



Isle of Man
Government

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Isle of Man Business Confidence Survey 2018.A

Economic Affairs

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Executive Summary

The Isle of Man 2018. A Business Confidence Index overall score is 114.82, which – consistent with the previous survey in October 2017 - indicates a general business environment of optimism and the anticipation of growth.

The economy as a whole performed slightly less well than employers anticipated over the six months following October 2017. However, all sectors indicate the expectation of continued growth over the next six months, and the total employment index has risen, driven primarily by increases in Retail/Wholesale hiring in excess of prior expectations, as well as by anticipated increases in hiring in the Financial Services sector.

- The most confident sector at this time is Retail/Wholesale (Index=130.96)
- The least confident sector at this time is Manufacturing (Index=-100.80)
- The Construction sector has rebounded from the lower seasonal scoring seen in late 2017 (Index= 116.58)
- Financial Services indicates a healthy level of optimism that aligns with the economy as a whole (Index=114.42)
- Employers across all sectors are, on average, more optimistic about business growth over the next six months as compared to growth observed over the previous six months
- When compared to the most recent Business Confidence survey in 2017, employers of all sectors on average are slightly more satisfied with the quality and the cost of business-adjacent services available on the Isle of Man, with the increase in approval driven by attitudes to hotel and accommodation provision
- Over the six-month period between October 2017 and April 2018, employer satisfaction with the work permit system more than doubled, from 27% to 56%
- Employers' attitudes across all sectors to the Isle of Man education system, to planning services, and to government regulation remain very consistent with findings from the most recent survey

- Slightly more than half of employers (56.8%) currently feel that it is easy to do business on the Isle of Man, down from nearly three-quarters in the most recent survey

Context

The IOM Business Confidence Survey is a survey of local employers, designed to gauge business activity, optimism, planning, staffing and investment for all sectors of the economy.

Business surveys provide essential information for economic monitoring, short-term forecasting and economic research. Business confidence surveys are widely used to detect turning points in the economic cycle. The IOM Business Confidence Survey is designed to complement official economic statistics, which are often available on delayed cycles.

The IOM Business Confidence Survey is designed to reflect the European Harmonized Consumer and Business Survey, which has been used across the EU, EA and UK since 2007.

In successive years, the survey will compile indices of employers' high-level assessments of business activity, new business, capacity utilisation, product prices, turnover, employment, and business optimism. Broader topics covered in the questionnaire include the quality and cost of various business-adjacent services, regulation, and the ease of doing business on the Isle of Man.

In addition, the 2018.A Business Confidence Survey asked employers' perspective on:

- the skills gap
- the work permit system

The next Isle of Man Business Confidence Survey will run in October 2018, and will be titled Business Confidence Survey 2018.B.

Index of Business Confidence

The Isle of Man Business Confidence Index is constructed as follows:

- Calculate the difference between the percentage of positive and negative, responses to questions regarding current and future sales and employment requirements,
- Convert results to an index measure with a median of 100,
- Combine the weighted index of responses from each sector to obtain a composite index.

The results of the Business Confidence Index are interpreted as follows:

- Employer optimism regarding economic growth if Index scores are positive and greater than 100
- Employer neutrality if Index scores are at 100
- Employer pessimism regarding economic growth if Index scores are negative and less than -100.

The higher the value of the Index, the stronger is the sentiment for growth. The maximum possible value of Index scores is 200 (all respondents anticipate increase) and the minimum possible value is -200 (all respondents anticipate decrease).

The Index scores fall into four categories for each sector:

- Current indicators, which are measures of current business activity and/or performance in reference to the previous six months,
- Future indicators, which are measures of anticipated changes in activity and/or performance over the next six months,
- Overall indicators, which describe total optimism for each sector as well as for the IOM economy as a whole,
- Employment indicators, which have both a current and a future dimension, and which are computed separately from the indicators described above.

Index scores are computed from weighted survey results, which have been balanced in order to ensure that responding employers are treated as representatives of the number of employees attached to their business. Please see Appendix 1 for a discussion of the weighting formula applied to the Index scores.

Table 1. Isle of Man 2018.A Business Confidence Index Scores

Sectors	Current	Future	Total	Employment
All Sectors	105.81	123.83	114.82	117.02
Manufacturing	-112.96	111.37	-100.08	110.70
Services	107.30	123.40	115.35	119.40
Retail/Wholesale	120.25	141.67	130.96	126.80
Construction	105.65	122.70	114.18	-102.10
Financial Services	108.83	120.00	114.42	130.30

As indicated in Table 1 above, the majority of sectors of the Isle of Man economy are currently optimistic; the current exception is the Manufacturing sector, although it must be pointed out that employers in Manufacturing indicate optimism for growth over the next six months. It will be seen in the full report below that Manufacturing's currently lowered overall score is largely driven by currently low orders, both domestically and for export.

Table 2. Isle of Man 2018.A Employment Index Scores

Employment	Current	Future	Total
All Sectors	113.7	120.3	117.0
Manufacturing	107.9	113.5	110.7
Services	109.9	128.9	119.4
Retail/Wholesale	134.3	119.2	126.8
Construction	-106.9	102.8	-102.1
Financial Services	123.2	137.3	130.3

NOTE ON EMPLOYMENT INDEX

The reference period for the 2018.A Business Confidence Study is six months to either side of April 2018.

In comparison with the previous Business Confidence Survey, all sectors indicate a lower level of employment increase over the previous six months (November to April) than they had anticipated in October 2017 for that period.

This is especially true in the Manufacturing sector, which planned high increases in employment in October, but which presently indicates only modest employment increases between November and April. The situation is similar in the Construction sector, where employment growth was less than anticipated, and is predicted to be kept minimal over the next six months of 2018.

However, in the Retail/Wholesale sector, the opposite is the case: six months previously, Retail/Wholesale predicted a slowed rate of employment increase with

minimal overall gain, but as of April the sector indicates that its employment has increased considerably more than expected, and predicts the growth in employment to continue at a healthy rate for the next six months. For Financial Services, employment grew exactly as anticipated, and a higher level of employment growth is expected.

NOTE ON ECONOMIC SECTORS

The Isle of Man has twenty-four economic sectors, as identified by the National Income accounts. A number of these sectors are disproportionately small, with fewer than five employers and fewer than twenty employees; while these sectors were not systematically excluded from the sample, they randomly failed to be selected.¹

The sample was subjected to a two-stage sampling procedure with post-hoc stratification weighting based upon number of employees. Please see Appendix 1.

¹ Excluded sectors accounted for 0.2% of all employers and included film production, hydrocarbons, non-IOM property development, non-IOM retail, and the space industry.

Manufacturing Sector

The Manufacturing sector accounts for 10.9% of the Isle of Man economy in terms of private sector employment, and includes:

- Agriculture, Forestry, and Fisheries
- Mining and Quarrying
- General Manufacturing
- Manufacturing (Food and Drink)
- Manufacturing (Engineering)

The Manufacturing sector made conservative predictions in October 2017 for growth over the successive six months, and this is borne out by April 2018's indications that the previous six months has been a period of low growth. Productivity and orders have been healthy over the winter, but current orders and export books are below normal for the season, and some stock shortage is reported at this time.

However, the sector as a whole is predominantly very stable. Current production capacity scores highly (Index= 121.8) and employers predict an increase in productivity (Index= 116.7). It must be pointed out that the sector's conservative growth prediction over the next six months of 2018 is influenced primarily by low growth predictions specific to Food and Drink manufacturers, who indicate that they are adequately supplied at this time but currently experiencing low orders, both locally and for export. In contrast, the high-employment subsector of Engineering Manufacture consistently places itself in the middle to upper end of recent and future growth scores.

Manufacturing Sector: Current Indicators

Fig. 1 *Over the past six months, how has your production developed?*
(Index=127.2)

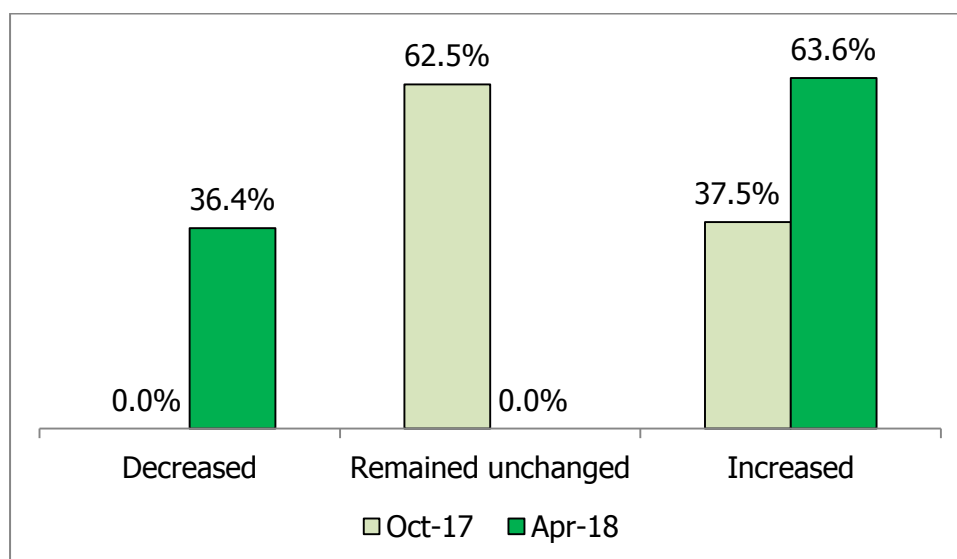


Fig. 2 Over the past six months, how have your orders developed? (Index=112.5)

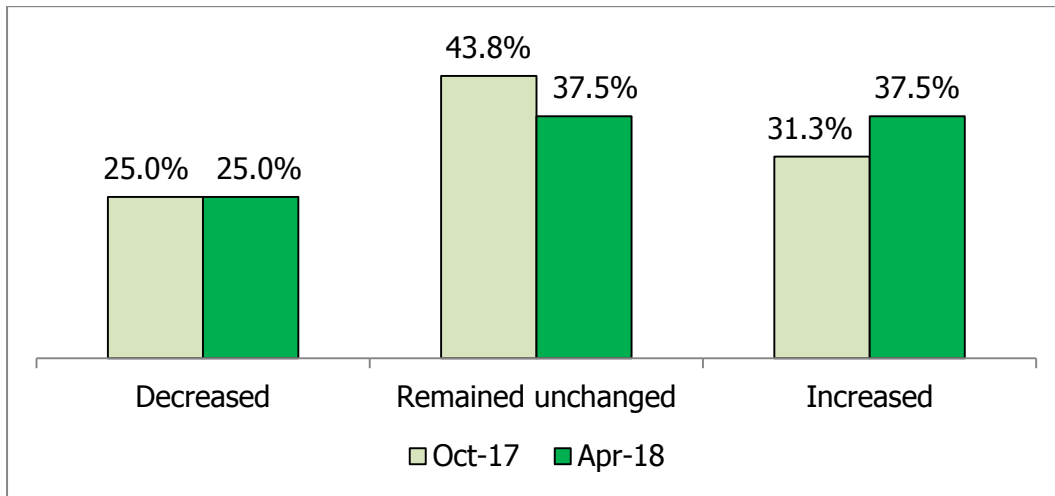


Fig. 3 Do you consider your current overall books to be ... (Index=-133.3)

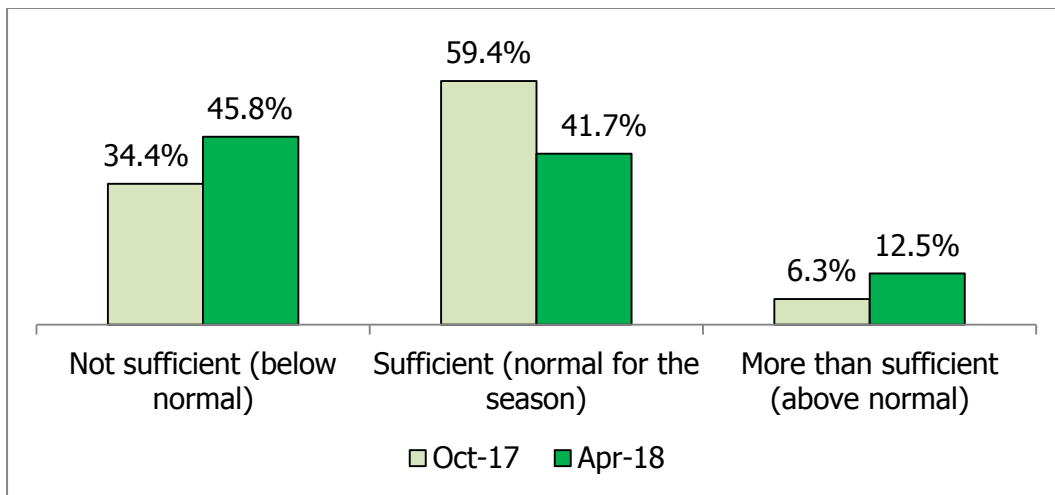


Fig. 4 Do you consider your current export books to be ... (Index=-153.8)

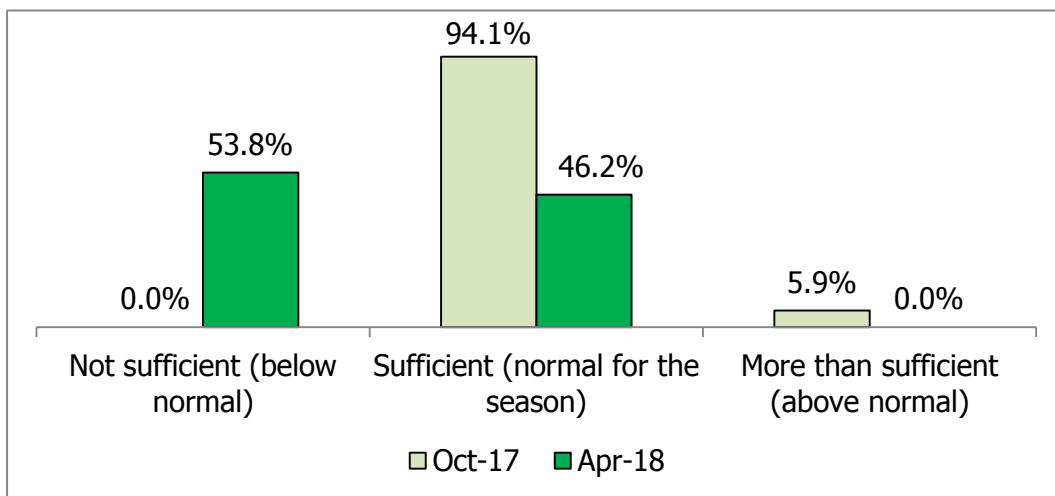


Fig. 5 Do you consider your current stock of finished products to be ...
(Index=-117.4)

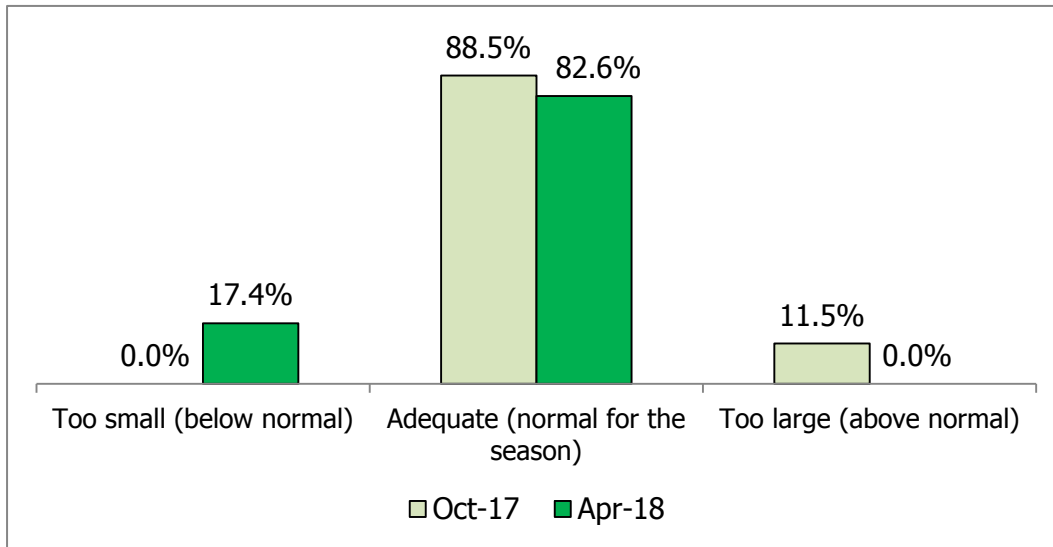
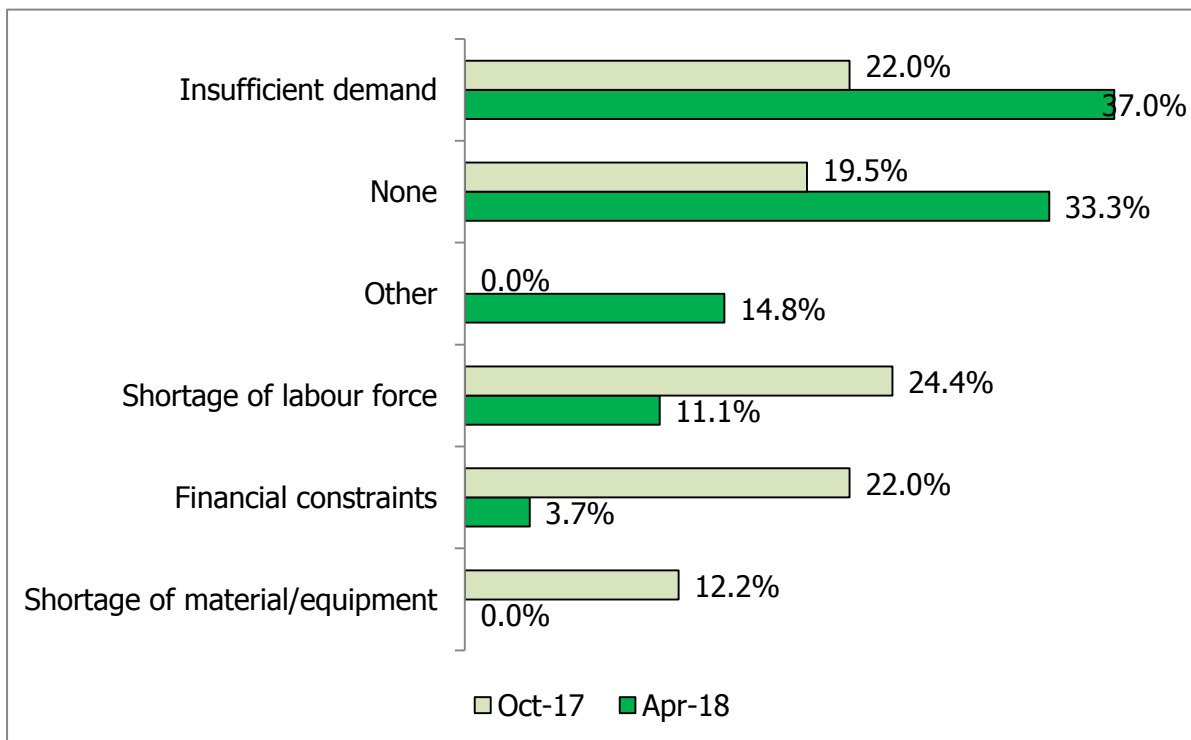


Fig. 6 What main factors are currently limiting your production? (not indexed)



Manufacturing Sector: Future Indicators

Fig. 7 How do you assess your current production capacity? (Index=121.8)

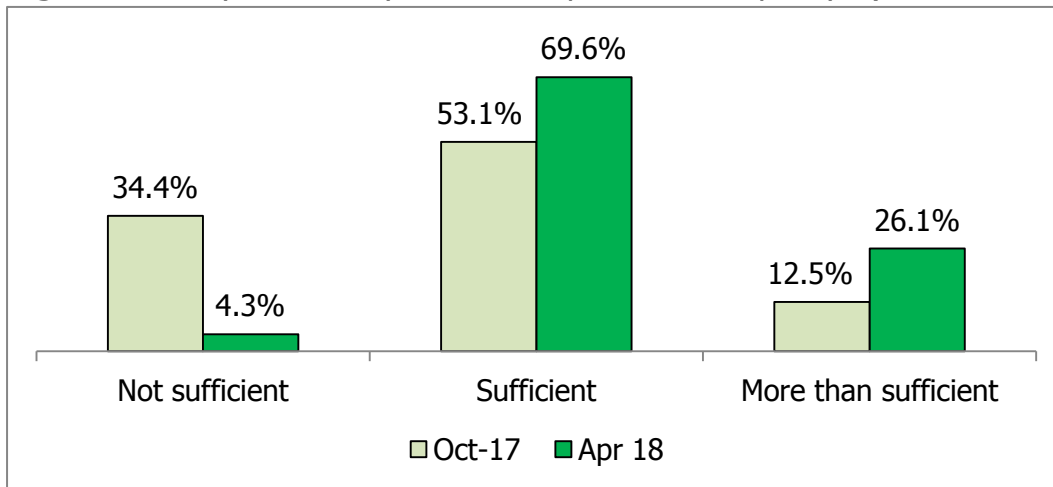


Fig. 8 Over the next six months, how do you expect your production to develop? (Index=116.7)

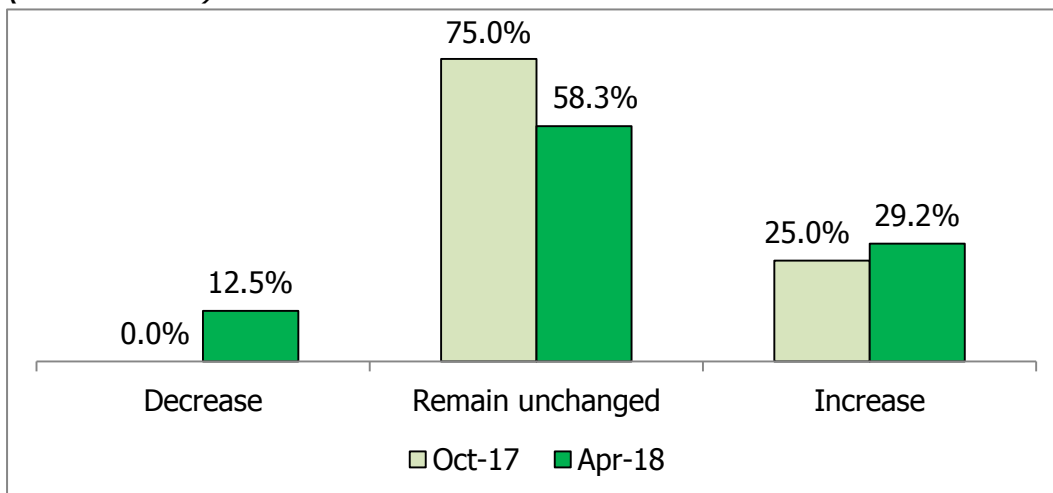
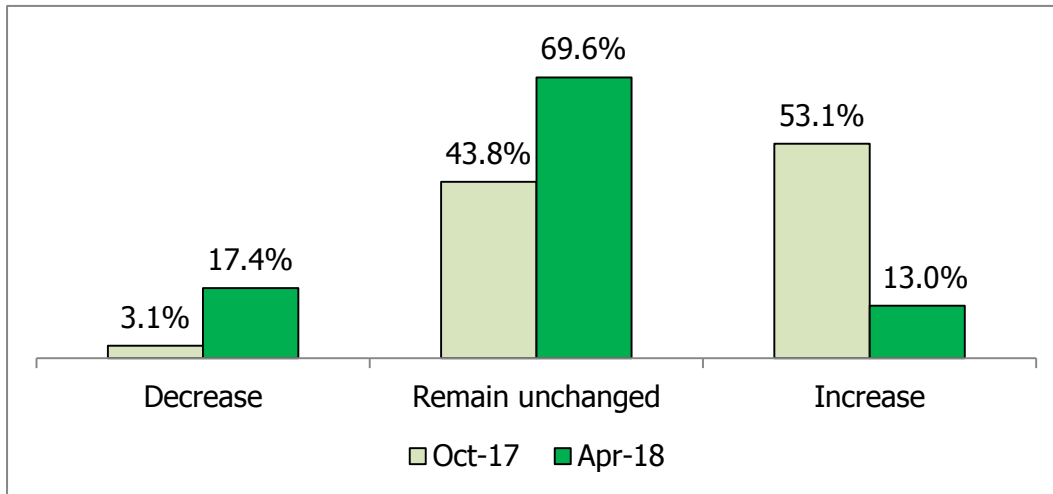


Fig. 9 Over the next six months, how do you expect your selling prices to change?
(Index=-104.4)



Manufacturing Sector: Employment Indicators

Fig. 10 Over the past six months, how has your business' total employment changed?
(Index=107.9)

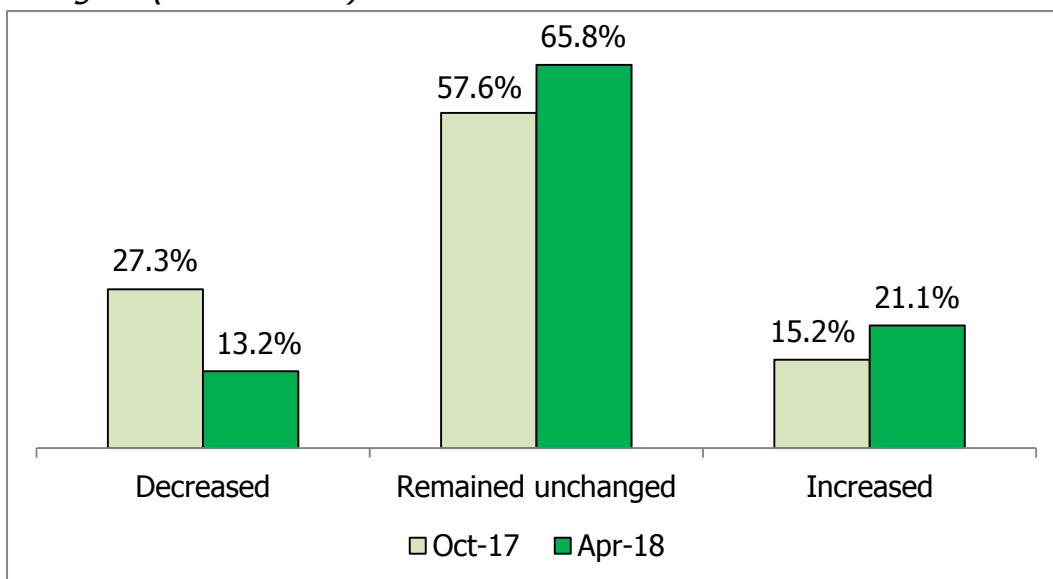
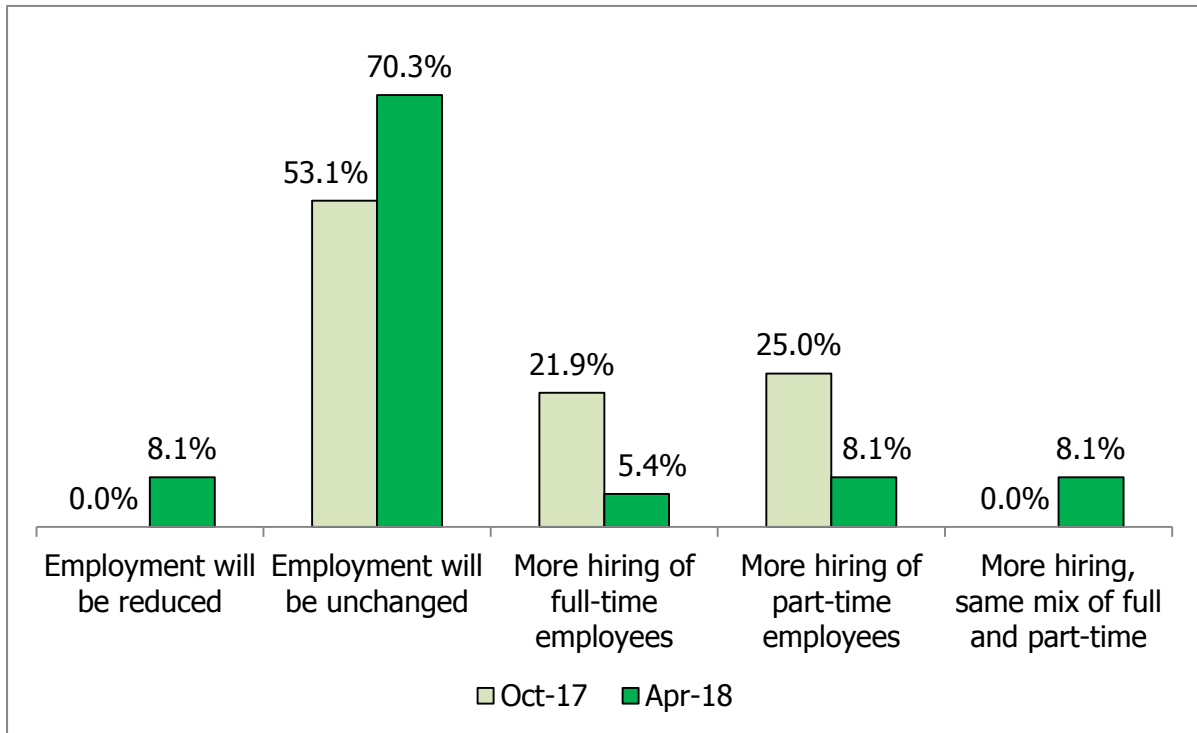


Fig. 11 Over the next six months, what best describes your business' plans with respect to staffing? (Index=113.5)



Services Sector

The Services sector accounts for 42.8% of the Isle of Man economy in terms of employment, and includes:

- Catering and Entertainment
- Charitable and Third Sector Services
- Education
- e-Gaming
- Information and Communications Technology
- Legal and Accountancy Services
- Media and Creative Services
- Medical and Health Services
- Other Professional Services
- Shipping and Aircraft
- Tourist Accommodation
- Transport and Communications
- Utilities

The Services sector has experienced continuous steady growth for the past twelve months, and employers in the sector expect that trend to persist, with expectations of greater turnover and price increases over the next six months to October 2018.

In particular, Service sector employers anticipate high levels of employment growth in the near future (Index=128.9), likely in connection with ongoing expansive developments in the hotels and tourist accommodations area. New challenges are evidently facing the sector, as one in three employers indicate that any constraints on growth they are currently experienced should be categorized as "other", i.e. factors atypical of normal challenges to growth. Service employment is reported to have increased, and is expected to increase significantly over the next six months.

Services Sector: Current Indicators

Fig. 12 *Over the past six months, how has your business situation developed?*
(Index=107.3)

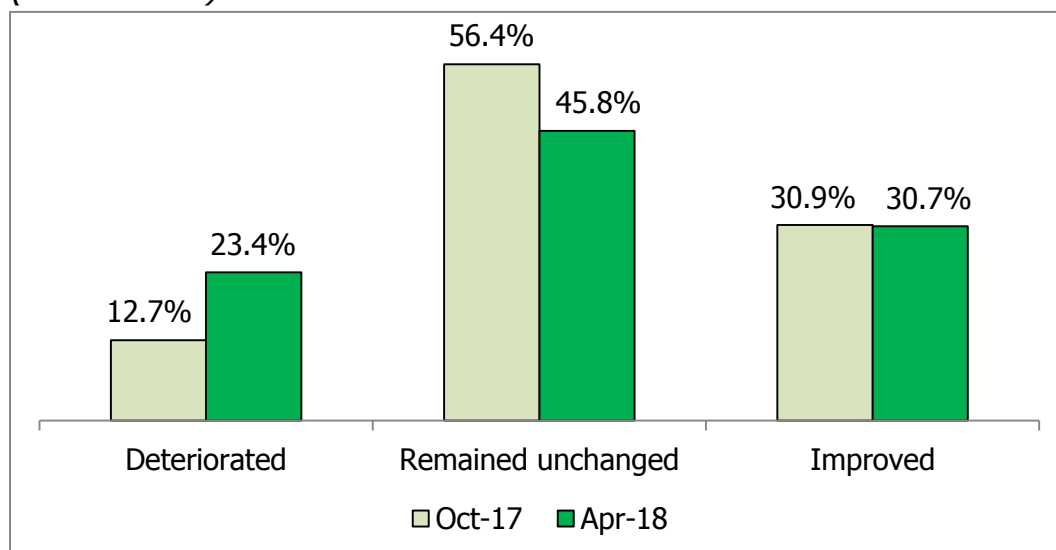
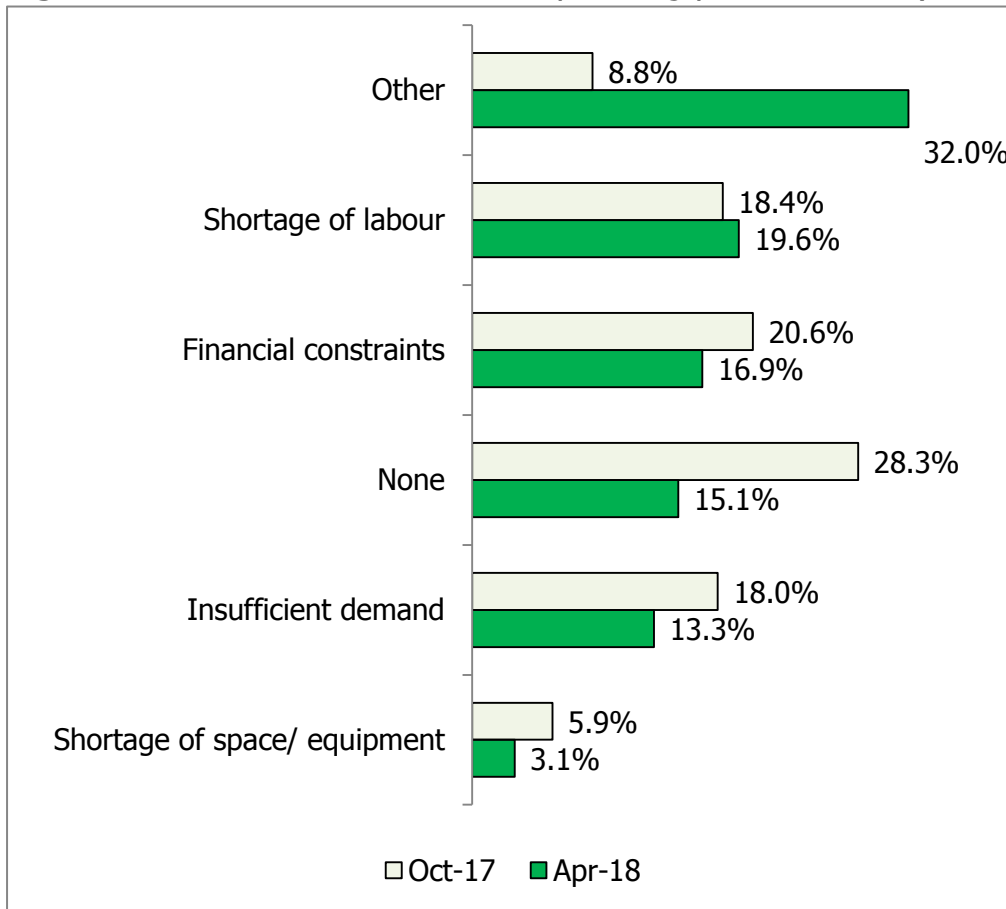


Fig. 13 *What main factors are currently limiting your business? (not indexed)*



Services Sector: Future Indicators

Fig. 14 *Over the next six months, how do you expect the demand (turnover) for your company's services to change? (Index=126.1)*

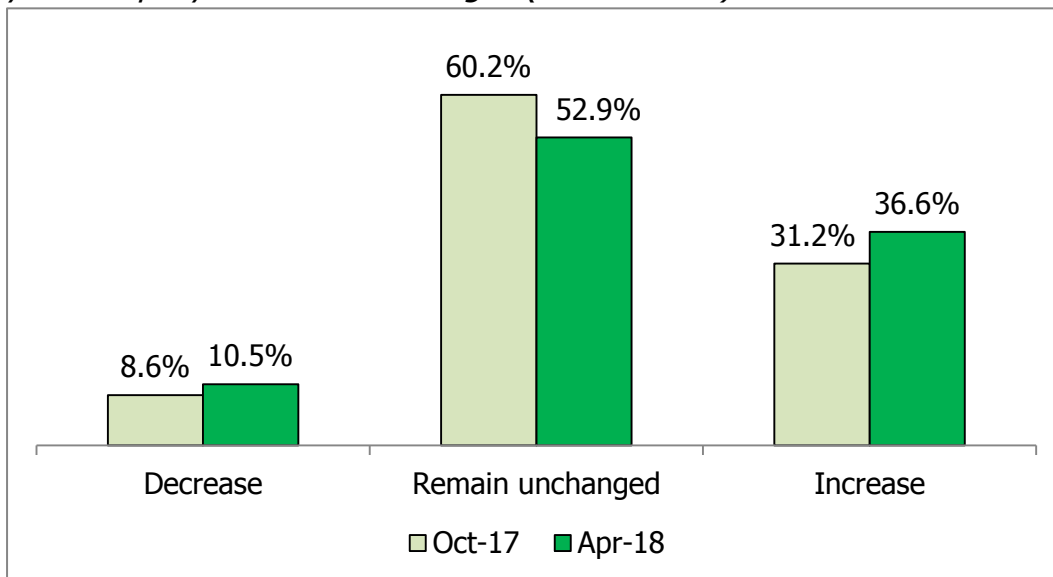
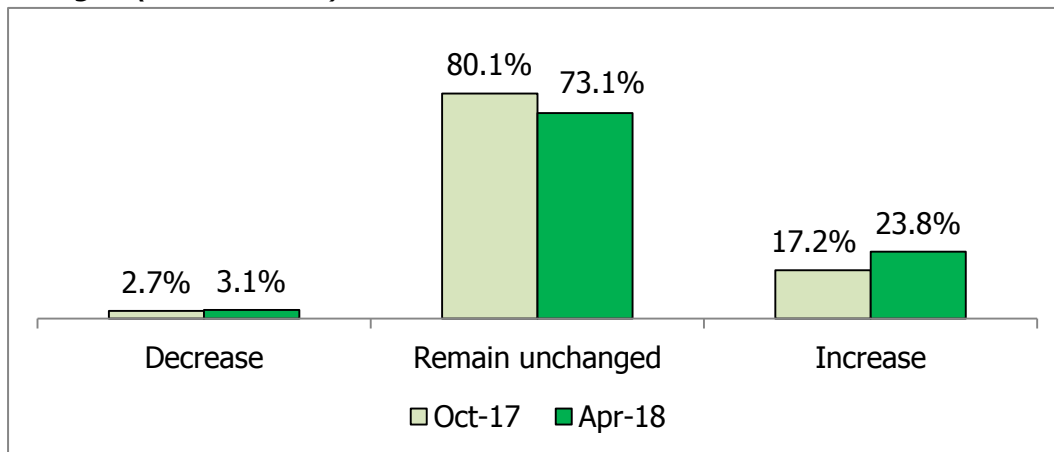


Fig. 15 Over the next six months, how do you expect the prices you charge to change? (Index=120.7)



Services Sector: Employment Indicators

Fig. 16 Over the past six months, how has your business' total employment changed? (Index=109.9)

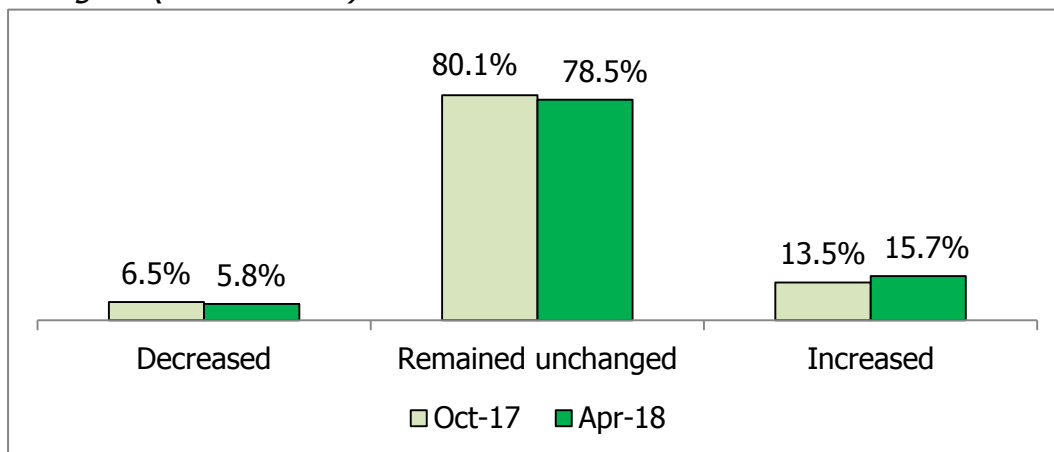
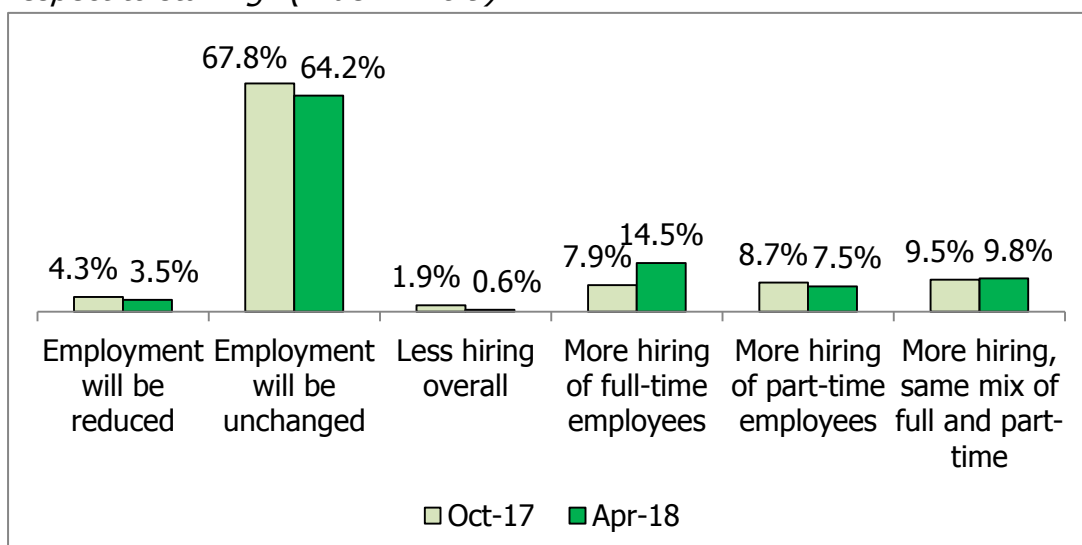


Fig. 17 Over the next six months, what best describes your business' plans with respect to staffing? (Index=128.9)



Retail and Wholesale Sector

Retail and Wholesale account for 15.4% of the Isle of Man economy in terms of private sector employment.

Employers in the Retail/Wholesale sector currently indicate the highest levels of business confidence and anticipation of growth, an improvement upon the already strong position that this sector indicated in the previous survey. The sector has in fact exceeded its own prior expectations, since the relatively low orders it anticipated in the six months following October 2017 (Index=-104.0) has been followed up by a general report of high productivity during that period (Index=128.0).

The sector's index score for the next six months is higher than all other sectors (Index=141.67), driven by expectations of increases in orders, sales, and prices.

The sector also reports the highest relative increases in staffing over the past six months (Index= 134.3), and employers appear confident about recruiting and retaining necessary staff as they anticipate a slight slowdown in hiring over the next six months (Index=119.2).

Retail and Wholesale: Current Indicators

Fig. 18 *In the past six months, how has your business activity (sales) developed? (Index=128.0)*

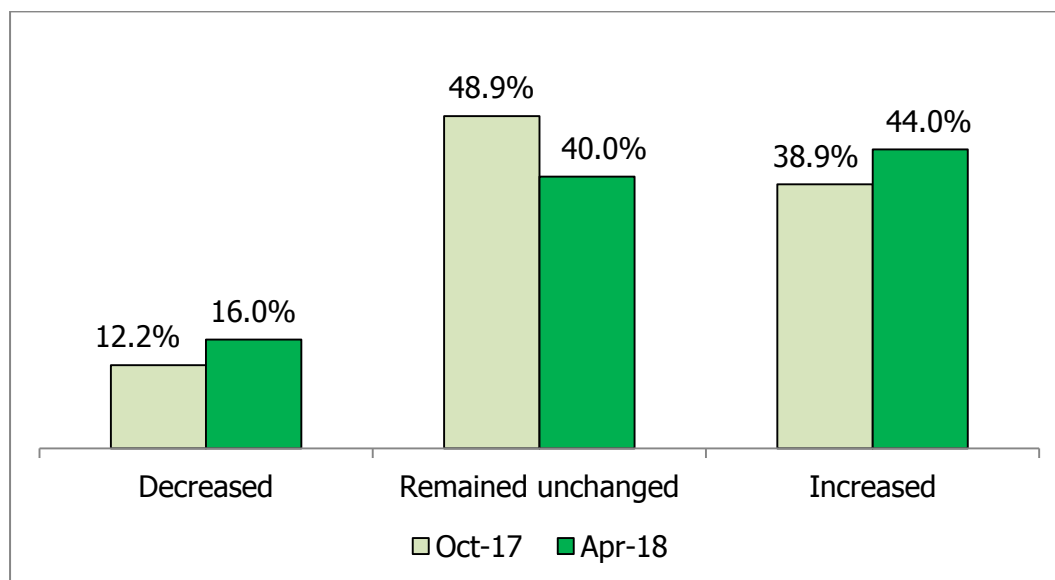
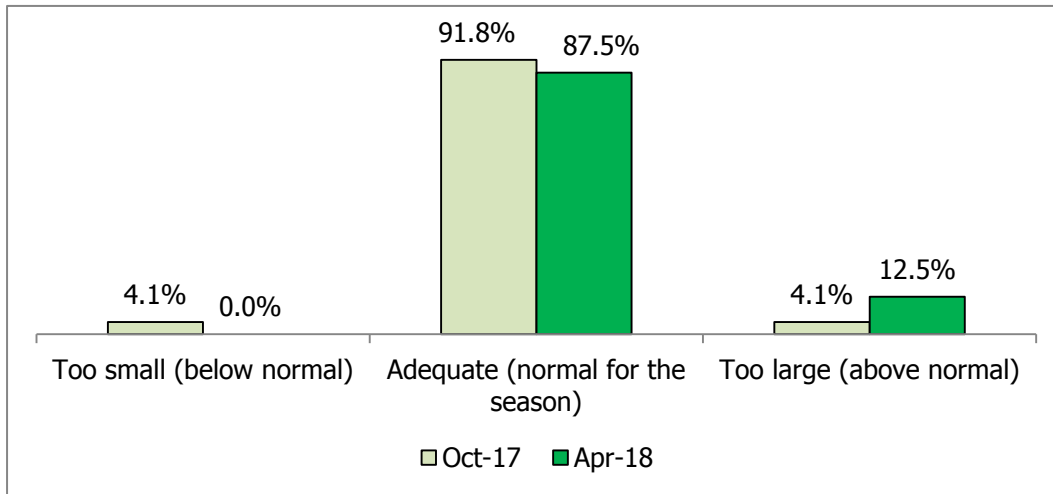


Fig. 19 Do you consider the volume of stock you currently hold to be ...
(Index=112.5)



Retail and Wholesale: Future indicators

Fig. 20 Over the next six months, how do you expect your orders placed with suppliers to change? (Index=129.2)

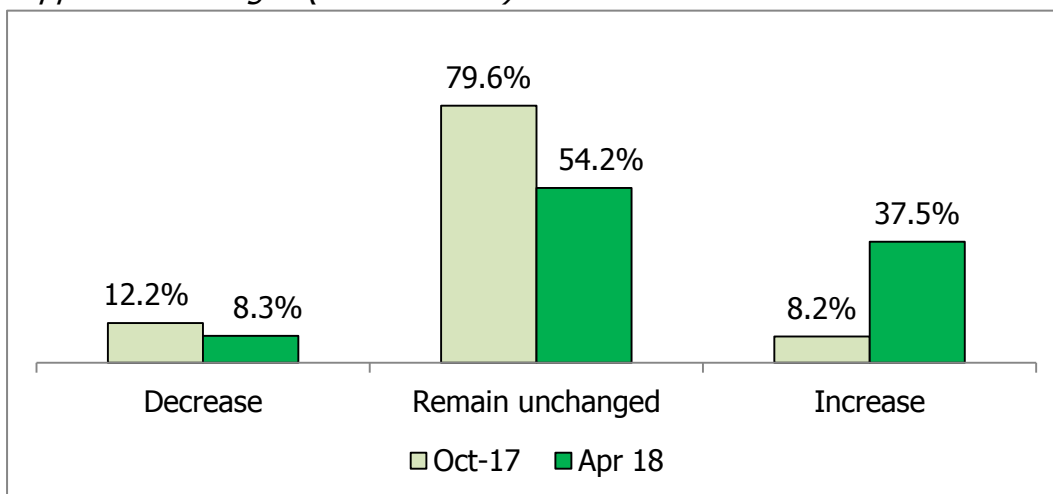


Fig. 21 Over the next six months, how do you expect your business activity (sales) to change? (Index=137.5)

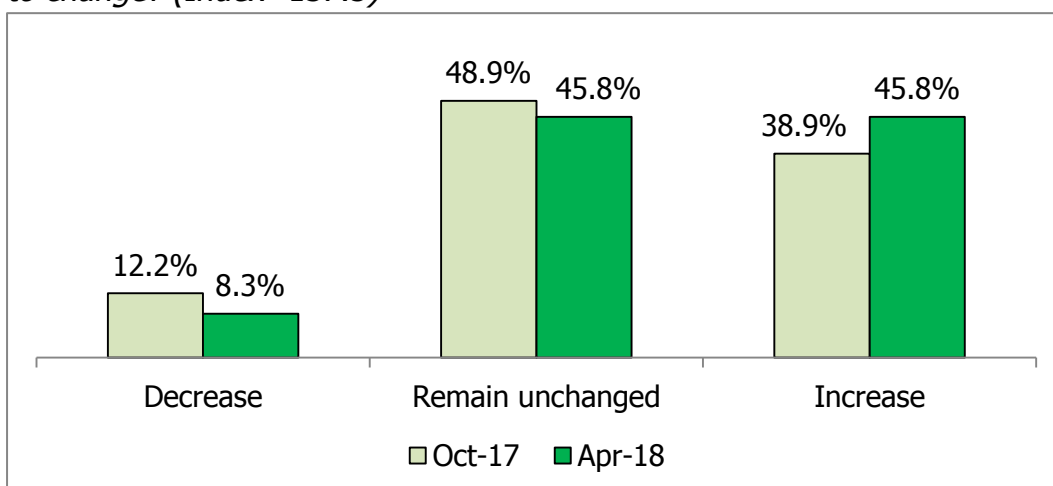
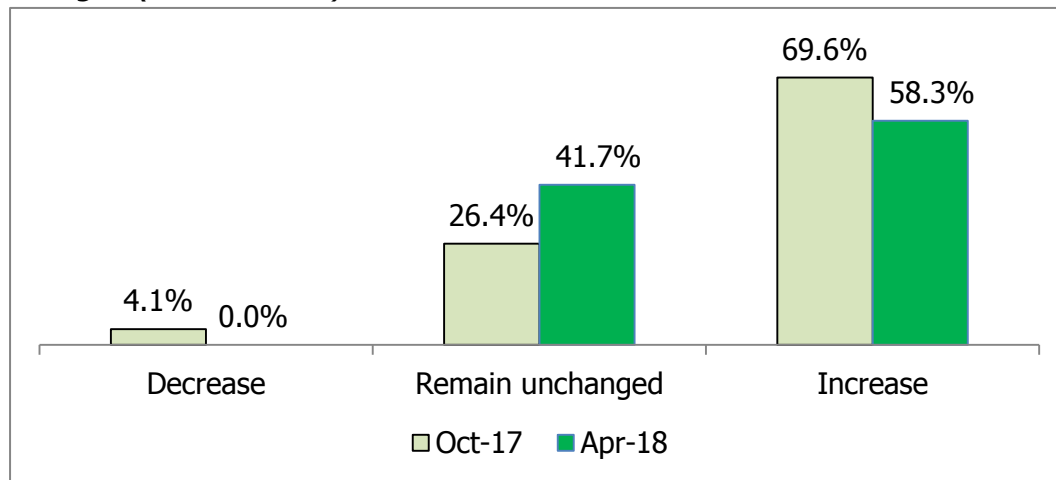


Fig. 22 Over the next six months, how do you expect the prices you charge to change? (Index=158.3)



Retail and Wholesale: Employment indicators

Fig. 23 Over the past six months, how has your business' total employment changed? (Index=134.3)

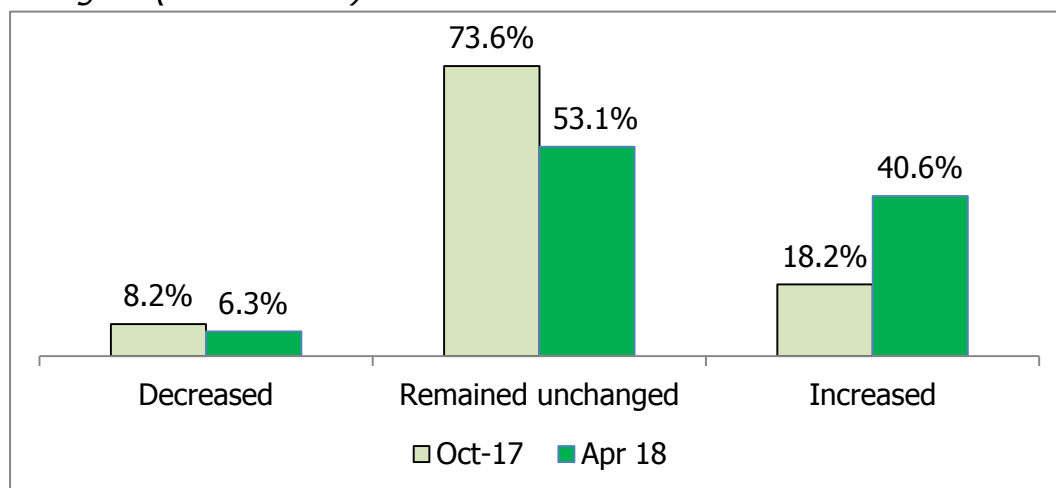
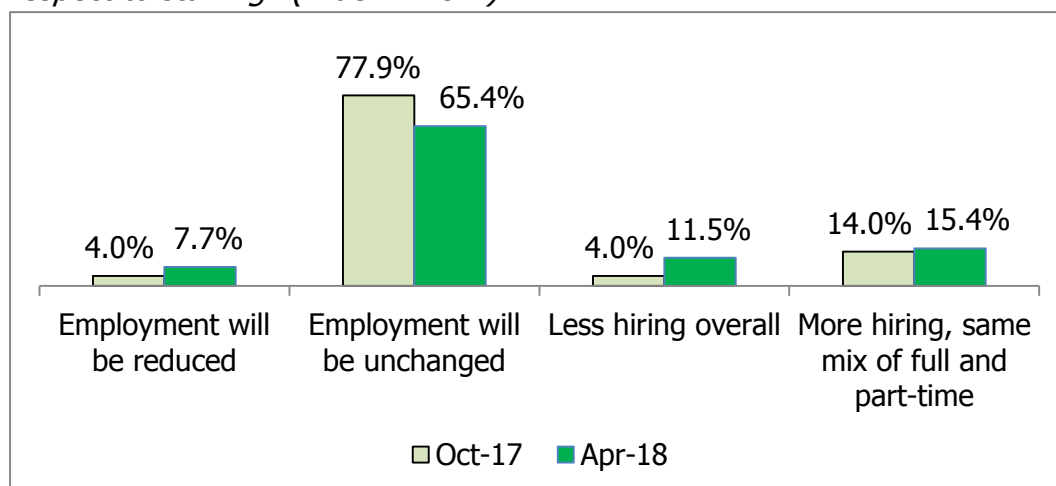


Fig. 24 Over the next six months, what best describes your business' plans with respect to staffing? (Index=119.2)



Construction

Construction and Trades/Contractors account for 7.0% of the Isle of Man economy in terms of employment.

As anticipated in the previous Business Confidence Survey, the Construction sector has rebounded strongly from its seasonal lower scores at the beginning of winter 2017. Its conservative expectations of growth from October 2017 are in alignment with reported growth over the same period, and the sector anticipates robust growth over the next six months (Index=122.70).

Employers generally indicate that their current order books are not sufficient (Index=-116.7), although they have on average 4.5 months of work currently accounted for on their books, a 25% increase from the most recent measure.

A third of employers in Construction currently indicate no constraints upon their business, although one-quarter indicate that they are currently experiencing financial constraints. Previously reported shortages of labour are much less of a concern and demand appears to have increased, although some shortages of materials/equipment are currently indicated.

Over the next six months, prices will increase (Index=122.7), and although employment increases over the past six months were not as great as desired (Index=-106.9), employment over the next six months is predicted to remain adequately balanced (Index=102.8).

Construction Sector: Current Indicators

Fig. 25 *Over the past six months, how has your building activity developed?* (Index=128.0)

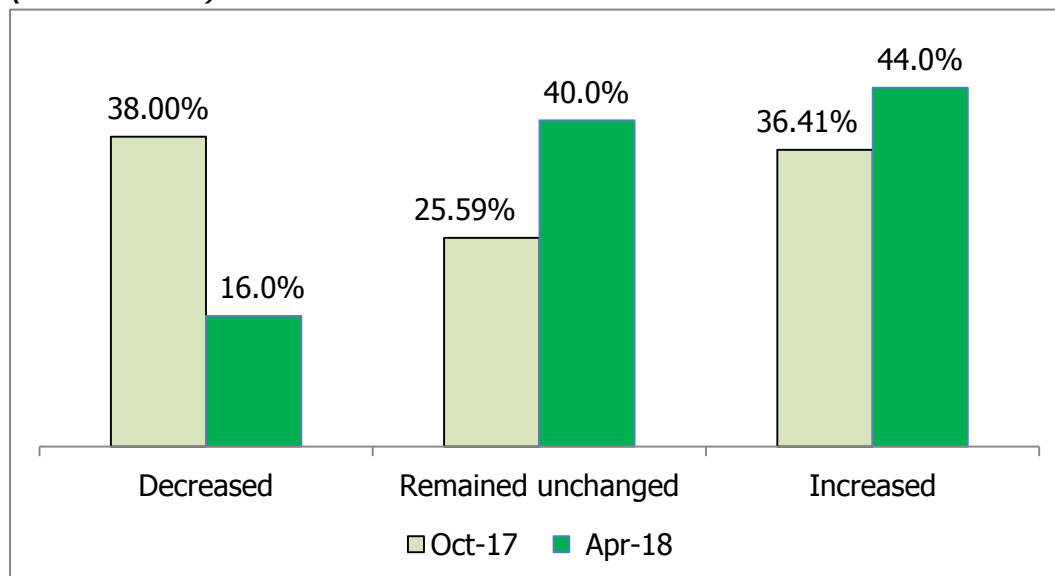


Fig. 26 What main factors are currently limiting your building production? (not indexed)

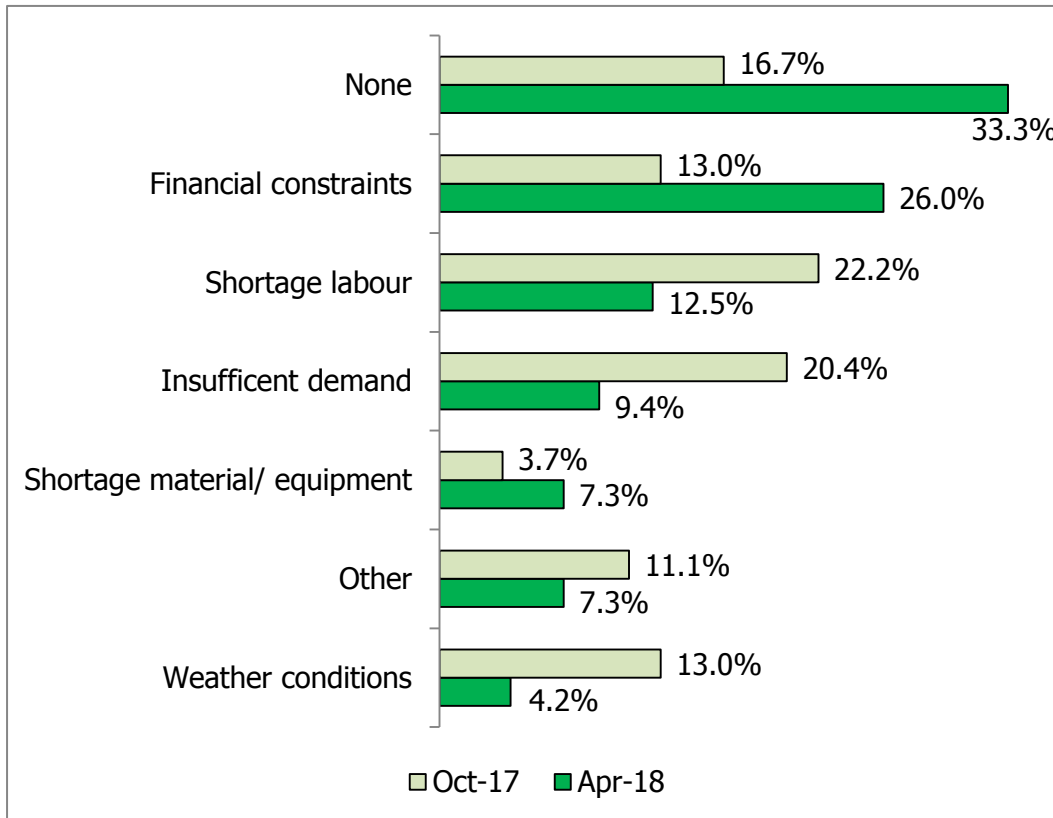
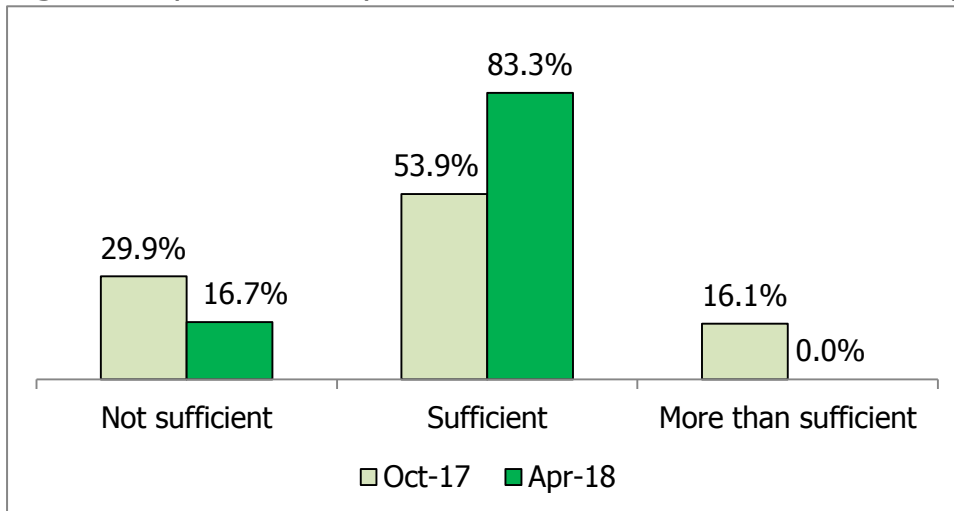


Fig. 27 Do you consider your current overall order books to be ... (Index=-116.7)



Construction Sector: Future Indicators

Fig. 28 *Approximately how many months' work is accounted for by work in hand and the work already contracted for? (not indexed; arithmetic mean=4.5 months)*

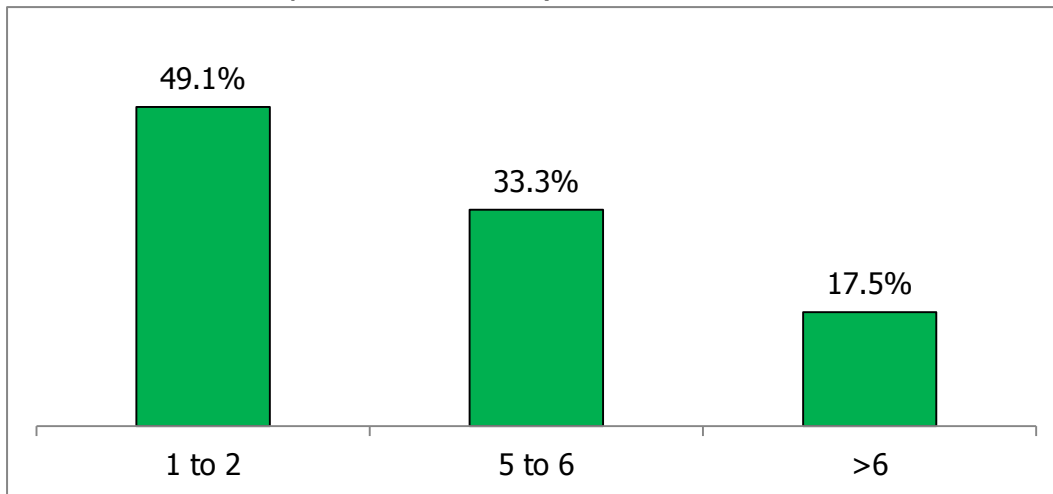
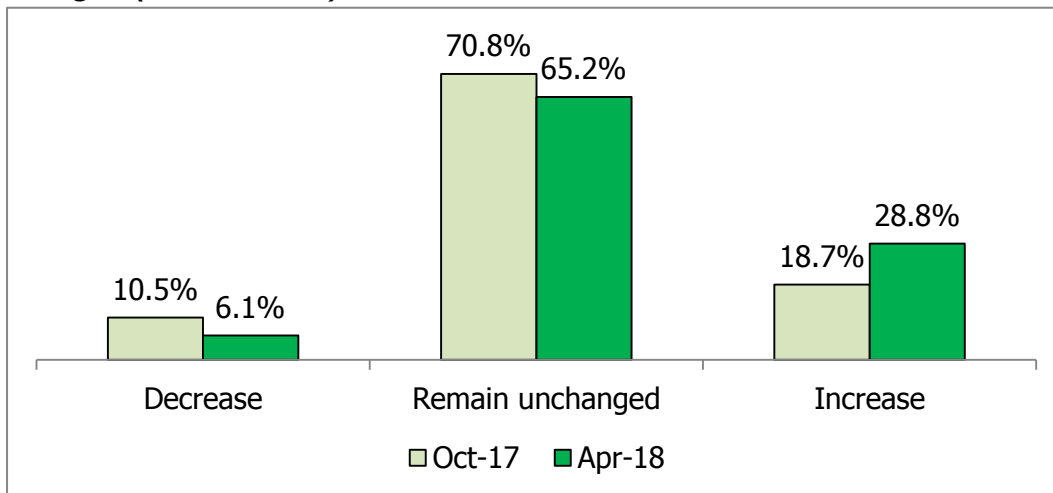


Fig. 29 *Over the next six months, how do you expect the prices you charge to change? (Index=122.7)*



Construction Sector: Employment Indicators

Fig. 30 Over the past six months, how has your business' total employment changed? (Index=-106.9)

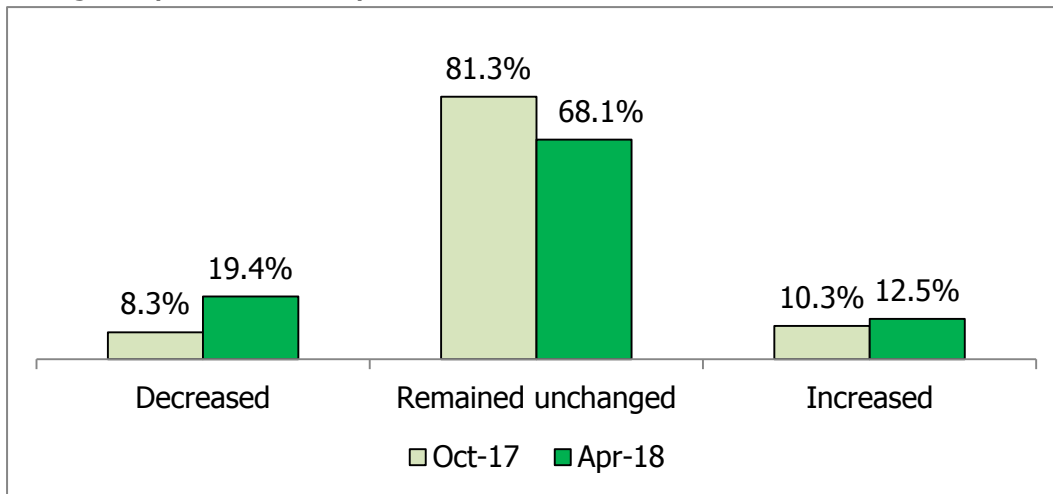
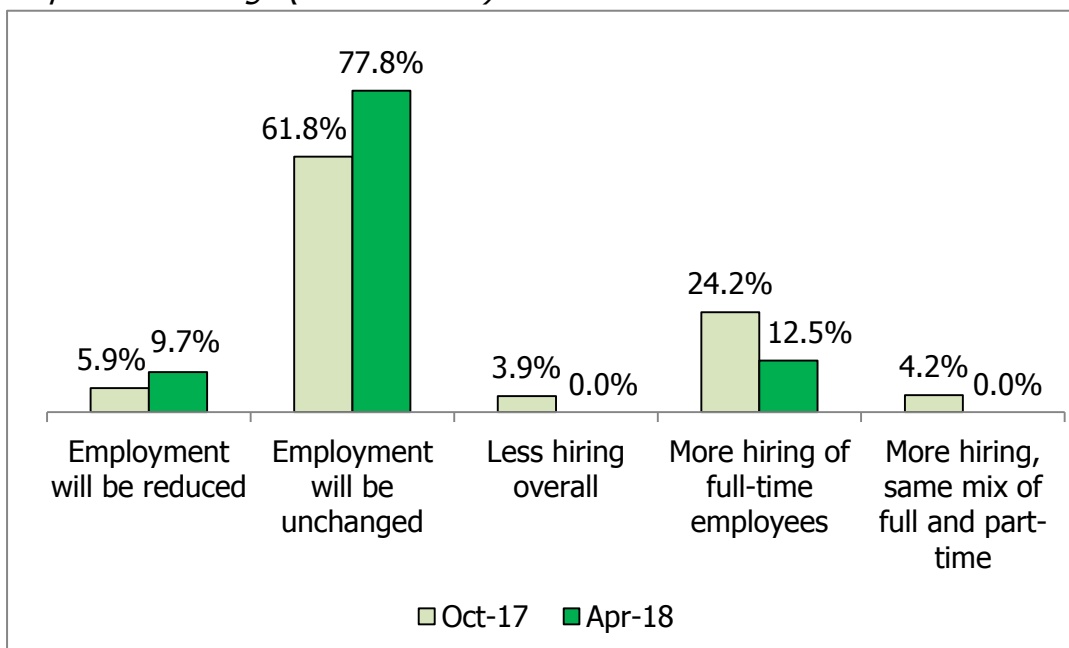


Fig. 31 Over the next six months, what best describes your business' plans with respect to staffing? (Index=102.8)



Financial Services

Financial Services account for 24.3% of the Isle of Man economy in terms of employment, and includes:

- Banking
- Corporate Service Providers
- Fund Management
- Insurance
- Other Business Services
- Other Financial Services
- Trust/ Company Fiduciary Services

The Financial Services sector over the past six months has not met its overall expectations of growth indicated in October, and its current optimism for the next six months is muted in comparison. These slightly lowered growth scores arise in part from the indication that the past six months saw a higher than anticipated level of capital expenditure, which is not generally expected to decrease significantly in the next six months. Index scores for turnover, expenses, income and profit all remain positive on balance.

The sector retains a steady employment 'pull': only one in fifty employers in the sector anticipate a reduction in employment, and 40% are seeking to hire more staff. Additionally, there has been a small increase in the number of employers who indicate that their operating expenses have gone down, and one in ten currently expect their expenses to decrease further over the next six months.

Financial Services: Current Indicators

Fig. 32 *Over the past six months, how has your business developed? (Index=124.0)*

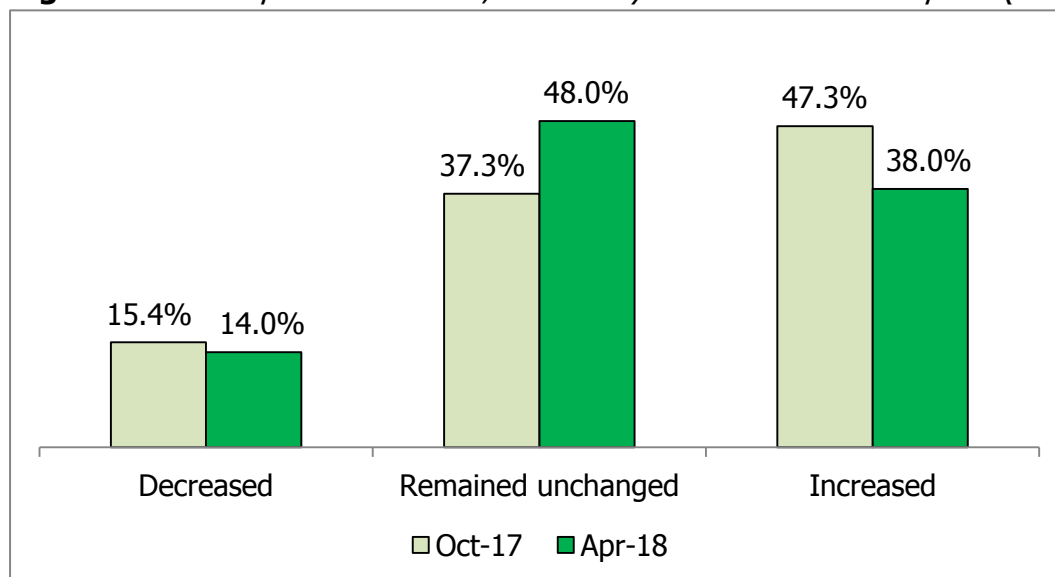


Fig. 33 Over the past six months, how has demand (turnover) for your company's services changed? (Index=-108.0)

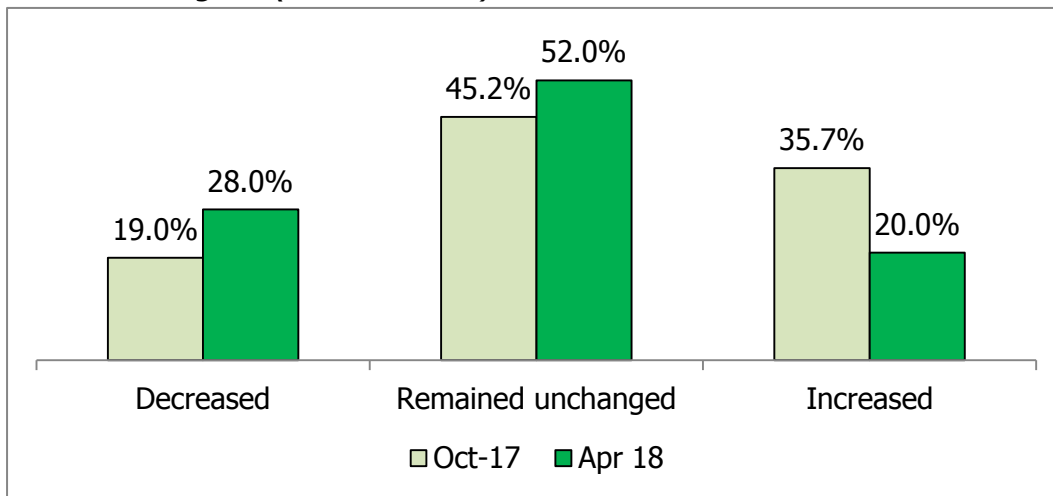


Fig. 34 Over the past six months, how has your operating income developed? (Index=100.0)

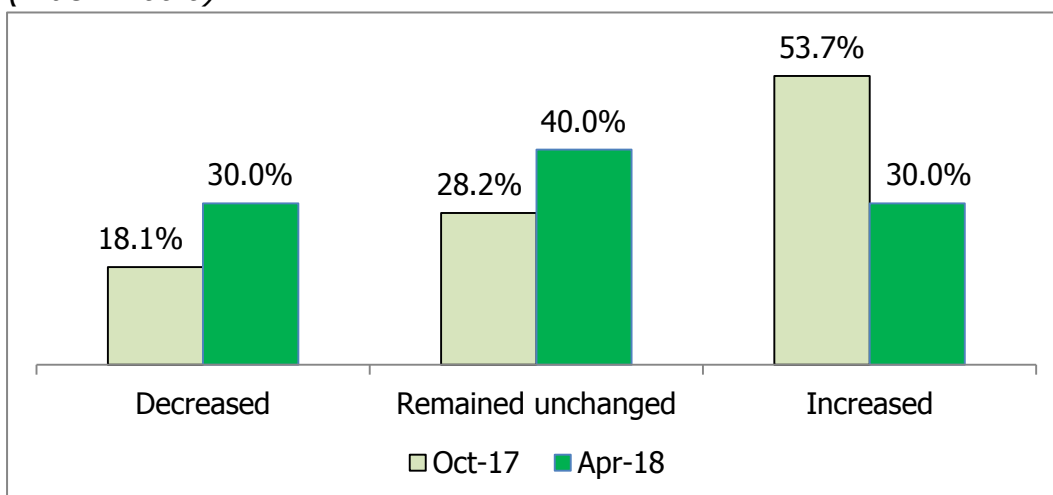


Fig. 35 Over the past three months, how have your operating expenses developed? (Index=136.0)

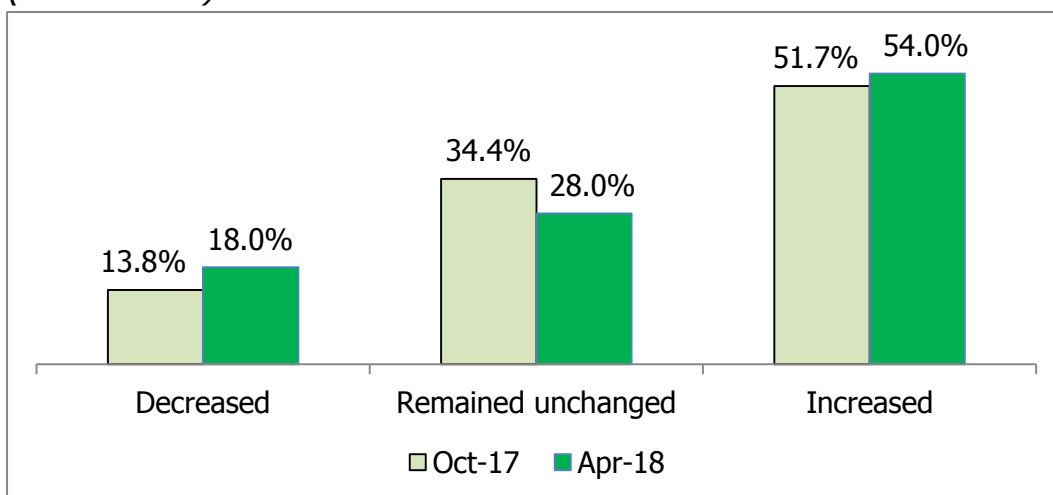


Fig. 36 Over the past six months, how has your profitability developed?
(Index=-108.0)

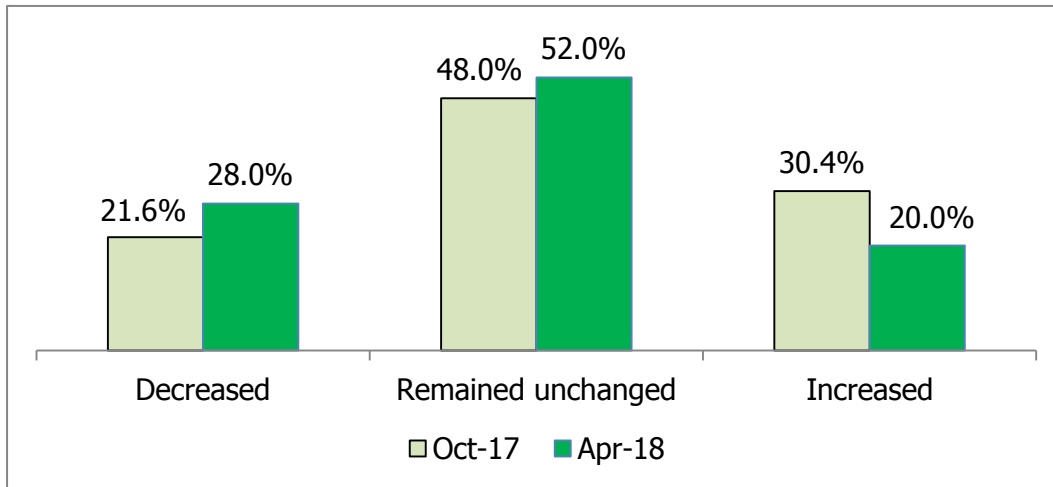
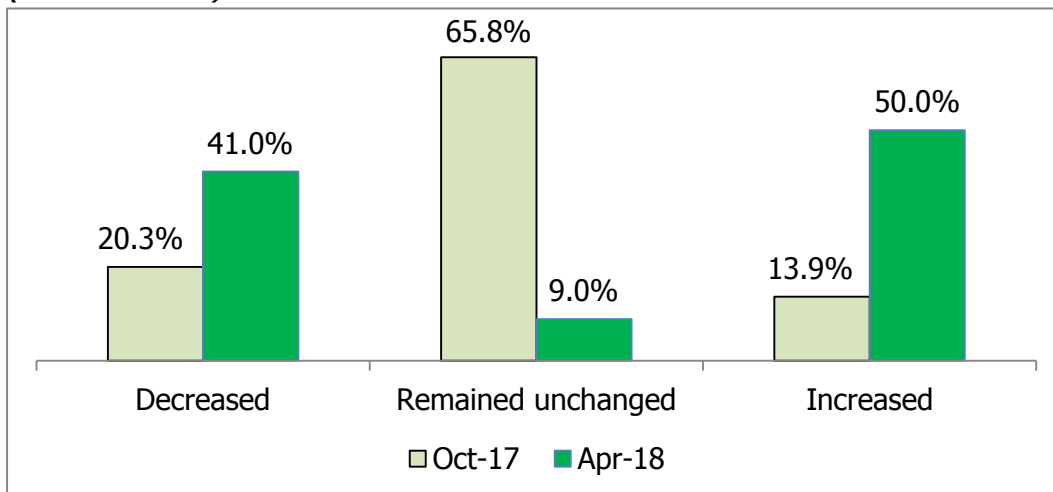


Fig. 37 Over the past six months, how has your capital expenditure developed?
(Index= 109.0)



Financial Services: Future Indicators

Fig. 38 Over the next six months, how do you expect the demand (turnover) for your company's services to change? (Index=112.0)

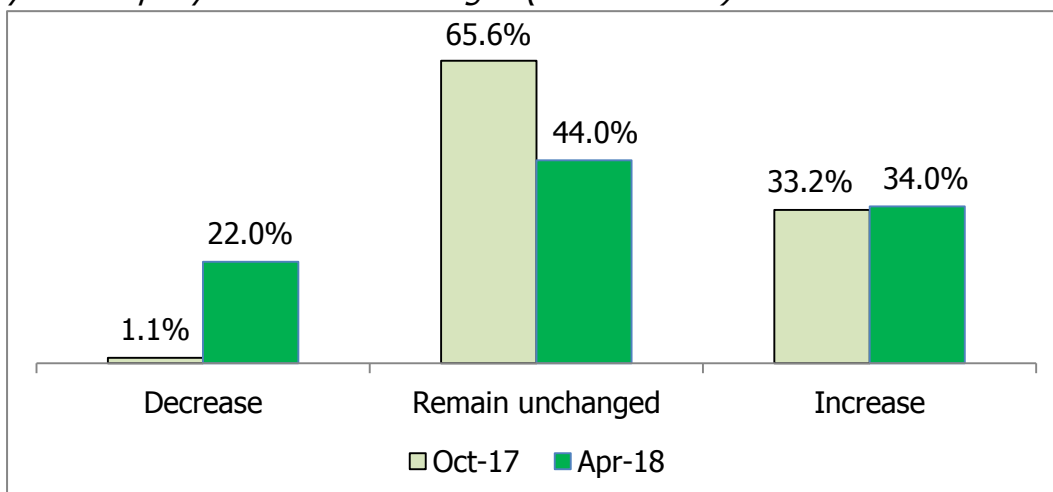


Fig. 39 Over the next six months, how do you expect your operating income to develop? (Index=118.0)

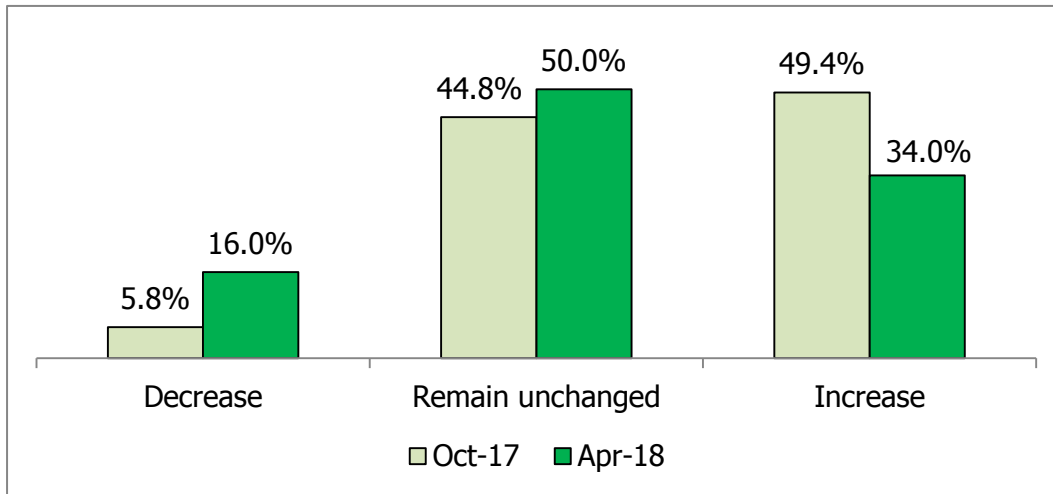


Fig. 40 Over the next six months, how do you expect your operating expenses to develop? (Index=132.0)

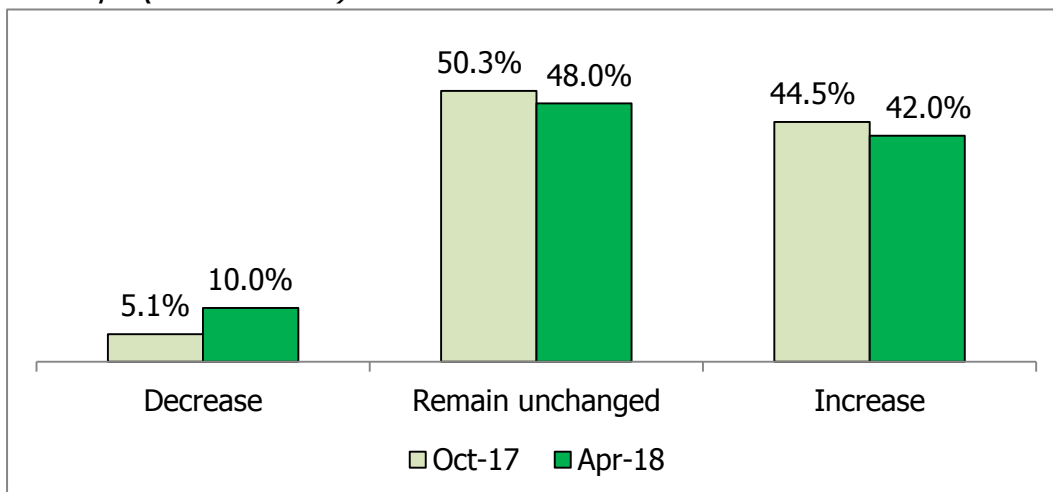


Fig. 41 Over the next six months, how do you expect the profitability of your company to develop? (Index=112.0)

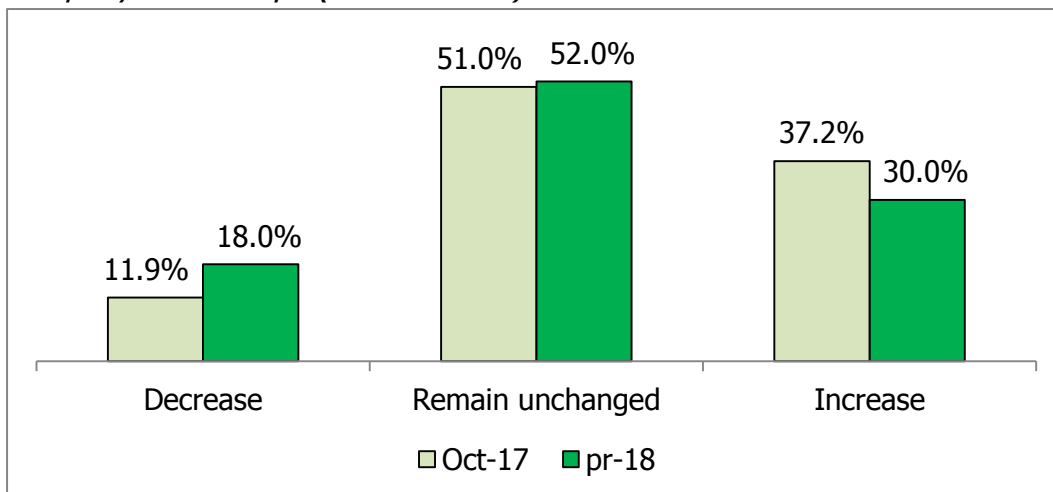
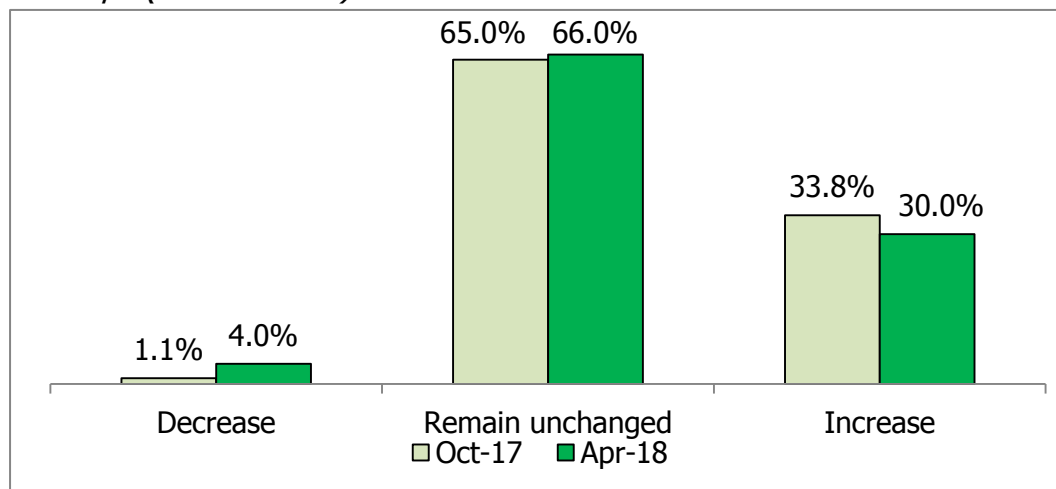


Fig. 42 Over the next six months, how do you expect your capital expenditure to develop? (Index=126.0)



Financial Services: Employment Indicators

Fig. 43 Over the past six months, how has your business' total employment changed? (Index=123.2)

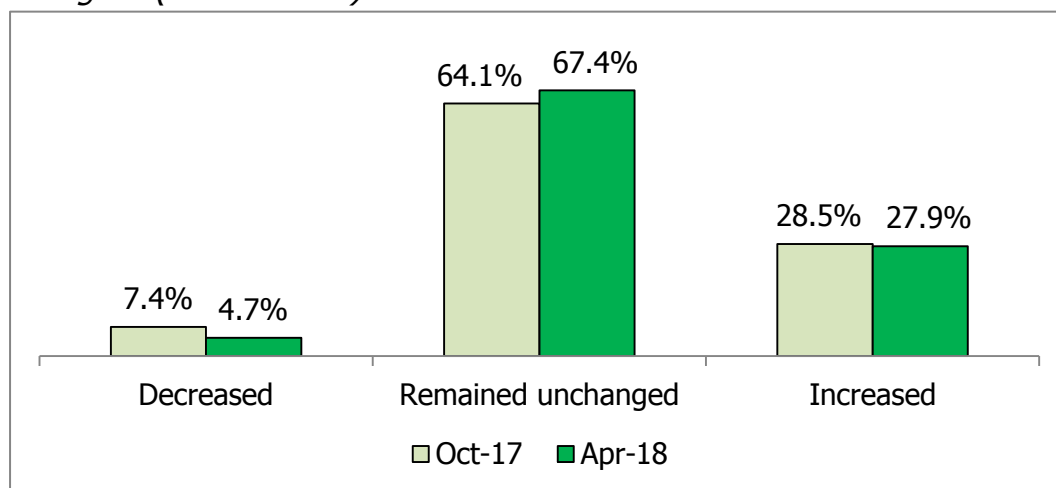
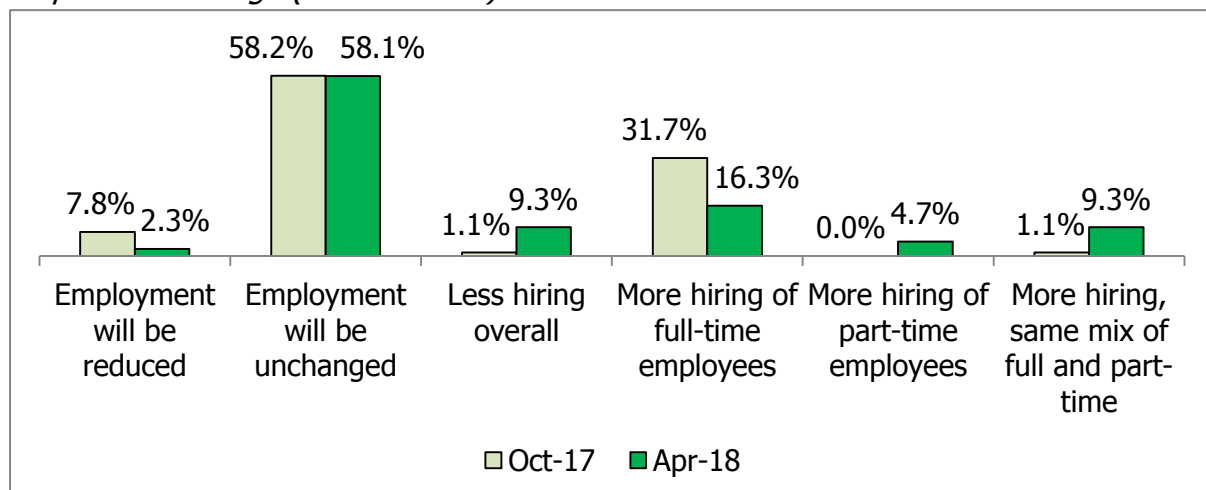


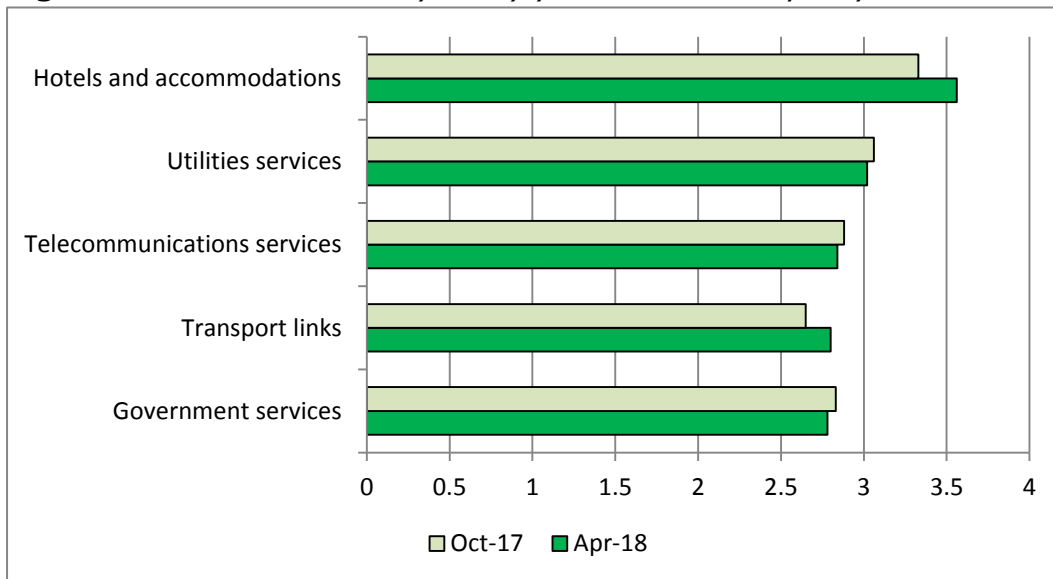
Fig. 44 Over the next six months, what best describes your business' plans with respect to staffing? (Index=137.3)



Satisfaction with Services (not indexed)

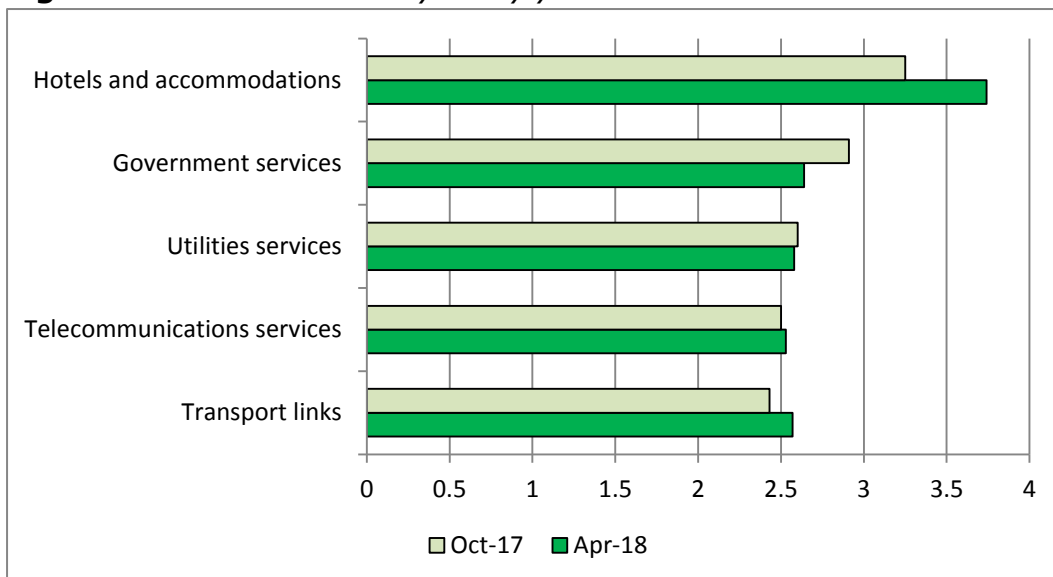
Employers are increasingly satisfied with the quality of business-adjacent services on the Isle of Man, with mean scores out of 4 rising slightly since October 2017. The increase in overall satisfaction with services is driven by gains in employers' approval of hotels and accommodations, as well as to increased positivity about the quality of transport links.

Fig. 45 *How satisfied would you say you are with the quality of ...*



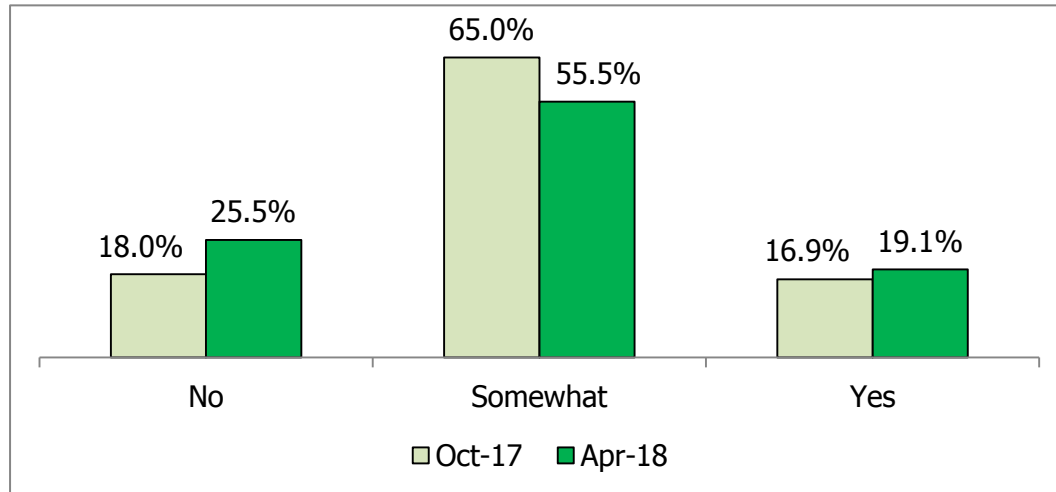
Employers are generally less satisfied overall with the cost of services than with service quality, but employers' opinions of service costs follow their opinions about service quality, as a slight improvement in satisfaction scores is (as above) accounted for by growing approval of hotel offerings and transport.

Fig. 46 *How satisfied would you say you are with the cost of ...*



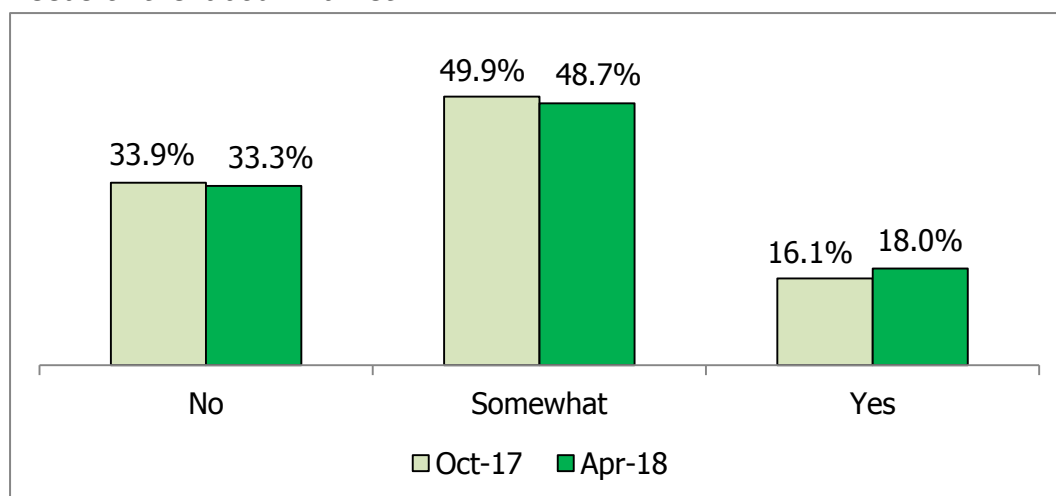
14.8% of all employers report that they “don’t know” if young workers on the Island are sufficiently skilled, and this group has been excluded from the chart below. Employers in Manufacturing are most confident in the skills of young workers whereas the lowest confidence is found among employers in Construction.

Fig. 47 *Do you think that young workers on the Island have the necessary skills to enter the workplace?*



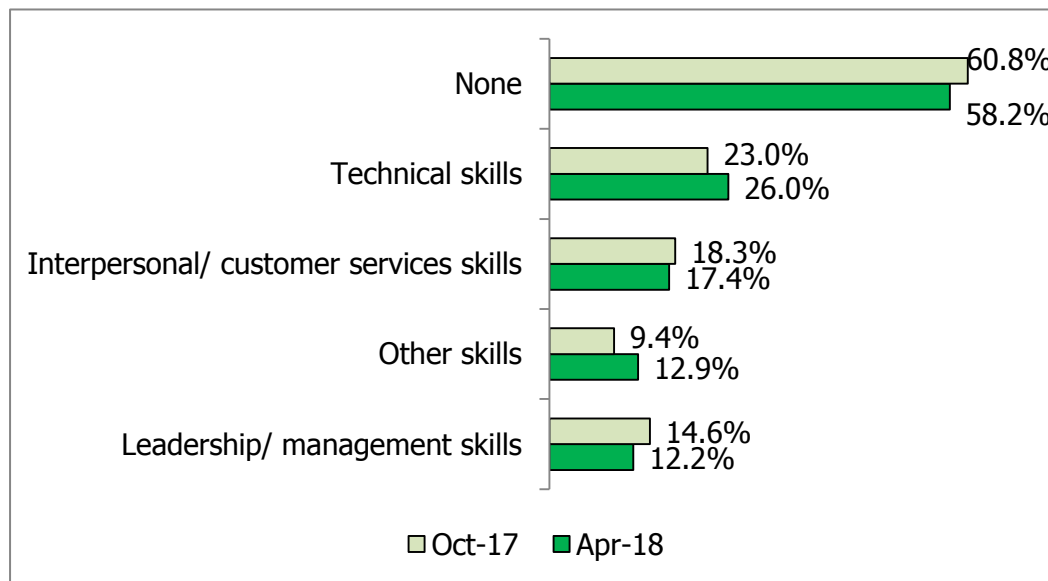
14.1% of all employers report that they “don’t know” if the Island’s education system is responsive to the labour market, and this group has been excluded from the chart below. Employers in the Manufacturing and Services sectors express the highest opinions of the Island’s education system relative to other sectors, while employers in Retail/Wholesale are most likely to indicate that on-Island education does not respond to labour market needs. However, the differences between sectors on this issue are not statistically significant, and on average all sectors express very similar opinions regarding the education system.

Fig. 48 *Do you think that the education system on the Island is responsive to the needs of the labour market?*



70.1% of Manufacturing employers indicate no skills gaps among their employees. Technical skills gaps in the work force are most commonly indicated in the Financial Services sector (41.9%). Leadership skills gaps are also identified in Financial Services, although all other sectors indicate that they are satisfied with this area.

Fig. 49 *Do you have any skills gaps among the employees currently at your business?*



25.9% of respondents indicated that the current IOM work permit system does not apply to their business. Of the remaining employers who expressed an opinion, it is notable how significantly the general level of employer satisfaction with work permits has risen in the past six months, very likely in response to recently implemented changes to the system. The highest level of relative dissatisfaction with the current work permit system is found among employers in General Services, while employers in the Manufacturing and Construction sectors have responded favourably to changes made since 2017.

Fig. 50 How satisfied are you with the current IOM work permit system?

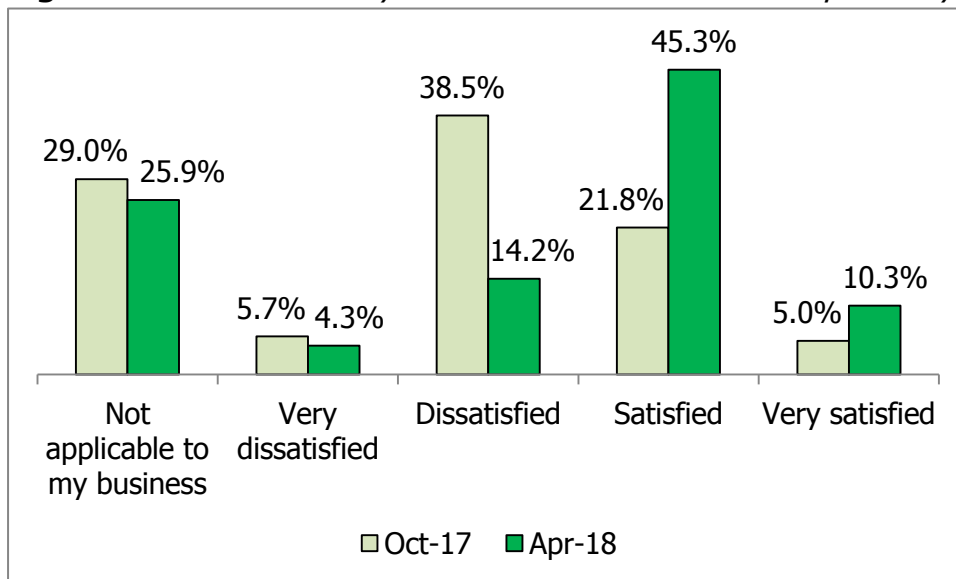
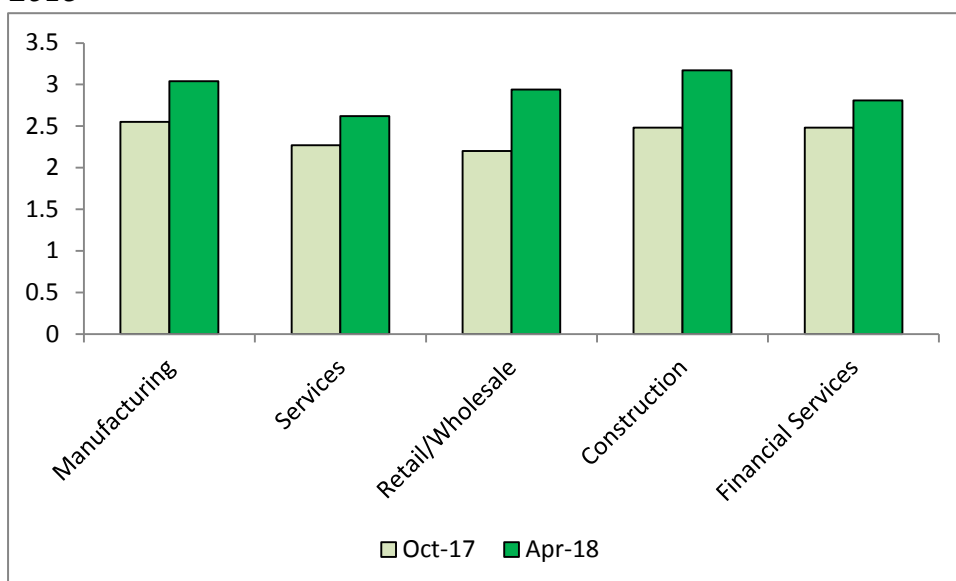
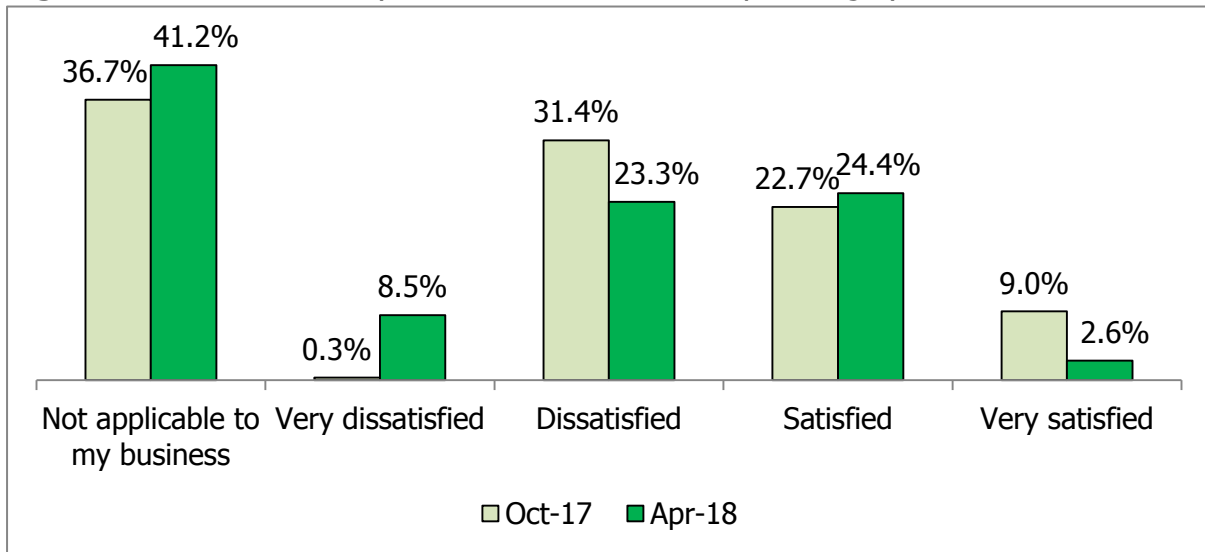


Fig. 51 Average satisfaction with work permit system, by sector, Oct 2017 – Apr 2018



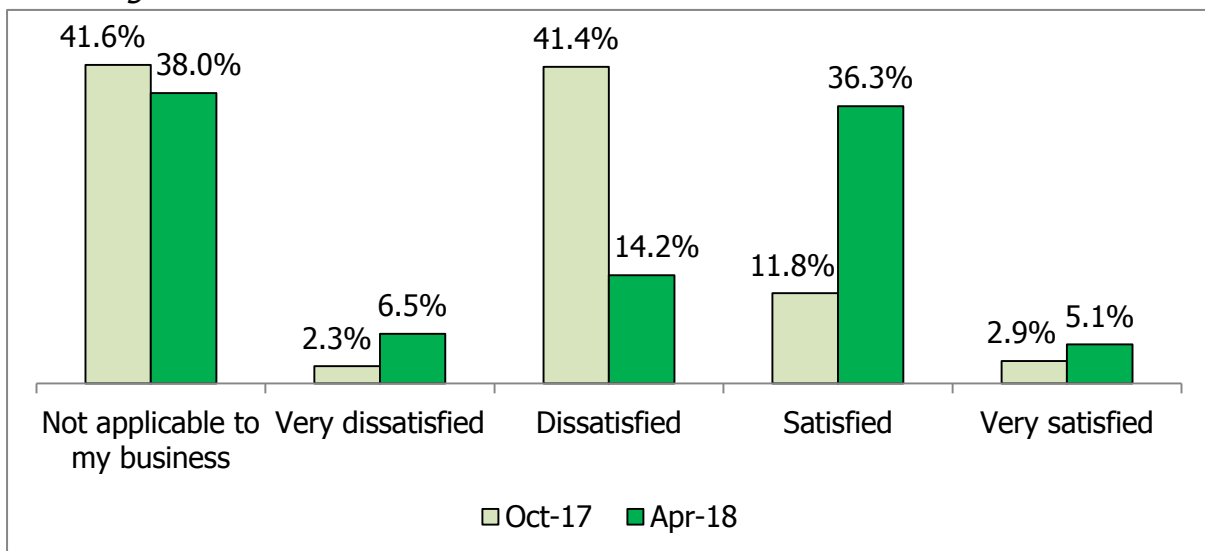
40.6% employers indicate that the current planning system is not applicable to their business. Of the remaining employers who expressed an opinion, Construction sector employers are the most satisfied with planning (62.1%), while General Services employers are the least satisfied (35.0%). Moreover, the average satisfaction with planning services across all sectors has declined by 10.6% overall since October 2017, which should be monitored in future.

Fig. 52 *How satisfied are you with the current IOM planning system?*



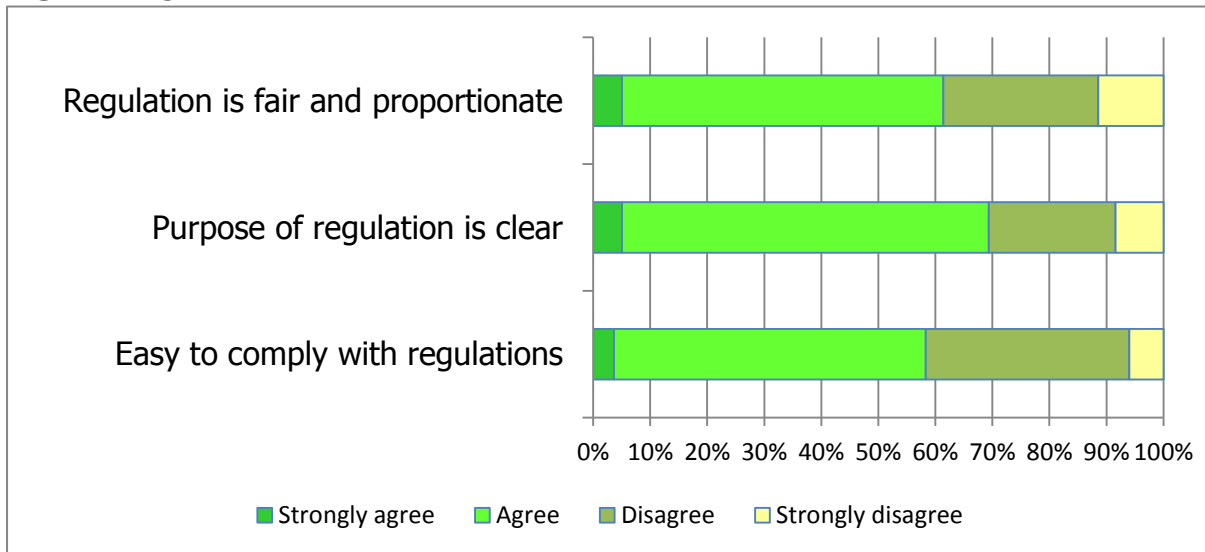
37.6% of employers indicated that support for innovation and emerging technologies does not affect their business. Of the remainder, employers in the General Services sector are least satisfied with the level of innovation support (43.0%), and employers in Financial Services are the most satisfied (86.4%).

Fig. 53 *How satisfied are you with the level of support for innovation and emerging technologies?*



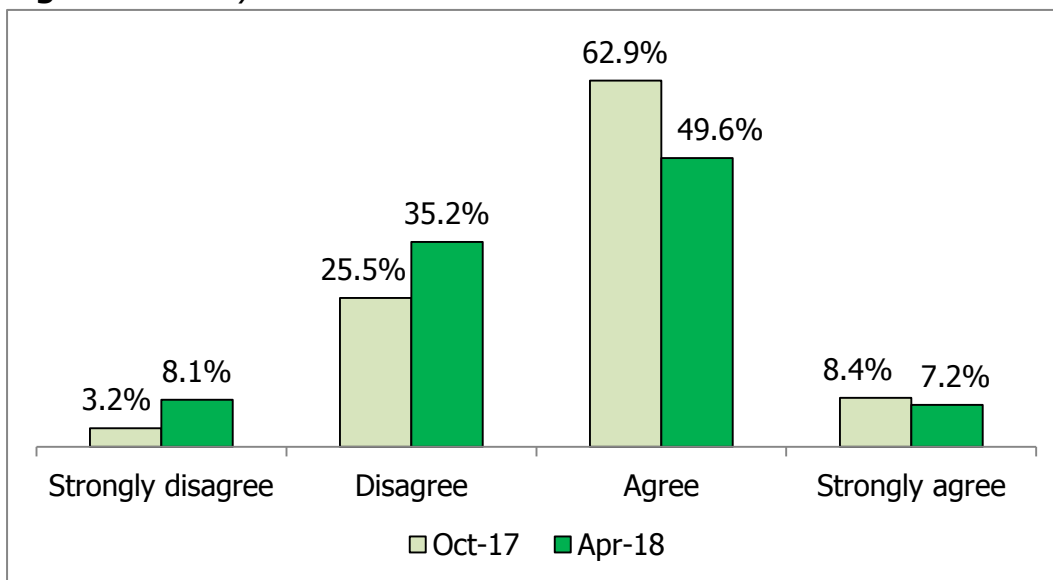
Between 6% and 10% of businesses, on average, indicate that they “don’t know” how to answer questions about regulation, and these groups have been excluded from the chart below. The Manufacturing sector is most likely to disagree that regulation is fair and proportionate (48.6% disagree), to disagree that the purpose of regulation is clear (54.9% disagree), and also to disagree that compliance is easy (63.6% disagree).

Fig. 54 Regulation



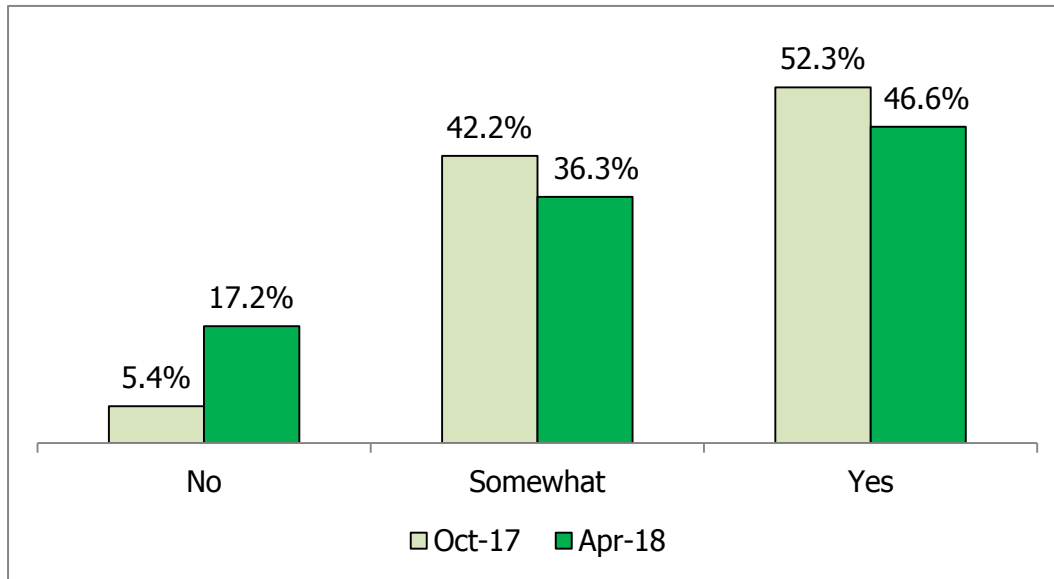
Employers in both Construction and Financial Services are equally likely to agree that it is easy to do business on the Isle of Man (67.1% agree), while the lowest level of agreement with this statement pertains to employers in Manufacturing (42.4% disagree).

Fig. 55 It is easy to do business on the Isle of Man.



As above, and consistent with the previous survey, Financial Services and Construction employers are most likely to indicate the willingness to recommend the Isle of Man as a place to do business, while the lowest level of support comes from employers in Manufacturing.

Fig. 56 *Would you recommend the Isle of Man to others as a good place to do business?*



Appendix 1: Methodology

Sampling and Weighting

Definition of terms: Registry, Sample, Respondents

The total population of businesses was determined from data extracted from Income Tax records for employers. The sampling frame used was the full list of 4110 businesses registered for tax purposes on the Island as of the end of December 2017. Listed information included business name and address, SIC trade classification number and description, and current number of employees. In this report, this list of 4110 businesses is referred to as “the registry”.

The list was sampled according to a methodology that will be described in greater detail immediately below. The sampling method yielded a group of 498 businesses who were selected for postal invitations to complete the Business Confidence Survey. Excluding those postal invitations that were returned to sender (most commonly because the business had closed since the December update of the tax roll), 477 businesses were successfully contacted. This group of 477 is referred to as “the sample”.

The sample yielded 175 respondents who completed the survey either online or through postal submission. This group is referred to as “the respondents”.

Sampling

Total Registry	Total Sample	Total Respondents
4110	477	175

The sample was structured in a two-stage stratification procedure based upon business size, as determined by number of employees. Large businesses with greater than 50 employees (n=99) were universally included in the sample; these large businesses were deliberately oversampled to account for their relatively higher impact upon the labour market. SMEs of 50 or fewer employees (n=4011) were randomly sampled at a rate of 10% using the non-replacement list sampling method: an online random number generator was used to choose a starting point on the registry list and then draw every 10th member of the list until a grand total of 500 was reached. Incorrect registry data, determined by both advance data cleaning and postal returns, invalidated a total of 21 sampled cases, reducing the final valid sample to 477.

This sample proportion yields a margin of statistical error of +/- 5%, nineteen times out of twenty.

Sampled businesses were sent postal invitations on 10th April 2018, and on 17th April 2018 all sampled businesses who had not yet responded were sent a reminder. The data collection period was 21 days, and the survey was closed on 30th April.

The sample response rate for the 2018.A Business Confidence Survey was 36.7%, a very robust rate of return for a sample of this size and very comparable to the response rate of the 2017 survey. Large businesses of greater than 50 employees yielded a sub-sample response rate of 44.4%, while SMEs returned a sub-sample response rate of 34.7%. The Economic Affairs Division would like to thank the Isle of Man press and the Isle of Man Chamber of Commerce in their efforts to increase public awareness of the survey and encourage participation among sampled respondents.

Weighting

Once data collection was complete, the sample was weighted according to a post-hoc stratification by quota, determined by number of employees associated with the business and stratified by economic sector.

Each respondent was weighted according to the proportion of employees it represented in relation to the total number of employees in that sector, those totals being derived from business information provided to Income Tax.

The procedure for weighting is outlined in Table 3 below.

Table 3. Post-hoc stratification weighting by economic sector

Population	Proportion of Population	Respondents	Proportion of Respondents	Weight, by sector
All IOM employees	Employees in sector as percentage of all IOM employees	All employees represented by respondents	Employees represented by respondents in sector as percentage of all employees represented by respondents	$\frac{\text{Proportion of Population}}{\text{Proportion of Respondents}}$

Appendix 2: 2018.A Questionnaire

1. Company name _____
2. How many employees currently work for your business? _____
3. To what sector does your business belong?
 - Agriculture, Forestry and Fisheries
 - Banking
 - Catering and Entertainment
 - Charitable and Third Sector Services
 - Construction
 - Corporate Service Providers
 - Education
 - E-Gaming
 - Financial and Business Services
 - Information and Communications Technology
 - Insurance
 - Legal and Accountancy Services
 - Manufacturing – Engineering
 - Manufacturing – Food and Drink
 - Manufacturing – General
 - Media and Creative Services
 - Medical and Health Services
 - Mining and Quarrying
 - Other Professional Services
 - Retail
 - Shipping and Aircraft
 - Tourist Accommodation
 - Transport and Communications
 - Utilities
 - Wholesale

All Manufacturing

4. Over the past six months, how has your production developed?
Increased / Remained unchanged / Decreased
5. Over the past six months, how have your orders developed?
Increased / Remained unchanged / Decreased
6. Do you consider your current overall order books to be ...
More than sufficient / Sufficient / Not sufficient
7. Do you consider your current export books to be ...
More than sufficient / Sufficient / Not sufficient / My business does not export
8. Do you consider your current stock of finished products to be ...
Too large / Adequate / Too small
9. What main factors are currently limiting your production? (Select all)
None / Insufficient demand / Shortage of labour force / Shortage of material and/or equipment / Financial constraints / Other factors

10. Considering your current order books and the expected change in demand over the coming months, how do you assess your current production capacity?
More than sufficient / Sufficient / Not sufficient
11. Over the next six months, how do you expect your production to develop?
Increase / Remain unchanged / Decrease
12. Over the next six months, how do you expect your selling process to change?
Increase / Remain unchanged / Decrease

Services

13. Over the past six months, how has your business developed?
Improved / Remained unchanged / Deteriorated
14. What main factors are currently limiting your business? (Select all)
None / Insufficient demand / Shortage of labour force / Shortage of space and/or equipment / Financial constraints / Other factors
15. Over the next six months, how do you expect the demand (turnover) for your company's services to change?
Increase / Remain unchanged / Decrease
16. Over the next six months, how do you expect the prices you charge to change?
Increase / Remain unchanged / Decrease

Retail/Wholesale

17. Over the past six months, how has your business activity (sales) developed?
Increased / Remained unchanged / Decreased
18. Do you consider the volume of stock you currently hold to be ...
Too large / Adequate / Too small
19. Over the next six months, how do you expect your orders placed with suppliers to change?
Increase / Remain unchanged / Decrease
20. Over the next six months, how do you expect your business activity (sales) to change?
Increase / Remain unchanged / Decrease
21. Over the next six months, how do you expect the prices you charge to change?
Increase / Remain unchanged / Decrease

Construction

22. Over the past six months, how has your building activity developed?
Increased / Remained unchanged / Decreased

23. What main factors are currently limiting your building production? (Select all)
None / Insufficient demand / Weather conditions / Shortage of labour force / Shortage of material and/or equipment / Financial constraints / Other factors
24. Do you consider your current overall books to be ...
More than sufficient / Sufficient / Not sufficient
25. Assuming normal working hours, approximately how many months' work is accounted for by the work in hand and the work already contracted for?
26. Over the next six months, how do you expect the prices you charge to change?
Increase / Remain unchanged / Decrease

Financial Services

27. Over the past six months, how has your business developed?
Increased / Remained unchanged / Decreased
28. Over the past six months, how has demand (turnover) for your company's services changed?
Increased / Remained unchanged / Decreased
29. Over the past six months, how has your operating income developed?
Increased / Remained unchanged / Decreased
30. Over the past six months, how have your operating expenses developed?
Increased / Remained unchanged / Decreased
31. Over the past six months, how has your profitability developed?
Increased / Remained unchanged / Decreased
32. Over the past six months, how has your capital expenditure developed?
Increased / Remained unchanged / Decreased
33. Over the next six months, how do you expect the demand (turnover) for your company's services to change?
Increase / Remain unchanged / Decrease
34. Over the next six months, how do you expect your operating income to develop?
Increase / Remain unchanged / Decrease
35. Over the next six months, how do you expect your operating expenses to develop?
Increase / Remain unchanged / Decrease
36. Over the next six months, how do you expect the profitability of your company to develop?
Increase / Remain unchanged / Decrease
37. Over the next six months, how do you expect your capital expenditure to develop?
Increase / Remain unchanged / Decrease

All Sectors

38. Over the past six months, how has your business' total employment changed?
Increased / Remained unchanged / Decreased
39. Over the next six months, what best describes your business' plans with respect to staffing?
Less hiring overall / More hiring of part-time employees / More hiring of full-time employees / More hiring, same mix of full and part time / Employment will be unchanged / Employment will be reduced
40. How satisfied would you say you are with the quality of ...
Government services / Transport links to and from IOM / Telecommunications services / Utilities services / Hotels and accommodations
41. How satisfied would you say you are with the cost of ...
Government services / Transport links to and from IOM / Telecommunications services / Utilities services / Hotels and accommodations
42. Do you think that young workers on the Island have the necessary skills to enter the workplace?
Yes / Somewhat / No / Don't know
43. Do you think that the education system on the Island is responsive to the needs of the labour market?
Yes / Somewhat / No / Don't know
44. Do you have any skills gaps among the employees currently at your business? (Select all)
No / Technical skills / Interpersonal or customer service skills / Leadership or management skills / Other skills
45. How satisfied are you with the current IOM work permit system?
Very satisfied / Satisfied / Dissatisfied / Very dissatisfied / Not applicable to my business
46. How satisfied are you with the current IOM planning system?
Very satisfied / Satisfied / Dissatisfied / Very dissatisfied / Not applicable to my business
47. How satisfied are you with the level of support for innovation and emerging technologies?
Very satisfied / Satisfied / Dissatisfied / Very dissatisfied / Not applicable to my business
48. Please indicate your level of agreement with the following statements:
Regulation is fair and proportionate / The purpose of regulation is clear / It is easy to comply with regulations
49. It is easy to do business on the Isle of Man.
Strongly agree / Agree / Disagree / Strongly disagree

50. Would you recommend the Isle of Man to others as a good place to do business?

Yes / Somewhat / No / Don't know



Isle of Man
Government

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