

SESSION A: GENERAL DATA OF THE ENTERPRISE

1. IDENTIFICATION

1	Taxpayer identification number (NIPT)	_ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _
2	Name of President	
3	Name of company	_____
4	Region	_____
5	Address	_____
6	<i>Main economic activity (describe in detail):</i>	_____

	<i>Second economic activity (describe in detail):</i>	_____

6.1	Main economic activity (Nace Rev 2)	_ _ _ _ _
7	Date of the beginning of your activity	_ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _
	d d m m y y	
8	The actual legal form is:	
	1. <input type="checkbox"/> Physical person	2. <input type="checkbox"/> Collective Company
	3. <input type="checkbox"/> Partnerships Company	4. <input type="checkbox"/> Limited liability company
	5. <input type="checkbox"/> Simple Company	6. <input type="checkbox"/> Anonymous Company
	7. <input type="checkbox"/> Savings and credit society	8. <input type="checkbox"/> Branches/offices of foreign companies
	9. <input type="checkbox"/> Societies of mutual cooperation	10. <input type="checkbox"/> Other (Public Institutions, NPISH, etc.)
9	Ownership of company	_
	1. State Budgetary Enterprise	4. Private Albanian in cooperation with foreign, where the Albanian party owns more than 50% of capital
	2. State non-budgetary Enterprise	5. Private foreign in cooperation with Albanian, where the foreign party owns more than 50% of capital
	3. Private Albanian 100%	6. Foreign Private 100%
9.1	If the owner or co-owners are foreigners, specify the country: _____	_ _ _ _

1.1-a Status of enterprise

Status of enterprise in the moment of interview

1. Active

2. Closed

3. Passive (Sleeping)

Closing date

Date when the enterprise
changed status into Sleeping

2. Date

d d m m y y

1.1-b In which geographic markets has your company sold goods and services during two years 2011-2012?

	Yes	No
Local / regional in Albania	<input type="checkbox"/>	<input type="checkbox"/>
National	<input type="checkbox"/>	<input type="checkbox"/>
EU countries or EU candidate countries	<input type="checkbox"/>	<input type="checkbox"/>
Other Balkan non-EU	<input type="checkbox"/>	<input type="checkbox"/>
Other countries	<input type="checkbox"/>	<input type="checkbox"/>
Please specify.....		

1.2 EMPLOYMENT

	Total	Female in %
Total employed (Nr of persons total)		
Employment outside the country		
Newly hired scientists (natural sciences) and engineers (in 2012)		

1.3 ECONOMIC DATA ('000 ALL)		Amount 2012	Amount 2011
1	Turnover		
2	Personnel costs		
	a. Total		
	b. For research and development		
3	Training costs		
	a. Total		
	b. For research and development		
4	Operative expenditures		
	a. Total		

	b. For research and development		
5	Raw material		
6	Fix capital (long-term assets)		
	a. Total		
	b. For research and development		
7	Investments		
	a. Total		
	b. For research and development		
8	Exports		
9	Profit		
10	Other Please specify.....		

If you do not perform/buy R&D go to Question 9

SESSIONB: RESEARCH AND DEVELOPMENT

2. Research undertaken inside the company (INTRAMUROS)

2.1. RESEARCH AND DEVELOPMENT PER FINANCIAL SOURCE

('000 ALL)

FINANCE		Amount2012	Amount 2011
1	Self-finance		
2	State funding		
3	Other companies (including international headquarters)		
	a. Private		
	b. Public		
4	Other national sources (e.g. foundations)		
5	Higher Educations Institutions		
6	Foreign sources		
	a. EU Programs – FP6, FP7 etc.		
	b. Foreign companies		
	c. Foreign governments		
	d. Foreign HEIs		
	e. Foreign foundations		
	f. International Organisations		
	g. OtherPlease specify		
TOTAL			

2.2. ANALYSIS BY TYPE OF EXPENDITURES

(‘000 ALL)

No.	Description (specification of R&D by sector)	Amount 2012	Amount 2011
1			
2			
3			
4			
5			
TOTAL			

2.3. ANALYSIS BY TYPE OF RESEARCH

	(%)
Basic research¹	
Applied research²	
Experimental development³	
TOTAL	100

¹**Basic research** is experimental or theoretical work undertaken primarily to acquire new knowledge of the underlying foundation of phenomena and observable facts, without any particular application or use in view.

²**Applied research** is also original investigation undertaken in order to acquire new knowledge. It is, however, directed primarily towards a specific practical aim or objective.

³**Experimental development** is systematic work, drawing on existing knowledge gained from research and/or practical experience, which is directed to producing new materials, products or devices, to installing new processes, systems and services, or to improving substantially those already produced or installed. R&D covers both formal R&D in R&D units and informal or occasional R&D in other units.

2.4. ANALYSIS OF R&D PROJECTS BY SECTORS

<i>Sectors as perceived by the company</i>	(%)
1.	
2.	
3.	
4.	
5.	
TOTAL	100

2.5. R&D EXPENDITURES BY REGION

Region	Year 2012 (%)	Year 2011 (%)
Berat		
Diber		
Durres		
Elbasan		
Fier		
Gjirokaster		
Korca		
Kukes		
Lezha		
Shkoder		
Tirana		
Vlora		

2.6. R&D DEPARTMENT

1. Do you have a department or a special unit for R&D? Yes No
2. If yes, which is the first year of operation of the R&D department? |__|__|__|__|
3. Is all the R&D activity carried out within the company's R&D department? Yes No
4. Which is the part of R&D conducted in other departments (if there is no R&D department put 100%)?
_____ (%)

2.7. TARGETS OF R&D

	OBJECTIVES	(%)
1	Improvement of an existing product	
2	Creating new products	
3	Creating new processes	
4	Improvement of existing processes	

5	Other (please specify)	
Total		100 %

Do you contract research or cooperate outside the company?

Yes No

If no go to Question 5

3. R&D RESEARCH UNDERTAKEN OUTSIDE THE COMPANY (EXTRAMUROS)
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	Largest recipient of funds (Name)	Total amount for the last two years
Higher Educations Institutions and associated institutes in Albania		
Government Research Organisations in Albania		
Other companies in Albania		
PNPs* in Albania		
Abroad		

* PNPs: private-non-profit organisations that have research as their primary target

4. R&D COOPERATION

Type of partner	Country of origin	Number by country
Companies		
HEIs		
Research Organisations		
PNP		
Other		

5. PATENTS

1- Application for patents ;	Yes <input type="checkbox"/> No <input type="checkbox"/>
1.1-If yes, how many?	_____
2- How many countries are covered by the patent application (nr)	_____
a. Only local	Yes <input type="checkbox"/> No <input type="checkbox"/>
b. Western Balkan	Yes <input type="checkbox"/> No <input type="checkbox"/>
c. Europe	Yes <input type="checkbox"/> No <input type="checkbox"/>
d. USA	Yes <input type="checkbox"/> No <input type="checkbox"/>
e. Japan	Yes <input type="checkbox"/> No <input type="checkbox"/>
f. Other (please specify)	Yes <input type="checkbox"/> No <input type="checkbox"/>
3- Patents granted	Yes <input type="checkbox"/> No <input type="checkbox"/>
3.1- How many?	_____

6. TECHNOLOGICAL BALANCE OF PAYMENTS

	Number of contracts	AmountALL
Purchase		
Sale		

7. CLASSIFICATION BY TYPE: TOTAL PERSONEL HELPING IN RESEARCH PROCESS

PERSONNEL		Number		FULL TIME EQUIVALENT(one person per month)	
		TOTAL	FEMALE	TOTAL	FEMALE
1	Researchers				
2	Technicians				
3	Support personnel				
TOTAL					

7.1. CLASSIFICATION BY LEVEL OF EDUCATION

PERSONNEL LEVEL OF EDUCATION		NUMBER		FULL TIME EQUIVALENT	
		TOTAL	FEMALE	TOTAL	FEMALE
1	PhD				
2	Master				
3	HEI				
4	Tertiary non-university				
5	Secondary				
6	Primary				
TOTAL					

7.1.1. CLASSIFICATION OF RESEARCHERS ONLY

RESEARCHERS LEVEL OF EDUCATION		NUMBER		FULL TIME EQUIVALENT	
		TOTAL	FEMALE	TOTAL	FEMALE
1	PhD				
2	Master				
3	HEI				
4	Tertiary non-university				
5	Secondary				
6	Primary				
TOTAL					

7.1.2. CLASSIFICATION OF TECHNICIANS ONLY

TECHNICIANS LEVEL OF EDUCATION		NUMBER		FULL TIME EQUIVALENT	
		TOTAL	FEMALE	TOTAL	FEMALE
1	PhD				
2	Master				
3	HEI				
4	Tertiary non-university				
5	Secondary				
6	Primary				
TOTAL					

7.2. CLASSIFICATION BY DISCIPLINE, TOTAL PERSONNEL HELPING IN THE RESEARCH PROCESS

Personnel		NUMBER		FULL TIME EQUIVALENT	
		TOTAL	FEMALE	TOTAL	FEMALE
1	Engineering				
2	Natural Sciences				
3	Medical Sciences				
4	Agro-sciences				
5	Social Sciences				
6	Humanities				
TOTAL					

7.2.1 CLASSIFICATION BY DISCIPLINE: RESEARCHERS ONLY

RESEARCHERS		NUMBER		FULL TIME EQUIVALENT	
		TOTAL	FEMALE	TOTAL	FEMALE
1	Engineering				
2	Natural Sciences				
3	Medical Sciences				
4	Agro-sciences				
5	Social Sciences				
6	Humanities				
TOTAL					

8. Anticipation for the future

R&D expenditure	2014	2013

	EMPLOYEES	
	2014	2013

	Total	FULL TIME EQUIVALENT	Total	FULL TIME EQUIVALENT
Researchers				
Technicians				
Support personnel				
TOTAL				

9. Do you plan to undertake research in the near future?

Yes No

SECTION C: INNOVATION

If you have at least one innovation (applied, in process or abandoned) in the last two years 2011-2012 continue to question no.2, otherwise go to question no.8.1 page 8

1. During the last two years 2011-2012, has your company introduced in the market....

	Yes	No
...new or substantially improved goods (exclude resale of new goods bought from other businesses and changes in aesthetic nature only)?	<input type="checkbox"/>	<input type="checkbox"/>
...new or substantially improved services?	<input type="checkbox"/>	<input type="checkbox"/>
... new or significantly improved product that combines both a good and a service	<input type="checkbox"/>	<input type="checkbox"/>

*If your answer was **NO** in all cases above, go to 3; otherwise continue as follows:*

2. Who developed those innovations in goods and services?

<i>Choose only the more adequate alternative.</i>	
Mainly your enterprise	<input type="checkbox"/>
Your company in collaboration with other companies or institutions	<input type="checkbox"/>
Your enterprise by adapting or modifying goods or services originally developed by other enterprises* or institutions	<input type="checkbox"/>
Mainly other companies or institutions	<input type="checkbox"/>

3. Were any of your innovations in goods and services during 2011-2012.....?

		Yes	No
...novel globally	Your business introduced a new or substantially improved good or service at the global level	<input type="checkbox"/>	<input type="checkbox"/>
...novel in your market?	Your business introduced a new or substantially improved good or service before your competitors (It could have been valid in other markets)	<input type="checkbox"/>	<input type="checkbox"/>
...novel in your company only?	Your business introduced a new or substantially improved good or service which is already valid in the market by your competitors	<input type="checkbox"/>	<input type="checkbox"/>

Using the definitions above, please specify the percentages of your total turnover in 2012 from:

Innovation of goods and services introduced during 2011-2012 which were new to your market		%
Innovation of goods and services introduced during 2011-2012 which were new to your company only		%
Goods and services which were unchanged or slightly modified during 2011-2012 (are included resale of goods and services bought from other companies)		%
Total turnover in 2012	100	%

4. During the two years 2011-2012, has your company introduced....

	Yes	No
...new or substantially improved process or production technology?	<input type="checkbox"/>	<input type="checkbox"/>
...new or substantially improved logistics, delivery or supply methods for your inputs, goods or services?	<input type="checkbox"/>	<input type="checkbox"/>
...other processes not covered above, for example new or substantially improved operations for purchasing, accounting, IT processing or maintenance systems?	<input type="checkbox"/>	<input type="checkbox"/>

*If your answer was “**NO**” in all the alternatives above go to question no.4; otherwise continue as follows:*

5. Who developed these processes’ innovations?

<i>Choose only the more adequate alternative.</i>	
Mainly your enterprise or your group	<input type="checkbox"/>
Your company in collaboration with other companies or institutions	<input type="checkbox"/>
Your enterprise by adapting or modifying goods or services originally developed by other enterprises* or institutions	<input type="checkbox"/>
Mainly other companies or institutions	<input type="checkbox"/>

6. During the years 2011-2012, has your company had any innovation activity to develop product or process innovations that you had to abandon or that you did not finish before the end of 2012?

Yes No

If your company hasn't had any product or process innovations or innovation activities during 2011-2012 (the answer was NO to all the alternatives in question no.2, 3 and 4), go to question no.8.1 otherwise, continue with question no.5 as follows:

7. During the years 2011-2012, was your company involved in the below mentioned innovation activities

		Yes	No
In-house R&D	creative work done internally in your company in regular or random basis to increase the knowledge and its use to create new or improved goods, services and processes (including software research)	<input type="checkbox"/>	<input type="checkbox"/>
Purchase of external R&D	the same activities as described above, but realized by other companies (including other companies from your group) or by the public and private research organizations bought from your company	<input type="checkbox"/>	<input type="checkbox"/>
Acquisition of machinery, equipment and computer software	Acquirement of an advanced machinery, equipment and hardware or software to produce new or substantially improved goods, services, products, processes or methods of delivery.	<input type="checkbox"/>	<input type="checkbox"/>
Other development work for innovation	All the other development work concerning the innovations, for example planning, engineering, preparing and operational work to implement a product or process innovation	<input type="checkbox"/>	<input type="checkbox"/>
Acquisition of external knowledge	Purchase or license of patents and non-original innovations, also of other types of knowledge from other companies or organizations	<input type="checkbox"/>	<input type="checkbox"/>
Training	External or internal training for your personnel specifically for development and/or introduction of innovations	<input type="checkbox"/>	<input type="checkbox"/>
Introduction of innovations in the market	Activities for introducing in the market of new and substantially improved goods and services, including market research and advertising	<input type="checkbox"/>	<input type="checkbox"/>

8. During the years 2011-2012, has your company acquired any public financial support for innovation activities from the below mentioned authorities?

	Yes	No
Local or regional authorities	<input type="checkbox"/>	<input type="checkbox"/>
Central government (including the agencies of central government or ministries)	<input type="checkbox"/>	<input type="checkbox"/>
European Union	<input type="checkbox"/>	<input type="checkbox"/>
Did your company take part in the EU FP programs (FP6, FP7) for technical and scientific development	<input type="checkbox"/>	<input type="checkbox"/>

9. How important was for your innovation activities during 2011-2012, each of the below mentioned information sources?

Scale of importance					
<i>Check "Not used" if no information was acquired from the respective source.</i>					
	Source of information	High	Average	Low	Not used
Internal	Mainly your company or your company's group	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Market sources	Supplier of machineries, materials, components or software's	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Clients	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Competitors or other companies in your sector	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Consultants, commercial laboratories or private R&D institutions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Institutional sources	Universities or other higher education institutions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Government or public research Institutions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other sources	Conferences, exhibitions, market fairs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Scientific magazines and technical/professional publications	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Professional and industrial associations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

10. Has your company collaborated in any of your innovation activities with other companies or institutions during 2011-2012?

- Yes
 No (Please go to question 7)

11. Where were located these collaboration partners?

(Check all the valid alternatives)

Type of collaboration partner	Albanian	Europe	Balkans	USA	Other countries
A. Other companies in your company's group	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B. Supplier of machineries, materials, components or software's	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C. Clients	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D. Competitors or other companies in your sector	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E. Consultants, commercial laboratories or private R&D institutions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
F. Universities or other higher education institutions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
G. Government or public R&D institutions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12. Which type of collaboration partner did you find the most valid for your innovation activities of your business?

Write the corresponding letter from above: _____

13. How important were each of the following effects of product innovations (goods or services) or of your process introduced in 2011-2012?

		The degree of effect observed			
		High	Medium	Low	No effect
Product oriented effects	Growing range of goods and services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	New markets or expanded market parts	<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 flexibility of production or service preparation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Increased capacity of production or service preparation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Reduced labor costs per unit of output	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Reduced materials and energy per unit of output	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other effects	Reduced environmental impacts or improved health and insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Fulfilled regulatory requirements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

14. During the years 2011-2012, was any of the activities or innovation projects...

	Yes	No
...stopped at conception period	<input type="checkbox"/>	<input type="checkbox"/>
...interrupted after activity or project began	<input type="checkbox"/>	<input type="checkbox"/>
...delayed	<input type="checkbox"/>	<input type="checkbox"/>

TO BE ANSWERED BY ALL COMPANIES:

15. During the years 2011-2012, how important were the following factors on preventing innovation activities or projects or influencing a decision not to carry out innovation activities?

		The degree of importance			
		High	Medium	Low	Not important

Cost factors	Lack of funds within your company or group	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Lack of finance from sources outside your business	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Too high innovation costs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Knowledge Factors	Lack of qualified staff	<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"/>
	Difficulty in finding collaborator partners for innovation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Market factors	Market dominated by established businesses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Uncertain demand for innovative goods and services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reason not to carry out innovation	Unnecessary because of previous innovations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Unnecessary because no requirement for innovation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

16. During the years 2011-2012, your company:

	Yes	No
Have applied for a patent?	<input type="checkbox"/>	<input type="checkbox"/>
Recorded an industrial design	<input type="checkbox"/>	<input type="checkbox"/>
Has registered a trademark?	<input type="checkbox"/>	<input type="checkbox"/>
Won a copyright?	<input type="checkbox"/>	<input type="checkbox"/>
Signed a confidentiality agreement?	<input type="checkbox"/>	<input type="checkbox"/>

17. During the two years 2011-2012, your company:

	Yes	No
Organizational innovation		
Implemented new or significantly improved management systems to better use or share information, knowledge and skills within the company?	<input type="checkbox"/>	<input type="checkbox"/>
Made a major change in the organization of work within your business, such as changes in management structure or integration of various departments and activities?	<input type="checkbox"/>	<input type="checkbox"/>
Made new or important changes to your links with other firms, such as mergers, partnerships, subcontracting?	<input type="checkbox"/>	<input type="checkbox"/>

Marketing innovation	Made significant changes in the design and packaging of a product or service (Exclude seasonal changes / routine such as clothing mode)?	<input type="checkbox"/>	<input type="checkbox"/>
	Achieved new or significantly changed sale methods or new ways of distribution, such as internet sales, exclusivities, direct sales or distribution licenses.	<input type="checkbox"/>	<input type="checkbox"/>

18. If your company introduced an organizational innovation in 2011-2012, how important was each of the following effects?

	The degree of observed effect			
	High	Medium	Low	No effect
Reduced time in response to the needs of customers or suppliers.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Improved quality of your goods or services.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reduced costs per unit of output.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Increased staff satisfaction and / or reduction of employee departures.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

19. During two years 2011 to 2012, did your enterprise use any of the following methods to stimulate new ideas or creativity among your staff? If yes, was the method successful in producing new ideas or increasing creativity?

	<i>Method used and:</i>			
	Successful	Not Successful	Don't know if successful	Method not used
Brainstorming sessions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Multidisciplinary or cross-functional work teams	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Job rotation of staff to different departments or other parts of your enterprise group	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Financial incentives for employees to develop new ideas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Non-financial incentives for employees to develop new ideas, such as free time, public recognition, more interesting work, etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Training employees on how to develop new ideas or creativity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

20. Additional information on the technological infrastructure

	Yes	No
11.1 Does your company have internet connection?	<input type="checkbox"/>	<input type="checkbox"/>

	Dialup	Broad band (ex. ADSL)	Other
If yes, what is the type of connection?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	No	Applied	Received
11.2 Has applied or received quality specifications?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

21. REMARKS
