

Enterprise Europe Network 2019 Client Survey

Fields marked with * are mandatory.

The **Enterprise Europe Network** is striving to improve the services it provides to small businesses. For this reason we are asking all **clients who received support in 2017-2018** to complete the following satisfaction survey.

This survey is anonymous and **it only takes about 5 minutes**.

The survey is run by the Executive Agency for Small and Medium-sized Enterprises (EASME) which is responsible for overseeing the work of the Enterprise Europe Network on behalf of the European Commission.

It is carried out in cooperation with your local Enterprise Europe Network partner.

We welcome your feedback and thank you for your participation.

In which region did you receive support from the Enterprise Europe Network?

* Please select your country and region

- Albania
- Armenia
- Austria
- Belgium - Brussels Capital Region
- Belgium - Flanders
- Belgium - Wallonia
- Bosnia and Herzegovina
- Bulgaria
- Croatia
- Cyprus
- Czech Republic
- Denmark
- Estonia
- Finland
- France - Hauts-de-France
- France - Normandy
- France - Bretagne & Pays-de-la Loire

- France - Nouvelle Aquitaine & Part of Occitanie (former Midi-Pyrénées)
- France - Provence Alpes-Côtes D'Azur & Part of Occitanie (former Languedoc-Roussillon) & Corse
- France - Auvergne-Rhône-Alpes
- France - Paris Ile-de-France & Centre Val-de-Loire & Nouvelle Calédonie & Polynésie Française
- France - Grand Est & Bourgogne-Franche-Comté
- France - Ile de la Réunion
- France - Martinique & Iles de la Guadeloupe
- Germany - Baden-Württemberg
- Germany - Bavaria
- Germany - Berlin-Brandenburg
- Germany - Bremen
- Germany - Hamburg-Schleswig Holstein
- Germany - Hessen
- Germany - Mecklenburg-Vorpommern
- Germany - Niedersachsen
- Germany - Nordrhein Westfalen
- Germany - Rheinland Pfalz, Saarland
- Germany - Sachsen
- Germany - Sachsen-Anhalt
- Germany - Thüringen
- Greece
- Hungary
- Ireland
- Italy
- Latvia
- Lithuania
- Luxembourg
- Macedonia, The Former Yugoslav Republic of
- Malta
- Moldova
- Montenegro
- Netherlands – Drenthe, Friesland, Groningen
- Netherlands – Flevoland, Gelderland, Noord-Brabant, Noord-Holland, Overijssel, Utrecht, Zuid-Holland, Limburg, Zeeland
- Norway
- Poland
- Portugal
- Romania – Bacău, Bazau, Botoșani, Brăila, Constanta, Galați, Iași, Neamț, Suceava, Tulcea, Vaslui, Vrancea
- Romania – Argeș, București-Ilfov, Călărași, Dâmbovița, Giurgiu, Ialomița, Prahova, Teleorman
- Romania – Arad, Caras-Severin, Dolj, Gorj, Hunedoara, Mehedinți, Olt, Timiș, Vâlcea
- Romania – Alba, Bihor, Bistrița-Năsăud, Brașov, Cluj, Covasna, Harghita, Maramureș, Mureș, Salaj, Satu Mare, Sibiu
- Serbia
- Slovak Republic
- Slovenia

- Spain - Andalucia
- Spain - Aragon, Castilla-la-Mancha, Extremadura, La Rioja, Navarra
- Spain - Asturias, Cantabria, Castilla y Leon, Galicia
- Spain - Baleares
- Spain - Basque Country
- Spain - Cataluna
- Spain - Canary Islands
- Spain - Madrid Region
- Spain - Murcia, Valencia
- Sweden
- Turkey – Balıkesir, Çanakkale, Edirne, Kırklareli, Tekirdağ
- Turkey – İstanbul
- Turkey – Bilecik, Bursa, Eskişehir, Kocaeli, Kütahya, Sakarya
- Turkey – Aydın, Denizli, İzmir, Manisa, Uşak
- Turkey – Antalya, Burdur, Isparta, Muğla
- Turkey – Bartın, Bolu, Çankırı, Corum, Düzce, Kastamonu, Karabük, Sinop, Zonguldak
- Turkey – Aksaray, Ankara, Karaman, Kayseri, Kırıkkale, Kırşehir, Konya, Nevşehir, Niğde, Sivas, Yozgat
- Turkey – Adana, Hatay, Kahramanmaraş, Mersin, Osmaniye
- Turkey – Amasya, Artvin, Giresun, Gümüşhane, Ordu, Rize Samsun, Tokat, Trabzon
- Turkey - Adıyaman, Batman, Diyarbakır, Gaziantep, Kilis, Mardin, Siirt, Sımak, Urfa
- Turkey – Ağrı, Ardahan, Bayburt, Bingöl, Bitlis, Elâzığ, Erzincan, Erzurum, Hakkâri, Iğdır, Kars, Malatya, Muş, Tunceli, Van
- United Kingdom - England & Northern Ireland & Wales
- United Kingdom - Scotland
- Not listed

If your country and region is not listed above, please indicate it here

Client Satisfaction

How satisfied are you in general with the services that you have received from the Enterprise Europe Network?

- Very satisfied
- Somewhat satisfied
- Neither satisfied nor dissatisfied
- Somewhat dissatisfied
- Very dissatisfied

How would you describe the services of Enterprise Europe Network?

- High quality and customised
- Good quality and generic
- Poor quality and customised
- Poor quality and generic

How well do the services of Enterprise Europe Network meet your needs?









- Extremely well
- Very well
- Somewhat
- Not so well
- Not well at all

How would you evaluate the responsiveness of the Enterprise Europe Network?

- Fast and efficient
- Adequate and in line with my business needs
- Quite slow and with little impact for my business
- Very slow, leading to a negative impact for my business

Please provide details on your level of satisfaction with the following services of the Enterprise Europe Network

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Dissatisfied	Not applicable
General information services (Questions & answers)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Partnering services (Finding international partners)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Specialised advisory services (in-depth personalised advice)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Innovation support services (in-depth support for innovative businesses)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

<p>Subscription-based services (tender watch, legislation updates, funding opportunities, etc.)</p>						
<p>Events (brokerage events, company missions, conference training courses, etc.)</p>						
<p>Publications (web-based information, newsletters, etc.)</p>						

How likely is it that you would recommend services of Enterprise Europe Network to a colleague or another organisation?

- Very likely
- Somewhat likely
- I would not recommend them
- I would discourage others from using their services

Results of Enterprise Europe Network services for your business

In 2017-2018, taking into account all the services you received from the Enterprise Europe Network:

* Did the Network's support contribute to an increase in your **turnover**?

- Yes
- No

* Did the Network's support contribute to an increase in your **market share**?

- Yes
- No

* Did the Network's support help you to **create jobs**?

- Yes
- No

* Did the Network's support help you **preserve existing jobs**?

- Yes
- No

* Did the Network's support help your **development of innovative products or services**?

- Yes
- No

* Did the Network's support bring you **other concrete results**?

- Yes
- No

If yes, please clarify

Any other feedback? [Optional]

Is there any other feedback you would like to share to help us improve the services of the Enterprise Europe Network?



Business Support on Your Doorstep