RESPID:

Respondent ID (Imported)

$E 00000 99999

=> /INTRO
if 1 > 0

SOURCE:

Source for Sample Item (Imported)

=> /INTRO
if 1 > 0

SSI_FLG:

SSI Flag -- Case control variable (Imported)

=> /+1***ERR
if 1>0

SSI Sample...01
Not SSI Sample...02

ADDR_FLG:

Address Flag -- Case control variable (Imported)

=> /+1***ERR
if 1>0

No Mailing Address...01
Does have mailing address..02

WAVE:

Wave (Imported)

=> /+1***ERR
if 1>0

Wave 01 SSI and BLS..01
Wave 02 BLS...02
Wave 03 BLS...03
Wave 04 BLS...04
Wave 05 BLS...05
Wave 06 BLS...06
Wave 07 BLS...07
Wave 08 BLS...08
Wave 09 BLS No Address...09

BNAME:
Business Name (Imported)

```
=> /+1***ERR
if 1>0
```

ADDR1:
Mailing Address (Imported)

```
=> /+1***ERR
if 1>0
```

UNIT:
Unit or Suite (Imported)

```
=> /+1***ERR
if 1>0
```

ADDR2:
Physical Address (Imported)

```
=> /+1***ERR
if 1>0
```

CITY:
City (Imported)

```
=> /+1***ERR
if 1>0
```

STATE:
State (Imported)

```
=> /+1***ERR
if 1>0
```

ZIP:
Zip Code (Imported)

```
=> /+1***ERR
if 1>0
```

DASH:

Dash (Imported)

```
=> /+1***ERR
if 1>0
```

ZIP4:

Plus4 Zip (Imported)

```
=> /+1***ERR
if 1>0
```

PHONE:

Phon1 (Imported)

```
=> /+1***ERR
if 1>0
```

CONTACT:

Contact Name (Imported)

```
=> /+1***ERR
if 1>0
```

TITLE:

Contact Title (Imported)

```
=> /+1***ERR
if 1>0
```

EST_SZ:

Establishment Size (Imported)

$E 000000 999999

```
=> /INTRO
if 1 > 0
```

METRO:

Sample variable for tyoe of location (Imported)

```
=> /INTRO
if 1 > 0
```

Metro...0
Non-metro..1

NAICS:

NAICS Code (Imported)

$E 000000 999999

> => /INTRO
>
> if 1 > 0

NAICS2:

NAICS 2 Digit Code (Imported)

$E 000000 99

> => /INTRO
>
> if 1 > 0

ID_DUPS:

Duplicate checking ID (Imported)

$R.1 0.0 99999.9

> => /INTRO
>
> if 1 > 0

SFRAM:

Sample Frame (Imported) This variable is only used to characterize the type of sample imported. No branching or computations are based on this, it is only here for our record keeping.

> => /INTRO
>
> if 1 > 0

Cell...1
Listed...2
RDD...3
ABS..4
Registered Voter..5

STYPE:

Sample Type This variable is for branching for Listed and RDD samples.

> => /INTRO
>
> if 1 > 0

Listed...1
RDD...2

TZONE:

Time Zone   This is a variable calculated by Voxco based on the area code of the phone number. If in quotas you get numbers with no Time Zone, then that area code is missing from the Zones tab in the Installation module.   Also, please let the maintainer (Dave currently) of this file know of any missing area codes so that changes can be made for future projects.

```
=> /INTRO
if 1 > 0
```

Atlantic...19
Eastern...13
Central..12
Mountain..07
Pacific..05
Alaskan...04
Hawaii..03
No Time Zone set...00
Arizona...08

INTRO:

font color="#0000FF"Access Code: 231-551-477 Business Name: <BNAME>   Contact Name: <CONTACT> Contact Title: <TITLE>   Mailing Address: <ADDR1> Unit: <UNIT> Physical Address: <ADDR2> City: <CITY> State: <STATE> Zip Code: <ZIP>-<ZIP4> Phone 1: <PHONE>   Directory Assistance: <TEL1>   Call back name: <NAME>   F9 Notes: <F9:O>

Press ENTER to continue..ST   D   => SATDAY

BEG_S_SK:

Skips BEGIN_S once pre-screening is completed for SSI sample Before pre-screening is completed skip to is set to   begin_s After pre_screening is completed skip to is set to beg_a_sk After pre_screening SSI and calling BLS without address is completed skip to is set to   begin

```
=> BEGIN_S
if 1 > 0
```

BEGIN_S:

font color="#0000FF"Access Code: 231-551-477   Phone: <PHONE>   Directory Assistance: <TEL1>   Business Name: <BNAME> /font   Good (morning/afternoon), my name is _____ and I am calling on behalf of the USDA's Economic Research Service to verify the contact information for this business. Later this year, USDA will be conducting a study on the challenges companies have introducing new products or services in national and global markets.   Today I just need 5 minutes of your time to verify the contact information I have for B<BNAME>./B font color="#0000FF"Refusal Prevention/font   I understand you are busy but I just need 5 minutes to verify the mailing address for this company. If you don't have time right now is there someone else I could talk to? I understand it is a company policy to have (department name receptionist mentions) review any requests for surveys. May I please have that department's contact information so we can contact them directly? font color="#0000FF"(IWR Instructions: If the company has merged with other company or has been purchased by another company update the contact information with the new business name and contact information and then code the case as CS after phone call.) /font

```
=> +0
else => BEGIN_A
if SSI_FLG = 01
```

Speaking to R..01		=> /Q1
R not available / Set callback (GB, CB, HB)...................02		=> /INT01
Non contacts (AM, BC, BZ, ED, NA)...............................03		=> /INT02
Refusals (R1, R2, R3, RP)..04		=> /F10
Non-working numbers (CC, DS, MP, WN).......................05		=> /VERFY
Communication barrier (HC, LG)...................................06		=> /INT03
Other codes (DD, DP, OT, RN)......................................07		=> /INT04
Ineligibles (IE)...08		=> /INT05
Web/Mail codes...09	I	=> /INT98
Confirmed Business would NOT update info. (CX).........10		=> /INT96

BEG_A_SK:

Skips BEGIN_A once pre-screening is completed for BLS sample without address   Before pre-screening is completed Skip to is set to   begin_a After pre_screening is completed Skip to is set to   begin

```
=> BEGIN_A
if 1 > 0
```

BEGIN_A:

font color="#0000FF"Access Code: 231-551-477   Phone: <PHONE>   Directory Assistance: <TEL1>   Business Name: <BNAME> /font Good (morning/afternoon), my name is ____ and I am calling on behalf of the USDA's Economic Research Service about a study we are doing on the challenges companies have introducing new products or services in the national and global markets. We would like to mail you a questionnaire. I am calling today just to get your mailing address.   Today I just need 5 minutes of your time to verify the contact information I have for B<BNAME>./B font color="#0000FF"Refusal Prevention/font I understand you are busy but I just need 5 minutes to verify the mailing address for this company. If you don't have time right now is there someone else I could talk to? I understand it is a company policy to have (department name receptionist mentions) review any requests for surveys. May I please have that department's contact information so we can contact them directly? font color="#0000FF"(IWR Instructions: If the company has merged with other company or has been purchased by another company update the contact information with the new business name and contact information and then code the case as CS after phone call.) /font

```
=> +0
else => BEGIN
if ADDR_FLG = 01
```

Speaking to R...01		=> /Q1
R not available / Set callback (GB, CB, HB)...................02		=> /INT01
Non contacts (AM, BC, BZ, ED, NA)................................03		=> /INT02
Refusals (R1, R2, R3, RP)...04		=> /F10
Non-working numbers (CC, DS, MP, WN).......................05		=> /VERFY
Communication barrier (HC, LG)...................................06		=> /INT03
Other codes (DD, DP, OT, RN)......................................07		=> /INT04
Ineligibles (IE)...08		=> /INT05
Web/Mail codes...09	I	=> /INT98
Confirmed Business would NOT update info. (CX)..........10		=> /INT96

BEGIN:

font color="#0000FF"Access Code: 231-551-477   Phone: <PHONE>   Directory Assistance: <TEL1>   Business Name: <BNAME>   Contact Name: <CONTACT> Contact Title: <TITLE> /font   Hello, this is (your name). I'm calling from Washington State University in Pullman, Washington. I am calling you about a research study we are conducting for USDA's Economic Research Service (ERS). May I speak to (Respondent's name) <CONTACT>? We sent out surveys in the mail, and are contacting those that we have not yet heard back from, is now a good time? font color="#0000FF"(IWR: If asks what is this about, say:/font" We are studying the challenges businesses are facing in today's tough economy. We want to understand the linkages of what keeps businesses thriving with available resources. The results from this study will be used by USDA to enhance its programs aimed at making U.S. businesses more resilient. The results will also be shared with Congress and other Federal and State agencies that assist businesses and develop programs.")

```
Speaking to R....................................................01      => /CELL
R not available / Set callback (GB, CB, HB)....................02      => /INT01
Non contacts (AM, BC, BZ, ED, NA)...............................03      => /INT02
Refusals (R1, R2, R3, RP)........................................04      => /F10
Non-working numbers (CC, DS, MP, WN)........................05      => /VERFY
Communication barrier (HC, LG)..................................06      => /INT03
Other codes (DD, DP, OT, RN).....................................07      => /INT04
Ineligibles (IE).....................................................08      => /INT05
Web/Mail codes.................................................09      => /INT98
Enter new number..................................................22      => /TEL1
```

VERFY:

I'd like to verify that I dialed the right number.
Is this phone number: $N

```
Yes................................................................01      => /NUMBR
No.................................................................02      => /WRONG
DS, MP, or CC.....................................................03      => /DEAD
Don't Know........................................................-7      => /NUMBR
Refused...........................................................-9      => /NUMBR
```

WRONG:

I'm sorry, I have dialed the wrong number.
font color="#FF00000"(INTERVIEWER: - DO NOT CALL DIRECTORY ASSISTANCE)/font font color="#0000FF"(- PRESS "ENTER" TO JUMP BACK TO THE INTRODUCTION - DIAL THE NUMBER AGAIN)/font

PRESS "ENTER" TO CONTINUE.....................................01   D   => /BEGIN

NUMBR:

I am trying to reach <BNAME> in <CITY>. Do you know this person and how to reach them? (Do you have a phone number where I can contact this person?)

```
Yes................................................................01      => /TEL1
No.................................................................02
Don't know........................................................-7
Refuse............................................................-9
```

DEAD:

font color="#0000FF"(IWR: Call Directory assistance for: Business Name: <BNAME> Mailing Address: <ADDR1> Unit: <UNIT> Physical Address: <ADDR2> City: <CITY> State: <STATE> Zip Code: <ZIP>-<ZIP4> /font

| => /INT07 |
| if STYPE=2 |

YES, I GOT A NEW NUMBER..01
NO LUCK - TERMINATE AS WN, DS, MP or CC.................02   => /INT07

TEL1:

font color="#0000FF" (- If you are speaking to someone, thank them and hang up.   - font color = "red"Enter phone number you got from person or internet look up./font   - Press "enter" to return to the introduction.   - Hand dial new phone number.) /font font color = "red"Format for entering phone number: 999-999-9999/font

999-999-9999

BACK:

font color = "blue"Press "enter" to return to introduction/font

Return to begin screen...01   D   => /BEGIN
Looked up new number..22   I   => /INT22

INT22:

font color = "red"CONGRATULATIONS!!!/font   font color = "blue"You entered a new number! Now you may be excused to do another phone number look up. /font img src="http://www.opinion.wsu.edu/healthscience/images/Tim.jpg"

New number available..NN   D   => /END

CELL:

First, for safety reasons, I need to ask if this is a cell phone?   font color="#0000FF"(IWR read only if necessary/font "By cell phone we mean a telephone that is mobile and usable outside of your neighborhood."font color="#0000FF")/font

| => /CONFD |
| if CELL=02 |

Yes...01
No..02   => CONFD
Refuse..-9   => CONFD

CLSAF:

To ensure your safety and the safety of others can you please tell me if you are currently driving a motor vehicle? font color="#0000FF"(If yes say:/font "Sorry to have bothered you, it is our policy to not conduct surveys with people while they are driving, regardless if they are using bluetooth technology. We will call you back at another time." font color="#0000FF"Do not take time to set a call back.)/font

Yes...01   => /INT01
No...02   => CONFD
Refuse...-9   => /REFUS

CONFD:

We are conducting a survey for the Economic Research Services of the USDA on the challenges businesses are facing in today's economy. This information will be used to find out how businesses use available resources to remain viable and competitive.   Did you receive the letter we sent a couple of weeks ago for the National Survey of Business Competitiveness explaining the importance of the survey and requesting your participation? font color = "blue"(IWR: If R says "No", "Don't Know", or "Don't Remember" then say,/font "Would you like for me to send you an email of this letter and the Paperwork Reduction Act disclaimer?"font color = "blue")/font   font color="#0000FF"   (IWR Note If they would like an email of this click "Prior Letter" hot key and send email) /font I would like you to know that all information you provide for this survey is voluntary. Your answers to all questions are confidential. All information that is provided will only be used for statistical research purposes and reported in summary form. Your name and that of the business you represent will not be connected to your answers in any way. This survey is authorized under OMB Control Number 0536-0071. The time required to complete this survey is estimated to average 30 minutes per response. This interview may be monitored or recorded by my supervisor to check my work. If I come to any question you would prefer not to answer, just let me know and I will skip over it. Okay?

Continue with survey...01   => /Q01
No - Try refusal prevention..02   => /F10
Not a good time - Call back later....................................03   => /INT01

Q1:

(I would like to confirm this is B<bname>/B.)   font color="#0000FF"(IWR: If there are no updates just click Next to proceed.)/fontbrbr

Q2AD1:

screen [template 0] -> Q2ZI4
Please confirm the mailing address for this company. font color="#0000FF"Access Code: Business Name: <BNAME>   Address1: <ADDR1> Address2: <ADDR2> City: <CITY> State: <STATE> Zip Code: <ZIP> Zip4: <ZIP4>   New Addresss 1

Q2UNIT:

Unit or suite

Q2CTY:
New City

Q2ST:
New State

Q2ZIP:
New Zip Code

Q2ZI4:
New zip 4

Q3PH1:
screen [template 0] -> Q3P3E
What is the best phone number at your company to reach that person or the people who know the most about your company?

Q3P1E:
New Phone 1 ext

Q3PH2:
New Phone 2

Q3P2E:
New Phone 2 ext

Q3PH3:
New Phone 3

Q3P3E:
New Phone 3 ext

NEW_FAX:

font color="#0000FF" (IWR: This question is not normally asked. It is only provided for those businesses that request that we FAX something to them. These cases will be coded FX on INT_SCR screen./font (What is the FAX number for this business?) font color="#0000FF"(IWR: Please enter the FAX number with dash. For example: 509-335-1511) (IWR: If there are no updates just click Next to proceed.)/fontbrbr

Q4:

font color="#0000FF"(IWR: If there are no updates just click Next to proceed.)/font What is the best email address to use to reach your business?   font color="#0000FF" Business Name: b<BNAME>/b/font font color="#0000FF" (IWR: You MUST verify the spelling of the email address with the respondent. We have had issues with people typing in the email addresses incorrectly so to help prevent this here are a few tips.   Verify the spelling by reading each letter out loud.   Clarify letters that sound similar such as "s" or "f"; an "m" or "n"; or a "t" or "d".   You may have to say something like "S as in Sam or F as in Frank" When the person says jondoe@wsu.edu do not type it in as jondoeatwsu.edu. You need to use the @ symbol   The most common letters that are misunderstood over the phone and the words to use to clarify them are: B as in Bravo   D as in Delta   E as in Echo   F as in Frank   S as in Sam   M as in Mike   N as in Nancy Z as in Zebra) /font

$@

Q5:

Does your company have a web site? font color="#0000FF" If yes ask/font "what is the web address?" font color="#0000FF"(IWR: If there are no updates just click Next to proceed.)/fontbrbr

CONTACTP:

What is the name of the person who can tell us the most about your company? (For example, the number of employees, production levels, new products, etc.?) font color="#0000FF"Sample Contact Name: b<CONTACT>/b/font font color="#0000FF"(IWR: If there are no updates just click Next to proceed.)/fontbrbr

TITLE_P:

What is their job title at this business?   font color="#0000FF"Sample Title: b<TITLE>/b/font font color="#0000FF"(IWR: If there are no updates just click Next to proceed.)/fontbrbr

THX_S:

That is my last question. Thank you so much for taking the time to talk with me today. We should be mailing you a prior letter and paper questionnaire within the next 3 weeks.

```
=> +0
else => THX_A
if SSI_FLG = 01
```

Yes, comments..01   O   => INT96
No comments..02   => INT96

THX_A:

That is my last question. Thank you so much for taking the time to talk with me today. We should be mailing you a prior letter and paper questionnaire within the next 3 weeks.

```
=> +0
else => INT
if ADDR_FLG = 01
```

Yes, comments..01   O
No comments..02

INT96:

font color="#0000FF"*** Pre-Screening Completion Screen ***/font font color="#0000FF"Is this completion ...   (IWR: You must review the open-ends comments after you close out the interview.   /font

Completed Screening Interview (WITH updates)............CS   => /END
Completed Screening Interview (NO updates)...............CN   => /END
Completed Screening Interview (WITH ONLY EMAIL update) CE   => /END
Confirmed Business would NOT update information......CX   => /END
FAX information to business..FX   => /END

Q01:

First, what is your job title or role?

Q02:

Approximately what year did this business begin operating at this location? font color="#0000FF"   (IWR Note: If the business began operating before 1800 please enter 1800 and leave an interviewer note with actual start year.)/font

$E 1800 2014
Don't know..-7
Refuse..-9

Q03:
What is the main product or service at this business location?

Enter response..01   O
Don't know...-7
Refuse...-9

Q04:
Does this business have ONLY ONE location or MORE THAN ONE location?

Only one location...01   => Q06A
More than one location...02
Don't know...-7   => Q06A
Refuse...-9   => Q06A

Q04A:
Is this location this business's headquarters or is it a branch location?

Headquarters..01
Branch...02
Don't know...-7
Refuse...-9

Q06A:
screen [template 12] -> Q06B
font color="#0000FF"   (IWR Note: On this screen move to the next answer with the tab key or mouse click.   Press [Enter] or click Next to go to the next screen.)/font
In 2013, at this location, what was the AVERAGE number of workers who were . . . Full-time and part-time employees on YOUR PAYROLL? font color="#0000FF" (IWR Note: Don't know = .07   Refused = .09) (IWR Note: These questions do allow 2 decimal places)/font

$R.2 0.00 999999.99
Don't know...-7
Refuse..-9

Q06B:
Independent contractors or temporary workers NOT ON YOUR PAYROLL?

$R.2 0.00 999999.99
Don't know...-7
Refuse..-9

Q06ACALC:
Carries the percent for Q06A with negative numbers (missings values) set to 0 (zero). Used in Q06SU.

$R.2 0.00 999999.99

=> *
if IF(Q06A>=0,Q06A,0)

Q06BCALC:

Carries the percent for Q06B with negative numbers (missings values) set to 0 (zero). Used in Q06SU.

$R.2 0.00 999999.99

```
=> *
if IF(Q06B>=0,Q06B,0)
```

Q06SU:

Sums Q06ACALC and Q06BCALC

$R.2 0.00 999999.99

```
=> *
if SMR(0,Q06ACALC,Q06BCALC)
```

Q06CH:

This business must have had at least 5 workers to be eligible for the survey.   These are the numbers I have: <Q06ACALC> full-time and part-time employees ON YOUR PAYROLL, and <Q06BCALC> workers who were independent contractors or temporary workers NOT ON YOUR PAYROLL.   Totaling <Q06SU> Workers.   Would like to change either of these?

```
=> +0
else => Q07A
if Q06SU<5
```

Changes number of employees ON YOUR PAYROLL.......01   => /Q06A
Changes number of workers NOT ON YOUR PAYROLL....02   => /Q06B
Go with the numbers given...03
Don't know..-7
Refuse...-9

INT30:

Thank you for your time, but we are currently only interviewing businesses with 5 or more workers.

```
=> +0
else => Q07A
if Q06SU<5
```

Ineligible - Less than 5 workers......................................I5   => /Q52A

Q07A:

In the past 12 months, did this business offer a health insurance option for any workers?

Yes...01
No..02
Don't know..-7
Refuse...-9

Q07C:

In the past 12 months, did this business pay for worker education, professional development, or training?

Yes...01
No..02
Don't know...-7
Refuse...-9

Q07D:

(In the past 12 months, did this business)   Offer paid maternity, paternity, or family leave?

Yes...01
No..02
Don't know...-7
Refuse...-9

Q07E:

(In the past 12 months, did this business)   Have an employee-ownership plan?   font color="#0000FF"   (IWR Definition: Profit sharing or company stock.)/font

Yes...01
No..02
Don't know...-7
Refuse...-9

Q07B:

(In the past 12 months, did this business) Offer a retirement plan (401k or pension)?

Yes...01
No..02
Don't know...-7
Refuse...-9

Q07F:

(In the past 12 months, did this business)   The last one is   Offer paid time off in order for workers to volunteer?

Yes...01
No..02
Don't know...-7
Refuse...-9

Q08A:

How many workers are managers at this location?   font color="#0000FF"   (IWR Definition: Managers are workers who direct or oversee operations.)/font

$E 0 100
Don't know...-7
Refuse...-9

Q08B:

How many workers are professionals (at this location)?   font color="#0000FF"   (IWR Definition: Professionals are workers who receive a license or credential such as engineers, or accountants.)/font

$E 0 100
Don't know...-7
Refuse..-9

Q09:

In 2013, what is your best estimate of the average hourly wage for non-salaried workers at this location? font color="#0000FF"   (IWR Note: Question does allow 2 decimal places.)/font

$R 1.00 999.99
No non-salaried workers...-6
Don't know...-7
Refuse...-9

Q10CPK:

Next I am going to ask about 5 inclusive occupational categories. Would it be easier for you to classify all workers using the percent of workers in each category or the number of workers in each category.

Number of workers in each category............................01   => Q10AN
Percent of workers in each category............................02
Don't know..-7   => Q10AN
Refuse...-9   => Q10AN

Q10AP:

screen [template 12] -> Q10EP
font color="#0000FF"   (IWR Note: On this screen move to the next answer with the tab key or mouse click.   Press [Enter] or click Next to go to the next screen.)/font In 2013, at this location, what percent of workers were in the occupational category of   Management and professional? font color="#0000FF"   (IWR Note: Don't know = .07   Refused = .09) (IWR Note: These questions do allow 2 decimal places.)/font

$R.2 0.00 100.00
Don't know..-7
Refuse..-9

Q10BP:

What percent of workers were in the occupational category of   Services?

$R.2 0.00 100.00
Don't know..-7
Refuse..-9

Q10CP:

Sales and office support (includes administrative staff)?

$R.2 0.00 100.00
Don't know..-7
Refuse...-9

Q10DP:

Natural resources, construction, and maintenance?

$R.2 0.00 100.00
Don't know..-7
Refuse...-9

Q10EP:

The last one is Production, transportation, and material moving? font color="#0000FF" (Total should be 100%.)font

$R.2 0.00 100.00
Don't know..-7
Refuse...-9

Q10APCAL:

Carries the percent for Q10AP with negative numbers (missings values) set to 0 (zero). Used in Q10PSU.

$R.2 0.00 100.00

```
=> *

if IF(Q10AP>=0,Q10AP,0)
```

Q10BPCAL:

Carries the percent for Q10BP with negative numbers (missings values) set to 0 (zero). Used in Q10PSU.

$R.2 0.00 100.00

```
=> *

if IF(Q10BP>=0,Q10BP,0)
```

Q10CPCAL:

Carries the percent for Q10CP with negative numbers (missings values) set to 0 (zero). Used in Q10PSU.

$R.2 0.00 100.00

```
=> *

if IF(Q10CP>=0,Q10CP,0)
```

Q10DPCAL:

Carries the percent for Q10DP with negative numbers (missings values) set to 0 (zero).
Used in Q10PSU.

$R.2 0.00 100.00

```
=> *
if IF(Q10DP>=0,Q10DP,0)
```

Q10EPCAL:

Carries the percent for Q10EP with negative numbers (missings values) set to 0 (zero). Used
in Q10PSU.

$R.2 0.00 100.00

```
=> *
if IF(Q10EP>=0,Q10EP,0)
```

Q10PSU:

Sums Q10APCAL-Q10EPCAL

$R.2 0.00 100.00

```
=> *
if SMR(0,Q10APCAL,Q10BPCAL,Q10CPCAL,Q10DPCAL,Q10EPCAL)
```

Q10PCK:

I'm sorry, but those percents do not add up to 100% .   These are the numbers I have:
<Q10APCAL>% of your workers are in management and professional. <Q10BPCAL>% of
your workers are in services. <Q10CPCAL>% (of your workers) are in sales and office
support. <Q10DPCAL>% (of your workers) are in natural resources, construction, and
maintenance. <Q10EPCAL>% (of your workers) are in production, transportation, and
material moving.   Totaling <Q10PSU>%   Are there any of those you would like to change?

```
=> +0
else => Q10A
if (Q10PSU<99 OR Q10PSU>101 )
```

Changes % in management and professional................01   => /Q10AP
Changes % in services..................................02   => /Q10BP
Changes % in sales and office support...........................03   => /Q10CP
Changes % in natural resources, construction, and maintenance04   => /Q10DP
....
Changes % in production, transportation, and material moving 05   => /Q10EP
....
Go with the numbers given..06   => /Q10A
Don't know..-7
Refuse..-9

Q10AN:

screen [template 12] -> Q10EN
In 2013, at this location, how many workers were in the occupational category of Management and professional? font color="#0000FF" (IWR Note: Don't know = .07 Refused = .09)   (IWR Note: These questions do allow 2 decimal places.)/font

$R.2 0.00 999999.99
Don't know...-7
Refuse..-9

Q10BN:

How many workers were in the occupational category of   Services?

$R.2 0.00 999999.99
Don't know...-7
Refuse..-9

Q10CN:

Sales and office support (includes administrative staff)?

$R.2 0.00 999999.99
Don't know...-7
Refuse..-9

Q10DN:

Natural resources, construction, and maintenance?

$R.2 0.00 999999.99
Don't know...-7
Refuse..-9

Q10EN:

The last one is Production, transportation, and material moving?

$R.2 0.00 999999.99
Don't know...-7
Refuse..-9

Q10A:

What was the minimum educational level needed for the occupational category of management and professional in 2012.   Was it less than high school (or no specific education), a high school diploma (or GED), an associates degree (or vocational certification), a four-year college degree, or more than a four-year college degree?

Less than high school (or no specific education)............01
High school diploma (or GED)..02
Associates degree (or vocational certification)..............03
Four-year college degree...04
More than four-year college degree..............................05
No educational requirement...06
Don't know..-7
Refuse..-9

Q10B:

What was the minimum educational level needed for the occupational category of services? (In 2012,)   Was it less than high school (or no specific education), a high school diploma (or GED), an associates degree (or vocational certification), a four-year college degree, or more than a four-year college degree?

Less than high school (or no specific education)............01
High school diploma (or GED)..02
Associates degree (or vocational certification)..............03
Four-year college degree...04
More than four-year college degree..............................05
No educational requirement...06
Don't know..-7
Refuse..-9

Q10C:

(What was the minimum educational level needed for the occupational category of . . . in 2012) The next one is Sales and office support (includes administrative staff).   (Was it less than high school (or no specific education), a high school diploma (or GED), an associates degree (or vocational certification), a four-year college degree, or more than a four-year college degree?)

Less than high school (or no specific education)............01
High school diploma (or GED)..02
Associates degree (or vocational certification)..............03
Four-year college degree...04
More than four-year college degree..............................05
No educational requirement...06
Don't know..-7
Refuse..-9

Q10D:

(What was the minimum educational level needed for the occupational category of . . . in 2012) (The next one is) Natural resources, construction, and maintenance. (Was it less than high school (or no specific education), a high school diploma (or GED), an associates degree (or vocational certification), a four-year college degree, or more than a four-year college degree?)

Less than high school (or no specific education)............01
High school diploma (or GED)...02
Associates degree (or vocational certification)..............03
Four-year college degree..04
More than four-year college degree..............................05
No educational requirement...06
Don't know..-7
Refuse...-9

Q10E:

(What was the minimum educational level needed for the occupational category of . . . in 2012) The last one is Production, transportation, and material moving. (Was it less than high school (or no specific education), a high school diploma (or GED), an associates degree (or vocational certification), a four-year college degree, or more than a four-year college degree?)

Less than high school (or no specific education)............01
High school diploma (or GED)...02
Associates degree (or vocational certification)..............03
Four-year college degree..04
More than four-year college degree..............................05
No educational requirement...06
Don't know..-7
Refuse...-9

Q11:

Is any part of the workforce unionized or covered by a collective bargaining agreement?

Yes..01
No..02
Don't know..-7
Refuse...-9

Q12:

In the past 3 years, has finding qualified applicants for your workforce, not including managers and professionals, been very difficult, somewhat difficult, or not difficult?

Very difficult..01
Somewhat difficult..02
Not difficult...03   => Q13
Don't know..-7   => Q13
Refuse...-9   => Q13

Q12A:

Why has it been difficult to find qualified applicants for your workforce?   Is this due to the quality of the labor pool?

Yes...01
No..02
Don't know...-7
Refuse..-9

Q12B:

(Why has it been difficult to find qualified applicants for your workforce?)   Is this due to increases in required skills and knowledge?

Yes...01
No..02
Don't know...-7
Refuse..-9

Q12C:

(Why has it been difficult to find qualified applicants for your workforce?)   (Is this due to an) Insufficient number of workers available locally?

Yes...01
No..02
Don't know...-7
Refuse..-9

Q12D:

(Why has it been difficult to find qualified applicants for your workforce?)   (Is this due to) Limited interest among job seekers for openings at this business?

Yes...01
No..02
Don't know...-7
Refuse..-9

Q13:

Does this business have written position descriptions?

Yes...01
No..02   => Q14A
Don't know...-7   => Q14A
Refuse..-9   => Q14A

Q13A:

Are training requirements documented in those position descriptions?

Yes...01
No..02   => Q14A
Don't know...-7   => Q14A
Refuse..-9   => Q14A

Q13B:

Does this business track whether workers complete or if they have already completed these training requirements?

Yes...01
No..02
Don't know...-7
Refuse...-9

Q14A:

Please tell me if the following technologies are currently used at this business.   The first one is   Does this business currently use personal computers or laptops, not including smart phones?

Yes...01
No..02   => Q17A
Don't know...-7   => Q17A
Refuse...-9   => Q17A

Q14B:

(Please tell me if the following technologies are currently used at this business.)   The next one is   Does this business use broadband or high speed internet?

Yes...01
No..02
Don't know...-7
Refuse...-9

Q14C:

(Please tell me if the following technologies are currently used at this business.)   (The next one is)   Does this business use the Internet for sales of products or services (also known as e-commerce)?

Yes...01
No..02
Don't know...-7
Refuse...-9

Q14D:

(Please tell me if the following technologies are currently used at this business.)   (The next one is) Are supplies purchased over the Internet (also known as e-procurement)?

Yes...01
No..02
Don't know...-7
Refuse...-9

Q14E:

(Please tell me if the following technologies are currently used at this business.)   (The next one is) Is this business currently using web advertising?

Yes...01
No..02
Don't know..-7
Refuse...-9

Q14F:

(Please tell me if the following technologies are currently used at this business.)   (The next one is) Does this business market by direct email?

Yes...01
No..02
Don't know..-7
Refuse...-9

Q14G:

(Please tell me if the following technologies are currently used at this business.)   (The next one is) Does this business currently use social media, such as LinkedIn or Facebook?

Yes...01
No..02
Don't know..-7
Refuse...-9

Q14H:

Does this business issue smart phones to (any) workers?

Yes...01
No..02
Don't know..-7
Refuse...-9

Q14I:

(Please tell me if the following technologies are currently used at this business.)   (The next one is) Does this business use RFID readers, barcode, or optical scanners (such as Radio Frequency Identification)?   font color="#0000FF"   (IWR: RFID is read as R-F-I-D --- which stands for Radio Frequency Identification If any sort of hand held scanners are used in this business answer as yes)/font

Yes...01
No..02
Don't know..-7
Refuse...-9

Q14J:

(Please tell me if the following technologies are currently used at this business.)   (The next one is) Does this business use computer software specifically designed for your business or industry?

Yes..01
No...02
Don't know..-7
Refuse...-9

Q14K:

(Please tell me if the following technologies are currently used at this business.)   (The next one is) Does this business use an integrated enterprise resource planning system, such as SAP or Microsoft Dynamics?   font color="#0000FF"   (IWR Prompt: SAP, Microsoft Dynamics, or Oracle Applications include functions for accounting, logistics, human resources, and/or sales management, along with other functions.)/font

Yes..01
No...02
Don't know..-7
Refuse...-9

Q14L:

(Please tell me if the following technologies are currently used at this business.)   (The next one is) Does this business use a stand-alone supply chain or logistics management software?   font color="#0000FF"   (IWR: standalone means software that is used independently of other software to provide a specific set of services.)/font

Yes..01
No...02
Don't know..-7
Refuse...-9

Q14M:

(Please tell me if the following technologies are currently used at this business.)   The last one is Does this business use a stand-alone customer relationship management software?

Yes..01
No...02
Don't know..-7
Refuse...-9

Q15:

What percent of this business's sale of products or services comes over the Internet? font color="#0000FF"   (IWR Note: Question does allow 2 decimal places.)/font

$R.2 0.00 100.00

| => +1 |
| if Q14C<>01 |

Don't know...-7
Refuse...-9

Q16:
What percent of your workforce, not including managers and professionals, uses computers on a daily basis? font color="#0000FF"   (IWR Note: Question does allow 2 decimal places.)/font

$R.2 0.00 100.00
Don't know...-7
Refuse..-9

Q17A:
Next we would like to ask about factors that may have limited this business's use of information and communications technology.   Has the cost of equipment and software limited this business's use of technologies?

Yes...01
No...02
Don't know...-7
Refuse..-9

Q17B:
(Factors that may have limited this business's use of information and communications technology.)   Has the cost of information and communications services limited this business's use of technology?

Yes...01
No...02
Don't know...-7
Refuse..-9

Q17C:
(Factors that may have limited this business's use of information and communications technology.) (Has the)   Lack of access to adequate broadband or high speed internet? (limited this business's use of technology?)

Yes...01
No...02
Don't know...-7
Refuse..-9

Q17D:
(Has the)   Lack of knowledge?   (Limited this business's use of technology?)

Yes...01
No...02
Don't know...-7
Refuse..-9

Q17E:

(Factors that may have limited this business's use of information and communications technology.) Does this business have difficulty integrating new technologies into the current way you do business?

Yes...01
No..02
Don't know..-7
Refuse..-9

Q18A:

Next we would like to know the main sources businesses' use to learn about new opportunities or ways of doing things.   How valuable to this business are your SUPPLIERS as a source of new information?   Would you say not at all valuable, somewhat valuable or very valuable?

Not at all valuable..01
Somewhat valuable...02
Very valuable...03
Don't know..-7
Refuse..-9

Q18B:

How valuable to this business are your CUSTOMERS as a source of new information?   Would you say not at all valuable, somewhat valuable or very valuable?

Not at all valuable..01
Somewhat valuable...02
Very valuable...03
Don't know..-7
Refuse..-9

Q18C:

(How valuable to this business are)   Other business people in your industry (as a source of new information)?   (Would you say not at all valuable, somewhat valuable or very valuable?)

Not at all valuable..01
Somewhat valuable...02
Very valuable...03
Don't know..-7
Refuse..-9

Q18D:

(How valuable to this business are)   Other business people NOT in your industry (as a source of new information)?   (Would you say not at all valuable, somewhat valuable or very valuable?)

Not at all valuable...01
Somewhat valuable..02
Very valuable...03
Don't know...-7
Refuse...-9

Q18E:

(How valuable to this business are)   Business or trade association conferences or publications (as a source of new information)?   (Would you say not at all valuable, somewhat valuable or very valuable?)

Not at all valuable...01
Somewhat valuable..02
Very valuable...03
Don't know...-7
Refuse...-9

Q18F:

(How valuable to this business are)   Your own workers (as a source of new information)? (Would you say not at all valuable, somewhat valuable or very valuable?)

Not at all valuable...01
Somewhat valuable..02
Very valuable...03
Don't know...-7
Refuse...-9

Q18G:

(How valuable to this business is)   Media?   (such as newspapers, television, and internet (as a source of new information)?   (Would you say not at all valuable, somewhat valuable or very valuable?)

Not at all valuable...01
Somewhat valuable..02
Very valuable...03
Don't know...-7
Refuse...-9

Q18H:

(How valuable to this business are)   Private consultants (as a source of new information)? (Would you say not at all valuable, somewhat valuable or very valuable?)

Not at all valuable...01
Somewhat valuable..02
Very valuable...03
Don't know...-7
Refuse...-9

Q18I:

(How valuable to this business are) The last one is   University extension, community colleges, or business schools (as a source of new information)?   (Would you say not at all valuable, somewhat valuable or very valuable?)

Not at all valuable...01
Somewhat valuable...02
Very valuable..03
Don't know..-7
Refuse...-9

Q19A:

Are your suppliers that are your most valuable sources of information, located in your community, outside of your community within a reasonable drive (for you), or beyond a reasonable drive (for you)?

```
=> +1
if Q18A<>3
```

In your community...01
Outside community within a reasonable drive (for you).02
Beyond a reasonable drive (for you).............................03
Don't know..-7
Refuse...-9

Q19B:

Are your customers that are your most valuable sources of information, located in your community, outside of your community within a reasonable drive (for you), or beyond a reasonable drive (for you)?

```
=> +1
if Q18B<>3
```

In your community...01
Outside community within a reasonable drive (for you).02
Beyond a reasonable drive (for you).............................03
Don't know..-7
Refuse...-9

Q19C:

Are other business people in your industry that are your most valuable sources of information, located in your community, outside of your community within a reasonable drive (for you), or beyond a reasonable drive (for you)?

```
=> +1
if Q18C<>3
```

In your community...01
Outside community within a reasonable drive (for you).02
Beyond a reasonable drive (for you).............................03
Don't know..-7
Refuse...-9

Q19D:

Are other business people not in your industry that are your most valuable sources of information, located in your community, outside of your community within a reasonable drive (for you), or beyond a reasonable drive (for you)?

=> +1
if Q18D<>3

In your community...01
Outside community within a reasonable drive (for you).02
Beyond a reasonable drive (for you).............................03
Don't know...-7
Refuse...-9

Q20A:

screen [template 12] -> Q20C
font color="#0000FF"   (IWR Note: On this screen move to the next answer with the tab key or mouse click.   Press [Enter] or click Next to go to the next screen.)/font Now I am asking about the approximate percent of 2013 final shipments or billed services br that went to customers in each of these three categories br locally, elsewhere in the United States, and Internationally. First   Locally (within a reasonable drive for you)? font color="#0000FF"   (IWR Note: Don't know = .07   Refused = .09) (IWR Note: These questions do allow 2 decimal places.)/font

$R.2 0.00 100.00
No sales in 2013...-4   => Q21
Don't know...-7
Refuse...-9

Q20B:

Elsewhere in the United States (beyond a reasonable drive for you)?

$R.2 0.00 100.00
Don't know...-7
Refuse...-9

Q20C:

and Internationally? font color="#0000FF"   (Total should be 100%.)font

$R.2 0.00 100.00
Don't know...-7
Refuse...-9

Q20ACALC:

Carries the percent for Q20A with negative numbers (missings values) set to 0 (zero). Used in Q20SU.

$R.2 0.00 100.00

=> *
if IF(Q20A>=0,Q20A,0)

Q20BCALC:

Carries the percent for Q20B with negative numbers (missings values) set to 0 (zero). Used in Q20SU.

$R.2 0.00 100.00

```
=> *
if IF(Q20B>=0,Q20B,0)
```

Q20CCALC:

Carries the percent for Q20C with negative numbers (missings values) set to 0 (zero). Used in Q20SU.

$R.2 0.00 100.00

```
=> *
if IF(Q20C>=0,Q20C,0)
```

Q20SU:

Sums Q20ACALC-Q20CCALC

$R.2 0.00 100.00

```
=> *
if SMR(0,Q20ACALC,Q20BCALC,Q20CCALC)
```

Q20CH:

I'm sorry, but those percents do not add up to 100%   (Approximately what percent of 2012 final shipments or billed services went to . . .) These are the numbers I have: <Q20ACALC>% went to local customers within a reasonable drive <Q20BCALC>% went to customers in the rest of the United States and   <Q20CCALC>% went to international customers.   Totaling <Q20SU>%   Are there any of those you would like to change?

```
=> +0
else => Q21
if (Q20SU<99 OR Q20SU>101 )
```

Changes % to local customers.....................................01	=>	/Q20A
Changes % to U.S. customers......................................02	=>	/Q20B
Changes % to international customers.........................03	=>	/Q20C
Go with the numbers given...04		
Don't know...-7		
Refuse...-9		

Q21:

Was this location in business in 2007?

```
=> Q23
else => Q21
if Q02 > 2007
```

Yes...01
No...02   => Q23
Don't know..-7   => Q23
Refuse...-9   => Q23

Q21A:

screen [template 12] -> Q21C
font color="#0000FF"   (IWR Note: On this screen move to the next answer with the tab key or mouse click.   Press [Enter] or click Next to go to the next screen.)/font Now I am asking about your best guess of the percent of 2007 final shipments or billed services br that went to customers in each of these same three categories br locally, elsewhere in the United States, and Internationally. First   Locally (within a reasonable drive for you)? font color="#0000FF" (IWR Note: Don't know = .07   Refused = .09)   (IWR Note: These questions do allow 2 decimal places)/font

$R.2 0.00 100.00
No sales in 2007...-3   => Q23
Don't know...-7
Refuse..-9

Q21B:

Elsewhere in the United States (beyond a reasonable drive for you)?

$R.2 0.00 100.00
Don't know...-7
Refuse..-9

Q21C:

Finally, Internationally? font color="#0000FF"   (Total should be 100%.)font

$R.2 0.00 100.00
Don't know...-7
Refuse..-9

Q21ACALC:

Carries the percent for Q21A with negative numbers (missings values) set to 0 (zero). Used in Q21SU.

$R.2 0.00 100.00

```
=> *
if IF(Q21A>=0,Q21A,0)
```

Q21BCALC:

Carries the percent for Q21B with negative numbers (missings values) set to 0 (zero). Used in Q21SU.

$R.2 0.00 100.00

```
=> *
if IF(Q21B>=0,Q21B,0)
```

Q21CCALC:

Carries the percent for Q21C with negative numbers (missings values) set to 0 (zero). Used in Q21SU.

$R.2 0.00 100.00

```
=> *
if IF(Q21C>=0,Q21C,0)
```

Q21SU:

Sums Q21ACALC-Q21CCALC

$R.2 0.00 100.00

```
=> *
if SMR(0,Q21ACALC,Q21BCALC,Q21CCALC)
```

Q21CH:

I'm sorry, but those percents do not add up to 100%   (What is your best guess of the percent of 2007 final shipments or billed services that went to local customers . . .) These are the numbers I have: <Q21ACALC>% went to local customers within a reasonable drive   <Q21BCALC>% went to customers in the rest of the United States and   <Q21CCALC>% went to international customers.   Totaling <Q21SU>%   Are there any of those you would like to change?

```
=> +0
else => Q22A
if (Q21SU<99 OR Q21SU>101 )
```

Changes % to local customers......................................01   => /Q21A
Changes % to U.S. customers.......................................02   => /Q21B
Changes % to international customers..........................03   => /Q21C
Go with the numbers given...04
Don't know...-7
Refuse...-9

Q22A:

In 2013 what percent of goods and services sold by this business were sold to other businesses?

$R.2 0.00 100.00
No sales in 2013...-4   => Q23
Don't know...-7
Refuse...-9

Q22B:

In 2012 what percent of goods and services sold by your business were sold to government?

$R.2 0.00 100.00
Don't know...-7
Refuse...-9

Q22C:

In 2012 what percent of goods and services sold by your business were sold to individuals?

$R.2 0.00 100.00
Don't know...-7
Refuse...-9

Q22ACALC:

Carries the percent for Q22A with negative numbers (missings values) set to 0 (zero). Used in Q22SU.

$R.2 0.00 100.00

```
=> *

if IF(Q22A>=0,Q22A,0)
```

Q22BCALC:

Carries the percent for Q22B with negative numbers (missings values) set to 0 (zero). Used in Q22SU.

$R.2 0.00 100.00

```
=> *

if IF(Q22B>=0,Q22B,0)
```

Q22CCALC:

Carries the percent for Q22C with negative numbers (missings values) set to 0 (zero). Used in Q22SU.

$R.2 0.00 100.00

```
=> *

if IF(Q22C>=0,Q22C,0)
```

Q22SU:

Sums Q22CALC-Q22CALC

$R.2 0.00 100.00

```
=> *
if SMR(0,Q22ACALC,Q22BCALC,Q22CCALC)
```

Q22CH:

I'm sorry, but those percents do not add up to 100%   (In 2012, what percent of goods and services sold by this business were sold to . . .)   These are the numbers I have: <Q22ACALC>% were sold to other businesses <Q22BCALC>% were sold to government and <Q22CCALC>% were sold to individuals.   Totaling <Q22SU>%   Are there any of those you would like to change?

```
=> +0
else => Q23
if (Q22SU<99 OR Q22SU>101 )
```

Changes % sold to other businesses.............................01	=> /Q22A
Changes % sold to government...................................02	=> /Q22B
Changes % sold to individuals.....................................03	=> /Q22C
Go with the numbers given...04	
Don't know...-7	
Refuse...-9	

Q23:

Is the CURRENT market for your products or services growing, stable, declining, mixed (that is some are declining and others are growing), or are you uncertain?

Growing...01
Stable..02
Declining...03
Mixed...04
Uncertain...05
Refuse...-9

Q24:

Does this business require workers to DOCUMENT good work practices and lessons learned?

Yes...01
No..02
Don't know...-7
Refuse...-9

Q25:

How often does this business monitor customer satisfaction through analysis of complaints, customer satisfaction surveys, focus groups, or other methods? Would you say never, occasionally or regularly?

Never..01
Occasionally...02
Regularly..03
Don't know..-7
Refuse...-9

Q26:

How often are processes changed to fix problems identified through customer complaints? Would you say never, occasionally or regularly?

Never..01
Occasionally...02
Regularly..03
Don't know..-7
Refuse...-9

Q27A:

Next I am going to ask about any new services and methods that this business might have introduced in the past 3 years.   In the past 3 years did this business produce any new or significantly improved goods (or products)?

Yes...01
No...02
Don't know..-7
Not applicable...-8
Refuse...-9

Q27B:

(New services and methods that this business might have introduced in the past 3 years.) In the past 3 years, did this business provide any new or significantly improved services?

Yes...01
No...02
Don't know..-7
Not applicable...-8
Refuse...-9

Q27C:

(New services and methods that this business might have introduced in the past 3 years.) New or significantly improved methods of manufacturing or producing goods or services?

Yes...01
No...02
Don't know..-7
Not applicable...-8
Refuse...-9

Q27D:
(New services and methods that this business might have introduced in the past 3 years.)
New or significantly improved logistics, delivery, or distribution methods for your inputs, goods, or services?

Yes..01
No...02
Don't know..-7
Not applicable...-8
Refuse..-9

Q27E:
(New services and methods that this business might have introduced in the past 3 years.)
New or significantly improved support activities for your processes?

Yes..01
No...02
Don't know..-7
Not applicable...-8
Refuse..-9

Q27F:
(New services and methods that this business might have introduced in the past 3 years.)
The last one is   New or significant improvements in your marketing methods?

Yes..01
No...02
Don't know..-7
Not applicable...-8
Refuse..-9

Q28A:
In the past 3 years, did this business have any improvement or innovation activities that were abandoned?

Yes..01
No...02
Don't know..-7
Refuse..-9

Q28B:
In the past 3 years, did this business have any improvement or innovation activities that were incomplete?

Yes..01
No...02
Don't know..-7
Refuse..-9

Q29SK:

(Programmer; if all of the Q27A through Q27F are no, dk, rf AND Q28a=2,D,R and Q28b=2,D,R, ask go to Q29A else go to Q30A)

```
=> Q30A
else => Q29A
if Q27A=01 OR Q27B=01 OR Q27C=01 OR Q27D=01 OR Q27E=01 OR Q27F=01 OR
            Q28A=01 OR Q28B=01
```

Q29A:

Please tell us why improvement or innovation activities have not been necessary or possible for this business?

```
Enter response..............................................................01  O    => Q35A
Don't know...................................................................-7       => Q35A
Not applicable...............................................................-8       => Q35A
Refuse.........................................................................-9       => Q35A
```

Q30A:

Now I am going to read a list of improvements you may have made to any new or significantly improved GOODS OR SERVICES sold by this business. In 2013, did this business sell any new or significantly improved GOODS OR SERVICES with improved performance?

```
=> Q30A
else => Q33A
if Q27A=01 OR Q27B=01
```

```
Yes.............................................................................01
No..............................................................................02
Don't know...................................................................-7
Refuse.........................................................................-9
```

Q30B:

In 2013, did this business sell any new or significantly improved GOODS OR SERVICES that were more user-friendly?

```
Yes.............................................................................01
No..............................................................................02
Don't know...................................................................-7
Refuse.........................................................................-9
```

Q30C:

(In 2013, did this business sell any new or significantly improved GOODS OR SERVICES that) Reduced costs?

```
Yes.............................................................................01
No..............................................................................02
Don't know...................................................................-7
Refuse.........................................................................-9
```

Q30D:

(In 2013, did this business sell any new or significantly improved GOODS OR SERVICES with)
New features?

Yes...01
No..02
Don't know..-7
Refuse..-9

Q30E:

(In 2013, did this business sell any new or significantly improved GOODS OR SERVICES with)
The last one is   New service capabilities?

Yes...01
No..02
Don't know..-7
Refuse..-9

Q31:

In the past 3 years, did this business start selling any new or significantly improved goods or
services BEFORE your competitors in at least one of your markets? (Please include all
products even if it was available in another market.)

Yes...01
No..02
Uncertain..03
Refuse..-9

Q32:

In 2013, what percent of this business's SALES came from new or significantly improved
GOODS OR SERVICES? font color="#0000FF"   (IWR Note: Question does allow 2 decimal
places.)/font

$R.2 0.00 100.00
Don't know..-7
Refuse..-9

Q33A:

In the past 3 years, did this business engage in any of the following innovation-related
activities?   The first one is   In-house research and development, to increase knowledge or
devise innovations?

Yes...01
No..02
Don't know..-7
Refuse..-9

Q33B:

(Did this business engage in any of the following innovation-related activities?)   The next one is In the past 3 years did this business purchase research and development from research organizations or other branches of this business?

Yes..01
No...02
Don't know...-7
Refuse...-9

Q33C:

(In the past 3 years, did this business engage in any of the following innovation-related activities?) (The next one is) Conduct in-house design activities to improve aesthetics of product or a product's packaging?

Yes..01
No...02
Don't know...-7
Refuse...-9

Q33D:

(In the past 3 years, did this business engage in any of the following innovation-related activities?) (The next one is)   Purchase design services?

Yes..01
No...02
Don't know...-7
Refuse...-9

Q33E:

(In the past 3 years, did this business engage in any of the following innovation-related activities?) (The next one is)   Purchase machinery, equipment, computers, or software to implement innovations?

Yes..01
No...02
Don't know...-7
Refuse...-9

Q33F:

(In the past 3 years, did this business engage in any of the following innovation-related activities?) (The next one is)   Purchase or license patents or inventions to implement innovations?

Yes..01
No...02
Don't know...-7
Refuse...-9

Q33G:

(In the past 3 years, did this business engage in any of the following innovation-related activities?) (The next one is)   Purchase knowledge or expertise to implement innovations?

Yes..01
No...02
Don't know..-7
Refuse...-9

Q33H:

(In the past 3 years, did this business engage in any of the following innovation-related activities?) (The next one is)   Plan, engineer, design, or conduct other development work to implement innovations?

Yes..01
No...02
Don't know..-7
Refuse...-9

Q33I:

(In the past 3 years, did this business engage in any of the following innovation-related activities?) (The next one is)   Train staff to develop or introduce innovations?

Yes..01
No...02
Don't know..-7
Refuse...-9

Q33J:

(In the past 3 years, did this business engage in any of the following innovation-related activities?) The last one is   Market research, advertising, or other marketing activities linked to implementing innovations?

Yes..01
No...02
Don't know..-7
Refuse...-9

Q34A:

In the current environment, if excess cash were available, how likely would this business use these funds to provide additional training of workers?   Would you say not at all likely, probably, or most definitely?

Not at all likely...01
Probably..02
Most definitely..03
Don't know..-7
Refuse...-9

Q34B:

(In the current environment, if excess cash were available,)   How likely would this business use these funds to repay debt?   Would you say not at all likely, probably, or most definitely?

Not at all likely...01
Probably...02
Most definitely..03
Don't know...-7
Refuse..-9

Q34C:

(In the current environment, if excess cash were available,)   (How likely would this business use these funds to) Provide a reserve or cushion? (Would you say not at all likely, probably, or most definitely?)

Not at all likely...01
Probably...02
Most definitely..03
Don't know...-7
Refuse..-9

Q34D:

(In the current environment, if excess cash were available,)   (How likely would this business use these funds to) Fund additional innovation projects? (Would you say not at all likely, probably, or most definitely?)

Not at all likely...01
Probably...02
Most definitely..03
Don't know...-7
Refuse..-9

Q34E:

(In the current environment, if excess cash were available,)   (How likely would this business use these funds to) The last one is Fund additional investment projects such as replacing old equipment or for expansion? (Would you say not at all likely, probably, or most definitely?)

Not at all likely...01
Probably...02
Most definitely..03
Don't know...-7
Refuse..-9

Q35A:

Please tell me if this business produces products or provides services in any of the following five green sectors. Does this business produce renewable energy?

Yes...01
No...02
Don't know...-7
Refuse..-9

Q35B:
(Please tell me if this business produces products or provides services in any of the following five green sectors.) Does this business increase energy efficiency?

Yes..01
No...02
Don't know...-7
Refuse..-9

Q35C:
(Please tell me if this business produces products or provides services in any of the following five green sectors.) (Does this business)   Conserve natural resources?

Yes..01
No...02
Don't know...-7
Refuse..-9

Q35D:
(Please tell me if this business produces products or provides services in any of the following five green sectors.) (Does this business)   Prevent, reduce or clean up pollution?

Yes..01
No...02
Don't know...-7
Refuse..-9

Q35E:
(Please tell me if this business produces products or provides services in any of the following five green sectors.) (Does this business) The last one is Produce clean transportation fuels?

Yes..01
No...02
Don't know...-7
Refuse..-9

Q36:
In the past 3 years, did this business participate in any patent applications?

Yes..01
No...02   => Q37A
Don't know...-7   => Q37A
Refuse..-9   => Q37A

Q36A:
In the past 3 years, how many patent applications did this business participate in?

$E 1 99
Don't know...-7
Refuse..-9

Q36B:

In the past 3 years, how many patents were awarded?

$E 0 99
Don't know...-7
Refuse..-9

Q37A:

In the past 3 years, did this business register an industrial design?

Yes...01
No...02
Don't know...-7
Refuse..-9

Q37B:

In the past 3 years, did this business   Register a trademark?

Yes...01
No...02
Don't know...-7
Refuse..-9

Q37C:

(In the past 3 years, did this business)   Produce materials eligible for copyright?

Yes...01
No...02
Don't know...-7
Refuse..-9

Q37D:

(In the past 3 years, did this business) The last one is   Use trade secret protections?   font color="#0000FF"   (DEF: "Trade secret protections such as non-disclosure agreements, or non-compete clauses, or sought remedies for misappropriation")/font

Yes...01
No...02
Don't know...-7
Refuse..-9

Q38:
During the economic recession period of 2008 and 2009, to what extent did this business commit resources to innovate? Would you say this business increased resources for innovation activities, there was no change in innovation resources, or was there a delay or decrease in resources for innovation?

Increase resources for innovation activities...................01
There was no change in innovation resources...............02
Delay or decrease resources for innovation..................03
Not applicable, e.g. not in business at that time............04
Don't know..-7
Refuse...-9

Q39:
Compared to 2013, in this current year (2014) would you say resources for innovations at this business have been increased, kept the same or decreased?

Increased...01
Kept the same...02
Decreased...03
Don't know..-7
Refuse...-9

Q40A:
In the past 3 years, has this business increased the variety of goods or services it has offered?

Yes...01
No...02
Don't know..-7
Refuse...-9

Q40B:
In the past 3 years, has this business increased their market share or entered new markets?

Yes...01
No...02
Don't know..-7
Refuse...-9

Q40C:
(In the past 3 years, has this business)   Begun exporting goods or services?

Yes...01
No...02
Don't know..-7
Refuse...-9

Q40D:

(In the past 3 years, has this business)   Reduced time to respond to customer needs?

Yes...01
No..02
Don't know..-7
Refuse..-9

Q40E:

(In the past 3 years, has this business)   Improved flexibility of production or service provision?

Yes...01
No..02
Don't know..-7
Refuse..-9

Q40F:

(In the past 3 years, has this business)   Increased capacity of production or service provision?

Yes...01
No..02
Don't know..-7
Refuse..-9

Q40G:

(In the past 3 years, has this business)   Reduced labor costs per unit output?

Yes...01
No..02
Don't know..-7
Refuse..-9

Q40H:

(In the past 3 years, has this business)   Reduced materials and energy required per unit output?

Yes...01
No..02
Don't know..-7
Refuse..-9

Q40I:

(In the past 3 years, has this business)   Improved worker satisfaction or reduced worker turnover?

Yes...01
No..02
Don't know..-7
Refuse..-9

Q05A:

Please tell me how important each of the following factors are for locating this business in this community.   The first one is   Owner-ties to the area.   Would you say this factor was not important, somewhat important, or very important for locating this business in this community?

Not important..01
Somewhat important..02
Very important..03
Don't know...-7
Not applicable..-8
Refuse...-9

Q05B:

(Please tell me how important each of the following factors are for locating this business in this community.) The next one is   Availability of low-cost labor.   Would you say this factor was not important, somewhat important, or very important?   (for locating this business in this community?)

Not important..01
Somewhat important..02
Very important..03
Don't know...-7
Not applicable..-8
Refuse...-9

Q05C:

(Please tell me how important each of the following factors are for locating this business in this community.) (The next one is)   Available skilled labor pool.   (Would you say this factor was not important, somewhat important, or very important for locating this business in this community?)

Not important..01
Somewhat important..02
Very important..03
Don't know...-7
Not applicable..-8
Refuse...-9

Q05D:

(Please tell me how important each of the following factors are for locating this business in this community.) (The next one is)   Access to transportation.   (Would you say this factor was not important, somewhat important, or very important for locating this business in this community?)

Not important..01
Somewhat important..02
Very important..03
Don't know...-7
Not applicable..-8
Refuse...-9

Q05E:

(Please tell me how important each of the following factors are for locating this business in this community.) (The next one is)   Access to broadband or high speed internet.   (Would you say this factor was not important, somewhat important, or very important for locating this business in this community?)

Not important...01
Somewhat important...02
Very important..03
Don't know...-7
Not applicable...-8
Refuse..-9

Q05F:

(Please tell me how important each of the following factors are for locating this business in this community.) (The next one is)   Access to material inputs.   (Would you say this factor was not important, somewhat important, or very important for locating this business in this community?)

Not important...01
Somewhat important...02
Very important..03
Don't know...-7
Not applicable...-8
Refuse..-9

Q05G:

(Please tell me how important each of the following factors are for locating this business in this community.) (The next one is)   Access to customers.   (Would you say this factor was not important, somewhat important, or very important for locating this business in this community?)

Not important...01
Somewhat important...02
Very important..03
Don't know...-7
Not applicable...-8
Refuse..-9

Q05H:

(Please tell me how important each of the following factors are for locating this business in this community.) (The next one is)   Government incentives.   (Would you say this factor was not important, somewhat important, or very important for locating this business in this community?)

Not important...01
Somewhat important...02
Very important..03
Don't know...-7
Not applicable...-8
Refuse..-9

Q05I:
(Please tell me how important each of the following factors are for locating this business in this community.) (The next one is)   Low taxes.   (Would you say this factor was not important, somewhat important, or very important for locating this business in this community?)

Not important...01
Somewhat important...02
Very important...03
Don't know..-7
Not applicable...-8
Refuse...-9

Q05J:
(Please tell me how important each of the following factors are for locating this business in this community.) The last one is   Strong or growing local economy.   (Would you say this factor was not important, somewhat important, or very important for locating this business in this community?)

Not important...01
Somewhat important...02
Very important...03
Don't know..-7
Not applicable...-8
Refuse...-9

Q41A:
Next we would like to ask about other factors related to this business's location. For each one please tell us whether it is not a problem, a minor problem, or a major problem for this business's ability to compete.   The first one is   Zoning or development regulations.   Is this not a problem, a minor problem, or a major problem for this business?

Not a problem..01
A minor problem..02
A major problem..03
Don't know..-7
Refuse...-9

Q41B:
(Other factors related to this business's location.) The next one is   Vitality of the local economy. Is this not a problem, a minor problem, or a major problem for this business?

Not a problem..01
A minor problem..02
A major problem..03
Don't know..-7
Refuse...-9

Q41C:

(Other factors related to this business's location.) (The next one is)   Access to financial, legal, and other business services.   (Is this not a problem, a minor problem, or a major problem for this business?)

Not a problem..01
A minor problem...02
A major problem...03
Don't know..-7
Refuse...-9

Q41D:

(Other factors related to this business's location.) (The next one is)   Access to equipment and software suppliers.   (Is this not a problem, a minor problem, or a major problem for this business?)

Not a problem..01
A minor problem...02
A major problem...03
Don't know..-7
Refuse...-9

Q41E:

(Other factors related to this business's location.) (The next one is)   Access to training courses.   (Is this not a problem, a minor problem, or a major problem for this business?)

Not a problem..01
A minor problem...02
A major problem...03
Don't know..-7
Refuse...-9

Q41F:

(Other factors related to this business's location.) (The next one is)   Access to transportation or freight forwarding facilities and services.   (Is this not a problem, a minor problem, or a major problemfor this business?)

Not a problem..01
A minor problem...02
A major problem...03
Don't know..-7
Refuse...-9

Q41G:

(Other factors related to this business's location.) (The next one is)   Availability of broadband or high speed internet.   (Is this not a problem, a minor problem, or a major problem for this business?)

Not a problem..01
A minor problem...02
A major problem...03
Don't know..-7
Refuse..-9

Q41H:

(Other factors related to this business's location.) (The next one is)   Local availability of mobile or cellular service.   (Is this not a problem, a minor problem, or a major problem for this business?)

Not a problem..01
A minor problem...02
A major problem...03
Don't know..-7
Refuse..-9

Q41I:

(Other factors related to this business's location.) (The next one is)   Local roads and bridges.   (Is this not a problem, a minor problem, or a major problem for this business?)

Not a problem..01
A minor problem...02
A major problem...03
Don't know..-7
Refuse..-9

Q41J:

(Other factors related to this business's location.) (The next one is)   Cost of facilities and land.   (Is this not a problem, a minor problem, or a major problem for this business?)

Not a problem..01
A minor problem...02
A major problem...03
Don't know..-7
Refuse..-9

Q41K:

(Other factors related to this business's location.) (The next one is)   Attractiveness of the area to managers and professionals.   (Is this not a problem, a minor problem, or a major problem for this business?)

Not a problem..01
A minor problem...02
A major problem...03
Don't know..-7
Refuse..-9

Q41L:

(Other factors related to this business's location.) (The next one is)   Quality of primary and secondary schools.   (Is this not a problem, a minor problem, or a major problem for this business?)

Not a problem...01
A minor problem...02
A major problem...03
Don't know...-7
Refuse..-9

Q41M:

(Other factors related to this business's location.) (The next one is)   Environmental regulations.   (Is this not a problem, a minor problem, or a major problem for this business?)

Not a problem...01
A minor problem...02
A major problem...03
Don't know...-7
Refuse..-9

Q41N:

(Other factors related to this business's location.) The last one is   State and local tax rates. (Is this not a problem, a minor problem, or a major problem for this business?)

Not a problem...01
A minor problem...02
A major problem...03
Don't know...-7
Refuse..-9

Q42A1:

Please tell me how involved in promoting business are the following institutions in your community. The first one is   Development effort by the local government at the village, town, or city level.   Is it not at all active, somewhat active, or very active within your community?

Not at all active...01
Somewhat active...02
Very active..03
Don't know...-7
Refuse..-9

Q42A2:

The next one is   Development effort by the local government at the county level.   Is it not at all active, somewhat active, or very active within your community?

Not at all active...01
Somewhat active.......................................02
Very active..03
Don't know...-7
Refuse..-9

Q42A3:

(The next one is development effort by the local government at the)   Regional or multi-county level.   (Is it not at all active, somewhat active, or very active within your community?)

Not at all active...01
Somewhat active.......................................02
Very active..03
Don't know...-7
Refuse..-9

Q42B:

(Business promotion by institutions in your community.) (The next one is)   Business promotion by business associations (such as the Chamber of Commerce).   (Is it not at all active, somewhat active, or very active within your community?)

Not at all active...01
Somewhat active.......................................02
Very active..03
Don't know...-7
Refuse..-9

Q42C:

(Business promotion by institutions in your community.) (The next one is)   College, university, or extension support for local business (includes Vo-tech).   (Is it not at all active, somewhat active, or very active within your community?)

Not at all active...01
Somewhat active.......................................02
Very active..03
Don't know...-7
Refuse..-9

Q42D:

(Business promotion by institutions in your community.) (The next one is)   Community foundations or nonprofit organizations.   (Is it not at all active, somewhat active, or very active within your community?)

Not at all active...01
Somewhat active..02
Very active..03
Don't know...-7
Refuse...-9

Q42E:

(Business promotion by institutions in your community.) (The next one is)   Local investors. (Is it not at all active, somewhat active, or very active within your community?)

Not at all active...01
Somewhat active..02
Very active..03
Don't know...-7
Refuse...-9

Q42F:

(Business promotion by institutions in your community.) The last one is   Banks.   (Is it not at all active, somewhat active, or very active within your community?)

Not at all active...01
Somewhat active..02
Very active..03
Don't know...-7
Refuse...-9

Q42AA:

How much civic leadership does THIS business provide in your community. Is it none, some, or a lot?

None...01
Some...02
A lot..03
Don't know...-7
Refuse...-9

Q05AA:

Please tell me how important each of the following factors are for making this community an attractive place to work.   The first one is Opportunities for outdoor recreation.   Would you say this factor was not important, somewhat important, or very important for making this community an attractive place to work?

Not important..01
Somewhat important..02
Very important...03
Don't know...-7
Not applicable...-8
Refuse...-9

Q05AB:

(Please tell me how important each of the following factors are for making this community an attractive place to work.) The next one is   Scenic beauty such as natural or architectural beauty.   Would you say this factor was not important, somewhat important, or very important? (for making this community an attractive place to work?)

Not important..01
Somewhat important..02
Very important...03
Don't know...-7
Not applicable...-8
Refuse...-9

Q05AC:

(Please tell me how important each of the following factors are for making this community an attractive place to work.) (The next one is)   Climate.   (Would you say this factor was not important, somewhat important, or very important for making this community an attractive place to work?)

Not important..01
Somewhat important..02
Very important...03
Don't know...-7
Not applicable...-8
Refuse...-9

Q05AD:

(Please tell me how important each of the following factors are for making this community an attractive place to work.) (The next one is)   Access to arts and entertainment.   (Would you say this factor was not important, somewhat important, or very important for making this community an attractive place to work?)

Not important..01
Somewhat important..02
Very important...03
Don't know...-7
Not applicable...-8
Refuse...-9

Q05AE:

(Please tell me how important each of the following factors are for making this community an attractive place to work.) (The next one is)   Quality of local schools.   (Would you say this factor was not important, somewhat important, or very important for making this community an attractive place to work?)

Not important..01
Somewhat important..02
Very important..03
Don't know...-7
Not applicable..-8
Refuse...-9

Q05AF:

(Please tell me how important each of the following factors are for making this community an attractive place to work.) The last one is   Access to health care.   (Would you say this factor was not important, somewhat important, or very important for making this community an attractive place to work?)

Not important..01
Somewhat important..02
Very important..03
Don't know...-7
Not applicable..-8
Refuse...-9

Q43:

Do you have a good understanding of the decisions that led to the founding of this business?

Yes...01
No...02   => Q44A
Don't know...-7   => Q44A
Refuse...-9   => Q44A

Q43A:

Was this business originally founded around a new or customized product or service that was created by one of the founders of this business?

Yes...01
No...02   => Q44A
Don't know...-7   => Q44A
Refuse...-9   => Q44A

Q43B:

Thinking about this new or customized product or service, why was it originally developed? Was it because one of the founders created it for personal use, one of the founders created it for use at a previous job or business, or one of the founders identified a business opportunity?

One of the founders created it for personal use.............01
One of the founders created it for use at a previous job or business   02
....
One of the founders identified a business opportunity...03
Don't know...-7
Refuse..-9

Q44A:

The final section of the survey is to assess which types of government-sponsored programs are the most helpful to businesses.   In the past 3 years, has this business used direct loans from a government agency (such as a USDA B&I Direct Loan)?

Yes...01
No..02   => Q44B
Don't know...-7   => Q44B
Refuse..-9   => Q44B

Q44A1:

How important were direct loans from government agencies (such as a USDA B&I Direct Loan)?   Was this program not important, somewhat important, or very important?

Not important..01
Somewhat important..02
Very important...03
Don't know...-7
Refuse..-9

Q44B:

(Assess which types of government-sponsored programs are the most helpful to businesses.) The next one is In the past 3 years, has this business used government insurance or guarantee for loans (such as SBA 7(a) Loan Program)?

Yes...01
No..02   => Q44C
Don't know...-7   => Q44C
Refuse..-9   => Q44C

Q44B1:

How important were government insurance or guarantee for loans (such as SBA 7(a) Loan Program)?   Was this program not important, somewhat important, or very important?

Not important..01
Somewhat important..02
Very important...03
Don't know...-7
Refuse..-9

Q44C:

(Assess which types of government-sponsored programs are the most helpful to businesses.)
(The next one is) (In the past 3 years, has this business used) Revolving loan funds run by
a nonprofit or government organization?

Yes...01
No..02   => Q44D
Don't know..-7   => Q44D
Refuse...-9   => Q44D

Q44C1:

How important were revolving loan funds run by a nonprofit or government organization?
(Was this program not important, somewhat important, or very important?)

Not important...01
Somewhat important...02
Very important..03
Don't know..-7
Refuse...-9

Q44D:

(Assess which types of government-sponsored programs are the most helpful to businesses.)
(The next one is) (In the past 3 years, has this business used) Tax incentives by state or
local government, including enterprise zones, urban revitalization areas, or Tax Increment
Financing Districts?

Yes...01
No..02   => Q44E
Don't know..-7   => Q44E
Refuse...-9   => Q44E

Q44D1:

How important were tax incentives by state or local government, including enterprise zones,
urban revitalization areas, or Tax Increment Financing Districts?   (Was this program not
important, somewhat important, or very important?)

Not important...01
Somewhat important...02
Very important..03
Don't know..-7
Refuse...-9

Q44E:

(Assess which types of government-sponsored programs are the most helpful to businesses.)
(The next one is) (In the past 3 years, has this business used) Government-assisted
industrial parks or business incubators?

Yes...01
No..02   => Q44F
Don't know..-7   => Q44F
Refuse...-9   => Q44F

Q44E1:

How important were government-assisted industrial parks or business incubators?   (Was this program not important, somewhat important, or very important?)

Not important..01
Somewhat important...02
Very important..03
Don't know..-7
Refuse..-9

Q44F:

(Assess which types of government-sponsored programs are the most helpful to businesses.) (The next one is) (In the past 3 years, has this business used) Government-funded technology assistance programs?

Yes...01
No...02   => Q44G
Don't know..-7   => Q44G
Refuse..-9   => Q44G

Q44F1:

How important were government-funded technology assistance programs?   (Was this program not important, somewhat important, or very important?)

Not important..01
Somewhat important...02
Very important..03
Don't know..-7
Refuse..-9

Q44G:

(Assess which types of government-sponsored programs are the most helpful to businesses.) (The next one is) (In the past 3 years, has this business used) Government-assisted worker-training programs?

Yes...01
No...02   => Q44H
Don't know..-7   => Q44H
Refuse..-9   => Q44H

Q44G1:

How important were government-assisted worker-training programs?   (Was this program not important, somewhat important, or very important?)

Not important..01
Somewhat important...02
Very important..03
Don't know..-7
Refuse..-9

Q44H:
(Assess which types of government-sponsored programs are the most helpful to businesses.)
(In the past 3 years, has this business used) The last one is National Innovation Marketplace?

Yes...01
No..02   => Q45
Don't know..-7   => Q45
Refuse..-9   => Q45

Q44H1:
How important was the National Innovation Marketplace?   (Was this program not important, somewhat important, or very important?)

Not important..01
Somewhat important...02
Very important..03
Don't know..-7
Refuse..-9

Q45:
Did this business try to borrow money for any purpose in the past 3 years?

Yes...01
No..02   => Q47
Don't know..-7   => Q47
Refuse..-9   => Q47

Q45A:
Did this business try to borrow money for any purpose in the past 3 years from a commercial bank?

Yes...01
No..02   => Q45B
Don't know..-7   => Q45B
Refuse..-9   => Q45B

Q45A1:
Did this business receive all, some, or none of the funding applied for from the commercial bank?

All..01
Some...02
None...03
Don't know..-7
Refuse..-9

Q45B:

The next one is Did this business try to borrow money for any purpose in the past 3 years from a savings and loan or credit union?

Yes..01
No...02   => Q45C
Don't know...-7   => Q45C
Refuse..-9   => Q45C

Q45B1:

Did this business receive all, some, or none of the funding applied for from the savings and loan or credit union?

All...01
Some..02
None...03
Don't know...-7
Refuse..-9

Q45C:

(Did this business try to borrow money from this source for any purpose in the past 3 years?) (The next one is)   Finance or leasing company?

Yes..01
No...02   => Q45D
Don't know...-7   => Q45D
Refuse..-9   => Q45D

Q45C1:

Did this business receive all, some, or none of the funding applied for from the finance or leasing company?

All...01
Some..02
None...03
Don't know...-7
Refuse..-9

Q45D:

(Did this business try to borrow money from this source for any purpose in the past 3 years?) (The next one is)   Insurance or mortgage company?

Yes..01
No...02   => Q45E
Don't know...-7   => Q45E
Refuse..-9   => Q45E

Q45D1:

Did this business receive all, some, or none of the funding applied for from the insurance or mortgage company?

All...01
Some...02
None..03
Don't know...-7
Refuse...-9

Q45E:

(Did this business try to borrow money from this source for any purpose in the past 3 years?) (The next one is)   Family or friends?

Yes...01
No...02   => Q45F
Don't know...-7   => Q45F
Refuse...-9   => Q45F

Q45E1:

Did this business receive all, some, or none of the funding applied for from family or friends?

All...01
Some...02
None..03
Don't know...-7
Refuse...-9

Q45F:

(Did this business try to borrow money from this source for any purpose in the past 3 years?) (The next one is)   Federal, state, or local government?

Yes...01
No...02   => Q45G
Don't know...-7   => Q45G
Refuse...-9   => Q45G

Q45F1:

Did this business receive all, some, or none of the funding applied for from a federal, state, or local government?

All...01
Some...02
None..03
Don't know...-7
Refuse...-9

Q45G:

(Did this business try to borrow money from this source for any purpose in the past 3 years?)
(The next one is)   Credit or advance from a customer?

Yes...01
No..02   => Q45H
Don't know..-7   => Q45H
Refuse..-9   => Q45H

Q45G1:

Did this business receive all, some, or none of the funding applied for from a credit or advance from a customer?

All...01
Some...02
None..03
Don't know..-7
Refuse..-9

Q45H:

(Did this business try to borrow money from this source for any purpose in the past 3 years?)
(The next one is)   Angel capital funding?

Yes...01
No..02   => Q45I
Don't know..-7   => Q45I
Refuse..-9   => Q45I

Q45H1:

Did this business receive all, some, or none of the funding applied for from angel capital funding?

All...01
Some...02
None..03
Don't know..-7
Refuse..-9

Q45I:

(Did this business try to borrow money from this source for any purpose in the past 3 years?)
(The next one is)   Venture capital funding?

Yes...01
No..02   => Q45J
Don't know..-7   => Q45J
Refuse..-9   => Q45J

Q45I1:

Did this business receive all, some, or none of the funding applied for from venture capital funding?

All..01
Some..02
None..03
Don't know..-7
Refuse...-9

Q45J:

(Did this business try to borrow money from this source for any purpose in the past 3 years?)
(The next one is)   Personal sources of funds, other than personal credit cards?

Yes...01
No..02   => Q45K
Don't know..-7   => Q45K
Refuse...-9   => Q45K

Q45J1:

Did this business receive all, some, or none of the funding applied for from personal sources of funds, other than personal credit cards?

All..01
Some..02
None..03
Don't know..-7
Refuse...-9

Q45K:

(Did this business try to borrow money from this source for any purpose in the past 3 years?)
(The next one is)   Personal home equity loan?

Yes...01
No..02   => Q45L
Don't know..-7   => Q45L
Refuse...-9   => Q45L

Q45K1:

Did this business receive all, some, or none of the funding applied for from a personal home equity loan?

All..01
Some..02
None..03
Don't know..-7
Refuse...-9

Q45L:

(Did this business try to borrow money from this source for any purpose in the past 3 years?)
(The next one is)   Other personal loan?

Yes...01
No..02   => Q45M
Don't know...-7   => Q45M
Refuse...-9   => Q45M

Q45L1:

Did this business receive all, some, or none of the funding applied for from some other
personal loan?

All..01
Some..02
None...03
Don't know...-7
Refuse...-9

Q45M:

(Did this business try to borrow money from this source for any purpose in the past 3 years?)
The last one is   Personal credit card?

Yes...01
No..02
Don't know...-7
Refuse...-9

Q46A:

How were the funds that this business borrowed or wanted to borrow to be used?   The first
one is Were they for cash flow or operating costs?

Yes...01
No..02
Don't know...-7
Refuse...-9

Q46B:

(How were the funds this business borrowed or attempted to borrow to be used?) The next
one is   Were they for real estate or structures?

Yes...01
No..02
Don't know...-7
Refuse...-9

Q46C:

(How were the funds this business borrowed or attempted to borrow to be used?) (The next one is)   (Were they for) Replacement of old industrial plant location, equipment, or vehicles?

Yes...01
No..02
Don't know...-7
Refuse..-9

Q46D:

(How were the funds this business borrowed or attempted to borrow to be used?) (The next one is)   (Were they for) Investment in additional plant, equipment, or vehicles?

Yes...01
No..02
Don't know...-7
Refuse..-9

Q46E:

(How were the funds this business borrowed or attempted to borrow to be used?) (The next one is)   (Were they for) Repayment of debt?

Yes...01
No..02
Don't know...-7
Refuse..-9

Q46F:

(How were the funds this business borrowed or attempted to borrow to be used?) (The next one is)   (Were they for) A reserve or cushion?

Yes...01
No..02
Don't know...-7
Refuse..-9

Q46G:

(How were the funds this business borrowed or attempted to borrow to be used?) (The next one is)   (Were they for) Inventory?

Yes...01
No..02
Don't know...-7
Refuse..-9

Q46H:

(How were the funds this business borrowed or attempted to borrow to be used?) (The next one is)   (Were they for) Funding innovation projects?

Yes...01
No..02
Don't know..-7
Refuse...-9

Q46I:

(How were the funds this business borrowed or attempted to borrow to be used?)   (Were they for) The last one is   Investment in intangible assets such, as branding, training, or design?

Yes...01
No..02
Don't know..-7
Refuse...-9

Q47:

In the past 3 years, were business profits (retained earnings) used to finance this business?

Yes...01
No..02   => Q48
Don't know..-7   => Q48
Refuse...-9   => Q48

Q47A:

Compared with borrowed funds, how important were business profits for funding investment? Would you say more important, less important or equally important?

More important...01
Less important..02
Equally important...03
Don't know..-7
Not applicable...-8
Refuse...-9

Q48:

Which of the following best describes your current position? Mid level manager, senior manager, executive or owner, or other?

Mid level manager..01
Senior manager..02
Executive or owner...03
Other (Please describe)...04 O
Don't know..-7
Refuse...-9

Q49:

Which best describes your familiarity with how innovation is carried out in this business? Would you say you are not familiar, slightly familiar, moderately familiar, strongly familiar, or completely familiar?

Not familiar...01
Slightly familiar...02
Moderately familiar...03
Strongly familiar..04
Completely familiar..05
Don't know...-7
Refuse...-9

Q50:

(What is your gender?)   font color="#0000FF"   (IWR: Only ask if necessary.)/font

Male..01
Female..02
Refuse...-9

Q51:

How many years have you worked at this business?   font color="#0000FF"   (IWR Note: Question does allow 2 decimal places.)/font

$R.2 0.00 99.99
Don't know...-7
Refuse...-9

Q52A:

Could we contact you again in the future if we have questions or need additional information about your answers?

Yes..01
No..02   => THX
Don't know...-7   => THX
Refuse...-9   => THX

Q52B:

What is the best way to contact you? Would it be by email, by phone, or by postal mail?

Email...01   => Q52EMAIL
Phone..02   => Q52PHONE
Mail...03   => Q52MAIL
Don't know...-7   => THX
Refuse...-9   => THX

Q52EMAIL:

What is your email address?   font color="#0000FF" Business Name:b<BNAME>/b font color="#0000FF" (IWR: You MUST verify the spelling of the email address with the respondent. We have had issues with people typing in the email addresses incorrectly so to help prevent this here are a few tips.   Verify the spelling by reading each letter out loud. Clarify letters that sound similar such as "s" or "f"; an "m" or "n"; or a "t" or "d".   You may have to say something like "S as in Sam or F as in Frank"   When the person says jondoe@wsu.edu do not type it in as jondoeatwsu.edu. You need to use the @ symbol The most common letters that are misunderstood over the phone and the words to use to clarify them are: B as in Bravo   D as in Delta   E as in Echo   F as in Frank   S as in Sam   M as in Mike   N as in Nancy   Z as in Zebra) /font

$@

Q52PHONE:

What is the best phone number to reach you? font color="#0000FF"B(IWR: Please enter telephone number with a dash. For example: 509-335-1511)/B/font

```
=> +0
else => Q52MAIL
if Q52B = 02
```

Q52MAIL:

What is your mailing address? font color="#0000FF" Business Name: <BNAME> Address1: <ADDR1> Address2: <ADDR2> City: <CITY> State: <STATE> Zip Code: <ZIP> Zip4: <ZIP4>   Mailing Addresss font color="#0000FF"B(IWR: Please enter the address all in one line. For example: PO Box 644014, Pullman WA 99164-4014)/B/font

```
=> +0
else => THX
if Q52B = 03
```

THX:

That is my last question. Thank you so much for taking the time to talk with me today. If you have any additional comments about this survey or innovation in general I can note them now.

Yes, comments...01   O
No comments..02

F7:

procedure 2 -> F7

AM Script

font color="#0000FF"*** Answering Machine Script***   /font Hello, I am calling on behalf of the Department of Agriculture about a national study of business. For your convenience the study can be completed online at font color="#0000FF"opinion.wsu.edu/business2014/font using <RESPID> as your access code. Or you can call us at 1-800-833-0867 and mention the National Survey of Business Competitiveness and case number <RESPID>. Thank you for your time.

Continue...01   D

F9:

procedure 3 -> F9

Call Info: <RESPID>

font color="#0000FF"*** Sample Information ***   PS Business Name: <Q1> Business Name: <BNAME>   PS Contact Name: <CONTACTP> Contact Name: <CONTACT> PS Contact Title: <TITLE_P> Contact Title: <TITLE> PS Mailing Address: <Q2AD1> Mailing Address: <ADDR1> PS Unit: <Q2UNIT> Unit: <UNIT> Physical Address: <ADDR2> PS City: <Q2CTY> City: <CITY> PS State: <Q2ST> State: <STATE> PS Zip Code: <Q2ZIP>-<Q2ZI4> Zip Code: <ZIP>-<ZIP4> PS Phone 1: <Q3PH1>   EXT<Q3P1E> PS Phone 2: <Q3PH2>   EXT<Q3P2E> PS Phone 3: <Q3PH3>   EXT<Q3P3E> Phone 1: <PHONE> Directory Assistance: <TEL1>   Call back name: <NAME>   F9 Notes: <F9:O>/font

Edit/enter call back notes...01   DO

F10:

procedure 4 -> F10
Refusal

font color="#0000FF"*** Refusal Prevention screen PRE--SCREENING SECTION***   /font   I understand you are busy but I just need 5 minutes to verify the mailing address for this company. If you don't have time right now is there someone else I could talk to? I understand it is a company policy to have (department name receptionist mentions) review any requests for surveys. May I please have that department's contact information so we can contact them directly? We also have the option to send you a link so you can complete the survey online. Would you like me to send you that link right now? font color="#0000FF"(IWR: If the R says yes say:/font That location is font color="#0000FF"opinion.wsu.edu/business2014./font Your online access code is <RESPID>. font color="#0000FF"*** Refusal Prevention screen FULL STUDY INTERVIEW ***   /font I know your time is valuable and I want to do the interview at a convenient time for you. I could give you a call at (suggest alternate days and times). Or you can complete the survey online at font color="#0000FF"opinion.wsu.edu/business2014./font Your online access code is <RESPID>.   I know your time is valuable but we are only contacting a limited number of businesses in your industry. The results from this study will be used by the Department of Agriculture to enhance its programs aimed at making U.S. businesses more resilient. We can start the interview now and call you back if you have to leave at any time.   I understand that you are very busy. I can give you the website and your access code so that you can complete the survey online at a time that is more convenient for you. The website is font color="#0000FF"opinion.wsu.edu/business2014/font and your access code is <RESPID>. Your answers will be kept strictly confidential and information you provide will not be linked to you or your business.   We are calling a limited number of business in your industry and your opinion would greatly help the Department of Agriculture to enhance its programs aimed at making U.S. businesses more resilient. Your opinions and information cannot be replaced within this study, due to the limited number of businesses that we will be contacting.

Yes, will continue survey...01
Will do later -- Set Call-Back..02   => /INT01
Still refuses (set skip to refusal int screen)...................03   => /REFUS

F11:

ALTE:

procedure 7 -> INT50
Email

```
=> +1
if 1>0
```

WHOTO:

Type the email address of "the respondent" (yours) and click on "Next"
What is your email address?

$@

SEND:

National Survey of Business Competitiveness
Thank you for taking the time to answer the National Survey of Business Competitiveness on the Internet. You can find the survey here: A href="http://opinion.wsu.edu/business2014"http://opinion.wsu.edu/business2014/a   Your Access Code is: <RESPID>

$SENDMAIL TO=<WHOTO>
CC=sesrcweb6@wsu.edu
BCC=sesrcweb4@wsu.edu
FROM=sesrcweb6@wsu.edu
IMP=NORMAL CT=Html
Continue..01   D

INT50:

Click on "Next"
Thank you for agreeing to respond to the web version of the survey. You'll receive an email shortly. You can access the survey by clicking on the "Survey Link" in that message. If you have any problems, please contact us at 1-800-833-0867.

Email sent..EM   D   => /END

ALTA:

procedure 8 -> SENT
Prior Lettter
=> +1

if 1>0

WHOTO2:

Type the email address of "the respondent" (yours) and click on "Next"
What is your email address?

     (IWR: Confirm the spelling of the email address)

$@

SEND2:

National Survey of Business Competitiveness Prior Letter

Thank you to your business for talking with us last week. We are now contacting you to let you know that the Economic Research Service of the U.S. Department of Agriculture has asked us to contact your business for an important national study of businesses. In about a week you will receive a questionnaire-with the title "National Survey of Business Competitiveness"--asking about the challenges firms like yours are facing in today's tough economy. It is very important to learn how businesses stay effective and what types of things can help businesses meet new needs that arise. We are writing in advance because we have found that many people prefer to be notified that they have been selected to participate in a survey. Business operators in America will face many new challenges in 2013 than in past years as changes in technology, the economy and availability of resources occur. Staying informed about how these changes impact businesses, like your own, can often be difficult.   The Department of Agriculture provides many programs aimed at helping all types of businesses throughout the country but they would like to do more. We hope this study helps government understand how it can be helpful. It is critical to understand the linkages of what keeps businesses vital and thriving and the availability of resources. We hope you will take the time to complete the questionnaire when it arrives. Gaining a full understanding of the situation U.S. firms are facing in today's economy depends upon you and others like yourself. Your responses will be kept strictly confidential and your name will not be connected to your answers in any way.   If you have any questions about this effort, or would prefer to participate by telephone, please feel free to contact us at 1-800-833-0867 or a href="mailto:sesrcweb4@wsu.edu"sesrcweb4@wsu.edu/a. Thank you in advance for your help. We appreciate it very much. Sincerely,   Danna L. Moore Ph.D. Principal Investigator   bPaperwork Reduction Act disclaimer:/b According to the Paperwork Reduction Act of 1995, an agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it has a valid Office of Management and Budget (OMB) control number. The valid OMB number for this information collection is 0536-0071. The time required to complete this information is estimated to average 30 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. YOUR RESPONSE IS VOLUNTARY. YOUR ANSWERS TO ALL QUESTIONS ARE CONFIDENTIAL. All information that is provided by participants to the National Survey of Business Competitiveness will only be used for statistical research purposes and reported in summary form. Your name and that of the business you represent will not be connected to your answers in any way. In accordance with the Confidential Information Protection provisions of Title V, Subtitle A, Public Law 107-347 and other applicable Federal laws, individual responses will be kept confidential and will not be disclosed in identifiable form to anyone outside of the research team. By law, every ERS and SESRC worker is subject to a jail term of up to 5 years, a fine of up to $250,000 or both if he/she discloses any identifiable information about research participants.

$SENDMAIL TO=<WHOTO2>
CC=sesrcweb6@wsu.edu
BCC=sesrcweb4@wsu.edu
FROM=sesrcweb6@wsu.edu
IMP=NORMAL CT=Html
Continue..01   D

SENT:

Click on "Next"

font color = "black"We just sent you an email answering some questions about this study. Would you like to continue with the survey now or would it be better to call you back later./font

Continue with survey..01
Schedule a call-back...02   => /INT01