

# Survey of Innovation in the Informal Sector

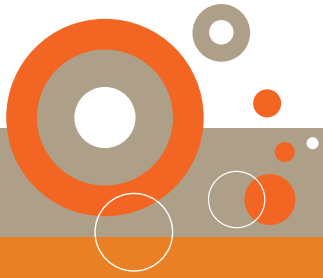
We are researching how much innovation is done by informal businesses in your Ward. Innovative businesses are known to be more successful. We want to promote an understanding of innovation in businesses to help grow businesses in this area.

Innovation is not just about how business is done, but more about how a business **changes** its way of doing business, or the products (goods and services) it sells.

In order to understand innovation, we need to know how businesses like yours learn, by looking at where they get information for new products to sell, or for organising their businesses differently.

We also want to get an idea of how profitable these successful innovations have been for individual businesses (or perhaps even for a group of people in a business) working together to make money.





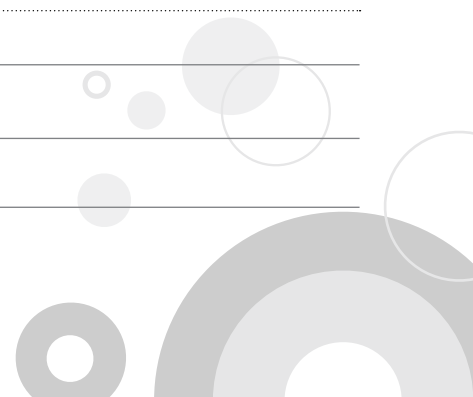
# PART 1: BUSINESS LISTING

<b>Name of interviewer:</b>		
<b>Interview code:</b>	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	<b>Time and date: 01/11/2019 12:01:23</b>
<b>1. Enterprise number</b>	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	
<b>2. Name of enterprise</b>		
<b>3. Geo-positional no.</b>	<input type="text"/> <input type="text"/> ° <input type="text"/> <input type="text"/> ' <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> " <input type="text"/> <input type="text"/> ° <input type="text"/> <input type="text"/> ' <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> "	
<b>4. SIC</b>	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	
<b>5. Business location:</b>	<b>from where does this business operate? Select one option.</b>	

- 01 = Within the owner's dwelling/s – with its own space (e.g. a separate room)
- 02 = Within the owner's dwelling/s – without its own space (e.g. a family room)
- 03 = In a structure attached to owner's dwelling/s or on the same plot (e.g. a workshop in the back yard)
- 04 = Within another person's dwelling (e.g. a neighbour's dwelling)
- 05 = In a non-residential building (e.g. an office block or factory)
- 06 = From a taxi rank
- 07 = On a footpath, street or open space

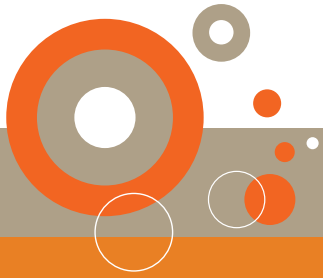
- 08 = At a market
- 09 = No fixed location/mobile
- 10 = At customer's homes or offices
- 11 = From outside a shopping centre
- 12 = Other – If OTHER, then provide detail .....
- .....
- .....

<b>6. What type of business do you do?</b>	
<b>7. Tell me about your main goods/services?</b>	



<b>8. When was this business started?</b> <i>Select one option</i>	01 = Less than a year 02 = More than 1 but less than 3 years 03 = More than 3 but less than 5 years	04 = More than 5 but less than 10 years 05 = More than 10 or more years 06 = Don't know
<b>9. How to find the place?</b> (Nearest landmark)		
<b>10. Busiest time of operation</b>	A. Early morning B. Late morning/lunch time C. Afternoon	D. Evening/night E. Whole Day/24 Hours F. Day Time Work Hours
<b>11. When are the operating hours of this site?</b> <i>Select one option</i>	A. Early morning B. Late morning/lunch time C. Afternoon	D. Evening/night E. Whole Day/24 Hours F. Day Time Work Hours
<b>12. Is your business registered?</b>	<input type="checkbox"/> Y <input type="checkbox"/> N	
<b>13. Do you keep financial records for your business?</b>	<input type="checkbox"/> Y <input type="checkbox"/> N	
<b>14. Are you the owner of this business?</b>	<input type="checkbox"/> Y <input type="checkbox"/> N	
<b>15.1 Owners contact number</b>	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	
<b>15.2 Alternate number</b>	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	
<b>15.3 Owners email address</b>		





## PART 2: INNOVATION SURVEY

### FIELDWORKER INFORMATION

B1. NAME	DATE:2019/11/01	TIME:12:01 pm	B2. NAME OF BUSINESS	B3. BUSINESS NO.

### BUSINESS INFORMATION

#### B4. Reason for starting the business *Select all that apply*

##### What was the main reason you started in this business?

- |   |  |   |
|---|--|---|
| 01 = inherited/family tradition                   | 06 = the opportunity came up                                   | 10 = only needed a small amount of money to start |
| 02 = unemployed/have no alternative income source | 07 = I have the skills for this business                       | 11 = unhappiness with previous work               |
| 03 = retrenched from formal business              | 08 = I have the equipment for this business                    | 12 = allows me to spend more time with my family  |
| 04 = inadequate income from the other source      | 09 = allows me to feed my family or send my children to school | 13 = other  |
| 05 = I like the activity                          |  |   |

#### B5. Difficulties for selling *Select all that apply*

##### Which difficulties are you facing in selling your goods/services?

- |                                    |   |                                  |
|------------------------------------|---|----------------------------------|
| 01 = too few customers             | 04 = protest action, crises inside the community              | 06 = lack of funds for marketing |
| 02 = too much competition          | 05 = can't get my goods/services directly to customers easily | 07= other                        |
| 03 = sales are low in some seasons |   |                                  |

We now turn to discuss innovation. That is, we want to see if you have made significant changes in your business over the two years 1 January 2017 to 31 December 2018.

## INNOVATION

B6. Innovation activities			
	During the last two years (2017 to 2018), did your business do anything differently from the way it always does? Did you...	Yes	No
B6.1	Bring in tools, machinery and equipment for the purpose of changing what the business produces or how it produces it	<input type="checkbox"/>	<input type="checkbox"/>
B6.2	Bring in internet facilities and other devices to improve how the business does business	<input type="checkbox"/>	<input type="checkbox"/>
B6.3	Look for and use new sources of supply of raw materials and tools that is cheaper and/or better to old sources of supply	<input type="checkbox"/>	<input type="checkbox"/>
B6.4	Use indigenous knowledge sources (e.g. ancestral family secrets, chronicles, traditions, flashes of insights, amongst others) available to the employees or owner	<input type="checkbox"/>	<input type="checkbox"/>
B6.5	Train staff to introduce changes in the goods and services you sell, or how you do business	<input type="checkbox"/>	<input type="checkbox"/>
B6.6	Make changes to buildings/vehicles as well as other infrastructure for better running of the business	<input type="checkbox"/>	<input type="checkbox"/>
B6.7	Find out if customers are satisfied with the current product; or if the customers are interested in new products or are willing to pay for it	<input type="checkbox"/>	<input type="checkbox"/>
B6.8	Change/upgrade technology (tools & equipment)	<input type="checkbox"/>	<input type="checkbox"/>
B6.9	Search for new knowledge from sources such as the internet, searching for popular brands by competitors, consultants	<input type="checkbox"/>	<input type="checkbox"/>
B6.10	Bring in know-how or other types of knowledge (including indigenous knowledge) from other businesses or organisations	<input type="checkbox"/>	<input type="checkbox"/>
B6.11	Engage in a formal apprenticeship system (with certification at the end)	<input type="checkbox"/>	<input type="checkbox"/>
B6.12	Engage in on-the-job learning usually from a supervisor at work (without certification at the end of the training)	<input type="checkbox"/>	<input type="checkbox"/>
B6.13	Encounter "happy accidents" (unexpected discovery) during production	<input type="checkbox"/>	<input type="checkbox"/>
B6.14	Did you answer No to all of the above?	<input type="checkbox"/>	<input type="checkbox"/>



**IF YOU MARKED NO FOR ALL OF THE OPTIONS IN B6, THEN GO TO B22 (PRODUCTION VALUE CHAIN)**

*Remember to restrict to only the employees that were actually involved in the changed goods/services or processes.*

B7. Employees involved in innovation	B7.1 Male	B7.2 Female
How many employees were involved in helping you do things differently?	<input type="text"/> <input type="text"/>	<input type="text"/> <input type="text"/>

**B8. Description of the new goods/services**

**Describe in 2 sentences any new good/service that you started in the last two years.**

.....

.....

.....

.....

*Use the infographic to explain the differences between new goods and services. Goods are things you can make like clothes, chairs, hair weaves.  
Services are things like doing peoples hair, selling braai meats, clothing, chairs etc.*

*The next two sections will ask about your goods & services innovation, and process innovation separately. We start with goods & services innovation.*



## GOODS/SERVICES INNOVATION

### B9. Goods/Services Innovation

		Yes	No
B9.1	<b>From those new activities that you put into action during 2017 and 2018, does your business now... sell goods</b> that you had not sold before	<input type="checkbox"/>	<input type="checkbox"/>
B9.2	or sell goods that have been made better and <b>differ a lot</b> from what they were before	<input type="checkbox"/>	<input type="checkbox"/>
B9.3	<b>provide services</b> that you have not provided before	<input type="checkbox"/>	<input type="checkbox"/>
B9.4	or provide services that you have been made better and <b>differ a lot</b> from what you provided before	<input type="checkbox"/>	<input type="checkbox"/>
B9.5	Did you answer No in all of the above?	<input type="checkbox"/>	<input type="checkbox"/>



IF YOU MARKED NO FOR ALL OF THE OPTIONS IN B9, THEN GO TO B16 (PROCESS INNOVATION)

### B10. Novelty

		Yes	No
B10.1	<b>Were any of these new goods/services during the two years (2017-2018):</b> new to the people that your business and other businesses like yours sell to	<input type="checkbox"/>	<input type="checkbox"/>
B10.2	new to the people that your business sells to, but other business like yours already sell to	<input type="checkbox"/>	<input type="checkbox"/>

**B11. As far as you know, during the two years 2017 to 2018, did your business introduce a good or service that was:** *Select only one option (the most appropriate)*

01 = new to the world

02 = not new to the world, but a first in South Africa?

03 = not new to the world or South Africa, but a first in the business that you do?

04 = a first in your local area?

**B12. Who created the new good or service?** *Select the most appropriate*

01 = Mainly your business

02 = Your business together with other businesses or organizations

03 = Your business by adapting or modifying methods originally developed by other businesses or organizations

04 = Mainly other businesses or organizations

05 = It is common knowledge

06 = Other

**B13. Origin of the innovation**

**B13.1** Did most of these new goods/services come from outside the country?  Yes  No

**B13.1(a)** If Yes, which country mainly?

**B13.2** Did most of these new goods/services come from outside the province?  Yes  No

**B13.2(a)** If Yes, which province mainly?

Eastern Cape

Free State

Gauteng

Kwazulu Natal

Limpopo

Mpumalanga

North West

Northern Cape

Western Cape

**B14. Share of innovative goods/services – 2018**

**How many units of the new goods/services did you sell during 2018?**



## B15. Knowledge used

What kind of knowledge did you use to develop these new goods/services? (Select all that apply)

01 = traditional/family/ancestral knowledge

02 = apprenticeship/on-the-job training

03 = just happened by chance

04 = interacting with other businesses or organisations

05 = learning from what other businesses are doing

06 = experience from previous work

07 = from technical knowledge/processes

08 = learning while conducting everyday business operations (e.g. customer feedback, and experimentation)

09 = searching for knowledge from information supplied through internet, popular brands

10 = from work experience as an employee in formal business

*Now we want to know more about things that you have done differently, other than sell new goods/services.*

## B16. Process innovation

	<b>During the two years 2017 to 2018, did your business:</b>	<b>Yes</b>	<b>No</b>
<b>B16.1</b>	change the way it made or sold goods/services	<input type="checkbox"/>	<input type="checkbox"/>
<b>B16.2</b>	change the way it delivers your goods/services?	<input type="checkbox"/>	<input type="checkbox"/>
<b>B16.3</b>	bring in new ways of organising your business by introducing record-keeping or accounting methods, or stocktaking	<input type="checkbox"/>	<input type="checkbox"/>
<b>B16.4</b>	find new ways of letting people know about your business	<input type="checkbox"/>	<input type="checkbox"/>
<b>B16.5</b>	work with new suppliers (including government suppliers or otherwise)	<input type="checkbox"/>	<input type="checkbox"/>
<b>B16.6</b>	Did you mark No for all of the above		



**IF YOU MARKED NO FOR ALL OF THE OPTIONS IN B9, THEN GO TO B20 (ABANDONED OR ONGOING INNOVATION)**

## B17. Degree of openness

**Who created these new methods?** *(Select the most appropriate)*

01 = Mainly your business

02 = Your business together with other businesses or organizations

03 = Your business by adapting or modifying methods originally developed by other businesses or organizations

04 = Mainly other businesses or organizations

05 = It is common knowledge

06 = Other

## B18. Origin of the innovation

**B18.1** Did most of these new methods come from outside the country?  Yes  No

**B18.1(a)** If Yes, which country mainly?

**B18.2** Did most of these new methods come from outside the province?  Yes  No

**B13.2(a)** If Yes, which province mainly?

Eastern Cape

Free State

Gauteng

Kwazulu Natal

Limpopo

Mpumalanga

North West

Northern Cape

Western Cape

*We also want to ask you about the goods & services innovation or process innovation that you did not complete in the two year period 2017-2018, or that you gave up on.*

## ABANDONED/ONGOING INNOVATION

B19. Abandoned or ongoing innovation activities			
	During the years 2017 and 2018, did your business try something new, but have still not put it to use, or gave up on it?	Yes	No
B19.1(a)	New goods/services	<input type="checkbox"/>	<input type="checkbox"/>
B19.1(b)	New methods	<input type="checkbox"/>	<input type="checkbox"/>
B19.2	What kind of knowledge did you use to create these new goods/services? <i>(select all that apply)</i> 01 = traditional/family/ancestral knowledge 02 = apprenticeship/on-the-job training 03 = just happened by chance 04 = interacting with other businesses or organisations 05 = learning from what other businesses are doing 06 = experience from previous work 07 = from technical knowledge/processes 08 = learning while conducting everyday business operations (e.g. customer feedback, and experimentation) 09 = searching for knowledge from information supplied through internet, popular brands		



## INNOVATION BARRIERS, TRAINING, SOURCES OF INFORMATION AND COLLABORATION

*We would like to know what are the things that stop you from innovating in your business.  
Note that these things may not be the same as what stops you from running your everyday business.*

**B20. During the two years (2017 to 2018), how did the following affect your business's new goods, services or methods?**

**No effect:** Nothing has stopped innovation from taking place

**Low:** Your innovation was stopped for less than a year years

**Medium:** Stopped for 1-2 years

**High:** Stopped for more than 2 years

**Degrees of Severity**

Tick 'not used' if no effect was recorded against the source

			No effect	Low	Medium	High
B20.1	Political Factors	(a) Frequent changes in the policies and leadership of government departments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		(b) Protest action, crises inside the community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B20.2	Economic (Financial) Factors	(a) Cost of acquiring modern technologies and tools	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		(b) High cost of ensuring quality and complying to national standards	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		(c) High cost of training of workers to acquire new skills on how to use modern technology	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		(d) Unavailability of funding from family or friends	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		(e) Unwillingness on the part of commercial banks and other financial/credit institutions to fund businesses with low turnover	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B20.3	Social Factors	(a) Unwillingness of competitors to work together	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		(b) Competitors don't share information and knowledge	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		(c) Having too many businesses standalone; and don't come together in clusters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		(d) Poor interaction between businesses and knowledge institutions (e.g. NGOS, universities, incubators)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**No effect:** Nothing has stopped innovation from taking place  
**Low:** Your innovation was stopped for less than a year years

**Medium:** Stopped for 1-2 years  
**High:** Stopped for more than 2 years

**Degrees of Severity**  
 Tick 'not used' if no effect was recorded against the source

				No effect	Low	Medium	High
B20.4	Technological Factors	(a)	High cost to import modern equipment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		(b)	Lack of access to modern technology	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		(c)	Poor access to broadband/internet	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		(d)	Poor training/irregular training on new tools and ways of doing business	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		(e)	Rapid changes in technology	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B20.5	Legal Factors	(a)	Red tape in registering innovations (patents, copyrights, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		(b)	Difficulty in getting loans (for innovation) from commercial banks due to business not being registered	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B20.6	Environmental Factors	(a)	High employee turnover (loss of employees to larger business or to formal sector)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		(b)	Lack of access to basic infrastructure and shared facilities such as good buildings, roads, electricity, potable water, energy, health, toilets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		(c)	Fierce competition in the industry	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		(d)	Distance of business to sources of raw materials	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		(e)	Distance between where the goods and services are produced and where it is sold	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		(f)	High levels of crime	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**No effect:** Nothing has stopped innovation from taking place  
**Low:** Your innovation was stopped for less than a year years

**Medium:** Stopped for 1-2 years  
**High:** Stopped for more than 2 years

**Degrees of Severity**  
 Tick 'not used' if no effect was recorded against the source

			No effect	Low	Medium	High
B20.7	Other Factors	(a) Lack of people who can manage workers adequately	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		(b) The owner of the business does not like to change the business	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		(c) The owner of the business doesn't see the need to innovate since sales are good and customers loyal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## PRODUCTION VALUE CHAIN

### B21. Value Chain *(Select all that apply)*

Who are your main **customers**?

01 = Government units

02 = Formal businesses (e.g. Shoprite)

03 = Informal businesses (e.g. traders)

04 = NGOs, etc.

05 = Households/individuals

06 = Direct exports

### B22. Are most of your customers from outside the neighbourhood?

Yes  No

### B23. How do you attract customers? Do you: *(Select all that apply)*

01 = Newer and bigger signs

02 = Tell family, friends, etc. about your business

03 = Word of mouth (people other than yourself telling customers about your business)

04 = Move your business closer to where the customers are

05 = Use the internet or cell phone apps

06 = Other

## B24. Suppliers *(Select all that apply)*

Who are your main **suppliers**?

01 = Government units

02 = Formal businesses (e.g. Shoprite)

03 = Informal businesses (e.g. traders)

04 = NGOs, etc.

05 = Households/individuals

06 = Direct imports

## B25. Where do you buy most of your goods, or material to make your goods from?

01 = Locally

03 = Within the province

02 = A main city in the province

04 = Within the country

05 = Outside the country

B26. Do you use the internet to find most of your supplies?

Yes  No

B27. EXPORTS: Do you ship part of your goods/services?

Yes  No

## COMPETITORS

B28. Are big businesses or small businesses your main competition?

Big businesses  Small businesses

B29. How many main competitors do you have? *(fill in numbers)*

(a) In the local area

(b) Province

B29.1

Formal local businesses

B29.2

Informal local businesses

**B29.3. Please name your strongest competitors.**

B.29.3(a)

B.29.3(b)

B.29.3(c)

**B30. Are your strongest competitors owned by South Africans?**

Yes

No

**B31. Do the goods/services of your main competitor come from the local market (South Africa) or from outside the country?**

01 = South Africa

02 = Outside the country

03 = Both

04 = Don't know

**B32. If you SELECTED no. 2, then from which country mainly?**

**B33. Compared to your main competitors, your prices are: *(Select only one option)***

01 = Higher

02 = Lower

03 = Similar

**B34. If you selected 1 in the previous question, why are your prices higher? *(Select all that apply)***

01 = Equipment less productive

02 = Not enough customers

03 = Labour costs higher

04 = Higher quality

05 = Goods and services from suppliers more expensive

06 = Other



**B35. If your prices are lower, why are your prices lower? (Select all that apply)**

01 = Labour costs lower

02 = Customers less wealthy

03 = Quality inferior

04 = Goods and services from suppliers cheaper

05 = Other

**B36. Origin of goods/services that you sell**

**Are most of your goods/services made in South Africa?**

Yes

No

**B37. If No, from which country mainly?**

**SKILLS DEVELOPMENT ACTIVITIES**

**B38. During the two years (2017 to 2018), did the business engage in any of the following skills development activities?**

		Yes	No
<b>B38.1</b>	Developed skills from working with new equipment; or from working with new raw materials, at workplace	<input type="checkbox"/>	<input type="checkbox"/>
<b>B38.2</b>	Learned skills at the workplace from working closely with supervisors, or other colleagues	<input type="checkbox"/>	<input type="checkbox"/>
<b>B38.3</b>	Learned by trying to understand and imitate/copy goods and services, and business practices (processes) of large formal enterprises	<input type="checkbox"/>	<input type="checkbox"/>
<b>B38.4</b>	Encouraged employees/apprentices to solve problems on their own	<input type="checkbox"/>	<input type="checkbox"/>
<b>B38.5</b>	Encouraged employees/apprentices to implement their own ideas in running the business	<input type="checkbox"/>	<input type="checkbox"/>
<b>B38.6</b>	Worked towards meeting quality standards (both local and international)	<input type="checkbox"/>	<input type="checkbox"/>
<b>B38.7</b>	Worked with employees to develop skills through formal channels	<input type="checkbox"/>	<input type="checkbox"/>

*Innovation involves interacting with information sources, either through interacting (collaborating) with them in business, or through accessing knowledge from them.*

## INFORMATION SOURCES AND COLLABORATORS

**B39. During the two years (2017 to 2018), how often did you interact with the following as sources of information in your innovation activities?**

**Not at all:** Did not interact with the source between 2017 and 2018

**Frequently:** Interacted with the source once a month on average

**Sometimes:** Interacted with the source once or twice every six months

**Very frequently:** Interacted with more than once a month on average

			Not at all	Sometimes	Frequently	Very frequently
B39.1	Internal sources	(a) Sources within your business	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		(b) Sources within other businesses connected to your business (i.e. a cluster)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B39.2	Market resources	(a) Suppliers of tools, equipment, raw materials, components or software	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		(b) Customers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		(c) Competitors or other businesses in your sector	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B39.3	Institutions	(a) NGOs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		(b) Research organisations (e.g. HSRC)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		(c) Government sources (departments, regulatory bodies and agencies such as Department of Small Business Development, department of trade and industry etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		(d) University departments, research laboratories, etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B39.4	Financial sources	(a) Commercial banks, microfinance banks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		(b) Stokvels, loan sharks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		(c) Friends and family for loans				

**Not at all:** Did not interact with the source between 2017 and 2018

**Sometimes:** Interacted with the source once or twice every six months

**Frequently:** Interacted with the source once a month on average

**Very frequently:** Interacted with more than once a month on average

			Not at all	Sometimes	Frequently	Very frequently
	(d)	Venture capital organisations, angel investors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B39.5	(a)	University through outreach programs, workshops, diplomas, certificates, etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	(b)	TVET colleges and other technical colleges	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	(c)	Larger firms through mentorship	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	(d)	Organisations that provide other forms of mentorship	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B39.6	(a)	Incubators	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	(b)	Service providers (IT support)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	(c)	Extension workers (e.g. from government, university)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B39.7	(a)	Trade fairs, exhibitions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	(b)	Trade/technical publications and scientific journals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	(c)	Adverts, billboards, commercials	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	(d)	Graduate students, university lecturers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	(e)	Business websites, searchable databases, catalogues, brochures, magazines, newspapers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	(f)	Indigenous knowledge practitioners	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	(g)	Informal groups such as religious groups, civil society, community associations, etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	(h)	Professional and trade associations (formal or informal)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**B40. Why did you work with the collaborators in the previous question?** *(Select as many as necessary)*

- (a) = Sharing the cost of developing new goods/services/methods
- (b) = Accessing information
- (c) = Accessing critical expertise/skills
- (d) = Experimenting

- (e) = To sell more of the good or service
- (f) = Accessing new markets
- (g) = Find new ways to get goods and services to customers

**BUSINESS INFORMATION**

**B41. Trade Association**

Does your business belong to a group of other businesses doing the same work as your business?  Yes  No

**B42. Owner's age: What is the owner's age group?**

15-17       18-35       36-40       41-60       60+

**B43. Owner's gender**

Male       Female

**B44. Owner's ethnic group**

Black African       Coloured       Indian/Asian       White       Other

**B45. Owner's country of birth: In which country was the owner born?**

South Africa       Other

**B45.1** Specify

**B46. Owner's citizenship: Is the owner a South African citizen?**

Yes  No

**B46.1** If No, which country is the country of citizenship?

**B47. Number of businesses owned**

**B48. How many businesses does the owner have in this area?**

**B49. Workplace's Language** *(Select up to a maximum of three)*

**Which language do you speak most often in your workplace?**

English

Afrikaans

isiZulu

isiXhosa

Isindebele

Sepedi

Sesotho

Setswana

Tshivenda

Xitsonga

Siswati

Others

**B50. Owner's level of education**

**What is the highest level of education of the owner?**

Primary not completed

Primary, or equivalent

Intermediate (grade 9)/junior/group certification, or equivalent

School leaving certificate (matric), or equivalent

Diploma/certificate

Primary degree

Postgraduate diploma/degree

## EMPLOYEES 2018

### B51. In 2018

<b>B51.1</b>	How many people were working in the business?	<input type="text"/>	<b>B51.2</b>	How many of the people working in the business were paid?	<input type="text"/>	<b>B51.3</b>	How many of the people working in the business finished school?	<input type="text"/>
<b>B51.4</b>	How many of the people working in the business were family members?	<input type="text"/>	<b>B51.5</b>	How many of the people working in the business were female?	<input type="text"/>	<b>B51.6</b>	How many of the people working in the business were male?	<input type="text"/>
<b>B51.7</b>	Were more than half of the people working in the business South African? <input type="checkbox"/> Yes <input type="checkbox"/> No							

## EMPLOYEES 2017

### B52. In 2017

<b>B52.1</b>	How many people were working in the business?	<input type="text"/>	<b>B52.2</b>	How many of the people working in the business were paid?	<input type="text"/>	<b>B52.3</b>	How many of the people working in the business finished school?	<input type="text"/>
<b>B52.4</b>	How many of the people working in the business were family members?	<input type="text"/>	<b>B52.5</b>	How many of the people working in the business were female?	<input type="text"/>	<b>B52.6</b>	How many of the people working in the business were male?	<input type="text"/>
<b>B52.7</b>	Were more than half of the people working in the business South African? <input type="checkbox"/> Yes <input type="checkbox"/> No							

## BUSINESS ACTIVITY

### B53. Was the business open every month of the year during 2017-2018?

Yes, business was open every month of the year  No, there were months during the year that the business was closed

**B54. If you answered No, what was the main reason that your business was closed during these months?** *(Select all that apply)*

- |   |  |  |
|---|--|--|
| <input type="checkbox"/> Seasonal factors                           | <input type="checkbox"/> Family reasons (e.g. sick child)        | <input type="checkbox"/> Non-payment of government charges/taxes               |
| <input type="checkbox"/> No customers                               | <input type="checkbox"/> Sickness of yourself or staff           | <input type="checkbox"/> Other personal reasons than sickness (pregnancy, etc) |
| <input type="checkbox"/> Lack of raw materials                      | <input type="checkbox"/> Lack of funds to buy supplies           | <input type="checkbox"/> No one to help during owner's absence                 |
| <input type="checkbox"/> Business created during the past 12 months | <input type="checkbox"/> Due to violence or criminal incident(s) | <input type="checkbox"/> Other   |

**B55. Infrastructure and service providers** *(Select all that apply)*

- |   |  |  |
|---|--|--|
| <input type="checkbox"/> Piped (tap) water in structure | <input type="checkbox"/> Piped (tap) water on site | <input type="checkbox"/> Public tap/shared tap with others |
| <input type="checkbox"/> No water access                | <input type="checkbox"/> Other                     |  |

**B56. What kind of toilet facility does the business have?** *(Select all that apply)*

- |   |   |                               |                                |
|---|---|-------------------------------|--------------------------------|
| <input type="checkbox"/> Flush toilet on site | <input type="checkbox"/> Flush toilet offsite | <input type="checkbox"/> None | <input type="checkbox"/> Other |
|---|---|-------------------------------|--------------------------------|

**B57. Where is the nearest telephone that the business can use?** *Give only one answer, the main one*

- |  |   |  |                                |
|--|---|--|--------------------------------|
| <input type="checkbox"/> Fixed telephone on site | <input type="checkbox"/> Cellular telephone | <input type="checkbox"/> The nearest telephone is a public telephone | <input type="checkbox"/> Other |
|--|---|--|--------------------------------|

**B58. Do you use the following to market your business?** *Mark all that apply.*

<b>B58.1</b>	Facebook	<input type="checkbox"/> Y <input type="checkbox"/> N	<b>B58.2</b>	WhatsApp	<input type="checkbox"/> Y <input type="checkbox"/> N	<b>B51.3</b>	Twitter	<input type="checkbox"/> Y <input type="checkbox"/> N
<b>B58.4</b>	Business website ("Google")	<input type="checkbox"/> Y <input type="checkbox"/> N	<b>B58.5</b>	Instagram	<input type="checkbox"/> Y <input type="checkbox"/> N			

**B59. Last month business gross turnover**

**B59.1** Approximately how much money did your business make from selling your good or service last month?

**B59.2** Is that what you typically earn in a month?  Yes  No

**B59.3** If previous response is No, is that more than usual or less?  More  Less

**2018 Gross earnings**

**B60. Approximately how much money did your business make from selling your good or service during 2018 (South African Rands)**

**2017 Gross earnings**

**B61. Approximately how much money did your business make from selling your good or service during 2017 (South African Rands)**

**B62. Number (approx.) of goods/services in 2018**

**B62.1** Approximately how many units of your main goods/services did you sell during 2018?

**B62.2** Approximately how many units of your main goods/services did you sell during 2017?

**Profit**

**B63. In the last two years, has your profit...**  Increased  Decreased  Stabilized





**B64. Business evolution** (Select all that apply)

**During the two years 2017 to 2018, did your business**

- Start employing people (part-time or unpaid)?    
  Start employing full-time employee(s)?    
  Get a person to manage the business other than the owner?  
 Merge with or take over another business?    
  Sell, close or outsource parts of your business?    
  Establish new branches in other areas?  
 Establish new branches in other African countries?    
  Establish new branches outside Africa?

**B65. Financial Support**

**B65.1** Did your business receive financial support?  Yes  No

**B65.2** If yes, who did you receive financial support from?

- Government    
  Private Sector    
  NGO    
  Family/friends    
  Any other source

**B66. Intellectual Property**

**Do you protect your new ideas on doing business in any way? (Use the options below to decide)**  Yes  No

**How do you go about protecting your ideas?**

			Yes	No
<b>B66.1</b>	Semi-formal Protection	(a) Keeping the "know how" secret from competitors by refusing to disclose technical information	<input type="checkbox"/>	<input type="checkbox"/>
		(b) Documentation in diaries and other records	<input type="checkbox"/>	<input type="checkbox"/>
		(c) Making the design of the good or service too difficult to copy	<input type="checkbox"/>	<input type="checkbox"/>

		Yes	No
B66.2	Informal Protection		
	(a) Division of duties (any one employee does not know the whole business)	<input type="checkbox"/>	<input type="checkbox"/>
	(b) Selective sharing of technical information with employees/apprentices/competitors/customers	<input type="checkbox"/>	<input type="checkbox"/>
	(c) Retaining employees/apprentices with great skills and knowledge by all means	<input type="checkbox"/>	<input type="checkbox"/>

**B67. Are you receiving support in protecting your ideas/creations/inventions of your goods/services from?**

Trade Association     
 Local Government     
 National Government     
 Other     
 No support

**B68. Did you know that there are laws about the new goods, services or methods you create or invent?**

Yes     
 No

*Thank you for your participation!  
In the Informal Innovation Questionnaire!*

## WHAT IS INNOVATION?

Innovation can mean lots of different things to different people...



It can mean doing new things or doing things better to get better outcomes for our businesses, families, or communities.

Innovation is about learning, making a change, and seeing better outcomes.



We are working with people in Sweetwaters in South Africa to understand their experiences of innovation.

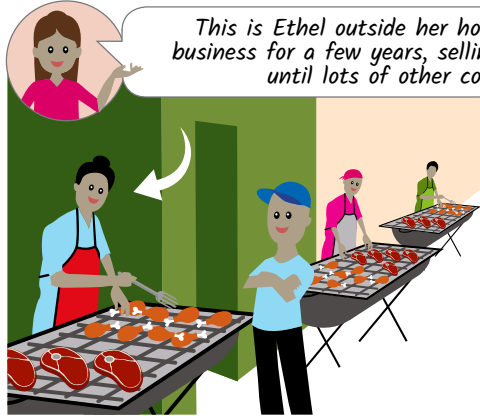


Sweetwaters  
KwaZulu-Natal

## SOME EXAMPLES OF INNOVATION

- 1 New or changed goods or services ✓
- 2 New or changed processes for producing goods or services ✓
- 3 New ways for marketing goods or services ✓
- 4 Changes to how we set up our businesses or work places ✓

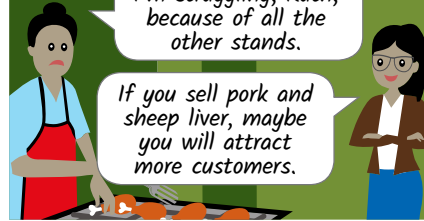
This is Ethel outside her home. She has been running her shisanyama business for a few years, selling chicken and beef. It was a good business, until lots of other cooks started selling the same meals.



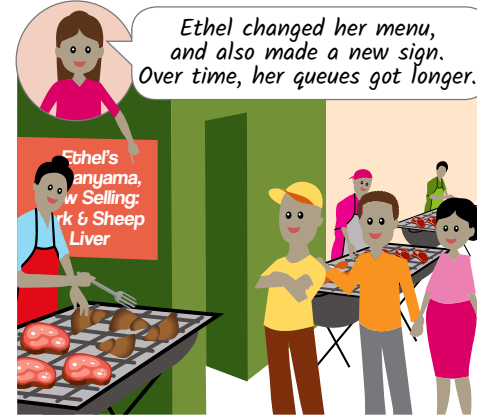
Hello Ethel. How is business?

I'm struggling, Ruth, because of all the other stands.

If you sell pork and sheep liver, maybe you will attract more customers.



Ethel changed her menu, and also made a new sign. Over time, her queues got longer.



Ethel soon realised others were selling pork and sheep liver, too. Ethel heard from a friend that visited her from another province that if she cooked pork and sheep liver in a pot with sauce, the taste would improve.



Hello. I would like to buy a pot for my shisanyama. I need an extra large. Please make legs for the pot so it can stand on ground over a fire.



Ethel's shisanyama business started to grow again, because she could now prepare more shisanyama than her competitors and also the taste was different.



It looks like business is better, Ethel.

I had to make some changes, but now it is better. Thanks for sharing your ideas, Ruth.



How does innovation work in your business or community?

