

Annex

Overview Table on Perception Surveys

Table A.1 provides an overview of the focus, purpose, target population and methodology used in 21 perception surveys in the regulatory field conducted in 14 OECD countries. It draws on information provided by OECD member country officials in 2010 on perception surveys in their countries. Table A.2 (available online at www.oecd.org/regreform/measuringperformance) provides more detailed information including survey questions, key findings and some information on the policy use of the results.

Table A.1. Overview of perception surveys in OECD countries

Country	Survey name	Responsible institutions	Target population	Last survey date / Time series	Sample size and methods used	Focus areas / purpose of survey	Website ¹ / contact/ sources of information
Australia	The Business Perceptions Survey	The Australian Taxation Office Recent surveys conducted by the Ipsos-Eureka Social Research Institute	Very micro, micro and small to medium-sized business operators	May 2009 The first survey was conducted in 2004. Since November 2006, it has been administered on a biennial basis.	1 501 respondents Computer Assisted Telephone Interviewing technique	The aim of the survey is to investigate and track businesses' satisfaction, perceptions, attitudes, understanding and awareness in relation to the Tax Office, the tax system and services provided to businesses. These include attitudes towards deliberate non-compliance.	Access full report Website
Belgium	Administrative Burdens in Belgium (2008)	Agency for Administrative Simplification (ASA) together with the Bureau Federal du Plan (BFP)	Self-employed persons and companies of different sizes and sectors	2009 The survey has been conducted on a biennial basis since 2000.	7 600 companies, stratified sample according to size and sector Postal mail and internet	Perception of administrative burdens and quality of regulation, with a particular focus on the areas taxation, environment, employment, social security and labour	Access full report in French Website

1. All website addresses listed in the last column are available in the online version of the table at www.oecd.org/regreform/measuringperformance.

Country	Survey name	Responsible institutions	Target population	Last survey date / Time series	Sample size and methods used	Focus areas / purpose of survey	Website ^{1/} contact/ sources of information
	Tax-on-web satisfaction survey	Ministry of Finance and Administrative Simplification Agency (ASA)	Citizens	2008-09 This is the first survey.	1 779 respondents, representative sample of the Belgian Internet users Online questionnaire	The survey measures the impact of reforms to the income tax administration (Tax-on-web) to see whether or not the implementation of an online option to fill in personal taxes online had a positive influence on the administrative burden.	Information updated by the Belgian Delegation
	Customer Satisfaction Survey	Federal Public Service (SPF), Ministry of Employment and Labor	Citizens, private companies, actual users (not potential users) having experienced the service recently	First survey run in 2009. Every three years	1 134 respondents Online questionnaire and e-mail	The aim of the survey is to investigate and track satisfaction and perceptions of customers in relation to social law as well as of social regulations and services provided to mainly employers and employees by the ministry.	Information updated by the Belgian Delegation
	Citizen Satisfaction Survey (AFSCA 2009)	Federal Public Service (SPF), Federal Public Planning Service (SPP), with SPF Personnel and Organisation (PO)	Citizens	May 2010 This is the first survey.	6 821 respondents Online questionnaire to a panel of citizen	Satisfaction and image	Information updated by the Belgian Delegation

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Canada	A section of supplementary perception questions included in the “Survey of Regulatory Compliance Cost”	Statistics Canada together with Industry Canada (Department of Canadian Government)	SMEs with fewer than 500 employees and gross revenues of more than CAN 30 thousand and less than CAN 50 million	2008 Perception questions were included for the first time in 2008 in the regulatory compliance cost survey which is repeated every three years. The same perception questions will be asked again in the next round (2011-12)	Sample size: 32 736; 29% survey response rate → 9 493 respondents Paper mail-out and mail-back survey	Businesses’ awareness of government initiatives to reduce the cost of regulatory compliance for small businesses, whether initiatives helped save businesses time and/or money, the relative level of difficulty of administrative claims/forms compared with three years ago, and where there are areas for reform.	Access full report (Perception questions range from C1 to C5) Cutting Red Tape, II Project (CRTP) Responses
	Canadian Federation of Independent Business (CFIB) Survey	Canadian Federation of Independent Business	Businesses, particularly smaller firms	Survey conducted between November 2008 and February 2009 No time series.	10 566 respondents	The aim of the survey is to get feedback from small and medium size businesses about their perceptions of the level of administrative burdens, and the impact of burden reduction programs undertaken by the government.	Access full report

Country	Survey name	Responsible institutions	Target population	Last survey date / Time series	Sample size and methods used	Focus areas / purpose of survey	Website ¹ / contact/ sources of information
Finland	Part of SME Barometer / Survey on the most burdensome legislative areas	Ministry of Employment and Economy in cooperation with the Federation for Finnish Enterprises and Finnvera. The survey was connected to a study conducted by the Government Institute for Economic Research.	SMEs	2008 No time series.	2 935 respondents Internet questionnaire	Perception of the most burdensome legislative areas	CRTP Responses Access full report in Finnish Information updated by the Finnish Delegation
France	Simplifying together	Survey commissioned by the Directorate General for State Modernization (DGME) of the Ministry for the Budget, Public Accounts, the Civil Service and State Reform	Citizens and businesses	2010 Surveys are conducted biennially. The first survey was conducted in 2008.	3 000 individuals and 1 000 enterprises Telephone interviews	Evaluating the awareness and approval of the main measures taken by the Ministry for Budget, Public Accounts, Civil Service and State Reform, including on administrative simplification	CRTP Responses Information updated by the French Delegation

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Ireland	n.a.	n.a.	Politicians, press and media leaders, and top business leaders	November 2008	408 respondents	The survey asks politicians, press and business leaders to assess the progress of administrative simplifications during the last three years	CRTP Responses
	Business Regulation Survey	The Better Regulation Unit at the Department of the Taoiseach. The survey was conducted by the Economic and Social Research Institute	Business representatives and SMEs of various size in a range of sectors	March 2007 The previous survey was carried out in 2002.	823 respondents Postal mail and telephone interviews	Businesses are asked about their views of regulation and which areas of regulation pose problems in terms of compliance costs, including administrative burdens.	Access full report CRTP Responses

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Korea	Regulatory Reform Satisfaction Survey	Prime Minister's Office In 2009, the survey was conducted by the market research company "Research & Research".	1.Public (Stakeholders such as Businesses and Associations, Regulatory Reform Committee (RRC) Homepage users, citizens) 2. Experts (private members of RRC, experts from related fields) 3. Internal Customer (related public officials in local gvts)	2009 Surveys have been conducted since 2005 on a yearly basis.	2 708 respondents for 2009 Interviews, mail, telephone, fax and e-mail	The aim of the survey is to measure the satisfaction level of the public and regulation experts and evaluate government agencies and implementation of regulatory reform	CRTP Responses Presentation at London Workshop, April 3, 2009 Information updated by the Korean Delegation

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Netherlands	Perception Monitor Regulatory Burden (Macro Business Sentiment Monitor)	Regulatory Reform Group (Ministries of Finance and Economic Affairs). The survey was conducted by the market research company 'Stratus'.	Businesses of different size, sectors and life cycle	2010 Surveys have been conducted on an annual basis since 2008.	Responses from 1 214 businesses and an additional random sample of 210 start-up businesses. (As the results of start-ups were similar to those of free lancers, start-up companies are no longer a specific target group since 2009.) Telephone interviews	The aim of the survey is to obtain information on whether companies notice the efforts of the burden reduction programme as well as progress made in the Regulatory Reform Group's program.	CRTP Responses Access the full report in Dutch Webpage Presentation at London Workshop, April 3, 2009 Information updated by the Dutch Delegation

Country	Survey name	Responsible institutions	Target population	Last survey date / Time series	Sample size and methods used	Focus areas / purpose of survey	Website/ contact/ sources of information
	Micro Business Sentiment Monitor	Regulatory Reform Group (Ministries of Finance and Economic Affairs) The survey was conducted by the market research company 'Deloitte'.	Businesses of different size and sectors	2010 Surveys have been conducted on an annual basis since 2009.	15 respondents Telephone interviews and face to face interviews	The aim of the survey is to obtain information on how businesses experience relevant measures of the regulatory reform programme.	Access the full report in Dutch Webpage Information updated by the Dutch Delegation
New Zealand	Compliance Cost Survey	Business New Zealand and KPMG (NGO)	Businesses of different size, regions and sectors	October 2008 After 2009, the survey will be conducted on a biennial basis.	906 respondents Web-based survey, with a paper copy sent upon request	The purpose of the survey is to measure compliance cost perceptions and trends over time.	Access summary report CRTP Responses
Norway	(Part of SCM survey)	The Ministry of Trade and Industry	Businesses	2009	1 000 businesses were interviewed	Precise information on how administrative burdens are perceived by businesses	CRTP Responses

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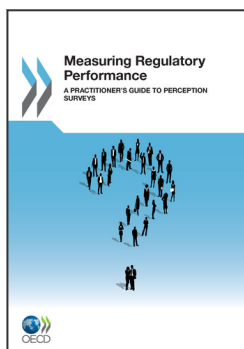
Country	Survey name	Responsible institutions	Target population	Last survey date / Time series	Sample size and methods used	Focus areas / purpose of survey	Website ¹ / contact/ sources of information
Spain	Entrepreneur's Confidence Indicator	Higher Chamber of Commerce within the framework of the cooperation agreement with the Spanish Ministry of Presidency	Businesses of different sizes, from different regions and from a wide range of sectors (industry, construction, commerce, tourism and catering trade and other services)	April 2010 Surveys have been conducted since 2003 on a quarterly basis.	More than 5 000 enterprises with at least one employee, with enterprises from all parts of the country	<p>The main aim of the survey is to measure entrepreneurs' opinion about the recent and future evolution of the following group of factors that affect their businesses: weakness of the demand, financial difficulties, increase of competition, administrative burdens, lack of qualified staff, shortage of capacity or other factors.</p> <p>Each factor is analysed by its impact in each sector mentioned above and the size of business considering their number of employees.</p>	<p>Access full report</p> <p>Webpage</p> <p>Information updated by the Spanish Delegation</p>

Country	Survey name	Responsible institutions	Target population	Last survey date / Time series	Sample size and methods used	Focus areas / purpose of survey	Website/ contact/ sources of information
Sweden	Regulation Barometer	Board of Swedish Industry and Commerce for Better Regulation (NNR)	Business leaders -proportionate to the profile of Swedish businesses in terms of size and sector.	May 2009 It was carried out for the first time in 2009. It will be conducted again in autumn 2010.	600 entrepreneurs and business leaders Telephone interviews	The purpose is two-fold. The survey gives a picture of businesses' perception of the Government's better regulation programme and implemented simplification initiatives. NNR designed this survey primarily to put pressure on the Government to start evaluating the results of the better regulation programme.	Access full report
Turkey	Customer Satisfaction Survey	General Directorate for Publication and Development of Legislation (GDPDL) – Prime Minister's Office	All users of e-Legislation and the e-Official Gazette	June 2007 No time series.	1 258 respondents	The purpose of the survey is to explore the satisfaction level and awareness of the two electronic systems.	Information updated by the Turkish Delegation

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United Kingdom	Business Perceptions Survey	National Audit Office (NAO)	Businesses of differing size and across a range of industry sectors	2009 The survey has been conducted on an annual basis since 2007.	2 037 respondents Interviews by telephone	The aim of the survey is to measure perceptions of the government's approach to regulating, what businesses find burdensome about complying with regulation as well as what is delivering a meaningful impact. Respondents were asked about one of five areas of regulation: planning, tax, health and safety, employment or company law.	Access full report CRTP Responses
	The Benefits of Regulation: A public and business perceptions study	The research was commissioned by the Better Regulation Executive, the Environment Agency, the Food Standards Agency and the Health and Safety Executive. FreshMinds conducted the survey.	Citizens and business people	October 2009 No time series.	A nationally representative sample of 1 018 respondents Face-to-face interviews	The aim of the survey is to better understand how people experience regulation through their work and personal lives. The survey focuses on the regulation of health and safety, environmental standards, food hygiene and smoke free environments.	Access full report

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