

Table A2 - Sample Questions and Key Findings of Perception Surveys in OECD Countries

COUNTRIES	Name (date)	Sample questions	Key findings reported by member countries	Sources	Government response
AUSTRALIA	Business Perceptions Survey May 2009	<ol style="list-style-type: none"> 1. Taking into account all of your business dealings with the Tax Office, please rate the current performance of Tax Office in administering the tax system on a scale of 1 to 10. 2. Overall, from your experience, how would you rate the advice and information provided by the Tax Office? Would you say it is excellent, good, neither good nor poor, poor or very poor? 3. How would you rate the level of service provided by the Tax Office staff you have had contact with over the past 12 months? Would you say it was excellent, good, neither good nor poor, poor or very poor? 4. Thinking about all of your business tax obligations, would you describe the process of meeting these obligations as ...very easy/quite easy/neither easy nor hard/ quite hard/very hard 5. And how well would you say you are coping with meeting all your business tax obligations? 	<ol style="list-style-type: none"> 1. The qualitative research undertaken with business operators in March 2007 showed that the majority of business operators do not look forward to or enjoy interacting with the Tax Office 2. Nine in ten (90%) businesses agreed or strongly agreed with the statement ‘Overall, I think the Tax Office is doing a good job’. 3. Approximately four in five businesses (78%) gave the Tax Office an overall rating of either ‘good’ or ‘excellent’. 4. Businesses that do not use an external accountant or tax agent to help with Business Activity Statement were more likely to provide a rating of ‘excellent’ (14%) than those who use an accountant most of the time (8%). 5. Businesses that had not contacted the Tax Office directly via e-mail were more likely to provide an overall rating of ‘good’ (67%) than businesses that had (41%). 6. Females were more likely to provide a rating of ‘poor’ (5%) than males (3%). 7. Approximately five in six businesses (84%) ‘agreed’ or ‘strongly agreed’ with the statement ‘The Tax Office provides me with the information I need to manage my business tax affairs.’ 8. Almost three-quarters (73%) of businesses agreed or strongly agreed with the statement ‘The advice and information given by the Tax Office is usually clear.’ 9. Over four in five businesses (82%) gave Tax Office staff an overall rating of ‘good’ or ‘excellent’. 	<p>Access the full report</p>	

COUNTRIES	Name (date)	Sample questions	Key findings reported by member countries	Sources	Government response
BELGIUM	Administrative Burdens in Belgium 2008	<ol style="list-style-type: none"> 1. How much time did your company's staff and management spend in 2008 complying at administrative level with the employment regulations? 2. What is the annual cost (Euro) of the time your company's staff and management spend complying at administrative level with the employment regulations? 3. How much did your company spend in 2008 on purchasing out-of-company services for complying at administrative level with the employment regulations? (your estimate should feature all the expenditure for obtaining out-of-company services, such as accounting, legal or consultancy services, out-of-company prevention services, subscriptions to publications offering information about the subject you need to comply with the regulations. 4. Do you agree with the following statements about the employment regulations? (tick only one box per line) <ul style="list-style-type: none"> - They are brought to your attention prior to their adoption - They are easy to understand - Their aims are clear - They are sufficiently geared to all situations. - They are brought to your attention in good time for you to comply with them - There are compatible with each other - They are backed up with suitable and sufficient information 5. In your contacts with the administration about the employment regulations, do you agree with the following statements? (tick only one box per line) <ul style="list-style-type: none"> - It is easy to find out which department you should visit. - It is easy to get in touch with the relevant department - The administration gives precise answers. - The administrative decisions are based on clear grounds. 	<ol style="list-style-type: none"> 1. Time series data estimating the amount of administrative burdens in the fields of tax, employment and environmental legislation in % of GDP show constant decrease: 3.48% of GDP in 2000, 3.43% in 2002, 2.57% in 2004, 2.44% in 2006 and 1.72% in 2008. 2. The amount of external services purchased by firms in order to fulfil their administrative obligations has been more or less constant since 2004 around 2.2 billion of Euros. The decline recorded in administrative burdens in 2008 is therefore mainly due to the decline of internal costs: from 4.1 billion of Euros in 2006 to 2.4 billion of Euros in 2008. The same tendency of constant external costs and declining internal costs is also visible for self-employed persons but to a lesser extent. 3. Businesses tend to give the opinion that even if administrative burdens decrease for themselves they are increasing in general in the economy. 4. The largest share of administrative burdens is supported by small enterprises (less than 10 employees) even if this share is declining from 69.3% in 2000 to 48.4% in 2008. 5. Tax is the legislation field among the 3 studied fields which yields the highest reported share of businesses administrative burdens throughout all surveys. 6. In all surveys, enterprises and self-employed persons are more satisfied with the quality of contacts with administration than with the quality of legislation. 7. Businesses are particularly unsatisfied with the lack of flexibility and consistency of legislation. Instead, they are more satisfied with the publicity given to legislations. 8. Businesses respond positively to questions about their contacts with administration when they receive replies to questions that are relevant and within an acceptable timeframe. Businesses evaluated less positively their ability to identify administrative services and contacts with the proper civil servants. 	<p>Access full report in French</p> <p>Information updated by the Belgian Delegation</p>	<p>The results of the survey were used as background information for the government's action plan for the reduction of the administrative burden on businesses</p>

COUNTRIES	Name (date)	Sample questions	Key findings reported by member countries	Sources	Government response
BELGIUM (continued)	Tax-on-web satisfaction survey 2008/2009	<ul style="list-style-type: none"> - The administration gives its answer within the prescribed period. - The answers are the same regardless of whom you contact. - The information you receive meets your needs. <p>1- To determine the relative size of each target group, a number of questions were asked.</p> <ul style="list-style-type: none"> a) Did you fill out your tax return in person? b) Who filled out your tax return? c) How did you fill out your tax return this year? <p>2- How much time did you spend doing this?</p> <p>3- Questions asked to people who filled out their own tax returns</p> <ul style="list-style-type: none"> a) How many times have you had to fill out a tax return? b) Were you able to submit your tax return on time? c) How many boxes did you have to fill out? <p>4- Evolution of Tax-on-Web use;</p> <ul style="list-style-type: none"> a) Was some information already filled out? b) Have you filled out your tax return via Tax-on-Web in recent years? c) Did you indicate on the last page that you did not wish to receive a paper version of the tax return form but a message to use Tax-on-Web d) How likely is it that you will use Tax-on-Web again next year, in 2009? 	<p>1- Since 2003, Belgian citizens can, via Tax-on-Web, electronically submit private tax returns. The system was introduced in steps, thereby enabling a gradual enlargement of the target group and a progressive integration of the new functionalities.</p> <p>2- One must however bear in mind that this result is only applicable to the share of the population that uses the Internet, that is, 70% of the population aged 16 to 74</p> <p>3- The number of returns filed via Tax-on-Web increased significantly. In 2007 it was 27 times higher than in 2003</p> <p>4- Nearly 81% of users were satisfied. So that just a few users returned to the paper tax forms.</p> <p>5- The use of Tax-on-Web by all taxpayers will lead to a €147,017,697 fall in administrative costs</p>	Information updated by the Belgian Delegation	The results of the survey were used as background information for the government's action plan for the reduction of the administrative burden on businesses

COUNTRIES	Name (date)	Sample questions	Key findings reported by member countries	Sources	Government response
BELGIUM (continued)	Customer Satisfaction Survey 2009	<ol style="list-style-type: none"> 1. Overall, from your experience, how would you rate the advice and information provided by the SPF Employment? Would you say it is excellent, good, neither good nor poor, poor or very poor? 2. How would you rate the level of service provided by the SPF employment you have had contact with over the past month? Would you say it was excellent, good, neither good nor poor, poor or very poor? 3. Thinking about all of your obligations dealing with the SPF employment services, would you describe the process of meeting these services and fulfilling your obligations and formulas as ...very easy/quite easy/neither easy nor hard/ quite hard/very hard 4. In your contacts with the administration about the employment regulations, do you agree with the following statements: <ol style="list-style-type: none"> a) It is easy to find out which services you should visit. b) It is easy to get in touch with the relevant department c) The administration gives precise answers. d) The administrative decisions are based on clear grounds. e) The administration gives its answer within the prescribed period. f) The answers are the same regardless of whom you contact. g) The information you receive meets your needs 	<ol style="list-style-type: none"> 1. 75% of the customers were satisfied about the information and advice provided by the SPF. 2. 74% of the customers were in general satisfied by the services of the SPF 3. 70% were satisfied about the process of meeting the services of the SPF and the way they could fulfil their obligations 4. <ol style="list-style-type: none"> a) 60% of the customers b) 60% of the customers c) 75% of the customers d) 73% of the customers e) 73% of the customers f) 75% of the customers g) 75% of the customers 	Information updated by the Belgian Delegation	The results of the survey were used as background information for the government's action plan for the reduction of the administrative burden on businesses

COUNTRIES	Name (date)	Sample questions	Key findings reported by member countries	Sources	Government response
BELGIUM (continued)	Citizen Satisfaction Survey AFSCA 2009	How do food chain operators feel about controls and the services provided by the Federal Agency for Food Chain Security?	6.281 respondents are roughly satisfied FASFC is perceived as : <ul style="list-style-type: none"> - A professional institute (86.9%) - Useful to society (93.1%) - Contribution to the amelioration of their activities (73.1%) - Inspection frequency is acceptable (82.3%) - But criticism on the way of inspection - Lack of visibility of the institute 	Information updated by the Belgian Delegation	The results of the survey were used as background information for the government's action plan for the reduction of the administrative burden on businesses
CANADA	Survey of Regulatory Compliance Cost 2008	<ol style="list-style-type: none"> 1. Are you aware that over the last three years the federal, provincial, and municipal governments have been implementing initiatives to reduce the cost of regulatory compliance for small businesses? (Y / N) 2. If you answered “yes” to question 1, please indicate whether the initiatives have helped to save your business any time and/or money? (Y/ N) 3. If the governments’ initiatives have helped to save your business any money, please indicate the main thing that has been done with the money saved? (options) 4. Compared to 3 years ago, have the individual claims/forms become easier to understand and fill-out, more difficult to understand and fill-out, or stayed the same? (options) 5. What would you most like to see improved about each of the following regulations? (options) 	<ol style="list-style-type: none"> 1. Only 3% of businesses perceive that costs have decreased over the past three years. Businesses with larger workforces are more likely to perceive that overall regulatory compliance costs have increased. 2. The majority of businesses that perceive overall compliance costs to be rising say that it is because of an increase in the complexity of compliance. 3. 64% of the businesses surveyed indicate that the information obligations covered in the survey occupy most of the time and money they devote to government paperwork. Among the most burdensome obligations for business are those stemming from selected tax- and employment-related regulations (administered by the Canada Revenue Agency and Human Resources and Social Development Canada) and from mandatory Statistics Canada surveys. 4. The majority of businesses use an external service provider to prepare their T1/T2 income tax submission, reflecting, in part, the complexity involved in complying with this obligation. 	<p>Access the questionnaire</p> <p>Access the key findings</p> <p>C RTP Responses</p>	

COUNTRIES	Name (date)	Sample questions	Key findings reported by member countries	Sources	Government response
CANADA (continued)	CFIB Survey 2008-09	<p>1. Which Federal government regulations are most burdensome to your business in terms of time and money spent on compliance?</p> <p>2. How has the overall burden of regulations on your business changed during the past three years?</p> <p>3. Do you agree or disagree with the following statements?</p> <ul style="list-style-type: none"> - If I had known the burden of regulation, I may not have gone into business - I do my best to make sure that I am in compliance with all regulations - Government considers the impact on my business when it imposes regulation - Auditor and inspector take a common sense approach to regulation - Government effectively communicate new regulations to my business - Government should monitor the burden of regulation an ongoing basis - Governments make best efforts to provide service in a timely fashion 	<p>1. At the federal level, CFIB members cite their top five compliance irritants as GST/HST (70%), payroll taxes such as CPP and EI (69%), personal and corporate income taxes (67%), records of employment (47%), and Statistics Canada surveys (28%) (see Figure 15). The order of concern is exactly the same as 2005, but the level of concern about payroll taxes, income taxes and Records of Employment (ROE) has increased. Areas like border and trade rules and agriculture are further down on this general list but are very high on the list of concerns for businesses affected by them.</p> <p>Most businesses believe that the regulatory burden increased over the last three years. Less than half – 49% of businesses in British Columbia, 37% of businesses in Newfoundland and Labrador and 45% of businesses in Nova Scotia – believe the regulatory burden has increased over the past three years. New Brunswick, Saskatchewan, and Quebec have also been active in reducing regulation. In contrast, more than half – 66% of businesses in Manitoba, and 57% of businesses in Alberta and Ontario – say the burden has increased in their provinces.</p>	<p>Access the full report and the questionnaire</p>	

COUNTRIES	Name (date)	Sample questions	Key findings reported by member countries	Sources	Government response
FINLAND	Part of SME Barometer / Survey on the most burdensome legislative areas 2007-08	<p>1. Which of the following legislative areas cause an administrative burden for your enterprise, measured in terms of working hours or costs incurred from outsourced services? Place sectors causing a burden in order of priority (1 = the heaviest burden, 2 = second-heaviest burden etc.) Then indicate the alternative that best describes the magnitude of burden by marking an (x) after it. If there is no burden, leave the row empty.</p> <p>a) Labour legislation and other regulation of working life b) Taxation c) Environmental legislation d) Competition legislation e) Personal data regulations f) Public procurements g) Consumer protection h)Accounting Act i) Auditing Act j) Company legislation and trade register legislation k) Customs-related matters l) Information to be submitted to Statistics Finland m) Other, please specify</p> <p>2. Which of the following areas of employer activity impose an administrative burden on your enterprise, measured in terms of working hours or costs incurred from outsourced services? Place the sectors causing a burden in order of priority (1 = the heaviest burden, 2 = second-heaviest burden etc.)</p> <p>a) Monthly tax return b) Annual information return (employer payroll report) c) Other annual information returns (pensions, accidents etc.) d) Low-wage subsidy e) Working hours and absences (registration and maintenance of information) f) Documents showing the amount of wages submitted to unemployment funds, and applications to Kela – The Social Insurance Institution of Finland g) Secondments abroad h) Employees from abroad i) Other, please specify</p> <p>3. Which of the following areas of taxation cause an administrative burden for your enterprise, measured in terms of working hours or costs incurred from outsourced services? Place the sectors causing a burden in order of priority (1 = the heaviest burden, 2 = second-heaviest burden etc.)</p> <p>a) Taxation of work (prepayment of tax and social security payments) b) Value-added taxation c) Excise tax d) Customs and foreign trade e) Capital income taxation f) Business taxation (tax returns, advance taxes)</p>	<p>1. The heaviest administrative burden on SMEs was imposed by tax legislation, accounting legislation, and the duties as an employer. For SME's engaged in international trade, customs regulations were in the 'top three'.</p> <p>In the area of employers' obligations, the yearly and annual notifications to tax authorities and other authorities were perceived as the most burdensome. In the area of taxation, the information obligations related to income tax (of employees) and VAT were the most burdensome for SMEs.</p>	<p>C RTP Responses</p> <p>Access the full report and the questionnaire in Finnish</p> <p>Information updated by the Finnish Delegation</p>	<p>The results of the survey were used as background information for the government's action plan for the reduction of the administrative burden on businesses (2009-12)</p>

COUNTRIES	Name (date)	Sample questions	Key findings reported by member countries	Sources	Government response
FRANCE	Simplifying together Autumn 2008	<p><i>From the questionnaire for enterprises</i></p> <p>1. Were the administrative procedures that you had to go through very easy, quite easy, quite complicated, or very complicated to deal with? <i>[Question asked for each life event encountered in the last two years]</i></p> <ul style="list-style-type: none"> • Very easy • Quite easy • Quite complicated • Very complicated • (Cannot tell, has not directly initiated the procedure) • (Don't know) <p>2. What type of difficulties did you encounter? <i>[Question asked for each life event where the accompanying administrative procedures were perceived as quite complicated or very complicated]</i></p> <ul style="list-style-type: none"> • It was difficult to identify the responsible person • The uselessness or the complexity of the administrative procedure • The complexity of the administrative procedure and the lack of advice • The length of time until the procedure is concluded • Other. Please specify: • (Don't know) <p>3. And would you say that the French administration should simplify and improve these administrative procedures... <i>[Question asked for each life event encountered in the last two years]</i></p> <ul style="list-style-type: none"> • ...with priority? • ...by according great importance to them without prioritizing them? • ...by according only secondary importance to them? • (Don't know) 		CRTP Responses	

COUNTRIES	Name (date)	Sample questions	Key findings reported by member countries	Sources	Government response
IRELAND	Business Regulation Survey March 2007	<ol style="list-style-type: none"> 1. In your opinion, what is the general level of compliance with regulations among the firms in your industry? 2. Thinking about regulation in your sector, would you say there is <ul style="list-style-type: none"> - Too much regulation - About the right amount of regulation - Too little regulation 3. How much time would you estimate that your business spends on an annual basis in complying with regulations that affect your business? 4. Do you need to bring in outside expertise to assist you in complying with regulatory requirements? This might include expertise in areas such as accountancy, legal expertise, human resource specialists or training courses for staff. 5. Which area of regulation do you think that the Government should tackle as a priority? Please think specifically of the regulations affecting each of these areas rather than other issues such as investment in the areas. 	<ol style="list-style-type: none"> 1. Most firms consider that the overall amount of regulation is about right. 2. While most firms felt that the overall amount of regulation was ‘about right’ (55% of firms), over one third felt that there was ‘too much regulation’. 3. Among all sectors, taxation regulation was most frequently mentioned as a heavy burden. 4. Firms who used online forms found them effective. Smaller businesses were less likely to use online forms. 5. Most firms (74%) felt that regulations are appropriately enforced. 6. Firms are generally positive about the regulator that they deal with most often. However, flexibility and consistency of enforcement could be improved as well as consultation on new regulations. 	Access the full report	The High Level Group on Business Regulation consisting of business representatives and officials is focusing on five priority areas including taxation, health and safety, environment law, statistical returns, and employment law identified by Irish businesses in the survey as being the most burdensome. The Group also has a role in overseeing progress on the administrative burden reduction national target of 25% by 2012

COUNTRIES	Name (date)	Sample questions	Key findings reported by member countries	Sources	Government response
KOREA	Regulatory Reform Satisfaction Survey 2009	<p><i>Respondents could choose their answers to the questions below on a seven-point scale, with 7 being the best/most and 1 the worst/lowest rating.</i></p> <p>1. Awareness of Regulatory Reform</p> <ul style="list-style-type: none"> - How much do you know about the regulatory reform undertaken by the ministry? - How much do you know about the regulatory reform initiatives launched by the ministry this year (included in the explanatory notes)? <p>2. Expectation Level of Regulatory Reform</p> <ul style="list-style-type: none"> - What level of expectation did you have about the government's overall regulatory reform? - What level of expectation did you have about the regulatory reform exercise undertaken by the ministry? <p>3. Overall Satisfaction Level</p> <ul style="list-style-type: none"> - How much are you satisfied with the overall regulatory reform exercise undertaken by the ministry? - How much are you satisfied with the regulatory reform initiative undertaken by the ministry in comparison to the initiatives of other ministries? <p>4. Satisfaction with the Elements of Reform Measure</p> <p>1) Satisfaction with the Content of the Reform</p> <ul style="list-style-type: none"> - How reasonable do you think reform measure No.1 in the explanatory note is? - How effective do you think reform measure No.1 in the explanatory note is? - How much are you satisfied with the overall content of regulatory reform pursued by the ministry? <p>2) Satisfaction with the Reform Procedure</p> <ul style="list-style-type: none"> - How earnestly do you think the ministry carries out regulatory reform? <p>How much are you satisfied with the extent of public consultation of the ministry in the process of regulatory reform</p>	<p>The overall level of satisfaction expressed by the public, experts and internal customers in 2009 increased, compared to 2008.</p> <p>The overall level of satisfaction was 64.1 points out of 100 points.</p> <p>The experts' level of satisfaction (66.5/100) was higher than that of citizens (62.9/100) and internal customers (63.6/100).</p>	<p>London Workshop, April 3, 2009</p> <p>C RTP Responses</p> <p>Information updated by the Korean Delegation</p>	<p>Reflect upon the results of the evaluation of different government ministries and of the implementation of regulatory reform to adapt policies for the coming years.</p>

COUNTRIES	Name (date)	Sample questions	Key findings reported by member countries	Sources	Government response
KOREA (continued)		<ul style="list-style-type: none"> - How much are you satisfied with the pace of reform carried out by the ministry? - How much do you think the ministry cooperated with local government and relevant government agencies? - How satisfied are you with the ministry's overall regulatory reform process? <p>3) Satisfaction with the Achievement</p> <ul style="list-style-type: none"> - In quantitative terms, how satisfied are you with the result of the reform measure? - In qualitative terms, how satisfied are you with the result of the reform measure? - How satisfied are you with the overall result of regulatory reform? <p>5. Perception of the Outcome</p> <ul style="list-style-type: none"> - To what degree do you feel that your desire to file a complaint with the ministry has decreased? - How much do you think regulatory reform has increased public confidence in policy? <p>6. Opinion about Regulatory Reform</p> <p>Please specify if you have any suggestions in related to regulatory reform for the ministry. (open-ended question)</p>			

<p>NETHER- LANDS</p>	<p>Perception Monitor Regulatory Burden</p> <p>(Macro Business Sentiment Monitor)</p> <p>April 2008</p>	<p>1.Can you indicate by giving a mark ranging from 1 to 7 to what extent the regulatory burden impacts your business operations? Figure 1 means ‘not at all’ and 7 ‘severely’.</p> <p>2.Does your organisation spend no or hardly any, very little, much or very much time complying with all the rules and obligations imposed by the government?</p> <p>3.Are there any laws and regulations that facilitate the work of your organization or that you find pleasant or useful and if so, can you give some examples?</p> <p>4.If you look at the regulatory burden of the government that affects your business, has this increased, decreased, or remained more or less equal compared to the situation one year ago?</p> <p>5.To what extent do you regard laws and regulations that impact on you as a business entrepreneur as fair? Figure 1 means ‘not fair at all’ and figure 7 ‘absolutely fair’.</p>	<p>1.53% of the respondents regarded legislation and regulations they were dealing with as fair to very fair; 18% found them unfair to very unfair and 29% took a neutral position or had no opinion.</p> <p>2.85% of all entrepreneurs found there were too many unnecessary regulations; at the same time 63% found that doing business without laws and regulations would be rather difficult. These two views were the same irrespective of business size or sector.</p> <p>3.More than half (55%) had a high to very high norm acceptance in respect of laws and regulations. For 19%, norm acceptance was limited; 26% took a neutral view.</p> <p>4.Two thirds of all respondents (67%) are currently experiencing problems and restrictions in doing business.</p> <p>5.41% of all respondents felt that as entrepreneur they were (seriously) affected by the regulatory burden; another 41% was not affected (at all) and 18% was neutral.</p> <p>6.Please note that the regulatory burden perception may in effect be larger, given that 57% of those who refused to take part stated they were (seriously) affected by the regulatory burden.</p> <p>7.Medium-sized to large companies were affected relatively a lot by the regulatory burden; independent workers without staff and small-sized companies relatively little.</p> <p>8.Unnecessary reporting obligations and high costs to meet legislative requirements and regulations are the key instigators of regulatory burden; some 40% of all businesses reported that they were seriously to very seriously affected by these two aspects.</p> <p>9.About a quarter of the respondents were seriously affected by the continuous changes to laws and regulations, poor government services, conflicting laws and strict control requirements.</p> <p>10. Medium-sized to large companies were affected relatively significantly by these aspects; the independent workers without staff, the small companies and start-up businesses were affected relatively little.</p> <p>11. A little over half (52%) found that it took little to no time to comply with government laws and regulations; the remaining 48%, however, found it took much to very much time.</p>	<p>C RTP Responses</p> <p>Access the full report in Dutch</p> <p>Webpage</p> <p>Information updated by the Dutch Delegation</p>	
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<p>NETHER- LANDS (continued)</p>			<p>12. Three-quarters (75%) was familiar with the government's intention to reduce the number of laws and regulations and the resulting obligations.</p> <p>13. 11% of all respondents had great to very great confidence and 35% little confidence in the government realizing this objective.</p> <p>14. % of all companies called in accountants, HRM specialists, consultants in the field of environment, safety etcetera to be able to meet the obligations imposed under legislation and regulations.</p> <p>15. The main reason for their dissatisfaction with the government services was that everything took far too long (approx. 40%), poor handling quality (approx. 30%) and provision of unclear information (approx. 25%). These points of criticism applied to both the municipalities and to other government institutions.</p>		
	<p>Micro Business Sentiment Monitor 2010</p>	<p>Relevant measures (different for the interviewed companies) were discussed in depth with the entrepreneur: whether they recognized the measure, to what extent they found the measure actually relieving the burden of regulation and whether or not the level of regulation as a total for that company was diminished.</p>	<p>Almost all selected measures were recognized, most of which were rated positively (<i>e.g.</i> electronics services of the taxation office). However, a few were rated negatively (<i>e. g.</i> labour safety).</p>	<p>Access the full report in Dutch Webpage</p> <p>Information updated by the Dutch Delegation</p>	

<p>NEW ZEALAND</p>	<p>Compliance Cost Survey</p> <p>October 2008</p>	<p>1. Please select in priority order the three most significant compliance cost areas facing your enterprise over the last 12 months.</p> <p>2. If you have indicated a rating of 1 (very helpful) or 5 (very unhelpful) with any of the government agencies mentioned in the question above, please feel free to discuss the reason why you allocated these ratings in the box below.</p> <p>3. Please estimate the degree of change you feel that your enterprise has experienced in the regulatory and compliance burden compared to 12 months ago. If you have indicated a rating of 1 (large rise) or 5 (large fall) with any of the compliance costs areas mentioned in the question above, please feel free to discuss the reason why you allocated these ratings in the box below.</p> <p>4. Compliance cost reduction is the key goal for this survey. If you have any ideas on how this can reasonably be achieved (e.g. tax, employment, health & safety), please provide your comments below.</p>	<ol style="list-style-type: none"> 1. Businesses are generally happy with the outcomes of face-to-face meetings with officials although overall helpfulness of Government agencies down from 2007. Over half (54.6%) found the meetings to be helpful-very helpful. Around one-quarter did not find them either helpful or unhelpful, while 17.5% did not find the meeting to be useful. 2. Full Time Equivalent Employees (FTE) groups experience increase in overall costs, mainly due to rises in tax and employment areas 3. Environmental compliance costs decrease, but recent legislation by way of Emissions Trading Scheme may mark this as a future cost to increase, especially for larger businesses 4. The rating to the Government in terms of minimizing the compliance burden of KiwiSaver during its first year shows that the general view by businesses towards Government was not favourable, with only 18% saying they had done either a 'good' or 'excellent' job. One-third had thought the Government performed to an 'average' standard, while almost half (48.5%) were less complimentary, rating them either 'fair' or 'poor'. With over one-quarter of businesses believing the Government had been 'poor' in their attempts to minimize compliance costs means there is a considerable amount of further work to be done by Government, and in particular Inland Revenue Department (IRD) in changing perceptions. 5. Respondents would support the introduction of a Regulatory Responsibility Act. 60.3% of respondents supported the introduction of such an Act, while 26.9% were 'unsure'. Only 12.7% said 'no'. 6. Respondents were also asked whether they would support the establishment of an independent regulatory gatekeeper for Government regulation. Similarly, 62.4% supported this, while 21.3% were 'unsure'. While both options were supported by the business community, a Regulatory Responsibility Act was considered the best option in terms of a substantive change to regulatory processes, and in turn a way in which compliance costs across the board could be lowered over the medium-long term. 7. Central and Local Government agencies were found to be less helpful in 2008 compared with the peak of 2007, returning back to levels seen in 2006. 	<p>Access the questionnaire</p> <p>Access the key findings</p>	
<p>NORWAY</p>	<p>?</p> <p>(2009)</p>	<p>No information available</p>	<p>No information available</p>	<p>CRTP Responses</p>	

<p>SPAIN</p>	<p>Entrepreneurs Confidence Indicator April 2010</p>	<p>1. What factors do you think limit the activity of your business? a. Weakness of the demand; b. Financial difficulties, c. Increase of competition, d. <u>Administrative burdens</u>, e. Lack of qualified staff; f. shortage of capacity g. Other factors (specify)</p>	<p>Only 17.2% of businesses see administrative formalities as a factor that limits their activities, compared to 77.9% of businesses which feel that weakness of the demand is the main factor that limits their activity. In second place the financial difficulties (34%) and increase of competition (30.3%).</p>	<p>Access the full report in Spanish Information updated by the Spanish Delegation</p>	
<p>SWEDEN</p>	<p>Regulation Barometer May 2009</p>	<p>1. Are you aware of the Government's better regulation programme? 2. By regulations we intend all laws and rules that you as an entrepreneur and your company have to comply with. Do you think it is important for the Government to simplify regulations that affect business? 3. By cost of regulation we intend all costs to you and your company of complying with government regulations. How important would a reduction of these costs be for the future success of your company? 4. Do you think that it has become easier or more burdensome for you and your company to comply with government regulations over the last 12 months? 5. The Government has implemented and is planning a variety of regulatory simplification initiatives for companies. Are you aware of... (respondents were asked about three major simplification initiatives that most businesses in Sweden should be aware of if they are having their intended effect)? 6. In the coming year, do you believe that it will become easier or more burdensome to comply with government regulations? 7. Do you believe that the Government will succeed in reducing the cost of complying with regulations to business and achieve a noticeable difference for your company?</p>	<p>1. Most respondents (82%) are aware of the Government's better regulation programme. 2. - 78% of respondents said it is very important to simplify regulations that affect business 3. 62% of respondents said that a reduction of regulation cost would be very or somehow important for the future of their company. 4. 75% of respondents thought that the burden of regulation remained almost the same over the last 12 months. 5. They are aware of: - 74% are aware that the VAT payment period has been extended to three months for companies with a turnover below 40 million SEK, - 65% are aware that annual audits may become voluntary for more companies with a maximum of 50 employees - 38% are aware that the limit for direct write-offs of property has increased 6. - 58% said that administrative burden will be more or less the same. - 27% said that it will become somewhat easier. 7. 52% of respondents believe that the Government will succeed in reducing the cost of complying with regulations to business and achieve a noticeable difference. 46% of respondents don't believe.</p>	<p>Information updated by the Board of Swedish Industry and Commerce for Better Regulation (NNR)</p>	

<p>TURKEY</p>	<p>Customer Satisfaction Survey June 2007</p>	<p>1. Can you easily access to e-Official Gazette and Legislation Information System (E-Legislation) - Yes - No - Usually</p> <p>2. Do you find the legislation you are looking for when you access the system? - Yes - No - Usually</p> <p>3. Do you access the legislation by using one of the search options? - Yes - No - Usually</p> <p>4. Did you consult the user guide of the system? - Yes - No - Usually</p> <p>5. Do you think that the systems are up-to-date, correct and reliable? - Yes - No - Usually</p> <p>6. What is your main reason for visiting Prime Minister's website? - e-Official Gazette - e-Legislation - Information Center - Archives</p> <p>7. Please provide your comments and suggestions about the e-Official gazette and legislation</p>	<p>1. Can you easily access to e-Official Gazette and Legislation Information System (E-Legislation)? - Yes : 886 - 70.49% - No : 91 - 7.24% - Usually : 230 - 18.30% - N/A : 50 - 3.98%</p> <p>2. Do you find the legislation you are looking for when you access the system? - Yes : 593 - 47.10% - No : 133 - 10.58% - Usually : 475 - 37.79% - N/A : 57 - 4.53%</p> <p>3. Do you access the legislation by using one of the search options? - Yes : 958 - 76.21% - No : 228 - 18.14% - N/A : 71 - 5.65%</p> <p>4. Did you consult the user guide of the system? - Yes : 331 - 26.33% - No : 872 - 69.37% - N/A : 54 - 4.30%</p> <p>5. Do you think that the systems are up-to-date, correct and reliable? - Yes : 946 - 75.26% - No : 52 - 4.14% - Usually : 201 - 15.99% - N/A : 58 - 4.61%</p> <p>6. What is your main reason for visiting Prime Minister's website? - e-Official Gazette : 904 - 39.79% - e-Legislation : 777 - 34.20% - Information Center : 114 - 5.02% - Archives : 321 - 14.13%</p>	<p>Information updated by the Turkish Delegation</p>	
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<p>TURKEY (continued)</p>			<p>7. 28% of the respondents made suggestions about the system. Key suggestions were:</p> <ul style="list-style-type: none"> • Access to all Official Gazettes from the beginning to 2000 • Improvement of the search engine • Improvement of the content: Respondents suggested that E-legislation should include; <ul style="list-style-type: none"> ○ Decrees of Council of Ministers ○ International Agreements ○ Annual Budget Laws ○ Circulars ○ Statement of reason of regulations ○ Constitutional Court decisions <p>8. Although it was thought that both applications (e-Official Gazette and e-Legislation system) had been working perfectly, the results of the survey contained valuable lessons for improvement. The survey was very enlightening to determine priorities and arrange sequencing.</p> <p>The General Directorate considered the suggestions mentioned above as key to improve the systems and started work to achieve the goals proposed by respondents. The directorate outsourced the work of scanning and uploading all Official Gazettes published before 2000. The contractor will complete the work before the end of 2010.</p> <p>A list of all international agreements was made available to users. Users cannot currently access its contents since providing the list is very time consuming and needs very comprehensive work.</p>		
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<p>UNITED KINGDOM</p>	<p>Business Perceptions Survey</p> <p>2009</p>	<ol style="list-style-type: none"> 1. Do you agree or disagree that the overall level of regulation in the UK is an obstacle to your business's success? Is that strongly (dis)agree or tend to (dis)agree? Why? 2. Government has to weigh-up the cost to business of complying with rules and regulations, against protecting people and the environment from harm. Overall, do you think that the Government has got the balance about right? 3. For each of the following aspects of regulation, would you say it has become less time consuming, more time consuming, or has stayed about the same over the last 12 months? <ul style="list-style-type: none"> - Finding information about which regulations apply to your business - Finding guidance and advice explaining what you have to do to comply with a given regulation - Preparing and reporting facts and figures for government - Completing paperwork, including filling out forms and keeping records - Completing paperwork, including filling out forms and keeping records - Having to provide the same information more than once to Government - Being ready for and complying with inspections - Having to keep up to date with changes in existing regulation - Having to keep up to date with the introduction of new regulations - Updating policy/policies for your business when regulations change or are introduced 4. And overall, has complying with regulation become less time consuming, more time consuming, or stayed about the same over the last 12 months? In the next 12 months, do you think that the burdens on business resulting from regulation will decrease, stay the same or increase? 5. In the course of your business operations, has complying with regulation become easier, more difficult, or stayed about the same over the last 12 months? 6. Over the last couple of years, the Government has introduced initiatives to reduce the administrative costs businesses incur when complying with regulation. Would you say for your business that these costs have generally reduced increased or there has been no change?" 	<ol style="list-style-type: none"> 1. Departments have remained active in reducing the administrative burdens of regulations, but estimated savings must be treated with caution 2. The BRE has strengthened the validation of departmental burden reduction claims 3. Complying with regulation is an important issue for businesses, and most view it as an obstacle to their success 4. Businesses' high level perceptions of government's approach to regulating remained generally more positive than in 2007, but were unchanged from 2008 to 2009 5. As in 2008, very few businesses said that complying with regulation had become easier or less time consuming 6. Businesses' high level perceptions of regulation are influenced by concerns over the introduction of new regulations or continuing changes to existing regulations. 7. When questioned about detailed aspects of complying with regulation, businesses' views showed positive changes in perception 8. Employment law initiatives are improving businesses' understanding of the requirements, but few respondents recognized that the changes had led to a time or cost saving 9. Departments have begun to place more emphasis on understanding how businesses react to and interpret regulations, in order to further develop their regulatory reform initiatives 10. The survey gives an insight into the information businesses seek and the way in which they prefer to receive that information. 11. More broadly in 2009, as in 2008, very few businesses reported that complying with regulation had become easier or less time consuming than a year before, and around a third said that it had become worse. Whilst business perceptions of how government regulates are generally more positive than in 2007, the survey results shows no improvement between 2008 and 2009, and most businesses continue to question whether government understands business well enough to regulate, or consults well before doing so. 12. The limited improvement in overall business perceptions of regulation may demonstrate that the Administrative Burden Reduction Programme's approach of making a large number of incremental improvements is not enough to make a visible difference for businesses. If the government is to achieve a significant change in business perceptions, the BRE and departments must therefore look to more strategic and structural reform. The BRE is seeking to achieve this through the wider regulatory reform agenda; the evidence from the survey shows that changing business perceptions remains a very significant challenge 	<p>Access the full report and the appendix</p>	
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<p>UNITED KING-DOM (continued)</p>	<p>The Benefits of Regulation: A public and business perceptions study October 2009</p>	<p><i>The interviewer showed specific showcards to respondents which contained information about regulations on health and safety at work, environmental standards, food hygiene and smoke free environments. The interviewer then asked the respondents some statements for each regulation.</i></p> <p>1. Thinking about [interviewer shows one of the four cards] regulation, to what extent do you agree or disagree with the following statements? - Regulation is a suitable way to address this problem - Me and my family have personally benefited from this regulation - This regulation has important benefits for wider society - This regulation puts a substantial burden on society - Overall, I think the benefits outweigh the burdens for this regulation</p> <p>2. And now, thinking about all kinds of Government regulations but not tax, to what extent do you agree or disagree with the following statement? - I benefit from regulation in my everyday life</p> <p><i>Possible answer choices for both questions:</i> - Strongly agree - Tend to agree - Neither agree nor disagree - Tend to disagree - Strongly disagree - Don't know.</p>	<ol style="list-style-type: none"> 1. All four regulatory areas tested in this phase attracted widespread approval, with more than two thirds of respondents agreeing with them. 2. Food hygiene attracted the highest level of approval across all five statements which tested opinion around the benefits to society, the individual and perceptions of burdens. 3. Though health and safety attracts high approval overall, it was the area that consistently attracted the least support and highest ambivalence. 4. Employed individuals are generally more in favour of regulation than the unemployed, particularly when it comes to smoke free environments and environmental standards. 5. Individuals raising children are more strongly in favour of regulation, especially when it comes to food hygiene, environmental standards and health and safety, suggesting that the protections afforded by regulation become more attractive to people once they form families. 6. Generally, no gender differences emerged from the survey, except that men were more likely to support the idea of health and safety regulation than women, seeing greater benefits to them personally and for society. This may tie into a higher concentration of men working in riskier workplaces where health and safety rules are more tangible. However, men were also more likely to feel that environmental standards put a burden on society. 7. Respondents in the South East were far less approving of regulation compared to other regions, suggesting a higher level of disenchantment and suspicion. Londoners, though exhibiting similarities to this group, tended to be slightly more approving. 8. Individuals in the North East, Wales and Scotland saw more benefits of regulation, to themselves and society, with those in the North East and Scotland consistently the most approving across all regulatory areas. 9. Young people, aged 15 – 24 were the most approving of regulation, though support dipped on the smoking ban. A sentiment may exist in this age group that they had not been adequately protected by society; alternatively, the older individuals get, the more cynical they become about the regulatory system. However, this age group also demonstrated the highest level of inadequate knowledge of regulation, and exceptions do exist: elderly people, perhaps influenced by higher concerns for their health, were the most supportive of smoking regulation. 10. Those at the top of society and those in most need of social care appeared to be the most approving of regulation. Individuals in social grades AB (High managerial, director positions) were the most supportive of regulation across the board, while those in grade DE (semi and unskilled workers, to individuals on state benefit) often supported the same, except on smoking regulation. In general, individuals in group C1 (supervisory roles, junior management roles) tended to be the most disaffected by regulation. 	<p>Access full report</p>	
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