

2018 年度商界意见调查 Annual Business Survey 2018

| | | | | | | | | | | | |
|------------------------------|---|--|--|--|--|----------------|-------|--|--|--|--|
| 姓名 Name | _____ | | | | | 职务 Designation | _____ | | | | |
| 公司 Company | _____ | | | | | | | | | | |
| 电邮 E-mail | _____ | | | | | 电话 Tel | _____ | | | | |
| 年营业额 (\$S) Annual revenue | <input type="checkbox"/> <100 万 < 1m | <input type="checkbox"/> 100 万至 1000 万 1m to 10m | <input type="checkbox"/> >1000 万至 5000 万 >10m to 50m | <input type="checkbox"/> >5000 万至 1 亿 >50m to 100m | <input type="checkbox"/> >1 亿 >100m | | | | | | |
| 行业 Industry | <input type="checkbox"/> 制造业 Manufacturing | <input type="checkbox"/> 建筑业 Construction | <input type="checkbox"/> 批发与零售业 Wholesale and Retail Trade | <input type="checkbox"/> 旅游、酒店、餐饮业 Tourism, Hotels, F&B | | | | | | | |
| | <input type="checkbox"/> 资讯与通信业 Information & Communications | <input type="checkbox"/> 专业与商业服务 Professional & Business Services | | <input type="checkbox"/> 运输、仓储与物流业 Transport, Storage & Logistics | | | | | | | |
| | <input type="checkbox"/> 金融与保险业 Finance & Insurance | <input type="checkbox"/> 房地产 Real Estate | <input type="checkbox"/> 教育、医疗保健与社会服务 Education, Health & Social Services | | <input type="checkbox"/> 其他 Others | | | | | | |

1. 与去年相比，公司在 2018 年的经营展望如何？

What is your company's business prospects in 2018 compared to last year?

| 经营展望 | Business prospects | 上升 Increased | 相同 No Change | 下降 Declined |
|------|--------------------|--------------------------|--------------------------|--------------------------|
| 营业额 | Revenue | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 经营成本 | Business costs | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 盈利 | Profit margin | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 员工人数 | Staff strength | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

2. 在公司面对的经营挑战当中，哪三项最为严峻？

What are your top three business challenges/concerns?

| | | |
|--------------------------|--------------------------------|--|
| <input type="checkbox"/> | 行业面临转型 | Sector facing restructuring |
| <input type="checkbox"/> | 经营成本上涨（租金,薪金,商品成本,交通成本等） | Rising business cost (rental, salary, cost of goods, transport, etc) |
| <input type="checkbox"/> | 人工短缺 | Manpower shortage |
| <input type="checkbox"/> | 颠覆性科技带来的挑战 | Challenges from disruptive technologies |
| <input type="checkbox"/> | 公司在本地市场面临激烈竞争 | Company facing stiff competition in Singapore market |
| <input type="checkbox"/> | 融资和现金周转 | Financing and cash flow |
| <input type="checkbox"/> | 其他（请列明）Others (please specify) | _____ |

3. 公司采取哪些策略，应对经营挑战？（可选择多项）

What are the strategies adopted to manage these business concerns? (You may select more than one)

| | | |
|--------------------------|--------------------------------|---|
| <input type="checkbox"/> | 创新产品和服务 | Innovate products and services |
| <input type="checkbox"/> | 业务重组 / 改变业务模式（如电子商务） | Business restructuring / Change business model (e.g. adopt e-Commerce) |
| <input type="checkbox"/> | 外包非核心业务 / 采用共用设施 | Outsource non-core business activities / Use shared facilities and services |
| <input type="checkbox"/> | 积极发掘新兴市场的商机 | Step up to find opportunities in new growth markets |
| <input type="checkbox"/> | 采取措施削减经营成本 | Cost-cutting measures |
| <input type="checkbox"/> | 退出行业 | Exit the industry |
| <input type="checkbox"/> | 其他（请列明）Others (please specify) | _____ |

4. 如果公司面临经营成本上涨压力，哪三项对公司的影响最大？（最多选择三项）

If you are facing rising business costs, which three items had the greatest impact on your business?

| | | |
|--------------------------|---------------------------------|---|
| <input type="checkbox"/> | 员工薪金（不包括人头税） | Employees' salary (excluding worker levies) |
| <input type="checkbox"/> | 租金 | Rental costs |
| <input type="checkbox"/> | 政府合规成本、行政收费 | Government compliance costs / admin fees |
| <input type="checkbox"/> | 商品、原料、器材设备 | Cost of goods, raw material, equipment |
| <input type="checkbox"/> | 融资成本 / 贷款利息 | Financing costs / interest payment |
| <input type="checkbox"/> | 交通成本（COE, ERP, 路税） | Transport costs (COE, ERP, road tax) |
| <input type="checkbox"/> | 其他（请列明）Others (please specify): | _____ |

5. 政府自 2010 年起呼吁企业提高生产力。贵公司在提高生产力方面的成果如何？

Government has been encouraging companies to improve their productivity since 2010. To what extent has your productivity improvement effort shown results?

| | | | | | | | |
|--------------------------|--------------------|--------------------------|-------------------------|--------------------------|---------------------------|--------------------------|------------------------|
| <input type="checkbox"/> | 没有成果 Not at all | <input type="checkbox"/> | 有一点成果 A small extent | <input type="checkbox"/> | 成果适中 A moderate extent | <input type="checkbox"/> | 成果显著 A great extent |
|--------------------------|--------------------|--------------------------|-------------------------|--------------------------|---------------------------|--------------------------|------------------------|

6. 公司面对下列哪些人力/员工挑战？（可选择多项）

What are your key manpower challenges? (You may select more than one)

| | | |
|--------------------------|--------------------------------|--|
| <input type="checkbox"/> | 吸引和留住员工 | Attract and retain staff |
| <input type="checkbox"/> | 请不到具备相关技能的员工 | Not able to recruit staff with the skills we need |
| <input type="checkbox"/> | 配合公司业务转型，重新设计工作时面对挑战 | Challenges in job re-design as we transform our business |
| <input type="checkbox"/> | 缺乏合适、针对行业需求设计的培训课程 | Lack of suitable industry-specific training for my staff |
| <input type="checkbox"/> | 其他（请列明）Others (please specify) | |

6a. 贵公司是否有派员工进行外部培训或者进行公司的内部培训？

Did your company send employees for external training or conduct your own in-house training?

| | | | |
|--------------------------|-----------|--------------------------|-----------|
| <input type="checkbox"/> | 有进行培训 Yes | <input type="checkbox"/> | 没有进行培训 No |
|--------------------------|-----------|--------------------------|-----------|

6b. 贵公司什么时候会进行员工培训？ When would you embark on training?

| | | |
|--------------------------|----------------------|--|
| <input type="checkbox"/> | 当我有财务资源时 | When I have financial resources to do so |
| <input type="checkbox"/> | 当我需要开发新的业务/产品/改进业务流程 | When I need to develop new businesses/products/improve processes |
| <input type="checkbox"/> | 当我的员工流失率增加时 | When my staff attrition rate increases |
| <input type="checkbox"/> | 当我的竞争对手开始培训他们的员工 | When my competitors start training |
| <input type="checkbox"/> | 我需要帮助，因为我不知道如何培训员工 | I need help as I do not know how to train my staff |
| <input type="checkbox"/> | 我不会投入在培训上，因为员工会随后离职 | I will not invest in training as the staff leaves after that |

7. 公司是否计划开拓海外市场？ Are you planning to venture overseas market(s)?

| | | | | | |
|--------------------------|-------|--------------------------|------|----------|---------------------------|
| <input type="checkbox"/> | 是 Yes | <input type="checkbox"/> | 否 No | 请跳到第 8 题 | Please skip to Question 8 |
|--------------------------|-------|--------------------------|------|----------|---------------------------|

7a. 您会选择哪些国家？（可选择多项） Which destination(s) are you considering? (Multiple choice)

| | | | | | | | |
|--------------------------|------------------|--------------------------|-----------------|--------------------------|--------------------|--------------------------|---------------------------------|
| <input type="checkbox"/> | 马来西亚 Malaysia | <input type="checkbox"/> | 缅甸 Myanmar | <input type="checkbox"/> | 北亚 North Asia | <input type="checkbox"/> | 北美 North America |
| <input type="checkbox"/> | 印尼 Indonesia | <input type="checkbox"/> | 柬埔寨 Cambodia | <input type="checkbox"/> | 欧洲 Europe | <input type="checkbox"/> | 澳洲/纽西兰 Australia/New Zealand |
| <input type="checkbox"/> | 泰国 Thailand | <input type="checkbox"/> | 中国 China | <input type="checkbox"/> | 非洲 Africa | | |
| <input type="checkbox"/> | 越南 Vietnam | <input type="checkbox"/> | 印度 India | <input type="checkbox"/> | 拉丁美洲 Latin America | <input type="checkbox"/> | 其他 Others |

7b. 您在海外发展业务时，所面临的首三项挑战是什么？（最多选择三项）

What are the top three challenges you encounter when venturing overseas?

| | | |
|--------------------------|---------------------------------|---|
| <input type="checkbox"/> | 不熟悉海外的政策与法规 | Unfamiliar with rules and regulations in overseas market |
| <input type="checkbox"/> | 缺乏合适员工及规模效益 | Lack of suitable manpower and scale to develop overseas markets |
| <input type="checkbox"/> | 难以寻找合适的商业伙伴 | Identifying the right business partner |
| <input type="checkbox"/> | 难以获取深入的市场资讯 | Access to in-depth market information |
| <input type="checkbox"/> | 融资困难 | Access to financing to support overseas ventures |
| <input type="checkbox"/> | 在海外市场面对激烈竞争 | Facing stiff competition in overseas markets |
| <input type="checkbox"/> | 经商文化的差异 | Difference in business culture |
| <input type="checkbox"/> | 其他（请列明） Others (pls specify) | |

8. 政府为了协助不同的行业提升与转型，陆续推出“行业转型蓝图”。您是否听说过“行业转型蓝图”？
Have you heard of the “Industry Transformation Maps” (ITMs) that are progressively rolled out by the government to help different sectors of our economy to transform and upgrade?

| | | | | | |
|--------------------------|-------|--------------------------|------|----------|---------------------------|
| <input type="checkbox"/> | 是 Yes | <input type="checkbox"/> | 否 No | 请跳到第 9 题 | Please skip to Question 9 |
|--------------------------|-------|--------------------------|------|----------|---------------------------|

8a. 您打算通过哪些方式参与“行业转型蓝图”并从中受益？

How do you intend to participate and benefit from the initiatives under the Industry Transformation Maps?

| | | |
|--------------------------|------------------------|---|
| <input type="checkbox"/> | 通过负责“行业转型蓝图”的个别政府机构 | Through the relevant government agencies in charge of implementing the initiatives under the ITMs |
| <input type="checkbox"/> | 通过我所属的行业商团 | Through the trade association in my sector |
| <input type="checkbox"/> | 与其他公司合作，探讨如何参与“行业转型蓝图” | Collaborate with other companies to explore how to participate in the ITMs |
| <input type="checkbox"/> | 目前还不确定 | Not sure how at this point in time |

9. 您是否曾经申请过政府援助计划？ Have you applied for Government Assistance Schemes before?

| | | | | | |
|--------------------------|-------|--------------------------|------|-----------|----------------------------|
| <input type="checkbox"/> | 是 Yes | <input type="checkbox"/> | 否 No | 请跳到第 9b 题 | Please skip to Question 9b |
|--------------------------|-------|--------------------------|------|-----------|----------------------------|

9a. 公司是否从下列政府援助计划中受惠？(可选择多项)

Has your company benefited from the following Government Assistance Schemes? (Multiple choice)

| 是 Yes | 政府援助计划 | Government Assistance Schemes |
|--------------------------|--|--|
| <input type="checkbox"/> | PIC 及 PIC+ | PIC and PIC+ Scheme for SMEs |
| <input type="checkbox"/> | 创新与能力赠券 (ICV) | Innovation & Capability Voucher (ICV) |
| <input type="checkbox"/> | 培训津贴计划, ETS, WorkPro | Training subsidies, Enterprise Training Support, WorkPro |
| <input type="checkbox"/> | 加薪补贴计划 | Wage Credit Scheme |
| <input type="checkbox"/> | 能力发展津贴 (CDG) 从 2018 年 4 月 1 日, 改成: 企业发展计划 (EDG) | Capability Development Grant (CDG) From 1 April 2018, it is changed to Enterprise Development Grant (EDG) |
| <input type="checkbox"/> | 中小企业数码化计划 | SMEs Go Digital Programme |
| <input type="checkbox"/> | 国际化双重税务回扣计划 (DTD _i) | Double Tax Deduction for internationalisation (DTD _i) |
| <input type="checkbox"/> | 市场进入协助计划 | Market Readiness Assistance Grant |
| <input type="checkbox"/> | 国际企业伙伴计划 (GCP) 从 2018 年 4 月 1 日, 改成: 企业发展计划 (EDG) | Global Company Partnership (GCP) From 1 April 2018, it is changed to Enterprise Development Grant (EDG) |
| <input type="checkbox"/> | 微型贷款计划 | Micro-Loan Programme |
| <input type="checkbox"/> | 中小企业营运资金贷款 | SME Working Capital Loan |
| <input type="checkbox"/> | 国际化融资计划 | Internationalisation Finance Scheme |
| <input type="checkbox"/> | 成长企业科技提升计划 | GET-Up, Technology Adoption Program |
| <input type="checkbox"/> | 知识产权津贴计划 | Intellectual Property schemes |
| <input type="checkbox"/> | 其他 (请列明) Others (please specify): | |

9b. 您对下列政府援助计划熟悉吗？

Are you familiar with the following Government Assistance Schemes?

| 政府援助计划 | Government Assistance Schemes | 听过 Yes, I am aware of it | 申请过 Yes, I have applied for it | 没听过 No, never heard of it |
|-----------------|---|-----------------------------|-----------------------------------|------------------------------|
| 生产力解决方案津贴 (PSG) | Productivity Solutions Grant (PSG) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 能力转移计划 (CTP) | Capability Transfer Programme (CTP) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 精益企业发展计划 (LED) | Lean Enterprise Development Scheme (LED) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 企业合作计划 (PACT) | Partnerships for Capability Transformation (PACT) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 专业人士转业计划 (PCP) | Professional Conversion Programmes (PCP) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

10. 除了政府援助计划之外，公司还希望得到哪方面的援助？(可选择多项)

Apart from government schemes, what form of help does your business need most? (You may select more than one)

| | | |
|--------------------------|------------------------------------|--|
| <input type="checkbox"/> | 政府在制定政策和条例时，应更有伸缩性，让中小企业能更加灵活的拓展业务 | Government can make its rules and regulations less rigid so that SMEs can be more flexible in their business operation |
| <input type="checkbox"/> | 政府机构之间更好地协调跨部门事务 | Government agencies can be more coordinated on cross-agency issues |
| <input type="checkbox"/> | 让公司有更多机会参与政联公司和大型企业的项目，从而建立业绩 | Government-linked companies and large businesses providing more opportunities for us to participate in their projects to build up track record |
| <input type="checkbox"/> | 获取外部援助，进行创新项目 (如合作伙伴或顾问) | Access to external help (e.g. partners, consultants) to undertake innovation |
| <input type="checkbox"/> | 向所属行业的商团了解，如何能协助公司转型和提升 | Explore how the trade association in my sector can help me to transform and upgrade |
| <input type="checkbox"/> | 其他（请列明）Others (please specify): | |

请联系我，我想了解更多有关政府援助计划的详情。

I wish to find out more about the Government Assistance Schemes, please contact me.

通过在上述空格中打勾，您明确同意让新加坡中华总商会收集、使用和提供您的个人资料和相关资料，作为该调查的后续跟进用途。新加坡中华总商会中小企业中心 (SME Centre@SCCCI) 的商务咨询顾问将联系您，提供商务咨询服务以及讲解相关政府援助计划的详情。

By ticking the box, you expressly consent to SCCCI collecting, using and disclosing the personal data and relevant information provided in the survey form for post-survey follow-up. Our Business Advisors from the SME Centre@SCCCI will contact you to advise on various government assistance schemes applicable to your company.

请您于 **2018 年 5 月 31 日前**，将填妥的表格电邮或传真至总商会秘书处 (电邮: survey@sccci.org.sg, 传真: 6339 0605)。如有任何询问，请拨电 6337 8381 联络洪尉恩小姐。谢谢！

Please return the completed form to the SCCCI Secretariat **by 31 July 2018**. E-mail: survey@sccci.org.sg, Fax: 6339 0605. For enquiries, please contact Ms Joanne Ang at 6337 8381. Thank you!

您在调查中填写的资料将获得严格保密，只有综合信息会对外发布。

Your individual survey response will be kept strictly confidential and only aggregated information will be published.