

Questionnaire for Local Authorities

1. Municipality _____
-Department _____
2. Is your structure / department related to the economic development in your community?
YES NO
3. If "YES", the contacts with SMEs are:
 - a) Structured, regular, please describe _____

 - b) Occasional please describe _____

4. How many SMEs are in your municipality?
 - a) Registered _____
 - b) Active _____
5. With how many of these you have contacts? _____
6. What type of relations has your department with SMEs?
 - a) Providing authorizations / licenses for SMEs;
Please describe _____
 - b) Providing services to SMEs;
Please describe _____
 - c) Cooperation with SMEs for the implementation of programmes / projects initiated by your institution;
Please describe _____
 - d) Your institution contracts / receives services provided by SMEs;
Please describe _____
 - e) Your institution / department controls the SMEs;
Please describe _____
 - f) Other cases
Please describe _____
7. How would your rate the relationships with the SMEs?
 - a) Very good
 - b) Good
 - c) Satisfactory
 - d) Slightly satisfactory
 - e) Unsatisfactory

8. How would you rate the contribution of your institution / department in developing relationships with SMEs?

- a) Very good
- b) Good
- c) Satisfactory
- d) Slightly satisfactory
- e) Unsatisfactory

9. How would you rate the attitude of the SMEs vis-à-vis your institution/ department?

- a) Very good
- b) Good
- c) Satisfactory
- d) Slightly satisfactory
- e) Unsatisfactory

10. Do you consider it is necessary to improve / extend the relationships with SMEs?

- a) Only for providing authorizations / licenses to SMEs; YES NO
- b) Providing services for SMEs; YES NO
- c) For developing joint projects to the benefit of the community; YES NO
- d) Contracting SMEs for services rendered to your institution; YES NO
- e) Controlling the activity of SMEs by your institution / department; YES NO
- f) Others (please explain): _____ YES NO

Please comment your answer _____

11. Do you consider the relationships with SMEs need improvement?

YES NO

12. If YES, who should take the initiative?

- a) Your institution / department.
- b) SMEs

13. Please suggest directions for the improvement of the cooperation between your institution / department and SMEs

Detail _____

14. Do you consider SMEs play an important role for the community?

YES NO

15. If "YES", in what respect?

Describe _____

16. What fees do you charge SMEs for services? _____

17. What equipment (bureautics) do you have for this activity? _____

18. What equipment would you need to improve your services? _____

19. How many people work in you department _____ and how many work for supporting SMEs _____?

20. What special training if any took the people working with SMEs?

21. Do you consider your services to SMEs are acceptable in terms of:

- | | | |
|--------------------------|------------------------------|-----------------------------|
| a) Delays | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| b) Paperwork | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| c) Fees | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| d) Access to information | YES <input type="checkbox"/> | NO <input type="checkbox"/> |

22. If NO, how can they be improved?

- a) Having more staff
- b) Having the staff more specialized
- c) Having more equipment
- d) Having more space
- e) Improving information flow
- f) Other (name it) _____

23. How do you use the information on SMEs?

- a) We do not keep it
- b) We do not use it
- c) We justify our work coverage
- d) We process and sell/ offer statistics on new companies
- e) Other (name it) _____

24. Do you consider your institution must be involved in supporting SMEs?

YES NO

25. If "YES", why? (comment) _____

26. Any other significant comments? _____
