

FAME QUESTIONNAIRE

ALL PARTNERS



Fostering the Adoption of ICT-enabled AMTs by European SMEs



Co-funded by the
Erasmus+ Programme
of the European Union

This project has been funded with support from the European Commission.

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Lead organization
ECAM-EPMI

Revision History

Version	Date	Author	Description	Action	Pages
1	15/03/2019	ECAM-EPMI for ALL	ALL-O1/A2-Questionnaire-report-v1	C	8

(*) Action: C = Creation, I = Insert, U = Update, R = Replace, D = Delete

Referenced Documents

ID	Reference		Title
1	2018-1-FR01-KA202-04780		FAME Proposal
2			

Applicable Documents

ID	Reference	Title
1	ECAM-EPMI for ALL	ALL-O1/A2-Questionnaire-report-v1

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FAME	Version: No.of version
Title of the document	Issue Date: DD/MM/YYYY



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1. Introduction

1.1 Description of the Project

FAME will deliver an open, all-inclusive training program comprising content for instructor-led training, remote e-Learning, knowledge retention and delivery tools, licensed under Creative Commons. FAME supports individuals in acquiring and developing key competences including but also in retaining them over time.

Competences to be acquired comprise technical, specialised, transversal and digital skills which will enhance professional development. By implementing the ECVET system, FAME supports the “learning outcomes” approach while the framework for the recognition of skills and achievements based on the Open Badges specification is also a tool for the assessment of competencies acquired and developed.

The partnership comprises 7 partners covering HE, technical consulting and implementation, software and technology transfer and innovation and off course VET, with significant dissemination potential and is expected to achieve a significant impact promoting the training programs and tools based on the “learning outcomes” approach.

1.2 Questionnaire Objectives

The questionnaire was intended to gain information on the awareness and use of ICT-enabled AMTs among small and medium enterprises (SMEs) in the France. The data and information resulting from the questionnaire is being used to produce this study that will be provided to stakeholders in order to provide their comments on the validity of the all partners Country Reports with regards to their country as well as the comprehensiveness of the reports as a whole.

The process was completed face to face with focus groups when possible, facilitated also by the associate partners, but also asynchronously, through the provision of the conclusions first to representatives and then following up via email, online form or phone for the feedback. 233 target group representatives were involved in the validation of this report.

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2. Summary of Questionnaire Results

2.1 Initial Information

This survey was completed in the “ALL” (ALL partners for FAME project) by a total of 233 businesses, of which most were part of either the Food & Beverage (22%) and Electronic & Electrical equipment sectors (16% each). This was followed (again jointly, with 14% each) by the Wood and Metal Industries (15%), and Other (31%) including a subcontractors of the target groups of the project but not identifying themselves as a pure sector of the four target groups making up the remainder.

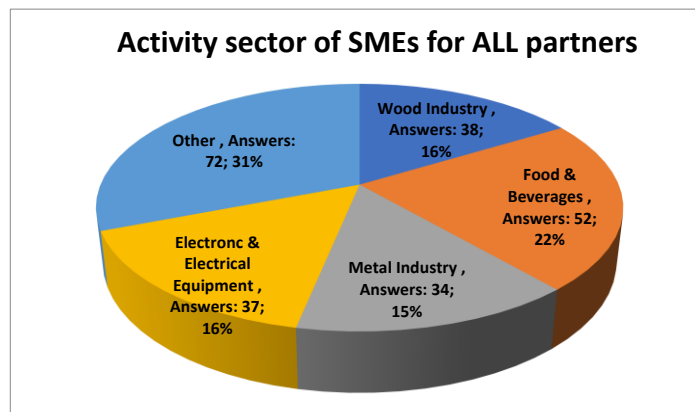


Figure 1

Micro- and small SMEs together made up over three-quarters of respondents, with 30% and 42% each. 14% were medium SMEs, and the remainder were large enterprises 14%. The figure below (Figure 2) presents this statistic.

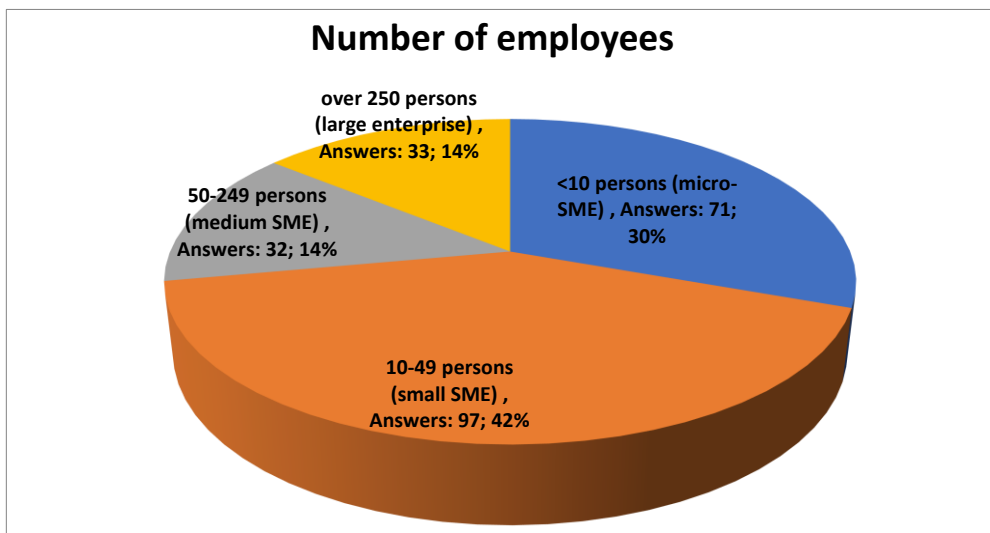


Figure 2

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The vast majority of respondents (80%) have a website for their business, but still 20% did not especially that touch the micro-SME see Figure 3.

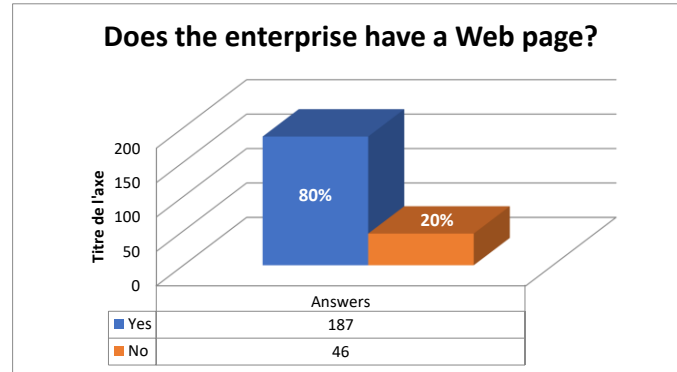


Figure 3

Having a website was a strong indicator of ICT proficiency and used more generally among respondents: a part of the reporting not use any technologies in their work at all also had no website, despite those without a website making up only one quarter of overall responses.

Those that did report using ICT tools in their business gave a mixed picture – only E-government was an area of work featuring ICT tools for a majority of respondents, and a slim majority even then (55%). Product data management system or platform (41%); Market access, e-commerce, sale/purchase of products (42%); and None were all also popular options, each on roughly a third. Of the remaining six options, only Suppliers/customer (sending/receiving) commune data system/platform was used by over 36% of respondents.

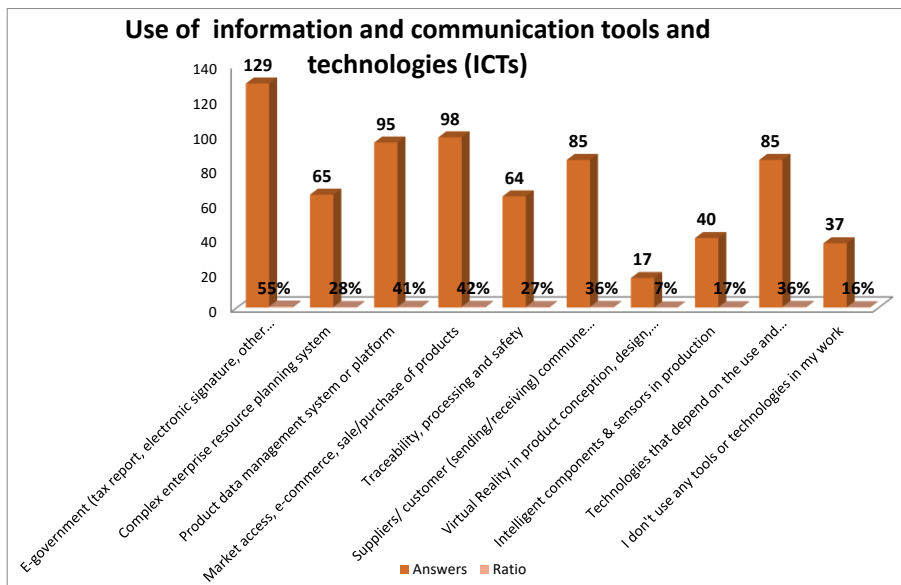


Figure 4

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Although respondents most strongly saw the main benefit for their organisation of using ICT as being easier management and communication (72%), one third also saw cost reduction and the impact on production (62%) and 56% consider that will have impact on the operation as benefits. Despite this clear understanding of potential benefits, though, over two-thirds of respondents (40%) have no specific management strategy for ICT tasks, as shown in Figure 5 and Figure 7.

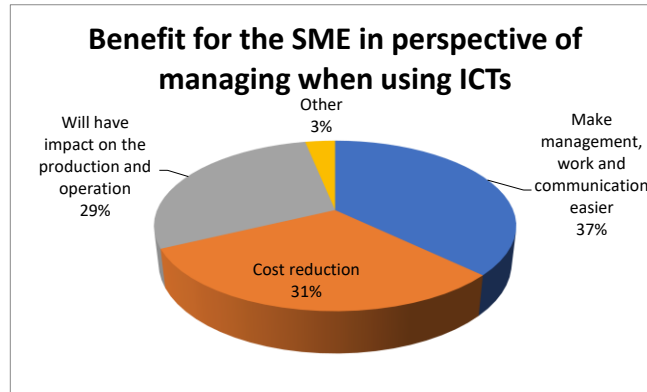


Figure 5 * the percentage is over 100% because of the multiple answers

Figure 6 presents the ration when using ICT tools and technologies. Though a plurality (64%) reported no difficulties using ICT, a significant minority did report difficulties (20%), and just 16% stated that they do not use ICT at all in their business, rendering the results somewhat less clear. Notably, all but one of the medium and large enterprises reported no difficulties with ICT.

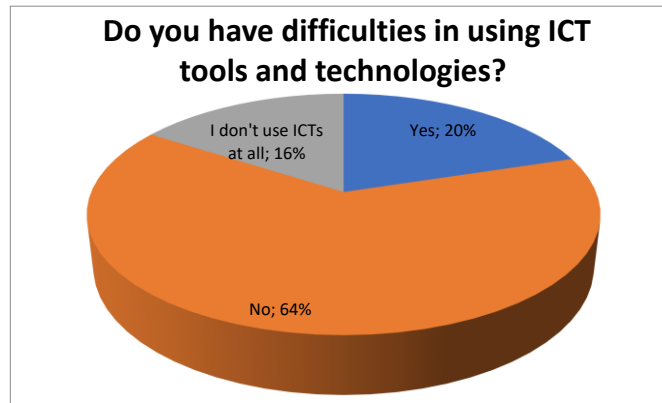


Figure 6

Following the previous question we were interested to know how the SMEs manage the information systems among other ICT tasks. Figure 7 presents the results and we can conclude that 25% use a subcontractor, 40% have not specific management strategy on ICT tasks and 26% hire an information system specialist.

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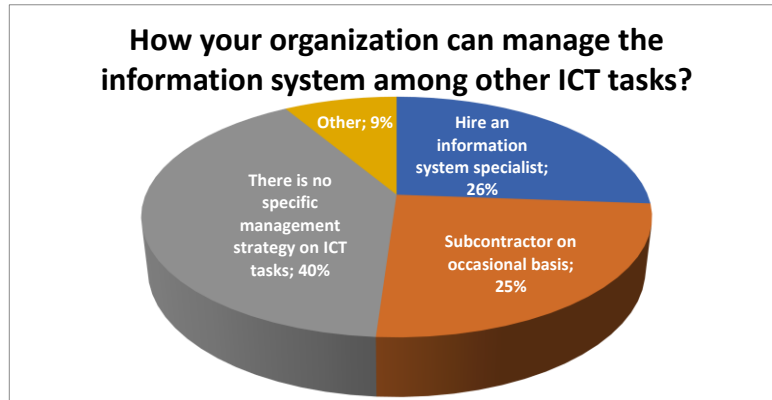


Figure 7

2.2 Use of ICT-enabled AMTs

Awareness of ICT-enabled AMTs, such as tools that could help respondents with daily supply chain management, was low. This data indicates that only 33% of respondents could name such a tool.

Use of ICT-enabled AMTs among respondents was average. Even the most popular AMT among respondents (management systems for optimisation of work and products) was only used by 43% of them, and most were used by significantly lower proportions. This can be seen in broader context in Figure 8. The technologies as VR, 3D-printing and software for remote sensing data analysis are not used by the majority of the respondents, respectively 15%, 6% and 18%. From other hand the use of internal/external data communication and sharing are on 53% used by the SMEs.

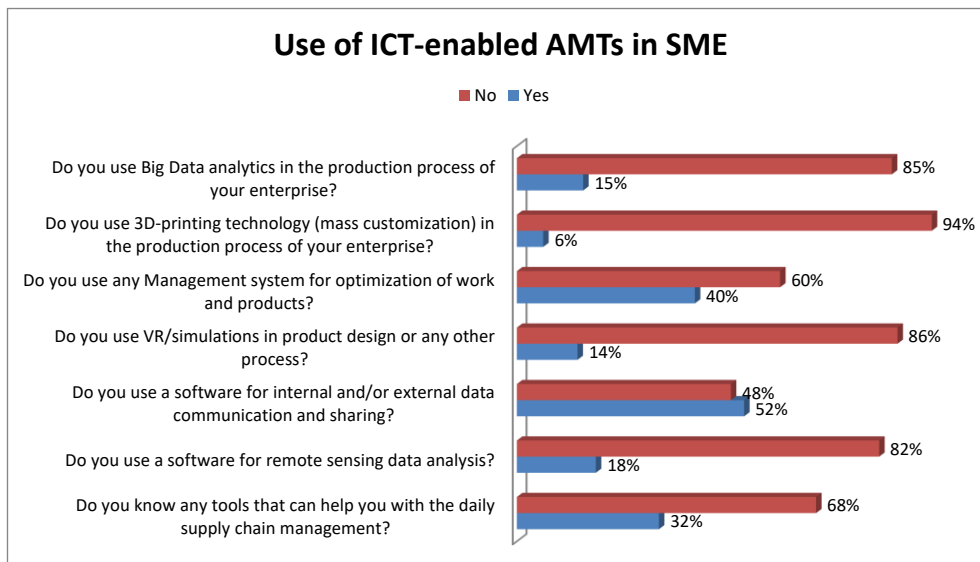


Figure 8

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2.3 Training on ICT tools in AMTs

Responses on confidence using ICT tools in the respondents' businesses were more mixed, and can be seen in Figure 10. 33% of respondents indicated the minimum level of confidence 1 and 31% indicate the second level. The level 3 and 4 as the most popular options with 65% and 67% respectively and only 37% of respondents overall indicated the highest level of confidence.

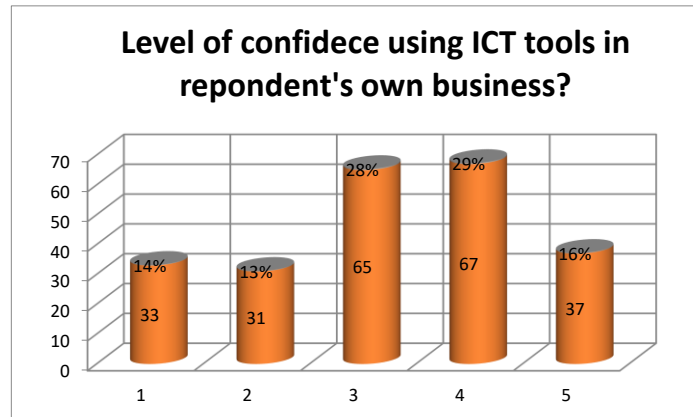


Figure 10

More encouragingly, respondents were almost unanimously interested in enhancing their skills in ICT-enabled AMT through materials or a course that this project could provide, and those three respondents (19%) that were not interested had already expressed confidence (all at level four on the scale described above) in their own ability to use ICT tools in their businesses. This indicates a clear market for the products and services that this project is hoping to deliver, underlined by the response to the final question, in which 85% of respondents expressed an interested in the results of this project.

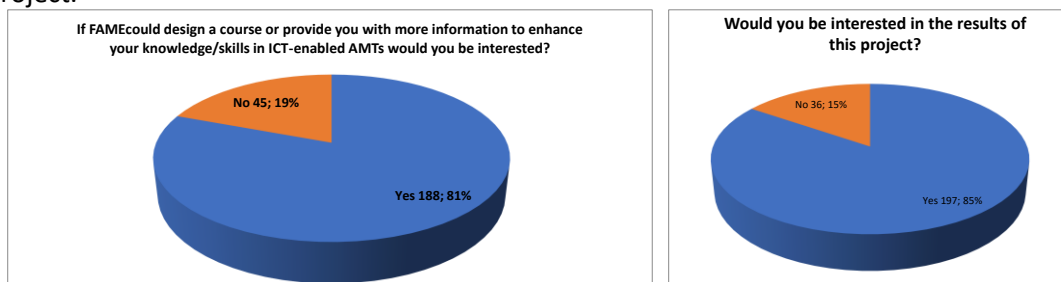


Figure 11

3. Conclusion

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3.1 Validated needs according to the results

This questionnaire has turned up some very valuable findings in the context of this project. Most notably, it is clear that at least among these respondents, there is significant need and interest among France microbusinesses particularly in information on ICT-enabled AMT. This is clearly indicated by the fact that most microbusiness respondents did not have websites, that they tended to rank their own confidence using ICT skills as low, and that all but one microbusiness respondent reported either having difficulty using ICT tools at work or not using them at all. This makes them ideal beneficiaries for the sort of courses and information that this project plans to offer.

That is not, however, to say that small and medium sized businesses do not need this type of help. Indeed, though their responses tended to be less overwhelming than their microbusiness counterparts, most small and medium enterprises nevertheless reported not using many of the ICT-enabled AMTs highlighted in the questionnaire.

The results of this questionnaire therefore clearly validate the needs that this FAME projects aims to serve – namely the need to improve ICT skills and use in SMEs.

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