



IDENTIFICATION OF THE QUESTIONNAIRE	
IDENTITY	
TITLE	Innovation in the large sense of the word A survey to the measuring of innovation
FIELD: LABOUR MARKET TRAINING & EDUCATION R&D – INNOVATION	R&D - Innovation
DATE OF PUBLICATION	2004
AUTHORS	Fernando Pauwels, Esteban Martinez, Anneleen Forrier, Geert Van Hooteghem, Joris Van Ruysseveldt, Joke Manshoven, Peter Teirlinck
CONTEXT	
COMMISSIONING AGENCY	Politique scientifique fédérale - Belgian Science Policy
REASONS AND OBJECTIVES OF THE QUESTIONNAIRE (INVENTORY, FORECAST)	The request for more adequate tools to measure innovation that rises as well from political circles (European, national and regional) as from circles related to research and the industry. The objective is to develop tools to measure innovation in the large sense in focussing on innovation in the service sector and on innovation on an organisational level.
DEVELOPMENT OF THE QUESTIONNAIRE	The questionnaire has been built upon six different elements: identification, the characteristics of the organisation, the changes in the products, in service, in procedures and in the organisation.
TARGET PUBLIC/POPULATION	Innovative companies chosen from the files of the European Community Innovation Survey (CIS)

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Regional Key Competencies

- a way to manage structural changes (ATG)

SAMPLE FRAME	<p>The sample frame was chosen on the basis of 4 criteria: the main activity (industry, service sector), size (less or more than 50 employees), the consistency of answers provided in Community Innovation Survey (CIS) and location.</p> <p>In total, 455 companies were contacted, 145 agreed to participate and 63 have answered the questionnaire. 20 service companies who were not listed in the Community Innovation Survey were also contacted, of which 6 have replied.</p> <p>The questionnaire was administered by e-mail. Then, the researchers proceeded to interviews within the company, based on the answers given in the questionnaire.</p>
FREQUENCY OF THE SAMPLE	Once
RESPONSE: OBLIGATORY? YES/NO	No
RESULTS	
RESPONSE LEVEL	14,3% for the companies 'CIS' 30,0% for the others
<u>REPRESENTATIVENESS</u>	
PUBLICATION OF THE RESULTS (REPORT AVAILABLE?)	Publication of the Politique scientifique fédérale (Belgian Science Policy) Can be obtained via on demand via the web site, www.belspo.be
SUMMARY OF MAIN RESULTS (IN SHORT)	<ul style="list-style-type: none">▪ The approach of innovation 'in the large sense' suggests to apprehend the concept of innovation in terms of changes related to characteristics of products, procedures and the organisation▪ Taking into account organisational changes in the approach of innovation▪ Taking into account the specificity of services



Regional Key Competencies

- a way to manage structural changes [ATG]

**ACTIONS TAKEN IN LIGHT OF
PUBLISHED RESULTS?
IF YES, WHICH ONES?**

The report was presented within the framework of the revision of the Oslo Manual (the international reference for measuring innovation)