

## The Third Community Innovation Survey (CIS III)

### CORE QUESTIONNAIRE

#### **The Third Community Innovation Survey**

**(Version 6: 20 February 2001)**

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

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

Mrs. / Mr. \_\_\_\_\_

Phone : \_\_\_\_\_

Fax : \_\_\_\_\_

e-mail : \_\_\_\_\_

**Name of respondent** \_\_\_\_\_

**Job title** \_\_\_\_\_

**Phone** \_\_\_\_\_

**Fax** \_\_\_\_\_

**e-mail** \_\_\_\_\_

## General information about the enterprise

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

Name of enterprise \_\_\_\_\_

Address<sup>1</sup> \_\_\_\_\_

Postal code \_\_\_\_\_ Main activity \_\_\_\_\_

### 0.1 Is the enterprise part of an enterprise group?

Yes ☐ What is the country of head office of the group?<sup>2</sup> \_\_\_\_\_

No ☐

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

	Yes	No
Your enterprise was established	<input type="checkbox"/>	<input type="checkbox"/>
Turnover increased by 10 % or more due to merger with another enterprise or part of it	<input type="checkbox"/>	<input type="checkbox"/>
Turnover decreased by 10 % or more due to sale or closure of part of the enterprise	<input type="checkbox"/>	<input type="checkbox"/>

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

Less than 1 year ☐ 1-3 years ☐ 4-6 years ☐ 7-9 years ☐ More than 9 years ☐ Impossible to answer ☐

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

Local/ regional (within a distance of around 50 km) within your country	<input type="checkbox"/>
Local/ regional (within a distance of around 50 km) within your neighbouring countries	<input type="checkbox"/>
National (with a distance of more than 50 km)	<input type="checkbox"/>
International (with a distance of more than 50 km)	<input type="checkbox"/>

<sup>1</sup> NUTS 2 code has to be supplied to Eurostat

<sup>2</sup> Country code according to ISO standard has to be supplied to Eurostat

## Basic economic information on the enterprise

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

### 0.5 Total turnover<sup>3</sup> market sales of goods and services

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

In year 1998

000,-

In year 2000

000,-

### 0.6 Exports of goods and services

(in national currency units)

In year 1998

000,-

In year 2000

000,-

### 0.7 Gross investment in tangible goods<sup>4</sup>

(in national currency units)

In year 1998 (OPT)

000,-

In year 2000

000,-

### 0.8 Number of employees<sup>5</sup>

In year 1998

In year 2000

OPT

Expected change for year 2002

#### 0.8.1 Total number of employees

No Change ☐

Reduction ☐

Increase ☐  %

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

- 0.8.2 Total

No Change ☐

Reduction ☐

Increase ☐  %

- 0.8.3 of which: Female (OPT)

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

<sup>4</sup> Acquisition of machinery and equipment, building and land

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

## Innovation

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

### 1. Product innovation

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

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

For examples of innovations see Annex.

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

- Yes ☐ **Who developed these products?** *Please tick the most appropriate alternative*
- Mainly your enterprise or enterprise group ☐
- Your enterprise in co-operation with other enterprises or institutions ☐
- Mainly other enterprises or institutions ☐
- No ☐ go to question 2.

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

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#### 1.3 Please estimate how your turnover<sup>6</sup> in 2000 was distributed between

- New or significantly improved products (goods or services) introduced during the period 1998–2000    %
- Unchanged or only marginally modified products (goods or services) during the period 1998–2000<sup>7</sup>    %
- Total turnover in 2000  1  0  0 %

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

- Yes ☐ Please estimate the contribution of these products in total turnover<sup>6</sup> in 2000:    %
- No ☐

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

<sup>7</sup> Products wholly developed and produced by others shall be included here

## 2. Process innovation

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

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

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

- Yes ☐ **Who developed these processes?** *Please tick the most appropriate alternative*
- Mainly your enterprise or enterprise group ☐
- Your enterprise in co-operation with other enterprises or institutions ☐
- Mainly other enterprises or institutions ☐
- No ☐ go to question 3.

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

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## 3. Not yet completed or abandoned innovation activities

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

- Yes ☐
- No ☐

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

- Yes ☐
- No ☐

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

## 4. Innovation activity and expenditure in 2000

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

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

		Yes	No	If yes
<b>Intramural research &amp; experimental development (R&amp;D)</b>	All creative work undertaken within your enterprise on a systematic basis in order to increase the stock of knowledge, and the use of this stock of knowledge to devise new applications, such as new and improved products (goods/ services) and processes (including software research)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 000,-
<b>Acquisition of R&amp;D (extramural R&amp;D)</b>	Same activities as above, but performed by other companies (including other enterprises within the group) or other public or private research organisations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 000,-
<b>Acquisition of machinery and equipment</b>	Advanced machinery, computer hardware specifically purchased to implement new or significantly improved products (goods/services) and/or processes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 000,-
<b>Acquisition of other external knowledge</b>	Purchase of rights to use patents and non-patented inventions, licenses, know-how, trademarks, software and other types of knowledge from others for use in your enterprise's innovations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 000,-
<b>Training</b>	Internal or external training for your personnel directly aimed at the development and/or introduction of innovations	<input type="checkbox"/>	<input type="checkbox"/>	} <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 000,-
<b>Market introduction of innovations</b>	Internal or external marketing activities directly aimed at the market introduction of your enterprise's new or significantly improved products (goods/services), (may include preliminary market research, market tests and launch advertising, but exclude the building of distribution networks to market innovations)	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Design, other preparations for production/deliveries</b>	Procedures and technical preparations to realise the actual implementation of products (goods/services) and process innovations not covered elsewhere	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Total innovation expenditure in 2000</b> (in national currency units)				<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 000,-

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

If you have Intramural R&D-activities:

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

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

(in full time equivalents) :

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

Continuously ☐

Occasionally ☐

## 6. Effects of innovation during 1998-2000

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

		Degree of impact			Not relevant
		High	Medium	Low	
<b>Product oriented effects</b>	Increased range of goods or services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Increased market or market share	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Improved quality in goods or services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Process oriented effects</b>	Improved production flexibility	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Increased production capacity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Reduced labour costs per produced unit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Reduced materials and energy per produced unit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Other effects</b>	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"/>

## 7. Public funding of innovation

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

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

From:	Yes	No
Local or regional authorities	<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"/>

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

Yes ☐  
No ☐

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

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

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

Yes ☐  
No ☐ go to question 9

### 8.2 Please indicate the type of organisation and location

Multiple answers possible

Type of partner	National	EU*/ EFTA**	EU-CC***	US	Japan	Other
Other enterprises within your enterprise group	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Suppliers of equipment, materials, components or software	<input type="checkbox"/>	<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"/>	<input type="checkbox"/>
Competitors and other firms from the same industry	<input type="checkbox"/>	<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"/>	<input type="checkbox"/>
Commercial laboratories /R&D enterprises	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Universities or other higher education institutes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Government or private non-profit research institutes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

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

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

### OPT. 8.3 Please indicate the importance of your partners

Type of organisation partner	High	Medium	Low	No partner
Other enterprises within your enterprise group	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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 and other firms from the same industry	<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"/>
Universities or other higher education institutes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Government or private non-profit research institutes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

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

INFORMATION SOURCE		If used, importance			Not used
		High	Medium	Low	
<b>Internal sources</b>	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"/>
<b>Market sources</b>	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 and other enterprises from the same industry	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Institutional Sources</b>	Universities or other higher education institutes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Government or private non-profit research institutes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Other sources</b>	Professional conferences, meetings, journals	<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"/>

### 10. Hampered innovation activity

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

☛ seriously delayed?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
☛ prevented to be started?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
☛ burdened/cumbered with other serious problems?	Yes <input type="checkbox"/>	No <input type="checkbox"/>

Go to question 10.2

#### Absence of innovation activity

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

☛ no need due to prior innovations?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
☛ no need due to market conditions?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
☛ factors impeding innovation?	Yes <input type="checkbox"/>	No <input type="checkbox"/>



## Factors hampering innovation activity

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

HAMPERING FACTORS		Degree of importance			Not relevant
		High	Medium	Low	
<b>Economic factors</b>	Excessive perceived economic risks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Innovation costs too high	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Lack of appropriate sources of finance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Internal factors</b>	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"/>
<b>Other factors</b>	Insufficient flexibility 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"/>

## 11. Patents and other protection methods

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

Yes	<input type="checkbox"/>	OPT. Please indicate the number of patent applications <sup>8</sup>	Total (Goods /services/ processes)			Of which: Goods /services		
No	<input type="checkbox"/>		<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

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

Yes	<input type="checkbox"/>	OPT. Please indicate the number of valid patent <sup>8</sup>	Total (Goods /services/ processes)			Of which: Goods /services		
No	<input type="checkbox"/>		<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

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

Share of turnover in 2000	<input type="text"/>	<input type="text"/>	<input type="text"/>	%	Impossible to answer	<input type="checkbox"/>
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**11.2 During the period 1998-2000, did your enterprise, or enterprise group, make use of any of these other methods to protect inventions or innovations developed in your enterprise?**

		Yes	No
<b>Formal methods</b>	Registration of design patterns	<input type="checkbox"/>	<input type="checkbox"/>
	Trademarks	<input type="checkbox"/>	<input type="checkbox"/>
	Copyright	<input type="checkbox"/>	<input type="checkbox"/>
<b>Strategic methods</b>	Secrecy	<input type="checkbox"/>	<input type="checkbox"/>
	Complexity of design	<input type="checkbox"/>	<input type="checkbox"/>
	Lead-time advantage on competitors	<input type="checkbox"/>	<input type="checkbox"/>

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

## 12. Other important strategical and organisational changes in your enterprise

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

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

		Yes	No
<b>Strategy</b>	Implementation of new or significantly changed corporate strategies	<input type="checkbox"/>	<input type="checkbox"/>
<b>Management</b>	Implementation of advanced management techniques within your enterprise	<input type="checkbox"/>	<input type="checkbox"/>
<b>Organisation</b>	Implementation of new or significantly changed organisational structures	<input type="checkbox"/>	<input type="checkbox"/>
<b>Marketing</b>	Changing significantly your enterprise's marketing concepts/strategies	<input type="checkbox"/>	<input type="checkbox"/>
<b>Aesthetic change (or other subjective changes)</b>	Significant changes in the aesthetic appearance or design or other subjective changes in at least one of your products	<input type="checkbox"/>	<input type="checkbox"/>