# **FOSS4SMEs: Questionnaire**

Dear Participant,

We're conducting a survey to learn more about SMEs’ (*Small and -Medium sized Enterprises*) knowledge gaps in relation to Free and Open Source Software (FOSS) usage in business. “FOSS4SMEs” is a project funded by the European Commission aimed to develop an online educational resource for managers and staff of SMEs, to allow them to benefit from the open software digital transformation. Please fill this survey only if the company you own or work for has less than 250 employees and turnover less or equal to € 43 million. The survey takes less than 10 minutes. Thank you very much for your participation!

### **Demographics**

*We would like to learn more about the business you work for, to understand potential differences between various types and sizes of businesses.*

**Q1.** Size of your business (number of employees)

*Choose one of the following answers:*

□1-10  
  
▢11-40  
  
▢41-100  
  
▢101-150  
  
▢ 151-250

**Q2.** How many years has your business been active?

*Choose one of the following answers*

▢1-3  
  
▢4-6  
  
▢7-10  
  
▢ More than 10

**Q3.** Your role in the enterprise

*Choose one of the following answers*

▢ Owner

▢ Manager

▢ Employee

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▢ Other (please specify)

**Q4.** The type of your enterprise

*Choose one of the following answers*

□ Agriculture and Forestry

□ Fishing and Hunting

□ Mining

□ Construction

□ Computer and Electronics Manufacturing

□ Other Manufacturing

□ Wholesale and/or Retail

□ Transportation

□ Publishing

□ Software

□ Telecommunications

□ Finance and Insurance

□ Real Estate

□ Education

□ Health Care and Social Assistance

□ Arts, Entertainment, and Recreation

□ Hotel and Food Services

□ Legal Services

□ Scientific or Technical Services

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▢ Other (please specify)

**Level of knowledge & perception**

*In our project, we want to understand how much an SME knows about FOSS and what is its perception of FOSS’ opportunities and benefits. The following questions will help our team develop and tailor a training on FOSS topics to match the relevant competency levels of the participating SMEs.*

**Q5.** Have you ever heard of FOSS?

*Choose one of the following answers*

▢ Yes  
  
▢ No  
  
▢ Not sure

**Q6.** *Below, you fill find a number of absolute statements about FOSS. Please provide us with your thoughts as to whether you agree or disagree with each statement.*

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| --- | --- | --- | --- | --- | --- |
|  | **Definitely agree** | **Largely agree** | **Neither** | **Largely disagree** | **Definitely disagree** |
| Using FOSS is cost-saving |  |  |  |  |  |
| FOSS is sustainable, so I can depend on it for many years |  |  |  |  |  |
| Interoperability with other software is low |  |  |  |  |  |
| Technical support is unavailable |  |  |  |  |  |
| FOSS is secure and can be trusted to secure my data |  |  |  |  |  |
| FOSS if flexible, allowing the tool to be adapted to my needs |  |  |  |  |  |
| It's easy to find support on FOSS |  |  |  |  |  |
| Reliability is high with FOSS |  |  |  |  |  |

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### **The use of FOSS in everyday business activity**

*Considering your current business environment, we would like to see whether FOSS is used in businesses or not, and if enterprises plan to do so in the future.*

**Q7.** Are you currently using FOSS in your everyday business activity?

▢ Yes  
  
▢ No  
  
▢ Not sure

If yes to Q7, go on with Q8.

If no to Q7, go on with Q9.

If not sure in Q7, go to Q10.

**Q8.** Which FOSS do you use in your business?

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**Q9.** Why are you not using FOSS?

▢ Lack of FOSS alternatives

▢ Company policy

▢ Lack of resources

▢ External requirements

▢ Lack of skills

**Q10.** What is the most important software you use in your business which you think or you know is not FOSS?

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**Q11.** *Which parameters are important for you to decide on the kind of software you will use in your business? If you don’t own the enterprise, share with us your view also. Please choose between “very important” (the highest rate) and “very unimportant” (the lowest rate).*

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| --- | --- | --- | --- | --- | --- | --- |
|  | **Very important** | **Somewhat**  **important** | **Neither** | **Somewhat unimportant** | **Very unimportant** | **Don’t know** |
| Flexibility |  |  |  |  |  |  |
| Security |  |  |  |  |  |  |
| Cost-saving |  |  |  |  |  |  |
| Reliability |  |  |  |  |  |  |
| Stability |  |  |  |  |  |  |
| Long-term sustainability |  |  |  |  |  |  |
| User-interface |  |  |  |  |  |  |

### **The obstacles (actual and perceived) to a migration to FOSS**

**Q12.** *Which obstacles do you see in adopting (more) FOSS in your enterprise?*

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| --- | --- | --- | --- |
|  | **YES** | **NO** | **Not sure** |
| Too time consuming |  |  |  |
| Lack necessary skills |  |  |  |
| FOSS don’t meet my needs |  |  |  |
| Contractual obligations |  |  |  |
| Legal constraints |  |  |  |
| Technical difficulties in adoption |  |  |  |
| External requirements which inhibit use of FOSS |  |  |  |
| The exit cost from our current IT solutions is too high |  |  |  |

### **Learning programme**

*Our project team has identified a first set of contents, tools and learning outcomes for the training that will be developed in the next months. Thus, we like to know which learning topics on FOSS would be interesting for your business.*

**Q13.** What kind of FOSS would you be interested in learning more about?

*Check all that apply*

▢ Project Management (proprietary e.g. MS Project, FOSS e.g. Open Proj)

▢ CRM Customer Relationship Management (proprietary e.g. Pipedrive or ProperWorks CRM, FOSS e.g. Sugar CRM)

▢ Accounting/Invoicing (proprietary e.g. SAGE, FOSS e.g. TurboCash or Simple Invoicing)

▢ Cloud/Backup (proprietary e.g. One Drive or Dropbox, FOSS e.g. Cloud or Own Cloud)

▢ Web browser (proprietary e.g. Internet Explorer, FOSS e.g. Firefox)

▢ E-mail (proprietary e.g. Outlook, FOSS e.g. Thunderbird or Kolab)

▢ Office Productivity Suite (proprietary e.g. MS Office, FOSS e.g. Libre Office or Open Office)

▢ Operating System (proprietary e.g. MS Windows, FOSS e.g. Linux)

▢ Security solutions (Firewall/PKI/Digital Signatures/Antivirus)

▢ Other:

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### **Contact information *(NOT MANDATORY)***

*We would be happy to keep you updated about the survey results and our project activities! The FOSS4SMEs project aims to develop an innovative and freely accessible training platform that will allow European SMEs uptake the necessary digital transformation. You are able, and you are invited to contribute to this development!  
Please submit your name and e-mail to subscribe to our newsletter and stay in touch with us!*

*Thank you in advance!*

**NAME**

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**EMAIL**

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