

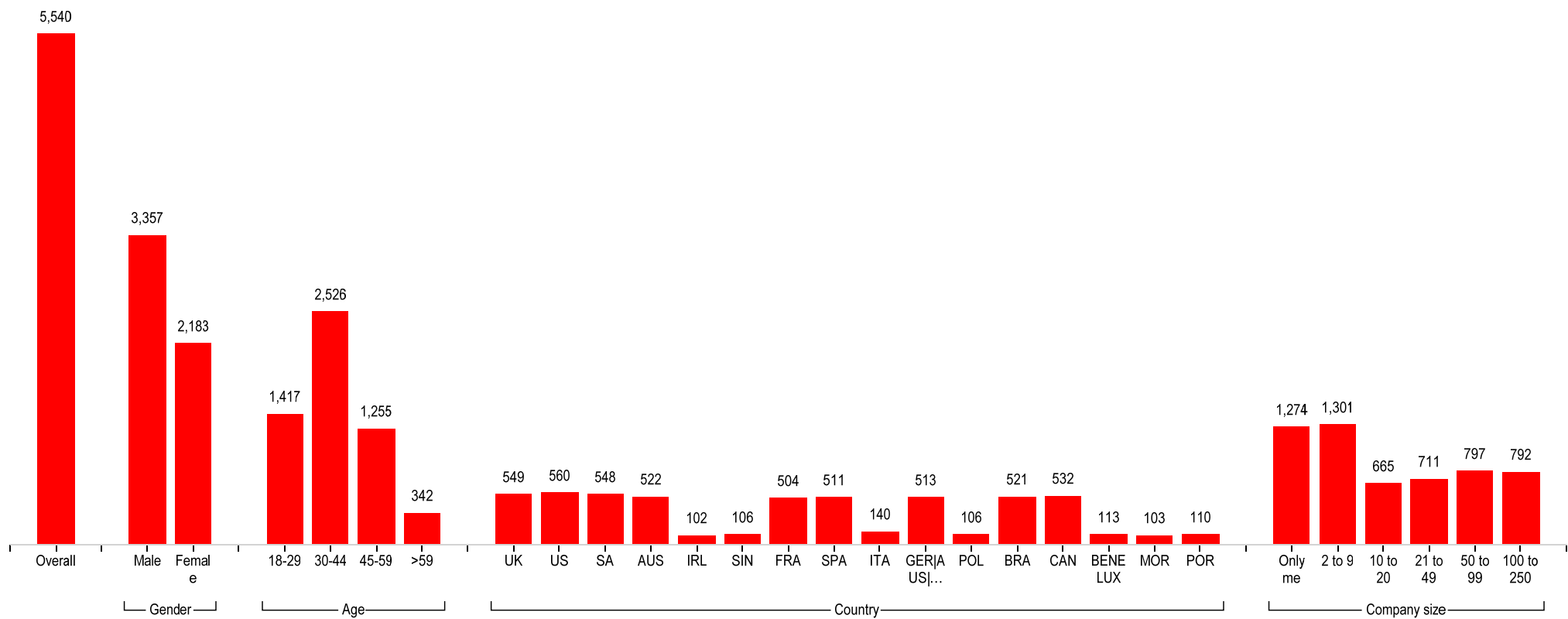


# BTE1603 – Sage SME BDM – All Markets

November 2016



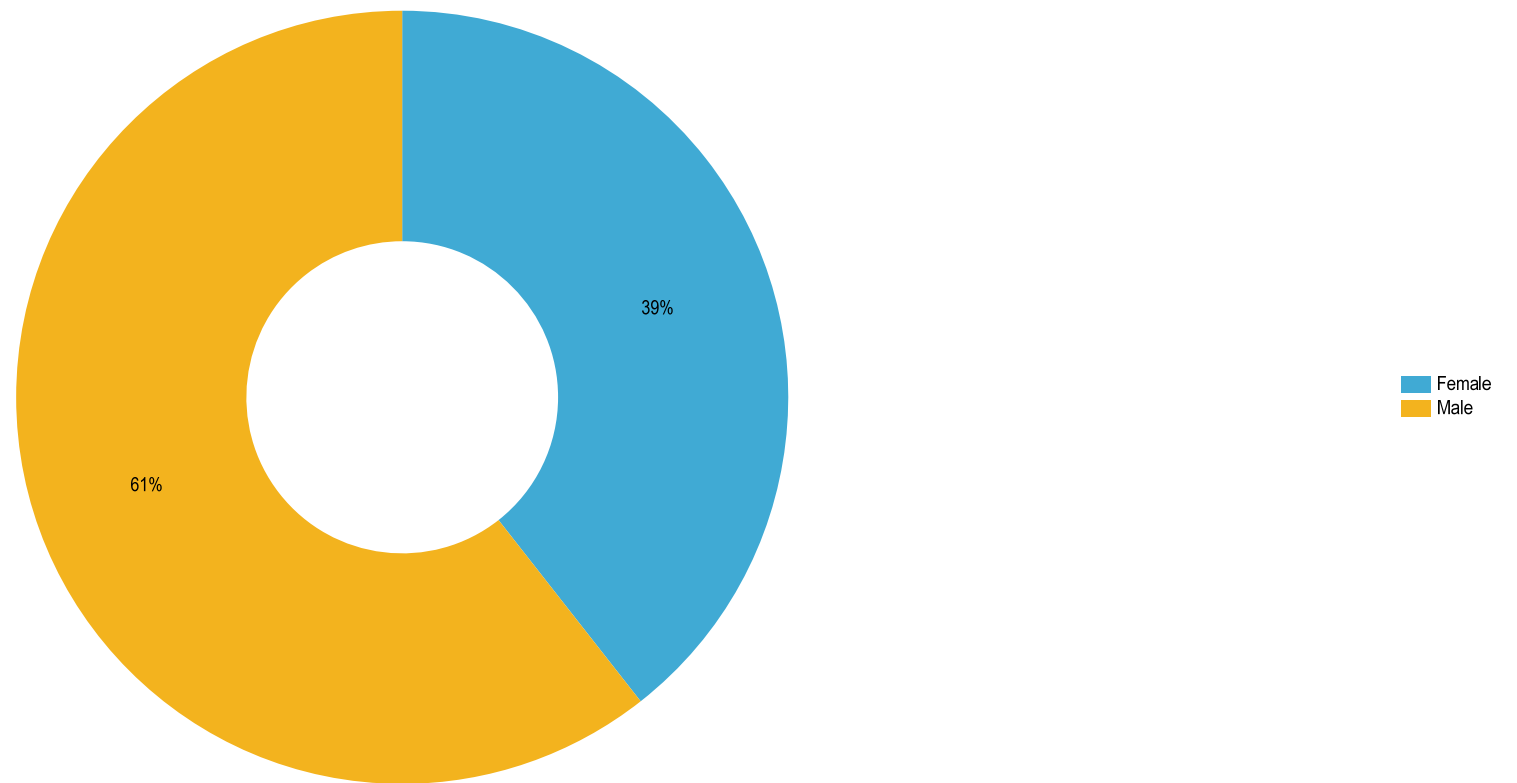
# Sample details



(N=5,540)

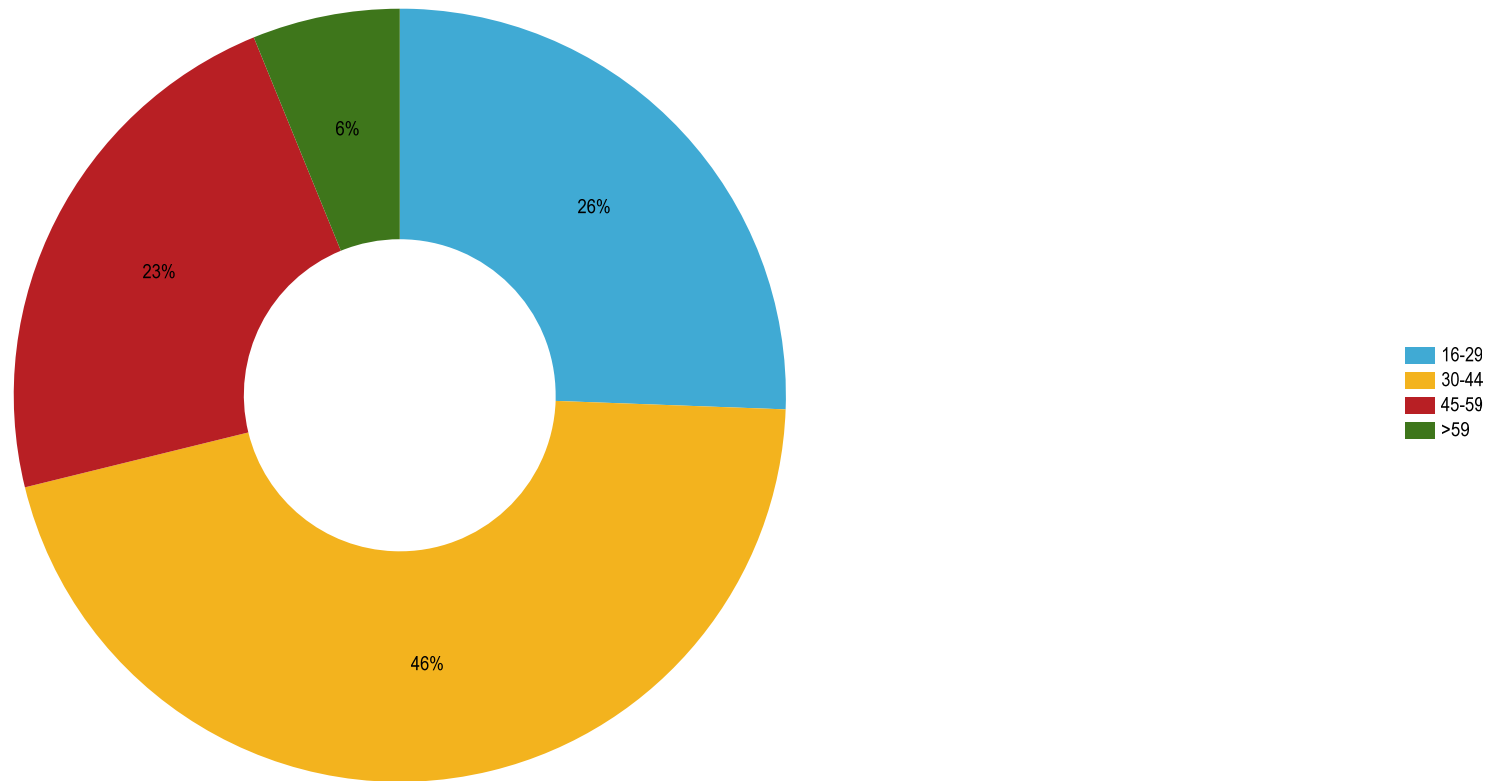
# Gender

Are you male or female?



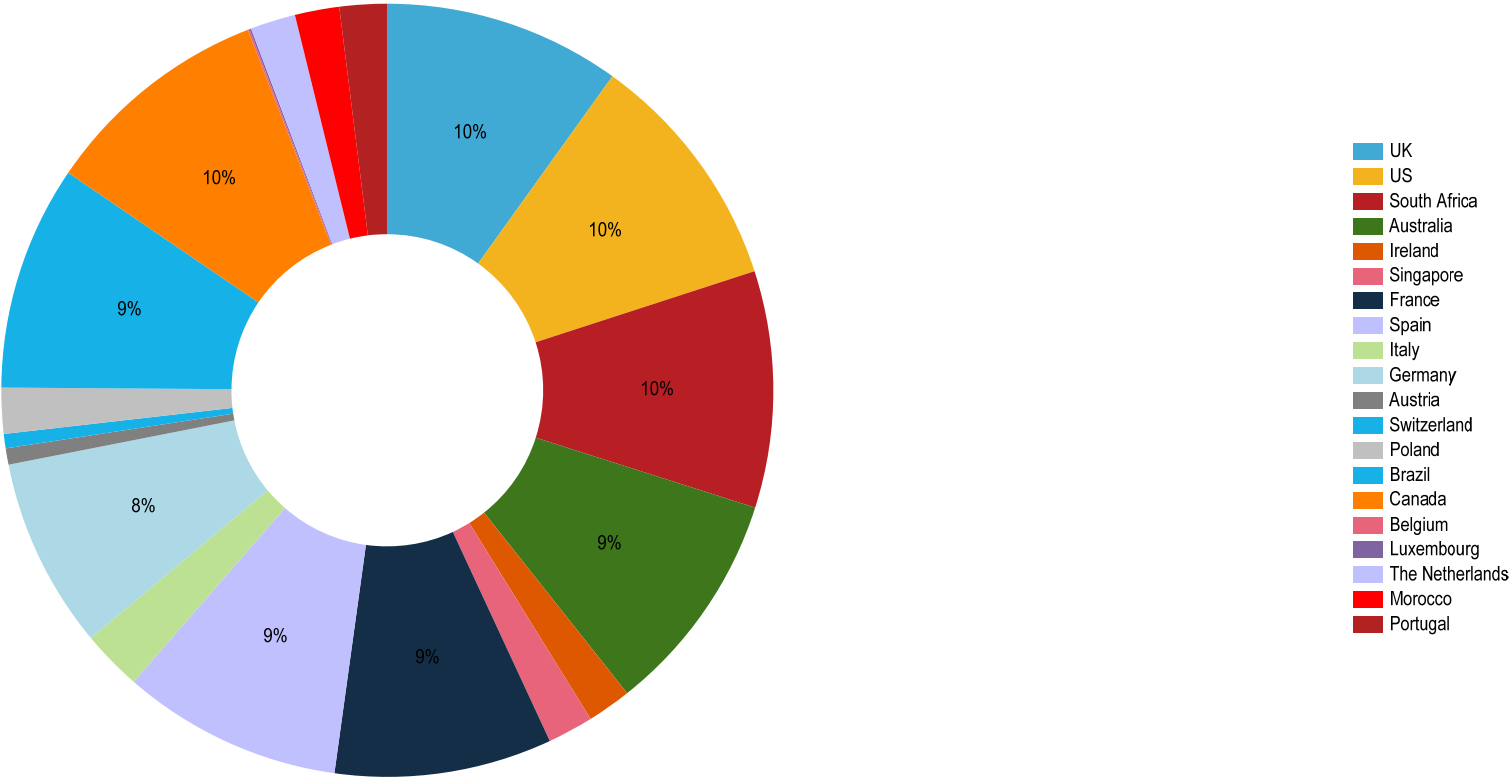
# Age

How old are you?



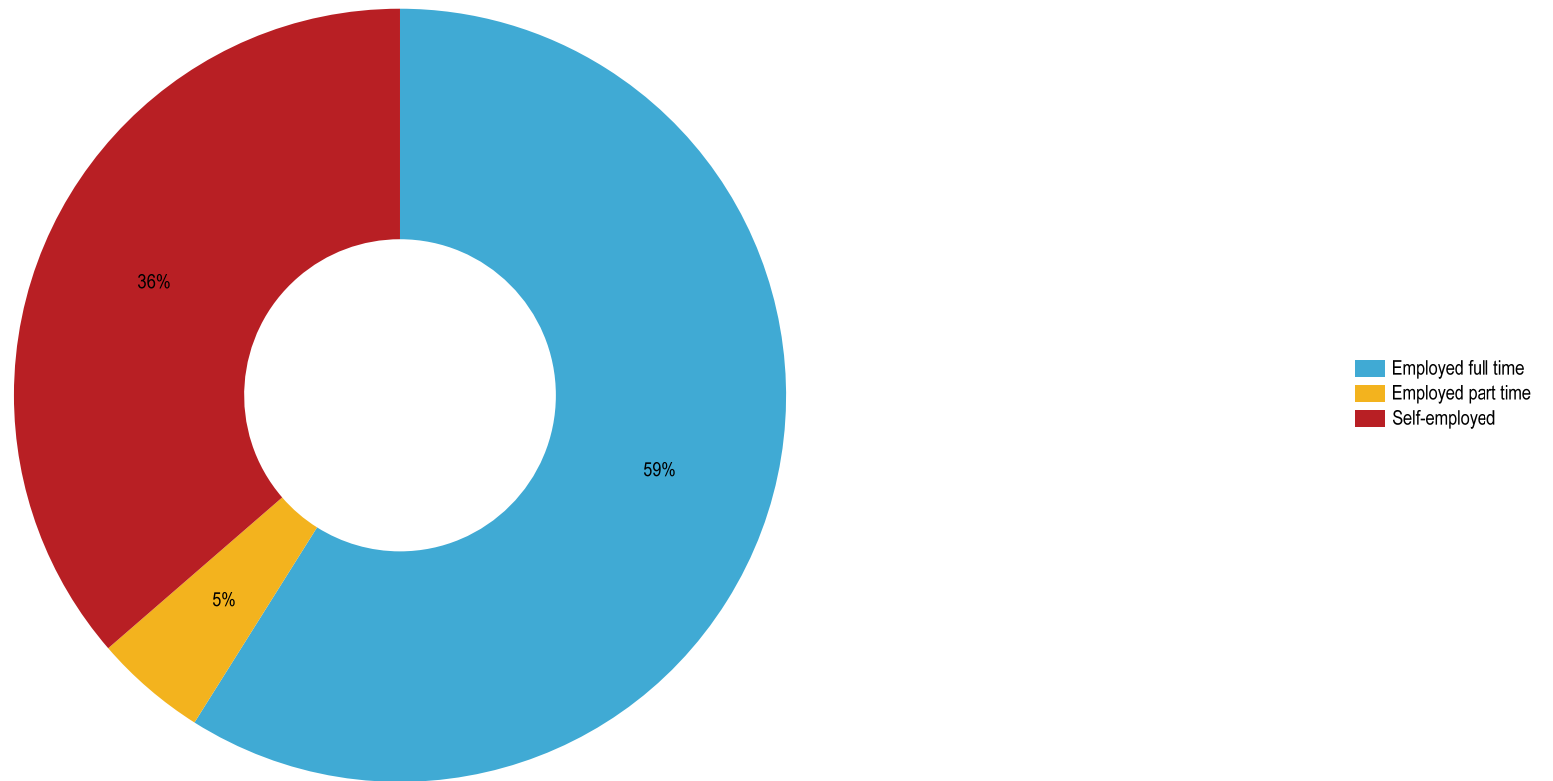
# Country

Which of the below countries do you currently reside in?



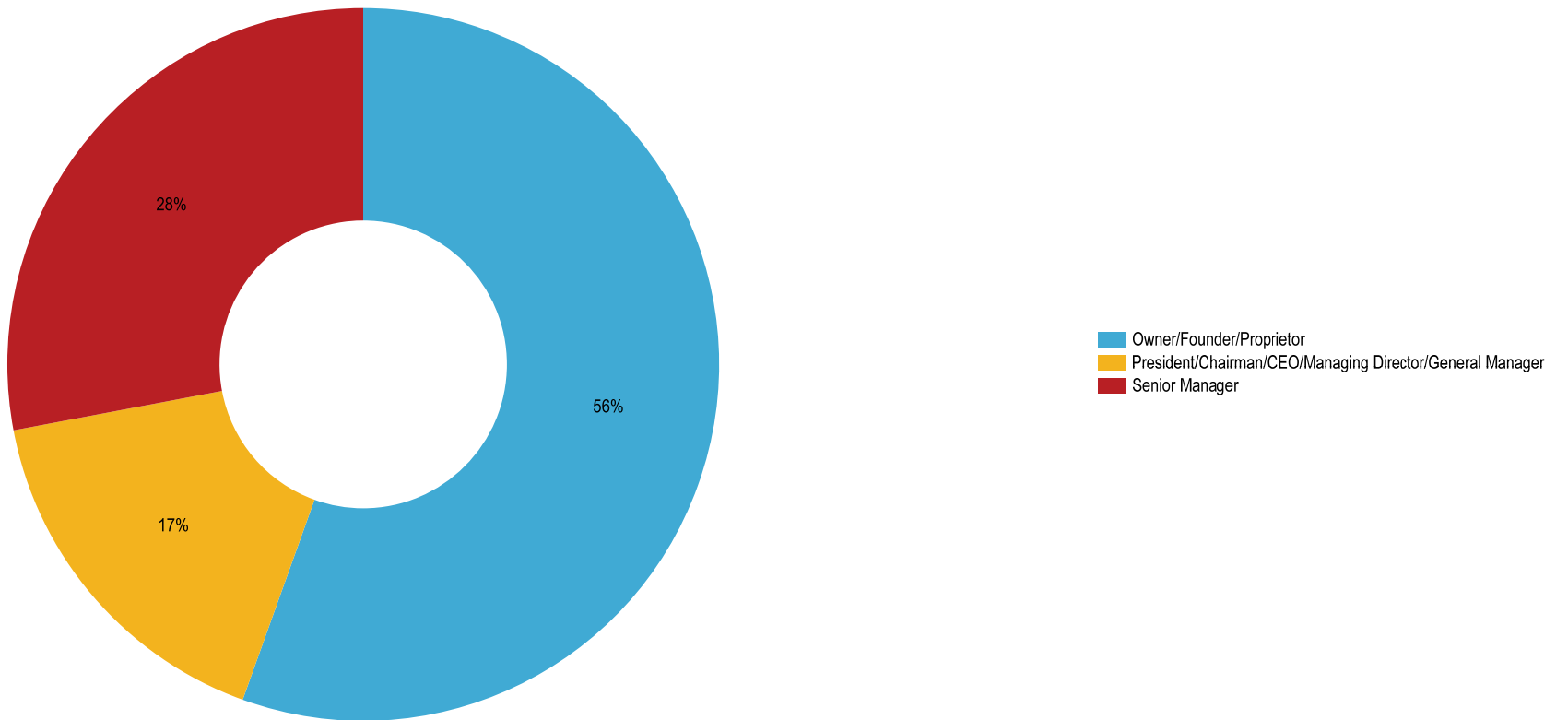
# Occupation

Please indicate which one of the following best describes your current occupation?



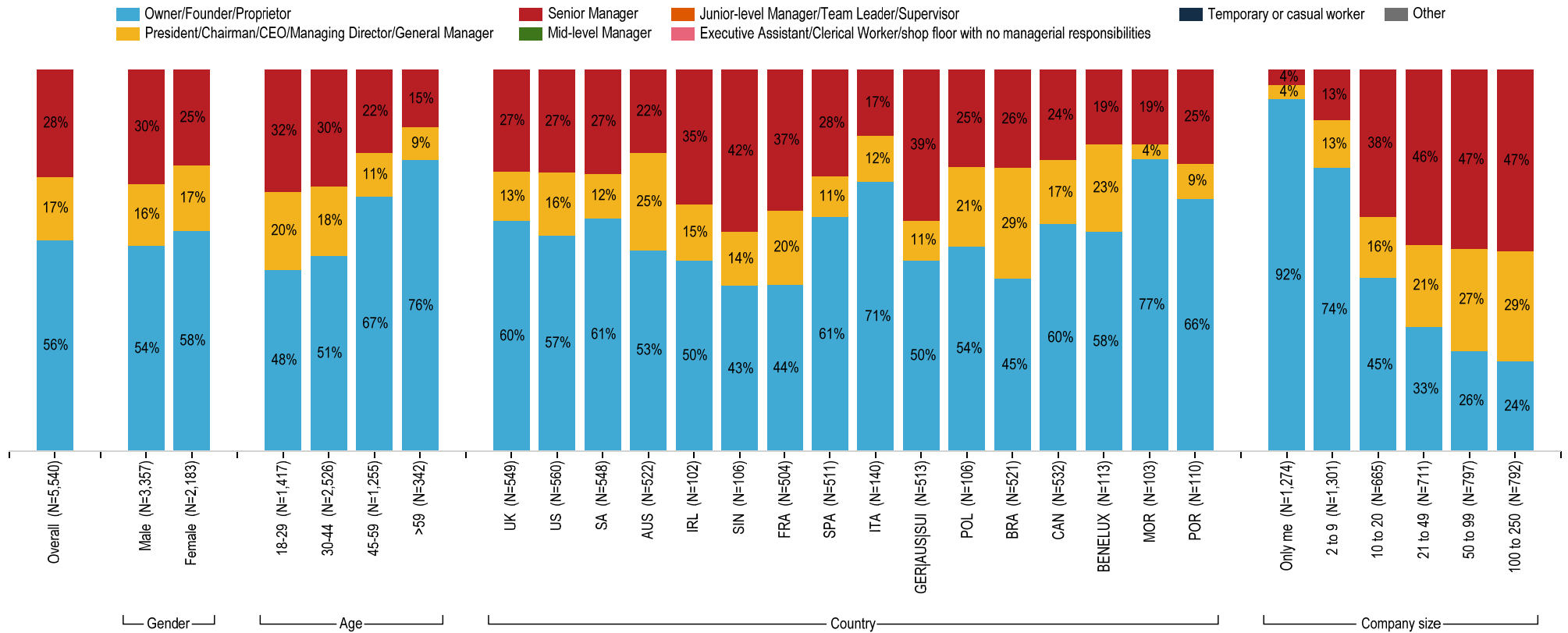
# Q1a

Which of the following best describes your position in the company?



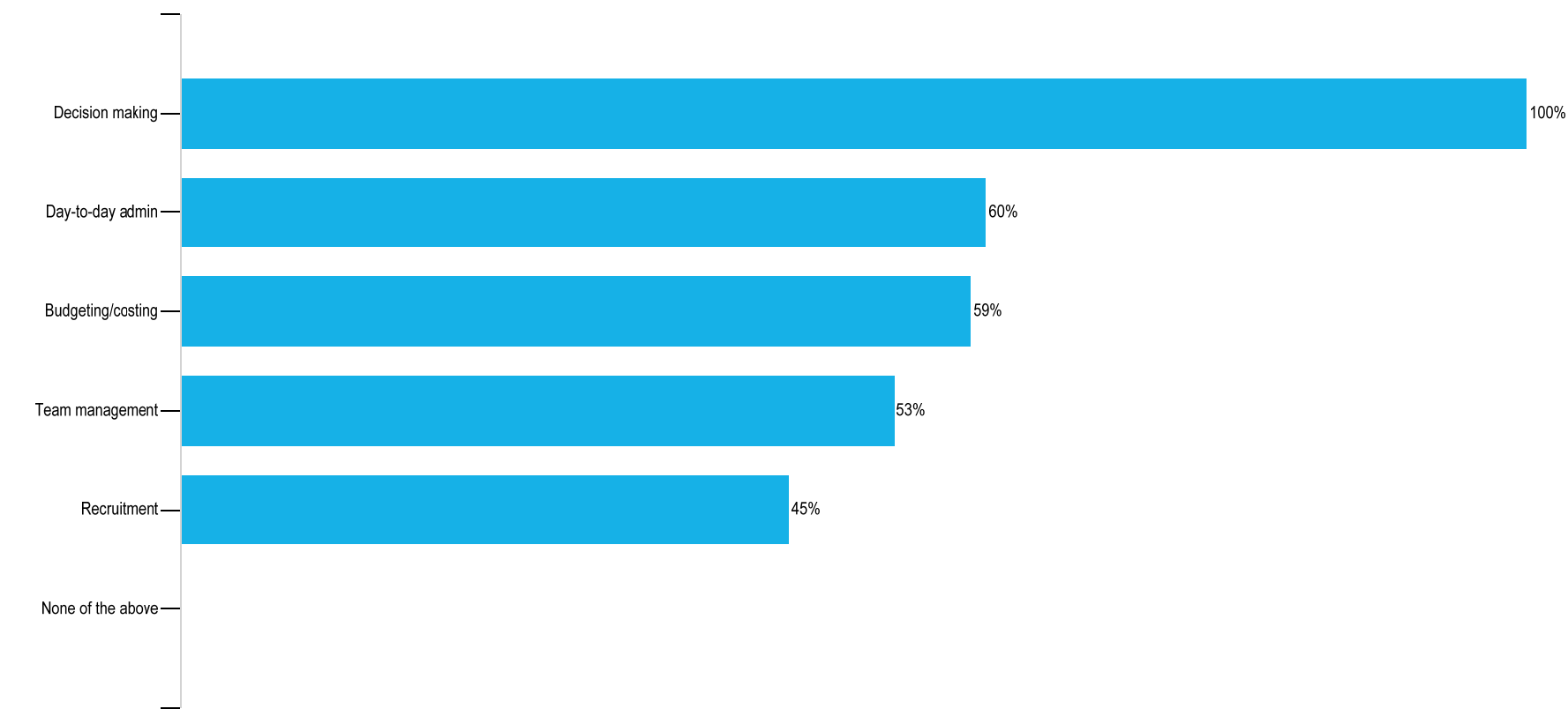
# Q1a

Which of the following best describes your position in the company?



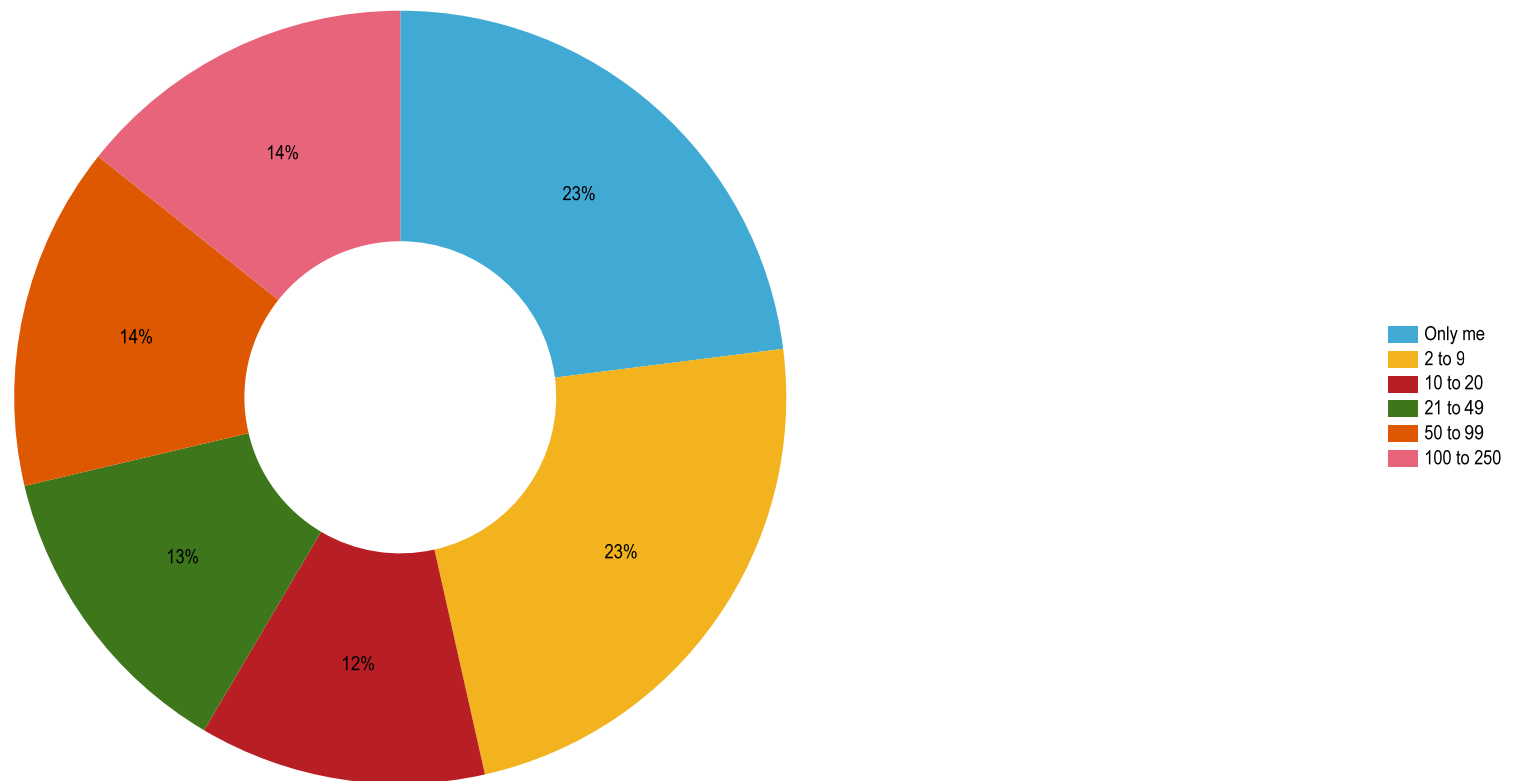
# Q1b

Which of the following is included in your job role?



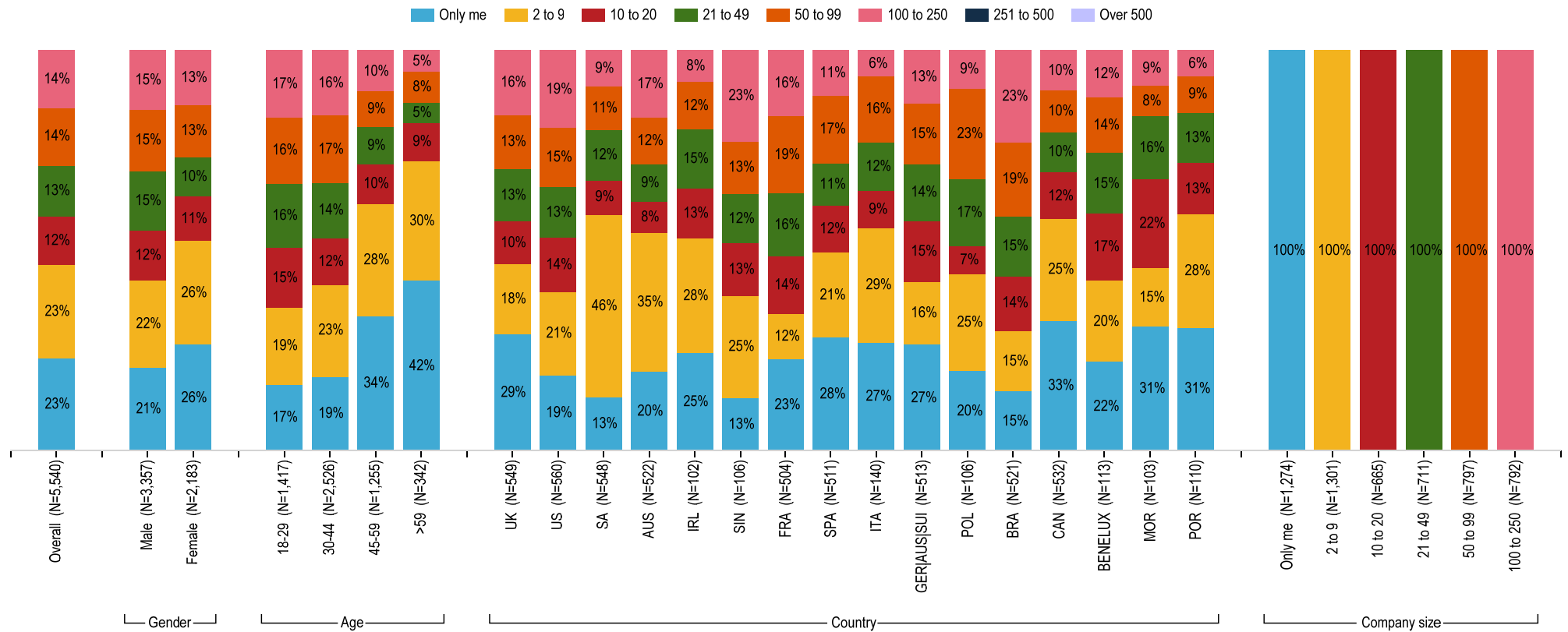
# Q2

Including yourself, approximately how many full-time employees are employed by your organisation?



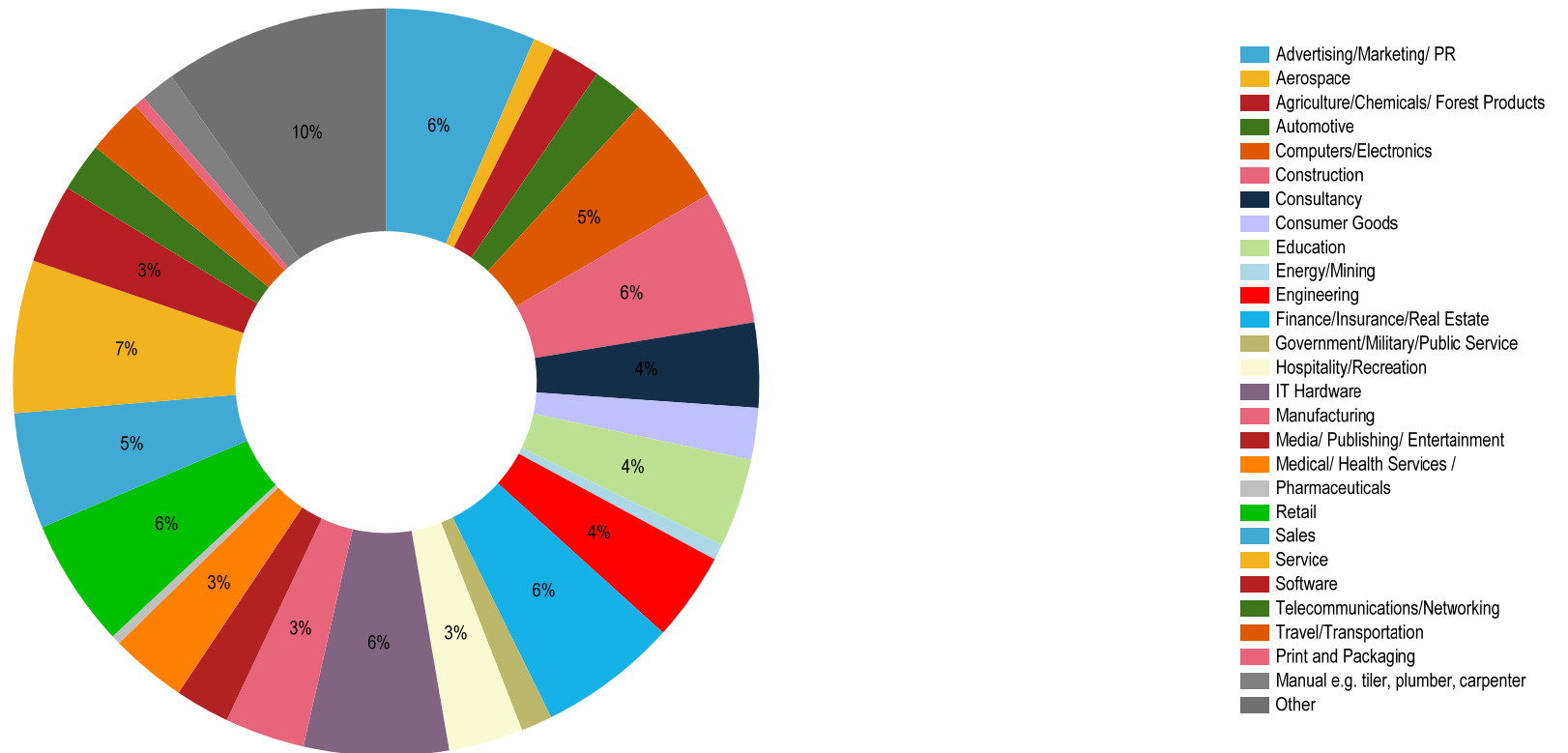
# Q2

Including yourself, approximately how many full-time employees are employed by your organisation?



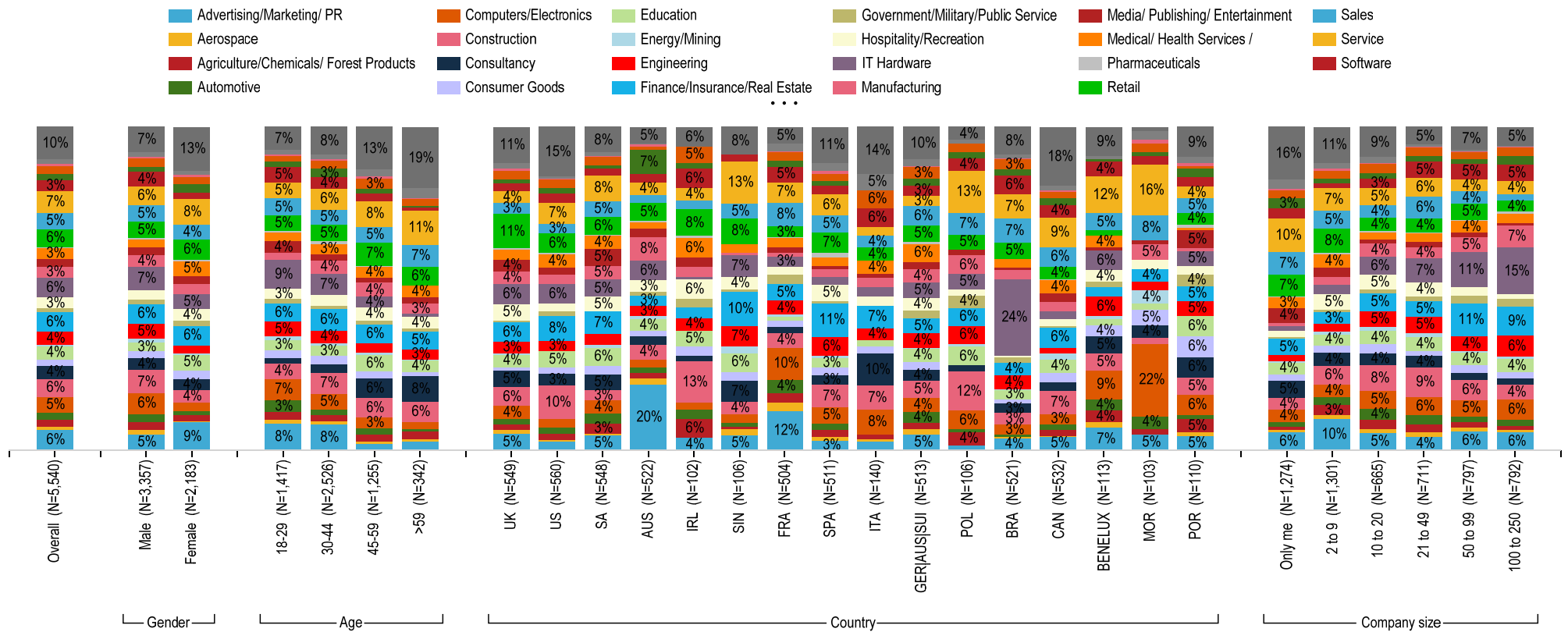
# Q3

What industry does your organisation operate in?



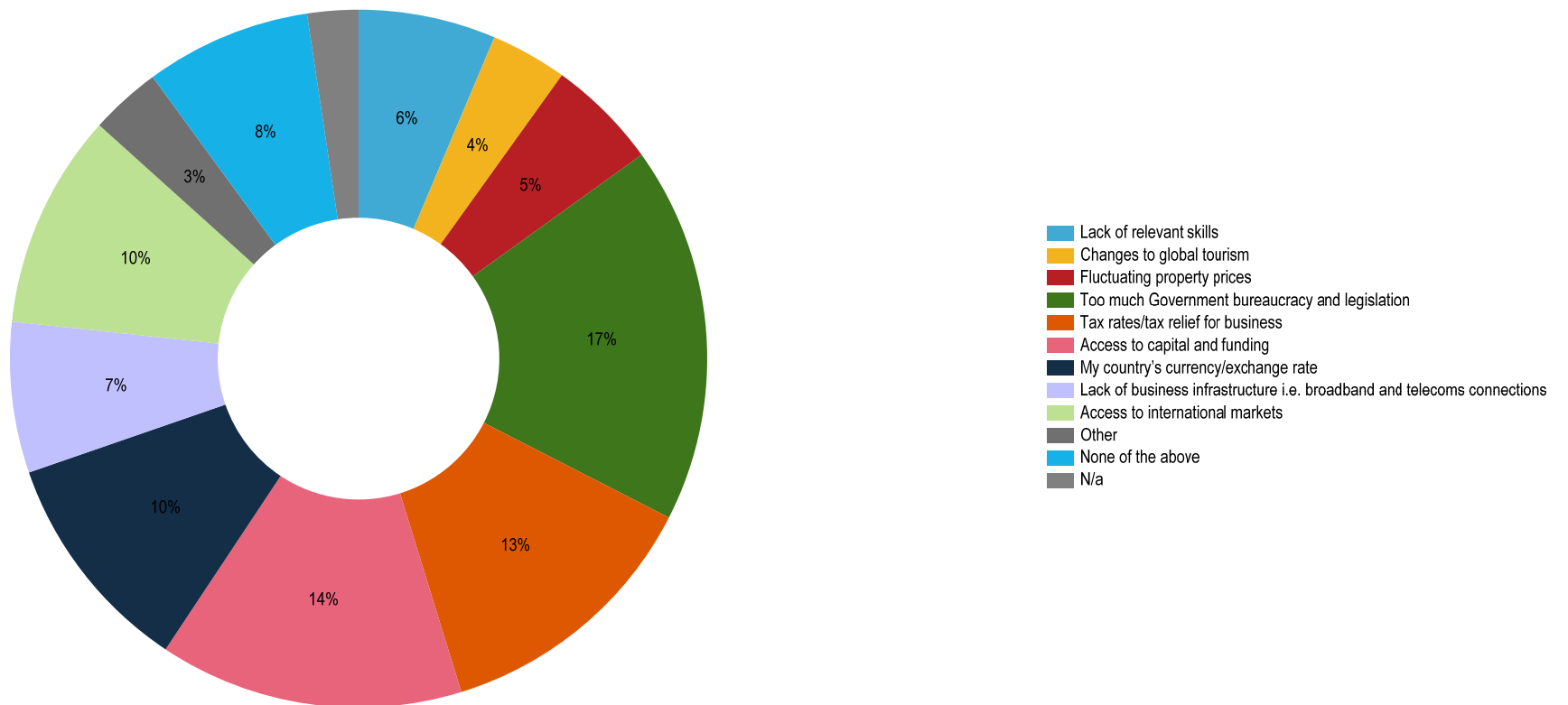
# Q3

What industry does your organisation operate in?



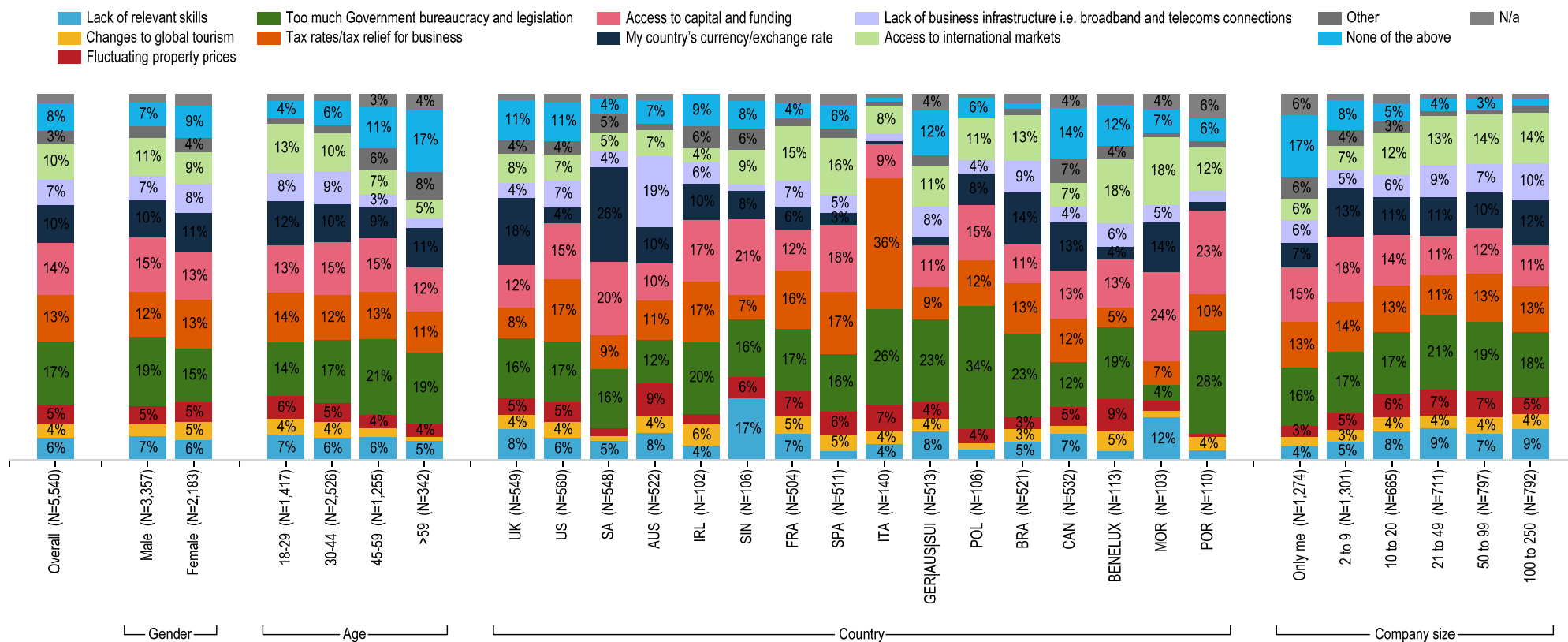
# Q4

Which of the following, if any, do you think will create the biggest challenge for your business in 2017?

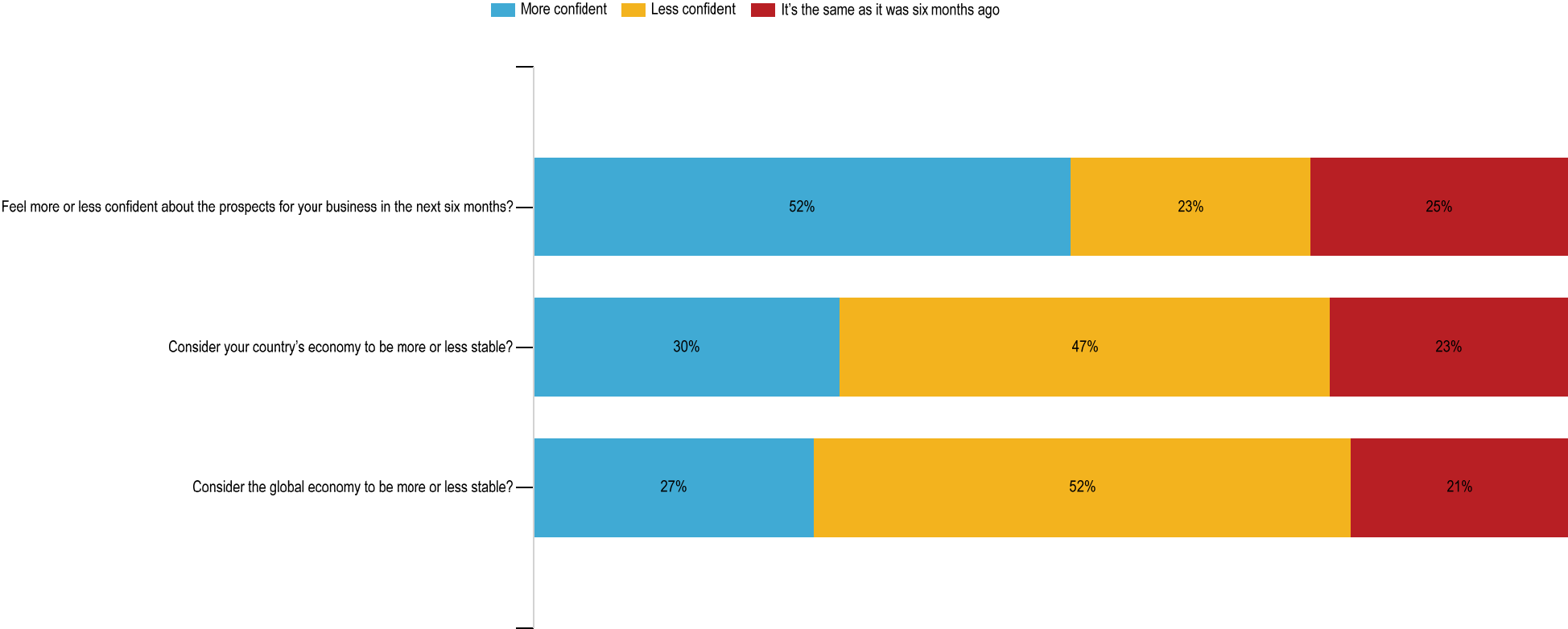


# Q4

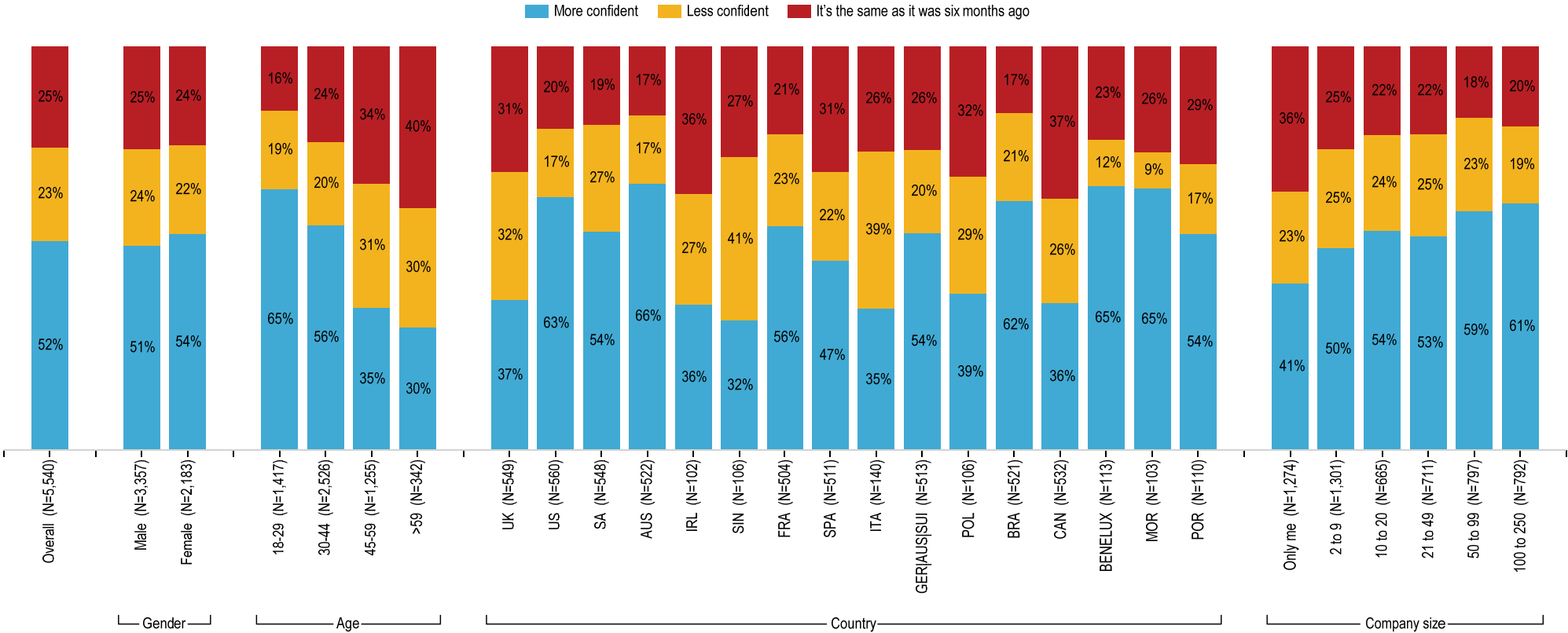
Which of the following, if any, do you think will create the biggest challenge for your business in 2017?



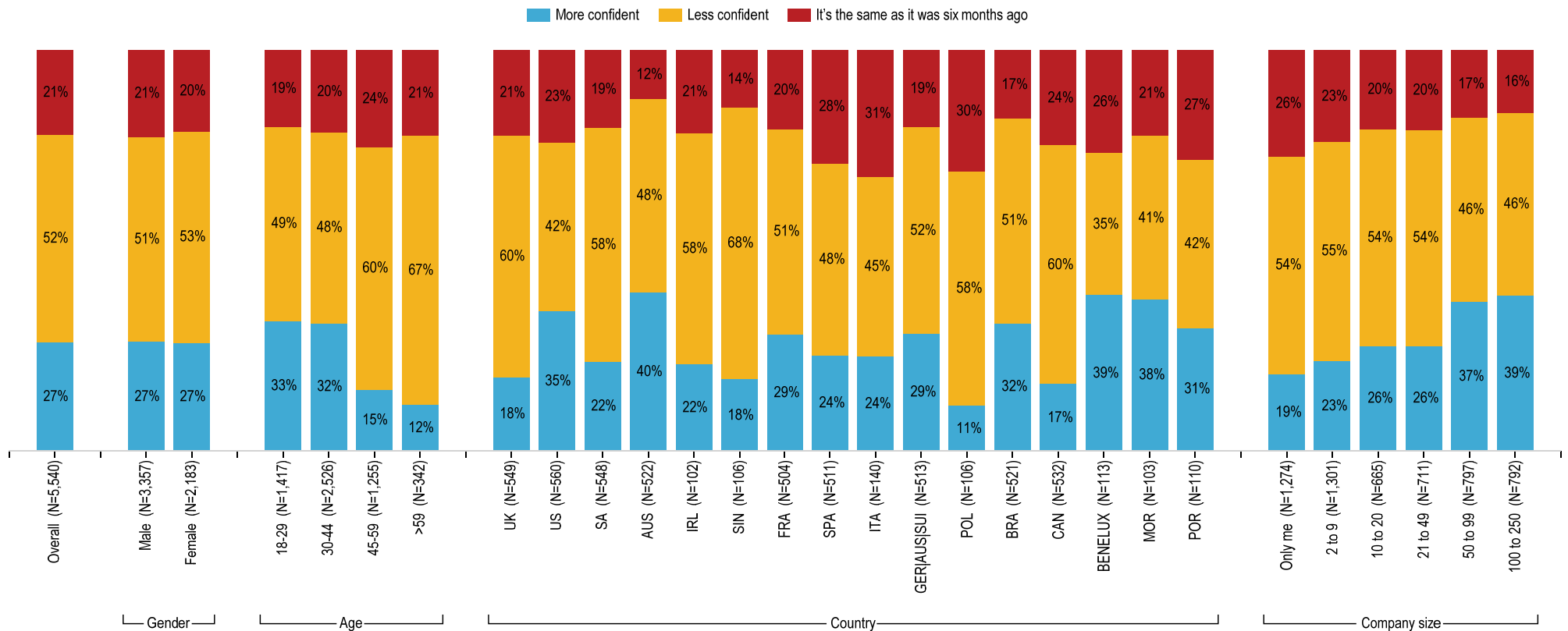
# Q5



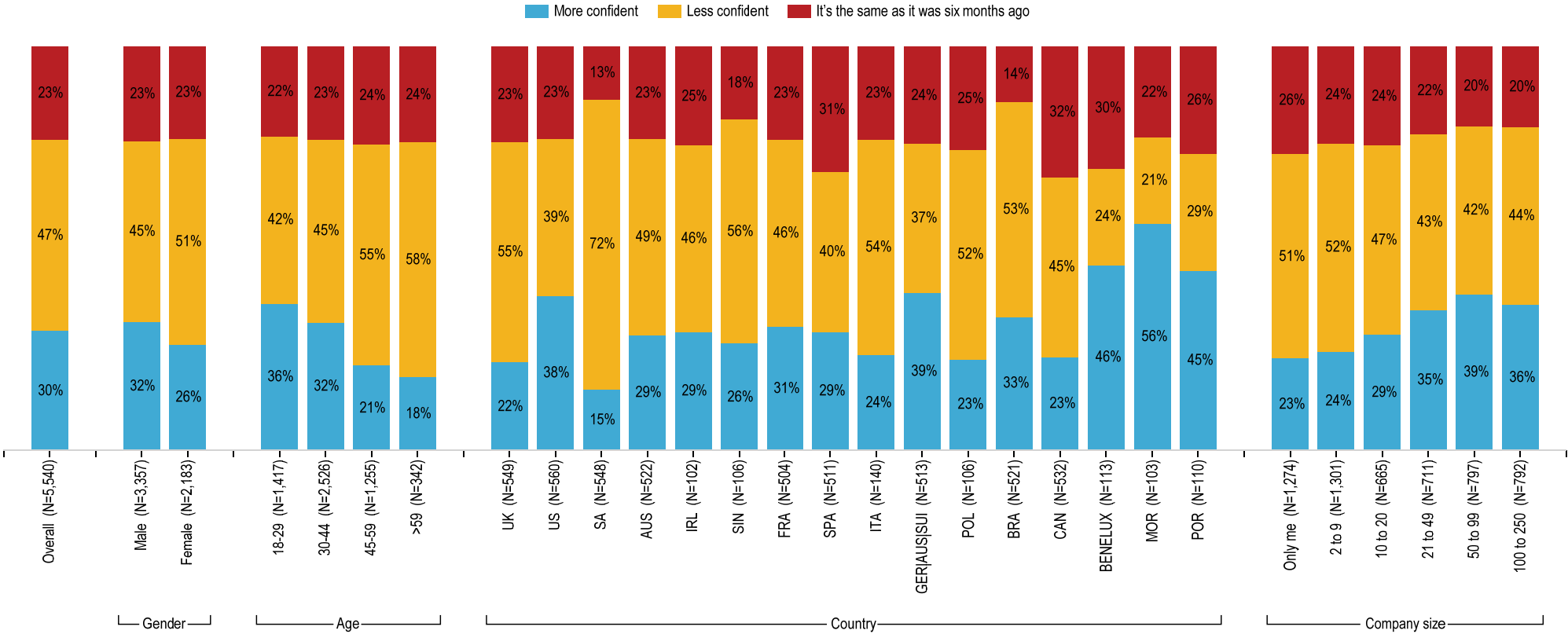
# Q5: Feel more or less confident about the prospects for your business in the next six months?



# Q5: Consider the global economy to be more or less stable?

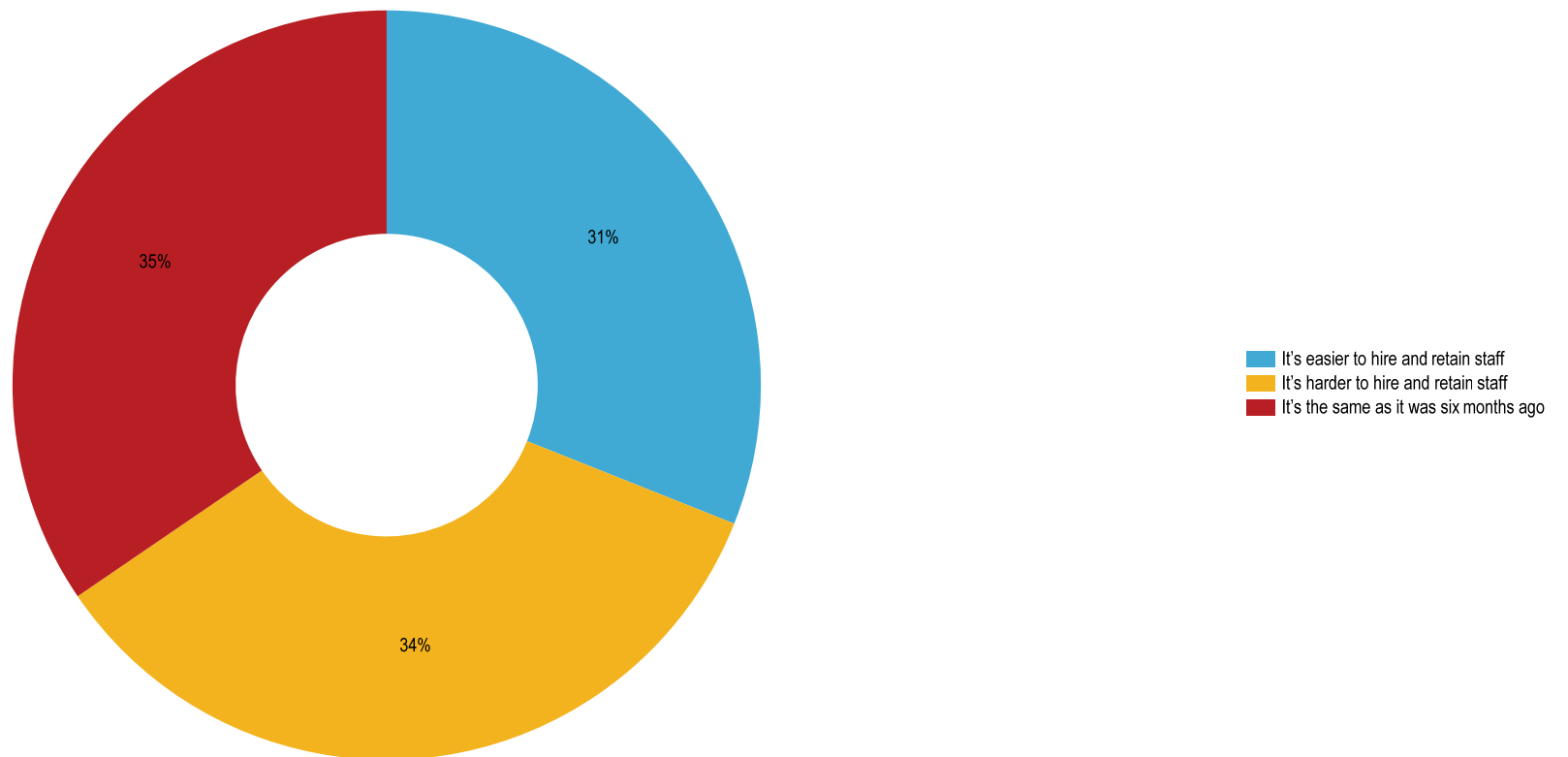


# Q5: Consider your country's economy to be more or less stable?



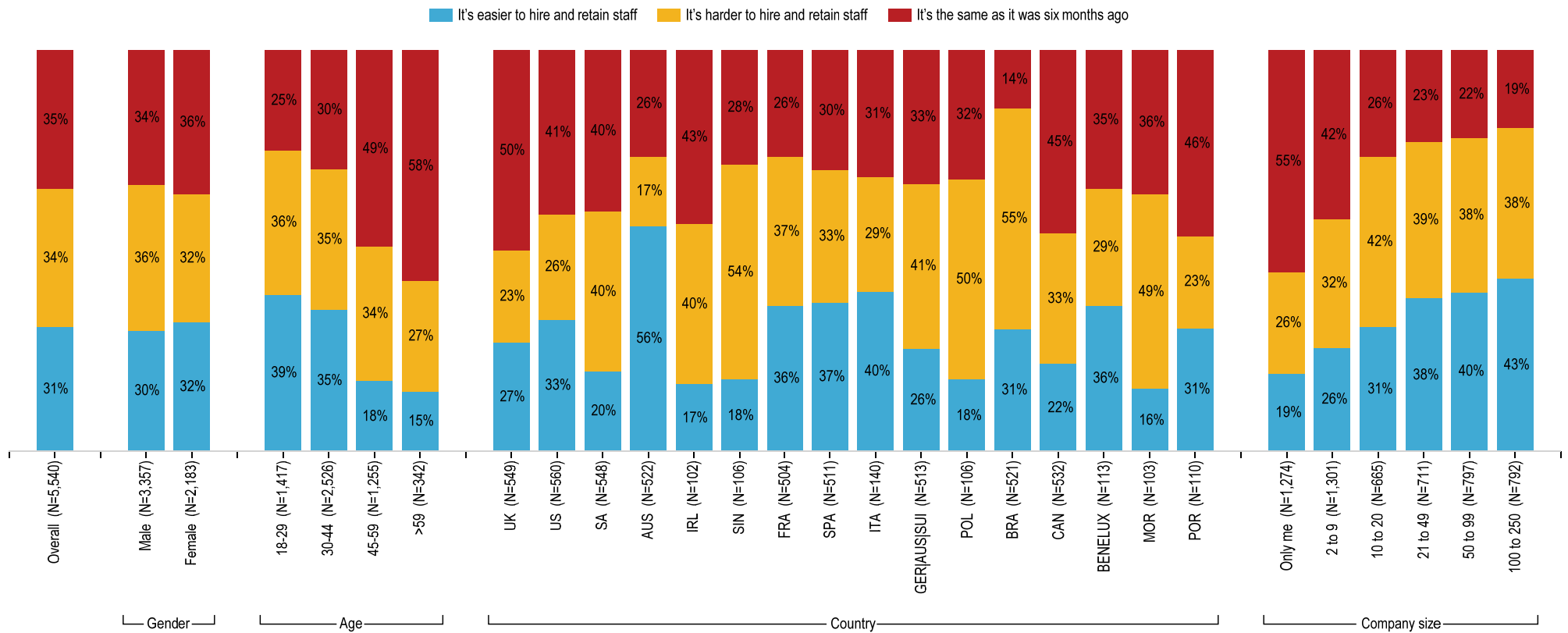
## Q6

And again compared to six months ago, do you feel that it is easier or more difficult to hire and retain staff?

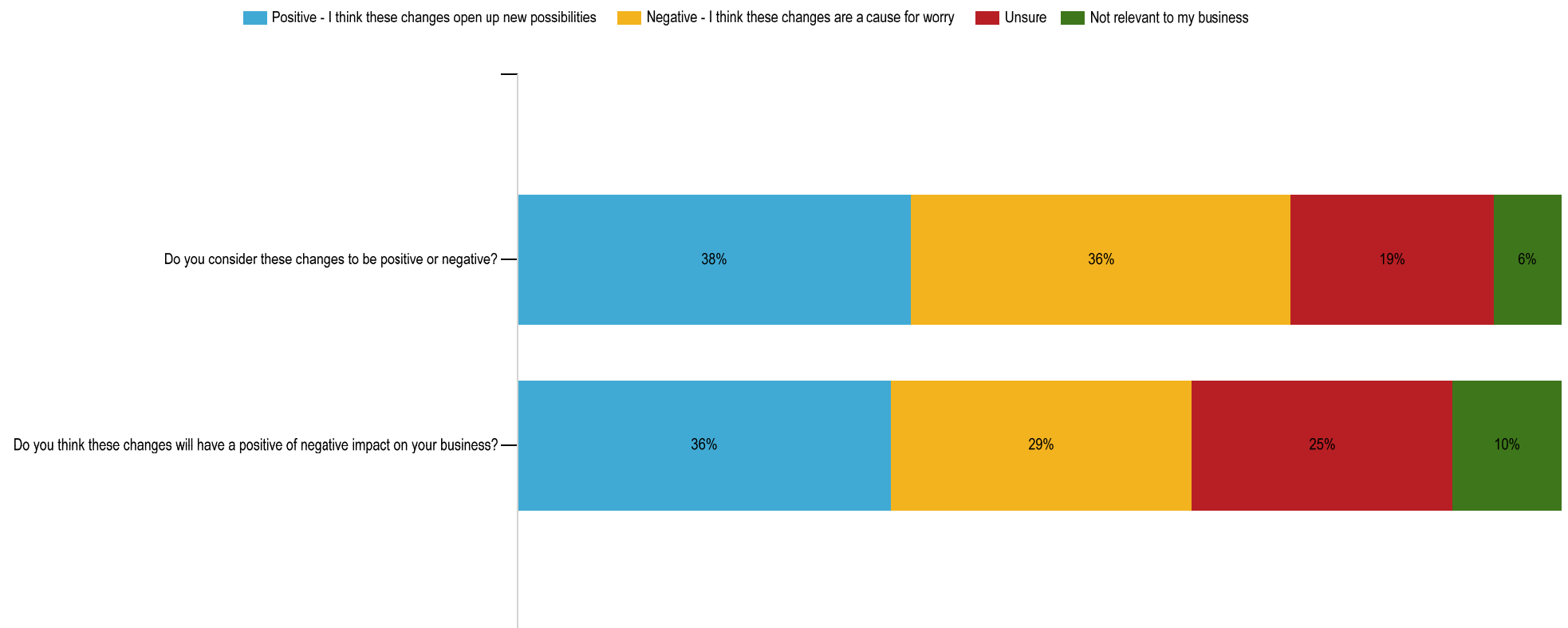


# Q6

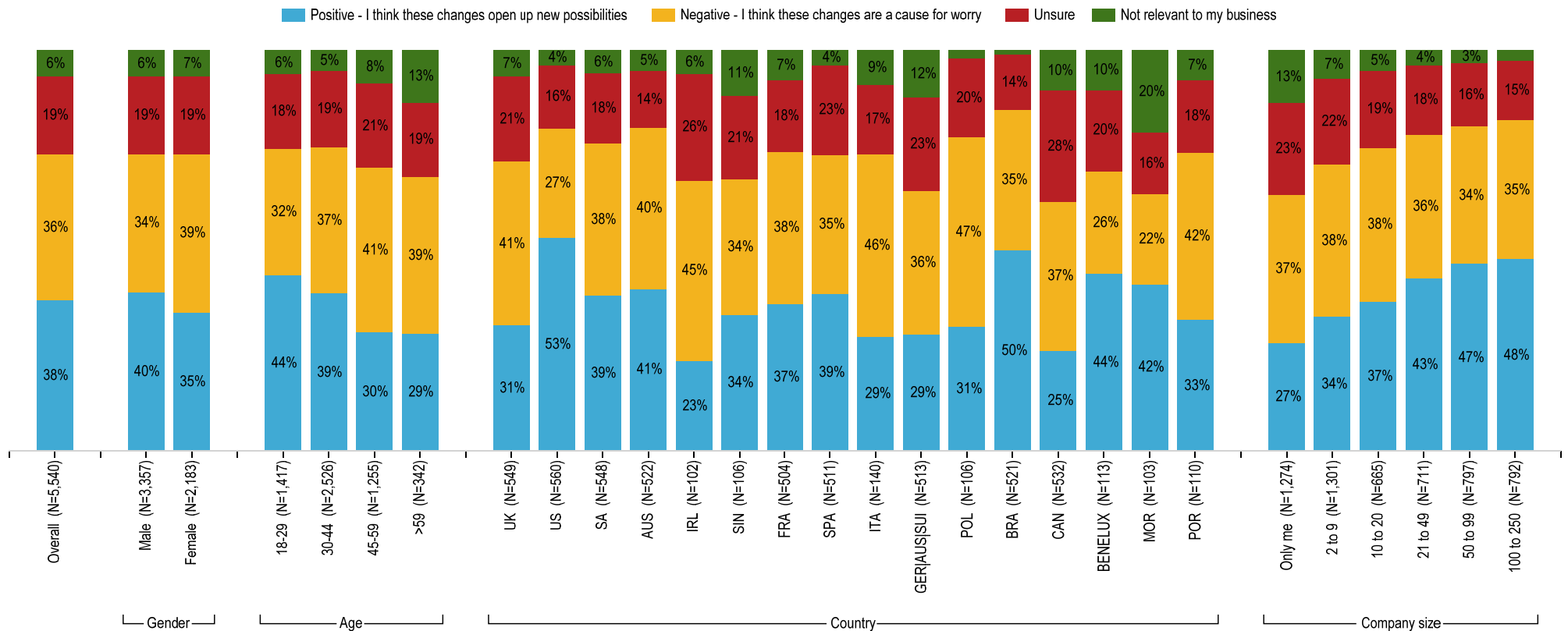
And again compared to six months ago, do you feel that it is easier or more difficult to hire and retain staff?



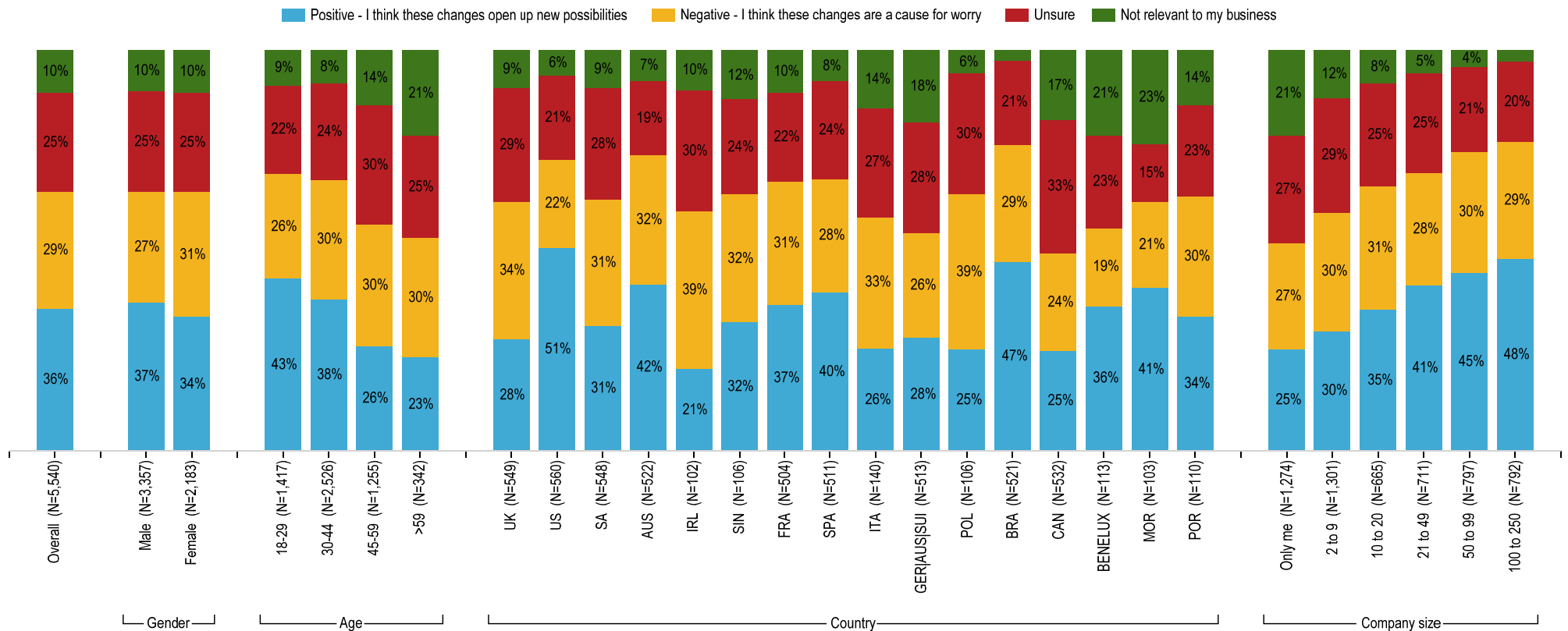
# Q7



# Q7: Do you consider these changes to be positive or negative?

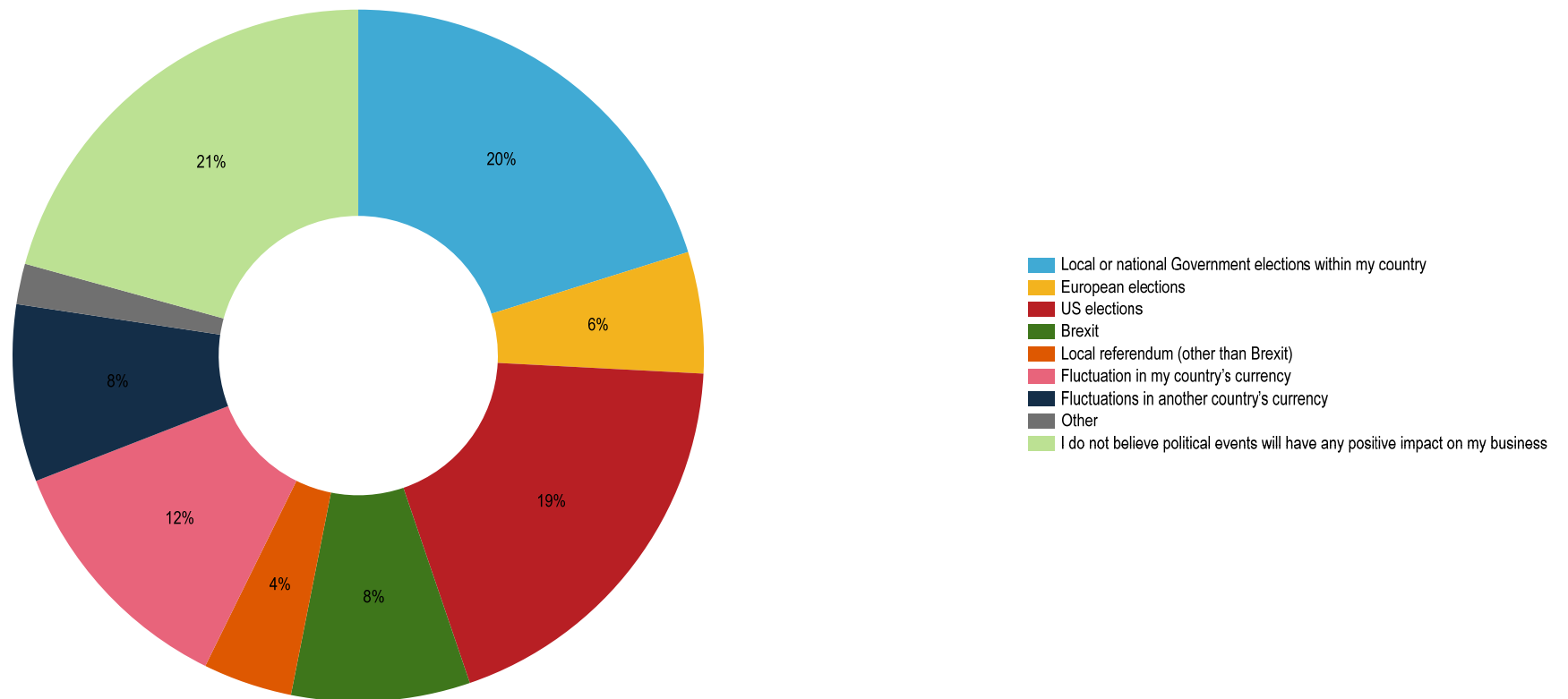


# Q7: Do you think these changes will have a positive or negative impact on your business?



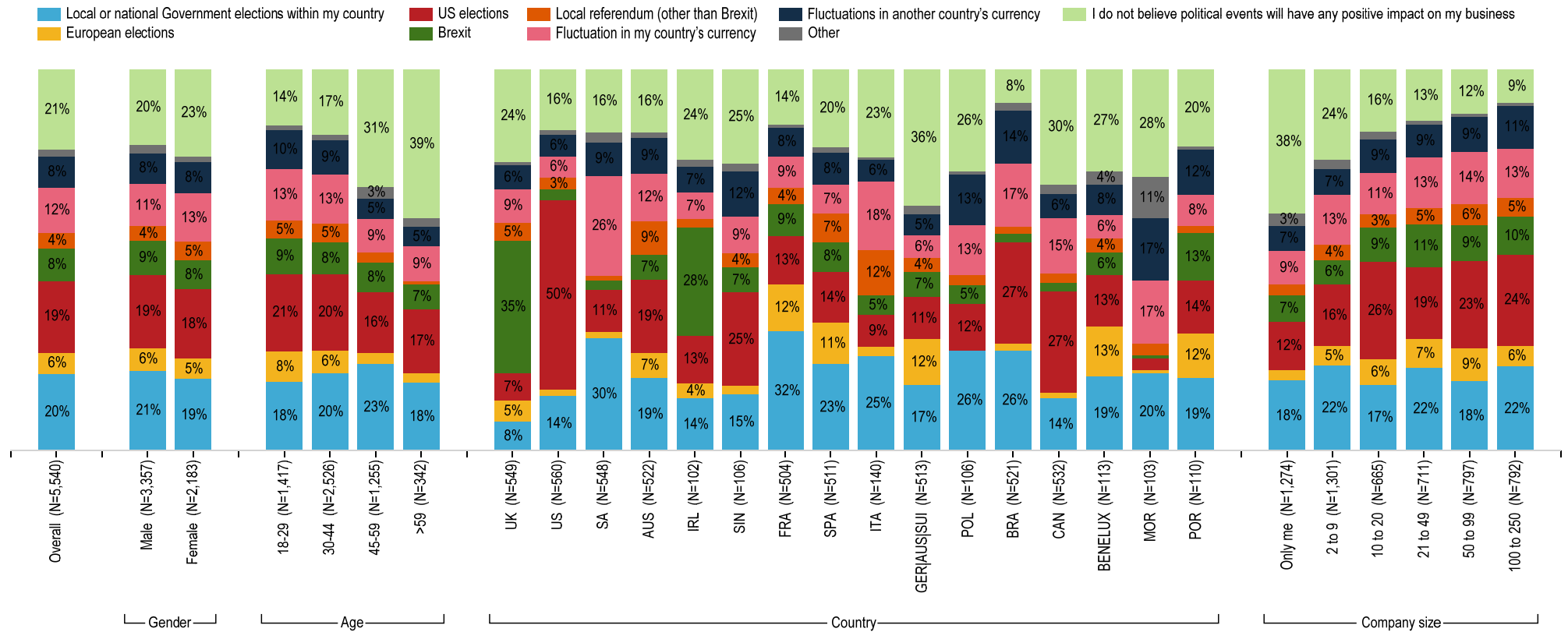
## Q8a

Which political event do you think will have the most positive impact on your business?



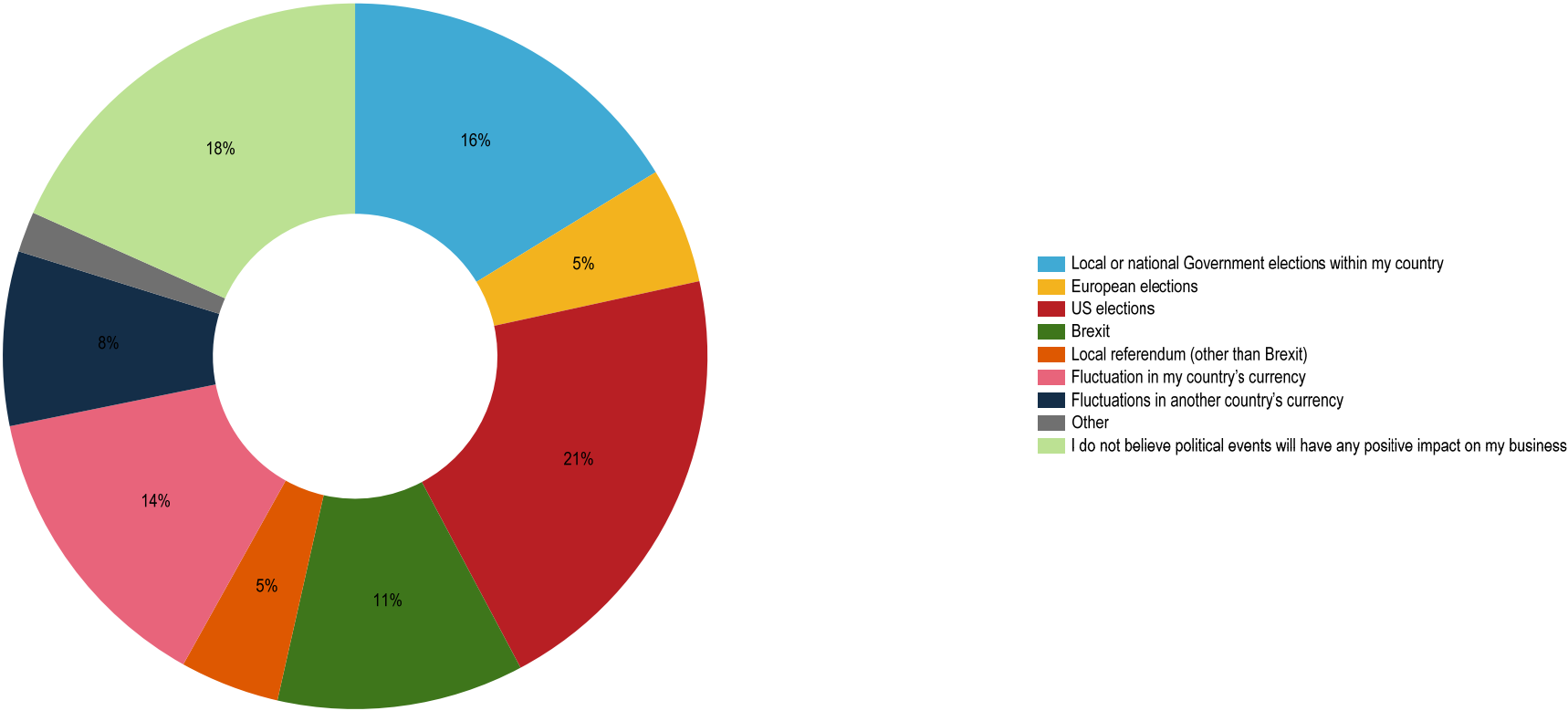
# Q8a

Which political event do you think will have the most positive impact on your business?



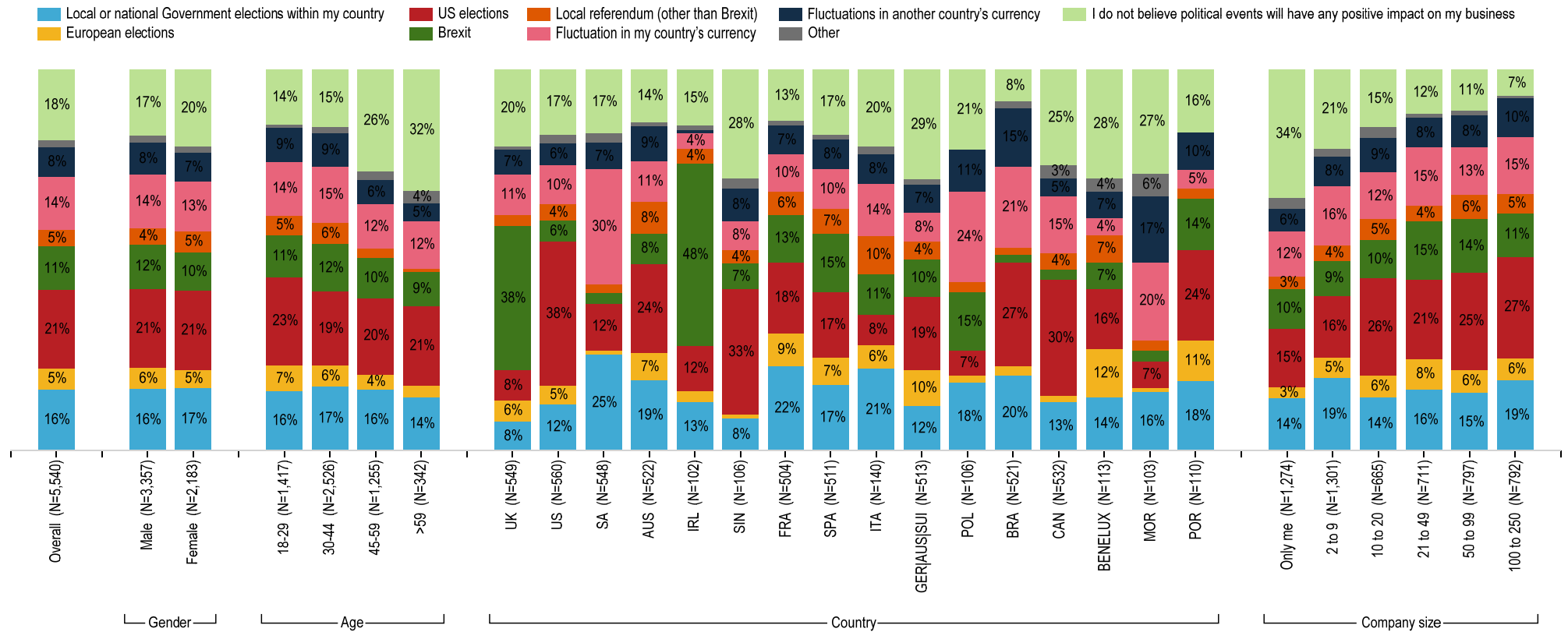
# Q8b

Which political event do you think will have the most negative impact on your business ?



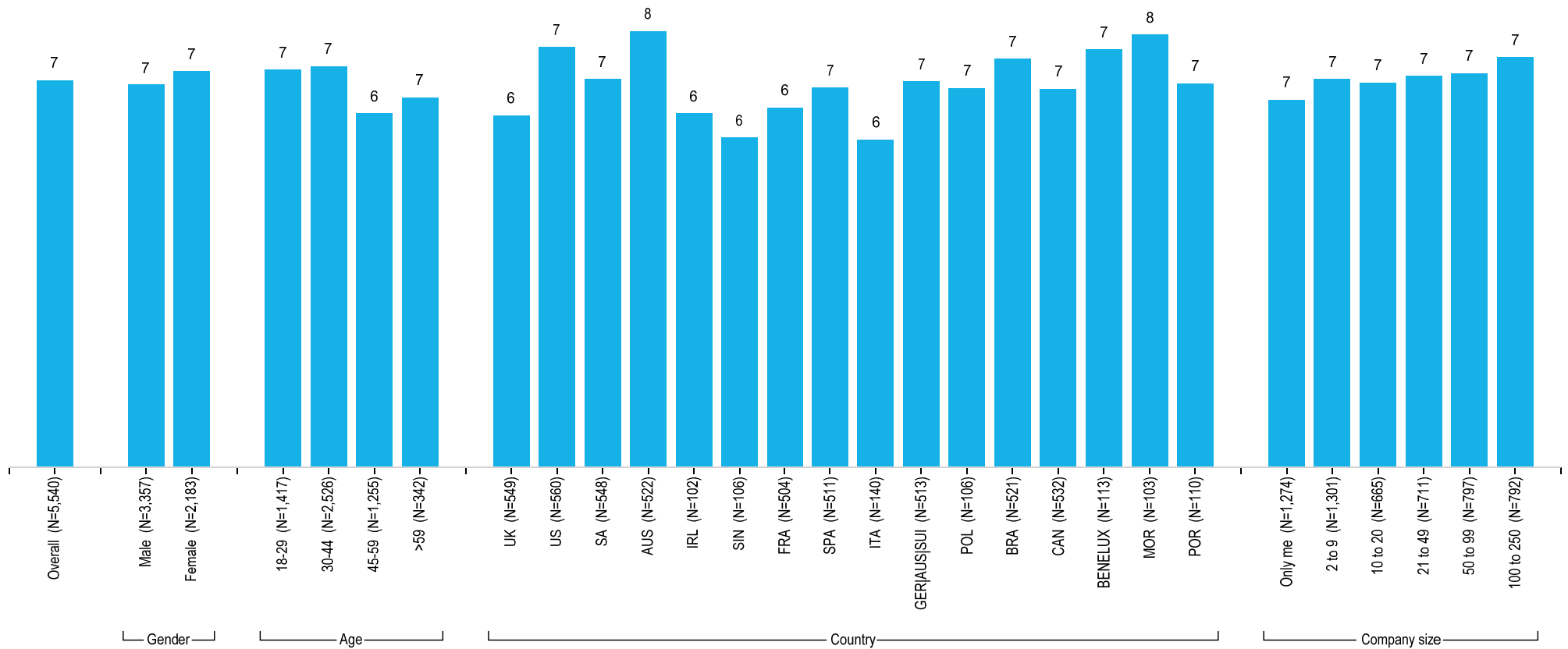
# Q8b

Which political event do you think will have the most negative impact on your business ?



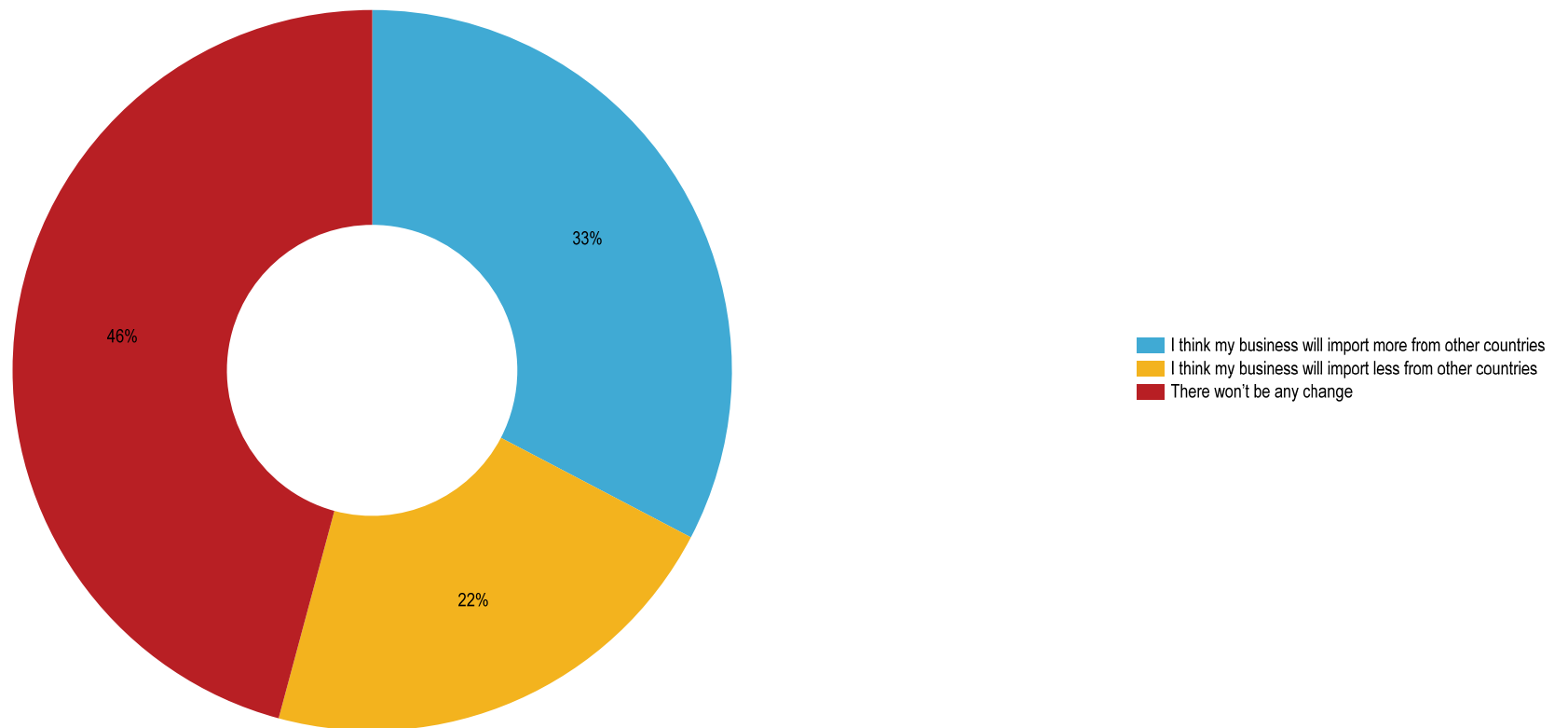
# Q9

How positive do you feel on a scale of 1-10 (with 1 being the least positive and 10 being the most) when you think about your business in 2017?



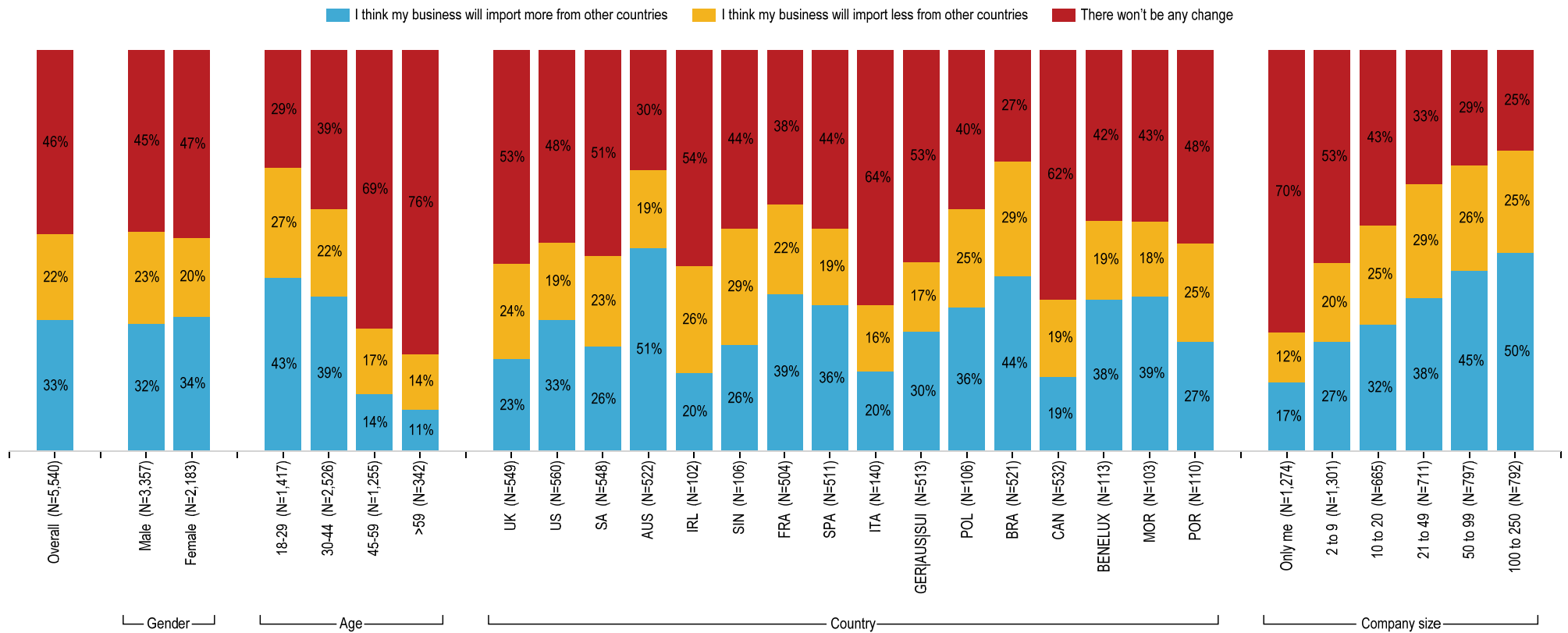
# Q10

Do you think your business will import more or less from other countries during 2017?



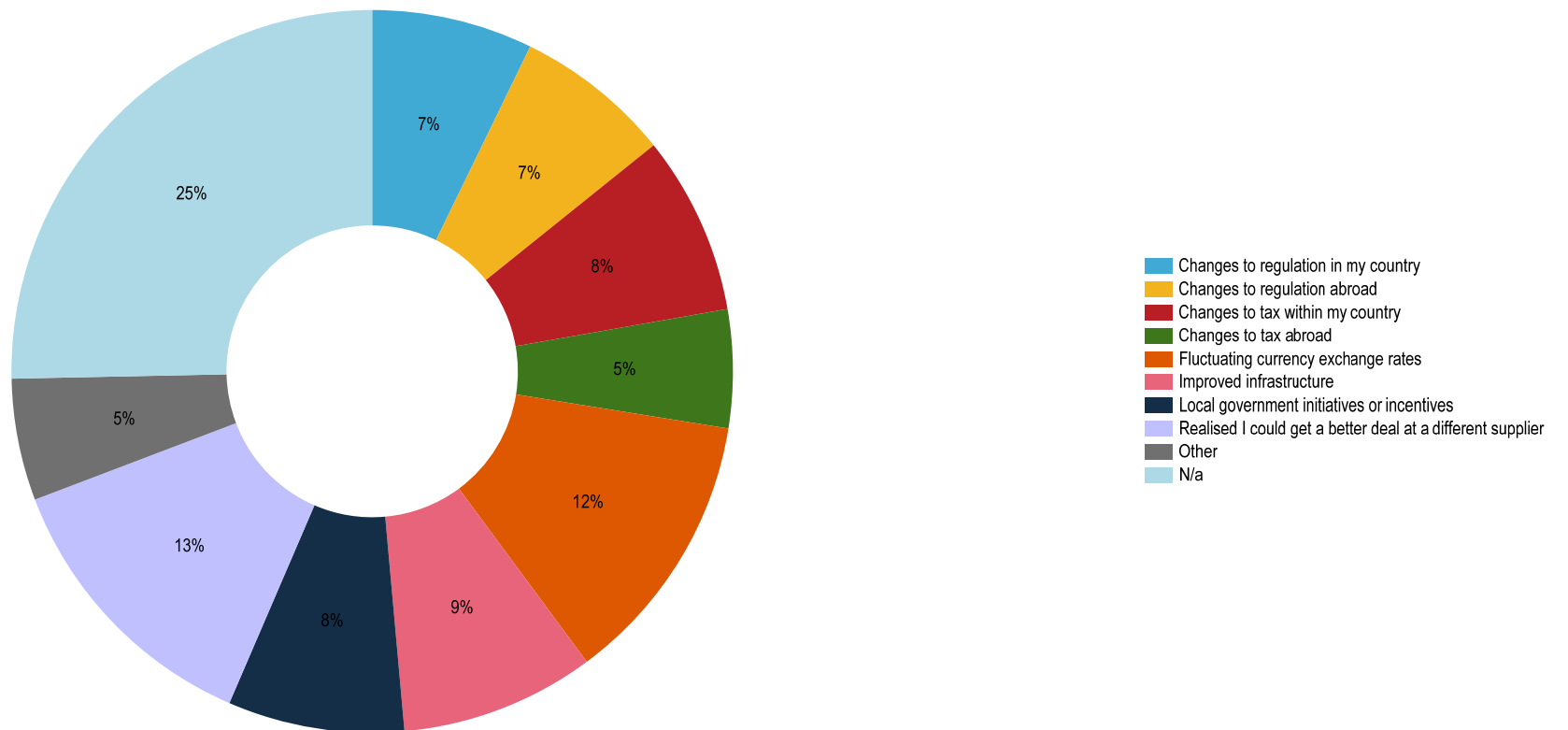
# Q10

Do you think your business will import more or less from other countries during 2017?



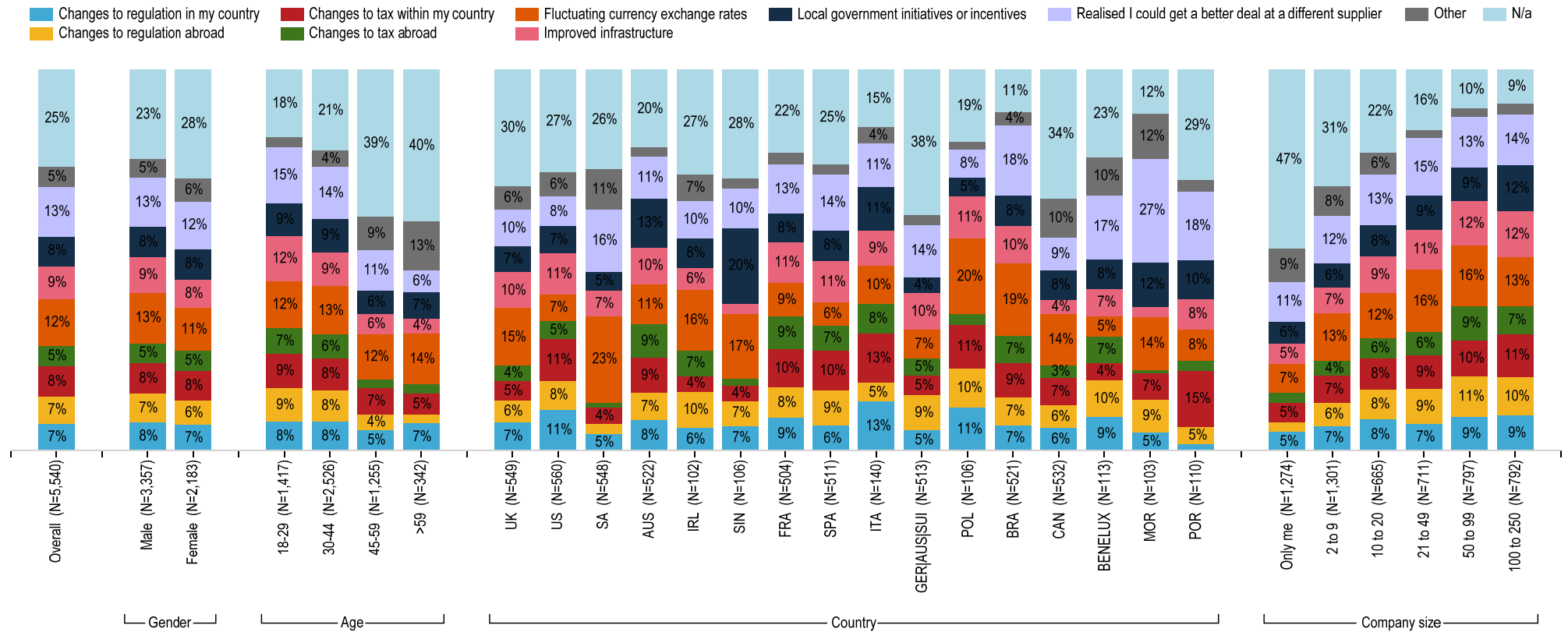
# Q11

What is your reason for giving this answer?



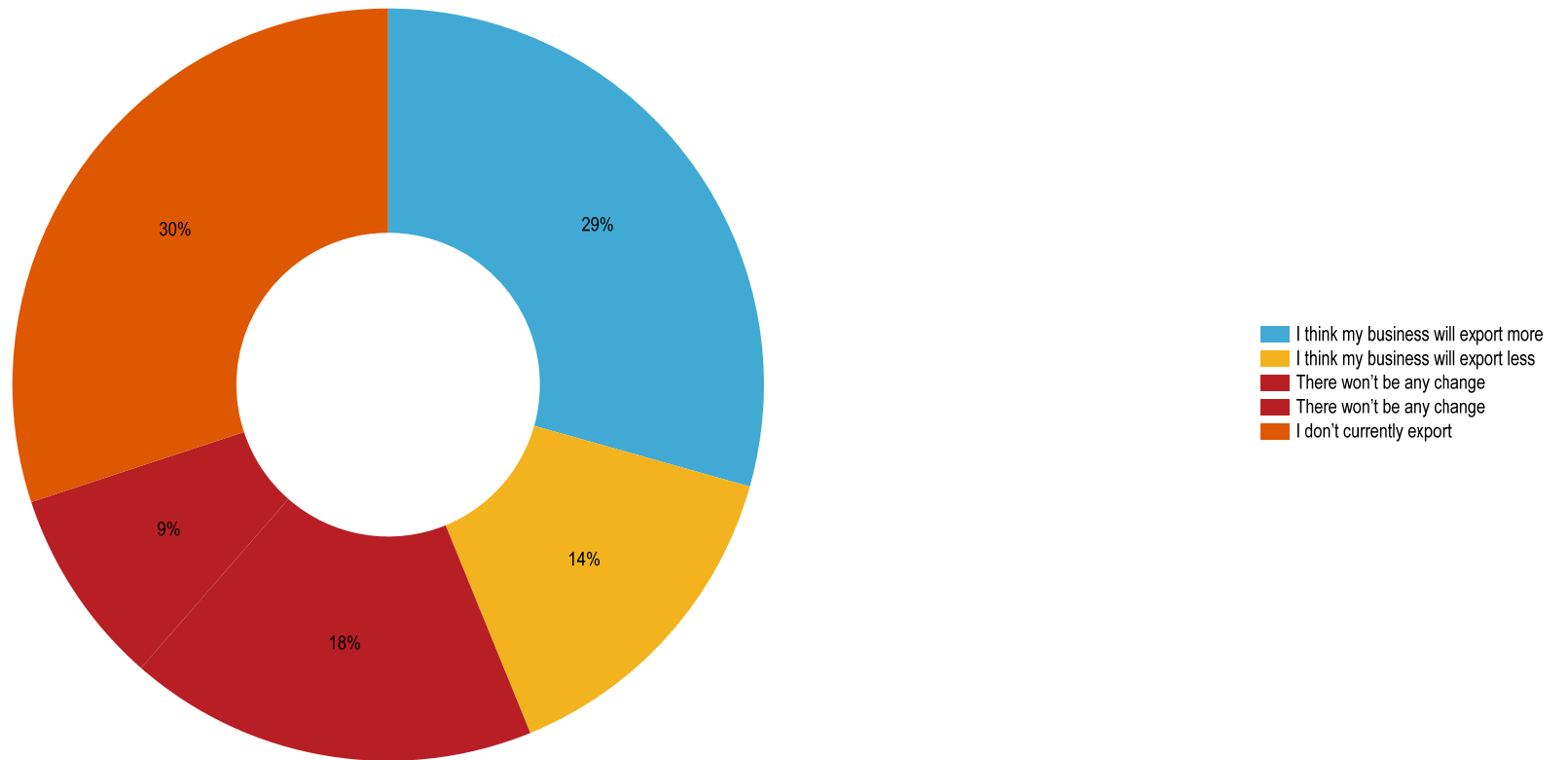
# Q11

What is your reason for giving this answer?



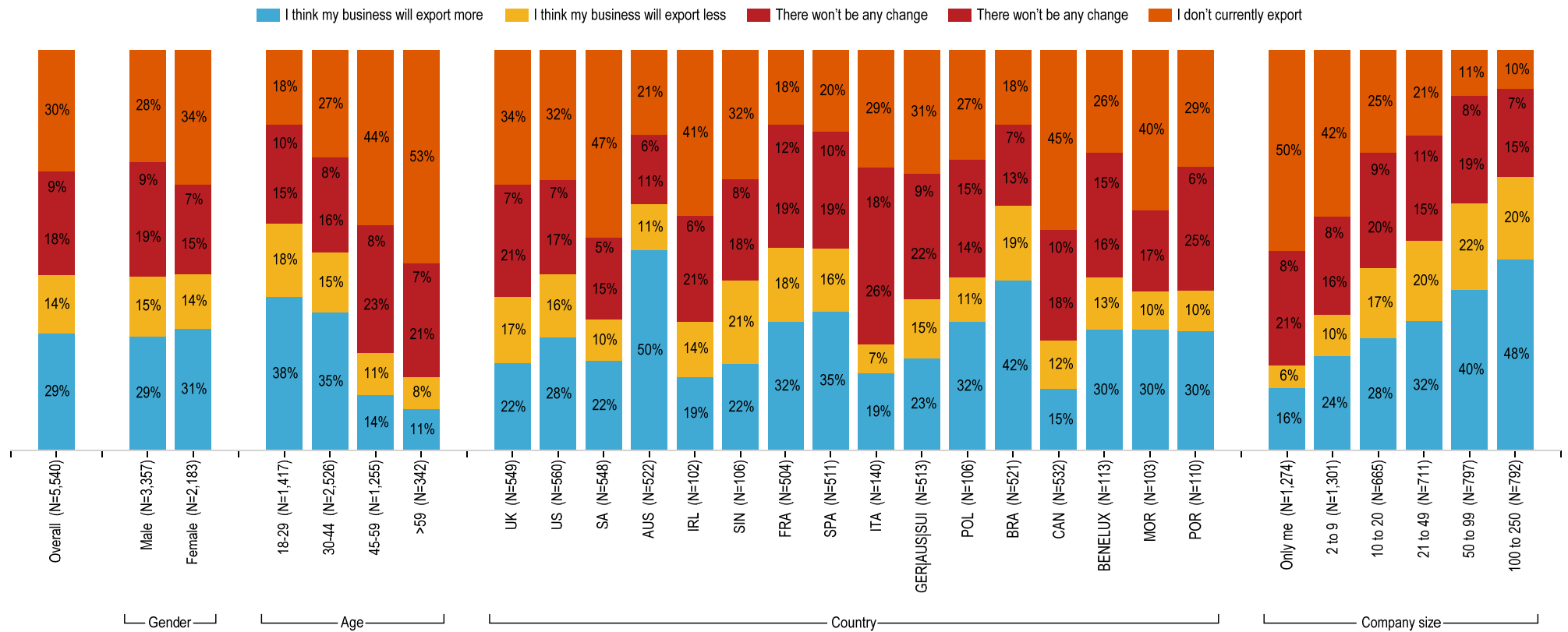
# Q12

Do you think your business will export more or less to other countries during 2017?



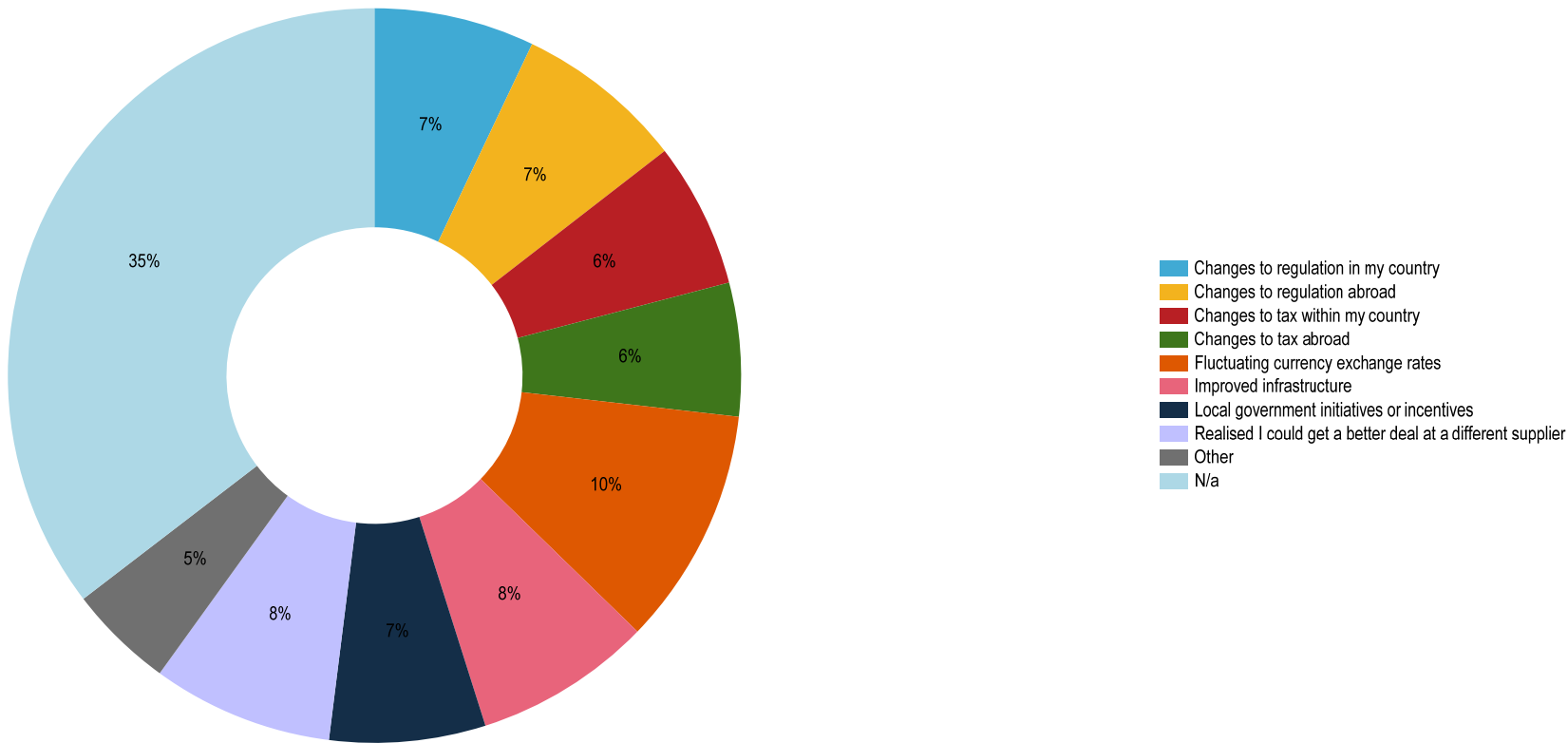
# Q12

Do you think your business will export more or less to other countries during 2017?



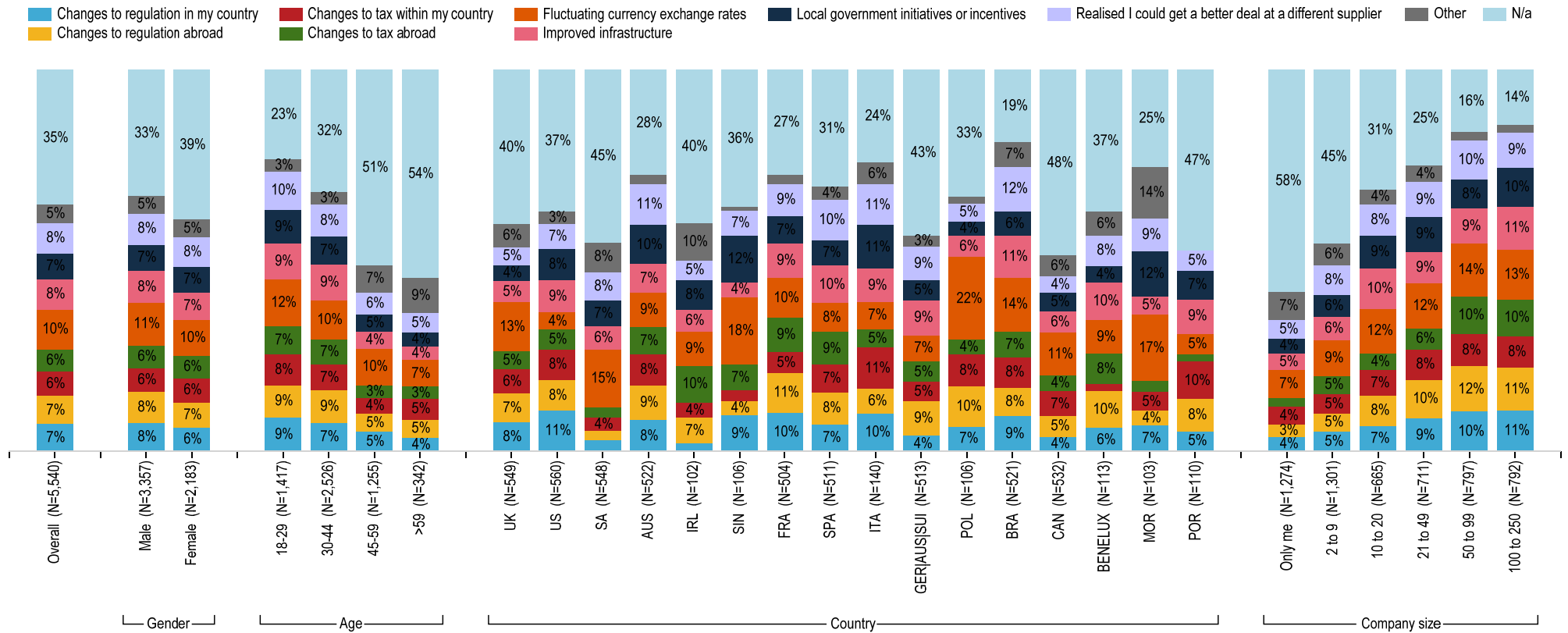
# Q13

What is your reason for giving this answer?



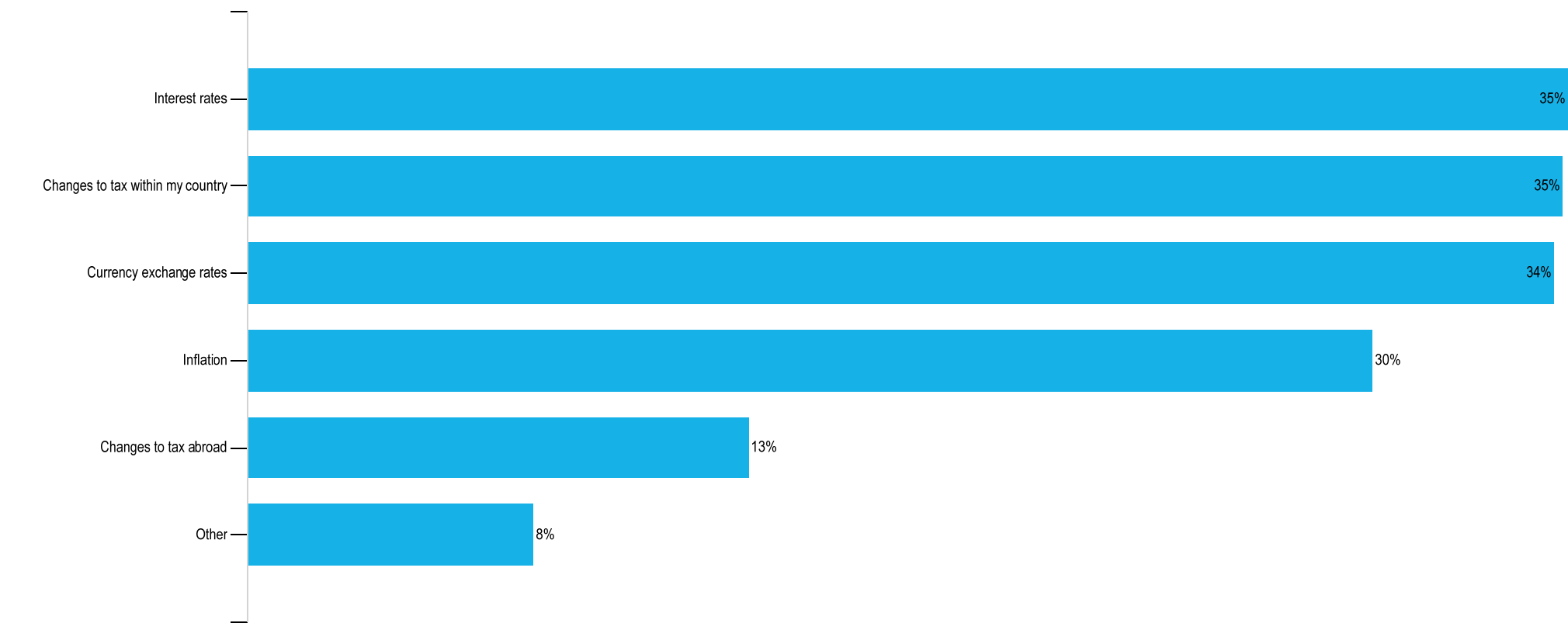
# Q13

What is your reason for giving this answer?



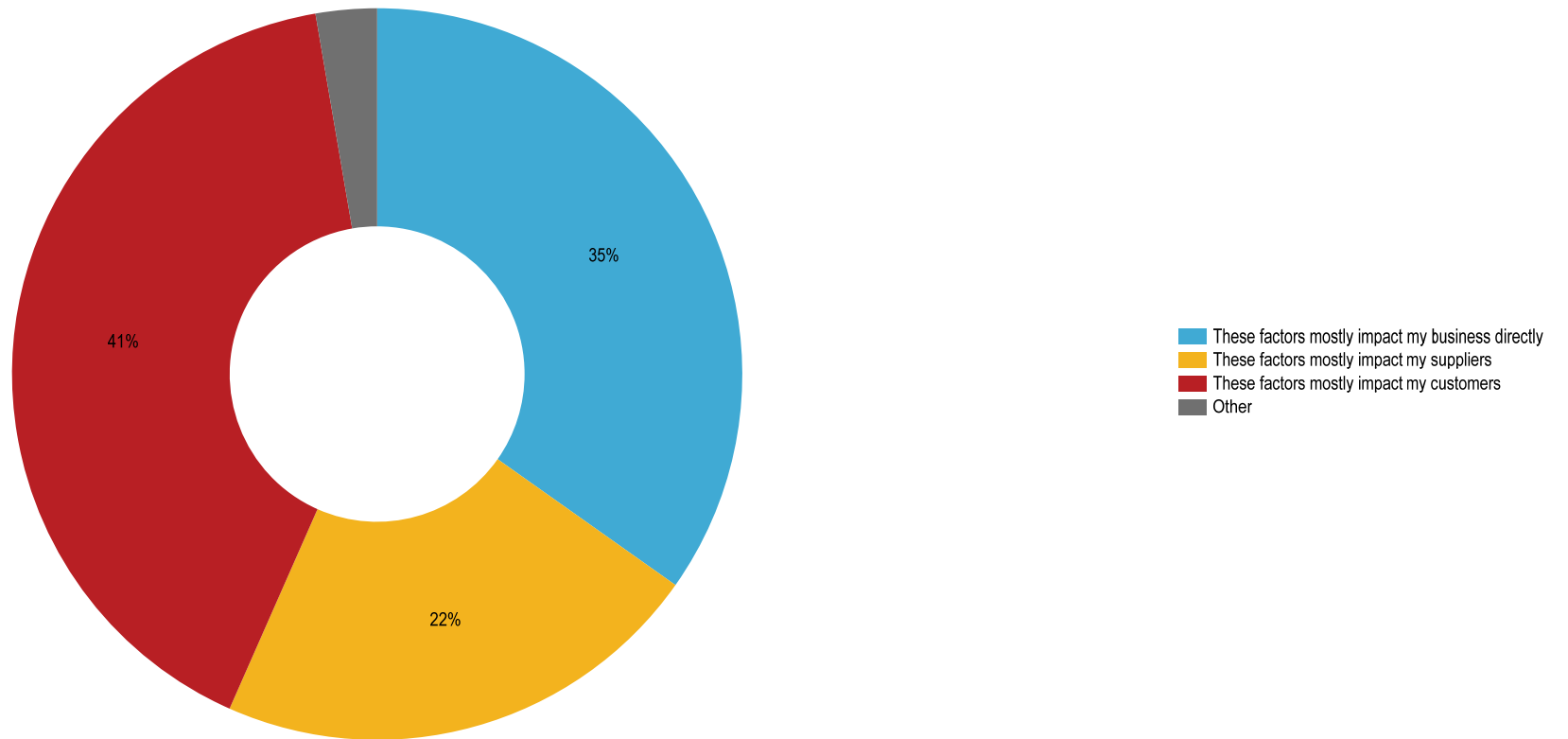
# Q14

Which economic factors have the most negative impact on your business?



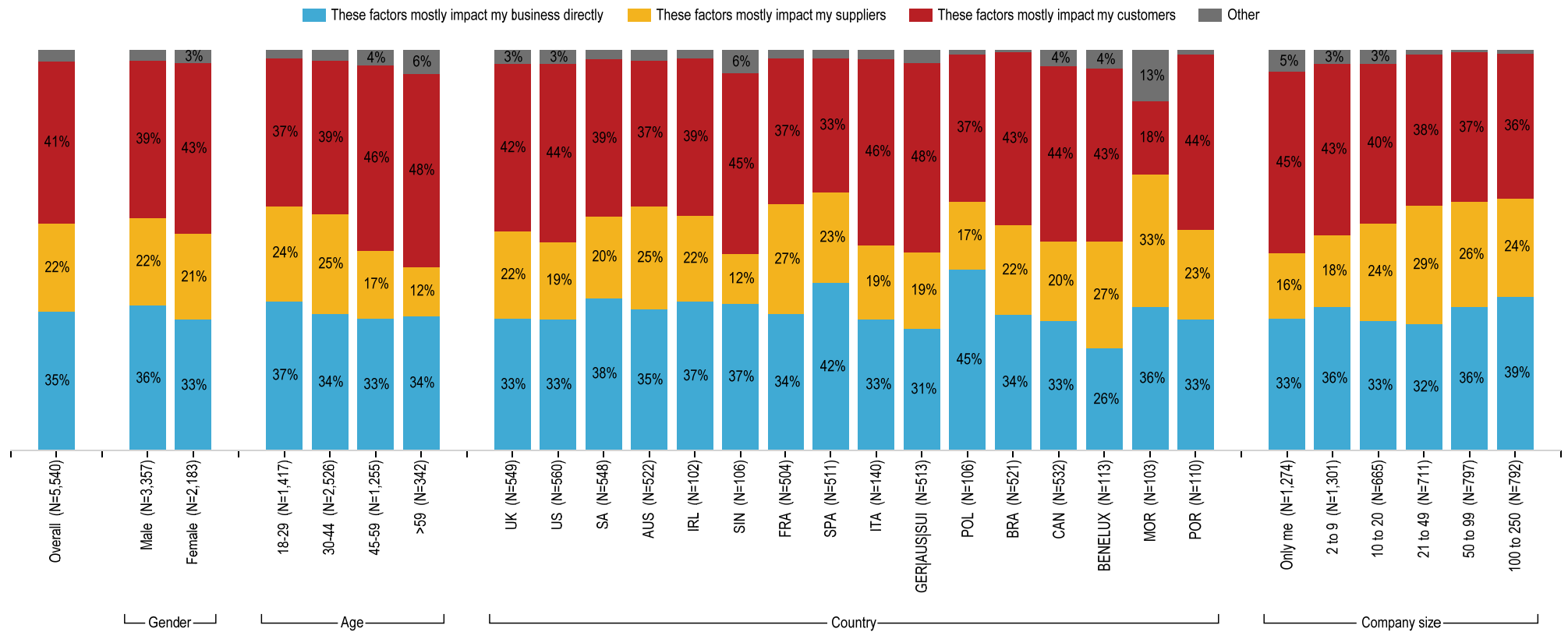
# Q15

And do these economic factors mostly impact your business directly, or mostly indirectly as a result of their impact on your customers or suppliers?



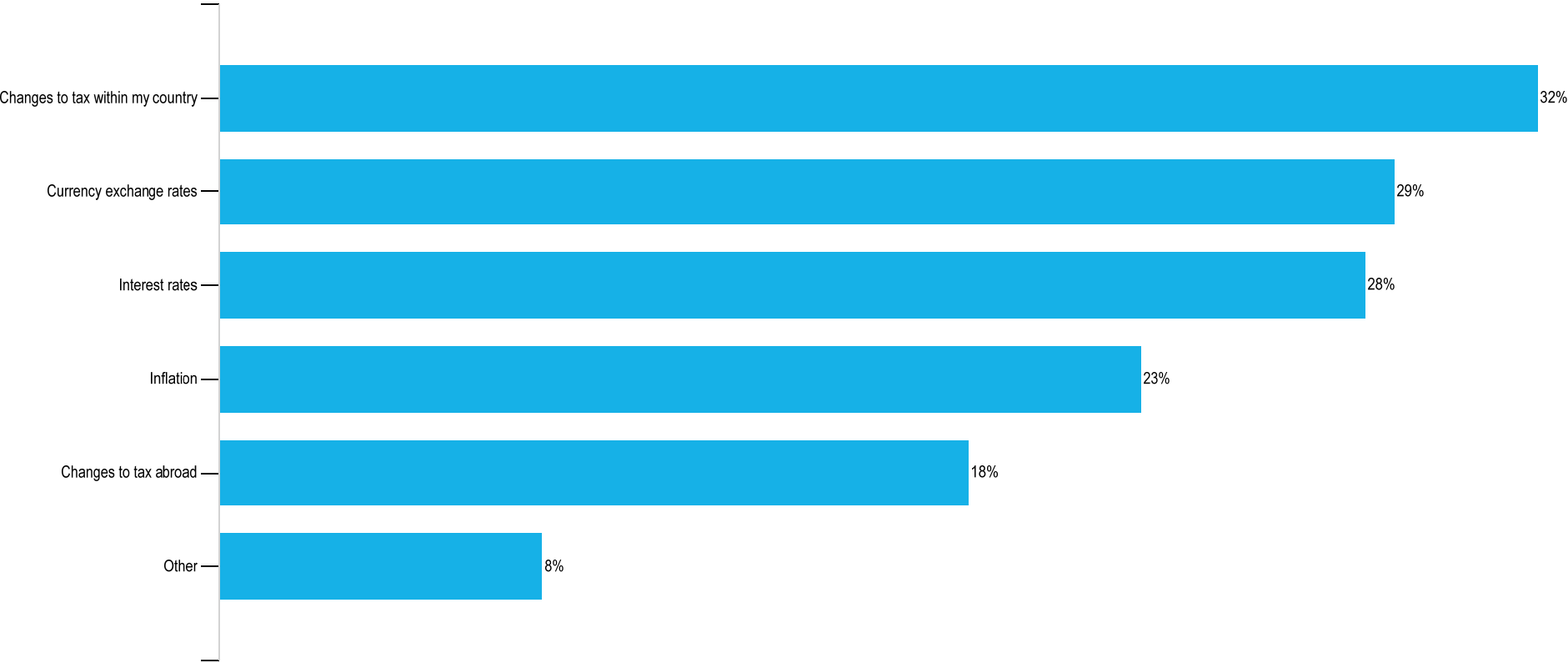
# Q15

And do these economic factors mostly impact your business directly, or mostly indirectly as a result of their impact on your customers or suppliers?



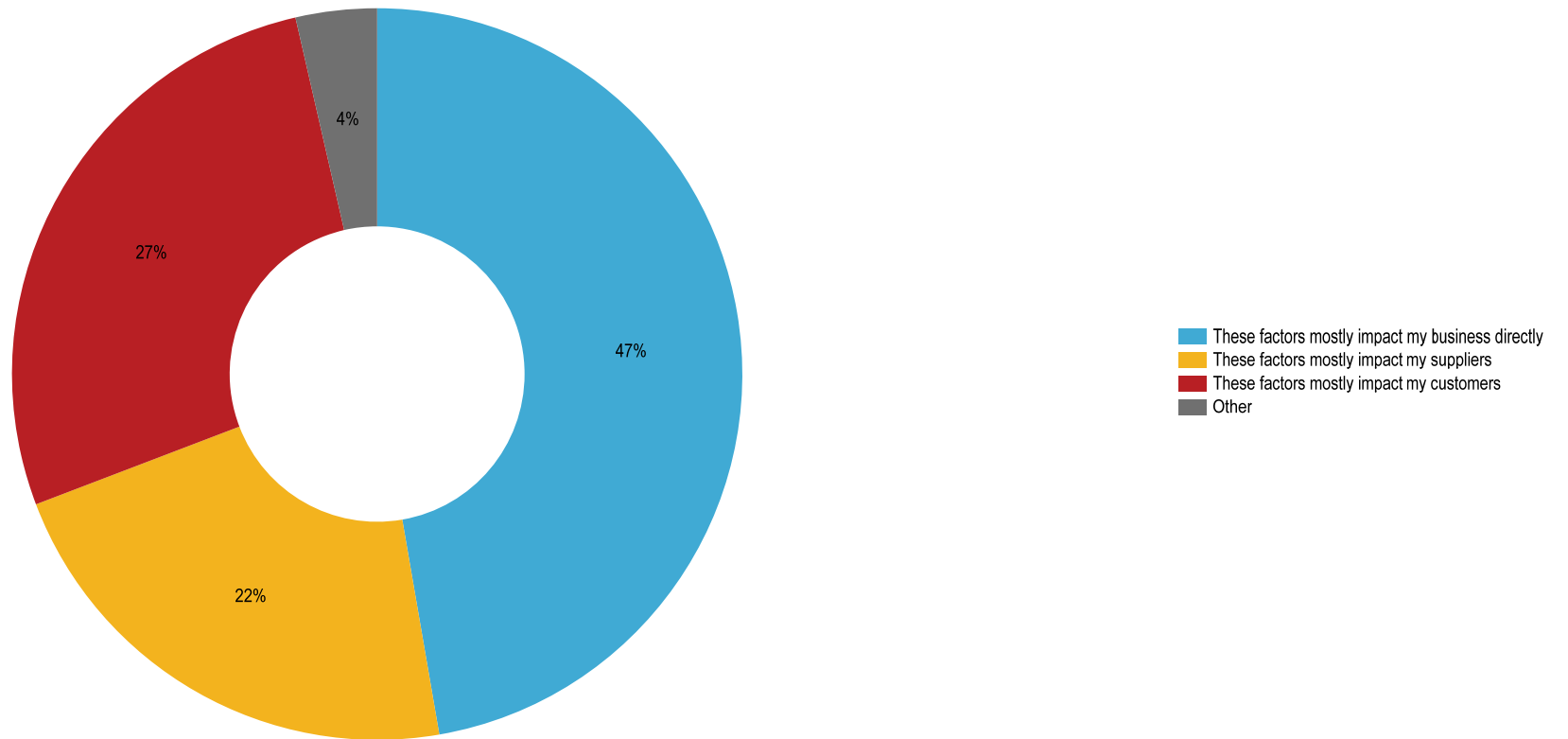
# Q16

Which economic factors have the most positive impact on your business?



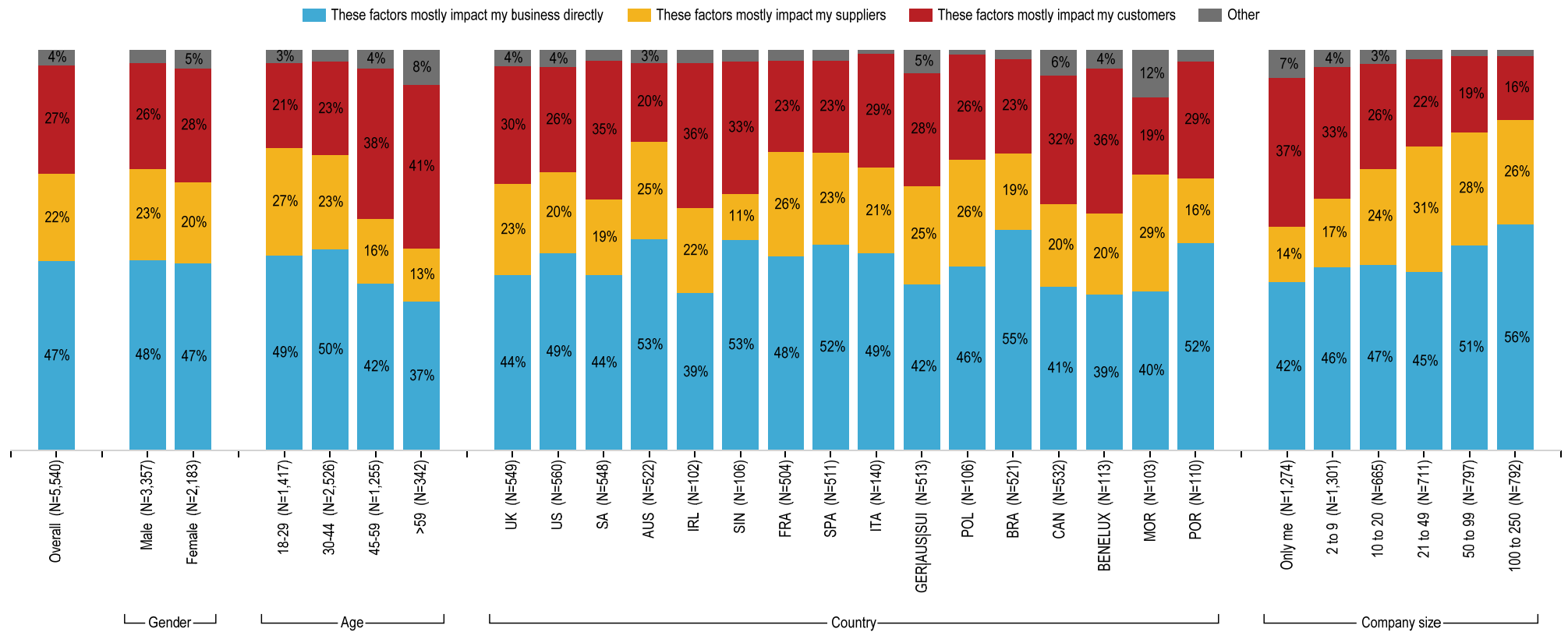
# Q17

And do these economic factors mostly impact your business directly, or mostly indirectly as a result of their impact on your customers or suppliers?



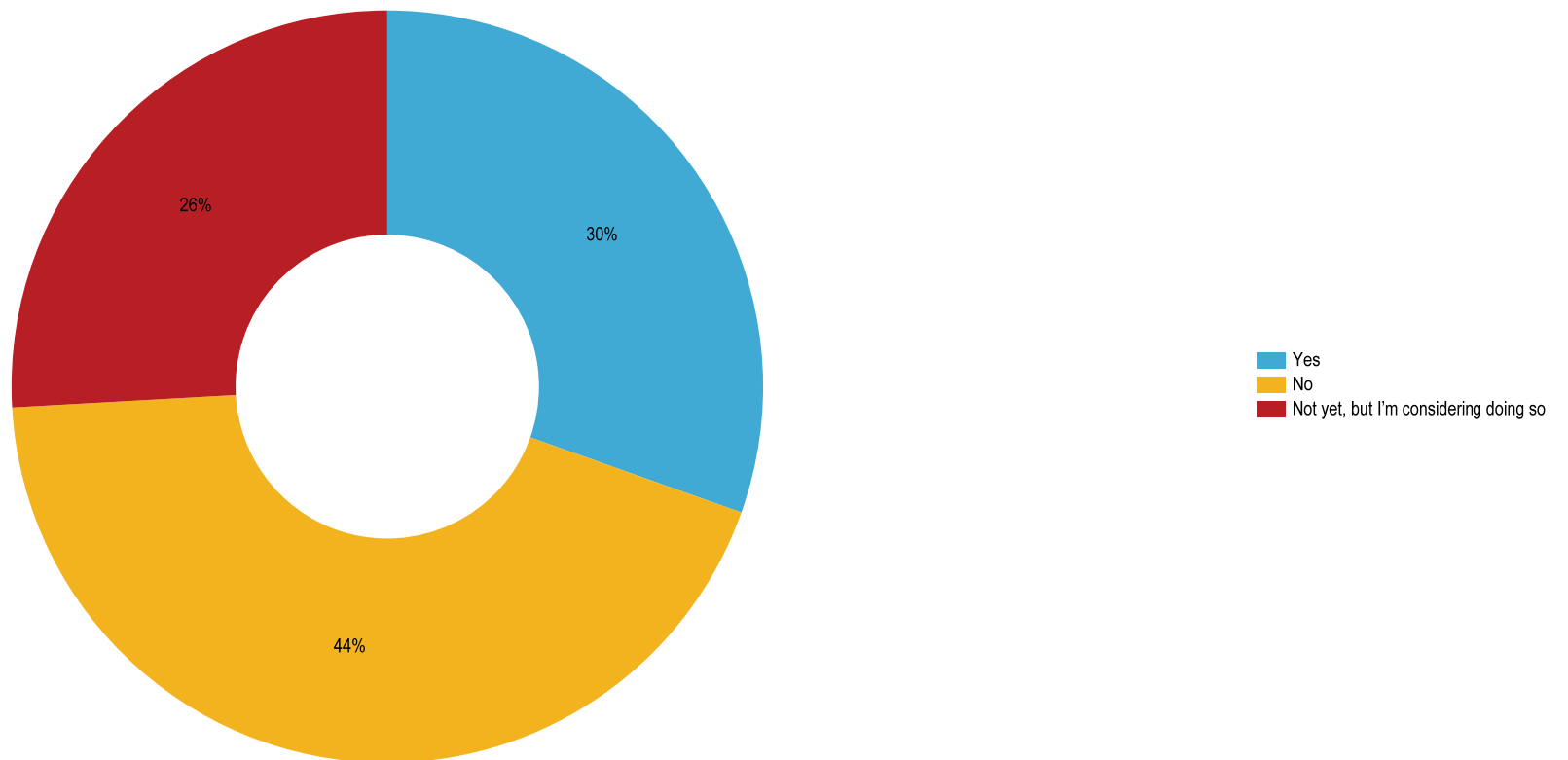
# Q17

And do these economic factors mostly impact your business directly, or mostly indirectly as a result of their impact on your customers or suppliers?



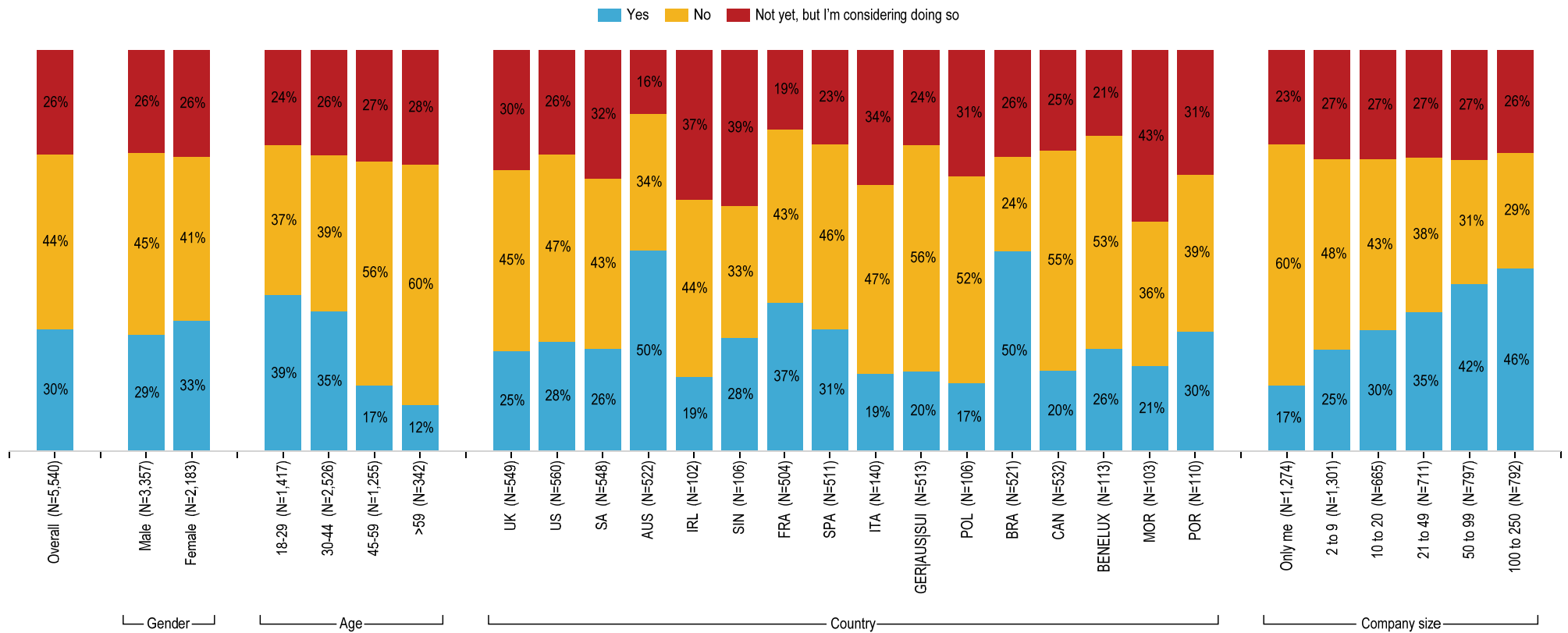
# Q18

Have you changed your business plan as a result of recent global political events?



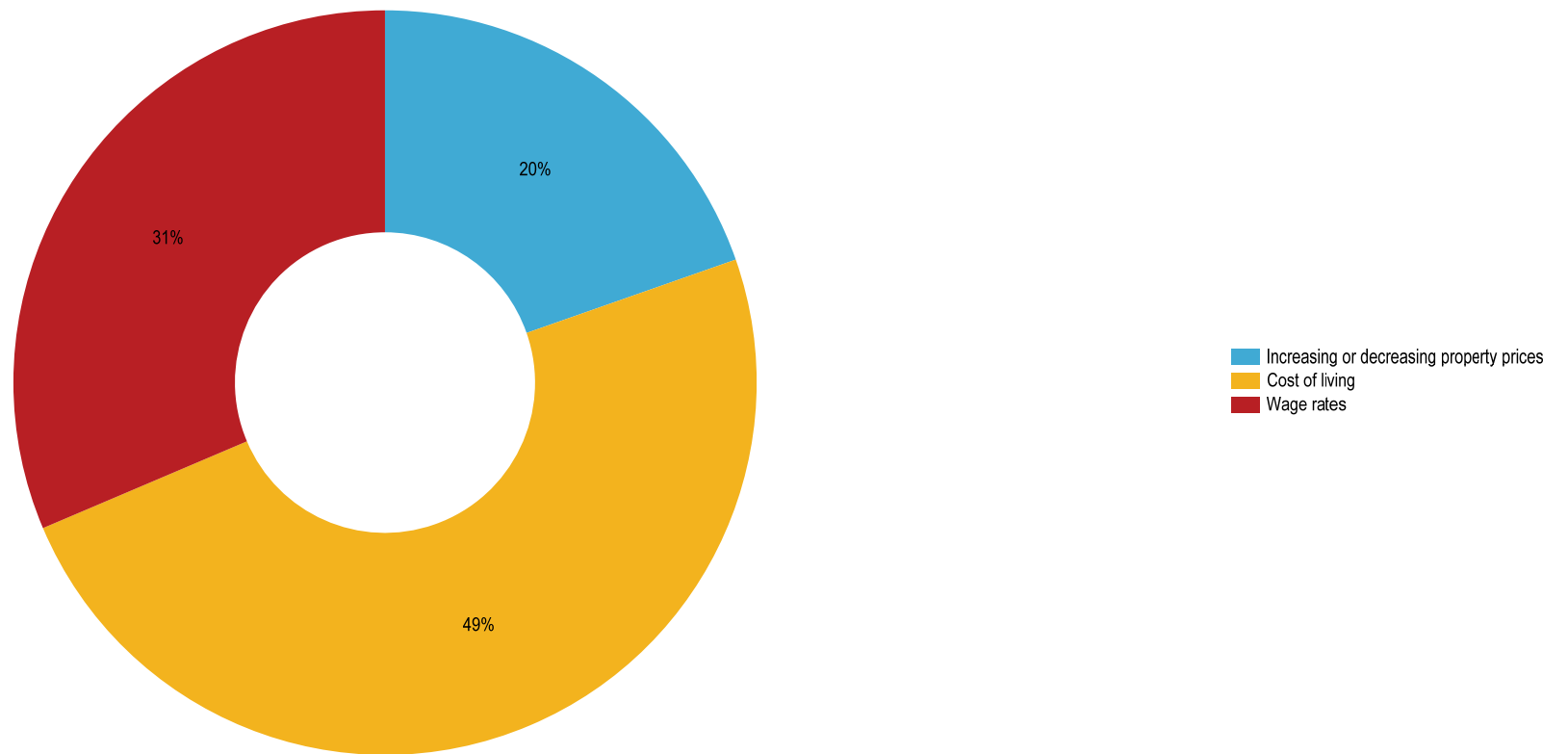
# Q18

Have you changed your business plan as a result of recent global political events?



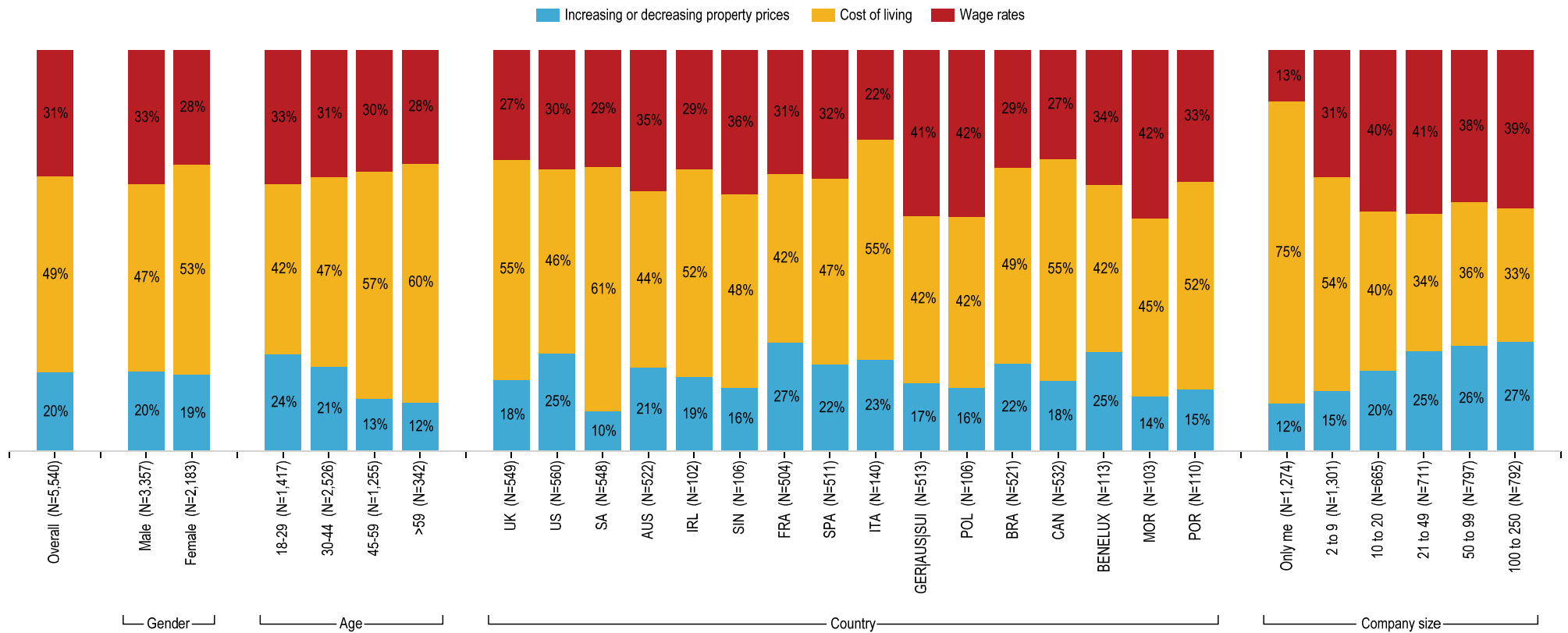
# Q19

Which of the following costs has the greatest impact on your business?



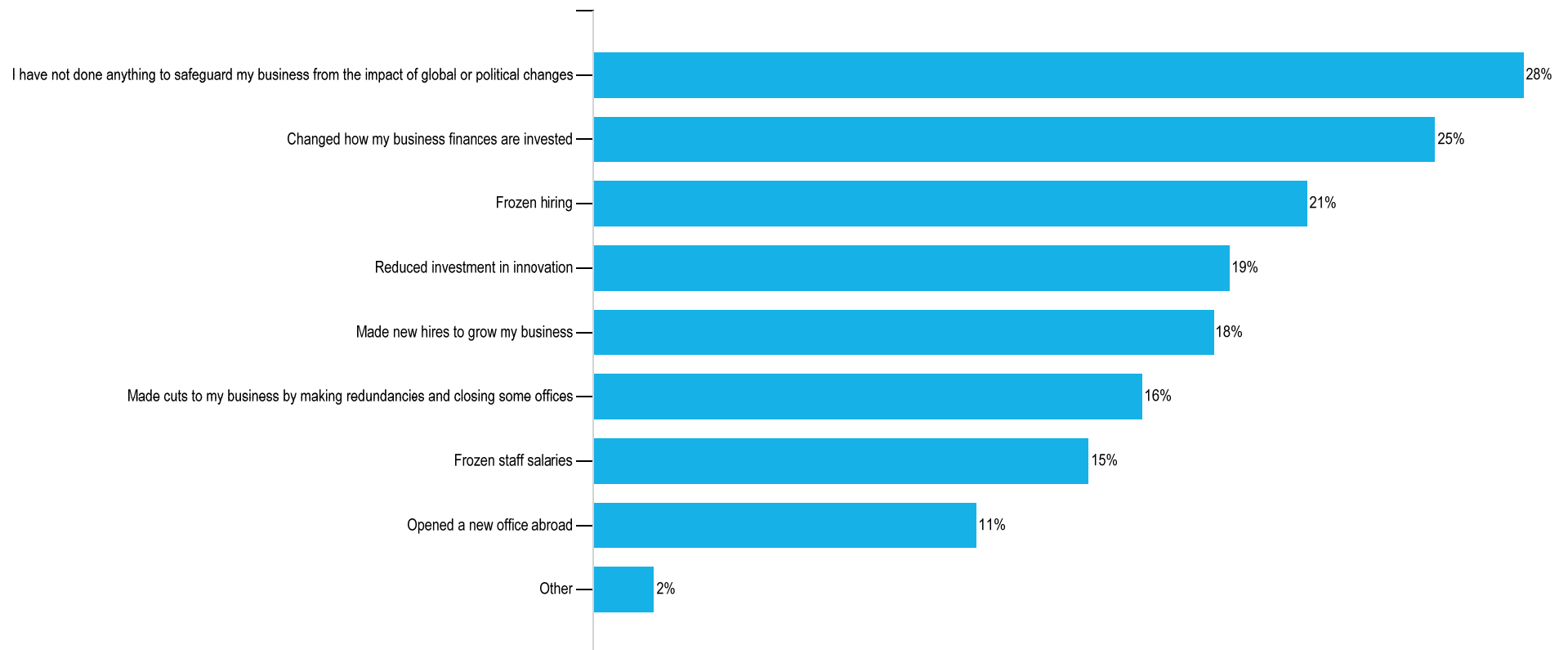
# Q19

Which of the following costs has the greatest impact on your business?



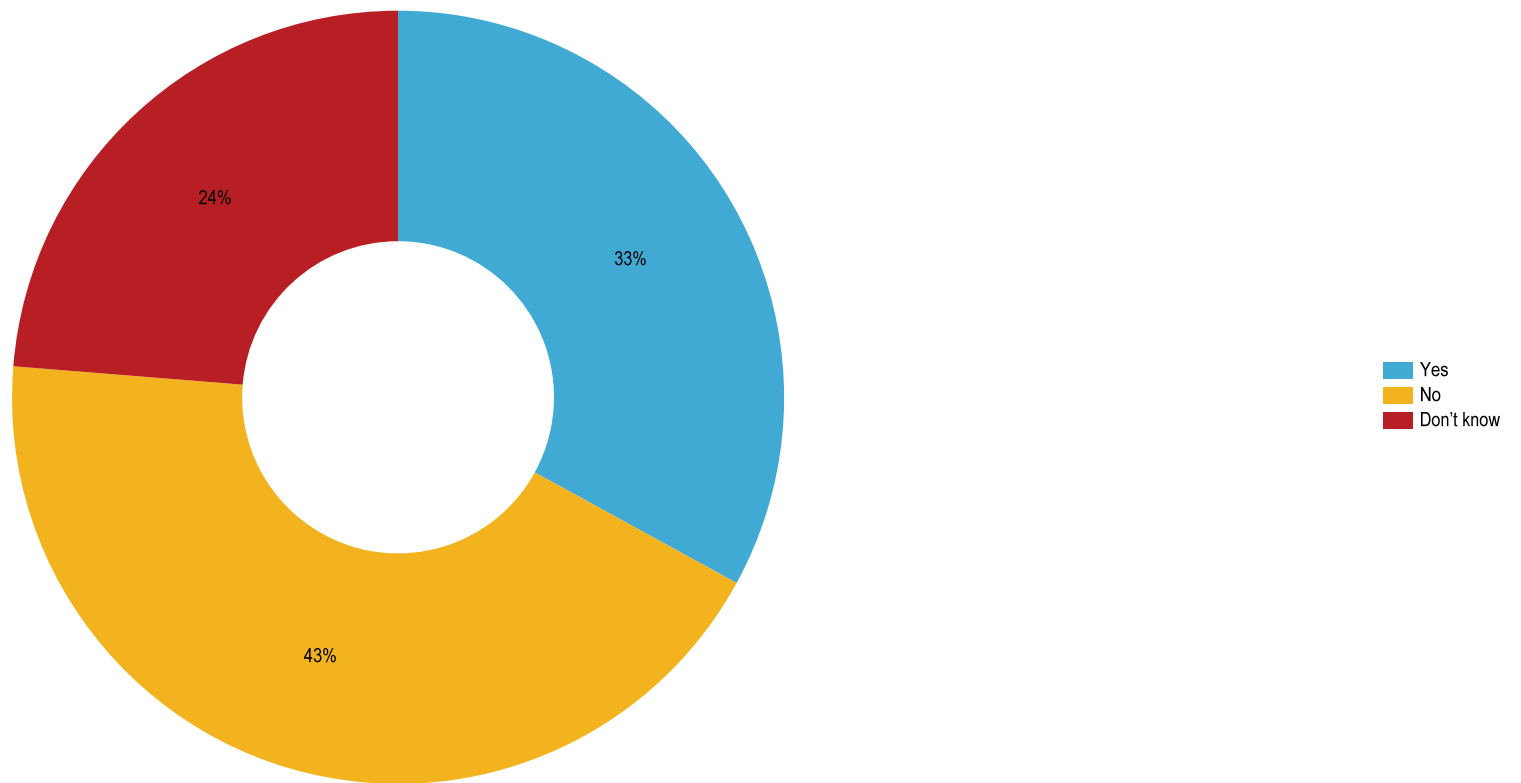
# Q20

Have you done any of the following in response to the impact of global or local political changes in 2017?



## Q21

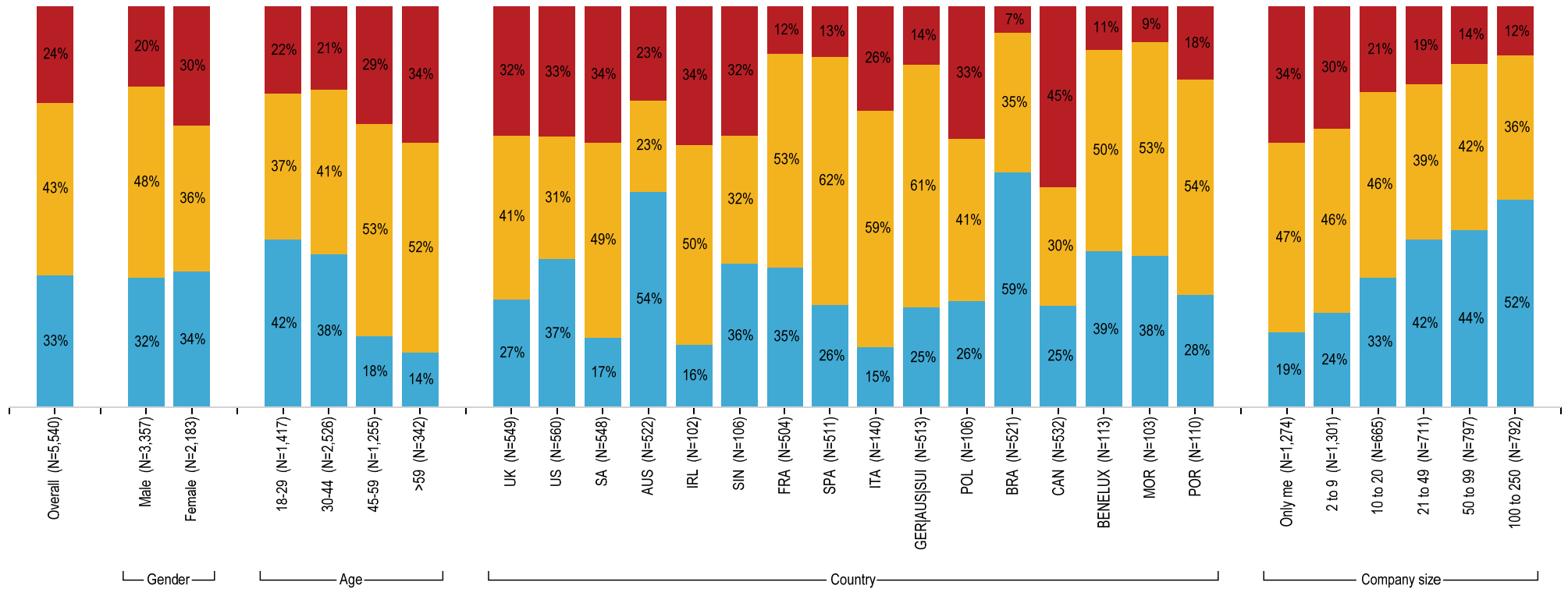
Do you feel SMBs are fairly represented in your country's political decision-making?



# Q21

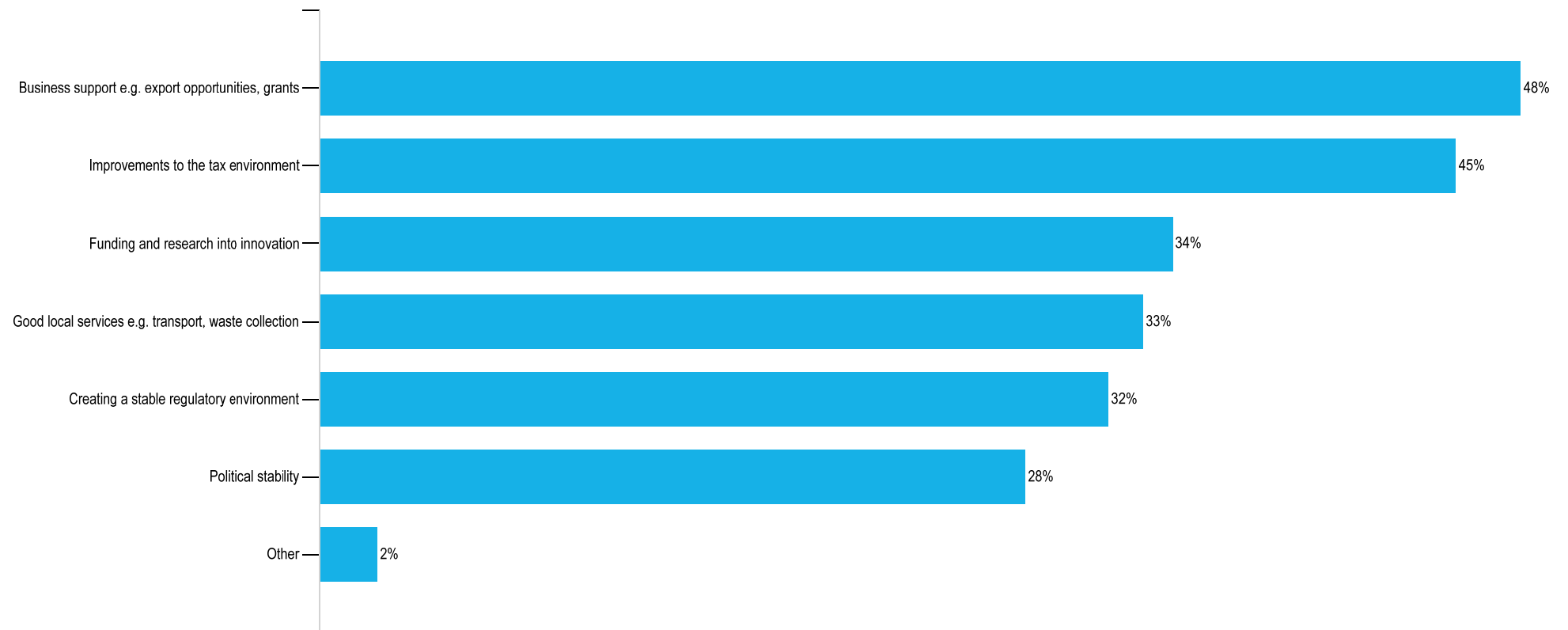
Do you feel SMBs are fairly represented in your country's political decision-making?

Yes No Don't know



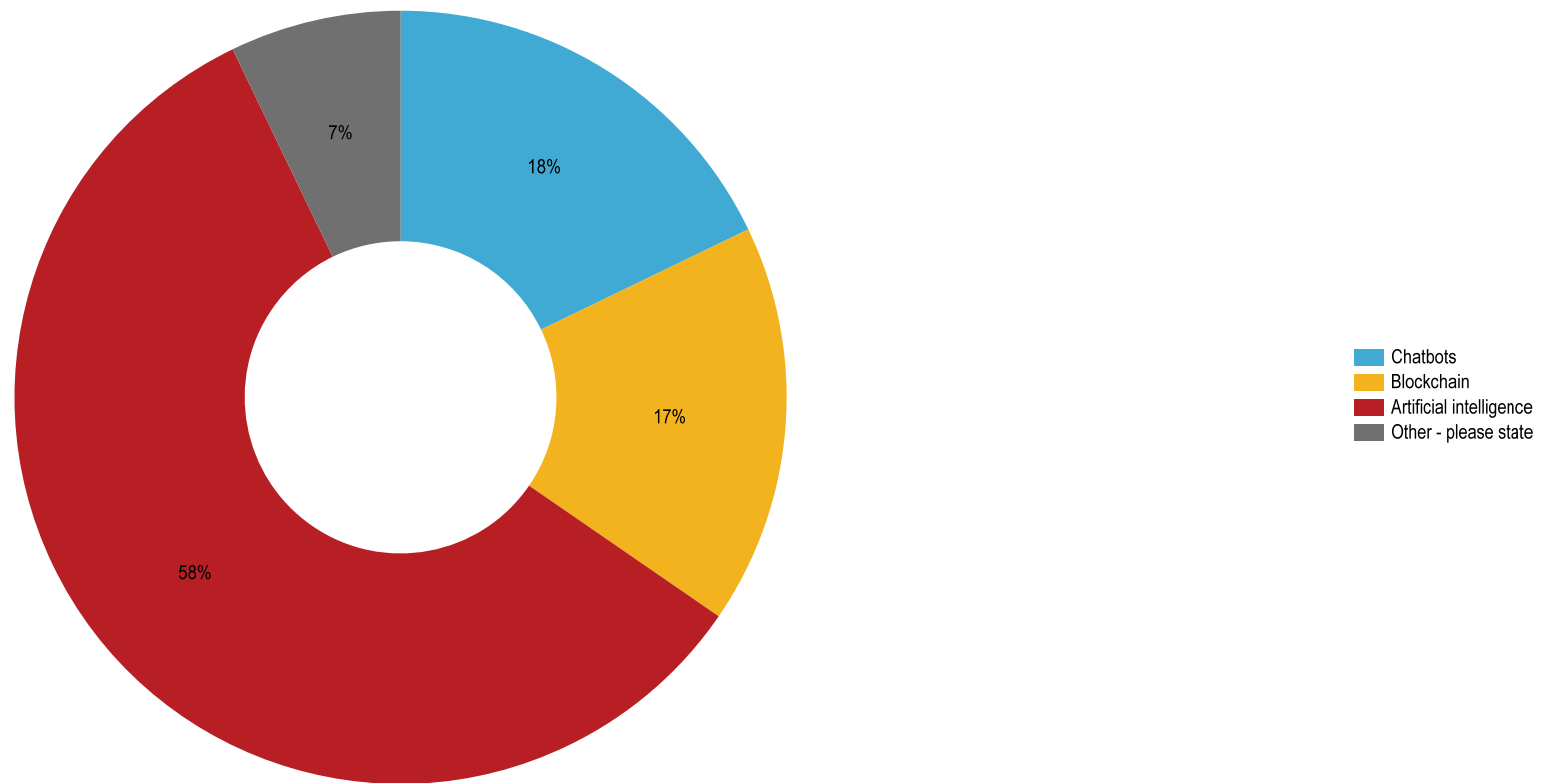
# Q22

Looking at how governments can support small businesses, the most important factors are through:



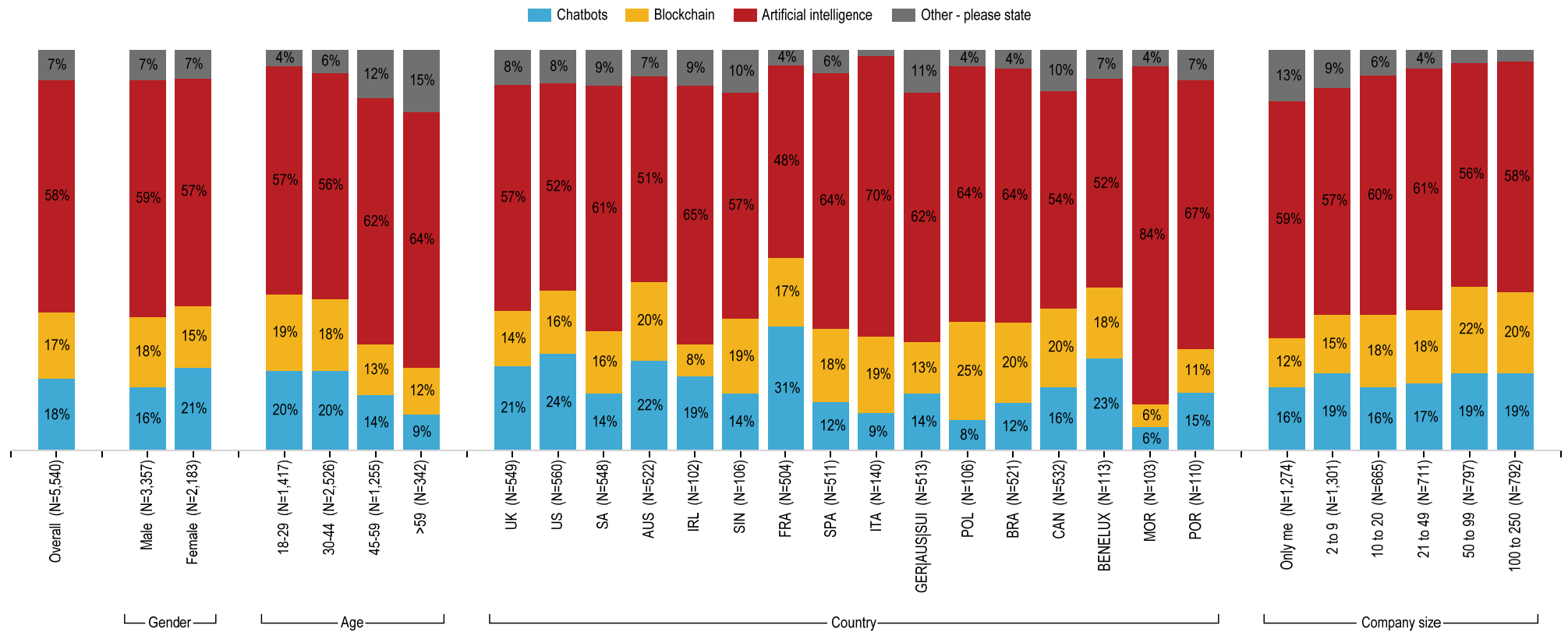
# Q23

What do you see as the biggest technology trend in business for 2017?



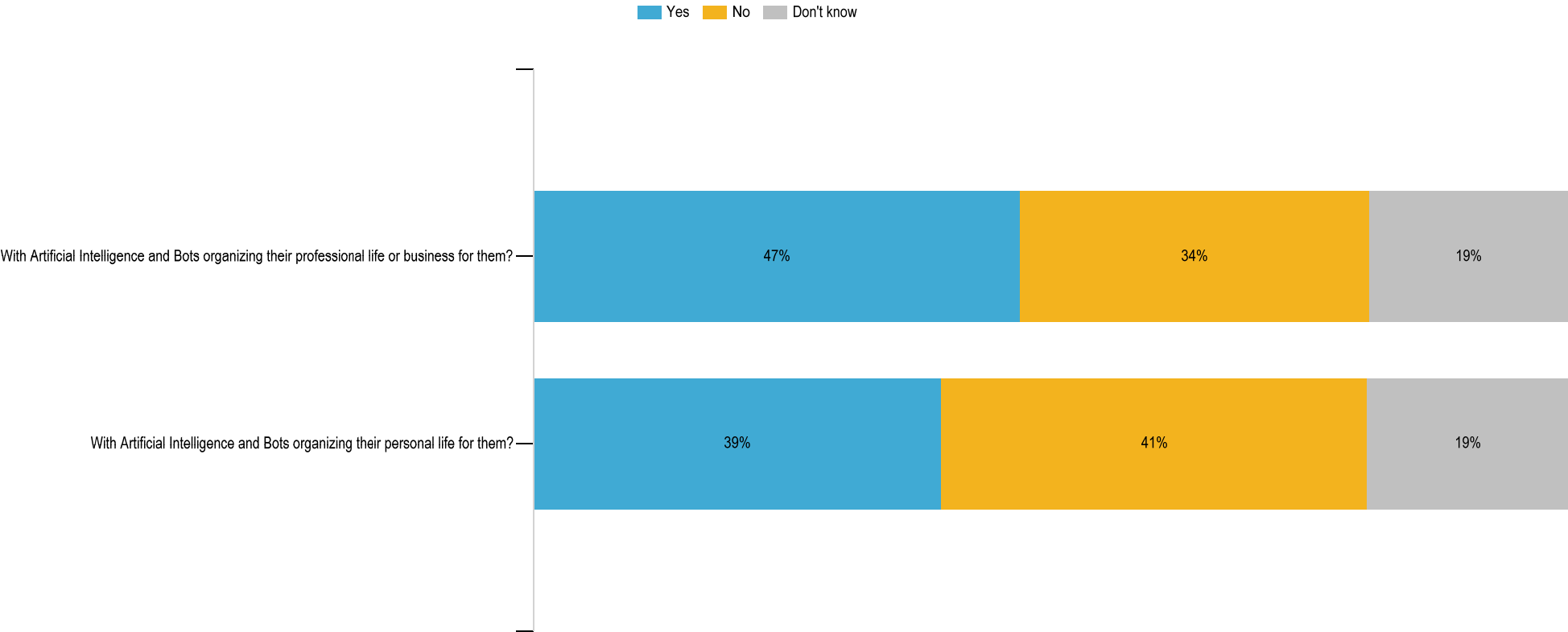
# Q23

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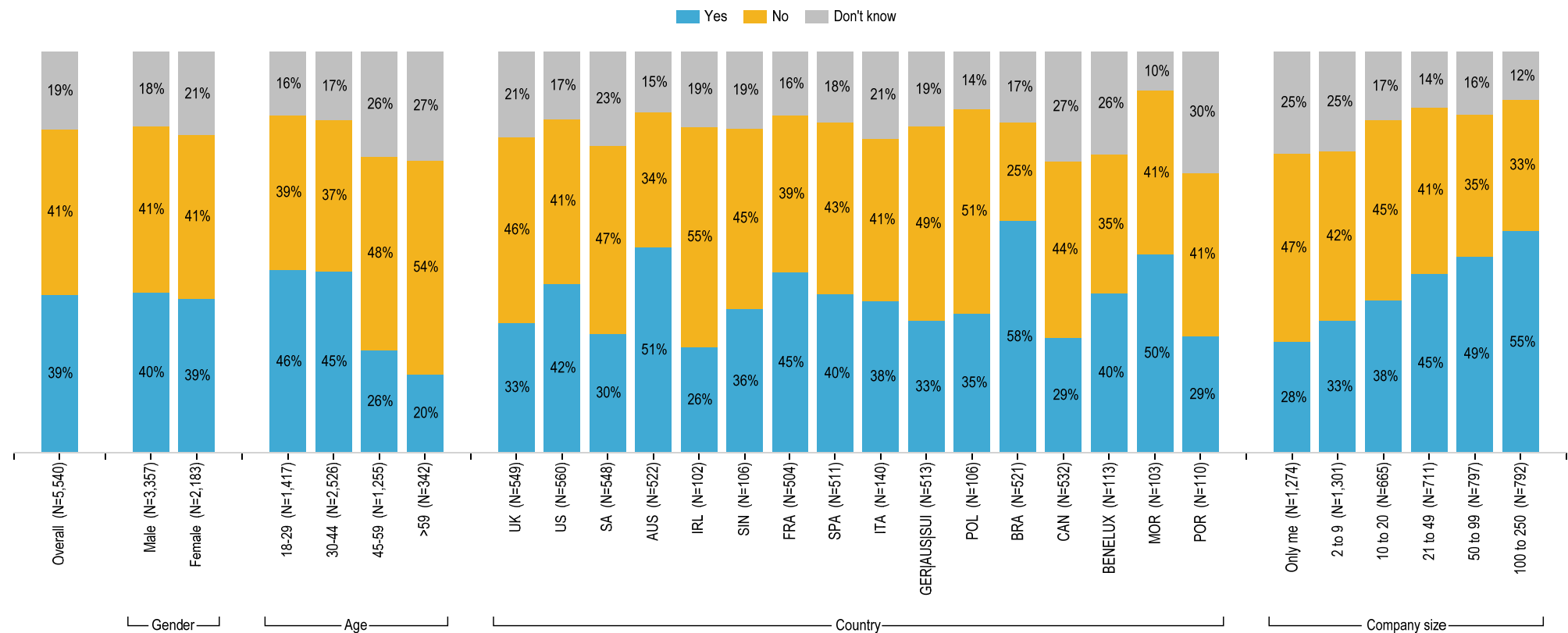
# Q24

Do you think people will be comfortable with Artificial Intelligence and Bots organizing their personal life for them?



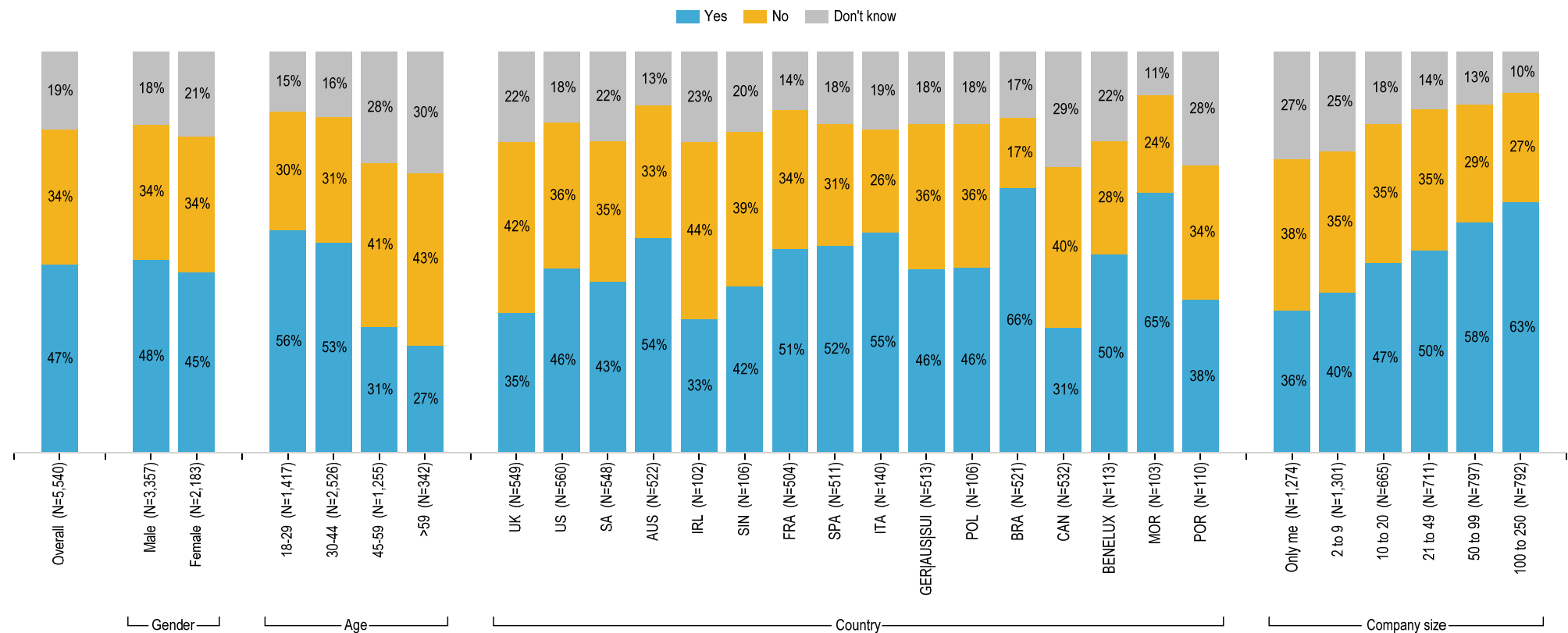
# Q24: With Artificial Intelligence and Bots organizing their personal life for them?

Do you think people will be comfortable with Artificial Intelligence and Bots organizing their personal life for them?



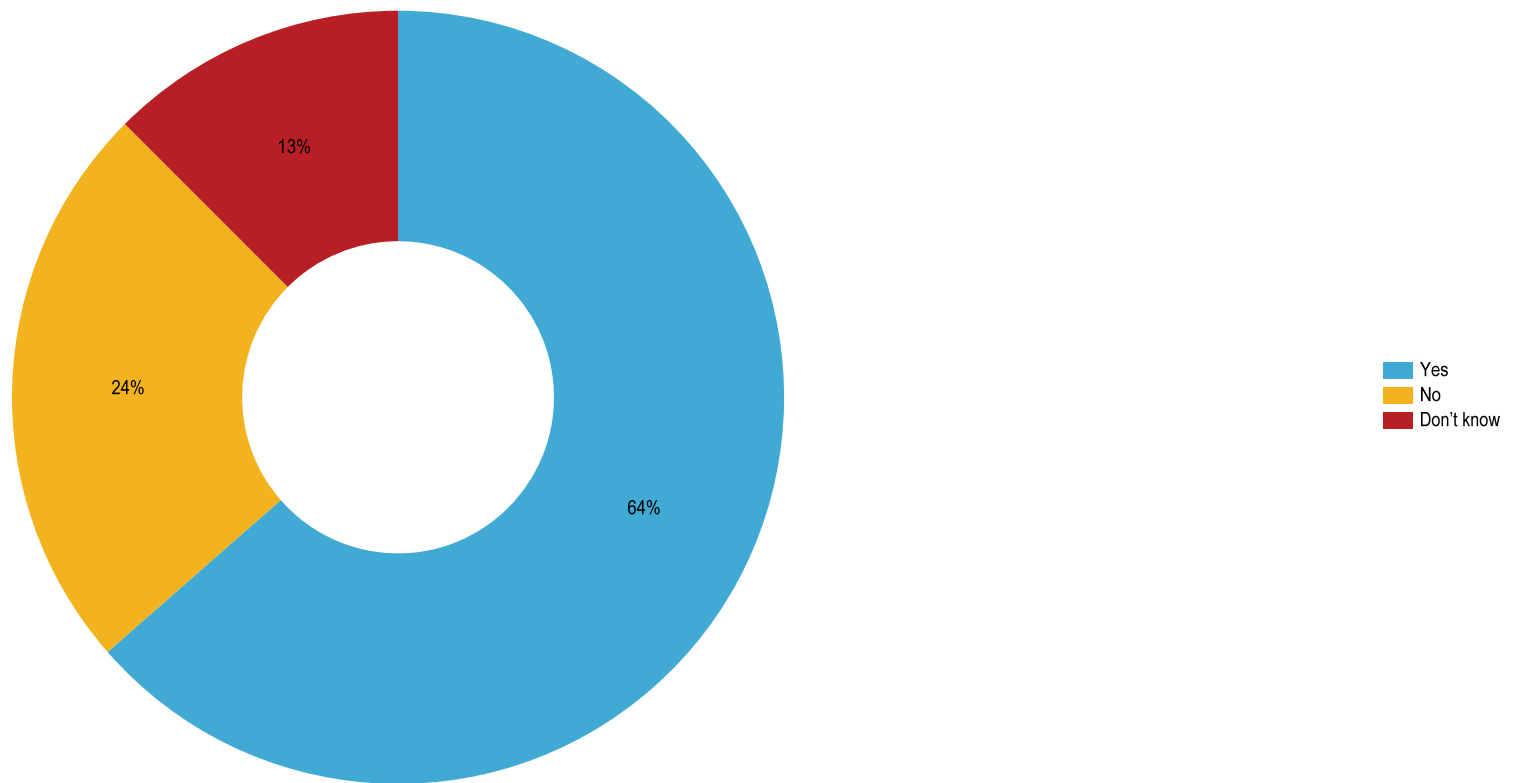
# Q24: With Artificial Intelligence and Bots organizing their professional life or business for them?

Do you think people will be comfortable with Artificial Intelligence and Bots organizing their personal life for them?



## Q25

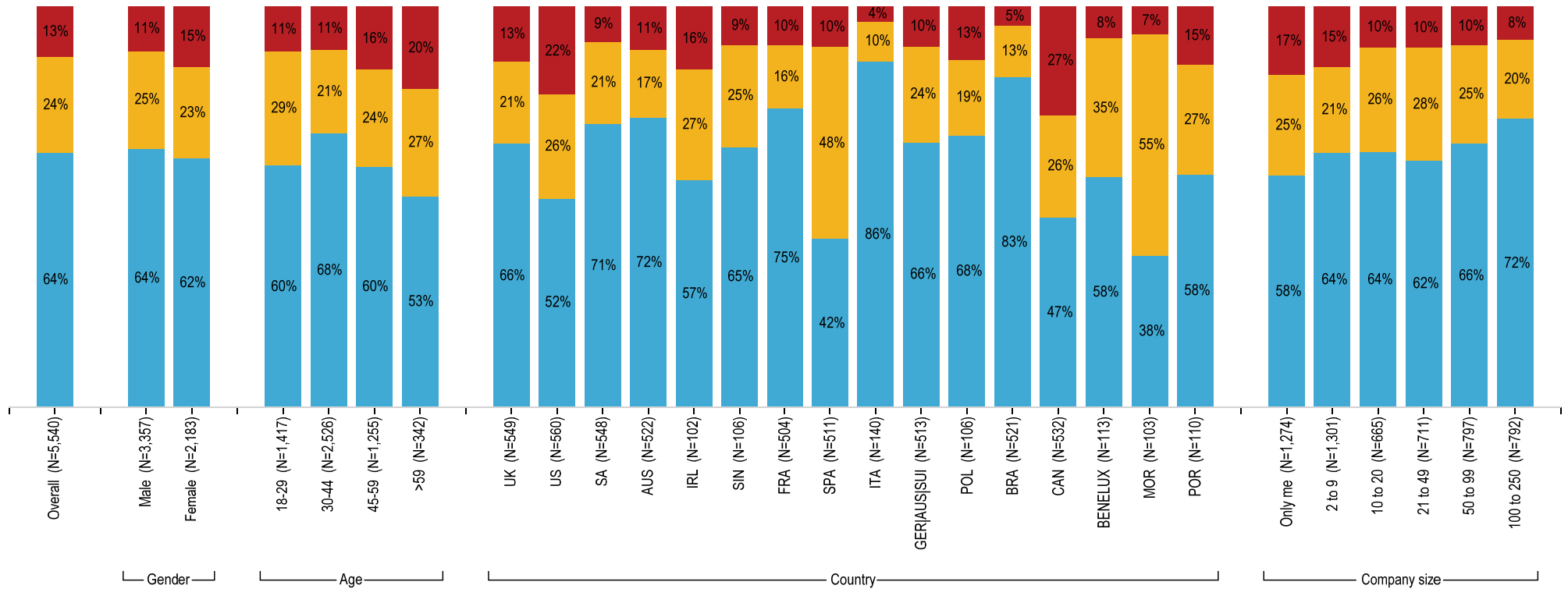
Expenses are time consuming, recording money in and out can be hard work - Would you welcome an 'admin free' world?



# Q25

Expenses are time consuming, recording money in and out can be hard work - Would you welcome an 'admin free' world?

Yes No Don't know



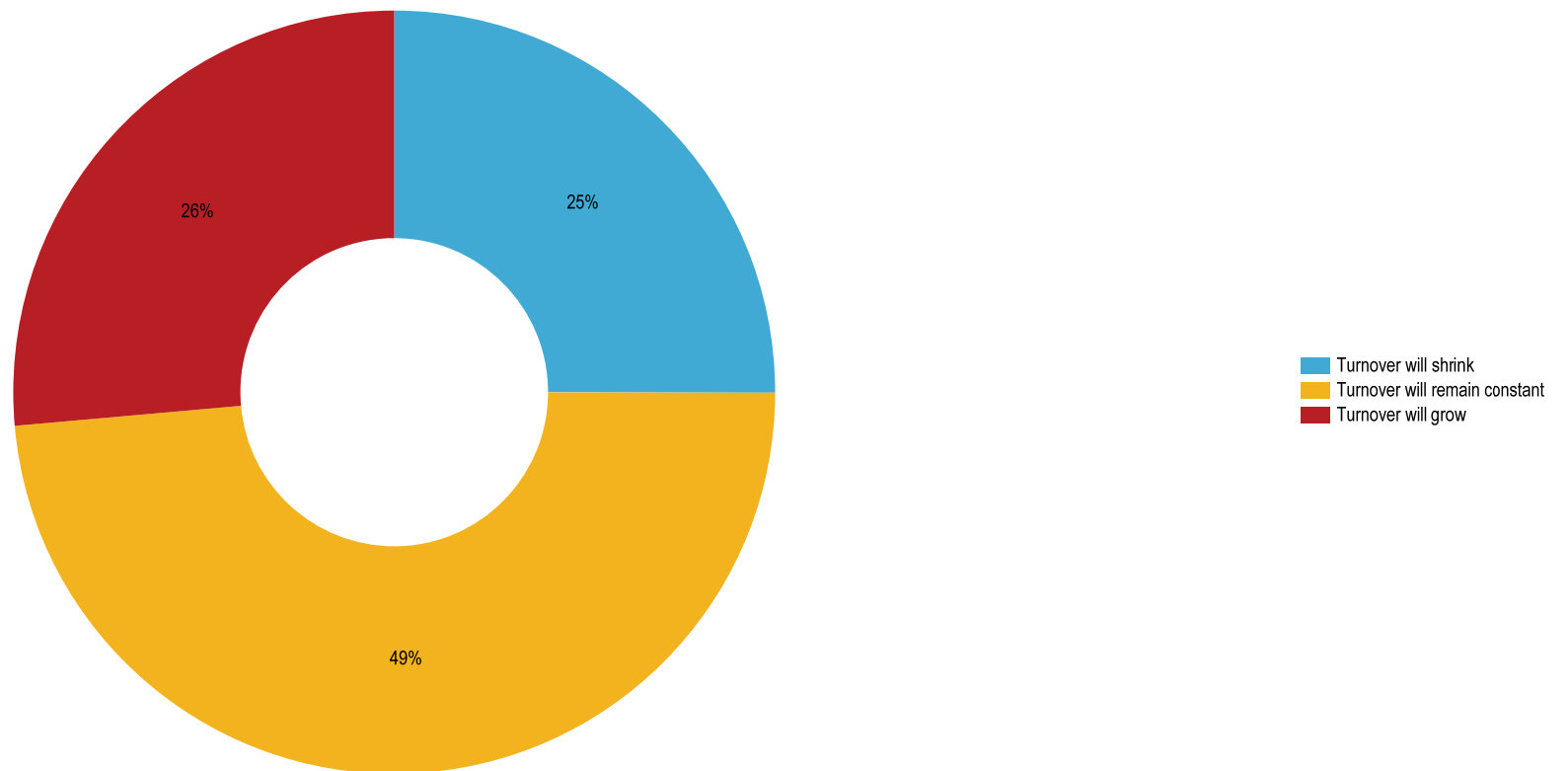
# Q26

Thinking about how digital is impacting your business, which of the below do you think you have the right access to?



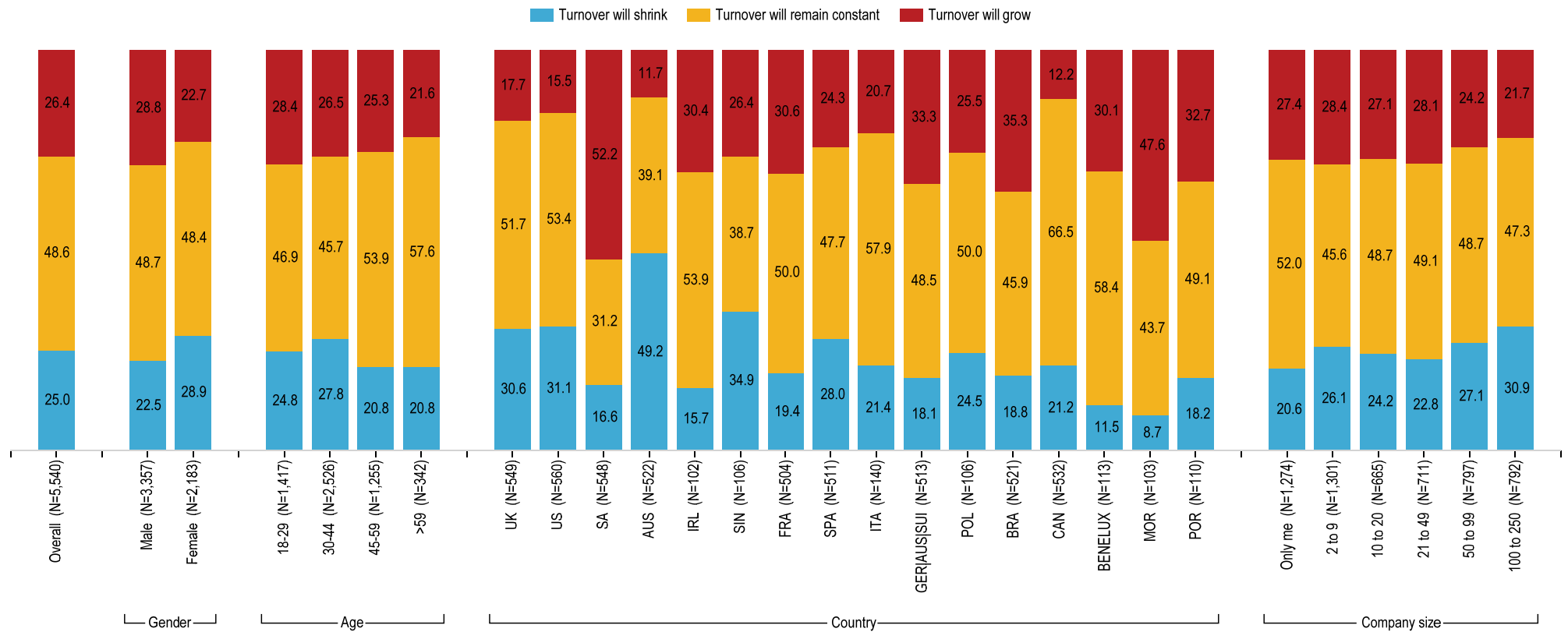
## Q27

By how much do you anticipate your business's turnover to grow or shrink over the next twelve months?



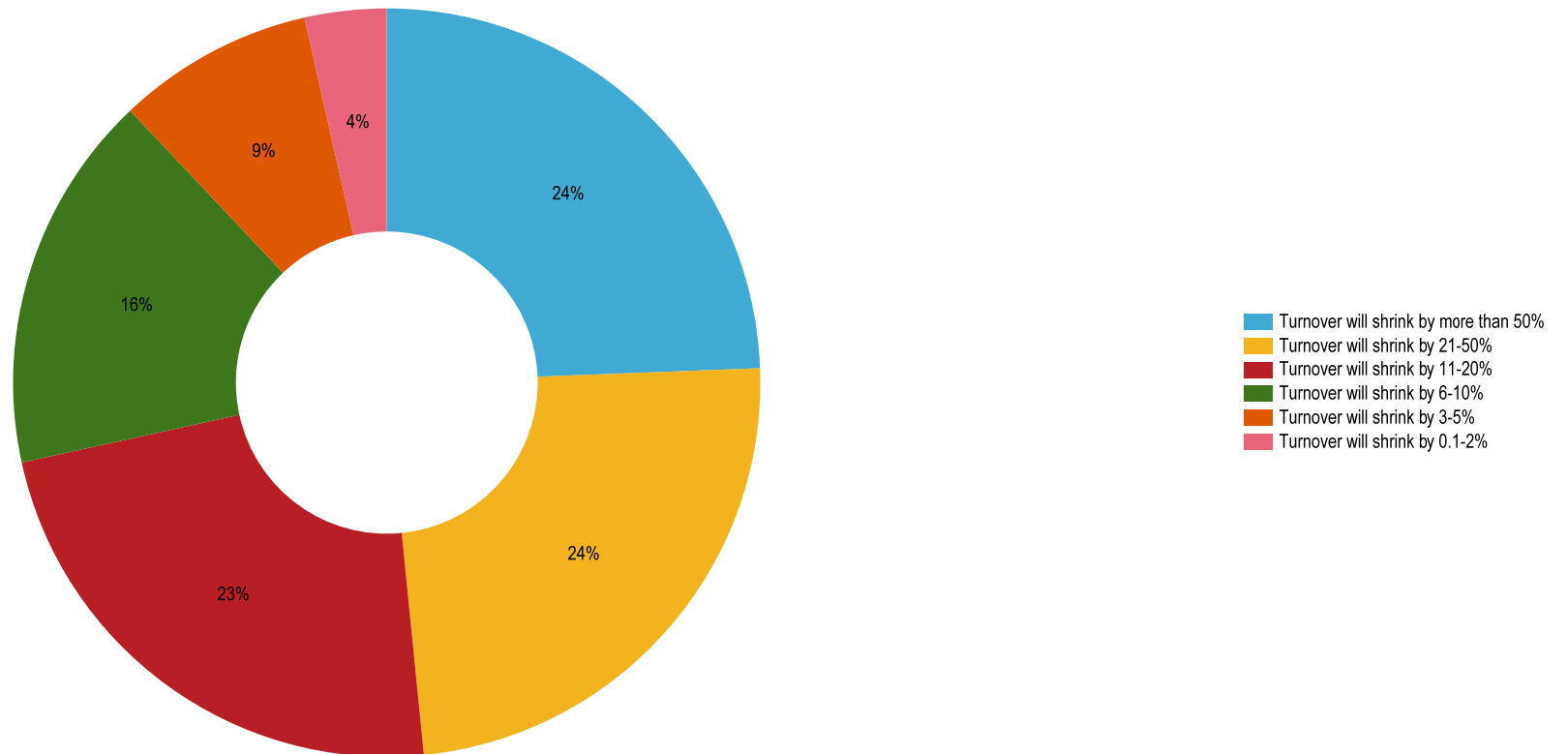
# Q27

By how much do you anticipate your business's turnover to grow or shrink over the next twelve months?



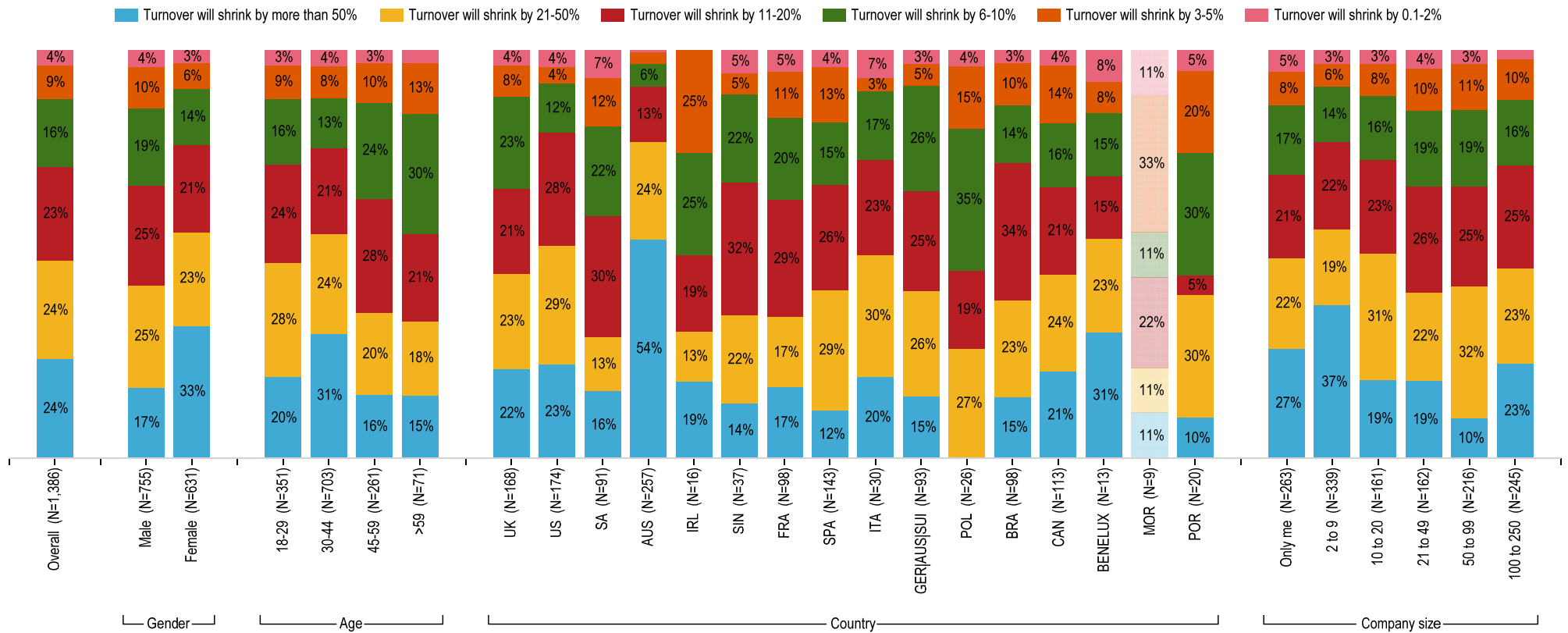
# Q28

Please advise how much you anticipate your business's turnover to shrink over the next 12 months?



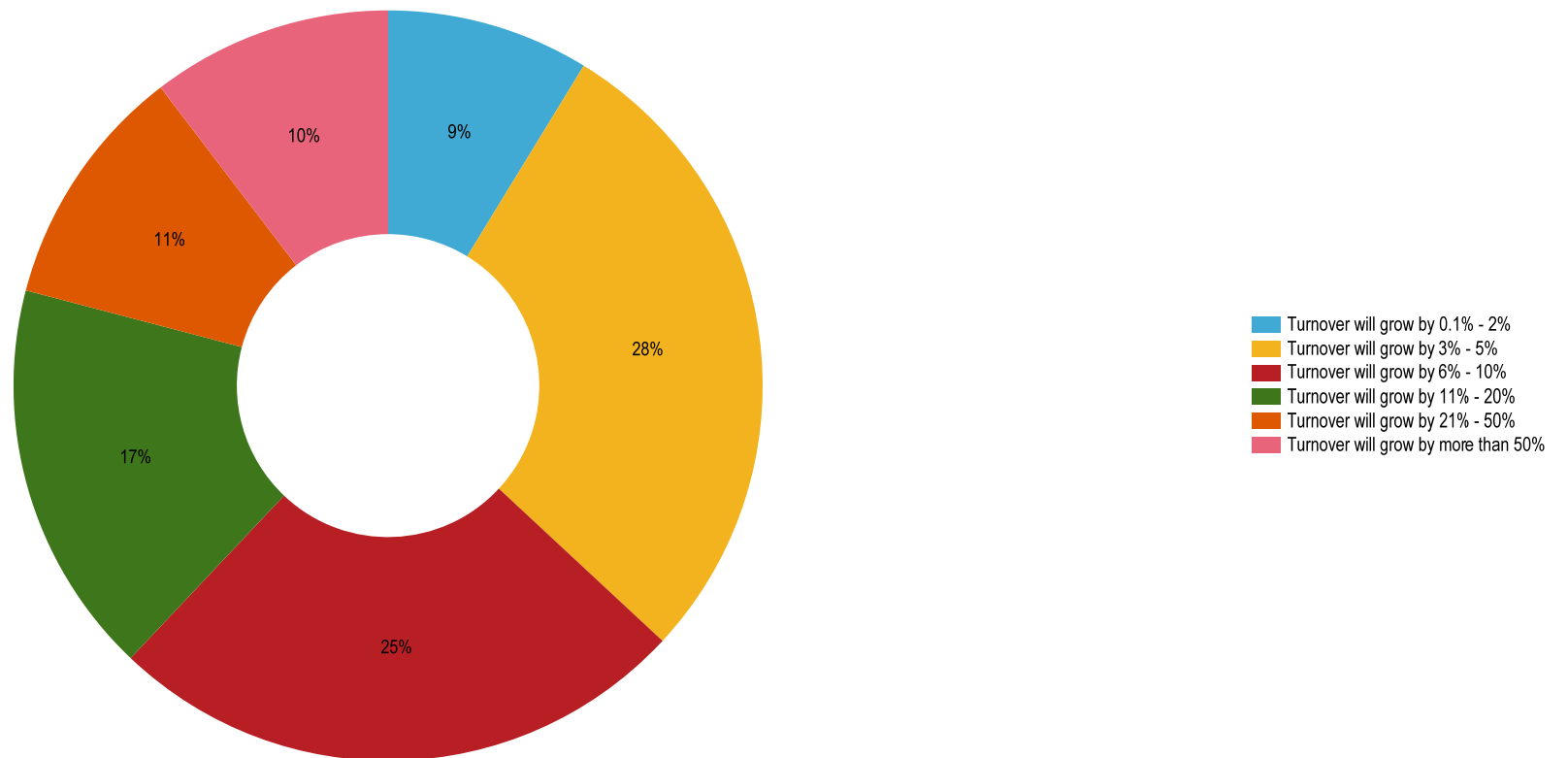
# Q28

Please advise how much you anticipate your business's turnover to shrink over the next 12 months?



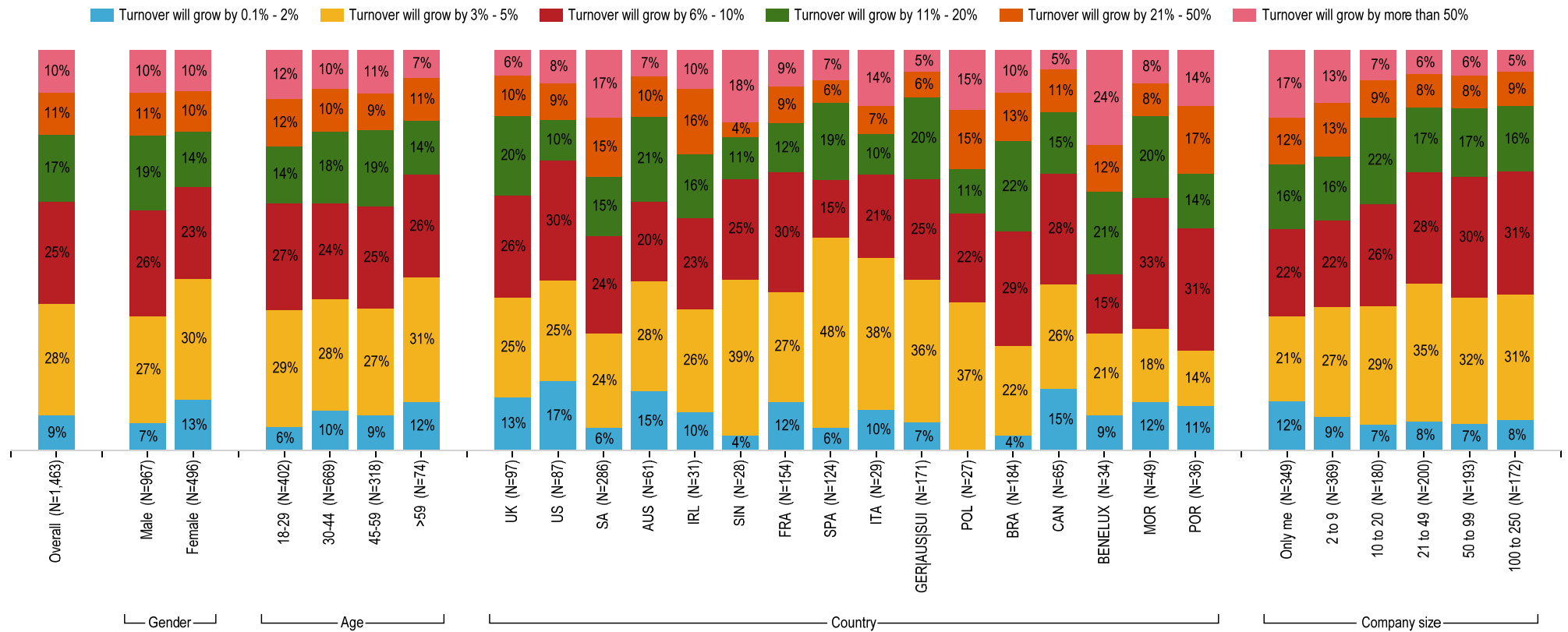
# Q29

Please advise how much you anticipate your business's turnover to grow over the next 12 months?



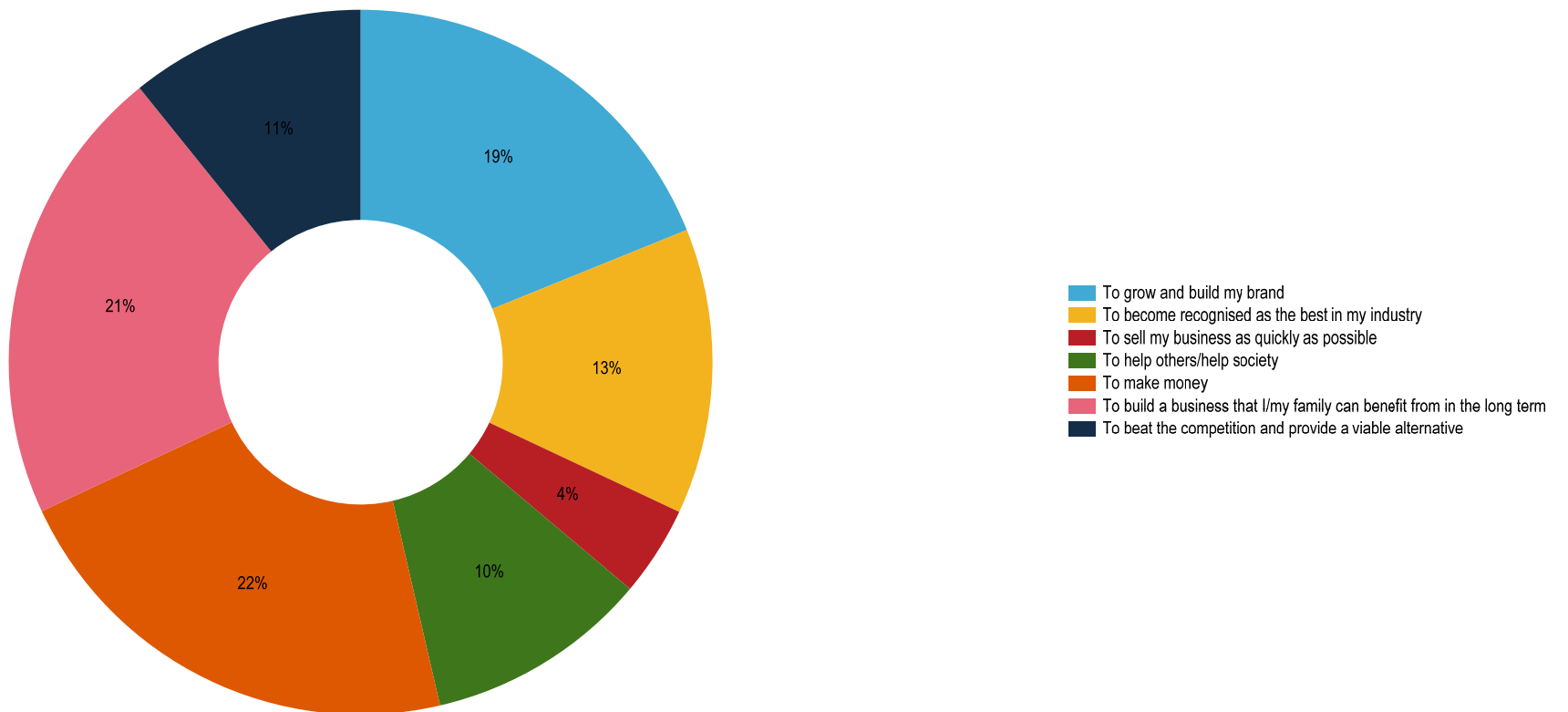
# Q29

Please advise how much you anticipate your business's turnover to grow over the next 12 months?



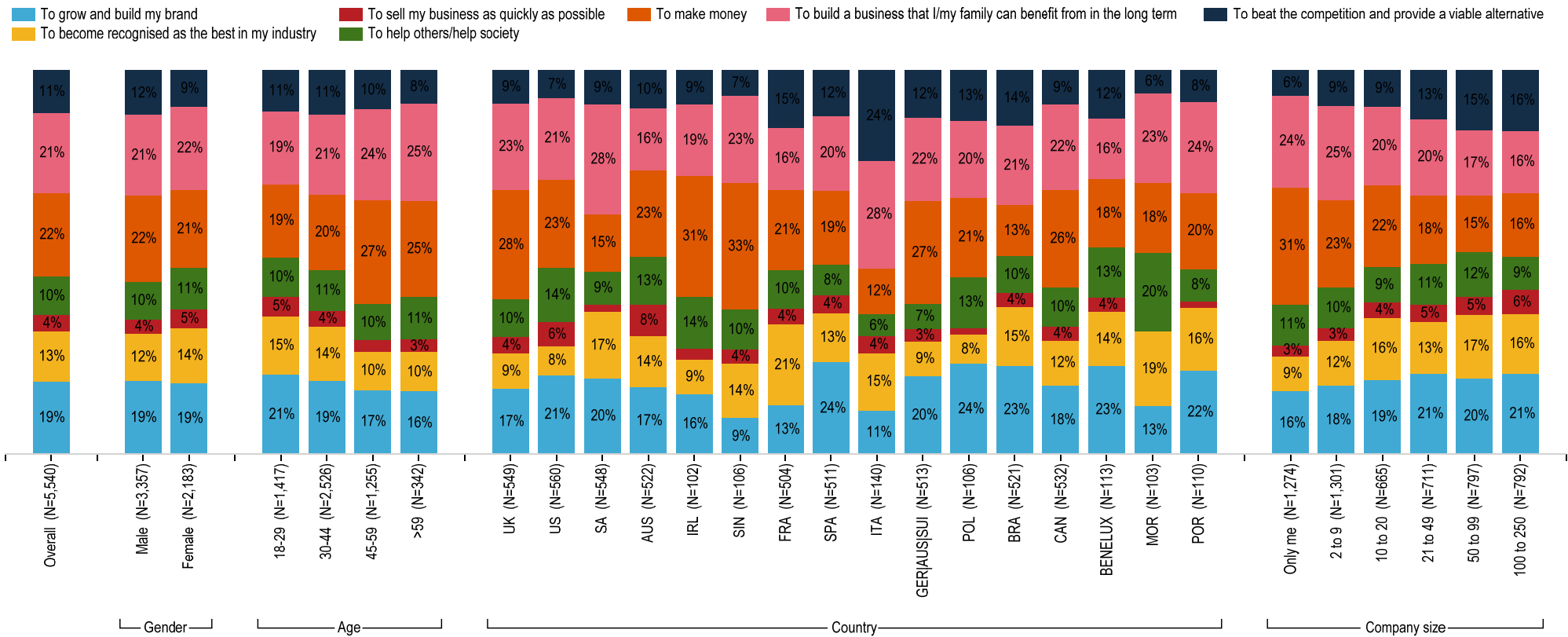
# Q30

Which of the following objectives, from the below list, would you deem to be most important to you/your business?



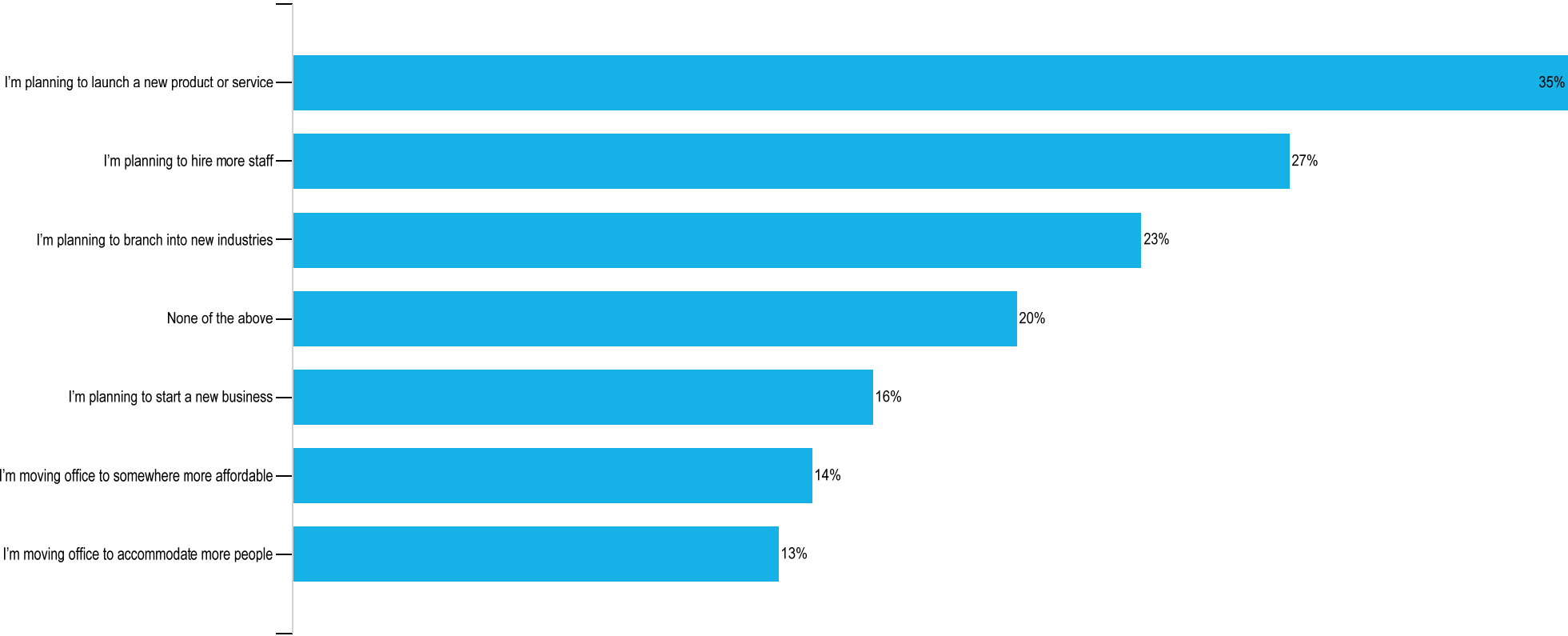
# Q30

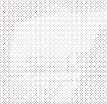
Which of the following objectives, from the below list, would you deem to be most important to you/your business?



# Q31

Which of the following are you planning to do in the next 12 months?





Thank You

