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THE WORLD BANK INNOVATION FOLLOW-UP
ZAMBIA - Manufacturing and Service Questionnaire 2013

CONTROL INFORMATION

COMPLETE IN THE OFFICE BEFORE THE INTERVIEW BASED ON THE ES

QUESTIONNAIRE NUMBER **id**

RECORD NUMBER **recnumber**

PREFERENCE NUMBER **preference**

A.4 Industry

		Samplin g sector a4a	Screener sector a4b
Manufacturing :Section D	Food	15	15
	Tobacco	16	16
	Textiles	17	17
	Garments	18	18
	Leather	19	19
	Wood	20	20
	Paper	21	21
	Publishing, printing, and Recorded media	22	22
	Refined petroleum product	23	23
	Chemicals	24	24
	Plastics & rubber	25	25
	Non metallic mineral products	26	26
	Basic metals	27	27
	Fabricated metal products	28	28
	Machinery and equipment (29 & 30)	29	29
	Electronics (31 & 32)	31	31
	Precision instruments	33	33
	Transport machines (34&35)	34	34
	Furniture	36	36
	Recycling	37	37
Retail	Retail	52	52
Other Service s	Wholesale	51	51
	IT	72	72
	Hotel and restaurants: section H	55	55
	Services of motor vehicles	50	50
	Construction Section F:	45	45
	Transport Section I: (60-64)	60	60

A.6 Size

	Sampling size a6a	Screener Size a6b
Micro <5	0	0
Small >=5 and <=19	1	1
Medium >=20 and <=99	2	2
Large >=100	3	3

HA.0 Questionnaire

ha0

Module	
Manufacturing	1
Services	2

B.5

Year b5

Year establishment began operations	
DON'T KNOW	-9

COMPLETE AT THE BEGINNING OF THE INTERVIEW

HA.14 Time face-to-face interview begins

Day (dd)	Month (mm)	Year (yyyy)	Hour (00 to 23)	Minutes (00 to 59)
ha14d	ha14m	ha14y	ha14h	ha14min

HA.0b Same respondent as the ES ha0b	
YES	1
NO	2

INTERVIEWER READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING

The goal of this survey is to follow-up on the interview recently carried out about the business environment in ZAMBIA and to collect additional information on innovation.

B. PRODUCT INNOVATION

INTERVIEWER READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING

I would like to start by asking you some questions about any new or significantly improved product or service introduced by this establishment, where “new” means new to the establishment and not necessarily new to the market. The next questions will refer to this new or significantly improved product or service as an “innovative” product or service.

HB.1 From fiscal year **2010** thru **2012**, did this establishment introduce any innovative product or service? **SHOW CARD 1**

Yes	1	
No	2	GO TO HB. 19
DON'T KNOW (SPONTANEOUS)	-9	GO TO HB. 19
		hb1

HB.2 From fiscal year **2010** thru **2012**, how many innovative products or services did this establishment introduce?

	Number	
Number of innovative products	hb2	IF 1, GO TO HB.5
DON'T KNOW (SPONTANEOUS)	-9	

HB.3 In fiscal year **2012**, what percentage of this establishment's total sales was represented by sales from all innovative products or services introduced from fiscal year **2010** thru **2012**?

	Percent
Percentage of sales from ALL innovative products	hb3%
DON'T KNOW (SPONTANEOUS)	-9

INTERVIEWER READ THE FOLLOWING

The next questions are about this establishment's main innovative product or service. The main innovative product or service is the one that represented the largest proportion of this establishment's sales in value (not volume) during fiscal year 2012.

HB.5 Please describe in detail the main innovative product or service that this establishment introduced from fiscal year 2010 thru 2012.

Description

DESCRIPTION SHOULD BE AS DETAILED AS POSSIBLE

hb5x

HB.6 In which year did this establishment introduce the main innovative product or service?

	Year
Year the main innovative product was introduced	hb6
DON'T KNOW (SPONTANEOUS)	-9

HB.4 In fiscal year 2012, what percentage of this establishment's total sales was represented by sales from the main innovative product or service?

	Percent
Percentage of sales from the <u>main</u> innovative product or service	hb4%
DON'T KNOW (SPONTANEOUS)	-9

HB.7 Please describe in detail how the main innovative product or service is different than the most similar product or service, if any, previously produced by this establishment

Description

DESCRIPTION SHOULD BE AS DETAILED AS POSSIBLE

hb7x

THE PRODUCT OR SERVICE IS COMPLETELY NEW, THERE ARE NO SIMILAR PRODUCTS

-7

hb7

HB.9	I will now ask you a few questions about the main innovative product or service compared with <u>all</u> other products and services already produced in this establishment. READ EACH OPTION ALOUD
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		Yes	No	DON'T KNOW (SPONT.)	DOESN'T APPLY (SPONT.)
Does it have completely new functions?	hb9a	1	2	-9	
Is it cheaper to produce or offer?	hb9b	1	2	-9	-7
Is it a better quality product or service?	hb9c	1	2	-9	-7
Does it use different inputs?	hb9d	1	2	-9	-7
Is it based on a technology or industrial design not already used by this establishment?	hb9f	1	2	-9	-7

HB.10	Do any of the following describe why this establishment introduced this main innovative product: READ EACH OPTION ALOUD
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		Yes	No	DON'T KNOW (SPONT.)
To replace a product or service offered by this establishment	hb10a	1	2	-9
To extend the range of products or service offered by this establishment	hb10b	1	2	-9
To open up new markets or increase market share	hb10c	1	2	-9
To decrease the cost of production or offering the service	hb10d	1	2	-9
To offer products or service already offered by competitors	hb10e	1	2	-9
To comply with regulations or standards (e.g. safety or environmental regulations)	hb10f	1	2	-9
To deal with a decrease in the demand for other products or service	hb10g	1	2	-9

HB.11	When this main innovative product or service was introduced by this establishment, was it [READ OUT]
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		Yes	No	DON'T KNOW (SPONT.)
New to the local market	hb11a	1	2	-9
New to the national market	hb11b	1	2	-9
New to the international market	hb11c	1	2	-9

HB.12	How did this establishment develop the idea for this main innovative product or service? SHOW CARD 2
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By adapting a product or service already sold by another firm	1
By reproducing a product or service already sold by another firm	2
This establishment originated this innovative product or service	3

hb12

HB.13	Was the main innovative product or service developed entirely by this establishment?
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Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

GO TO HB.16

hb13

HB.14	Was the main innovative product or service developed entirely by another firm (e.g. headquarter, sister company or any other firm within your company or independent from your company)?
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Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

GO TO HB.16

hb14

HB.15	Was the main innovative product or service developed in cooperation with any of the following? READ EACH OPTION ALOUD
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		Yes	No	DON'T KNOW (SPONT.)
Any domestic firms	hb15a	1	2	-9
Any foreign firms or a foreign-owned parent firm	hb15b	1	2	-9
Domestic academic or research institutions	hb15c	1	2	-9
Foreign academic or research institutions	hb15d	1	2	-9
Private consulting company or individuals	hb15e	1	2	-9
Government	hb15f	1	2	-9

HB.16	Were employees hired specifically for the purpose of developing the main innovative product or service?
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Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

hb16

HB.17	From fiscal year 2010 thru 2012 , as a consequence of introducing any innovative product or service, did the number of skilled workers employed by the establishment increase, decrease or remain the same?
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Increased	1
Decreased	2
Remain the same	3
DON'T KNOW (SPONTANEOUS)	-9
DOESN'T APPLY (SPONTANEOUS)	-7

hb17

HB.18	From fiscal year 2010 thru 2012 , as a consequence of introducing any innovative product or service, did the number of unskilled workers employed by the establishment increase, decrease or remain the same?
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Increased	1
Decreased	2
Remain the same	3
DON'T KNOW (SPONTANEOUS)	-9
DOESN'T APPLY (SPONTANEOUS)	-7

hb18

HB.19	From fiscal year 2010 thru 2012 , did this establishment attempt to develop an innovative product or service that was READ EACH OPTION ALOUD
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		Yes	No	DON'T KNOW (SPONT.)
Abandoned or suspended before completion	hb19a	1	2	-9
Still ongoing at the end of fiscal year 2012	hb19b	1	2	-9

C. PROCESS INNOVATION

INTERVIEWER READ OUT THE FOLLOWING INTRODUCTORY SENTENCE.

I would now like to ask you some questions related to any new or significantly improved process introduced by this establishment. The next questions will refer to any new or significantly improved process as an “innovative” process.

HC.1 From fiscal year **2010** thru **2012**, did this establishment introduce any innovative methods of manufacturing products or offering services?
SHOW CARD 3

Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

hc1

HC.2 From fiscal year **2010** thru **2012**, did this establishment introduce any innovative logistics, delivery, or distribution methods for inputs, products, or services?
SHOW CARD 4

Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

hc2

HC.3 From fiscal year **2010** thru **2012**, did this establishment introduce any innovative supporting activity for processes, such as maintenance systems or operations for purchasing, accounting, or computing?
SHOW CARD 5

Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

hc3**INTERVIEWER, PLEASE MARK THE FOLLOWING BASED ON THE ABOVE 3 QUESTIONS**

ANY of above 3 questions are “yes”		1	CONTINUE WITH HC.5 GO TO HD.1
NONE of 3 above questions are “yes”		2	

hc4

INTERVIEWER READ OUT THE FOLLOWING

The next questions refer to this establishment's main innovative process, that is, the innovative process that had the largest impact on the operations of the establishment.

HC.5 Please describe in detail this establishment's main innovative process

Description

DESCRIPTION SHOULD BE AS DETAILED AS POSSIBLE

hc5x

HC.6 In which year did this establishment introduce this most important innovative process?

	Year
Year the most important innovative process was introduced	hc6
DON'T KNOW (SPONTANEOUS)	-9

HC.7 Please describe in detail how the innovative process is different from the most similar process, if any, that is or was used by this establishment

Description

DESCRIPTION SHOULD BE AS DETAILED AS POSSIBLE

hc7x

THE PROCESS IS COMPLETELY NEW, THERE IS NO SIMILAR PROCESS **-7** **hc7**

HC.8 Does the most important innovative process
READ EACH OPTION ALOUD

	Yes	No	DON'T KNOW (SPONT.)
Automate manual processes, partially or fully? hc8a	1	2	-9
Adapt a technology or method previously used by this establishment? hc8b	1	2	-9
Introduce a new technology or method? hc8c	1	2	-9
Use a more efficient technology or method already used by this establishment hc8d	1	2	-9

HC.9	Is the most important innovative process associated with an innovative product or service introduced by this establishment?
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Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

hc9

HC.10	Do any of the following describe why this establishment introduced the most important innovative process? READ EACH OPTION ALOUD
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		Yes	No	DON'T KNOW (SPONT.)
To increase the quality of products or services	hc10a	1	2	-9
To increase the total production or amount of services offered	hc10b	1	2	-9
To increase the flexibility of production or offering service	hc10c	1	2	-9
To increase the speed of production or offering service	hc10d	1	2	-9
To increase the speed of delivery to the customer	hc10e	1	2	-9
To decrease the cost of production or offering service	hc10f	1	2	-9
To reduce waste or errors (defect rate or rejection rate)	hc10g	1	2	-9
To comply with regulations or standards (e.g. safety or environmental regulations)	hc10h	1	2	-9

HC.11	When the most important innovative process was introduced in this establishment, was it?
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		Yes	No	DON'T KNOW (SPONT.)
New to the local market	hc11a	1	2	-9
New to the national market	hc11b	1	2	-9
New to the international market	hc11c	1	2	-9

HC.12	How did this establishment develop the idea for this most important innovative process? SHOW CARD 6
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By adapting a process already used by another firm	1
By reproducing a process already used by another firm	2
This establishment originated this innovative process	3

hc12

HC.13	Was the most important innovative process developed entirely by this establishment?
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Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

GO TO HC.16

hc13

HC.14	Was the most important innovative process developed entirely by another firm (e.g. headquarter, sister company or any other firm within your company or independent from your company)?
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Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

GO TO HC.16

hc14

HC.15	Was the most important innovative process developed in cooperation with any of the following? READ EACH OPTION ALOUD
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		Yes	No	DON'T KNOW (SPONT.)
Domestic firms or a domestic-owned parent firm	hc15a	1	2	-9
Foreign firms or a foreign-owned parent firm	hc15b	1	2	-9
Domestic academic or research institutions	hc15c	1	2	-9
Foreign academic or research institutions	hc15d	1	2	-9
Private consulting company or individuals	hc15e	1	2	-9
Government	hc15f	1	2	-9

HC.16	Were employees hired specifically for the purpose of developing the most important innovative process?
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Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

hc16

HC.17	From fiscal year 2010 thru 2012 , as a consequence of introducing any innovative processes, did the number of skilled workers employed by the establishment increase, decrease or remain the same?
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Increased	1
Decreased	2
Remain the same	3
DON'T KNOW (SPONTANEOUS)	-9
DOESN'T APPLY (SPONTANEOUS)	-7

hc17

HC.18	From fiscal year 2010 thru 2012 , as a consequence of introducing any innovative processes, did the number of unskilled workers employed by the establishment increase, decrease or remain the same?
--------------	--

Increased	1
Decreased	2
Remain the same	3
DON'T KNOW (SPONTANEOUS)	-9
DOESN'T APPLY (SPONTANEOUS)	-7

hc18

D. ORGANIZATIONAL INNOVATION

INTERVIEWER THIS SECTION IS ONLY ASKED TO FIRMS WITH 20+ EMPLOYEES (a6b=2 or 3)

INTERVIEWER READ OUT THE FOLLOWING

I would now like to ask you some questions related to innovation in organization or management. Please note that these changes in organization or management do not necessarily need to be related to other innovations, such as product or process innovations.

All questions are about the situation in fiscal years **2010** and **2012**.

HD.1	In fiscal year 2012 , how many employees reported directly to the Top Manager of this establishment? (An employee who reports directly implies the employee meets with the Top Manager on a regular basis (middle manager)).
	In fiscal year 2010 , how many employees reported directly to the Top Manager of this establishment?

	Number	DON'T KNOW (SPONT.)	DOESN'T APPLY (SPONT.)
Number of employees reporting directly to Top Manager in fiscal year 2012	hd1a	-9	-7
Number of employees reporting directly to Top Manager in fiscal year 2010	hd1b	-9	-7

HD.2	In fiscal year 2012 , how many layers of direct reporting were there in this establishment from the Top Manager down to the lowest-level of employee? SHOW CARD 7
	In fiscal year 2010 , how many layers of direct reporting were there in this establishment from the Top Manager down to the lowest-level of employee?

	Number	DON'T KNOW (SPONT.)	DOESN'T APPLY (SPONT.)
Number of layers of direct reporting in fiscal year 2012	hd2a	-9	-7
Number of layers of direct reporting in fiscal year 2010	hd2b	-9	-7

HD.3	From fiscal year 2010 thru 2012 , did the establishment make any changes in its organizational structure in any of the following ways: READ EACH OPTION ALOUD
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		Yes	No	DON'T KNOW (SPONT.)	DOESN'T APPLY (SPONT.)
Create a new unit or department	hd3a	1	2	-9	-7
Dissolve any units or department	hd3b	1	2	-9	-7
Merge any units or department	hd3c	1	2	-9	-7

HD.7	From fiscal year 2010 thru 2012 , did this establishment contract other firms to perform any activities previously done in-house (outsourcing)?
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Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

hd7

HD.8	From fiscal year 2010 thru 2012 , did this establishment start doing in-house any activities previously contracted to other firms (insourcing)?
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Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

hd8

HD.4	From fiscal year 2010 thru 2012 , did this establishment introduce any change in the method of hiring employees, excluding managerial and supervisory staff?
-------------	--

Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

hd4

HD.5	From fiscal year 2010 thru 2012 , did this establishment introduce any change in the method of hiring managerial and supervisory staff?
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Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

hd5

HD.6	From fiscal year 2010 thru 2012 , did the manager(s) at this establishment learn about management practices from READ EACH OPTION ALOUD :
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		Yes	No	DON'T KNOW (SPONT.)
Suppliers or customers	hd6a	1	2	-9
Trade associations or workshops	hd6b	1	2	-9
New employees	hd6c	1	2	-9
Competitors	hd6d	1	2	-9
Consultants	hd6e	1	2	-9

INTERVIEWER READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING

The next questions are about changes in management practices

HD.9a In fiscal year **2012** what best describes what happened at this establishment when a problem arose in the **production process**, such as a quality defect or machinery or equipment break-downs?
SHOW CARD 8

Problem was fixed but no further actions were taken	1
Problem was fixed and actions were taken in order to ensure that it didn't happen again	2
No action was taken	3
There were no production process problems	4
DON'T KNOW (SPONTANEOUS)	-9

hd9a

HD.9b In fiscal year **2010** what best describes what happened at this establishment when a problem arose in the **production process**, such as a quality defect or machinery or equipment break-downs?
SHOW CARD 8

Problem was fixed but no further actions were taken	1
Problem was fixed and actions were taken in order to ensure that it didn't happen again	2
No action was taken	3
There were no production process problems	4
DON'T KNOW (SPONTANEOUS)	-9
DOESN'T APPLY (SPONTANEOUS)	-7

hd9b

HD.10a In fiscal year **2012**, were **key performance indicators** monitored at this establishment?
Examples of performance indicators are metrics on production, cost, waste, quality, inventory, energy, absenteeism and on-time delivery.

Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

GO TO QUESTION HD.11a

GO TO QUESTION HD.11a

hd10a

HD.10b In fiscal year **2012**, how many key performance indicators were monitored at this establishment?

1-2 key performance indicators	1
3-9 performance indicators	2
10 or more performance indicators	3
DON'T KNOW (SPONTANEOUS)	-9

hd10b

HD.10c	In fiscal year 2012 , how frequently were the key performance indicators reviewed by managers at this establishment? SHOW CARD 9
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Yearly	1
Semiannually or Quarterly	2
Monthly	3
Weekly or more frequently	4
Never	5
DON'T KNOW (SPONTANEOUS)	-9

hd10c

HD.11a	In fiscal year 2010 , were key performance indicators monitored at this establishment?
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Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9
DOESN'T APPLY (SPONTANEOUS)	-7

GO TO QUESTION HD.12a
GO TO QUESTION HD.12a
GO TO QUESTION HD.12a

hd11a

HD.11b	In fiscal year 2010 , how many key performance indicators were monitored at this establishment?
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1-2 key performance indicators	1
3-9 performance indicators	2
10 or more performance indicators	3
DON'T KNOW (SPONTANEOUS)	-9

hd11b

HD.11c	In fiscal year 2010 , how frequently were the key performance indicators reviewed by managers at this establishment? SHOW CARD 9
---------------	--

Yearly	1
Semiannually or Quarterly	2
Monthly	3
Weekly or more frequently	4
Never	5
DON'T KNOW (SPONTANEOUS)	-9

hd11c

HD.12a	In fiscal year 2012 , what best describes the time frame of production/sales targets at this establishment? (Production targets may include desired amounts of production, quality, efficiency, waste reduction, and on-time delivery). SHOW CARD 10
---------------	--

Main focus was on short-term (a year or less than a year)	1
Main focus was on long-term (more than a year)	2
Combination of short-term and long-term	3
No production targets	4
DON'T KNOW (SPONTANEOUS)	-9

hd12a

HD.12b	In fiscal year 2012 , did this establishment have any performance bonus for employees or managers?
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Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

GO TO QUESTION HD.13a

GO TO QUESTION HD.13a

hd12b

HD.12c	What were these performance bonuses usually based on? SHOW CARD 11
---------------	---

Production targets	1
Criteria other than production targets	2
DON'T KNOW (SPONTANEOUS)	-9

hd12c

HD.13a	In fiscal year 2010 , what best describes the time frame of production/sales targets at this establishment? SHOW CARD 12
---------------	---

Main focus was on short-term (a year or less than a year)	1
Main focus was on long-term (more than a year)	2
Combination of short-term and long-term	3
No production targets	4
DON'T KNOW (SPONTANEOUS)	-9
DOESN'T APPLY (SPONTANEOUS)	-7

hd13a

HD.13b	In fiscal year 2010 , did this establishment have any performance bonus for employees or managers?
---------------	--

Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9
DOESN'T APPLY (SPONT.)	-7

GO TO QUESTION HE.1

GO TO QUESTION HE.1

GO TO QUESTION HE.1

hd13b

HD.13c	What were these performance bonuses usually based on? SHOW CARD 13
---------------	---

Production targets	1
Criteria other than production targets	2
DON'T KNOW (SPONTANEOUS)	-9

hd13c

E. MARKETING INNOVATION

INTERVIEWER: READ OUT THE FOLLOWING

I would now like to ask some questions related to any innovative marketing methods.

HE.1	From fiscal year 2010 thru 2012 , did this establishment introduce or significantly change any of the following? READ EACH OPTION ALOUD
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		Yes	No	DON'T KNOW (SPONT.)	DOES NOT APPLY (SPONT.)
Packaging	he1a	1	2	-9	-7
Branding, logo, name, or trademark	he1b	1	2	-9	-7
Products' appearance, excluding packaging or branding	he1c	1	2	-9	-7
Advertising methods	he1d	1	2	-9	-7
Promotion of the product or service	he1e	1	2	-9	-7
Sales channels or sales points	he1f	1	2	-9	-7
Discount schemes	he1g	1	2	-9	-7
Pricing strategies, excluding discount schemes	he1h	1	2	-9	-7
Payment schemes	he1i	1	2	-9	-7
Customer loyalty rewards	he1j	1	2	-9	-7

HE.2a	From fiscal year 2010 thru 2012 , did this establishment use the services of a marketing firm, consumer research firm, or advertising firm?
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Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

GO TO QUESTION HF.1a

GO TO QUESTION HF.1a

he2a

HE.2b	From fiscal year 2010 thru 2012 , how much did this establishment pay in total for those services?
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	ZMK
Total cost of the services of a marketing firm, consumer research firm, or advertising firm	he2b
NONE (SPONTANEOUS)	0
DON'T KNOW (SPONTANEOUS)	-9

F. INNOVATION ACTIVITIES

INTERVIEWER: READ OUT THE FOLLOWING

Now, I would like to ask you a few questions about activities associated with the development of innovation.

HF.1a From fiscal year **2010** thru **2012** did this establishment conduct **internal R&D**? (Internal R&D is defined as creative work undertaken to increase knowledge for developing innovative products and processes.)

Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

GO TO QUESTION HF.2a

GO TO QUESTION HF.2a

hf1a

HF.1b How much did this establishment spend in total from fiscal year **2010** thru **2012** on internal R&D?

	ZMK
Total cost of internal R&D	hf1b
NONE (SPONTANEOUS)	0
DON'T KNOW (SPONTANEOUS)	-9

HF.2a From fiscal year **2010** thru **2012** did this establishment conduct **external R&D**? (External R&D is defined as creative work, undertaken by other enterprises, public or private research organizations, which was paid for by this establishment.)

Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

GO TO QUESTION HF.3a

GO TO QUESTION HF.3a

hf2a

HF.2b How much did this establishment spend in total from fiscal year **2010** thru **2012** on external R&D?

	ZMK
Total cost of external R&D	hf2b
NONE (SPONTANEOUS)	0
DON'T KNOW (SPONTANEOUS)	-9

HF.3a From fiscal year **2010** thru **2012** did this establishment provide **formal training** to any of its employees specifically for the development and/or introduction of innovative products or services and processes?

Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

GO TO QUESTION HF.4a

GO TO QUESTION HF.4a

hf3a

HF.3b	How much did this establishment spend in total from fiscal year 2010 thru 2012 on that formal training?
--------------	---

	ZMK
Total cost of formal training for employees	hf3b
NONE (SPONTANEOUS)	0
DON'T KNOW (SPONTANEOUS)	-9

HF.4a	From fiscal year 2010 thru 2012 did this establishment <u>purchase new equipment, machinery, or software</u> to develop or produce any innovative products or services and processes?
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Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

GO TO QUESTION HF.5a
GO TO QUESTION HF.5a

hf4a

HF.4b	How much did this establishment spend in total from fiscal year 2010 thru 2012 on the purchase of that new equipment, machinery, or software?
--------------	---

	ZMK
Total cost of new equipment, machinery, or software	hf4b
NONE (SPONTANEOUS)	0
DON'T KNOW (SPONTANEOUS)	-9

HF.5a	From fiscal year 2010 thru 2012 did this establishment <u>purchase or license any patented or non-patented inventions, or other types of knowledge</u> for the development of innovative products or services and processes?
--------------	---

Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

GO TO QUESTION HF.7
GO TO QUESTION HF.7

hf5a

HF.5b	How much did this establishment spend in total from fiscal year 2010 thru 2012 on any patented or non-patented inventions, or other types of knowledge?
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	ZMK
Total cost of inventions or other types of knowledge	hf5b
NONE (SPONTANEOUS)	0
DON'T KNOW (SPONTANEOUS)	-9

HF.7	From fiscal year 2010 thru 2012 , did this establishment fund its innovation activities from any of the following sources: READ EACH OPTION ALOUD
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		Yes	No	DON'T KNOW (SPONT.)	DOESN'T APPLY (SPONT.)
Own funds	hf7a	1	2	-9	-7
Private or state-owned banks	hf7b	1	2	-9	-7
Government agencies or departments	hf7c	1	2	-9	-7
NGOs or international organizations	hf7d	1	2	-9	-7
Other, moneylenders, friends, relatives, etc.	hf7e	1	2	-9	-7

HF.8	Between fiscal years 2010 and 2012 , did this establishment receive any non-financial support from the government for innovation-related activities? (This includes training in the use of innovation equipment, assistance in research and product development, and assistance and training for marketing innovations)
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Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

hf8

HF.6	Thinking about innovation, which of the following is the most important source of information or ideas for any innovation activity for this establishment? SHOW CARD 14
-------------	---

INTERVIEWER: DO NOT READ OPTIONS UNLESS RESPONDENT CANNOT READ

1- In-house R&D and personnel
2- Recent hires from other firms
3- Knowledge from parent or another firm
4- Suppliers
5- Consultancy firms
6- Business associations and conferences/exhibits
7- Professional journals and trade publications
8- Products or services available in the market
9- Government ministries or programs
10- Universities and research institutes
11- Internet
12- Customer feedback

Most important source of information	hf6
DON'T KNOW (SPONTANEOUS)	-9

HF.9	From fiscal year 2010 thru 2012 , did this establishment: READ EACH OPTION ALOUD
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		Yes	No	DON'T KNOW (SPONT.)
Apply for a patent concerning a product innovation	hf9a	1	2	-9
Apply for a patent concerning a process innovation	hf9b	1	2	-9
Apply for a utility model	hf9c	1	2	-9
Register an industrial design	hf9d	1	2	-9
Apply for a trademark	hf9e	1	2	-9
Apply for a copyright	hf9f	1	2	-9

A. GENERAL QUESTIONS ON USE OF ICT

INTERVIEWER READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING

I would like to ask you some questions about the use of computers and the internet in this establishment

HA.1 Currently, what percentage of this establishment's employees regularly uses computers in their jobs, including management?

	Percent
Percentage of employees regularly using computers	ha1 %
DON'T KNOW (SPONTANEOUS)	-9

*IF 0 GO TO QUESTION HA.6
GO TO QUESTION HA.6*

HA.2 From fiscal year 2010 thru 2012, did this establishment purchase or develop in-house any software, which was customized to meet its needs?

Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

ha2

HA.3 From fiscal year 2010 thru 2012, did this establishment have any employees entirely designated for IT?

Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

ha3

HA.4 From fiscal year 2010 thru 2012, did this establishment use the services of an external computer consultant or software consultant?

Yes	1
No	2
DON'T KNOW (SPONTANEOUS)	-9

*GO TO QUESTION HA.6
GO TO QUESTION HA.6*

ha4

HA.5 From fiscal year 2010 thru 2012, what was the total cost of these external computer consultant or software consultant?

	ZMK
Total cost of external computer or software consultants	ha5
NONE (SPONTANEOUS)	0
DON'T KNOW (SPONTANEOUS)	-9

HA.6	Currently, does this establishment have an internet connection?
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Yes	1	
No	2	END INTERVIEW
DON'T KNOW (SPONTANEOUS)	-9	END INTERVIEW
		ha6

HA.7	When did this establishment first obtain an internet connection?
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	Year
Year the establishment first obtain an internet connection	ha7
DON'T KNOW (SPONTANEOUS)	-9

HA.8	Currently, does this establishment use the internet to conduct any of the following activities: READ EACH OPTION ALOUD
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		Yes	No	DON'T KNOW (SPONT.)	DOESN'T APPLY (SPONT.)
E-mail with clients and suppliers	ha8a	1	2	-9	-7
Internal communication amongst employees	ha8b	1	2	-9	-7
Online purchases of inputs or finished goods purchased to resell	ha8c	1	2	-9	-7
Online sales and order fulfillment	ha8d	1	2	-9	-7
Manage the inventory	ha8e	1	2	-9	-7
Marketing of products	ha8f	1	2	-9	-7
Do research and develop ideas on new products and services	ha8g	1	2	-9	-7

END OF THE INTERVIEW

HA.15 Time innovation module interview ends:

Day (dd)	Month (mm)	Year (yyyy)	Hour (00 to 23)	Minutes (00 to 59)
ha15d	ha15m	ha15y	ha15h	ha15min

Information about the respondent for the innovation module

	Position in the firm	Years with the firm IF LESS THAN 1, RECORD 1	Gender Male.....1 Female....2
Main respondent	ha21x	ha21a	ha21c
Second respondent	ha22x	ha22a	ha22c
Third respondent	ha23x	ha23a	ha23c

INTERVIEWER COMMENTS:

<div>ha17x</div>

(Problems occurred/extraordinary circumstances which could influence results)