



Survey on SME needs and expectations

**Edinburgh
9 February 2010**

Survey organisation



Preassumptions:

- about 20.000 SMEs in Gliwice
- our goal: at least 100 answers
- survey is sent per e-mail to local enterprises
- four rounds of survey dispatch

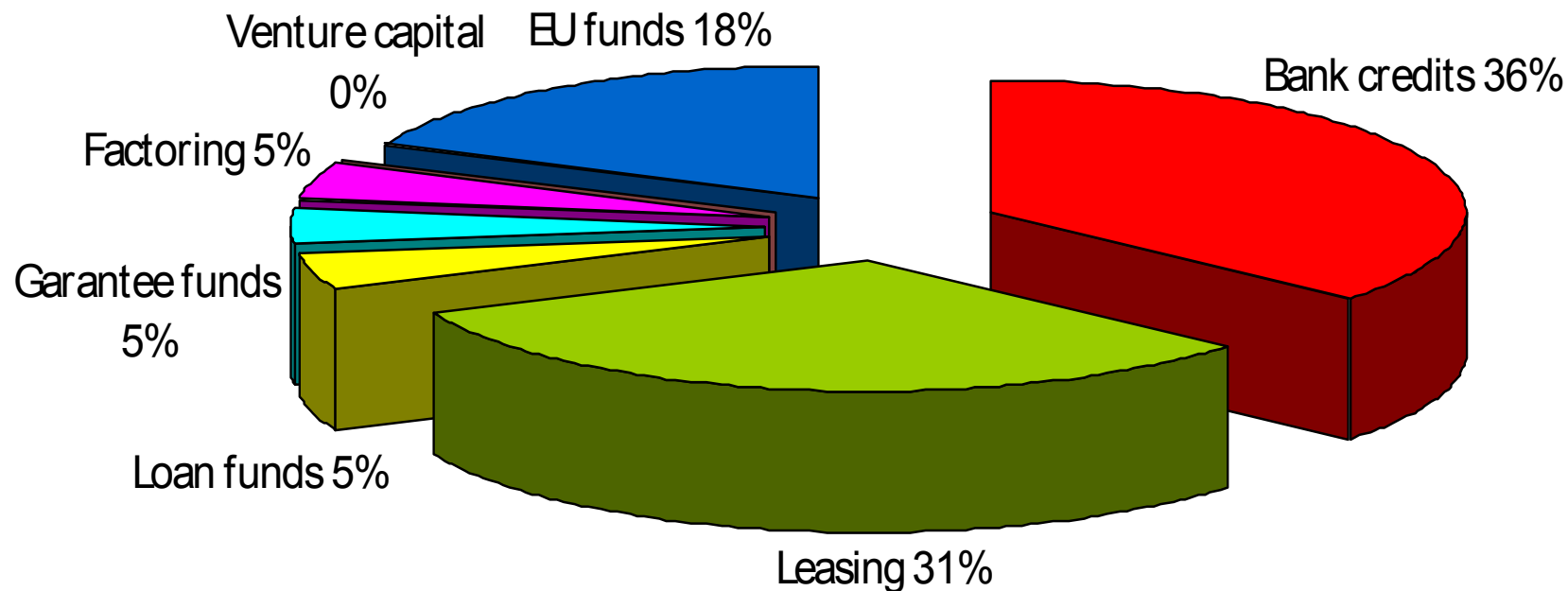
Target realisation:

- three rounds conducted
- survey sent to 700 enterprises
- 63 answers received



Survey results

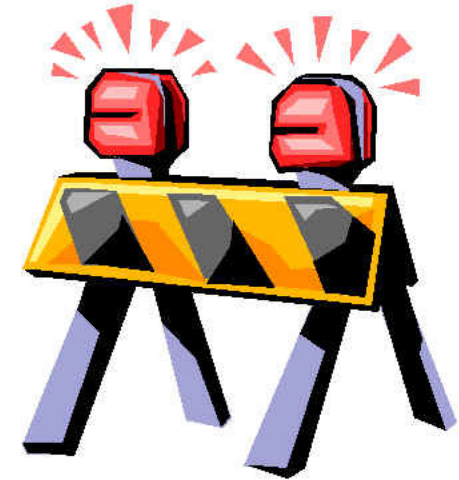
1. Financial instruments used by enterprises during last 5 years.



Survey results

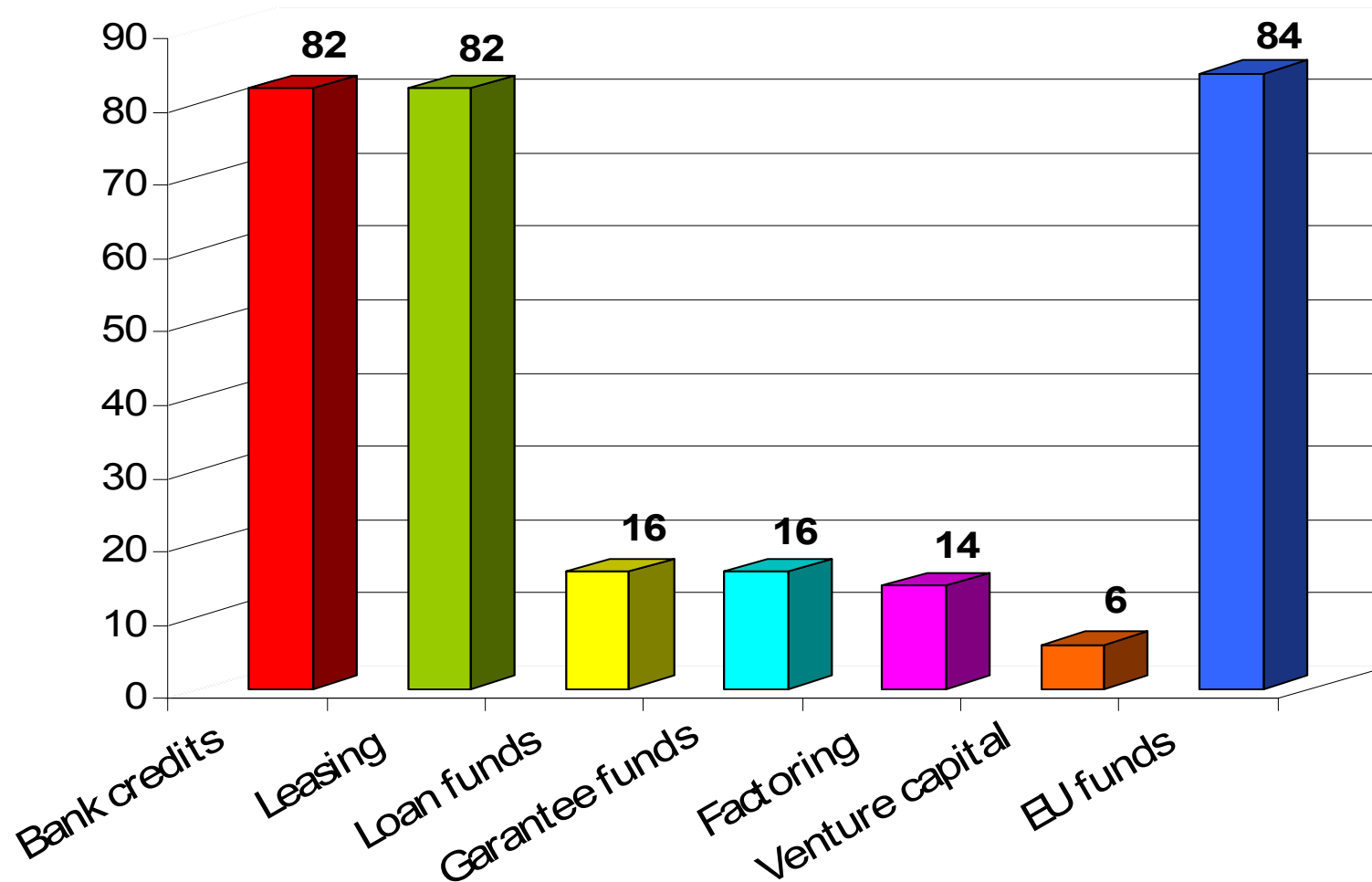
2. The most serious barriers in access to finance

- Complicated and time consuming procedures (71%)
- Lack of knowledge of the way available instruments of support function (38%)
- Support institutions offers do not meet entrepreneurs' needs (38%)
- Lack of information on possibilities of access to finance (33%)
- Lack of professional, reliable help (33%)



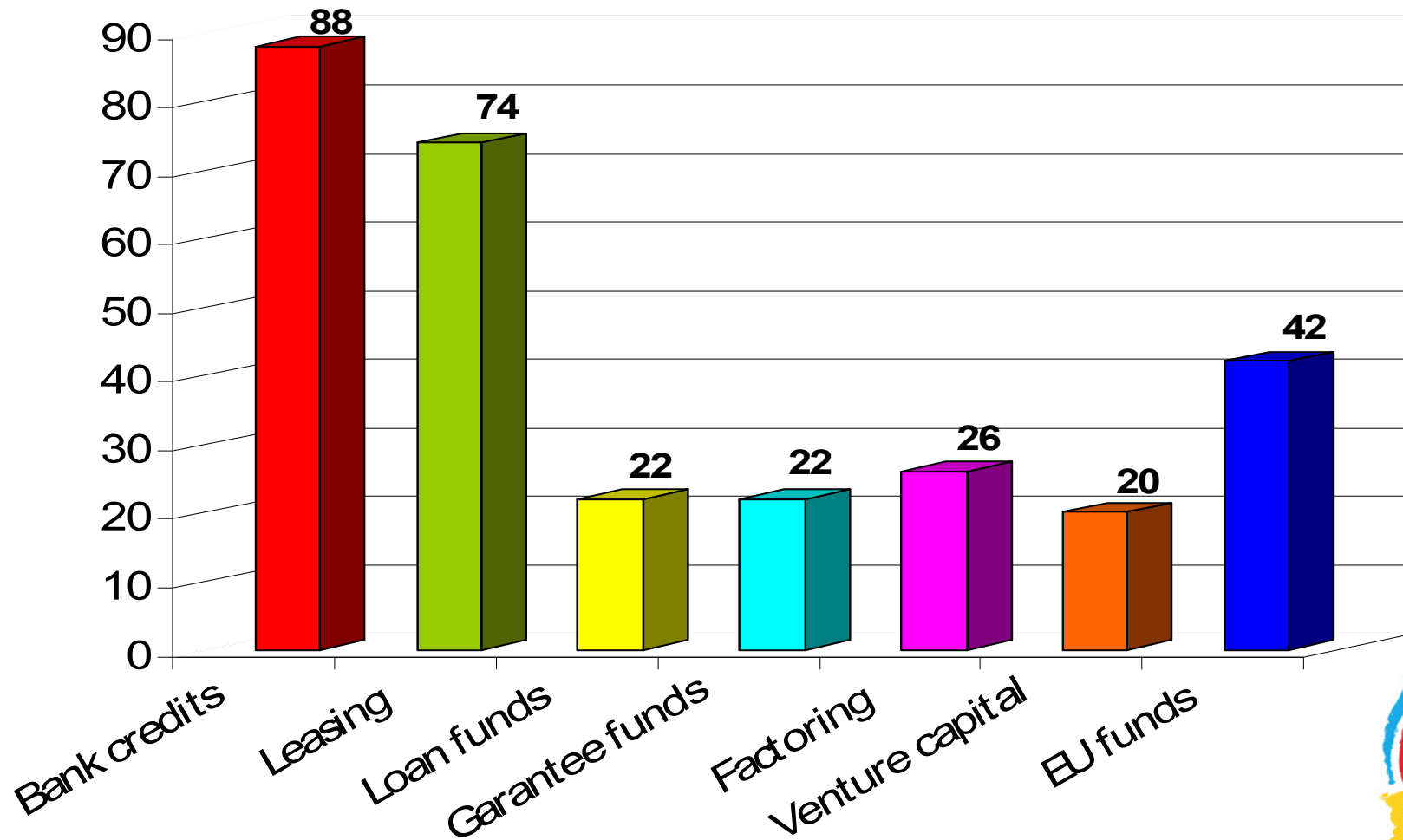
Survey results

3. Usefulness of financial instruments – entrepreneurs’ opinions



Survey results

4. Entrepreneurs' knowledge of financial instruments



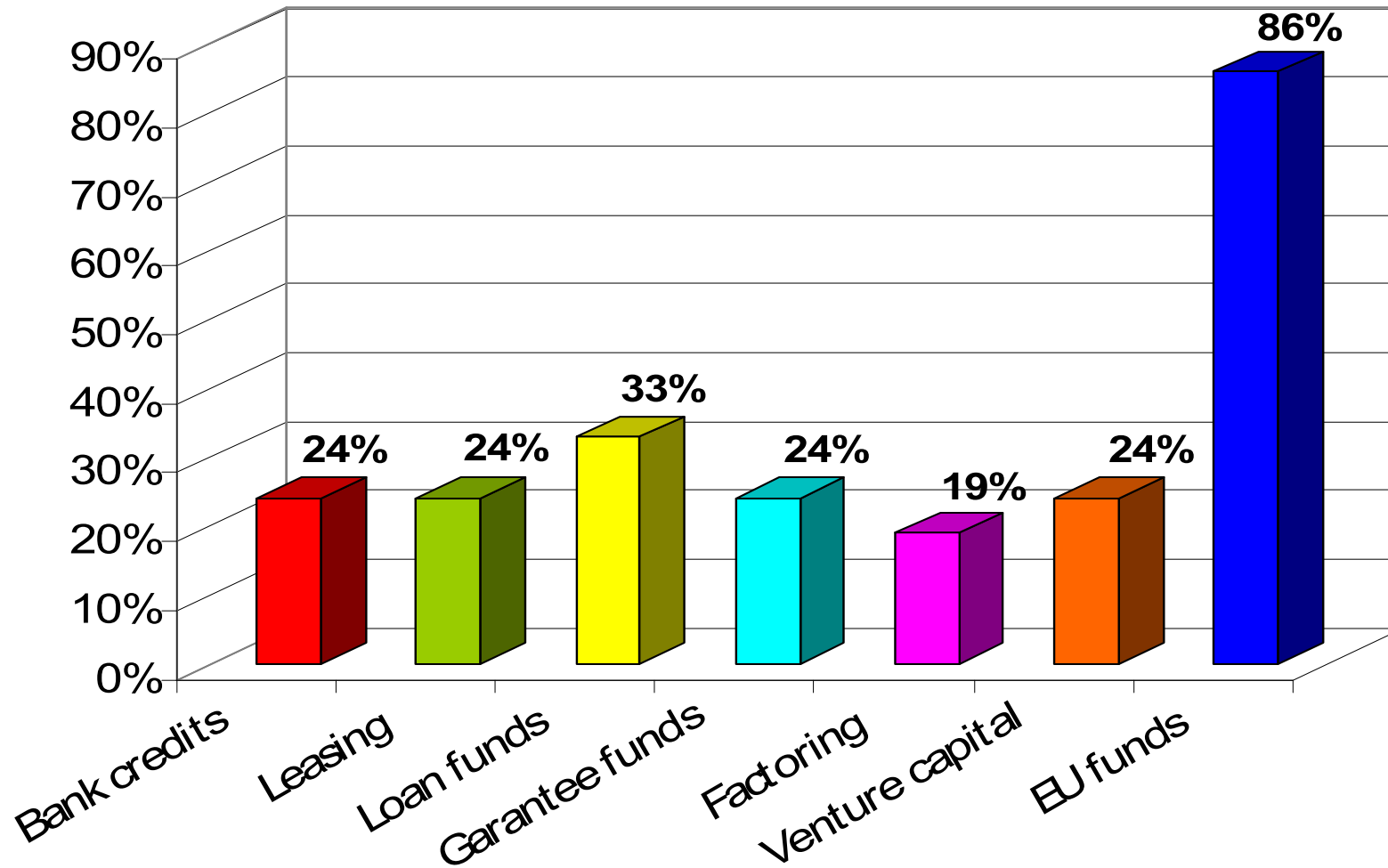
Survey results



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5. Entrepreneurs' need of knowledge



Survey results

6. The most popular sources of information

- The internet (81%)
- Newspapers (24%)
- Specialist press (24%)
- Radio/ TV (19%)

7. The least popular sources of information

- Offers sent by firms and institutions (57%)
- Business support institutions (57%)
- Financial advisers (52%)
- Specialist publications (48%)
- Trainings (48%)



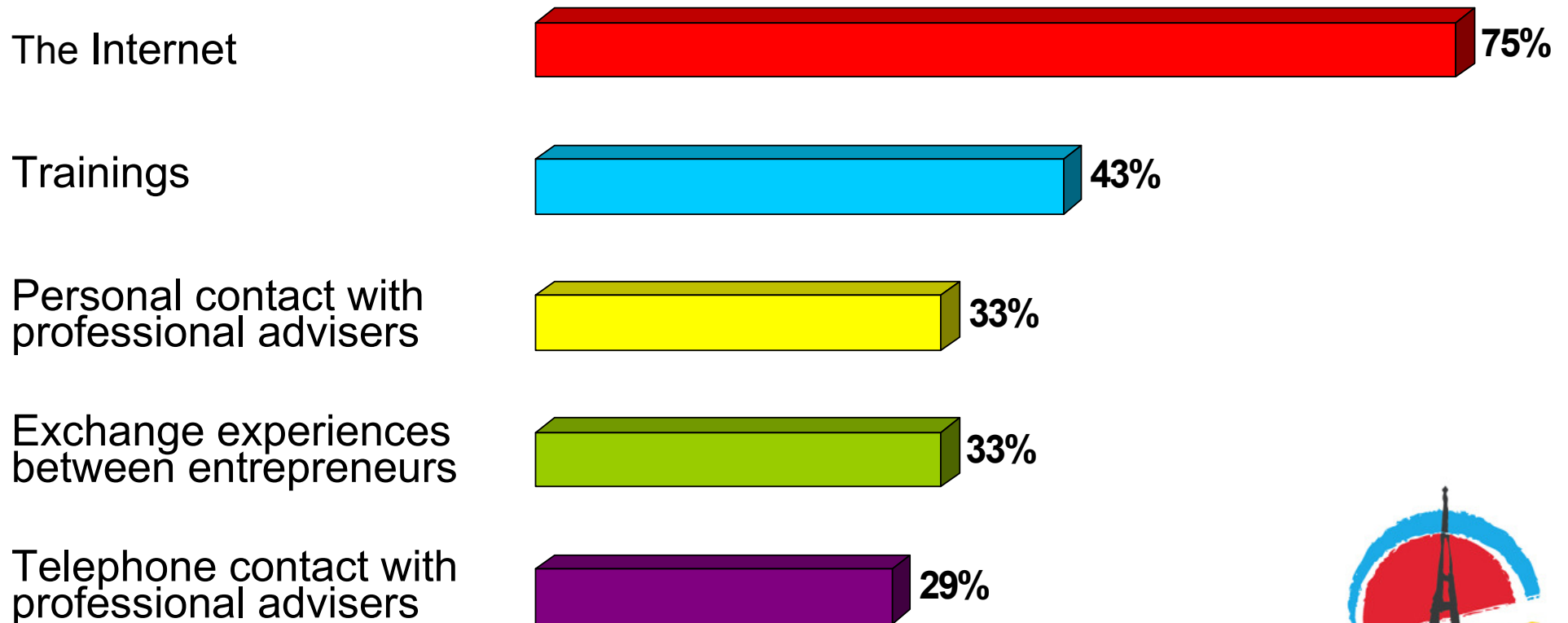
Survey results



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8. Sources of information corresponding to entrepreneurs' expectations



Survey results – first conclusions and findings

1. Credits, leasing and EU funds are the most popular instruments
 - Traditional and well known
 - Easy access
 - Visible promotion of EU funds
2. Unsatisfying level of entrepreneurs' knowledge
 - More than a half of entrepreneurs admit their knowledge of loan funds, guarantee funds and venture capital is weak
3. Lack of knowledge indicated as one of the most serious barriers and moderate need of knowledge



Survey results

Survey results – first conclusions and findings

4. A visible need of information on EU funds
5. Low position of business support institutions as a source of information
 - Indicated need of professional and reliable help
 - Lack of information on possibilities of access to finance
6. Visible need of personal contact and exchange of experiences
 - Need of support and offers tailored to individual needs
 - Question of business support institutions





Thank you for your attention

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