

Code of survey:

0	2	1	0	4	0
---	---	---	---	---	---

INNOVATION ACTIVITIES OF ENTERPRISES 2018 - 2020

The obligations to provide data for statistical purposes are stipulated in Article 26, and penalty provisions for cases of non-response providing incomplete and erroneous data are stipulated in Article 52, of the Law on Official Statistics (Official Gazette of RS, No 104/2009).
The data shall be used for statistical purposes only and shall not be published as individual data. All data are subject to professional confidentiality.

This questionnaire can be filled in electronically. The electronic form is available at: pod2.stat.gov.rs/unos or www.stat.gov.rs (part Surveys) or www.euprava.gov.rs.

This statistical survey collects data on innovative activities of enterprises in the period 2016-2018 years. The questionnaire is designed for the director / owner / manager / manager of the organizational unit for development, since most of the questions relate to the business policy of a enterprise.

Innovation is the application of new or significantly improved goods or services, marketing or organizational methods, or a new process in the business, organization of work or relations between business entities and the environment. (OECD, Oslo manual, 2005)

Innovative activities include product and process innovations, innovations in the organization of enterprises and innovation in marketing. Most issues relate to new or significantly enhanced products and/or services, or to the application of new or significantly improved processes, logistics, and distribution methods.

A enterprise with innovative activities, as well as one without them, should answer to all questions.

Note: If there are no reliable data, the estimated values should be given in response to specific questions, but it should be indicated that this is an estimation.

The completed questionnaire shall be submitted to the competent statistical office by **30 September 2021**.

1 ENTERPRISE IDENTIFICATION

Business name	_____														
Registration number from the register of business entities	<table border="1"><tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr></table>														
Address	_____														
	Municipality/city														

	Street and number														
	<table border="1"><tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr></table>											_____			
	Phone	E-mail													
Main activity	_____				<table border="1"><tr><td> </td><td> </td><td> </td><td> </td><td> </td></tr></table>										
Year of establishment	<table border="1"><tr><td> </td><td> </td><td> </td><td> </td><td> </td></tr></table>														

If your enterprise is part of an enterprise group:

* Please answer all further questions about your enterprise only for its own activities in Republic of Serbia.

*Exclude the activities of all subsidiaries or parent enterprises.

2. Strategies and Business Environment

2.1. During the three years 2018 to 2020, how important were the following strategies to the economic performance of your enterprise?

Degree of importance

	High	Medium	Low	Not important
	3	2	1	0
Focus on improving your <u>existing goods or services</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Focus on introducing <u>new goods or services</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Focus on <u>low-price</u> (price leadership)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Focus on <u>high-quality</u> (quality leadership)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Focus on <u>a broad range of goods or services</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Focus on one or a small number of <u>key goods or services</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Focus on satisfying <u>established customer groups</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Focus on <u>reaching out to new customer groups</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Focus on <u>standardised goods or services</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Focus on <u>customer-specific solutions</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2.2. During the three years 2018 to 2020, to what extent do the following characteristics describe the conditions faced by your enterprise ?

Tick one box per row

	Applies fully	Applies somewhat	Applies very little	Applies not at all
	3	2	1	0
Goods or services become outdated quickly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Future technological developments are difficult to predict	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Competitor goods or services are easily substituted with those of your enterprise	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Entry of new competitors leads to a major threat of your enterprises' market position	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Competitor's actions are difficult to predict	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Changes in demand are difficult to predict	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Strong competition from abroad	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Price increases lead to loss of clients	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2.3. During the three years from 2018 to 2020, did your enterprise offer any of the following types of goods or services to meet user requirements?

A user can be an end customer or an enterprise which uses a product as an intermediate product.

	Yes	No
	1	0
<u>Goods or services co-created* with users, i.e. the user had an active role in the creation of the idea, design and development of the product (co-creation)</u>	<input type="checkbox"/>	<input type="checkbox"/>
<u>Goods or services designed and developed* specifically to meet the needs of particular users (customisation).</u>	<input type="checkbox"/>	<input type="checkbox"/>
<i>(This excludes mass customisation, i.e. customised versions of standard products..)</i>		
<u>Standardised goods or services offered to different users in the same way.</u>	<input type="checkbox"/>	<input type="checkbox"/>

(This includes mass customisation.)

* A difference between customisation and co-creation is that for 'customisation' the enterprise designed and developed the product alone, whereas for 'co-creation' the enterprise designed and developed the product together with the user**.

2.4. During the three years 2018 to 2020, did your enterprise:

	Yes	No
	1	0
<u>Apply for a patent</u>	<input type="checkbox"/>	<input type="checkbox"/>
<u>Register an industrial design right</u>	<input type="checkbox"/>	<input type="checkbox"/>
<u>Register a trademark</u>	<input type="checkbox"/>	<input type="checkbox"/>
<u>Claim a copyright</u>	<input type="checkbox"/>	<input type="checkbox"/>
<u>Use trade secrets</u>	<input type="checkbox"/>	<input type="checkbox"/>

2.5. During the three years 2018 to 2020, did your enterprise:

	Yes	No
	1	0
License out its own intellectual property rights (IPRs) to others	<input type="checkbox"/>	<input type="checkbox"/>
Sell its own IPRs (or assign IP rights) to others	<input type="checkbox"/>	<input type="checkbox"/>
Exchange IPRs (pooling, cross-licensing, etc.)	<input type="checkbox"/>	<input type="checkbox"/>

2.6. During the three years 2018 to 2020, did your enterprise purchase or license-in patents or other IPRs?

Tick all that apply

Yes	<input type="checkbox"/>	1	If "Yes", from:	<input type="checkbox"/>
			<u>Business enterprises or individuals</u>	
No	<input type="checkbox"/>	0		<input type="checkbox"/>
			<u>Public research organisations, universities or other higher education institutions</u>	

2.7. During the three years 2018 to 2020, did your enterprise purchase machinery, equipment or software based on:

	Yes	No
	1	0
<u>The same</u> or improved technology used in your enterprise before	<input type="checkbox"/>	<input type="checkbox"/>
<u>New</u> technology that was not used in your enterprise before	<input type="checkbox"/>	<input type="checkbox"/>

2.8. During 2018 to 2020, how important were the following factors related to climate change for your business?

	Degree of importance			
	High	Medium	Low	Not relevant
	3	2	1	0
<u>Government policies or measures related to climate change</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<u>Increasing customer demand</u> for products that help mitigate or adapt to climate change (e.g. low-carbon products)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<u>Increasing costs or input prices</u> resulting from climate change (e.g. higher insurance fees, higher prices for water, adaptation of processes or facilities)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<u>Impacts of extreme weather conditions</u> (e.g. damages/disturbances)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3. Innovation

A product innovation is a new or improved good or service that differs significantly from the firm's previous goods or services and has been introduced on the market.

Include:

- ✓ significant changes to the design of a good,
- ✓ digital goods or services

Exclude:

- ✓ The simple re-sale of new goods and changes of a solely aesthetic nature

3.1. During the three years 2018 to 2020, did your enterprise introduce any:

	Yes 1	No 0
<u>New or improved goods</u>	<input type="checkbox"/>	<input type="checkbox"/>
<u>New or improved services</u>	<input type="checkbox"/>	<input type="checkbox"/>

**If 'no' to all options go to question 3.5
Otherwise go to question 3.2**

3.2. In the three years 2018 to 2020, did your enterprise introduce any new or improved products (goods or services) that were:

	Yes 1	No 0
Not previously offered by any of your competitors?	<input type="checkbox"/>	<input type="checkbox"/>
Identical or very similar to products already offered by your competitors?	<input type="checkbox"/>	<input type="checkbox"/>

3.3. Using the definitions above, please estimate the percent of your enterprise's total turnover in 2020 from:

Products introduced during the three years 2018 to 2020 <u>that were not previously offered</u> by any of your competitors	___ ___ %	}	___ ___ % <i>New products / services</i>
Products introduced during the three years 2018 to 2020 that were <u>identical or very similar to products already offered</u> by your competitors	___ ___ %		
<u>Products that were unchanged</u> or only marginally modified during the three years 2018 to 2020	___ ___ %		
(include the resale of new products purchased from other enterprises)			
<u>Total turnover in 2020</u>			1 0 0 %

3.4. Who developed these product innovations?

Tick all that apply

- Your enterprise by itself
- Your enterprise together with other enterprises or organisations*
- Your enterprise by adapting or modifying products originally developed by other enterprises or organisations*
- Other enterprises or organisations*

* Include independent enterprises plus other parts of your enterprise group (subsidiaries, sister enterprises, head office, etc.). Organisations include universities, research institutes, non-profits, etc.

A business process innovation is a new or improved business process for one or more business functions that differs significantly from the firm's previous business processes and which has been brought into use by the firm.

3.5. During the three years 2018 to 2020, did your enterprise introduce any of the following types of new or improved business processes that differ significantly from your previous business processes?

	Yes	No
	1	0
Methods for producing or developing goods or providing services	<input type="checkbox"/>	<input type="checkbox"/>
Logistics, delivery or distribution methods	<input type="checkbox"/>	<input type="checkbox"/>
Methods for information processing or communication	<input type="checkbox"/>	<input type="checkbox"/>
Methods for accounting or other administrative operations	<input type="checkbox"/>	<input type="checkbox"/>
Business practices for organising procedures or external relations	<input type="checkbox"/>	<input type="checkbox"/>
Methods of organising work responsibility, decision making or human resource management	<input type="checkbox"/>	<input type="checkbox"/>
Marketing methods for promotion, packaging, pricing, product placement or after sales services	<input type="checkbox"/>	<input type="checkbox"/>

**If 'no' to all options go to question 3.7
Otherwise go to question 3.6**

3.6. Who developed these business process innovations?

Tick all that apply

- Your enterprise by itself
- Your enterprise together with other enterprises or organisations
- Your enterprise by adapting or modifying processes originally developed by other enterprises or organisations
- Other enterprises or organisations

'Innovation activity' includes all developmental, financial and commercial activities, undertaken by a firm, which are intended to result in an innovation.

Research and Development (R&D) comprises creative and systematic work undertaken in order to increase the stock of knowledge – including knowledge of humankind, culture and society – and to devise new applications of available knowledge.

3.7. During the three years 2018 to 2020, did your enterprise have any of the following types of innovation activities?

	Yes	No
	1	0
Research and Development (R&D):		
In-house research and development (R&D) activities	<input type="checkbox"/>	<input type="checkbox"/>
if 'yes' did your enterprise perform in-house R&D during the three years 2018 to 2020:		
Continuously (your enterprise had permanent R&D staff)	<input type="checkbox"/>	<input type="checkbox"/>
Occasionally (as needed only)	<input type="checkbox"/>	<input type="checkbox"/>
<u>Contract-out R&D</u> to other enterprises (include enterprises in your own group or to public or private research organisations)	<input type="checkbox"/>	<input type="checkbox"/>
Ongoing innovation activities at the end of 2020	<input type="checkbox"/>	<input type="checkbox"/>
Abandoned or suspended innovation activities	<input type="checkbox"/>	<input type="checkbox"/>
Completed innovation activities that have not lead to an innovation	<input type="checkbox"/>	<input type="checkbox"/>

**If 'no' to all options in questions 3.1, 3.5, and 3.7, go to question 3.9.
Otherwise, go to question 3.8.**

3.8. How much did your enterprise spend on innovation and research and development (R&D) in 2020?

- Please note that question 3.8. refers, exceptionally, only to the year 2020, not the three year period 2018 to 2020.
- **Please tick 'none' for all categories if enterprise did not have any expenditure on innovation and/or R&D in 2020.**

Expenditures on innovation and R&D in 2020

Please estimate if you lack precise accounting data

Please tick if there were no such expenditures in 2020

R&D performed in-house (Include current expenditures including labour costs and capital expenditures (buildings, machinery, equipment, software etc.) specifically for R&D)

____,____,____, RSD

none

R&D contracted out to others (including enterprises in own enterprise group)

____,____,____, RSD

none

All other innovation expenditures* (i.e. excluding R&D)

____,____,____, RSD

none

Of which:

Own personnel working on innovation

____,____,____, RSD

none

Services, materials, supplies purchased from others for innovation

____,____,____, RSD

none

Capital goods for innovation (acquisition of machinery, equipment, software, IPRs, buildings etc.)

____,____,____, RSD

none

* Include:

- Acquisition of machinery equipment, software, IPRs or buildings for innovation activities other than R&D
- Acquisition of external knowledge for innovation activities other than R&D (e.g. patents, licenses, trademarks)
- Product design, service design, preparation of production / distribution for innovation activities other than R&D
- Training and professional development for innovation activities other than R&D (e.g. employee training or continued education)
- Marketing of innovations (marketing activities directly related to innovations, including market research)

3.9. During the three years from 2018 to 2020, did your enterprise try to obtain the following types of funding?

Try to obtain funding				If your enterprise obtained funding, was this partly or fully used for R&D or other innovation activities?	
	Yes, successfully obtained some funding of this type	Tried, but not successfully	No	Yes	No
Equity finance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Debt finance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3.10. During the three years from 2018 to 2020, did your enterprise receive any public financial support from the following levels of government?

	Received financial support via grants, subsidised loans, and loan guarantees		If your enterprise received financial support: was part of this used for R&D or other innovation activities?	
	Yes	No	Yes	No
	1	0	1	0
Local or regional authorities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
National government	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
EU Horizon 2020 Programme for Research and Innovation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other financial support from a European Union institution	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3.11. During the three years from 2018 to 2020, did your enterprise use tax incentives or allowances for the following purposes?

	Yes	No
	1	0
Tax credits or allowances for R&D or other innovation activities	<input type="checkbox"/>	<input type="checkbox"/>
Tax credits or allowances for all other types of activities	<input type="checkbox"/>	<input type="checkbox"/>

3.12. During the three years 2018 to 2020, did your enterprise co-operate with other enterprises or organisations?

Co-operation is active participation with other enterprises or organisations. Partners do not need to commercially benefit. Exclude pure contracting out of work with no active co-operation

	Yes	No
	1	0
a) On R&D	<input type="checkbox"/>	<input type="checkbox"/>
b) On other innovation activities (excluding R&D)	<input type="checkbox"/>	<input type="checkbox"/>
c) On any other business activities	<input type="checkbox"/>	<input type="checkbox"/>

**If 'yes' to either option a) or b), go to question 3.13
Otherwise go to question 3.14**

3.13. Please indicate the type of innovation co-operation partner by location

Tick all that apply

Type of co-operation partner	Republic of Serbia	Other EU* or EFTA**	All other countries
<u>Business enterprises outside your enterprise group</u>			
<u>Consultants, commercial labs, or private research institutes</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<u>Suppliers of equipment, materials, components or software</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<u>Enterprises that are your clients or customers</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<u>Enterprises that are your competitors</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<u>Other enterprises</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<u>Enterprises within your enterprise group</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<u>Universities or other higher education institutions</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<u>Government or public research institutes</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<u>Clients or customers from the public sector</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<u>Non-profit organisations</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

* The Member States of the European Union (EU) are: Austria, Belgium, Bulgaria, Croatia, Cyprus, Czechia, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Italy, Ireland, Latvia, Lithuania, Luxembourg, Malta, the Netherlands, Poland, Portugal, Romania, Slovenia, Slovakia, Spain, and Sweden.

** Iceland, Liechtenstein, Norway, Switzerland.

3.14. During the three years 2018 to 2020, has legislation or regulation affected your enterprises' innovation activities in any of the ways shown in columns A to C?

Tick all that apply

Type of legislation or regulation	Initiated or facilitated innovation activities	Prevented, hampered or increased costs of innovation activities	Had no effect /not relevant
	A	B	C
Product safety, consumer protection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Environmental	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Intellectual property	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tax	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Employment, worker safety or social affairs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Data Protection Regulation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3.15. During the three years 2018 to 2020, how important were the following factors in hampering your enterprises' decision to start innovation activities*, or its execution of innovation activities?

	Degree of importance			
	High	Medium	Low	Not a constraint
	3	2	1	0
Lack of internal finance for innovation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lack of credit or private equity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Difficulties in obtaining public grants or subsidies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Costs too high	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lack of skilled employees within your enterprise	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lack of collaboration partners	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lack of access to external knowledge	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Uncertain market demand for your ideas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Too much competition in your market	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Different priorities within your enterprise	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

* Any activity on new or improved products or processes, including ongoing or abandoned activities.

Innovations with environmental benefits

- An innovation with environmental benefits is a new or improved product or business process of an enterprise that generates positive or lower negative environmental impacts, compared to the enterprise's previous or processes, and that has been made available to potential users or brought into use. The environmental benefit can be the primary objective of the innovation or a by-product of other objectives.
- The environmental benefits of an innovation can occur during the production of a good or service, or during its consumption or use by the end user of a product. The end user can be an individual, another enterprise, the government, etc.

3.16. During the three years 2018 to 2020, did your enterprise introduce innovations with any of the following environmental benefits, and, if yes, was their contribution to environmental protection rather significant or insignificant?

Environmental benefits obtained within your enterprise	Yes, significant	Yes, but insignificant	No
Reduced material or water use per unit of output	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reduced energy use or CO2 'footprint' (i.e. reduced total CO2 emission)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reduced soil, noise, water or air pollution	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Replaced a share of materials with less polluting or hazardous substitutes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Replaced a share of fossil energy with renewable energy sources	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Recycled waste, water, or materials for own use or sale	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Environmental benefits obtained during the consumption or use of a good or service by the end user			
Reduced energy use or CO2 'footprint'	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reduced air, water, soil or noise pollution	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Facilitated recycling of product after use	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Extended product life through longer-lasting, more durable products	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**If no to all options, go to section 4.
Otherwise go to question 3.17**

3.17. During 2018 to 2020, how important were the following factors in driving your enterprise's decisions to introduce innovations with environmental benefits?

	Degree of importance			
	High 3	Medium 2	Low 1	Not relevant 0
Existing environmental regulations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Existing environmental taxes, charges or fees	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Environmental regulations or taxes expected in the future	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Government grants, subsidies or other financial incentives for environmental innovations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Current or expected market demand for environmental innovations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Improving your enterprise's reputation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Voluntary actions or initiatives for environmental good practice within your sector	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
High cost of energy, water or materials	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Need to meet requirements for public procurement contracts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4. BASIC INFORMATION ON YOUR ENTERPRISE

4.1. What was the average number of persons employed* by your enterprise in 2018 and 2020?

2018.	2020.
<input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/>	<input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/>

* Total number of persons (headcount) who work in the enterprise (inclusive of working proprietors, partners working regularly in the unit and unpaid family workers), as well as persons who work outside the enterprise's premises and are paid by it (e.g. sales representatives, delivery personnel, repair and maintenance teams). It excludes manpower supplied to the enterprise by other enterprises, persons carrying out repair and maintenance work in the enterprise on behalf of other enterprises, as well as employed persons on compulsory military service or long-term leave.

4.2. Approximately what percentage of the persons employed in your enterprise in 2020 had a tertiary degree?

Tick only one

0%	<input type="checkbox"/>
1%–4%	<input type="checkbox"/>
5%–9%	<input type="checkbox"/>
10%–24%	<input type="checkbox"/>
25%–49%	<input type="checkbox"/>
50%–74%	<input type="checkbox"/>
75% or more	<input type="checkbox"/>

4.3. What was your enterprise's total turnover in 2018 and 2020?

2018.	2020.
<input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/>	RSD
<input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/>	RSD

4.4. Approximately, what was the percentage of turnover in 2020 from:

Customers located in your country	_____ %
Customers located in other EU* and EFTA** countries	_____ %
Customers located in countries not included above	_____ %
Total	1 0 0 %

4.5. How much did your enterprise spend in 2020 on the following items?

Total expenditure in 2020.

Please estimate if you lack precise accounting data

Please tick, if there were no such expenditures in 2020

Acquisition of machinery, equipment, buildings and other tangible assets

____,____,____, RSD

none

Marketing, brand building, advertising (include in-house costs and purchased services)

____,____,____, RSD

none

Training own staff (include all in-house costs including wages and salaries of staff while being trained, and costs of purchased services from others)

____,____,____, RSD

none

Product design (include in-house costs and purchased services)

____,____,____, RSD

none

Software development, database work and data analysis (include in-house costs and purchased services)

____,____,____, RSD

none

Registering, filing and monitoring own Intellectual Property Rights (IPRs) and purchasing or licensing IPRs from others

____,____,____, RSD

none

4.6. In 2020, was your enterprise part of:

Yes	No
1	0

a) An enterprise group with the head office located in Republic of Serbia

If yes :

Are all of the enterprises of that group located in your country

b) An enterprise group with the head office located abroad

If yes :

Country in which head office is located: _____

If yes to a or b, go to question 4.7. Otherwise go to section 5.

4.7. During the three years from 2018 to 2020, did your enterprise engage in any of the following activities with one or more enterprises of your enterprise group?

Inflows from other enterprises in your group:

Receiving technical knowledge

Yes		No
Other enterprise in your country	Other enterprise abroad	

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------	--------------------------

Receiving financial resources

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------	--------------------------

Receiving personnel

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------	--------------------------

In-sourcing of business activities

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------	--------------------------

Outflows to other enterprises in your group:

Transferring technical knowledge

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------	--------------------------

Transferring financial resources

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------	--------------------------

Transferring personnel

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------	--------------------------

Out-sourcing of business activities

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------	--------------------------

4.8. During the three years from 2018 to 2020, did your enterprise try to obtain funding in the form of intra-group loans? If funding was obtained successfully, was this funding used for R&D or other innovation activities?

Try to obtain intra-group loans

If your enterprise obtained funding in the form of intra-group loans, was this partly or fully used for R&D or other innovation activities?

Yes, successfully obtained some funding of this type

Tried, but not successful

No

Yes	No
1	0

5. CORONA PANDEMIC

5.1. How has the Corona virus pandemic affected your enterprise's turnover in 2020?

- a) Turnover decreased *For approx.* %
- b) Turnover stayed the same
- c) Turnover increased *For approx.* %

5.2. Did your enterprise use the short-time allowance scheme in 2020?

- Yes 1 → To what extent* did the total hours worked in your enterprise decrease during the entire year 2020 as a result of short-time work? %
- No 2
- * Share of omitted hours worked due to short-time work as a percentage of regular working hours in 2020.

5.3. How has the Corona virus pandemic affected the number of employees in your enterprise in 2020?

- a) Number of employees decreased *For approx.* %
- b) Number of employees stayed the same
- c) Number of employees increased *For approx.* %

5.4. Did your enterprise receive public financial Corona support in 2020?

- Yes 1 **Financial Corona support:** Tax assistances (deferral), financial support for start-ups and self-employed, other public financial help related to Corona.
- No 2

5.5. What is the impact of the Corona virus pandemic on your enterprise's costs for innovation activities in 2020?

- a) Costs for innovation activities decreased *For approx.* %
- b) Costs for innovation activities stayed the same
- c) Costs for innovation activities increased *For approx.* %
- d) There were no innovation activities in the enterprise

5.6. Did your enterprise use any of the following measures to react on the Corona Pandemic, and were these measures temporary or permanent in nature?

	Yes, temporarily	Yes, permanently	No
	1	2	3
Reducing internal <u>cost</u> of production/service delivery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reorganising supply to increase <u>robustness of supply chains</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reorganising sales towards <u>domestic customers</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Developing <u>new market segments</u> or <u>customer groups</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Increasing <u>digital offers</u> and <u>digital distribution channels</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Increasing <u>digitalisation with the enterprise</u> (e.g. telework, digital communication)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Introducing <u>new products</u> or <u>services</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<u>Stopping to offer</u> certain products or services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5.7. Did any of the following changes to the innovation activities of your enterprise occur in 2020 as a result of the Corona Pandemic?

	Yes	No
	1	2
<u>Resigning from any</u> innovation activities	<input type="checkbox"/>	<input type="checkbox"/>
<u>Stopping some</u> innovation activities	<input type="checkbox"/>	<input type="checkbox"/>
<u>Reducing cooperation with others</u> in the context of innovation activities	<input type="checkbox"/>	<input type="checkbox"/>
<u>Increasing the running time</u> of innovation activities	<input type="checkbox"/>	<input type="checkbox"/>
<u>Shifting planned</u> innovation activities to <u>more favourable times</u>	<input type="checkbox"/>	<input type="checkbox"/>
Starting <u>additional</u> innovation activities aiming at <u>new or improved products or services</u>	<input type="checkbox"/>	<input type="checkbox"/>
Starting <u>additional</u> innovation activities aiming at <u>new or improved processes</u>	<input type="checkbox"/>	<input type="checkbox"/>

Notes for the expenditure questions 3.7, 3.8 and 4.5

Questions 3.7. and 3.8.

Research and Development (R&D)

R&D comprise creative and systematic work undertaken in order to increase the stock of knowledge – including knowledge of humankind, culture and society – and to devise new applications of available knowledge.

Performed in-house:

R&D undertaken **by your enterprise** to create new knowledge or solve scientific or technical problems.

Include current expenditures including labour costs and capital expenditures on buildings and equipment specifically for R&D)

R&D contracted out: Your enterprise contracted-out R&D to **other** enterprises (include enterprises in your own group) or to public or private research organisations.

Other innovation expenditure

All other activities related to the development of new or significantly improved products and processes.

Question 4.5.

Machinery, Equipment and Buildings

Expenditures for purchasing physical capital goods (land and buildings, machinery and instruments, transport equipment and other equipment) and current costs for lease of tangible assets.

Exclude leasing costs for other capital goods (not contributing to asset creation).

Marketing and Branding

Internal or external work intended to enhance reputation or brand values, either of the business as a whole or individual goods or service lines, as well as to support the market placement of new goods and services. For example: market research, market tests, development of marketing strategies and methods, product launches, promotional campaigns, 'rebranding' of business, development of promotional materials, etc.

Include: (a) staff costs of all staff involved (b) associated costs, including office facilities, overheads and materials but not capital items; (c) external costs of advertising and marketing campaigns to agencies, media organisations, trade fairs, suppliers of marketing databases, etc.

Staff Training

Activities to training the skills and teaching of knowledge related to the specific activities of the firm, including on-the-job training and job-related education at training and education institutions. For example, training on IT systems, new production equipment, ISO accreditation, skills development, etc..

Include: (a) staff costs of trainers, including development and delivery of training; (b) travel and subsistence payments; (c) associated costs, including providing facilities, overheads and materials but not capital items; (d) training provided by external suppliers, whether provided on-site or elsewhere; (e) levy payments for training organisations; (f) the cost of staff time whilst being trained and therefore absent from work and on-the-job training.

Product design

The design of goods or services to develop a new or modified form, appearance or function for goods or services. Design involves a series of iterative steps to create functional products. Product design activities may also include involving potential users in the design process, pilot testing, and post-implementation studies to identify or solve problems with a design.

Include: (a) staff costs of all staff involved, e.g. graphic designers, product designers, architects, design engineers, etc.; (b) associated costs, including office facilities, overheads and materials used for these design activities but not capital goods. Estimates based on proportions of staff time are acceptable.

Exclude (a) costs of design embedded in other items of current or capital expenditure (b) design of scientific prototypes (part of R&D), design of software and other engineering activities (civil engineering, chemical engineering, mechanical engineering, electrical engineering).

Software and databases

Purchase of external software and development of software in-house. For example, operating systems, general purpose office applications (e.g. word processing), special purpose applications (e.g. financial accounting systems, databases, production control systems), etc.

Include: (a) staff costs of all staff involved, excluding contractors; (b) associated costs, including office facilities, overheads and materials used for but not capital items; (c) off-the-shelf software; software licenses and license renewals; generic and bespoke software.

Exclude: (a) software embedded in other items of current or capital expenditure, e.g. software pre-installed on IT hardware; (b) software development conducted as part of R&D.

Intellectual Property Rights (IPR)

Administrative and legal costs incurring to apply or register, document, manage, monitor, trade and enforce own intellectual property rights (IPRs). And expenditures made to acquire others' intellectual property (patents, industrial designs, etc.) through purchase or licensing.

Notes:

Completed by

Head officer

Name

Name

Phone number: _____

E-mail: _____

Date: _____ 2021