

APPENDIX

APPENDIX 1

The Hindu

Tirupur, April 17, 2011

Knitwear exports from Tirupur register growth

Knitwear exports from Tirupur cluster have registered growth during the just-concluded 2010-11 fiscal despite the textile hub being beset by a plethora of problems including raw material price hike and closure of dyeing units by a court order for violating pollution control norms. The statistics disclosed by Tirupur Exporters Association (TEA) president Arumugam Sakthivel states that exports from Tirupur knitwear cluster had leapfrogged from Rs.11,800 crores in 2009-10 to Rs.12,500 crores in 2010-11 financial year. However, Mr. Sakthivel was quick to point out that though the exports had shown an increase in terms of value, the profit margins for the exporters shrunk in 2010-11 fiscal due to the abnormal rise in the prices of cotton as well as cotton yarn and the transportation costs.

On the crisis experienced in the dyeing sector, Mr. Sakthivel said that steps were being taken to expedite the compliance of zero liquid discharge (ZLD) norms stipulated for the effluent treatment process. “About Rs.1,200 crores have been invested so far into the setting up of Common Effluent Treatment Plants and Individual Effluent Treatment Plants in the cluster, in an attempt to prevent any further discharge of effluents into River Noyyal”, he added. Mr. Sakthivel was all praise for the eco-green industrial evaporator developed by NIFT-TEA College of Knitwear Fashion which had come as a feasible solution for attaining the ZLD in the effluent treatment process. “We will make sure that the gadget get popularised among the dyeing unit owners and also obtain the necessary approval for its operations from Tamil Nadu Pollution Control Board”, Mr. Sakthivel said. He said that the marine discharge project was seen only as a long term solution for disposal of treated industrial effluents.

APPENDIX 2

Business Line

Tirupur, December 16, 2011

TN gives Rs.127crores interest free loan to effluent treatment plants to clean up their act

The Tamil Nadu Government has sanctioned an interest free loan Rs.127.40 crore to upgrade the 15 Common Effluent Treatment Plants in Tirupur, according to an official press release. The move is a significant development for the knitwear industry in Tirupur, where over 754 units including dyeing units were shut down in February this year following an order of the Madras High Court due to pollution concerns and failing to achieve zero liquid discharge. The State Government had taken a policy decision in July to provide the CETPs over Rs.200 crore as interest free loan to enable the CETPs to purchase the modern equipment to achieve zero liquid discharge status, the release said.

Welcome Move

The Tirupur Exporters' Association has welcomed the State Governments move. In a letter to the Chief Minister, Ms J. Jayalithaa, the association thanked the Government for providing the loan. The Association said six CETPs and 22 individuation effluent treatment plants that support 225 dyeing units have started functioning. The latest announcement of financial support will enable the remaining CETPs to reopen. (EOM)

QUESTIONNAIRE

Survey on Innovation Adoption with reference to the Small and Medium Enterprises in the Knitwear Cluster of Tirupur Information to the respondents

Purpose of Research

This research aims to gather data to understand the extent of innovativeness among the Small and Medium Enterprises operating in the knitwear cluster of Tirupur. Your response will help me to measure the drivers of innovation and the consequences of the same in the form of business performance.

Confidentiality

The information provided by you will be kept confidential and used purely for academic purpose. Results will be aggregated and presented as summaries only. Individual respondents or their respective organizations will not be identified.

Questionnaire Structure

This questionnaire contains 8 pages with 4 parts. The first part requests information pertaining to the antecedents of innovation. The second part deals with innovation adoption, its types and its implementation. The third part enquires information on business performance indicators. Finally, the fourth part solicits background information.

Definition of Important Terms used in this Questionnaire

Innovation for the purpose of this study means- “generation, development and adaptation of an idea/behaviour/practice, new to the adopting organization”. Types of innovation for the purpose of this study are **Technological innovations** that include **Product innovations** (new or improved products brought out by the firm); **Process innovations** (new or improved ways of production processes); **Administrative innovations** (new or improved administrative practices); **Marketing Innovations** (new or improved ways of marketing products

manufactured by the firm). **Innovation adoption** refers to the taking up of the above mentioned innovative practices by the organization. **Innovation implementation** refers to the continuous use of the adopted innovative practices and integrating them in the total value system of the adopting organization.

Part 1: This part contains 2 sections.

Section A- Innovation Objectives & Drivers

1. Do you think innovation is essential for growth?

Yes No Don't know

2. Please indicate how important were each of the following decisions/ factors in influencing innovation adoption at your organization during the past 3 years.

(Please tick in the appropriate columns)

Sl.No.	Statement	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
	Innovation Objectives					
2.1	I innovate to enter new markets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.2	I innovate to increase market share	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.3	I innovate to increase range of products	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.4	I innovate to improve quality of products	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.5	I innovate to increase capacity of production	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.6	I innovate to reduce costs per unit produced	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.7	I innovate to improve health and safety	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.8	I innovate to reduce environmental impacts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.9	I innovate to replace outdated products & processes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.10	I innovate to meet regulatory requirements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Leadership for Innovation					
2.11	I search and promote new methods/ideas to solve problems in my business	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Sl.No.	Statement	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
2.12	I show confidence in my beliefs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.13	I don't stop during difficulties	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.14	I encourage others to express their ideas	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.15	I appreciate by giving public and meaningful recognition	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.16	I express an exciting vision for the future	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.17	I encourage others to share resources	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.18	I consult others while making decisions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.19	I network informally with other operators in the cluster	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Market Orientation					
2.20	I listen to the opinions of customers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.21	I value customer inputs in planning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.22	I am quick in identifying market opportunities and capturing them	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.23	Our business objectives are driven by customer satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.24	We monitor our level of commitment and orientation to serving customers' needs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.25	We respond to competitive actions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.26	I give information about my customers to all important employees	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.27	All of our business functions are integrated in serving the needs of our customers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.28	All of our managers understand how they can contribute in creating customer value	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Innovation Climate					
2.29	My employees are involved in planning and implementing our long term goals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.30	They have freedom to make their own decisions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Sl.No.	Statement	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
2.31	They have enough time to think before doing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.32	They are encouraged to suggest new ideas	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.33	They take risks in implementing new ideas	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.34	They have and express trust in each other	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.35	They work in a relaxed environment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.36	They work well as a team	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.37	They raise and actively debate issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Organization Structure					
2.38	Rules and procedures are less important in my company	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.39	There are less written procedures available in my company for almost everything	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.40	There is plenty opportunity for informal talks among employees	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.41	My employees are accessible to each other.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.42	Access to information is quick and easy.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Competition					
2.43	Competition is very intense in our local environment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.44	Our business has strong competitors in the market place	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.45	There is uncertainty in my business due to changes in customer preferences & demand	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Collaboration with cluster operators- Purpose					
2.46	I collaborate with cluster members for information & experience exchange	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.47	I collaborate for quality improvement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.48	I collaborate for product specification/design sharing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.49	I collaborate for delivery conditions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Sl.No.	Statement	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
2.50	I collaborate for employees' training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.51	I collaborate for order sharing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Sources of innovation					
2.52	In my business, internal sources (within company) provide information about innovations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.53	Market sources (Suppliers/customers/Competitors) provide information about innovations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.54	Institutional sources (Consultants, labs, Universities, Government institutes etc.) provide information about innovations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.55	Other sources (conferences, trade fairs, journals, professional/industry associations etc.) provide information about innovations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Research & Development					
2.56	I carry out internal Research & Development	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.57	I purchase external Research & Development	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Collaboration Status					
2.58	I collaborate with Financial Institutions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.59	I collaborate with Government agencies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.60	I collaborate with Trade/Business associations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.61	I collaborate with Suppliers of materials	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.62	I collaborate with Universities/Incubators	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.63	I collaborate with Consultants/Industry experts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.64	I collaborate with Competitors in the cluster	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.65	I collaborate with my Customers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.66	I collaborate with Others (specify).....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

3. Based on the responses provided above, Can you mention the names of agencies/bodies best supporting your business?

1.
2.
3.
4.
5.

Section B- Barriers of Innovation

4. Please indicate to what extent were the following factors constraining innovation adoption at your organization (Please tick in the appropriate columns)

Sl. No.	There is	Always	Often	Sometimes	Rarely	Never
4.1	Lack of funds within my business	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4.2	Lack of finance from outside	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4.3	Lack of qualified personnel	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4.4	Lack of information on technology	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4.5	Lack of information on markets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4.6	Lack of collaboration with Universities/ Labs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4.7	Market domination by established businesses.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4.8	Uncertain demand for innovative products	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4.9	No need due to prior innovations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4.10	No need because of no demand for innovations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4.11	Excessive government regulation in industry	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4.12	Lack of government incentives for innovation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Part 2- Innovation adoption and routinization

5. Please indicate the **innovations** (technological/administrative/marketing innovations) adopted and implemented by your firm during the past 3 years (Please tick in the appropriate columns)

Sl. No.	Compared to our competitors, we have	Always	Often	Sometimes	Rarely	Never
	Technological Innovation Adoption					
5.1	Introduced more innovative products/designs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5.2	Acquired advanced machineries/ technologies etc. for innovation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5.3	Our new products/ designs are considered very new by customers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5.4	Allocated considerable funds for product related innovations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5.5	Increased the quality of our products	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5.6	Reduced the cost of our products	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5.7	Improved our business processes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5.8	Eliminated non value adding activities in production processes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5.9	Decreased variable costs in manufacturing processes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Administrative Innovation Adoption					
5.10	Introduced new/significantly improved internal administrative practices	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5.11	Improved the production/quality management systems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5.12	Improved the human resources management system	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5.13	Improved management information system /practices	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5.14	Renewed the organization structure to facilitate teamwork and coordination	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5.15	Provided training to employees for innovation activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Marketing Innovation Adoption					
5.16	Improved the design of our products through changes in appearance, packaging etc.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5.17	Improved marketing techniques	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Sl. No.	Compared to our competitors, we have	Always	Often	Sometimes	Rarely	Never
5.18	Renewed pricing techniques	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Innovation Implementation						
5.19	Implemented most of the product innovations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5.20	Implemented most of the process innovations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5.21	Implemented most of the administrative innovations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5.22	Implemented most of the marketing innovations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Part 3- Business performance

6. Please mention the average percentage of your company's sales on the basis of the following categories during the past 3 years

Categories	% of Sales
Products manufactured as per buyer's design specifications	
Products designed by your company	
Products designed by your company and sold under your own brand name	

7. Please specify your investment in R&D as a percentage of your firm's average annual turnover during the past 3 years

- Up to 5%
 5-10 %
 11-15 %
 16-20 %
 21-25 %
 >25 %

8. Please mention your company's average annual turnover for the past 3 years (Average of 2009, 2010 and 2011 turnover):

- <10 crores
 11-15 crores
 16-20crores
 21-30crores
 31-40crores
 41-50 crores
 >50 crores

9. Please indicate the extent to which the average annual turnover of your business for the past three years has increased due to adoption of innovations

- Upto 20 %
 21-40 %
 41-60 %
 61-80 %
 81-100%

10. How do you rate your company against comparable * competitors on the following business performance measures over the last 3 years

Sl. No.	Performance indicators	Under performer	Low performer	Moderate performer	High performer	Top performer
10.1	Profit growth	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10.2	Turnover growth	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10.3	Productivity growth	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10.4	Operational efficiency	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10.5	Growth in return on investment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10.6	Ability to increase market share	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10.7	Ability to attract new clients	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10.8	Ability to gain repeat business	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10.9	Ability to deliver promises	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10.10	Level of customer satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10.11	Overall reputation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*Comparable competitors refer to those firms which operate in a similar market and have comparable resources and opportunity constraints as that of your firm

Part 4- Background information

11.	Name of the company (Optional) :		
12.	Designation of the respondent (Optional):		
13.	Nature of ownership:	<input type="radio"/> Sole proprietorship <input type="radio"/> Partnership <input type="radio"/> Limited company	
14.	Age of the company:	<input type="radio"/> ≤5 years <input type="radio"/> 6-10 years <input type="radio"/> 11-15 years <input type="radio"/> 16-20 years <input type="radio"/> >20 years	
15.	Which among the following segment of the knitwear value chain are you engaged in?	<input type="radio"/> Knitting <input type="radio"/> Wet- processing <input type="radio"/> Compacting <input type="radio"/> Garmenting <input type="radio"/> Printing/Embroidery <input type="radio"/> Others	

16.	Please specify the number of employees in your company:		<20	21-40	41-60	61-80	81-100	>100
		Permanent	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Contract	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
17.	How many years of experience do you have in the knitwear industry?	<input type="radio"/> <10 years <input type="radio"/> 11-20 years <input type="radio"/> 21-30 years <input type="radio"/> 31-40 years <input type="radio"/> >40 years						
18.	Please mention whether you are a	<input type="radio"/> First generation entrepreneur <input type="radio"/> Second generation entrepreneur <input type="radio"/> Third generation entrepreneur						
19.	What is your highest level of education?	<input type="radio"/> High school <input type="radio"/> Diploma <input type="radio"/> Bachelor degree <input type="radio"/> Master degree <input type="radio"/> Others.....						
20.	Please indicate the percentage of exports out of your company's total final sales	<input type="radio"/> Upto 20% <input type="radio"/> 21-40 % <input type="radio"/> 41-60 % <input type="radio"/> 61-80 % <input type="radio"/> 81-100 % <input type="radio"/> 100% exports						
21.	Do you face problems while doing innovations in your business? If yes, can you explain them?							
22.	Do you have any suggestions to the Government to improve innovativeness in your cluster, at large?							
23.	Do you have any suggestions to other entrepreneurs in the cluster to improve innovativeness							

Thank you for your information