



Survey on Customer Needs by Science Link



Baltic Sea Region
Programme 2007-2013

Part-financed by the European Union
(European Regional Development Fund)

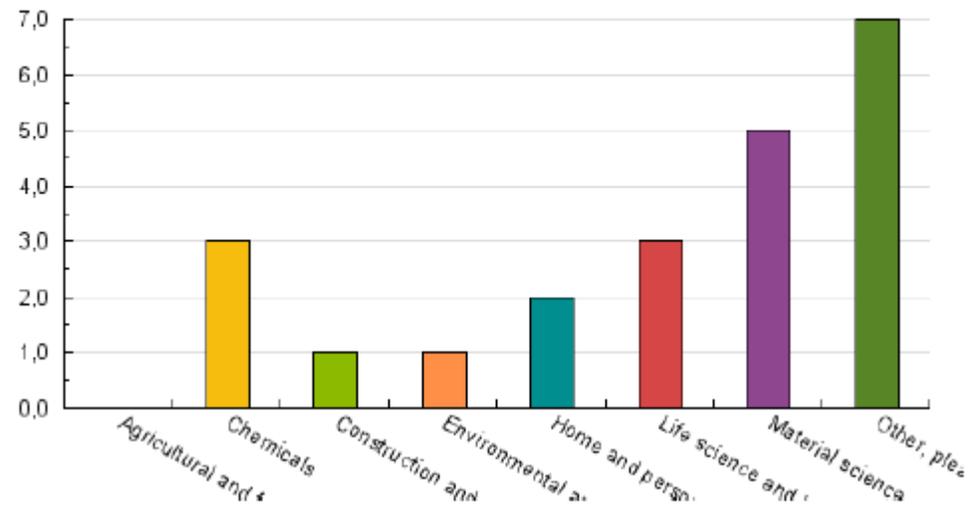


Survey on Customer Needs – requirements and interest in usage of Research Infrastructures

The Science Link project aims to support and encourage innovation and entrepreneurship in the Baltic Sea Region. A central task is to improve the interaction between commercial customers and existing research infrastructures (RIs) and to relate the service at RIs to the needs of commercial users by creating good conditions.

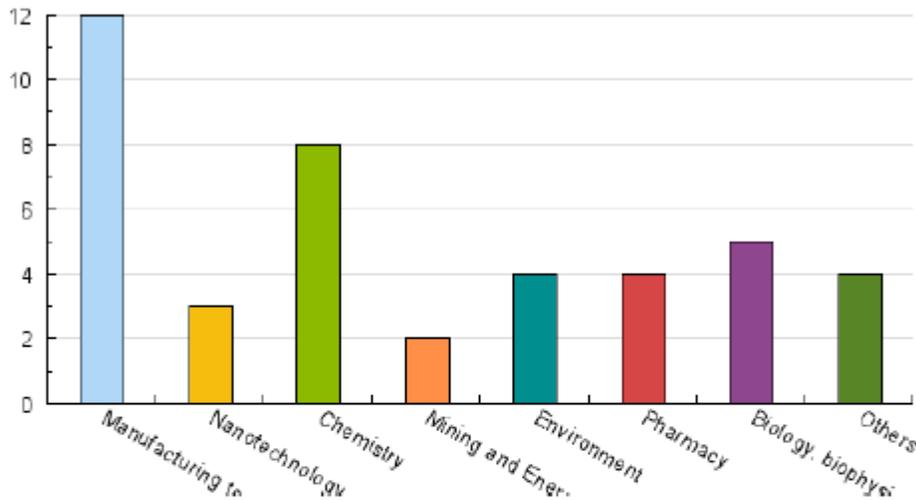
In order to get a better understanding of the requirements and interest of companies and industry in usage of RIs, and their capabilities to use these, Science Link has conducted an anonymous web based survey to companies in the Baltic Sea Region. The survey concentrated on the general information on the business line of the companies, R&D activities, experience with RIs and the demand to use such facilities.

Companies in contact with Science Link partners were asked to participate in the survey and 22 companies participated in the survey. The largest group was active in the field of Materials Sciences and Nanotechnology (23 %). Chemistry and Life Sciences and Biotechnology were the second largest group (14 % each). 32 % were active in other non-specified fields.



Val	Svar	% av svarande	% av total
Agricultural and food science	0	0.0%	0.0%
Chemicals	3	13.6%	13.6%
Construction and engineering	1	4.5%	4.5%
Environmental and energy	1	4.5%	4.5%
Home and personal care	2	9.1%	9.1%
Life science and biotechnology	3	13.6%	13.6%
Material science and Nanotechnology	5	22.7%	22.7%
Other, please specify	7	31.8%	31.8%

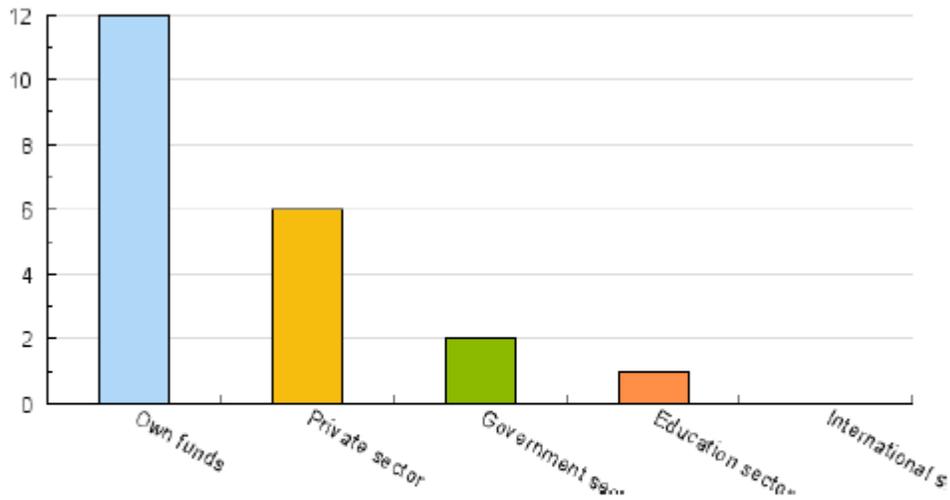
Half of the research activities of these companies were on manufacturing technology (57 %), followed by chemistry (38 %) and biology (24 %). Other strong areas were pharmacy and environment (19 % each). Minor areas were nanotechnology (14 %) and mining and energy (10 %). Unspecific areas were named by another (19 %).



Val	Svar	% av svarande	% av total
Manufacturing technology	12	57.1%	54.5%
Nanotechnology	3	14.3%	13.6%
Chemistry	8	38.1%	36.4%
Mining and Energy	2	9.5%	9.1%
Environment	4	19.0%	18.2%
Pharmacy	4	19.0%	18.2%
Biology, biophysics, biochemistry	5	23.8%	22.7%
Others	4	19.0%	18.2%

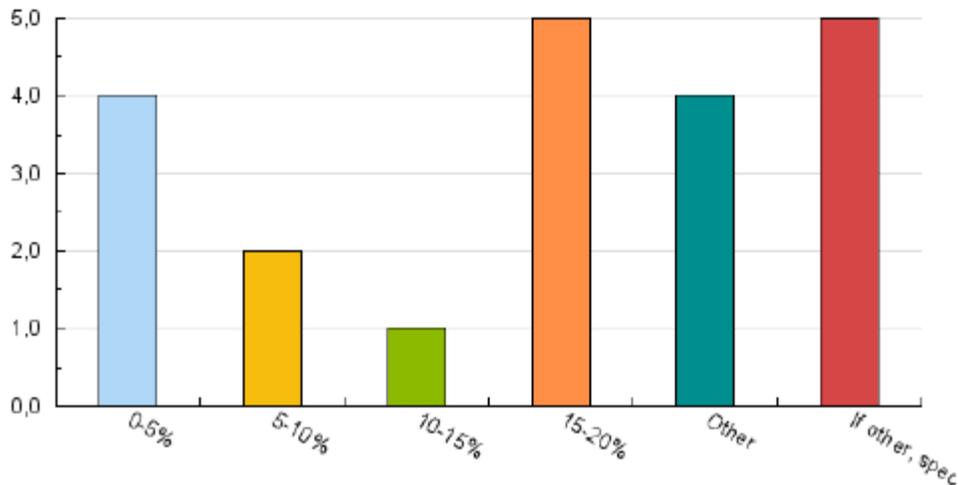
The vast majority of the companies participating in the survey had their own R&D department (77 %).

Financial resources for the R&D activities of the companies were mainly by own funds (57 %) and private funds (29 %). Governmental funds or funds by education were minor (10 % and 5 % respectively).



Val	Svar	% av svarande	% av total
Own funds	12	57.1%	54.5%
Private sector	6	28.6%	27.3%
Government sector	2	9.5%	9.1%
Education sector	1	4.8%	4.5%
International sector	0	0.0%	0.0%

Most of the companies also spend more than 20 % of their investments in product development, indicating a high potential for innovation.

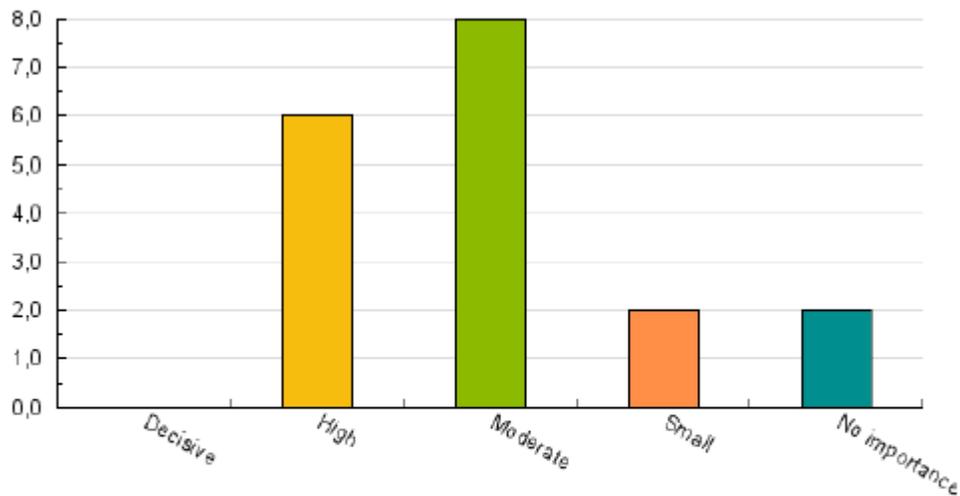


Val	Svar	% av svarande	% av total
0-5%	4	19.0%	18.2%
5-10%	2	9.5%	9.1%
10-15%	1	4.8%	4.5%
15-20%	5	23.8%	22.7%
Other	4	19.0%	18.2%
If other, specify	5	23.8%	22.7%

Accordingly more than 72 % of these companies classify the role of the R&D activities in their company as highly relevant. Another 23 % as moderately relevant.

Regarding the usage of scattering techniques as offered by the RIs in Science Link and therefore the experience of the companies with these methods, only 14 % of them do operate own x-ray lab devices. This small number would indicate that most companies lack experience with scattering methods in their R&D activities. But nearly half of the companies in this survey (48 %) claimed to have has experience with synchrotron or neutron research in their R&D activities.

Out of the companies with experience in using synchrotron and neutron research the majority consider this research as of high importance (33 %) or moderate importance (44 %) for the development of their products.



Val	Svar	% av svarande	% av total
Decisive	0	0.0%	0.0%
High	6	33.3%	27.3%
Moderate	8	44.4%	36.4%
Small	2	11.1%	9.1%
No importance	2	11.1%	9.1%

The large majority of companies with no experience in synchrotron or neutron research considered possible access to such facilities as helpful for the product development of their company (58 %). Only 10 % denied this possibility.

The survey seems to show the high interest of companies in the possibility of accessing RIs in order to improve and develop their products. It also demonstrates the high financial effort by the companies to finance their research, which is directly considered for the development of new and better products.