

# SELF-ASSESSMENT

CURRENT SITUATION OF SME SUPPORT MEASURES IN YOUR TERRITORY

## INTRODUCTION

The purpose of this self-assessment questionnaire is to identify the specific aspects in your territory to get better policy measures to improve SMEs competitiveness. Answering completely this self-assessment questionnaire will help you to evaluate if current policies have sufficient impact and efficiency to enhance SMEs competitiveness, especially their growth on national and international markets as well as their engagement in innovation processes.

This self-evaluation questionnaire should be answered with information gathered (where needed) from the body responsible for the policy instrument. The questionnaire is composed of 2 main sections:

- A first section to scan the territorial situation regarding the SME competitiveness support services.
- A second section to scan the policy instruments to be improved.

### 1. WHAT IS YOUR POLICY INSTRUMENT OR OPERATIONAL PROGRAMME?

### 2. IS IT A POLICY INSTRUMENT OR A POLICY MIX?

- It is a policy Instrument  
 It is a policy mix

### 3. WHAT IS THE INSTRUMENT OR THE POLICY MIX ABOUT?

Please describe briefly your policy instrument or policy mix



## DESIGN OF THE SERVICES TO SUPPORT THE SMES' COMPETITIVENESS

In this first section of the questionnaire we analyse how the portfolio of services provided to the SMEs is generally planned.

### 4. IS YOUR SUPPORT SCHEME FOR SMES COMPETITIVENESS ADEQUATE?

Please score to which extent you agree with the following statements

	Very much (5)	Satisfactory (4)	Medium (3)	Weak (2)	Deficient (1)
Our support scheme covers the needs of the SMEs					
Our support scheme is flexible towards specific needs of SMEs					
There are (potential) synergies to other available schemes to support SMEs					
Our service cover the whole territory					

### 5. HOW ARE THE LINKAGES BETWEEN STRATEGIES AND YOUR POLICY INSTRUMENT?

Please indicate how the strategic design of your policy instrument has been done, indicating to which extent you agree with the following statements:

	Very much (5)	Satisfactory (4)	Medium (3)	Weak (2)	Deficient (1)
This policy instrument has been specifically designed in order to implement regional (RIS3), national, EU strategies.					
For this policy instrument sufficient resources have been allocated to achieve desired change in the target group (SMEs).					
This policy instrument has been designed with synergies within a policy mix that has potential to bring desired change in the target group.					



There was a strong political commitment and involvement of policy makers in the design phase of the policy instrument.					
We can observe huge attention paid to SMEs in our regional strategies.					
This policy instrument has been specifically designed in order to implement regional (RIS3), national, EU strategies.					

## 6. HOW HAS YOUR POLICY INSTRUMENT BEEN DESIGNED?

Please indicate how the strategic design of your policy instrument has been done, indicating if you agree or disagree with the following statements:

	Very much (5)	Satisfactory (4)	Medium (3)	Weak (2)	Deficient (1)
The design of the instrument is based on a diagnosis of target group needs.					
The design of the policy instrument visibly demonstrates logic along the whole intervention chain.					
Cost-benefit analysis of the current support system has been conducted during the design phase of the policy instrument.					
The policy instrument has been designed to reach well described specific target groups (segment of SMEs).					
Quality management have been planned for the policy instrument.					
Results of instrument piloting have been taken into account in the design of the instrument.					
The timing of calls and allocation of resources have been planned to ensure the					



instrument is available to the target group long enough.					
The instrument has been designed in such a way that there is no red tape.					
The policy instrument has been designed to ensure combination of financial and non-financial support.					

## IMPLEMENTATION OF PUBLIC SERVICES TO SUPPORT SMES' COMPETITIVENESS

In this second part of the questionnaire it is analysed in practice how the programmes are running

### 7. HOW THE IMPLEMENTATION OF THE STRATEGIES HAS BEEN DONE?

Please indicate if you agree or disagree with the following statements:

	Very much (5)	Satisfactory (4)	Medium (3)	Weak (2)	Deficient (1)
This policy instrument is being implemented in coordination within the policy mix it belongs to.					
We can observe political commitment during the implementation of the policy instrument.					

### 8. ARE INFORMATION AND COMMUNICATION TECHNOLOGIES USED TO MANAGE THE PROGRAMME OF SERVICES TO SUPPORT SMES?

Please, choose one of the following statements taking into consideration the level of embedment of the ICT in the project management cycle:

- The SMEs can only download programme and project documentation from a particular website
- The SMEs can download programme and project documentation and apply electronically
- There is an advanced electronic platform which manages all the project
- Other (please specify)



## 9. HOW THE IMPLEMENTATION OF THE POLICY INSTRUMENT IS BEING DONE ?

Please indicate if you agree or disagree with the following statements:

	Very much (5)	Satisfactory (4)	Medium (3)	Weak (2)	Deficient (1)
The people responsible for the implementation of the policy instrument have adequate skills to manage the instrument					
There are sufficient competences/skills in the intermediaries involved in the delivery of the support to SMEs within the instrument					
Programme management techniques are sufficiently used in implementation of the policy instrument					
Quality management techniques are used in the implementation of the policy instrument					
There are no complaints on bureaucratic constraints from potential beneficiaries					

## MONITORING AND EVALUATION OF THE SERVICES PROVIDED

The last part of the questionnaire analyses the system to monitor and evaluate the logic of intervention of the programmes to support SMEs

## 10. HOW IS DONE THE MONITORING AND EVALUATION OF THE STRATEGIES?

Please indicate to which extent you agree or disagree with the following statements:

	Very much (5)	Satisfactory (4)	Medium (3)	Weak (2)	Deficient (1)
This policy instrument is evaluated (or planned to be evaluated) to examine if it contributes well to the implementation of the regional (RIS3), national and EU strategies					
This policy instrument is evaluated (or planned to be					

evaluated) within the policy mix that is planned to bring impact on the target group					
Policy makers show interest in the evaluation of the policy instrument to get suggestions for continuously improve the programmes					

### 11. THE TIMING FOR THE MONITORING IS ALREADY PLANNED ?

Please indicate if there is currently a standardized monitoring time (intervals) to monitor the services supplied to SMEs in your territory

- Yes, it is planned in advance when the collection of data and the analysis will take place.
- No, it is not planned in advance; data are collected when they are need for reporting or other purposes
- Other (Please comment how is scheduled the timing for monetarization)

### 12. ARE SMES ACTIVELY INVOLVED IN ASSESSMENT PROCEDURES?

Please indicate if the monitoring and evaluation system currently receives feedback from the SMEs using the services portfolio

- Yes, the SMEs using the services are regularly involved in the monitoring and evaluation
- No, it is used indirect monitoring and evaluation without involving SMEs
- Other (Please enter a comment about the involvement of SMEs in the assessment)

### 13. IN YOUR OPINION, HOW ADVANCED IS THE EVALUATION SYSTEM OF THE SUPPORT SCHEME FOR SMES?

Please choose one of the following three statements:

- Our evaluation system is not satisfactory
- Our evaluation system is just satisfactory. Each year we prepare an annual report with all the activities carried out during the previous year to support SMEs

- Our evaluation system is good. We have an advanced customer satisfaction survey able to get feedback from all the SMEs supported to assure the quality of the services provided
- Our evaluation system is advanced. There is a comprehensive system of different monitoring and evaluation tools to gain insight into results and impact of innovation support services
- Other (please specify)