

Detailed Tables

Overall, how positive are you about the current environment for small business in Canada?

	Total
Total (n/w) (wt.)	400 400 100%
Base: All respondents	
Very positive (4)	82 21%
Somewhat positive (3)	216 54%
Not very positive (2)	74 19%
Not at all positive (1)	28 7%
Top 2 box	298 75%
Summary	
Mean	2.88
Standard Deviation	0.81
Standard Error	0.04

Do you expect your business to experience increased profitability over the next 5 years

	Total
Total (n/w) (wt.)	400 400 100%
Base: All respondents	
Yes	313 78%
No	77 19%
(DK/NS)	10 3%

Detailed Tables

What do you see as the main advantages of operating a small business in Canada?

	Total
Total (n/w)	400
(wt.)	400
	100%
Base: All respondents	
Skilled workforce	273
	68%
Economic security	247
	62%
Access to bank funds and loans	216
	54%
Political stability	215
	54%
Infrastructure (roads, rail, air etc.)	201
	50%
Access to the US markets	181
	45%
Government support for small business	178
	45%
Access to venture capital	149
	37%
Other	30
	8%
(DK/NS)	11
	3%

And what do you see as the main disadvantages of operating a small business in Canada?

	Total
Total (n/w)	400
(wt.)	400
	100%
Base: All respondents	
Taxation Levels	294
	74%
Government bureaucracy	263
	66%
Securing financing	181
	45%
Retaining qualified staff	180
	45%
Finding qualified staff	173
	43%
Government support of small business	151
	38%
Wage levels	145
	36%
Trade agreements	112
	28%
Distance from suppliers	100
	25%
Distance from customers	89
	22%
Other	19
	5%

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In which regions of the world, do you conduct business?

	Total
Total (n/w)	400
(wt.)	400
	100%
Base: All respondents	
Canada only	264
	66%
United States	107
	27%
Canada	79
	20%
Western Europe	39
	10%
Asia	22
	6%
Central and South America	11
	3%
Eastern Europe including Russia	11
	3%
Middle East	10
	3%
South Pacific (including Australia and New Zealand)	8
	2%
South America	6
	2%
Africa	4
	1%

Do you see your sales outside of Canada growing in the next 1-2 years?

	Total
Total (n/w)	400
(wt.)	400
	100%
Base: All respondents	
Yes	99
	25%
No	300
	75%
(DK/NS)	1
	0

Detailed Tables

Please indicate how strongly you agree or disagree with the following statements - My employees have a clear vision of the potential for e-business

	Total
Total (n/w)	400
(wt.)	400
	100%
Base: All respondents	
5 - Strongly agree (5)	64
	16%
4 (4)	47
	12%
3 (3)	100
	25%
2 (2)	64
	16%
1 - Strongly disagree (1)	123
	31%
(DK/NS)	2
	1%
Top 2 box	111
	28%
Summary	
Mean	2.66
Standard Deviation	1.43
Standard Error	0.07

Please indicate how strongly you agree or disagree with the following statements - At my company we are adequately funded to support e-business channels

	Total
Total (n/w)	400
(wt.)	400
	100%
Base: All respondents	
5 - Strongly agree (5)	41
	10%
4 (4)	28
	7%
3 (3)	99
	25%
2 (2)	57
	14%
1 - Strongly disagree (1)	168
	42%
(DK/NS)	7
	2%
Top 2 box	69
	17%
Summary	
Mean	2.28
Standard Deviation	1.35
Standard Error	0.07

Detailed Tables

Please indicate how strongly you agree or disagree with the following statements - At my company we have an adequate technological platform in place to support e-business

	Total
Total (n/w)	400
(wt.)	400
	100%
Base: All respondents	
5 - Strongly agree (5)	64
	16%
4 (4)	53
	13%
3 (3)	66
	17%
2 (2)	63
	16%
1 - Strongly disagree (1)	151
	38%
(DK/NS)	3
	1%
Top 2 box	117
	29%
Summary	
Mean	2.54
Standard Deviation	1.50
Standard Error	0.08

Detailed Tables

Over the next 3-5 years, what role do you see the Internet playing in the growth and development of your company?

	Total
Total (n/w)	400
(wt.)	400
	100%
Base: All respondents	
Advertising/ marketing/ greater exposure	73
	18%
Communicating with customers and clients	50
	13%
Growth/ increased sales/ increased profit	41
	10%
It will play an important role/ usage will increase (unspecified)	32
	8%
Research/ product development	25
	6%
Communicating with suppliers	22
	6%
Communication (in general)	16
	4%
Processing transactions	13
	3%
Improve customer relations/ customer service	9
	2%
Depends upon Internet stability/ concerned about virus or worms	6
	2%
Facilitating shipping/ product delivery	5
	1%
Reduced sales/ reduced profit	2
	1%
Increased competition	2
	1%
Other	40
	10%
None/ limited role	146
	37%
(DK/NS)	8
	2%

Detailed Tables

How would you rate your main financial institution on the following attributes - Has competitive rates for small business

	Total
Total (n/w) (wt.)	400 400 100%
Base: All respondents	
5 - Strongly agree (5)	86 22%
4 (4)	98 25%
3 (3)	118 30%
2 (2)	47 12%
1 - Strongly disagree (1)	47 12%
(DK/NS)	4 1%
Top 2 box	184 46%
Summary	
Mean	3.33
Standard Deviation	1.27
Standard Error	0.06

How would you rate your main financial institution on the following attributes - Is responsive to our requests

	Total
Total (n/w) (wt.)	400 400 100%
Base: All respondents	
5 - Strongly agree (5)	91 23%
4 (4)	112 28%
3 (3)	114 29%
2 (2)	34 9%
1 - Strongly disagree (1)	48 12%
(DK/NS)	1 0
Top 2 box	203 51%
Summary	
Mean	3.41
Standard Deviation	1.26
Standard Error	0.06

Detailed Tables

How would you rate your main financial institution on the following attributes - Values customer service for small business

	Total
Total (n/w)	400
(wt.)	400
	100%
Base: All respondents	
5 - Strongly agree (5)	109
	27%
4 (4)	87
	22%
3 (3)	104
	26%
2 (2)	47
	12%
1 - Strongly disagree (1)	52
	13%
(DK/NS)	1
	0
Top 2 box	196
	49%
Summary	
Mean	3.39
Standard Deviation	1.34
Standard Error	0.07

How would you rate your main financial institution on the following attributes - Is a strong partner in my business growth

	Total
Total (n/w)	400
(wt.)	400
	100%
Base: All respondents	
5 - Strongly agree (5)	69
	17%
4 (4)	65
	16%
3 (3)	108
	27%
2 (2)	71
	18%
1 - Strongly disagree (1)	86
	22%
(DK/NS)	1
	0
Top 2 box	134
	34%
Summary	
Mean	2.90
Standard Deviation	1.37
Standard Error	0.07