



**PRODUCTIVITY, TECHNOLOGY, SKILLS AND INNOVATION
(PROTEQIN) SURVEY
AT THE FIRM LEVEL IN THE CARIBBEAN 2013-2014**

Survey's Key Aspects Presentation



Étude Économique Conseil (EEC Canada)
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Toekomst Perspectieven en Uitdagingen voor
verbetering van innovatie en productiviteit



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ÉTUDE ÉCONOMIQUE CONSEIL (EEC CANADA)

- A private Canadian firm
 - Established in 1981
 - Headquarters in Montreal
 - Specialized in applied economics, strategy and financial engineering
 - Professionals with experience in more than 100 countries, simultaneously active in about 30 countries at any point in time
- Major clients
 - Development Finance Institutions – DFIs (IADB, WBG, EBRD, AsDB, AfDB, UN Agencies)
 - Bilateral Development Agencies
 - Governments
 - Private and Public enterprises



ÉTUDE ÉCONOMIQUE CONSEIL (EEC CANADA)

- Solely in terms of DFIs surveys over the past five years
 - 94 complex research-oriented surveys conducted for the DFIs (multi-country roll-outs, panel components, direct and indirect information required, multiple validation levels on same topic / indicator from interacting respondents: employers-employees-households, suppliers-clients, trainers-trainees-employers, service providers-users, etc.)
 - 56 countries, in numerous multi-country roll-outs
 - In excess of 145,000 respondents (households, businesses, employees...)
 - Tool development from structure of information, to questionnaires in PAPI, CAPI and Web-based complex interviews, including dictionaries development and logical data-entry controls
 - Multi-layered quality controls embedded in PAPI, supervisory tools, data-entry screens, post data-entry controls, outliers tests; all with quick returns to respondents
 - Training strategies: in class, Web-based, real-life testing, on-the-job sessions, with proprietary materials and tools

THE EEC CANADA ADVANTAGE IN SURVEYS

- All team members of EEC Canada sign Non-Disclosure Agreements (NDAs) to protect the confidentiality of information collected
- Collected information in hard copies are securely kept and periodically shredded under supervision of EEC Canada
- Soft copies of the data are stored in a dedicated server disconnected from the Web and are erased once delivered to the Client
- All identifying information of respondents (name, address, phone number...) is removed from the dataset prior to delivery
- **EEC Canada specializes in surveys where ‘delicate’ and ‘highly sensitive’ or ‘confidential’ information is sought**
- EEC Canada defines itself as a unique blend of economic expertise, of surveying know-how and ‘diplomatic’ capability in extracting relevant responses rarely candidly delivered to others



OBJECTIVES OF THE SURVEY

Background:

- Follow-up survey - **conducted by EEC Canada in 2011** - of the Latin American and Caribbean Enterprise Surveys (LACES) implemented jointly for the IADB, Compete Caribbean, and the World Bank (WB)
- Countries included in survey: Barbados, Guyana, Suriname, Trinidad & Tobago, Belize, Jamaica and 6 OECS countries: Antigua & Barbuda, Dominica, Grenada, Saint Kitts & Nevis, Saint Lucia, Saint Vincent & the Grenadines

Objectives

- Update data on enterprises and explicitly draw information on Productivity, Technology and Innovation (PROTEqIN) at the firm level
- Skill survey component is to probe deeper in identifying human resource requirements and skill gaps from the viewpoint of employers, and to use this information to shape the debate to make both education systems and labor markets more conducive to growth



QUESTIONNAIRE OVERVIEW



MODULES A & B



CONTROL INFORMATION	<ul style="list-style-type: none">• Establishment's name• Respondent's name• Type of establishment
GENERAL INFORMATION	<ul style="list-style-type: none">• Legal status• Type and percentage of ownership• Gender composition (owner/Management team)• Year of starting operation• International certification• Formally registered• Top manager years of experience

MODULES C & D



<p>INFRASTRUCTURE & SERVICES</p> <p>Over the last 2 years / typical month / last fiscal year</p>	<ul style="list-style-type: none"> • Application submittal: if applicable, administrative delay... (electrical, water, telephone, internet) • Experience of outages/interruptions • Use of e-mail, website, cell phones...
<p>MARKETS, SUPPLIES, FOREIGN TRADE AND COMPETITION</p>	<ul style="list-style-type: none"> • Sales composition in % (manufacturing/services) • Methods of payment in % (incl. online) • Profile of principal buyer
	<ul style="list-style-type: none"> • Main product representing largest proportion of annual sales / what % does it represent • Main market • Local market share • Competitors (number and profile)
<p>Last fiscal year</p>	<ul style="list-style-type: none"> • Percentage of national vs direct exports • Average # of days (to clear customs) when goods are exported • Material inputs



MODULE E: INNOVATION

Innovation refers to the implementation of:

- a **new or significantly improved product**, namely good or service
- a **new process**
- a **new marketing method**
- a **new organizational method**
 - in business practices
 - workplace organization or
 - external relations



MODULES F, G & H



LEGAL ENVIRONMENT / CONFLICT RESOLUTION	Resolving business disputes (i.e. matters of payment for goods or services, liability and property right enforcement; labour disputes not incl.)
CRIME AND PREVENTION	<ul style="list-style-type: none"> • Amount /% of total sales allocated to security • Amount /% of total sales of losses as a result of theft, robbery, vandalism or arson • Crimes committed in the premises of the establishment (if any: per category of incident, how many times, profile of perpetrator(s), report to the police...) • Electronic/ cyber criminality • Equipment/ in place • Kidnapping issue
BUSINESS-GOVERNMENT RELATIONS	<ul style="list-style-type: none"> • Time spent by senior management dealing with requirements imposed by government regulations • Frequency and time allocation of officials visits • Requirements to "get things done" • Application submittal (import license...)

MODULE I: LABOUR AND SKILLS



WORKFORCE PROFILE Number/average wage	<ul style="list-style-type: none"> • Full-time permanent • Full-time seasonal/temporary • Part-time • Level of education requirement per category and average level of education of actual workforce
AT RECRUITMENT STAGE IMPORTANCE RATING	<ul style="list-style-type: none"> • Job related characteristics (education, previous experience, reference from people...) • Personal characteristics • Core skills • Job related skills
FOR EACH RELEVANT TYPE OF JOB	<ul style="list-style-type: none"> • Difficulty finding candidates with the appropriate personal characteristics, core skills, job related skills • Vacancies (current in weeks/ average time needed to fill vacancies in weeks)
SHORTAGES/OBSTACLES	<ul style="list-style-type: none"> • Potential cause of skills shortages • Obstacles recruiting new employees / productivity of employees • Reason of running or not training programs • Difficulty in finding new skilled employees

MODULES J, K, L & M



Financing	<ul style="list-style-type: none"> • Financial statements checked and certified by external auditor • Existence of overdraft facility • Sources of financing • Line of credit or loan (type of financial institution) • Collateral requirement • Application for loans or lines of credit (last fiscal year)
Performance	<ul style="list-style-type: none"> • Total sales (2001/2012) • Establishment's key costs (2012) • Last fiscal year's purchases (Machinery, land...) • Net book value (Machinery, land...) • Cost of replacement
Business Environment	<ul style="list-style-type: none"> • Rating of list of factors as obstacles that can affect operations
Business strategy and support programs	<ul style="list-style-type: none"> • Awareness of existing program available • Current benefit from any technical assistance programs per functional areas (impact expected) • Interest in receiving such assistance • Strategy to achieve list of goals (supported by public resources / was it successful?) (Increase market share, promote exports, improve quality...)

FLOOR DISCUSSION

Thank you!





OBJECTIVE OF LABOUR & SKILLS COMPONENT

- **The objective of the Employer Survey of Skill/Labor Demand is to determine:**
 - the extent to which the country has an education and training system relevant to meet labor market needs and which can provide opportunities for life-long learning
 - the main constraints in matching labor supply to demand (policy and market failures); and
 - the main steps that could be taken to improve the system to make it more responsive.
- **Specifically, the survey is going to be designed to help answer the following main groups of questions:**
 1. What kinds of jobs (in terms of their skill content) are being created? What kinds of jobs are being destroyed? Is labor demand moving away from less skilled jobs towards more skilled jobs?
 2. What are the characteristics of job vacancies (skill requirements and wage offered)? What skills are in high demand? What skills are in low demand? Are the skills of the available workforce a constraint to hiring, firm growth and good performance on the job? How difficult is it to find a worker with required skills? Is the skill mismatch (gap) a significant problem? Where are the main skill gaps? How does the demand for skills vary between small vs. large firms, national vs. multinational firms, firms producing for the domestic market vs. exporting firms, and firm activity? What is the impact of changing work practices on the demand for skills?
 3. What is the role of training? Do firms provide such training and to which workers? If not on-the-job training, then do firms offer access to training conducted by either public or private enterprises?



- Presence of obstacles (rating)



In the next 2 years, plan to pursue innovation in:

- good / service
- production process / service delivery
- marketing
- organizational



- Distribution methods
- Sales networks
- Franchising
- Online promotion / only sales...



- Innovation / improvement made alone or in partnership (category)
- Source of financing of innovation development
- Patents, trademarks, industrial design, copyright registration
- Level of spending / % of sales accounted for by innovation
- Level of importance of innovation impacts in the last 3 years

- Machinery, equipment, software acquisition
- Use of licensed technology
- Changes in the production method / process
- **Changes in the organizational structure**
 - roles & responsibilities existing staff
 - new skills required
 - recruitment new employees
 - training

