Appendix 2

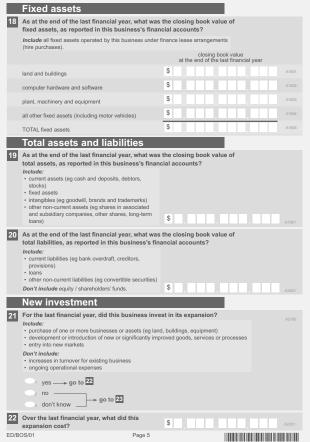
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T,	New Zealand	ED/BOS/01				
	Business C	perations	Sur	vey	2007	
\sum				-	Information: 0800 333 108 64 9 920 9108 09 920 9195	
				Email:	bus@stats.govt.nz	
Survey				Mail:	Statistics New Zealar Freepost10007 Private Bag 92003 Auckland	ıd
00	¥ Are the address details above corre	ct? If not, use the boxe	s below	to correc	ct any errors.	
	Contact name			11		A0001
	Business name					A0002
peration	PO Box number or street number and name					A0003
	Suburb			TT		A0004
	City					A0005
\bigcirc	Please complete, sign ar	nd return this questionnai Return date:	re in the	envelope	e supplied.	
BUSINƏSS	 Purpose of this survey The purpose of this survey is to consume businesses. The data collected by and performance across a wide send for the survey has been duestion and this survey has been duestion the survey of the state individual information, and they musinformation will be combined with statistics. 	this survey is needed to a lection of industries. The better understanding of approved by the Minister ned, is a compulsory req ed istics Act 1975 are allowe st use it only for statistica	quantify k informati enterpris r of Statis uirement ed to see al purpos	ousiness on will he e capaci stics and under th your es. Your mary	behaviour, capacity elp government and ty and performance the return of this	
					//mm	

Geoff Bascand Government Statistician

ection A. Dusiness Operations	
A continue of the back not sense of the bac	
subsidiary or associated businesses accounting divisions that operate entirely outside New Zealand (NZ)	
Please keep a record of the time it takes you to complete this questionnaire. You are asked to record this at the end of the questionnaire. <i>Include:</i> • the time spent reading the instructions, working on the questions and obtaining information • the time spent by all employees in collecting and providing this information	
Part i: Financial information	
Part i should be completed by the Finance Department or the Accountant. If you don't have an Accountant on-site, then Part i should be completed by the General Manager. You may need to contact the Accountant to complete some of these questions. If possible, in the questions that follow, please provide information for the last financial year. Note: if your balance date is between 1 Jan - 30 Sep, use financial data for the year ending 2007 if your balance date is between 1 Oct - 31 Dec, use financial data for the year ending 2008 What is the balance date of the financial accounts	
which you will use for this questionnaire? Day Month Year	
Is the financial year information for a 12 month period? → yes → go to → the period covered is	
BOS/01 Page 2	
Expenditure	
For the last financial year, what was the total amount this business paid for salaries / wages? For example: • employee ACC contributions • severance and redundancy payments If any answers	

7	If possible, please supply GST exclusive amount The amounts given in this questionnaire:	its.		mark ovals		A0700	
	2 include GST						
	Revenue						
8	For the last financial year, what was the total th business received from the sale of goods and services?	s \$				A0801	
	For the last financial year, what was the total thi received from all other operating revenue? Include:	s business					
	renting and leasing income government grants received for operating purposes interest and dividend revenue			lf any are 'zero	y answers o' please write 0		
	Don't include: • proceeds from the sale of fixed assets • gains on the sale of fixed assets						
		\$				A0901	
10	For the last financial year, what did this busines receive from total operating revenue? TOTAL of 3 and 9	s \$				A1001	
11	Estimate from question 8 the percentage of sa that came from exports:	les			%	A1101	
12	Estimate from question 8 the percentage of sa that came from tourism:	les				A1200	
	Include: • sales of goods and services <u>indirectly</u> related to tourism but purchased by tourists eg retail sales of food, alcohol, clothing • sales of goods and services <u>directly</u> related to tourism eg accommodation, transport, and recreation services						
	zero						
	25% or less						
	50% or less						
	4 75% or less						
	os 76% - 100%						
	on't know						
ED/BC	DS/01 Page 3		I				

Expenditure			
3 For the last financial year, w business paid for salaries / v		this	
For example: • employee ACC contributions • severance and redundancy pa • sick and holiday pay • directors' fees	yments		If any answers are 'zero' please write 0
bonus and other performance other employment related experiment Don't include capitalised salarie	enses		
	\$		
4 For the last financial year, w business paid in interest?	hat was the total amount	this	
For example: • interest paid to banks, affiliate • use-of-money interest to the Ir			
,	\$, ,	
5 For the last financial year, w the book of accounts for de			
Include: • depreciation of fixed assets • depreciation on finance lease • amortisation of intangible asset		ess	
	\$		
6 For the last financial year, w business paid for all other o		this	
For example: • purchase of goods and service • renting and leasing costs	es from suppliers		
Don't include: • salaries and wages • purchase of fixed assets • interest and finance costs			
 depreciation or amortisation losses on sales of fixed assets 			
	\$,	A1601
7 For the last financial year, w operating expenditure of this			
TOTAL of 13, 14, 15 and 16	Ų		A1701
D/BOS/01	Page 4		



	Research and development			Part ii: Employment		
23	For the last financial year, did this business undertake or	fund any	A2300 29	• Part ii should be completed by the		
	research and development (R&D) activities? Include:			 If you don't have an Human Resou General Manager. 	rces Department, then Part ii should be	
	· any activity characterised by originality: it should have investigation		an	How to answer	are 'zero'	answers please write
	outcome of gaining new knowledge, new or improved materials, p • the buying abroad of technical knowledge or information	broducts, services or processes		Refer to for how to answer.		0
	Don't include: • market research			Refer to 5 and 6 for which finan	icial year to use.	
	efficiency studies style changes to existing products		30	As at the end of the last financial y proprietors and employees) worke		
				Working proprietors	u loi ulla busilless i	
	yes→ go to 24			Include:		
	don't know go to 26			 sole proprietors or partners actively e 		
				 shareholders in a limited liability comp those working proprietors being paid 	pany actively engaged in its management a salary or wage	Number of staff
24	For the last financial year, how much did this business <u>spend</u> on R&D activities?		A2401	full-time working proprietors (working 30	hours or more per week)	A3001
25	Estimate the percentage of R&D expenditure from questio	on 24		part-time working proprietors (working le	ss than 30 hours per week)	A3002
	that relates to <u>in-house</u> R&D activities.			Employees		
	Include subcontractors working in-house. Don't include R&D funded by this business but carried out by other	romanisations	%	Include: those temporarily absent from work (e	eg sick, on leave, strike or temporary lay-off)	
		organisations.		· all full-time, part-time, and casual emp	ployees	
	International presence			 all managerial and executive staff (eg Don't include: 	(Chiel Executive)	
26	As at the end of the last financial year, did any individual of overseas hold an ownership interest or shareholding in the		A2600	contractors working proprietors		
	yes	% A2601		full-time employees (working 30 hours or	r more per week)	A3003
				part-time employees (working less than 3	30 hours per week)	A3004
	🕒 👌 don't know			TOTAL STAFF		
27	As at the end of the last financial year, did this business h	nold any ownership	A2700	Total of full-time and part-time working pr	roprietors and employees, as above	A3005
	interest or shareholding in an overseas located business		31	In an average week during the last	financial year. what were the total	
	its own branch, subsidiary or sales office)?			employee hours paid for by this bu	usiness?	
	yes → go to 28				I for working 35 hours per week is 5 x 35	= 175 hours
	_2 no→ go to 29			 Include: all waged and salaried employees (where the salaries of the	nether full-time or part-time or casual)	A3101
		al analysis is a	42800	regular overtime paid Don't include working proprietors.		.0 hrs
28	Mark all that apply. Through which of the following methor gain those overseas ownership interests or shareholdings			ben througe nonling prophetore.		10 1113
	joint ventures					
	2 acquisitions of existing overseas businesses					
	greenfields (ie establishment of new overseas busines	sses)				
	other methods					
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32	As at the end of the last financial year, how many staff (v employees) were working in the following occupational		34		any new staff members were hired?	A3401
32	employees) were working in the following occupational g		34	 Include: staff who were hired but also left within 	n the last financial year	A3401
32	employees) were working in the following occupational g Note: • report all staff (whether full-time, part-time or casual) on a per-per	groups?	answers	Include:	n the last financial year	A3401
32	employees) were working in the following occupational g	groups? prson basis uties they spent are 'zero'	answers please write	Include: • staff who were hired but also left within • all full-time, part-time and casual empl Don't include contractors.	n the last financial year loyees	A3401
32	employees) were working in the following occupational g Note: • report all staff (whether full-time, part-time or casual) on a per-per- • assign staff to an occupational group according to the tasks or du	groups? prson basis uties they spent are 'zero'	answers please write	Include: • staff who were hired but also left within • all full-time, part-time and casual empl Don't include contractors. Over the last financial year, how m were made redundant, or were diss	n the last financial year loyees any staff members resigned,	
32	employees) were working in the following occupational of Note: • report al staff (whether full-time, part-time or casual) on a par-per • assign staff to an occupational group according to the tasks or du the majority of their time performing Include: • working proprietors and employees • all managerial and executives staff (gc hief Executive)	groups? prson basis uties they spent are 'zero'	answers please write	Include: • staff who were hired but also left within • all full-time, part-time and casual empl Don't include contractors. • Over the last financial year, how m were made redundant, or were dist Include: • staff who left and returned within the la	n the last financial year loyees any staff members resigned, missed? ast financial year	
32	employees) were working in the following occupational of Note: • report al staff (whether full-time, part-time or casual) on a par-per • assign staff to an occupational group according to the tasks or du the majority of their time performing Include: • working proprietors and employees • all managerial and executives staff (eg Chief Executive) Don't include contractors.	groups? prson basis uties they spent are 'zero'	answers please write 0 38	Include: • staff who were hired but also left within • all full-ime, part-time and casual empl Don't include contractors. • Over the last financial year, how m were made redundant, or were disa Include:	n the last financial year loyees any staff members resigned, missed? ast financial year	
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32	employees) were working in the following occupational s Note: • report all staff (whether full-time, part-time or casual) on a per-per • assign staff to an occupational group according to the tasks or due the majority of their time performing Include: • working proprietors and employees • all managerial and executive staff (eg Chief Executive) Don't include contractors. Managers and professionals	groups? rson basis uties they spont Number of rmine the policy Manager).	answers please write 0 38	Include: • staff who were hired but also left within • all full-time, part-time and casual empl Don't include contractors. • Over the last financial year, how m were made redundant, or were dist Include: • staff who left and returned within the la- • all full-time; part-time and casual empl Don't include contractors.	n the last financial year Iany staff members resigned, missed? ast financial year loyees	A301
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	 employees) were working in the following occupational set Force: export all staff to an occupational group according to the tasks or duine majority of their time performing include: sasign staff to an occupational group according to the tasks or duine majority of their time performing include: all managers and professionals all managers and professionals of the tasks or duine group accounts of the tasks or duine majority of their time performing include: all managers and professionals All managers and professionals of the tasks or duine accounts and end of the organisation or departments or divisions and detect of the organisation or department (or General Manager, Finance of the organisation or department (or General Manager, Finance or duine) to a bachetor degree or higher (organisation regulated to a bachetor degree or higher (organisation regulated to the second the organisation or department). Technicians and associate professionals perform complex technis administrative tasks, often in support of professionals or managers (or differe, building inspector, legal executive). Tadespersons and related workers perform tasks requiring trade knowledge. Include all apprentices and trade supervisors (orgeletic) have tasks, of the colour and transport workers who perform tasks requiring trade finance at (orge secretary, reception), sales and derical tasks and may provide support services in an ease and electical tasks and may provide support services in an ease (orge secretary, reception), sales are starby hand, trades assistant). All other occupations. Total STAFF: this should also equal your total staff from insign orgen perform secretary the perform orgine tasks, ethic assistant, ethic and and associate professionals erecordificulty in recerruing and profesionals Andro	groups? rson basis rs	answers please write of staff A2001 A2002 A2002 A2003 A2004 A2005 A205 A2	Include: • staff who were hired but also left within • all full-time, part-time and casual empl Don't include contractors. Over the last financial year, how m were made redundant, or were diss Include: • staff who left and returned within the last include: • all full-time, part-time and casual empl Don't include contractors. As at the end of the last financial y employees were covered by a coll is zero • z by or less • 50% or less • 90% or less • 91% - 100% • on throw Part iii: Business per Part iii: Business per Part iii: Business per Part iii: Business per Part iii should be completed by the How to answer • Part iii should be completed by the How to answer • Refer to 1 of now to answer. • Refer to 2 and 3 for which fit dom't for low to answer. • Refer to 3 and 6 for which fit following items decrease, stay the total sales of goods and services	n the last financial year toyees lany staff members resigned, missed? east financial year (yoees erear, what percentage of this business ective employment agreement? formance General Manager. nancial year to use. How do you think this business on each of the following? lower than par with competitors competitors competitors outpart of the source of this business? Correct the last financial year, did the same or increase for this business? derease is the uncess?	Please mark ovals Ilike this Ilike this
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33	 employees) were working in the following occupational set Force: export all staff to an occupational group according to the tasks or duine majority of their time performing include: sasign staff to an occupational group according to the tasks or duine majority of their time performing include: all managers and professionals all managers and professionals of the tasks or duine group accounts of the tasks or duine majority of their time performing include: all managers and professionals All managers and professionals of the tasks or duine accounts and end of the organisation or departments or divisions and detect of the organisation or department (or General Manager, Finance of the organisation or department (or General Manager, Finance or duine) to a bachetor degree or higher (organisation regulated to a bachetor degree or higher (organisation regulated to the second the organisation or department). Technicians and associate professionals perform complex technis administrative tasks, often in support of professionals or managers (or differe, building inspector, legal executive). Tadespersons and related workers perform tasks requiring trade knowledge. Include all apprentices and trade supervisors (orgeletic) have tasks, of the colour and transport workers who perform tasks requiring trade finance at (orge secretary, reception), sales and derical tasks and may provide support services in an ease and electical tasks and may provide support services in an ease (orge secretary, reception), sales are starby hand, trades assistant). All other occupations. Total STAFF: this should also equal your total staff from insign orgen perform secretary the perform orgine tasks, ethic assistant, ethic and and associate professionals erecordificulty in recerruing and profesionals Andro	groups? rson basis rs	answers 3 of staff 3 of staff 3 A3203 3 ask ovals 3 bs A3203 s A3203 s A3204 s A3203 s A3203 s A3204 s A3204 s A3204 s A3204	Include: • staff who were hired but also left within • staff who were hired but also left within • all full-time, part-time and casual empl Don't Include contractors. Over the last financial year, how me • staff who left and returned within the last financial year, how me • staff who left and returned within the last financial year • all full-time; part-time and casual empl Don't Include contractors. • As at the end of the last financial y employees were covered by a colle • zero • 10% or less • 90% or less • 90% or less • 90% or less • 91% - 100% • don't know Parti ilis Bulsiness perf • Parti ilis buld be completed by the How onswer • Refer to 1 for how to answer. • Refer to 2 and 3 for each item listed, compares to its major competitors profitability productivity Mark one oval for each item listed, following items decrease, stay the total sales of goods and services profitability productivity	n the last financial year loyees any staff members resigned, missed? ast financial year loyees ear, what percentage of this business ective employment agreement? formance General Manager. nancial year to use. Mow do you think this business on each of the following? lower than on a par with competitors competitors competitors of a say the same or increase for this business? decrease sizy the same or increase for this business? decrease sizy the same or increase for this business?	Please mark ovals Please mark ovals Ilie this

40	Over the last financial year what name					
	Over the last financial year, what percent business were provided to customers of					A4000
	50% or less					
	2 80% or less					
	3 90% or less					
	95% or less					
	o 96% - 100%					
	on't know					
41	Mark one oval for each item listed. How compares to its major competitors on e			s		
	compares to its major competitors on e	lower than	on a par with	higher than	don't	
		competitors	competitors		know	
	costs	- 1	2	3	- 4	A4101
	time taken to provide customers with goods or services	- 1	2	3	4	A4102
	quality	1	2	3	4	A4103
	flexibility / ability to make changes	1	2	3	4	A4104
	customer satisfaction	1	2	3	-4	A4105
	employee satisfaction	- 1	2	3	-4	A4106
42	In the last financial year, did this busine	ess develop o	or introduce a	iny new or		A4200
42	In the last financial year, did this busine significantly improved: • goods or services • organisational / managerial processs • organisational / managerial process • marketing methods? • yes • no • don't know		or introduce a	iny new or		A4200
42	significantly improved: goods or services operational processes organisational / managerial process marketing methods? yes no	es				A4200 A4300
42	significantly improved: • goods or services • operational processes • organisational / managerial process • marketing methods? • yes • no • don't know Over the last financial year, did this bus • yes	es				
	significantly improved: • goods or services • operational processes • organisational / managerial process • marketing methods? • marketing methods? • a no • don't know Over the last financial year, did this bus • yes • a no	es				
	significantly improved: • goods or services • operational processes • organisational / managerial process • marketing methods? • marketing methods? • a don't know Over the last financial year, did this bus • yes • a no • s don't know	es	iny new expo	rt markets?		A4300
	significantly improved: • goods or services • operational processes • organisational / managerial process • marketing methods? • marketing methods? • a don't know Over the last financial year, did this bus • yes • a no • don't know Over the last financial year, to what deg	es	iny new expo	rt markets?	ge?	
43	significantly improved: • goods or services • operational processes • organisational / managerial process • marketing methods? • marketing methods? • a don't know Over the last financial year, did this bus • yes • no • don't know Over the last financial year, to what deg • not at all	es	iny new expo	rt markets?	ge?	A4300
43	significantly improved: • goods or services • operational processes • organisational / managerial process • marketing methods? • marketing methods? • a yes • a o • don't know Over the last financial year, did this bus • yes • a o • don't know Over the last financial year, to what deg • not at all • to a minor degree	es	iny new expo	rt markets?	ge?	A4300
43	significantly improved: • goods or services • operational processes • organisational / managerial process • marketing methods? • marketing methods? • a don't know Over the last financial year, did this bus • a don't know Over the last financial year, to what deg • not at all • to a minor degree • to a major degree	es	iny new expo	rt markets?	ge?	A4300
43	significantly improved: • goods or services • operational processes • organisational / managerial process • marketing methods? • marketing methods? • a yes • a o • don't know Over the last financial year, did this bus • yes • a o • don't know Over the last financial year, to what deg • not at all • to a minor degree	es	iny new expo	rt markets?	ge?	A4300

45	How does this business's core equipme this business's main goods or services available technology?					A4500
	fully up to date					
	2 up to 4 years behind					
	up to 10 years behind					
	_4 more than 10 years behind					
	on't know					
	Other business factors					
46	Regardless of changes in ownership, w business commence operations?	hat calenda	r year did this		year	A4601
47	How would you describe this business'	s competitio	on?			A4700
	C1 captive market / no effective comp	etition				
		ors				
	many competitors, several domina	nt				
	many competitors, none dominant					
	5 don't know					
48	Mark one oval for each item listed. Whe in which this business operates, how w Note: if this business has more than one locati largest share of the business's activities occur.	ould you rat	swer in relation to	g factors?	where the	
		bad	neither bad nor good	good	don't know	
	transport infrastructure	O 1	2	3	4	A4801
	information and communications technology infrastructure (eg broadband availability, mobile phone coverage)	-	_2	3	•	A4802
	water and waste infrastructure	1	2	3	4	A4803
	local body planning and regulatory processes (eg building consents, Resource Management Act approvals)	-	2	3	•	A4804
	skilled labour market	- 1	2	3	4	A4805
	unskilled labour market	O 1	_2	3	- 4	A4806
	business networks (eg local business associations)	1	2	3	4	A4807
49	Over the last financial year, did this bus shareholding in any other New Zealand			re a		A4900
	yes					
	2 no.					
	₃ don't know					
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5			the last financial year, did this business request any new or additional or equity finance?	A5000			
		Debt finance is any finance that the business must repay (eg overdrafts, credit cards, convertible debt					
			ity finance is any finance which is provided in exchange for a share in the ownership of this ness				
	L	nclud	e requests that were fully approved, partly approved, withdrawn or declined.				
			yes —→ go to <mark>51</mark>				
		2 r	don't know→ go to the start of Section B on page 13				
-							
5			all that apply. When requesting new or additional <u>debt</u> finance over the nancial year, were funds:				
			available on acceptable terms	A5101			
			available, but not on acceptable terms	A5102			
			not available	A5103			
			don't know	A5104			
			did not request debt finance	A5105			
5			all that apply. When requesting new or additional <u>equity</u> finance over the nancial year, were funds:				
			available on acceptable terms	A5201			
			available, but not on acceptable terms	A5202			
			not available	A5203			
			don't know	A5204			
			did not request equity finance	A5205			

Se	ection B: Innovation				
1	Section B should be completed by the General N	lanager.			
2	For the purpose of this survey innovation is broadly of any new or significantly improved activity for this and methods that this business was the first to dev organisations.	business. Thi	s includes p	roducts, processes	
	New goods or services				
3	During the last 2 financial years, did this busine any new or significantly improved goods or ser		onto the m	arket	B0300
	Don't include the selling of new goods or services who developed by other businesses.	lly produced an	d	Please mark ovals	
	\bigcirc yes \longrightarrow go to 4				
_	\bigcirc_2 no \longrightarrow go to 7				
4	Mark all that apply. Were any of those new or si goods or services:	gnificantly im	proved		
	 developed by this business 				B0401
	developed by this business in partnership w	ith others			B0402
	 obtained from others and significant improve 	ements were n	nade by this	business	B0403
	obtained from others and <u>no</u> significant impr	rovements wer	e made by t	this business	B0404
5	Mark one oval for each item listed. Were any of improved goods or services:	those new or	significan	tly	
		yes	no	don't know	
	new to NZ		2	3	B0501
	new to the world		2	3	B0502
6	For the last financial year, please estimate the p business that came from those new or significa	-			B0600
	2 10% or less				
	3 20% or less				
	30% or less				
	5 40% or less				
	5 40% or less				

New operational processes	
During the last 2 financial years, did this business implement any new or significantly improved operational processes (ie methods of producing or distributing goods or services)?	B0700
\rightarrow go to 8	
\bigcirc_2 no \longrightarrow go to 10	
Mark all that apply. Were any of those new or significantly improved operational processes:	
developed by this business	B0801
 developed by this business in partnership with others 	B0802
 obtained from others and significant improvements were made by this business 	B0803
obtained from others and <u>no</u> significant improvements were made by this business	B0804
Were any of those new or significantly improved operational processes required because of the introduction of new goods or services?	B0900
yes	
New organisational / managerial processes	
During the last 2 financial years, did this business implement any new or significantly improved organisational / managerial processes (ie significant changes in this business's strategies, structures or routines)?	B1000
\bigcirc yes \longrightarrow go to 11	
\sim_2 no \longrightarrow go to 12	
Mark all that apply. Were any of those new or significantly improved organisational / managerial processes:	
 developed by this business 	B1101
 developed by this business in partnership with others 	B1102
 obtained from others and significant improvements were made by this business 	B1103
obtained from others and <u>no</u> significant improvements were made by this business	B1104
New marketing methods	
 2 During the last 2 financial years, did this business implement any new or significantly improved sales or marketing methods which were intended: to increase the appeal of goods or services for specific market segments to gain entry to new markets 	B1200
yes go to 13	
\sim_2 no \longrightarrow go to 14	

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If any answers are 'zero' please write

13	Mark all that apply. Were any of those new or significantly improved sales or marketing methods:	
	developed by this business	B1301
	 developed by this business in partnership with others 	B1302
	obtained from others and significant improvements were made by this business	B1303
	obtained from others and <u>no</u> significant improvements were made by this business	B1304

Activities to support innovation

14 Mark all that apply for each item listed. During the last 2 financial years, did this business do any of the following?

Note:

• To innovate means to develop or introduce new or significantly improved: goods or services; operational processes; organisational / managerial processes or marketing methods.

• It is acceptable to mark both 'done to support innovation' and 'done, though not to support innovation', if applicable

	done to support innovation	done, though not to support innovation	not done	don't know
acquisition of machinery and equipment	B1401	B1402	B1403	B1404
acquisition of computer hardware and software	B1411	B1412	B1413	B1414
acquisition of other knowledge (eg licences, patents or other intellectual property)	B1421	B1422	B1423	B1424
implementing new business strategies or management techniques	B1431	B1432	B1433	B1434
organisational restructuring	B1441	B1442	B1443	B1444
design (eg industrial, graphic or fashion design)	B1451	B1452	B1453	B1454
marketing the introduction of new goods or services	B1461	B1462	B1463	B1464
market research	B1471	B1472	B1473	B1474
significant changes to marketing strategies	B1481	B1482	B1483	B1484
employee training	B1491	B1492	B1493	B1494

15 For the last financial year, please estimate this business's combined expenditure on product development and related activities:

					0	
research & development (copy any answer from question 24 in	Section A)					B1501
design	\$					B1502
marketing and market research	\$					B1503
other (eg prototyping, trials, commerci	alisation)	,		, .		B1504
TOTAL product development and related	ted activities	, III, III		,		B1505
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	Abandoned or not yet complet	ted activ	ities		
16	Mark one oval for each item listed. During the las business <u>abandon</u> any activity that was intended or introduction of new or significantly improved:	-			
		yes	no	don't know	
	goods or services		2	3	B1601
	operational processes		2	3	B1602
	organisational / managerial processes		2	3	B1603
	marketing methods		2	3	B1604
17	Mark one oval for each item listed. During the las business <u>start but not yet complete</u> any activities or introduce any new or significantly improved:	-	ears, did thi	s	
		yes	no	don't know	
	goods or services	1	2	3	B1701
	operational processes	1	2	3	B1702
	organisational / managerial processes		2	3	B1703
	marketing methods		2	3	B1704
18	Where to next?		yes	no	
	Did you answer 'yes' to 3 ?				
	Did you answer 'yes' to 7?				
	Did you answer 'yes' to 10 ?				
	Did you answer 'yes' to 12?				
	Did you answer 'done to support innovation' to any p	part of 14 ?			
	Did you answer 'yes' to any part of 16 or 17 ?				
	If you answered 'no' to all of the questions above Otherwise continue to the next page (page 17).	/e, go to ques	tion <mark>26</mark> on p	bage 20.	

Reasons

19 Mark one oval for each item listed. During the last 2 financial years, what were the reasons that this business tried to innovate?

Note: to innovate means to develop or introduce new or significantly improved: goods or services; operational processes; organisational / managerial processes or marketing methods.

	yes	no	don't know
to improve productivity		2	3 B1901
to increase revenue		2	3 B1902
to reduce costs		2	3 B1903
to increase responsiveness to customers		2	3 B1904
to increase market share		2	3 B1905
to establish / exploit new market opportunities		2	3 B1906
to improve work safety standards		2	3 B1907
to reduce energy consumption		2	3 B1908
to reduce environmental impact	1	2	3 B1909
to replace goods or services being phased out		2	3 B1910

Sources of ideas or information

20 Mark one oval for each item listed. During the last 2 financial years, did this business find any of the following important as a source of ideas or information for innovation?

Note: to innovate means to develop or introduce new or significantly improved: goods or services; operational processes; organisational / managerial processes or marketing methods.

	yes	no	don't know
new staff (those appointed in the last 2 year	rs)	2	3 B2001
existing staff	1	2	3 B2002
other businesses within the business group (eg subsidiaries or parent companies)	1	2	3 B2003
customers	-1	2	3 B2004
suppliers	1	2	3 B2005
competitors and other businesses from the industry	same	2	3 B2006
businesses from other industries (not including customers or suppliers)	1	2	3 B2007
professional advisors, consultants, banks of accountants	r1	2	3 B2008
books, journals, patent disclosures or Intern		2	3 B2009
conferences, trade shows or exhibitions		2	3 B2010
industry or employer organisations	1	2	3 B2011
universities or polytechnics	<u>_1</u>	2	3 B2012
Crown Research Institutes, other research institutes, or research associations	O 1	2	3 B2013
government agencies		2	3 B2014
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	Co-oprative arrangements			
	In the following questions co-operative arrangements mean with another organisation or individual, in activities for the purp Note: • this includes collaborative arrangements for the purpose of innovation • each party should bring its own knowledge or expertise to the co-op • partners do not necessarily derive immediate commerical benefit from Don't include: any arrangement where development work is contracted taking any active part in it.	oose of innov ation eration om the co-opera	tion.	
22	During the last 2 financial years, did this business have an co-operative arrangements for the purpose of innovation? Note: to innovate means to develop or introduce new or significantly operational processes; organisational / managerial processes or mar 1 yes \longrightarrow go to 23 2 no \longrightarrow go to 26	improved: good		B2200
23	Mark all that apply for each item listed. During the last 2 fin with what types of businesses or institutions did this busi co-operative arrangements?	ness have the		no
		NZ	overseas	co-operation
	customers	B2301	B2302	B2303
	suppliers	B2311	B2312	B2313
	suppliers businesses from other industries (not including customers or suppliers)	B2311	B2312 B2322	
	businesses from other industries			B2313
	businesses from other industries (not including customers or suppliers)	B2321	B2322	B2313
	businesses from other industries (not including customers or suppliers)competitors and other businesses from the same industryother businesses within the business group	B2321	B2322 B2332	B2313 B2323 B2333
	businesses from other industries (not including customers or suppliers) competitors and other businesses from the same industry other businesses within the business group (eg subsidiaries or parent companies)	B2321 B2331 B2341	B2322 B2332 B2342	B2313 B2323 B2333 B2343
24	 businesses from other industries (not including customers or suppliers) competitors and other businesses from the same industry other businesses within the business group (eg subsidiaries or parent companies) universities or polytechnics Crown Research Institutes, other research institutes, or 	B2321 B2331 B2341 B2351 B2361	B2322 B2332 B2342 B2352	B2313 B2323 B2333 B2343 B2353
24	 businesses from other industries (not including customers or suppliers) competitors and other businesses from the same industry other businesses within the business group (eg subsidiaries or parent companies) universities or polytechnics Crown Research Institutes, other research institutes, or research associations Mark all that apply. During the last 2 financial years, in whi did this business engage in co-operative arrangements, as 	B2321 B2331 B2341 B2351 B2361	B2322 B2332 B2342 B2352	B2313 B2323 B2333 B2343 B2353
24	 businesses from other industries (not including customers or suppliers) competitors and other businesses from the same industry other businesses within the business group (eg subsidiaries or parent companies) universities or polytechnics Crown Research Institutes, other research institutes, or research associations Mark all that apply. During the last 2 financial years, in whi did this business engage in co-operative arrangements, as in question 21 to 23? 	B2321 B2331 B2341 B2351 B2361	B2322 B2332 B2342 B2352	B2313 B2323 B2333 B2343 B2353 B2363
24	 businesses from other industries (not including customers or suppliers) competitors and other businesses from the same industry other businesses within the business group (eg subsidiaries or parent companies) universities or polytechnics Crown Research Institutes, other research institutes, or research associations Mark all that apply. During the last 2 financial years, in whi did this business engage in co-operative arrangements, as in question 21 to 23? joint marketing or distribution 	B2321 B2331 B2341 B2351 B2361	B2322 B2332 B2342 B2352	B2313 B2323 B2333 B2343 B2363 B2363
24	 businesses from other industries (not including customers or suppliers) competitors and other businesses from the same industry other businesses within the business group (eg subsidiaries or parent companies) universities or polytechnics Crown Research Institutes, other research institutes, or research associations Mark all that apply. During the last 2 financial years, in whi did this business engage in co-operative arrangements, as in question 21 to 23? joint marketing or distribution joint production 	B2321 B2331 B2341 B2351 B2361	B2322 B2332 B2342 B2352	B2313 B2323 B2333 B2343 B2353 B2363 B2401 B2402
24	 businesses from other industries (not including customers or suppliers) competitors and other businesses from the same industry other businesses within the business group (eg subsidiaries or parent companies) universities or polytechnics Crown Research Institutes, other research institutes, or research associations Mark all that apply. During the last 2 financial years, in whi did this business engage in co-operative arrangements, as in question 21 to 23? joint marketing or distribution joint production joint R&D 	B2321 B2331 B2341 B2351 B2361	B2322 B2332 B2342 B2352	B2313 B2323 B2333 B2343 B2353 B2363 B2401 B2402 B2403
24	 businesses from other industries (not including customers or suppliers) competitors and other businesses from the same industry other businesses within the business group (eg subsidiaries or parent companies) universities or polytechnics Crown Research Institutes, other research institutes, or research associations Mark all that apply. During the last 2 financial years, in whi did this business engage in co-operative arrangements, as in question 21 to 23? joint marketing or distribution joint production joint R&D joint prototype development 	B2321 B2331 B2341 B2351 B2361	B2322 B2332 B2342 B2352	B2313 B2323 B2333 B2343 B2353 B2363 B2401 B2402 B2402 B2403 B2404

25	did th	all that apply. During the last 2 financial years, for what <u>reasons</u> nis business engage in co-operative arrangements, as defined estion <mark>21</mark> to <mark>23</mark> ?	
		sharing costs	B2501
		spreading risk	B2502
		access to R&D	B2503
		access to production processes	B2504
		access to management skills	B2505
		access to new distribution channels	B2506
		access to work practices	B2507
		access to financial resources	B2508
		access to new markets	B2509
		access to new suppliers	B2510
		other	B2511

	Other factors	
26	Mark all that apply. Which of the following does this business or the parent company use to protect intellectual property?	
	<i>Note:</i> intellectual property refers to the ownership of ideas and control over the use of those ideas.	
	patents	B2601
	copyrights	B2602
	trademarks	B2603
	registration of design	B2604
	secrecy	B2605
	confidentiality agreement	B2606
	reaching the market first	B2607
	goods, services or processes too complex to copy	B2608
	none of the above	B2609

27 Mark one oval for each item listed. During the last 2 financial years, to what degree did the following factors hamper this business's ability to innovate?

Note: to innovate means to develop or introduce new or significantly improved: goods or services; operational processes; organisational / managerial processes or marketing methods.

	hampe	ered innovatio	n to a:	
	high degree	medium degree	low degree	did not hamper
costs to develop or introduce		2	3	4 B2701
lack of information		2	3	4 B2702
lack of marketing expertise	1	2	3	4 B2703
lack of co-operation with other businesses	1	2	3	4 B2704
access to intellectual property rights (eg licensing of patents or copyrights)	1	2	3	4 B2705
lack of appropriate personnel		2	3	4 B2706
lack of management resources (eg time)		2	3	4 B2707
government regulation		2	3	4 B2708

Sontin	n C: International E	ngagamant
_		nyayement
	tion should be completed by the General Manager. Iswers may need to be confirmed by a person with sales a	and marketing knowledge.
 Parts i, ii Parts iv a 	ion please consider this business's entire operations, both and ill cover the generation of overseas income. and v cover overseas production and purchase of goods o or services in an overseas location or importing of goods	or services, eg production
 overseast ownersh significant NZ income i sales to 	<u>come</u> includes income generated from: sales of goods or services ip of overseas assets (eg foreign direct investment) in tincome from overseas residents visiting or studying in № ncludes income generated from: other NZ parties, including those who then export	IZ (eg tourism and education)
Busine	ss profile	
	e —≽ go to # instruction after you answer this quest val. This business:	ion. 00400
has	generated overseas income in the last financial year> g	o to 5
	not generated overseas income in the last financial year,	
	has in previous years \rightarrow go to 20 never generated overseas income \rightarrow go to 25	
	Current overseas income	
	n should only be answered by businesses that genera inancial year.	ted overseas income
	at apply. In the last financial year this business generation of the second state of t	ated
	of manufactured, processed or finished goods: narily for use by other businesses	
• prin	narily for personal or household use	
 sales 	of raw, unprocessed materials	
provis	ion of services	
	ing / franchising arrangements and royalties ding for use of technology)	
earnir	ngs from assets	
other		
	t apply. In the last financial year who paid this busine come for the goods or services it produced?	255
distrib	utors / onsellers (eg retailers, franchisees, licensees)	
other	businesses	
individ	dual consumers	
none	of the above	
none		

In which ye overseas s	ear did this business first generate income from ources?	year	
	financial year how many <u>countries</u> , other than s business generate income from?	countries	
	at apply. In the last financial year, from which of the foll lid this business generate income?	lowing	
Aust	ralia / Pacific region		
A	ustralia		
ot	ther Pacific (<i>Don't include</i> NZ)		
Cent	ral / South East Asia region		
м	alaysia		
ln	dia		
ot	her Central / South East Asia		
North	Asia region		
Ja	apan		
S	outh Korea		
— н	ong Kong		
c	hina		
— Та	aiwan		
ot	ther North Asia		
Ame	ricas region		
• U	nited States of America		
• C	anada		
ot	ther Americas		
Unite	ed Kingdom / Europe region		
• U	nited Kingdom		
G	ermany		
ot	her Europe		
Midd	le East / Africa region		
м	iddle East / North Africa		
S	ub - Saharan Africa		

10	In the last financial year estimate the percentages of this business's total income represented by the following regions:				wers ase write	
	NZ				%	
	Australia / Pacific				%	
	Central / South East Asia				%	
	North Asia				%	
	Americas				%	
	United Kingdom / Europe				%	
	Middle East / Africa				%	
	TOTAL		1 0	0	%	
11	Mark all that apply. In the last financial year how were <u>sales, marketing a</u> <u>distribution</u> undertaken overseas?	nd				
	marketing and distribution managed from NZ					
	overseas agents / distributors					
	overseas collaborations involving cost and profit sharing					
	overseas operations, minority owned by this business					
	overseas operations, majority or wholly owned by this business					
	ont applicable					
12	Mark all that apply. For overseas income this business has joint marketin and distribution arrangements with:	ng				
	other NZ businesses					
	overseas businesses					
	no joint marketing and distribution arrangements					
13	Mark one oval. In the last financial year, taking into account costs of doing business overseas, where does this business generate higher profit margins?					
	NZ					
	O2 overseas					
	profit margins are similar					
	only income received is from overseas					
	on't know					

14 In the from	thdrawal from overseas countries he last 3 financial years, has this business stopped generating income many overseas country? yes → go to 15 no → go to 15 no → go to 15 odd this business stop generating income mthose countries? adverse exchange rate movements increased competition or falling market demand increased overseas government regulations or tariffs (eg import duties, product standards) change in ownership / strategic direction specific orders or jobs completed profitability lower than expected none of the above ture expansion	
from	 no → go to III rk all that apply. Why did this business stop generating income m those countries? adverse exchange rate movements increased competition or falling market demand increased overseas government regulations or tariffs (eg import duties, product standards) change in ownership / strategic direction specific orders or jobs completed profitability lower than expected none of the above 	
from	m those countries? adverse exchange rate movements increased competition or failing market demand increased overseas government regulations or tariffs (eg import duties, product standards) change in ownership / strategic direction specific orders or jobs completed profitability lower than expected none of the above	
_	Increased competition or falling market demand Increased overseas government regulations or tariffs (eg import duties, product standards) change in ownership / strategic direction specific orders or jobs completed profitability lower than expected none of the above	
_	Increased overseas government regulations or tariffs (eg import duties, product standards) change in ownership / strategic direction specific orders or jobs completed profitability lower than expected none of the above	
_	change in ownership / strategic direction specific orders or jobs completed profitability lower than expected none of the above	
_	specific orders or jobs completed profitability lower than expected none of the above	
_	profitability lower than expected none of the above	
_	none of the above	
_		
_	ture expansion	
16 Marl		
	rk one oval. Is this business intending to expand its overseas income?	
	initiatives underway and increased income anticipated within the next 12 months	
	2 actively exploring the options	
	a no action currently, but interested in exploring options	
	not currently interested in further expansion> go to 18	
17 Whi	ich <u>country</u> is viewed as the most important target for expansion?	

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	Strategies for generating overseas income	
18	Mark all that apply. In the last 3 financial years which of the following strategies has this business used to generate overseas income?	
	offering innovative or unique goods or services	
	customising goods or services to specific customer requirements	
	customising advertising and promotion according to market	
	adopting a strategy of low prices	
	exporting or selling overseas only when external conditions are favourable (eg low exchange rate)	
	exporting or selling overseas only when specific opportunities arise (eg in response to unsolicited orders)	
	 systems in place to manage exchange rate risks 	
	entering one market to access another market (eg setting up in Greece to access the European Union)	
	using pre-existing contacts or networks in overseas markets	
	employing people with specific market knowledge and connections	
	none of the above	
	Barriers to generating overseas income	
19	Look for the —> go to # instruction after you answer this question. Mark all that apply. In the last 3 financial years which of the following made it	
	difficult for this business to generate overseas income?	
	difficult for this business to generate overseas income?	
	difficult for this business to generate overseas income?	
	difficult for this business to generate overseas income? Ilimited experience in expanding beyond NZ Ilimited knowledge about specific markets	
	difficult for this business to generate overseas income? Imited experience in expanding beyond NZ Imited knowledge about specific markets Imited access to finance for expansion beyond NZ	
	difficult for this business to generate overseas income? limited experience in expanding beyond NZ limited knowledge about specific markets limited access to finance for expansion beyond NZ limited access to distribution networks	
	difficult for this business to generate overseas income? Iimited experience in expanding beyond NZ Iimited knowledge about specific markets Iimited access to finance for expansion beyond NZ Iimited access to distribution networks exchange rate volatility	
	difficult for this business to generate overseas income? Iimited experience in expanding beyond NZ Iimited knowledge about specific markets Iimited access to finance for expansion beyond NZ Iimited access to distribution networks exchange rate volatility exchange rate level	
	difficult for this business to generate overseas income? Iimited experience in expanding beyond NZ Iimited knowledge about specific markets Iimited access to finance for expansion beyond NZ Iimited access to distribution networks exchange rate volatility exchange rate level distance from markets	
	difficult for this business to generate overseas income? Iimited experience in expanding beyond NZ Iimited knowledge about specific markets Iimited access to finance for expansion beyond NZ Iimited access to distribution networks exchange rate volatility exchange rate level distance from markets Ianguage and cultural differences	
	difficult for this business to generate overseas income? limited experience in expanding beyond NZ limited knowledge about specific markets limited access to finance for expansion beyond NZ limited access to distribution networks exchange rate volatility exchange rate level distance from markets language and cultural differences low market demand or increased competition in overseas markets	
	difficult for this business to generate overseas income? imited experience in expanding beyond NZ imited knowledge about specific markets imited access to finance for expansion beyond NZ imited access to distribution networks exchange rate volatility exchange rate level distance from markets language and cultural differences low market demand or increased competition in overseas markets overseas government regulations or tariffs (eg product standards, import duties)	
	difficult for this business to generate overseas income? imited experience in expanding beyond NZ imited knowledge about specific markets imited access to finance for expansion beyond NZ imited access to distribution networks exchange rate volatility exchange rate level distance from markets language and cultural differences low market demand or increased competition in overseas markets overseas government regulations or tariffs (eg product standards, import duties) inability to rapidy increase supply	

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	Part ii: Previous overseas income		
1	This section should only be answered by businesses that have generated income from overseas in the past, but not during the last financial year.		
20	In which year did this business <u>first</u> generate income from year overseas sources?		
21	In which year did this business <u>last</u> generate income from year overseas sources?		
22 Mark all that apply. In the last financial year this business generated income through:			
	sales of manufactured, processed or finished goods: • primarily for use by other businesses		
	primarily for personal or household use		
	sales of raw, unprocessed materials		
	provision of services		
	licensing / franchising arrangements and royalties (including for use of technology)		
	earnings from assets		
	other		
23	Mark all that apply. Why did this business stop generating income from overseas sources?	?	
	adverse exchange rate movements		
	 increased competition or falling market demand 		
	 increased overseas government regulations or tariffs (eg import duties, product standards) 		
	change in ownership / strategic direction		
	 specific orders or jobs completed 		
	 profitability lower than expected 		
	none of the above		
24	Is this business interested in generating income from overseas sources in the future?		
	yes \rightarrow go to 25		
	on → go to 🖸		
	Part iii: Future generation of overseas income		
1	This section should only be answered by businesses not currently generating overseas inc	ome.	
25	Mark one oval. Which of the following best describes this business's plans for generating overseas income in the future?		
	initiatives underway and overseas income anticipated within the next 12 months		
	O₂ actively exploring the options		
	\bigcirc no action currently, but interested in exploring options		
	\sim not currently interested or business not suitable for overseas income \rightarrow go to 26		
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26	Look for the \rightarrow go to \square instruction after you answer this question. Mark all that apply. Why is this business not interested in or not suitable for generating overseas income?	
	the nature of the business relies on physical proximity to its customers	
	goods or services satisfy demand specifc to NZ (eg related to NZ regulations / institutions)	
	role in business structure is limited to the NZ market (eg NZ branch of international business or licensee)	
	costs, risks or barriers are prohibitive	
	NZ market is sufficient	
	Once you have answered this question, go to question 30 on page 28	
27	Mark all that apply. Which of the following factors motivate this business to consider generating future income from overseas sources?	
	no domestic market for goods or services	
	reached maximum potential of domestic market	
	 strategic decision to grow existing business into new markets 	
	to obtain economies of scale from existing capacity	
	able to command higher prices overseas	
	new technologies opened up new market opportunities	
	new business contacts or alliances opened up new market opportunities	
	existing NZ customers moved offshore	
	onne of the above	
28	Which <u>country</u> is viewed as the most important target for expansion?	
	Barriers to generating overseas income	
29	Mark all that apply. Which of the following made it difficult for this business to generate income from overseas sources?	
	limited experience in expanding beyond NZ	
	limited knowledge about specific markets	
	limited access to finance for expansion beyond NZ	
	limited access to distribution networks	
	exchange rate volatility	
	exchange rate level	
	distance from markets	
	language and cultural differences	
	 Iow market demand or increased competition in overseas markets 	
	overseas government regulations or tariffs (eg import duties, product standards)	
	inability to rapidly increase supply	
	other	
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Par	iv: Overseas production of goods or services	
	for the \rightarrow go to $\overline{\#}$ instruction after you answer this question. all that apply. In the last financial year this business has:	
	a majority owned overseas operation producing goods or services	
	a minority owned overseas operation producing goods or services	
	participated in an overseas joint venture operation producing	
	goods or services	
	had overseas businesses produce goods or services under contract which have been designed or developed by this business	
	none of the above \rightarrow go to 39	
1 This	section should only be answered by businesses with overseas production arrangemen	its.
	all that apply. In the last financial year, in which of the following ions did this business produce goods or services?	
	Australia / Pacific region	
	Australia	
	other Pacific (<i>Don't include</i> NZ)	
	Central / South East Asia region	
	Malaysia	
	India	
	other Central / South East Asia	
	North Asia region	
	Japan	
	South Korea	
	Hong Kong	
	China	
	Taiwan	
	other North Asia	
	Americas region	
	United States of America	
	Canada	
	other Americas	
	United Kingdom / Europe region	
	United Kingdom	
	Germany	
	other Europe	
	Middle East / Africa region	
	Middle East / North Africa	
	Sub - Saharan Africa	
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22 Mark all that apply. What was the nature of the goods or services produced overseas?	
manufacture of parts and components	
manufacture of finished goods	
product assembly	
services used by this business	
services supplied to this business's customers	
none of the above	
3 Mark all that apply. Why is this business involved in overseas production?	
to lower production costs	
to reduce transport costs to final market(s)	
to gain access to technology not available domestically	
to gain access to specialist skills not available domestically	
to improve access to suppliers, distributors or clients	
to increase scale and capacity	
to grow business via greater ownership of supply chain / closer relationships wi customers	th _{C3307}
to avoid overseas tariffs and regulatory restrictions on exports from NZ	
other	
4 Mark one oval. In the last financial year which was the main market for the goods or services produced by this business overseas?	
primarily sold in the country in which they are produced	
primarily sold in other overseas markets	
D ₃ primarily sold in NZ	
Strategies for overseas production of goods or services	
5 Mark all that apply. Which strategies to assist with overseas production of goods or services have been used by this business?	
 locating NZ staff overseas 	
employing local staff in management or supervisory positions overseas	
employing staff from overseas in NZ	

	Barriers to overseas production of goods or services	
36	Mark all that apply. In the last 3 financial years, which of the following had a negative impact on this business's overseas production activities?	
	limited understanding of overseas business and legal frameworks	
	limited access to finance for overseas production	
	Ianguage and cultural difficulties	
	exchange rate volatility	
	exchange rate level	
	difficulty monitoring overseas operations	
	Imited experience with establishing overseas production arrangements	
	limited access to skilled workforce overseas	
	higher transportation costs and logistical complexities	
	loss of control over proprietary technology	
	inadequate infrastructure overseas	
	Withdrawal from overseas production of goods or services	
37	Within the last 3 financial years has this business stopped any production activities in a particular overseas location?	
	yes \rightarrow go to $\overline{33}$	
38	yes → go to 38	
38	yes → go to 33 no → go to 53 Mark all that apply. Why did this business stop overseas production of	
38	yes \rightarrow go to 35 no \rightarrow go to 55 Mark all that apply. Why did this business stop overseas production of goods or services?	
38	yes → go to 53 no → go to 53 Mark all that apply. Why did this business stop overseas production of goods or services? difficulties with legal / regulatory environment	
38	yes → go to 55 no → go to 59 Mark all that apply. Why did this business stop overseas production of goods or services? difficulties with legal / regulatory environment increase in labour costs	
38	yes → go to 53 no → go to 53 Mark all that apply. Why did this business stop overseas production of goods or services? difficulties with legal / regulatory environment increase in labour costs increase in other costs of production	
38	yes → go to 55 no → go to 59 Mark all that apply. Why did this business stop overseas production of goods or services? difficulties with legal / regulatory environment increase in labour costs increase in other costs of production difficulty monitoring / maintaining product quality	
38	yes → go to 55 no → go to 59 Mark all that apply. Why did this business stop overseas production of goods or services? difficulties with legal / regulatory environment increase in labour costs increase in other costs of production difficulty monitoring / maintaining product quality profitability lower than expected	

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	Part v: Purchases from overseas	
39	Mark all that apply. In the last financial year which of the following has this business directly purchased from overseas?	
	Include only purchases of goods or services available from overseas suppliers with little or no input from this business into their design and developments. Don't include goods purchased in NZ by this business that were imported by other businesses.	n
	finished goods for resale in NZ	
	raw materials, components or equipment used by this business in NZ	
	services used by this business (eg accounting, back-office functions)	
	services supplied to customers	
	licenses / franchises / technology	
	none of the above —> go to 41	
40	Mark all that apply. In the last financial year why did this business source goods or services from overseas?	
	no domestic supplier of required goods or services	
	technologies not available domestically	
	overseas sources are able to supply required quantities faster	
	cheaper sources available overseas	
	higher quality sources available overseas	
	overseas sources able to respond more flexibly to requirements	
	new business contacts or alliances	
	existing NZ suppliers moved overseas	
	other	
	Follow-up study	
41 The Ministry of Economic Development (MED) are interested in doing a follow-up study ba on Section C of this questionnaire. The study would involve contacting a small number of 1 businesses which have responded to this survey to get deeper information about specific of international engagement. The information collected will be used to gain an understand business behaviours in order to improve future business policy advice. To make the follow-up study useful, MED will need the information given in this questionnu well as contact details of your business (eg name, address, email, phone, fax). Only if you consent can Statistics New Zealand pass on your individual information with contact detail		f
	Yes, I agree to take part in the follow-up study and have my identified business information passed to the Ministry of Economic Development yes →► Please mark YES and sign. (Signature of person cons	C4100 enting)
	No, I do not agree to take part in the follow-up study and I do not consent to having my identified business information passed on to the Ministry of Economic Development. no → Please mark NO and sign. (Signature of person refusing	consent)
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	Other details				
42	How long did it take to complete this questionnaire?				
	Include: • The time spent by all employees in collecting and providing this information hrs mins				
43	Please make any comments that would help Statistics New Zealand com- interpret the information that you have given.				
44					
44	Who should we contact if we have any queries about the information you have given? If necessary, please correct errors or provide details in the white boxes below each item.				
	Name				
	Position				
	Email				
	Phone C440				
	Fax C440				
	→				
	I declare that this questionnaire has been completed to the best of my knowledge.				
	Signature Date C440				
	Day Month Year				
	Thenk you for your time and effort				
Thank you for your time and effort. The main results of all our surveys are available at www.stats.govt.nz					
	Office use: A B C				
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