

YouGov / Basware survey results

SME Sample: 2036 GB SME senior decision makers

Fieldwork dates: 19th March - 3rd April 2018

Total	Organization size		Manufacturing	Construction	Retail	Finance and Accounting	Hospitality and leisure
	Small (less than 50 employees)	Medium (50 to 249 employees)					

Have any of the following have EVER applied to your current business? (Please select one option on each row)

The financial viability of my business has been put at risk due to late payment from a customer (i.e. it was paid after the agreed period)

	2036	1723	313	265	231	243	225	224
Unweighted base	2036	1723	313	265	231	243	225	224
Base: All GB SME senior decision makers	2036	1616	420	276	226	232	228	218
Yes, it has	22%	23%	19%	31%	27%	18%	21%	16%
No, it hasn't	70%	71%	66%	61%	66%	77%	76%	79%
Don't know/ can't recall	7%	5%	14%	8%	7%	5%	3%	6%

The financial viability of my business has been put at risk due to a customer paying towards the end of long payment term agreement (i.e. rather than in instalments)

	2036	1723	313	265	231	243	225	224
Unweighted base	2036	1723	313	265	231	243	225	224
Base: All GB SME senior decision makers	2036	1616	420	276	226	232	228	218
Yes, it has	14%	13%	18%	20%	17%	15%	16%	14%
No, it hasn't	77%	80%	66%	72%	74%	78%	79%	79%
Don't know/ can't recall	9%	7%	16%	9%	9%	8%	5%	7%

YouGov / Basware survey results

SME Sample: 2036 GB SME senior decision makers

Fieldwork dates: 19th March - 3rd April 2018

Work industry (select all that apply)							
Legal	IT & telecoms	Media/ marketing/ advertising/ PR & sales	Medical & health services	Education	Transportation & distribution	Real estate	Other

Have any of the following have EVER applied to your current business? (Please select one option on each row)

The financial viability of my business has been put at risk due to late payment from a customer (i.e. it was paid after the agreed period)

Unweighted base	87	253	238	80	87	67	71	308
Base: All GB SME senior decision makers	92	256	229	84	89	72	73	310
Yes, it has	21%	27%	32%	17%	17%	38%	31%	25%
No, it hasn't	72%	62%	56%	76%	70%	53%	62%	67%
Don't know/ can't recall	7%	11%	13%	7%	13%	9%	7%	8%

The financial viability of my business has been put at risk due to a customer paying towards the end of long payment term agreement (i.e. rather than in instalments)

Unweighted base	87	253	238	80	87	67	71	308
Base: All GB SME senior decision makers	92	256	229	84	89	72	73	310
Yes, it has	13%	21%	20%	17%	18%	25%	21%	13%
No, it hasn't	80%	69%	67%	73%	69%	58%	72%	78%
Don't know/ can't recall	7%	10%	13%	10%	13%	17%	6%	8%

YouGov / Basware survey results

SME Sample: 2036 GB SME senior decision makers

Fieldwork dates: 19th March - 3rd April 2018

Total	Organization size		Manufacturing	Construction	Retail	Finance and Accounting	Hospitality and leisure
	Small (less than 50 employees)	Medium (50 to 249 employees)					

The financial viability of my business has been put at risk due to late payment from a customer (i.e. it was paid after the agreed period) AND/ OR The financial viability of my business has been put at risk due to a customer paying towards the end of long payment term agreement (i.e. rather than in instalments)

	Unweighted base	2036	1723	313	265	231	243	225	224
Base: All senior decision makers		2036	1616	420	276	226	232	228	218
Yes		25%	25%	23%	33%	29%	21%	24%	20%
Other		75%	75%	77%	67%	71%	79%	76%	80%

To what extent, if at all, do you agree or disagree with each of the following statements? (Please select one option on each row)

My business would be in favour of legislation that limits payment terms for invoices to 45 days

	Unweighted base	2036	1723	313	265	231	243	225	224
Base: All senior decision makers		2036	1616	420	276	226	232	228	218
Strongly agree		28%	28%	27%	31%	39%	19%	25%	26%
Tend to agree		33%	33%	35%	34%	29%	32%	32%	23%
Neither agree nor disagree		21%	22%	20%	17%	16%	27%	24%	28%
Tend to disagree		6%	6%	5%	8%	4%	6%	9%	6%
Strongly disagree		5%	5%	2%	4%	4%	8%	5%	8%
Don't know		7%	6%	12%	7%	8%	9%	5%	9%
Net: Agree		61%	61%	62%	65%	68%	50%	57%	49%
Net: Disagree		10%	11%	7%	11%	8%	14%	14%	14%

YouGov / Basware survey results

SME Sample: 2036 GB SME senior decision makers

Fieldwork dates: 19th March - 3rd April 2018

Work industry (select all that apply)							
Legal	IT & telecoms	Media/ marketing/ advertising/ PR & sales	Medical & health services	Education	Transportation & distribution	Real estate	Other

The financial viability of my business has been put at risk due to late payment from a customer (i.e. it was paid after the agreed period) AND/ OR The financial viability of my business has been put at risk due to a customer paying towards the end of long payment term agreement (i.e. rather than in instalments)

Unweighted base	87	253	238	80	87	67	71	308
Base: All senior decision makers	92	256	229	84	89	72	73	310
Yes	24%	30%	34%	21%	23%	43%	32%	29%
Other	76%	70%	66%	79%	77%	57%	68%	71%

To what extent, if at all, do you agree or disagree with each of the following statements? (Please select one option on each row)

My business would be in favour of legislation that limits payment terms for invoices to 45 days

Unweighted base	87	253	238	80	87	67	71	308
Base: All senior decision makers	92	256	229	84	89	72	73	310
Strongly agree	21%	29%	30%	22%	25%	28%	32%	32%
Tend to agree	43%	39%	39%	26%	27%	52%	40%	31%
Neither agree nor disagree	18%	20%	15%	26%	22%	9%	16%	18%
Tend to disagree	7%	3%	6%	7%	5%	6%	5%	6%
Strongly disagree	3%	2%	3%	6%	6%	1%	2%	5%
Don't know	7%	7%	8%	14%	16%	4%	5%	8%
Net: Agree	64%	68%	69%	48%	52%	79%	72%	63%
Net: Disagree	10%	4%	9%	12%	11%	7%	8%	11%