

SURVEYS NARRATIVE

With the purpose to reveal the reputation, popularity, and effectiveness of existing state and semi-state SME supporting organizations and structures FSMB has performed a brief survey (phone poll) among 106 SME representatives from different marzes according to specially developed questionnaire. The SPSS analyses results are presented below.

The representation of marzes and cities:

REGION

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Gegharqunik	12	11,3	11,3	11,3
	Kotayk	13	12,3	12,3	23,6
	Lori	10	9,4	9,4	33,0
	Shirak	14	13,2	13,2	46,2
	Vayots Dzor	18	17,0	17,0	63,2
	Yerevan	39	36,8	36,8	100,0
	Total	106	100,0	100,0	

CITIES

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Abovyan	6	5,7	5,7	5,7
	Akhuryan	1	,9	,9	6,6
	Arzni	1	,9	,9	7,5
	Charentsavan	1	,9	,9	8,5
	Gavar	12	11,3	11,3	19,8
	Getamej	1	,9	,9	20,8
	Gyumri	13	12,3	12,3	33,0
	Hrazdan	2	1,9	1,9	34,9
	Jermuk	3	2,8	2,8	37,7
	Jrvejh	1	,9	,9	38,7
	Spitak	1	,9	,9	39,6
	Stepanavan	1	,9	,9	40,6
	Vanadzor	8	7,5	7,5	48,1
	Vayk	10	9,4	9,4	57,5
	Yeghegnadzor	5	4,7	4,7	62,3
	Yeghvard	1	,9	,9	63,2
	Yerevan	39	36,8	36,8	100,0
	Total	106	100,0	100,0	

45 respondents (42.4%) announced that they are partly or fully familiar with the role of “Small and Medium Entrepreneurship Development National Center” (SME DNC) Foundation in SME support, 61 from 106 respondents said “No”.

Familiar with the role of SME DNC in SME support

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	no	61	57,5	57,5	57,5
	partly	2	1,9	1,9	59,4
	yes	43	40,6	40,6	100,0
	Total	106	100,0	100,0	

24 from those who were familiar with SME DNC (53.3%) have cooperated and 12 (50.0%) of them have been satisfied.

Cooperated with SME DNC

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	n/a	61	57,5	57,5	57,5
	no	21	19,8	19,8	77,4
	yes	24	22,6	22,6	100,0
	Total	106	100,0	100,0	

Satisfied with SME DNC Cooperation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	n/a	85	80,2	80,2	80,2
	no	7	6,6	6,6	86,8
	partly	2	1,9	1,9	88,7
	yes	12	11,3	11,3	100,0
	Total	106	100,0	100,0	

There are answers on “What kind of support would you like to receive from SME DNC” question?

- Cooperation in exhibitions arrangement
- Consulting
- Financial
- Organization of trainings
- Material support
- Small loan without deposit
- Informational assistance
- Collaboration
- Available loans with low interest
- Resolution of market problem
- Creation of support mechanisms
- Available information on different projects

In the case of Chambers of Commerce and Industry 54 respondents (51.0%) announced that they are familiar with CCI activity in SME support:

Familiar with the role of CCI in SME support

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	n/a	2	1,9	1,9	1,9
	no	50	47,2	47,2	49,1
	yes	54	50,9	50,9	100,0
	Total	106	100,0	100,0	

27 of them (50,0 %) have cooperated and 14 (51.8%) of them have been satisfied.

Cooperated with CCI

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	n/a	52	49,1	49,1	49,1
	no	27	25,5	25,5	74,5
	yes	27	25,5	25,5	100,0
	Total	106	100,0	100,0	

Satisfied with CCI Cooperation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	n/a	80	75,5	75,5	75,5
	no	8	7,5	7,5	83,0
	partly	4	3,8	3,8	86,8
	yes	14	13,2	13,2	100,0
	Total	106	100,0	100,0	

Answers on “What kind of support would you like to receive from CCI?” question are:

- Exporting of goods
- Organization of seminars
- More active, materialized as loan
- Financial
- Consulting
- Available information on different projects
- Available information
- Legal

37 of 106 respondents (34.9%) declared that the Local Government Bodies (LGB) have certain role to play in SME support.

Role of LGB in SME support

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	n/a	6	5,7	5,7	5,7
	no	63	59,4	59,4	65,1
	partly	1	,9	,9	66,0
	yes	36	34,0	34,0	100,0
	Total	106	100,0	100,0	

34 respondents (32.0%) have made a request to LGB and only 6 (17.6%) of them have been satisfied.

As to answer on “What kind of support would you like to receive from LGBs?” the respondents declared:

- Not to make barriers
- Information
- Any support
- Financial
- Available Information on state budget utilization
- Active collaboration, establishment of unions
- Support in local cases
- Available information on different projects
- Budget allocation to LGBs for SME purposes
- Representative of business sector in LGB
- Land allocation
- Support in wholesale and retail trade
- Marketing support
- Show interest in development of local business,
- The understanding on local business needs