

Work-group: access to finance for small and social businesses

Survey questionnaire

1: Type of business

Please tick the box corresponding with your business situation:

	Sole proprietor's (no waged employee)	Micro (1-9 waged employees)	Small (10-49 waged employees)	Medium (50-250 waged employees)
Manufacturing and construction				
start-ups (founded in 2007-09)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
growth (founded in 1999-2006)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
mature (founded before 1999)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wholesale and retail trade				
start-ups (founded in 2007-09)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
growth (founded in 1999-2006)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
mature (founded before 1999)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Transport and communication				
start-ups (founded in 2007-09)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
growth (founded in 1999-2006)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
mature (founded before 1999)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Banking, finance and insurance				
start-ups (founded in 2007-09)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
growth (founded in 1999-2006)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
mature (founded before 1999)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Business services				
start-ups (founded in 2007-09)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
growth (founded in 1999-2006)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
mature (founded before 1999)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tourism				
start-ups (founded in 2007-09)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
growth (founded in 1999-2006)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
mature (founded before 1999)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Repair and other services				
start-ups (founded in 2007-09)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
growth (founded in 1999-2006)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
mature (founded before 1999)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2: Information on the enterprise

name of the enterprise <input type="checkbox"/>	
enterprise based in town or <input type="checkbox"/> village with <input type="checkbox"/>	# less than 50.000 inhabitants # more than 50.000 inhabitants
EU support available	# yes # no

How many people on part- OR full-time basis did your enterprise employ on average in the year 2008?
Please differentiate between self employed persons and salaried or waged employees.

_____ [number of self employed persons (owners)]

_____ [number of salaried or waged employees]

How did the number of employees in your enterprise develop during the last 3 years?

Did the number of employees

increase more than 10%

stay rather constant

decrease more than 10%

What was the turnover of your enterprise in the year 2008?

50.000 EURO or less

between 50.000 and 100.000 EURO

between 100.000 and 500.000 EURO

between 500.000 and 1.000.000 EURO

between 1.000.000 and 5.000.000 EURO

more than 5.000.000 EURO

What was the percentage of exports to total turnover in your enterprise in the year 2008?

0%

1% - 10%

11% - 25%

26% - 50%

51% - 75%

76% - 100%

3: Information on the entrepreneur

position of the interviewee <input type="checkbox"/>	# owner or manager # accountant # family member of the owner(s) # other person informed about the enterprise <input type="checkbox"/>
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gender of the interviewee	# male # female
educational background of the interviewee	# university degree # secondary education (high school, grammar school, etc.) # elementary education (basic education, primary school, etc.)

4: Access to finance: definition

Access to finance for your business concerns:

- ✓ grants: yes/ no
- ✓ loans: yes/ no
- ✓ leasing: yes/ no
- ✓ provision of infrastructures (land, premises ...): yes/ no
- ✓ equity: yes/ no
- ✓ fiscal and social incentives: yes/ no
- ✓ other: please specify:.....

(several answers accepted)

4.1: grants

In your opinion, are grants a good source of funding for a business? Why?

During business life, when should grants be available?

- # Start-up?
- # Investment?
- # Hiring staff?
- # Export?
- # Patents?
- # Others?

Under which conditions?

Which application procedure?

Would you consider reasonable that a grant should be associated with a bank loan? Why?

Should the application for the grant be processed by the bank that gives the loan? Why?

4.2: loans

Do you agree that loans (bank loans) are the traditional way businesses have access to finance? Yes – No

Do you work with several banks? Why?

Are you satisfied with the current situation your business has access to loans? Yes – No

Has this situation improved – deteriorated – remained the same- during the last year?

Loans	Improved	Deteriorated	Remained the same
Availability of loans			
Interest rates			
Grace period			
Reimbursement period			
Guarantees / collaterals			
Complexity of application procedures			

Comments:

Do you know if there is a loan guarantee fund in your region?

Did you have access to it?

If yes, are you satisfied with the conditions in terms of information, guaranteed percentage, cost, procedures...?

4.3: leasing

Do you use leasing?

For which sort of investment?

In what sense is it comparable / different to loans?

Are you satisfied with this source of funding? Why?

4.4: provision of infrastructure (land, premises, incubators...)

Is this type of support available in your region? Which kind?

Did you have access to it?

Would you be interested?

In your opinion, are the conditions favourable? Why?

Have you other expectations?

4.5: equity

Would you be interested in /accept financial partners in your business? Yes – No – Public – Private

If yes, sleeping partner or active partner? If active, apart from a financial contribution, what do you expect from them: advice, services, commercial introduction,.....? Please specify:

If no, why?

Would you be interested in:

- local investors,
- seed / venture capital,
- business angels,
- others,

What would you expect as their contribution?

What kind of remuneration would you consider reasonable? Evaluation basis, percentage of return, duration of investment...

4.6: fiscal and social incentives

Is such kind of incentives available in your region?

Did you have access to such schemes? If yes, please specify:
 Was it a complex procedure?
 Which recommendation would you suggest?

5: Support services related to access to finance

It is generally recognised that access to finance is a complex issue for SMEs and that support services may contribute to improve the situation in this aspect.

5.1 Traditionally small businesses have used accountants and banks as advisers:

Do you use them regularly?
 Are you satisfied with their services?

5.2 Do you know other advisers?

How do you know them?
 Did you use their services during the last 5 years?
 Were you satisfied with their services in terms of:
 the access to the service
 the pricing policy of the service provider
 the communication with the services provider
 the understanding of the service provider of your business
 the professionalism of the provider's staff
 the quality of the service provided
 the effect the use of the service had on your enterprise

5.3 Do you generally consider support services to be:

very useful
rather useful
not very useful
useless

5.4 In your opinion, what is the main difficulty when using this kind of support services?

Please choose 1 of the following answers. The main difficulty is related to ...[only 1 answer allowed]

finding out about the existence of respective support services
the content or relevance of the services offered to your enterprise
the conditions of service delivery such as the pricing policy or the promptness of the services offered
no problems encountered

5.5 What was the main reason for your enterprise not to make use of this kind of support services in the last 5 years?

Please choose 1 of the following reasons. Was it ...[only 1 answer allowed]

because your enterprise did not have any need for any kind of external help
because you have not been aware of the existence of any support services
because the existing types of services do not offer the kind of support your enterprise needs.
because the available services were not offered under appropriate conditions regarding the pricing policy or
the promptness of the services offered

5.6 Would you rather look for services on:

[more than one answer allowed]

local level
regional level
national level or
European level?

5.7 How well do you consider yourself informed on the availability of support services?

very well
rather well
not very well
not at all

5.8 How high would you generally rate your enterprise's need for the following kind of services:

Please indicate on a scale from 1 (strong need) to 4 (no need):

one-stop-shops or similar facilities providing general information (e. g. on enterprise foundation, registration procedures, etc.)
 professional information services (e. g. specialised on legislation, access to finance, market developments,

etc.)

___ advice or consultancy on specific business areas with actual relevance to your enterprise such as management, marketing, production, accounting etc.

___ specific training courses

___ provision of facilities such as incubation units or technology parks

___ financial services like guarantees, loans, grants, etc.

5.9 How high would you generally rate your enterprise's need for external support in the following business areas:

Please indicate from 1 (strong need) to 4 (no need):

___ marketing, sales and export

___ bookkeeping, accounting, tax return

___ management

___ financial matters

___ legal matters

___ research and innovation

___ qualification of personnel

5.10 In your opinion, in which phase of their development do enterprises need most external support?

[more than one answer allowed]

in the start-up phase

in the early phase of development

in the growth phase

in the consolidation phase

in periods of crises

during the transfer phase of a business

Thank you