations.

Hrs Mins 2800

Thank you for your co-operation

UK Innovation Survey

Purpose of this survey:

The purpose of this survey is to collect information about innovation in the UK between 2006 and 2008. To be able to compare businesses with and without innovation activities, we request all businesses to respond to **all** questions, unless otherwise instructed.

Information Required

Section A - General Business Information

Section B - Innovation Activity

Section C - Goods, Services and Process Innovation

Section D - Context for Innovation

Section E - General Economic Information

Definition of Innovation

Innovation, for the purpose of this survey, is defined as **new** or **significantly improved goods or services** and/or the **processes** used to produce or supply all goods or services, that the business has introduced, regardless of their origin. These may be new to the business or new to the market. Investments for future innovation and changes that the business has introduced at a **strategic** level (in organisation and practices) are also covered.

Basis for Completion

Where precise figures cannot be provided **your best estimates are acceptable**.

Please complete this questionnaire for the business named on the front page.

If this business is part of an enterprise group, please answer all further questions only for this business in the UK. Do not include results for subsidiaries or parent enterprises.

Instructions

This questionnaire will be scanned, therefore please:

- Complete in **black ink**
- Ensure letters and numbers are **PRINTED** and centred within each box
- **Do not** cross sevens or zeros

Section A - General Business Information

During the 3 year period 1 January 2006 - 31 December 2008:

1.	in which geographic markets did this business sell goods and/or services?	For each category please <input checked="" type="checkbox"/> yes or no					
		Yes	No				
a.	UK regional within approximately 100 miles of this business	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	0210	MTU		
b.	UK national	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	0220	MTU		
c.	European countries	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	0230	MTU		
d.	All other countries	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	0240	MTU		
2.	did any of the following significant changes occur to this business?	Please <input checked="" type="checkbox"/> all that apply					
a.	The business was established		<input checked="" type="checkbox"/>	0410	MRY		
b.	Turnover increased by at least 10% due to merger with another business or part of it.....		<input checked="" type="checkbox"/>	0420	MRY		
c.	Turnover decreased by at least 10% due to sale or closure of part of the business		<input checked="" type="checkbox"/>	0430	MRY		
d.	None of the above		<input checked="" type="checkbox"/>	0440	MRY		
3.	how important were each of the following objectives to this business?	Please <input checked="" type="checkbox"/> one box for each category					
		High	Medium	Low	Not applicable		
a.	Profit margin on sales	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	0001	MRE
b.	Growth in sales/turnover	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	0002	MRE
c.	Growth in exports	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	0003	MRE
d.	Market share in UK	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	0004	MRE

Section B - Innovation Activity

4. During the 3 year period 1 January 2006 - 31 December 2008, did this business engage in the following innovation related activities?

For each category please yes or no

	Yes	No		
a. Internal Research & Development				
Creative work undertaken within your business that increases knowledge for developing new and improved goods or services and processes	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1310	MTU
b. Acquisition of external Research & Development				
Same activities as above, and performed by companies, including other businesses within your group, or by public or private research organisations and purchased by your business.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1320	MTU
c. Acquisition of machinery, equipment and software for innovation				
Advanced machinery	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1331	MTU
Computer hardware	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1332	MTU
Computer software	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1333	MTU
d. Acquisition of external knowledge				
Purchase or licensing of patents and non-patented inventions, know-how and other types of knowledge from other businesses or organisations.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1340	MTU
e. Training for innovative activities				
Internal or external training for your personnel specifically for the development and/or introduction of innovations	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1350	MTU
f. All forms of design				
Engagement in design activities for the development or implementation of new or improved goods, services and processes. Design activities in the R&D phase of product development should be excluded	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1360	MTU
g. Market introduction of innovations				
Changes to product or service design	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1371	MTU
Market research	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1372	MTU
Changes to marketing methods	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1373	MTU
Launch advertising	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1374	MTU

5. For each of the main innovation related activities in question 4, please ESTIMATE the amount of expenditure for the year 2008

a. Internal R&D	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	1410	NFR
b. Acquisition of external R&D	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	1420	NFR
c. Acquisition of machinery, equipment and software	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	1430	NFR
d. Acquisition of external knowledge	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	1440	NFR
e. Training for innovative activities	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	1450	NFR
f. All forms of design	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	1460	NFR
g. Market introduction of innovations	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	1470	NFR

Business Strategy and Practices

For the purpose of this section, include all **new** and **significantly improved** forms of organisation, business structures or practices aimed at improving internal efficiency or effectiveness of approaching markets and customers.

6. During the 3 year period 1 January 2006 - 31 December 2008, did this business make major changes in the following areas:	For each category please <input checked="" type="checkbox"/> yes or no			
	Yes	No		
a. implementation of a new or significantly changed corporate strategy ?	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	2310	MTU
b. implementation of new management techniques within this business? e.g. Investors in People, Just in Time, 6 Sigma	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	2320	MTU
c. implementation of major changes to your organisation structure ? e.g. introduction of cross-site /teamworking	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	2330	MTU
d. implementation of changes to marketing concepts or strategies ?	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	2340	MTU

Section C - Goods, Services and Process Innovation

Goods or Services Innovation

In this section, include all **new** or **significantly improved** goods or services e.g. improvement in quality or distinct user benefits. The innovation, although new to this business, does not need to be new to the market. Include all product innovations, regardless of their origin.

During the 3 year period 1 January 2006 - 31 December 2008

7. did this business introduce:	For each category please <input checked="" type="checkbox"/> yes or no			
	Yes	No		
a. new or significantly improved goods? Exclude the simple resale of goods purchased from other businesses and changes of a solely aesthetic nature	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	0510	MTU
b. new or significantly improved services?	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	0520	MTU

STOP If you answered no to both options above, please go to question 11

During the 3 year period 1 January 2006 - 31 December 2008

Please all that apply

Goods Services

- 8. were these goods or services developed mainly by:**
- a. this business or enterprise group? 0610 0601 MRC
 - b. this business with other businesses or organisations? 0620 0602 MRC
 - c. other businesses or organisations? 0630 0603 MRC
- 9. were any of your goods and services innovations:** For each category please yes or no
- a. **new to your market?**
 - This business introduced a new good or service to the market before your competitors Yes No 0710 MTU
 - b. **only new to this business?**
 - This business introduced a new good or service that was essentially the same as a good or service already available from competitors Yes No 0720 MTU
- 10. Of the categories below, please ESTIMATE the percentage split of this business's total turnover in 2008**
- a. Goods or Services introduced during 2006-2008 that were **new to the market** % 0810 NCE
 - b. Goods or Services introduced during 2006-2008 that were **new to this business but not new to the market** % 0820 NCE
 - c. Goods or Services introduced during 2006-2008 that were **significantly improved, but not new** % 0830 NCE
 - d. Goods or Services that were **unchanged or only marginally modified** during 2006-2008 include the resale of goods or services purchased from other businesses % 0840 NCE
- Total turnover in 2008 %

Process Innovation

Process Innovations are all **new** or **significantly improved** methods for the production or supply of goods or services. The innovation, although new to the business, does not need to be new to your industry. Include all process innovations, regardless of their origin.

During the 3 year period 1 January 2006 - 31 December 2008

- 11. did this business introduce any new or significantly improved processes for producing or supplying goods or services?**
- Yes
- No → Go to Question 14 0900 MRK
- 12. were these processes developed mainly by:** Please one box only
- a. this business or enterprise group? 1010 MRY
 - b. this business with other businesses or organisation? 1020 MRY
 - c. other businesses or organisations? 1030 MRY

During the 3 year period 1 January 2006 - 31 December 2008

13. did this business introduce any new or significantly improved processes for producing or supplying goods or services which were new to your industry?

Yes

No

1100 MRK

14. did this business have any innovation activities that were: For each category please yes or no

abandoned? Yes No

1510 MTU

incomplete? Yes No

1520 MTU

15. Did you answer yes to any of questions 6, 7, 11 or 14?

Yes

No → Go to Question 20

1501 MRK

Section D - Context for Innovation

16. During the 3 year period 1 January 2006 - 31 December 2008, how important were each of the following factors in your decision to innovate goods or services and/or process(es)? Please one box for each category

	High	Medium	Low	Not applicable		
a. Increasing range of goods or services	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1210	MRE
b. Entering new markets	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1211	MRE
c. Increasing market share	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1220	MRE
d. Improving quality of goods or services	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1230	MRE
e. Improving flexibility for producing goods or services	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1240	MRE
f. Increasing capacity for producing goods or services	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1250	MRE
g. Increasing value added	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1290	MRE
h. Reducing costs per unit produced or provided	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1260	MRE
i. Improving health and safety	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1270	MRE
j. Reducing environmental impacts	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1212	MRE
k. Replacing outdated products or processes	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1213	MRE
l. Meeting regulatory requirements	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1280	MRE

During the 3 year period 1 January 2006 - 31 December 2008:

17. how important to this business's innovation related activities was information from:

Please one box for each category
Not applicable

	High	Medium	Low	Not applicable		
a. within your business or enterprise group?	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1601	MRE
b. suppliers of equipment, materials, services, or software?	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1620	MRE
c. clients or customers?	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1630	MRE
d. competitors or other businesses in your industry?	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1640	MRE
e. consultants, commercial labs, or private R&D institutes? ...	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1650	MRE
f. universities or other higher education institutions?	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1660	MRE
g. government or public research institutes	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1670	MRE
h. conferences, trade fairs, exhibitions	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1680	MRE
i. professional and industry associations?	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1610	MRE
j. technical, industry or service standards?	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1611	MRE
k. scientific journals and trade/technical publications?	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1690	MRE

18. Did your business co-operate on any innovation activities with any of the following?

Please all that apply

	UK regional	UK national	Other Europe	All other countries		
a. Other businesses within your enterprise group	<input checked="" type="checkbox"/> 1811	<input checked="" type="checkbox"/> 1812	<input checked="" type="checkbox"/> 1813	<input checked="" type="checkbox"/> 1814		MRF
b. Suppliers of equipment, materials, services, or software	<input checked="" type="checkbox"/> 1821	<input checked="" type="checkbox"/> 1822	<input checked="" type="checkbox"/> 1823	<input checked="" type="checkbox"/> 1824		MRF
c. Clients or customers	<input checked="" type="checkbox"/> 1831	<input checked="" type="checkbox"/> 1832	<input checked="" type="checkbox"/> 1833	<input checked="" type="checkbox"/> 1834		MRF
d. Competitors or other businesses in your industry	<input checked="" type="checkbox"/> 1841	<input checked="" type="checkbox"/> 1842	<input checked="" type="checkbox"/> 1843	<input checked="" type="checkbox"/> 1844		MRF
e. Consultants, commercial labs, or private R&D institutes	<input checked="" type="checkbox"/> 1851	<input checked="" type="checkbox"/> 1852	<input checked="" type="checkbox"/> 1853	<input checked="" type="checkbox"/> 1854		MRF
f. Universities or other higher education institutions	<input checked="" type="checkbox"/> 1861	<input checked="" type="checkbox"/> 1862	<input checked="" type="checkbox"/> 1863	<input checked="" type="checkbox"/> 1864		MRF
g. Government or public research institutes	<input checked="" type="checkbox"/> 1871	<input checked="" type="checkbox"/> 1872	<input checked="" type="checkbox"/> 1873	<input checked="" type="checkbox"/> 1874		MRF

19. Please go to Question 21.

During the 3 year period 1 January 2006 - 31 December 2008:

20. please indicate why it has not been necessary or possible to innovate:

For each category please yes or no

	Yes	No		
a. no need due to previous innovations	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	2011	MTU
b. no need due to market conditions	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	2020	MTU
c. other factors constraining innovation	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	2030	MTU

21. how important were the following factors in constraining innovation activities?

Please one box for each category

	High	Medium	Low	Not applicable		
a. Excessive perceived economic risks	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1901	MRE
b. Direct innovation costs too high	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1902	MRE
c. Cost of finance	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1903	MRE
d. Availability of finance	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1904	MRE
e. Lack of qualified personnel	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1905	MRE
f. Lack of information on technology	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1906	MRE
g. Lack of information on markets	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1907	MRE
h. Market dominated by established businesses	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1908	MRE
i. Uncertain demand for innovative goods or services	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1909	MRE
j. UK Government regulations	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1910	MRE
k. EU regulations	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1911	MRE

Protection of Innovation

22. did your enterprise:

For each category please yes or no

	Yes	No		
a. apply for a patent?	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	2130	MTU
b. register an industrial design?	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	2110	MTU
c. register a trademark?	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	2120	MTU
d. produce materials eligible for copyright?	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	2150	MTU

23. During the 3 year period 1 January 2006 - 31 December 2008, did your business 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 equity investments.
Exclude research and other innovation activities conducted entirely for the public sector under contract.

For each category please yes or no
Yes No

a. UK Local or regional authorities	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	2210	MTU
b. UK Central government	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	2220	MTU
c. European Union institutions or programmes	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	2240	MTU

Section E - General Economic Information

24. Please ESTIMATE this business's total turnover for the year:

Exclude: VAT

a. 2006	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	2410	NFR
b. 2008	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	2420	NFR

25. Please ESTIMATE the business's average number of employees for the year:

a. 2006	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	2510	NGT
b. 2008	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	2520	NGT

26. Of the employees in question 25: Please ESTIMATE the proportion that hold a degree, e.g. BA/BSc, or higher degree, e.g. MA/Phd, PGCE, in:

a. Science or Engineering subjects	<input type="text"/>	<input type="text"/>	<input type="text"/>	%	2610	NCE
b. Other subjects	<input type="text"/>	<input type="text"/>	<input type="text"/>	%	2620	NCE

27. Would this business be willing to be approached by the Department of Innovation, Universities and Skills or its appointed agents, in connection with further enquiries on innovation?

Yes <input checked="" type="checkbox"/>						
No <input checked="" type="checkbox"/>					2900	MRK

UK Innovation Survey

Purpose of the Questionnaire:

The purpose of this questionnaire is to collect information about innovation in the UK between 2004 and 2006. To be able to compare businesses with and without innovation activities, we request all businesses to respond to **all** questions, unless otherwise instructed.

The results of this survey will be freely available on the Department of Trade and Industry website: www.dti.gov.uk and the National Statistics website: www.statistics.gov.uk

Information Required

Section A - General Business Information

Section B - Product (Goods or Service) Innovation

Section C - Process Innovation

Section D - Innovation Related Activity

Section E - Strategic Innovation

Section F - General Economic Information

Definition of Innovation

Innovation, for the purpose of this survey, is defined as **new** or **significantly improved products (goods or services)** and/or the **processes** used to produce or supply them, that the business has introduced, regardless of their origin. These may be just new to the business or new to the market. Investments for future innovation and changes that the business has introduced at a strategic level (in organisation and practices) are also covered.

Where precise figures cannot be provided for the three year period 1 January 2004 - 31 December 2006 **your best estimates are acceptable.**

How to complete the Questionnaire

This questionnaire will be scanned, therefore please:

- Complete in **black ink**
- Ensure letters and numbers are **PRINTED** and centred within each box
- **Do not** cross sevens or zeros

Please provide details of the person we should contact if we have any queries regarding the information returned on this questionnaire.

Contact name

Telephone number Ext.

Fax number:

Please keep a record of the time it takes to complete this questionnaire. You are asked to record this at the end of the questionnaire.

Please complete this questionnaire for the business named on the front page.

If this business is part of an enterprise group, please answer all further questions only for this business in the UK. Do not include results for subsidiaries or parent enterprises outside of the UK.

Section A - General Business Information

During the 3 year period 1 January 2004 - 31 December 2006

1. in which geographic markets did this business sell goods and/or services?

For every category you must either yes or no

	Yes	No	
UK regional <i>Within approximately 100 miles of this business</i>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	0210
UK national	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	0220
Other Europe	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	0230
All other countries	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	0240

2. which of the following best define the main customer(s) for this business's goods and/or services?

Please all that apply

Other businesses	<input checked="" type="checkbox"/>	0310
Public Sector <i>For example, Government, Public Authorities</i>	<input checked="" type="checkbox"/>	0320
Consumers <i>For example, Households</i>	<input checked="" type="checkbox"/>	0330

3. did any of the following significant changes occur to this business?

Please all that apply

The business was established.....	<input checked="" type="checkbox"/>	0410
Turnover increased by at least 10% due to merger with another business or part of it.....	<input checked="" type="checkbox"/>	0420
Turnover decreased by at least 10% due to sale or closure of part of the business.....	<input checked="" type="checkbox"/>	0430
None of the above.....	<input checked="" type="checkbox"/>	0440

Section B - Product (goods or service) Innovation

In this section, include all **new** goods or services or **significantly improved** goods or services e.g. in quality, user friendliness, timeliness. The innovation, although new to this business, does not need to be new to the market. Include all product innovations, regardless of their origin.

During the 3 year period 1 January 2004 - 31 December 2006

For each option please one box only

- 4. did this business introduce:**
- | | Yes | No | |
|--|-------------------------------------|-------------------------------------|------|
| New or significantly improved goods? (Exclude the simple resale of goods purchased from other businesses and changes of a purely cosmetic nature)..... | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | 0510 |
| New or significantly improved services?..... | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | 0520 |

STOP If you answered no to both options above, please go to question 8

- 5. were these products developed mainly by:**
- please one box only
- | | | |
|---|-------------------------------------|------|
| This business or enterprise group | <input checked="" type="checkbox"/> | 0610 |
| This business with other businesses or organisations..... | <input checked="" type="checkbox"/> | 0620 |
| Other businesses or organisations..... | <input checked="" type="checkbox"/> | 0630 |

- 6. were any of your product innovations:**
- For each category please either yes or no
- | | Yes | No | |
|--|-------------------------------------|-------------------------------------|------|
| New to your market? | | | |
| This business introduced a new good or service onto your market before your competitors..... | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | 0710 |
| Only new to this business? | | | |
| This business introduced a new good or service that was essentially the same as a product already available from your competitors..... | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | 0720 |

7. Of the categories below, please ESTIMATE the percentage split of this business's total turnover in 2006

Products introduced during 2004-2006 that were new to your market	<input type="text"/> <input type="text"/> <input type="text"/>	%	0810
Products introduced during 2004-2006 that were new to this business but not new to your market	<input type="text"/> <input type="text"/> <input type="text"/>	%	0820
Products introduced during 2004-2006 that were significantly improved	<input type="text"/> <input type="text"/> <input type="text"/>	%	0830
Products that were unchanged or only marginally modified during 2004-2006 (include the resale of goods or services purchased from other businesses).....	<input type="text"/> <input type="text"/> <input type="text"/>	%	0840
Total turnover in 2006			
	<input type="text"/> <input type="text"/> <input type="text"/>	%	

Section C - Process Innovation

Process innovations are all **new** or **significantly improved** methods for the production or supply of products (goods and services). The innovation although new to the business, does not need to be new to your industry. Include all process innovations, regardless of their origin.

During the 3 year period 1 January 2004 - 31 December 2006

8. did this business introduce any new or significantly improved processes for producing or supplying products?

- Yes
- No → Go to Q11 0900

9. were these processes developed mainly by:

Please one box only

- This business or enterprise group 1010
- This business with other businesses or organisations 1020
- Other businesses or organisations 1030

10. did this business introduce any new or significantly improved processes for producing or supplying products which were new to your industry?

- Yes
- No 1100

11. Did this business undertake any product (goods or services) or process innovations during the period 1 January 2004 - 31 December 2006?

Yes

No → Go to Q13

1110

Determining factors for innovation

12. During the 3 year period 1 January 2004 - 31 December 2006, how important were each of the following factors in your decision to innovate (product(s) and/or process(es))?

Please one box for each category

	High	Medium	Low	Not applicable	
Increasing range of goods or services.....	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1210
Entering new markets or increased market share.....	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1220
Improving quality of goods or services.....	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1230
Improving flexibility of production or service provision.....	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1240
Increasing capacity for production or service provision.....	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1250
Reducing costs per unit produced or provided.....	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1260
Reducing environmental impacts or improved health and safety.....	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1270
Meeting regulatory requirements.....	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1280
Increasing value added.....	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1290

Section D - Innovation Related Activity

Innovation related activities and expenditures

13. During the 3 year period 1 January 2004 - 31 December 2006, did this business engage in the following innovation related activities?

For each category please either yes or no

Internal R&D	Yes	No	
Creative work undertaken within this business on an occasional or regular basis to increase the stock of knowledge and its use to devise new and improved goods, services and processes.....	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1310
Acquisition of external R&D			
Same activities as above, but purchased by this business and performed by other companies (including other businesses within your group) or by public or private research organisations.....	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1320
Acquisition of machinery, equipment and software			
Advanced machinery.....	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1331
Computer hardware.....	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1332
Computer software.....	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1333
Acquisition of external knowledge			
Purchase or licensing of patents and non-patented inventions, know-how, and other types of knowledge from other businesses or organisations.....	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1340
Training			
Internal or external training for your personnel specifically for the development and/or introduction of innovations.....	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1350
All forms of Design			
Expenditure on design functions for the development or implementation of new or improved goods, services and processes. Expenditure on design in the R&D phase of product development should be excluded.....	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1360
Market introduction of innovations			
Changes to product or service design.....	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1371
Market research.....	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1372
Changes to marketing methods.....	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1373
Launch advertising.....	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1374

14. For each of the main innovation related activities in question 13, please ESTIMATE the amount of expenditure for the year 2006
Please round to the nearest £ thousand

Internal R&D	<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"/>	,000	1410
Acquisition of external R&D	<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"/>	,000	1420
Acquisition of machinery, equipment and software	<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"/>	,000	1430
Acquisition of external knowledge	<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"/>	,000	1440
Training	<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"/>	,000	1450
All forms of design	<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"/>	,000	1460
Marketing expenditures	<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"/>	,000	1470

Sources of information and co-operation for innovation

During the 3 year period 1 January 2004 - 31 December 2006

15. how important to this business's innovation related activities were each of the following information sources?

Please one box for each category

	High	Medium	Low	Not used	
Within your business or enterprise group.....	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1601
Suppliers of equipment, materials, services, or software.....	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1620
Clients or customers.....	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1630
Competitors or other businesses in your industry.....	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1640
Consultants, commercial labs, or private R&D institutes.....	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1650
Universities or other higher education institutions.....	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1660
Government or public research institutes.....	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1670
Conferences, trade fairs, exhibitions.....	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1680
Scientific journals and trade/technical publications.....	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1690
Professional and industry associations.....	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1610
Technical, industry or service standards.....	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1611

Sources of information and co-operation for innovation

During the 3 year period 1 January 2004 - 31 December 2006

16. did this business co-operate on any innovation activities with other businesses or organisation?

Both partners do not need to commercially benefit.

Exclude routine sub-contracting out of work with no active co-operation.

Yes

No → Please Go to Q 18

1700

17. which types of co-operation partner did this business use and where were they located?

Please all that apply

	UK regional	UK national	Other Europe	All other countries
Other business within your enterprise group.....	<input checked="" type="checkbox"/> 1811	<input checked="" type="checkbox"/> 1812	<input checked="" type="checkbox"/> 1813	<input checked="" type="checkbox"/> 1814
Suppliers of equipment, materials, services, or software.....	<input checked="" type="checkbox"/> 1821	<input checked="" type="checkbox"/> 1822	<input checked="" type="checkbox"/> 1823	<input checked="" type="checkbox"/> 1824
Clients or customers.....	<input checked="" type="checkbox"/> 1831	<input checked="" type="checkbox"/> 1832	<input checked="" type="checkbox"/> 1833	<input checked="" type="checkbox"/> 1834
Competitors or other businesses in your industry.....	<input checked="" type="checkbox"/> 1841	<input checked="" type="checkbox"/> 1842	<input checked="" type="checkbox"/> 1843	<input checked="" type="checkbox"/> 1844
Consultants, commercial labs, or private R&D institutes.....	<input checked="" type="checkbox"/> 1851	<input checked="" type="checkbox"/> 1852	<input checked="" type="checkbox"/> 1853	<input checked="" type="checkbox"/> 1854
Universities or other higher education institutions.....	<input checked="" type="checkbox"/> 1861	<input checked="" type="checkbox"/> 1862	<input checked="" type="checkbox"/> 1863	<input checked="" type="checkbox"/> 1864
Government or public research institutes.....	<input checked="" type="checkbox"/> 1871	<input checked="" type="checkbox"/> 1872	<input checked="" type="checkbox"/> 1873	<input checked="" type="checkbox"/> 1874

Protection methods for innovation

During the 3 year period 1 January 2004 - 31 December 2006

18. please indicate the importance to this business of each of the following methods to protect innovation?

Please one box for each category

	High	Medium	Low	Not used	
Registration of design.....	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	2110
Trademarks.....	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	2120
Patents.....	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	2130
Copyright.....	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	2150
Confidentiality agreements.....	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	2140
Secrecy.....	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	2160
Complexity of design.....	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	2170
Lead-time advantage on competitors.....	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	2180

Abandoned and Incomplete Innovation Activities

During the 3 year period 1 January 2004 - 31 December 2006

19. did this business have any innovation activities to develop new product or process innovations that:

For each option please either yes or no

	Yes	No	
were abandoned	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1510
were incomplete	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1520

Constraints on Innovation

During the 3 year period 1 January 2004 - 31 December 2006

20. how important were the following factors as constraints on innovation activities in influencing a decision not to innovate?

Please one box for each category

	High	Medium	Low	Not experienced	
Excessive perceived economic risks.....	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1901
Direct innovation costs too high.....	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1902
Cost of finance.....	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1903
Availability of finance.....	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1904
Lack of qualified personnel.....	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1905
Lack of information on technology.....	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1906
Lack of information on markets.....	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1907
Market dominated by established businesses.....	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1908
Uncertain demand for innovative goods or services.....	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1909
Need to meet UK Government regulations.....	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1910
Need to meet EU regulations.....	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1911

UK Innovation Survey 07 data documentation

Questionnaire coding:

Question type	Allowable values as held on the database
Separate 'Yes' and 'No' boxes	1 = yes 0 = no Blank = not answered
A single 'X' box	1 = box has been marked 0 = box has not been marked
Low / medium / high question	3 = high 2 = medium 1 = low 0 = not relevant / not used / not experienced Blank = not answered
Expenditure, turnover, employment or percentage questions	Any numeric value

Data recodes:

A. Quality issues:

1.1 Q13 recoded to 1 if Q14 > 0.

1.2.1 Q6.1 recoded to 1 if Q7.1 > 0.

1.2.2 Q6.2 recoded to 1 if Q7.2 > 0.

1.3 Prodinov recoded to 1 if Q6s = 1 and sum of Q7 = 100%.
Then, Q4.1 or Q4.2 recoded to 1 according to SIC number.

1.4 Q16 recoded to 1 if any Q17 ticked.

1.5 Q7.3 and Q7.4 recoded to 0 if Q4s = NO & Q6s = blank & rest of Q7 = blank.

1.6 Q5s recoded to blank if Q4s = NO

1.7 Q21s recoded from missing to 0 if any other Q21s answered.

1.8 Q6.2 recoded to 0 if 6.1 = 1 – i.e. enterprises stating that the innovations were new to the market and only new to the firm.

1.9 Q3.4 recoded to 0 if any other Q3 = 1.

1.10 Procinoc recoded to 1 if any Q9 = 1.

B Missing data:

2.1 If Prodinov = 0, Q6s zeroed.

2.2 If Prodinov = 0 and Procinov = 0, Q12s zeroed.

2.3 Prodinov and Procinov zeroed.

2.4 Missing recoded to zero if blank entries appear to be used as a proxy for selecting 'No'. (E.g. if a respondent enter 'Yes' to a number of sections within a question and leaves all others blank, rather than entering 'No'. Q 1, 4, 6, 12, 13, 15, 18, 19, 20, 21, 22.

Derived variables

3.1 **Prodinov** (short for Product Innovator) = 1 if either Q4s = 1

3.2 Q9 rename as **Procinov** (short for Process Innovator)

3.3 **Activities** = 1 if any Q13s = 1

3.4 **Expenditure** = 1 if any Q14s > 0

3.5 **Q17a** = 1 if any Q18s in row A = 1 (and so on with rows B to G, and all columns)

3.6 **No_Innovation_Activity** = 1 if any Q21s = 1

3.7 **Wider_Innovator** = 1 if any Q22s = 1

3.8 **SIZE** = 1 for SMEs and = 2 for large businesses (sizeband: 2 = 10-49, 3 = 50-249, 4 = 250+)

3.9 **Innovation_Active** = 1 if either Prodinov = 1, Procinov = 1, Activities = 1, or Q19.1 or Q19.2 = 1

3.10 **Broader_Innovation_Active** = 1 if Innovation_Active = 1 or Wider_Innovator = 1

3.11 **Product_or_Process_Innovator** = 1 if either Prodinov or Procinov = 1

3.12 **Product_and_Process_Innovator** = 1 if both Prodinov and Procinov = 1

IDBR Variables:

The following variables within the dataset come from the IDBR (Inter-departmental Business Register), and not from the UK Innovation Survey:

INT_FOC/ULT_FOC (country of ownership)
EMPLOYMENT
TURNOVER