



This project is co-financed by the  
European Union and the Republic of Turkey.

# **Technical Assistance for Awareness Raising in the Areas of Product Safety, Market Surveillance and Conformity Assessment**

**Ref No: EuropeAid/138441/IH/SER/TR**

## **PRODUCT SAFETY SURVEY QUESTIONNAIRE REPORT**

**March 2019**





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EuropeAid/138441/IH/SER/TR

**Contract No: DOGER/PSMSC/TR2014/DG/02/RA-2/SER/014**

**Product Safety Survey Questionnaire Report**

**March 2019**

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## INTRODUCTION

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This project is co-financed by the European Union and the Republic of Turkey.

## Objectives

**Technical Assistance project for “Awareness Raising in the Areas of Product Safety, Market Surveillance and Conformity Assessment”** has started on October 9, 2018. The overall objective of the project, for which Ministry of Trade is a beneficiary, is defined as “to contribute to increased awareness in the areas of regulations on product safety, market surveillance and conformity assessment for better implementation of the EU technical legislation.”

As part of this objective, the project aims to measure the key points such as awareness and recognition about the subject both by the consumers and also economic operators. For this purpose, the research was planned as a two-phased study.

Within the **first** stage, this report includes the data on the awareness of **economic operators about Conformity Assessment**.



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## Population

The population is defined as businesses operating in the manufacturing industry with 10 or more employees.

## Methodology and Sampling for the Analysis

The data was collected from 1,000 companies with 10 or more employees operating in the manufacturing industry in 62 different provinces. The data was collected between March 8 and April 1, 2019 through a questionnaire form attached in the appendix.

This sample volume (1,000 businesses) indicates a confidence interval of 0.95 percent and an error margin of +/- 3.1 percent.

Weighting was used in the analysis phase by considering the regional shares in accordance with the number of entrepreneurs in the “manufacturing” industry in The Statistical Classification of the Economic Activities in the European Community NACE Rev.2 and TurkStat Industry and service statistics. Weighting is used for both the region and the size of the businesses.

**Table 1**

**Categorization according to TurkStat NUTS**

TurkStat REGION DESCRIPTION AND PROVISIONS	PROVINCES WHERE APPLICATION IS CARRIED OUT	Number of Provinces in the Region	Number of Provinces Where Application is Carried Out	Number of Questionnaires	Weight Coefficient
TR10-Istanbul	Istanbul	1	1	296	0.29546
TR21-(Tekirdağ, Edirne, Kırklareli)	Tekirdağ, Edirne, Kırklareli	3	3	28	0.01690
TR22-(Balıkesir, Çanakkale)	Balıkesir, Çanakkale	2	2	9	0.01875
TR31-İzmir	İzmir	1	1	67	0.06839
TR32-(Aydın, Denizli, Muğla)	Aydın, Denizli, Muğla	3	3	36	0.04971
TR33-(Manisa, Afyonkarahisar, Kütahya, Uşak)	Manisa, Afyonkarahisar, Kütahya, Uşak	4	4	27	0.03939
TR41-(Bursa, Eskişehir, Bilecik)	Bursa, Eskişehir, Bilecik	3	3	95	0.06644
TR42-(Kocaeli, Sakarya, Düzce, Bolu, Yalova)	Kocaeli, Sakarya, Düzce, Bolu, Yalova	5	5	88	0.04383
TR51-Ankara	Ankara	1	1	77	0.06222
TR52-(Konya, Karaman)	Konya, Karaman	2	2	68	0.03645
TR61-(Antalya, Isparta, Burdur)	Antalya, Burdur	3	2	16	0.03334
TR62-(Adana, Mersin)	Adana, Mersin	2	2	37	0.04065





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TR63-(Hatay, Kahramanmaraş, Osmaniye)	Hatay, Kahramanmaraş, Osmaniye	3	3	12	0.02927
TR71-(Kırıkkale, Aksaray, Niğde, Nevşehir, Kırşehir)	Aksaray, Niğde, Nevşehir, Kırşehir	5	4	10	0.01428
TR72-(Kayseri, Sivas, Yozgat)	Kayseri, Sivas, Yozgat	3	3	50	0.02599
TR81-(Zonguldak, Karabük, Bartın)	Zonguldak, Bartın	3	2	4	0.00982
TR82-(Kastamonu, Çankırı, Sinop)	Kastamonu, Çankırı, Sinop	3	3	5	0.00877
TR83-(Samsun, Tokat, Çorum, Amasya)	Samsun, Çorum	4	2	9	0.02621
TR90-(Trabzon, Ordu, Giresun, Rize, Artvin, Gümüşhane)	Ordu, Trabzon, Rize, Giresun	6	4	11	0.02508
TRA1-(Erzurum, Erzincan, Bayburt)	Erzincan	3	1	2	0.00592
TRA2-(Ağrı, Kars, Iğdır, Ardahan)	Kars	4	1	2	0.00422
TRB1-(Malatya, Elazığ, Bingöl, Tunceli)	Malatya, Elazığ	4	2	6	0.01396
TRB2-(Van, Muş, Bitlis, Hakkari)	Muş	4	1	1	0.00797
TRC1-(Gaziantep, Adıyaman, Kilis)	Gaziantep, Adıyaman	3	2	31	0.03207
TRC2-(Şanlıurfa, Diyarbakır)	Şanlıurfa, Diyarbakır	2	2	6	0.01801
TRC3-(Mardin, Batman, Şırnak, Siirt)	Mardin, Batman, Şırnak	4	3	7	0.00692
<b>TOTAL</b>		<b>81</b>	<b>62</b>	<b>1,000</b>	<b>-</b>

The size of the businesses was kept above a certain sample volume in order to enable the analysis within the group itself. However, since their weights in the population are also different, the data is arranged to represent the general population by reusing the weighting coefficients.

Although there seems to be two separate weighting coefficients for the region and business, a single weight was obtained through two variables by using the “Rake Weights.”

Thus, the deviations in the ratios were eliminated because the data had a ratio representing the general population in the analyses made for the general population.

**Table 2**  
**Distribution of Population and Sample by Business Size**

	Share in Population (%)	Sample Volume (n)	Share in the Research (%)	Weight
10–19 people	39.83	210	21.00	0.39826
20–49	38.54	416	41.60	0.38541
50–99	11.20	155	15.50	0.11203
100–249	7.12	116	11.60	0.07125
250+	3.31	103	10.30	0.03305
<b>TOTAL</b>	<b>100.00</b>	<b>1,000</b>	<b>100.00</b>	<b>-</b>



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The following pages include the analyses for the distinction of “business size.” In this analysis, businesses are divided into three sections:

Businesses with 10–49 employees in the Report “***SMALL sized companies***” (626 questionnaires)

Businesses with 50–249 employees in the Report “***MEDIUM sized companies***” (271 questionnaires)

Businesses with 250+ employees in the Report “***LARGE sized companies***” (103 questionnaires)

. The “small,” “medium” and “large” definitions here should be considered in this context.

**Table 3**

**Small-, Medium-, Large-Sized Company Variables Created for the Analysis of the Distinction of the Business Size**

	Sample Volume (n)	Number of Businesses in the Population (TurkStat 2017)
<b>Small</b> Sized (10-49 employees)	626	41,111
<b>Medium</b> Sized (50–249 employees)	271	9,588
<b>Large</b> Sized (250+ employees)	103	1,978
<b>TOTAL</b>	<b>1,000</b>	<b>52,677</b>



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The region was also included in the analysis. To analyze each region separately, the regions are divided into groups as follows.

**Table 4**  
**Region Grouping for Analysis**

	Number of Questionnaires
Istanbul	296
Marmara (Other)	220
Black Sea / Anatolia	289
Aegean / Mediterranean	195
<b>TOTAL</b>	<b>1,000</b>

The provinces included in those regions are shown below.

**Table 5**  
**Provinces Within Region Groups**

Istanbul
TR10-Istanbul

Aegean / Mediterranean
TR31-İzmir
TR32-(Aydın, Denizli, Muğla)
TR33-(Manisa, Afyonkarahisar, Kütahya, Uşak)
TR61-(Antalya, Isparta, Burdur)
TR62-(Adana, Mersin)
TR63-(Hatay, Kahramanmaraş, Osmaniye)

Marmara (Other)
TR21-(Tekirdağ, Edirne, Kırklareli)
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TRC2-(Şanlıurfa, Diyarbakır)
TRC3-(Mardin, Batman, Şırnak, Siirt)



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## **Data Collection Technique**

The research data was collected through telephone calls using “MyCati,” a Computer-Assisted Telephone Interview system.

For this purpose, a large number of telephone numbers randomly selected from the province or provinces of the regions, and which match the sample group of each province, were uploaded to the system. The system then automatically and randomly called the numbers.



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## EXECUTIVE SUMMARY

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The report includes analyses in the distinction of “business size.” In this analysis, businesses are divided into three sections:

Businesses with 10–49 employees in the Report “**SMALL sized companies**” (626 questionnaires)

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The region was also included in the analysis. To analyze each region separately, the regions are divided into groups as follows.

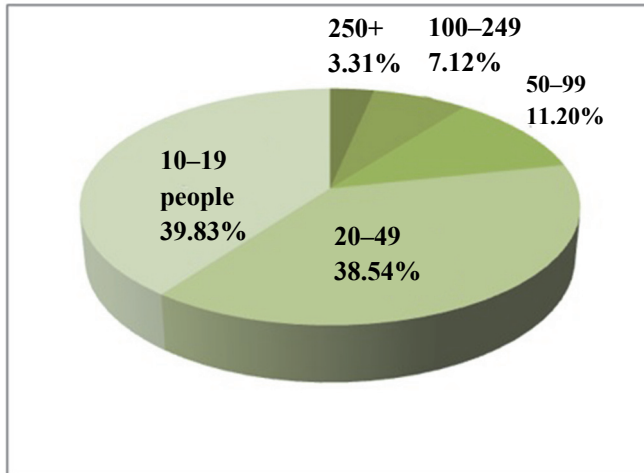
	Number of Questionnaires
Istanbul	296
Marmara (Other)	220
Black Sea / Anatolia	289
Aegean / Mediterranean	195
<b>TOTAL</b>	<b>1,000</b>

### Company attributes

The majority of the companies have been in business for 10+ years. The distribution by the business size has been weighted by accounting for the TurkStat data and reflecting the average rates in the manufacturing industry across Turkey. Almost half of the manufacturing companies are located in the Marmara Region. The interviewed businesses predominantly operate in the fields of textile, food, base metal (iron, steel, metal works, gold, etc.) and construction.



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### **Who were interviewed?**

In the research, at the first contact with the companies, the secretary or the switchboard operator was requested to get connected to the most authorized person related to the subject. At the end of the research, a group containing 13 percent company owner or partner and 32 percent middle or senior manager was interviewed. The majority part was the responsible person in charge of the subject (53 percent). These people were at different levels and had roles such as engineers, quality control officers and even a production supervisor.

### **Conformity Assessment for Businesses**

#### **Have they taken part in any legislative preparations for product safety?**

The research population was asked: “Has your company ever taken part in a legislation preparation activity related to product safety in the industry you are operating in?” Forty-three (43) percent of the research population stated that their company has taken part in a conformity assessment activity. This ratio increases towards large-sized companies and reaches 54 percent. It is striking that Istanbul showed the lowest rate (37 percent) of participation. On an industrial basis, the “Construction” industry had the highest rate of participation, while the “Furniture/Decoration” industry ranked in a lower position with a 31 percent participation level.

#### **Do they know of the conformity assessment?**

Three out of every four managers state that they have some information about the conformity assessment. This ratio is 79 percent among large companies. The “Construction” industry had the highest level of knowledge. This ratio is 84 percent among the industry employees.

#### **Do they know of the Conformity Assessment Association (UDDER)?**





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In this regard, the population exhibits a similar level of knowledge. Almost every four of the executives said that they know about UDDER. However, this ratio does not differ by business size. This rate is above 25 percent among both small- and large-sized companies.

### **Do they know of any approved organizations?**

About one third (31.6 percent) of the managers stated that they had information about “approved organizations.” This rate rises to 37 percent and 53 percent in medium- and large-sized companies, respectively.

### **Overall Knowledge Levels**

The overall knowledge levels on three subjects (Conformity assessments, UDDER and approved organizations) suggests that only 7.8 percent of the managers have knowledge about all of the three issues. Nearly 18.4 percent of the managers do not have any information about them. The ratio of those who are aware of at least one of them is 82 percent. The percentage of the group who know all of them increases to 11 percent in large-sized companies. Metal, Food and Furniture/Decoration industries had the highest level knowledge on all three subjects. The level of knowledge among companies that have participated in a legislative preparation work on product safety is naturally higher.

### **Have they worked with a conformity assessment organization in the last five years?**

The answers to the question “Have you worked with a conformity assessment organization in the last five years?” showed that 50.5 percent of the companies have performed a conformity assessment. This ratio increases in parallel with the size of the business. The most experienced companies in this field operate in “machinery and equipment,” “construction” and the “metal industry.”

### **Have their products ever been found unsuitable or unsafe?**

The majority of the companies that have worked with a conformity assessment organization in the last five years, which comprises 50 percent of the whole population, answered, “No” to the question: “Were your products found unsuitable or unsafe as a result of conformity assessment?” 5.1 percent of the participants took negative results from the assessment. This rate is 2.58 percent in the whole population. Since this question has only been asked to the population that worked with a conformity assessment company in the last five years, there has not been a further demonstration since the number of samples (n) towards the lower groups (such as industrial distinction or business size) has decreased.



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## **Were they satisfied with the service provided by the conformity assessment organizations?**

The group, which make up 50 percent of the whole population and who have worked with a conformity assessment organization in the last five years, were also asked about their satisfaction. The majority of the participants (87.6 percent) stated that they are satisfied with the organizations they worked with. A very limited (1.8 percent) group of participants drew attention to dissatisfaction.

## **Why have they not worked with any conformity assessment organization before?**

The group, which make up 40.7 percent of the whole population and who have not worked with a conformity assessment organization in the last five years, were also asked why they have not worked with a conformity assessment organization before. The most significant reason stated by those companies was: "We perform the conformity assessment procedures within the company." High prices rank the second most-stated reason. Some of the participants also stated that they find the conformity assessment procedures complicated.



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## COMPANY ATTRIBUTES

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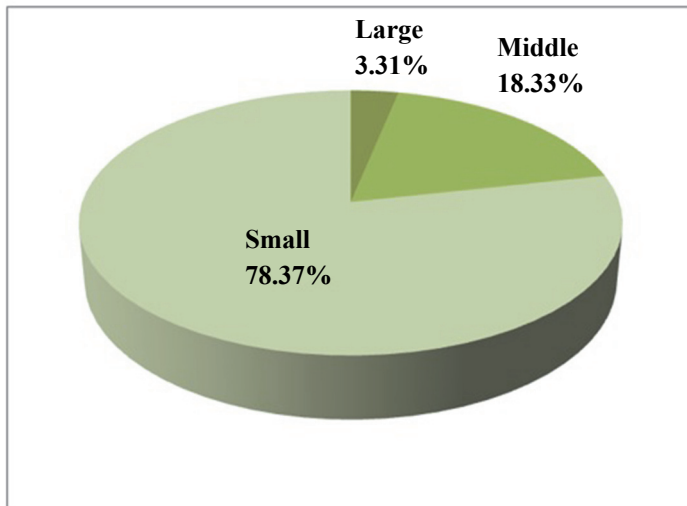
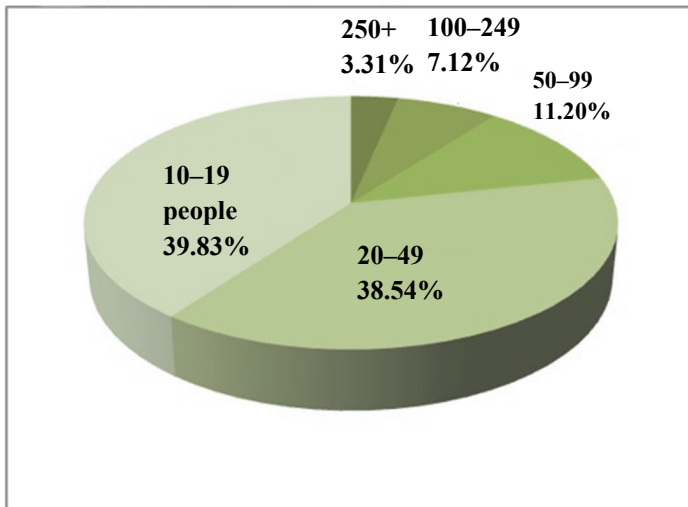


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## **Business Size**

The population is integrated with the weighting coefficient in accordance with the realities of Turkey.

**Graph 1**  
**Distribution by total number of employees**



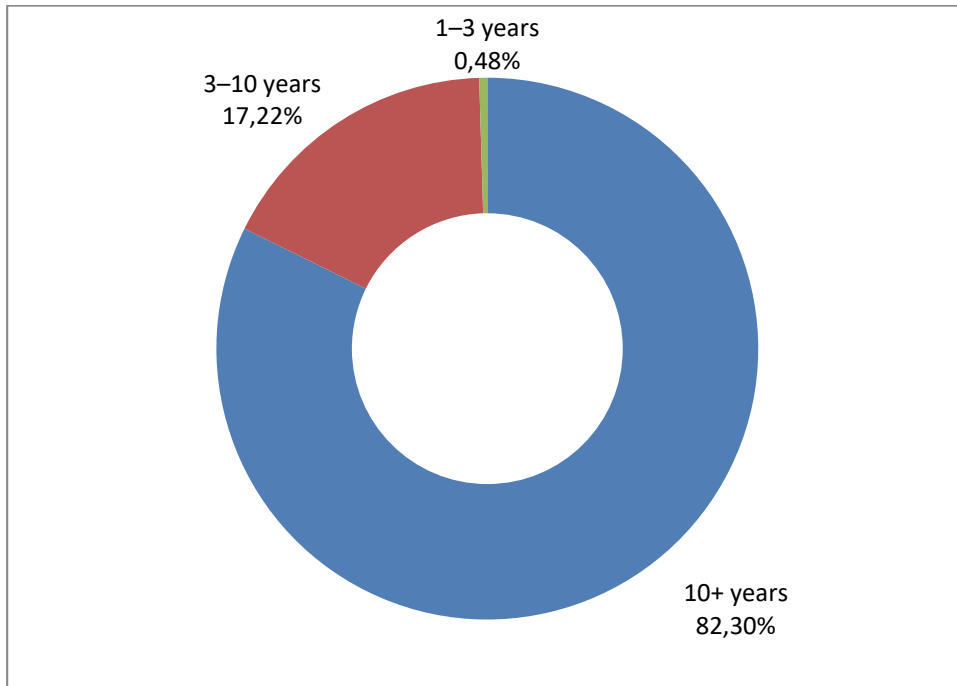


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## Years of Operation

The majority of the interviewed companies are in business for 10+ years.

**Graph 2**  
**Distribution by years of operation**





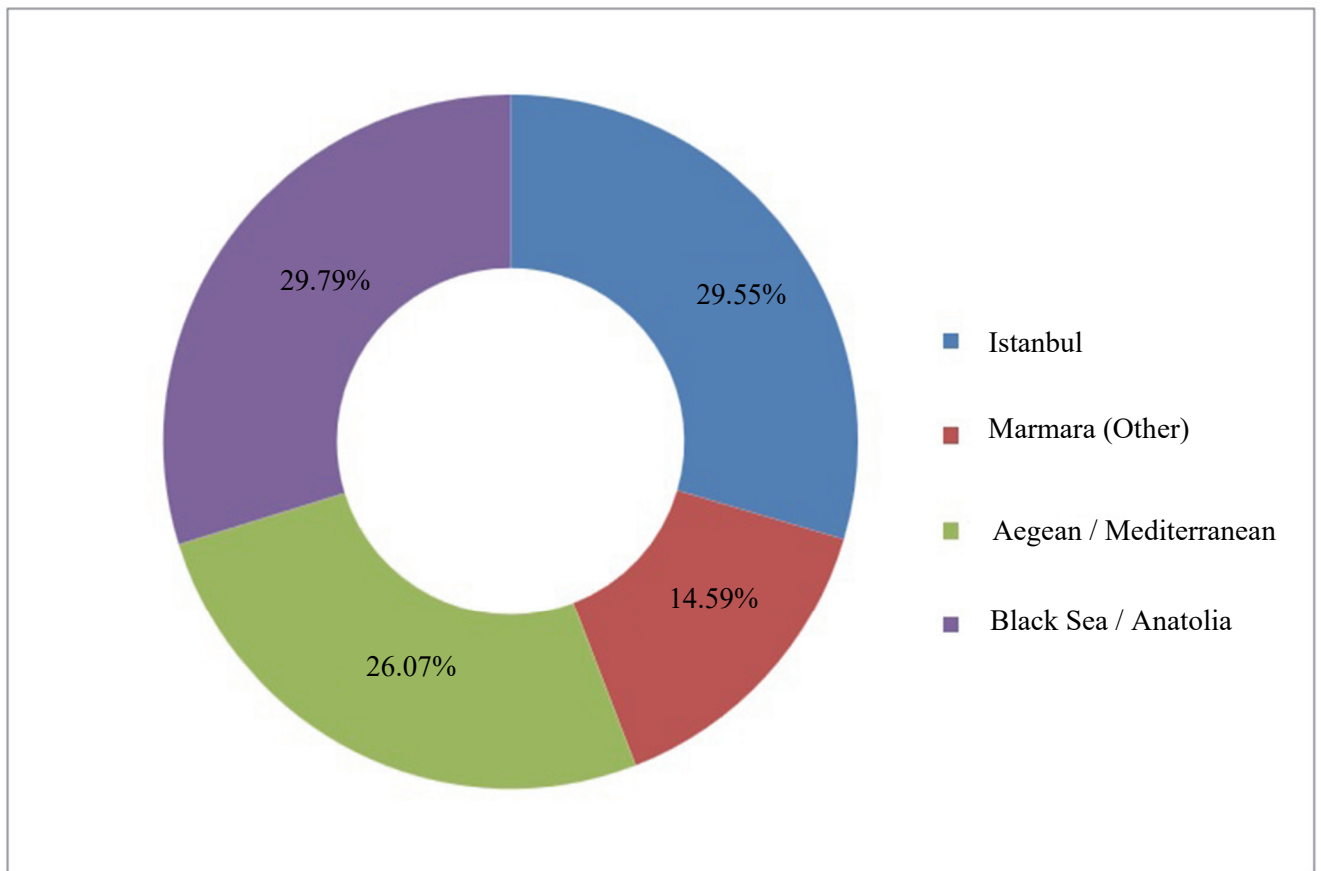
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## Region

Almost half of the manufacturing companies are located in the Marmara Region.

### Graph 3

Distribution of companies by region



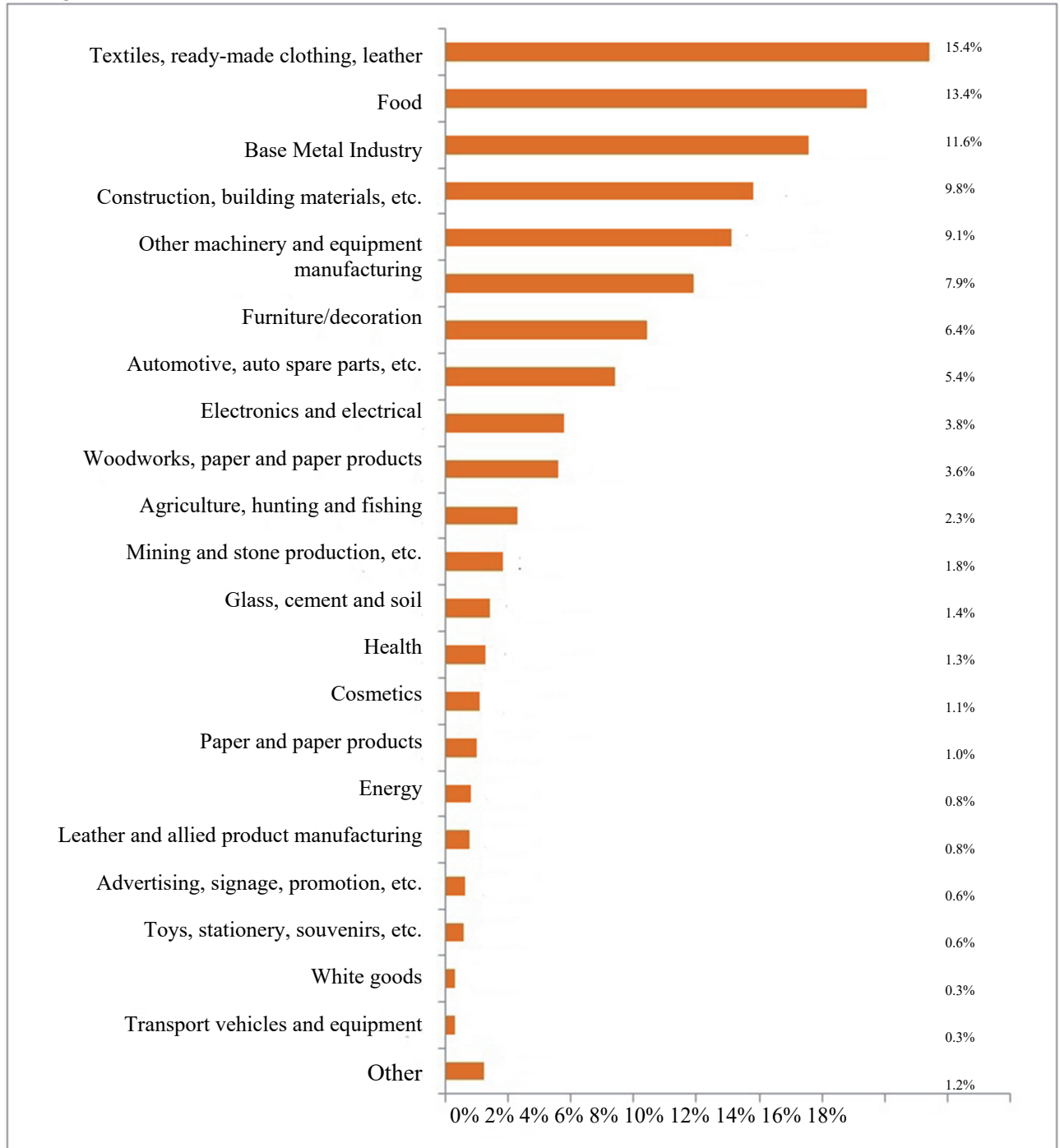


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### In which industry are they operating?

The interviewed businesses predominantly operate in the fields of textile, food, base metal (iron, steel, metal works, gold, etc.) and construction.

**Graph 4**  
**Field of Activity**



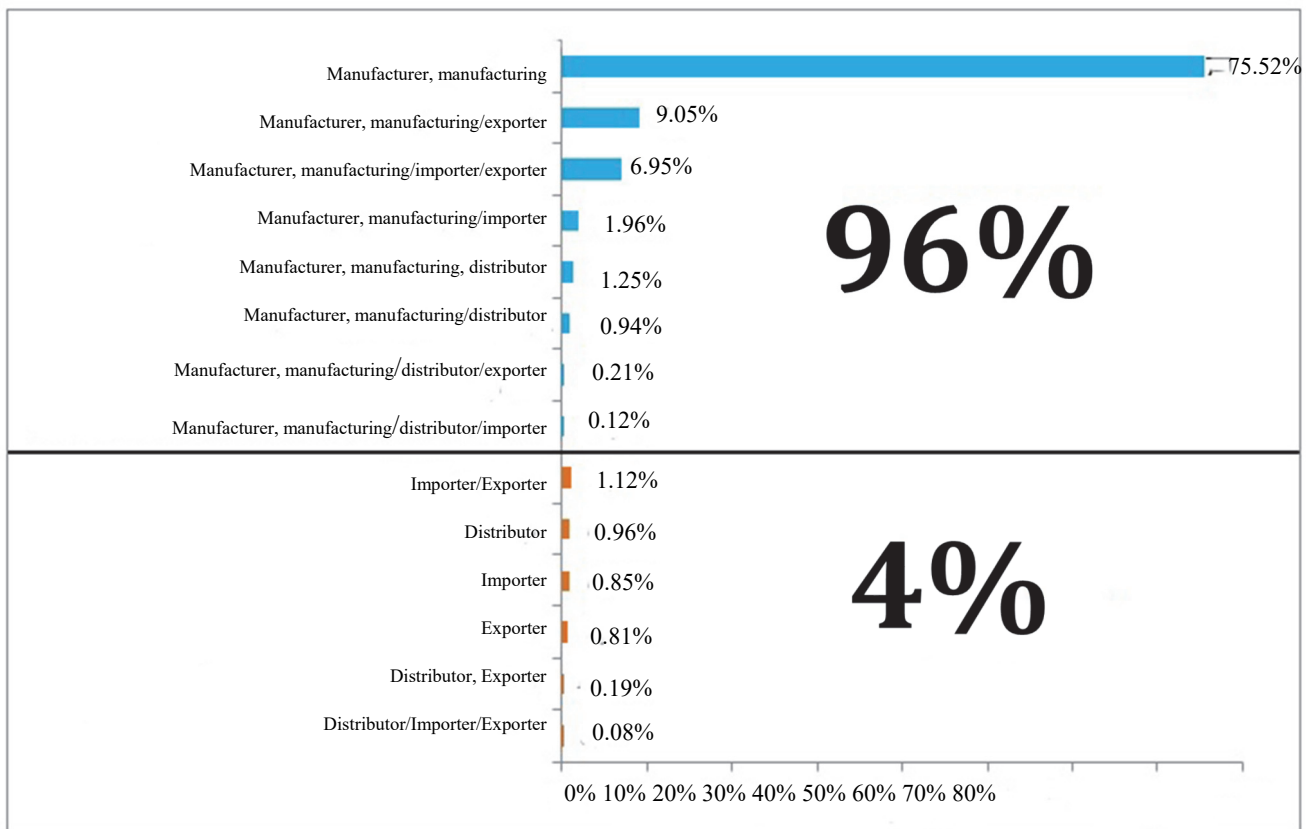
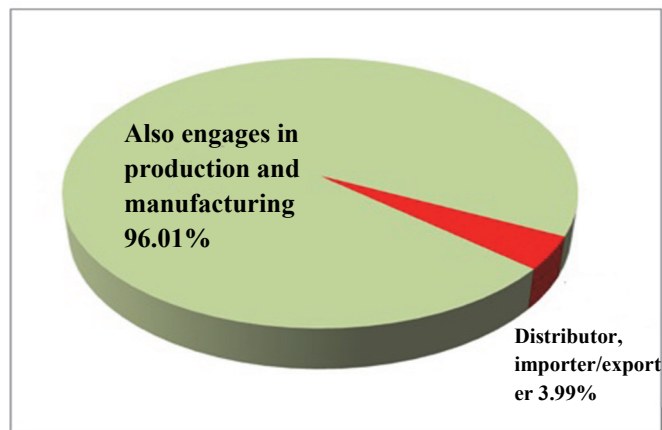


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## What is the main activity of the company?

The industry that they are operating in was shown above. Are the interviewed companies manufacturers? An attempt was made to learn whether the companies interviewed were distributors. Almost all of the companies interviewed are production and manufacturing companies. Four (4) percent of those that are not manufacturers are solely distributors. However, some companies say that they are distributors but not manufacturers.

**Graph 5**  
**Field of Activity**







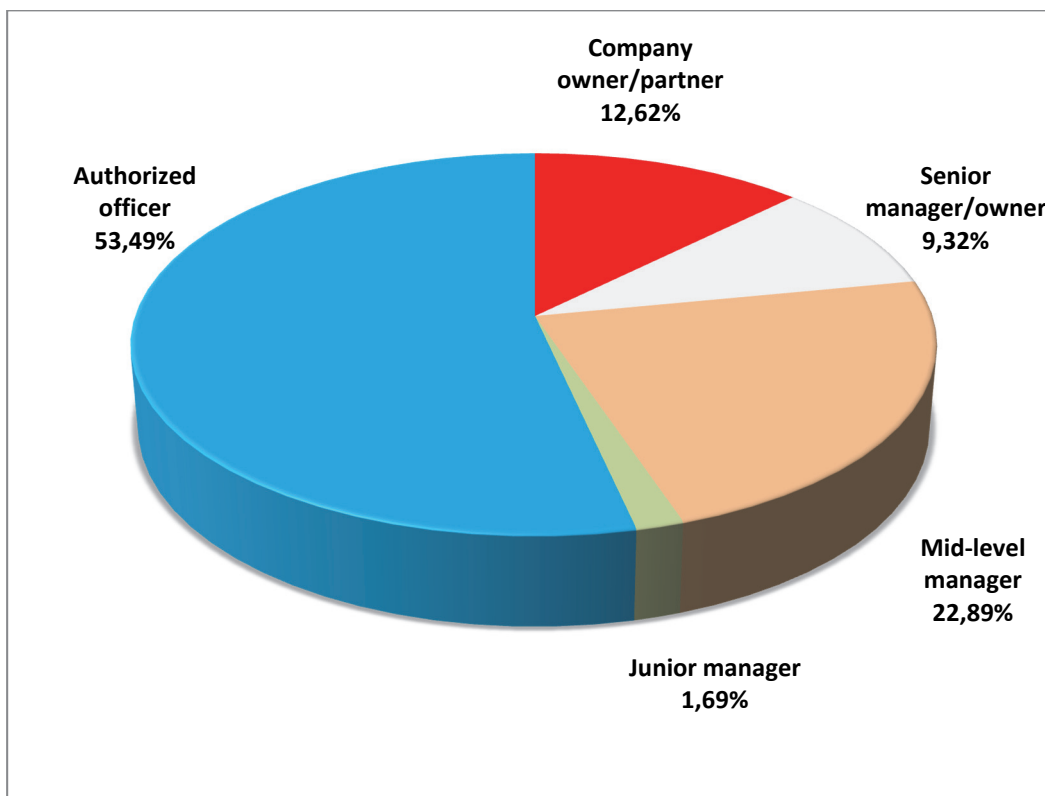
This project is co-financed by the European Union and the Republic of Turkey.

## **Who were interviewed?**

In the research, at the first contact with the companies, the secretary or the switchboard operator was requested to get connected to the most authorized person related to the subject. At the end of the research, a group containing 13 percent company owner or partner and 32 percent middle or senior manager was interviewed. The majority part was the responsible person in charge of the subject (53 percent). These people were at different levels and had roles such as engineers, quality control officers and even a production supervisor.

### **Graph 6**

**Titles of the Interviewees**





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## CONFORMITY ASSESSMENT FOR BUSINESSES

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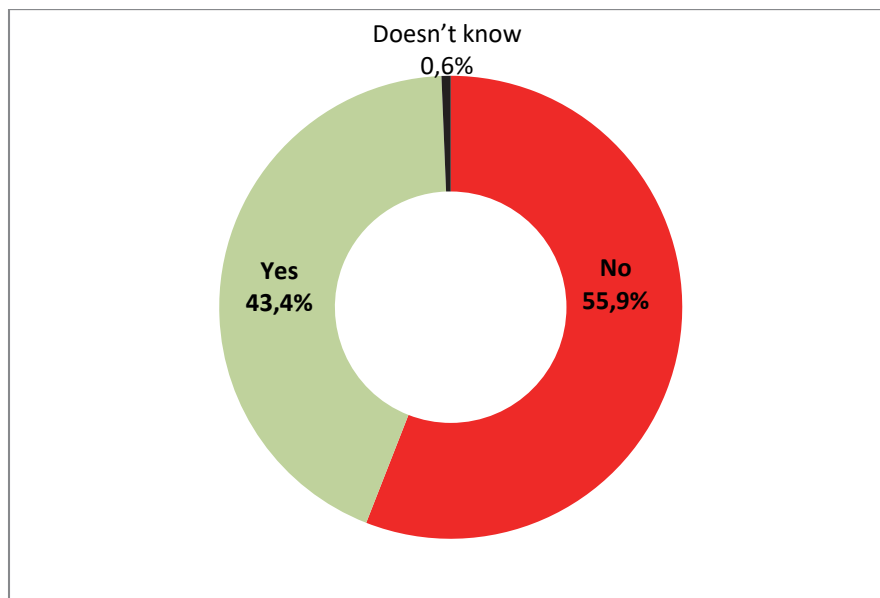
This project is co-financed by the European Union and the Republic of Turkey.

## Have they taken part in any legislative preparations for product safety?

The research population was asked: “Has your company ever taken part in a legislation preparation activity related to product safety in the industry you are operating in?” Forty-three (43) percent of the research population stated that their company has taken part in a conformity assessment activity. This ratio increases towards large-sized companies and reaches 54 percent. It is striking that Istanbul showed the lowest rate (37 percent) of participation.

### Graph 7

**Has your company ever taken part in a legislation preparation activity related to product safety in the industry you are operating in?**



**Table 6**

**Has your company ever taken part in a legislation preparation activity related to product safety in the industry you are operating in? (Business Size and Regional Distinction)**

	Yes	No	Doesn't know	TOTAL
<b>By Business Size:</b>				
Small	42.36%	57.07%	0.57%	<b>100.00%</b>
Medium	46.11%	52.89%	1.00%	<b>100.00%</b>
Large	53.69%	46.31%	0.00%	<b>100.00%</b>
<b>By region;</b>				
Istanbul	37.09%	61.90%	1.01%	<b>100.00%</b>
Marmara (Other)	43.20%	55.00%	1.80%	<b>100.00%</b>
Aegean / Mediterranean	47.55%	52.18%	0.27%	<b>100.00%</b>
Black Sea / Anatolia	46.20%	53.80%	0.00%	<b>100.00%</b>
<b>GENERAL</b>	<b>43.42%</b>	<b>55.94%</b>	<b>0.63%</b>	<b>100.00%</b>



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On an industrial basis, the “Construction” industry had the highest rate of participation, while the “Furniture/Decoration” industry ranked in a lower position with a 31 percent participation level.

**Table 7**

**Has your company ever taken part in a legislation preparation activity related to product safety in the industry you are operating in? By Industry:**

	Yes	No	Doesn't know	TOTAL
<b>By field of activity:</b>				
Construction, building materials, etc.	54.76%	45.24%	0.00%	<b>100.00%</b>
Chemicals and chemical products manufacturing	48.02%	49.63%	2.35%	<b>100.00%</b>
Food	47.30%	52.70%	0.00%	<b>100.00%</b>
Other machinery and equipment manufacturing	44.42%	55.58%	0.00%	<b>100.00%</b>
Base metal industry	37.77%	61.16%	1.07%	<b>100.00%</b>
Automotive, auto spare parts, etc.	34.83%	61.56%	3.61%	<b>100.00%</b>
Textiles, ready-made clothing, leather	33.88%	65.30%	0.83%	<b>100.00%</b>
Furniture/decoration	30.91%	69.09%	0.00%	<b>100.00%</b>
Other	49.67%	50.33%	0.00%	<b>100.00%</b>
<b>GENERAL</b>	<b>43.42%</b>	<b>55.94%</b>	<b>0.63%</b>	<b>100.00%</b>



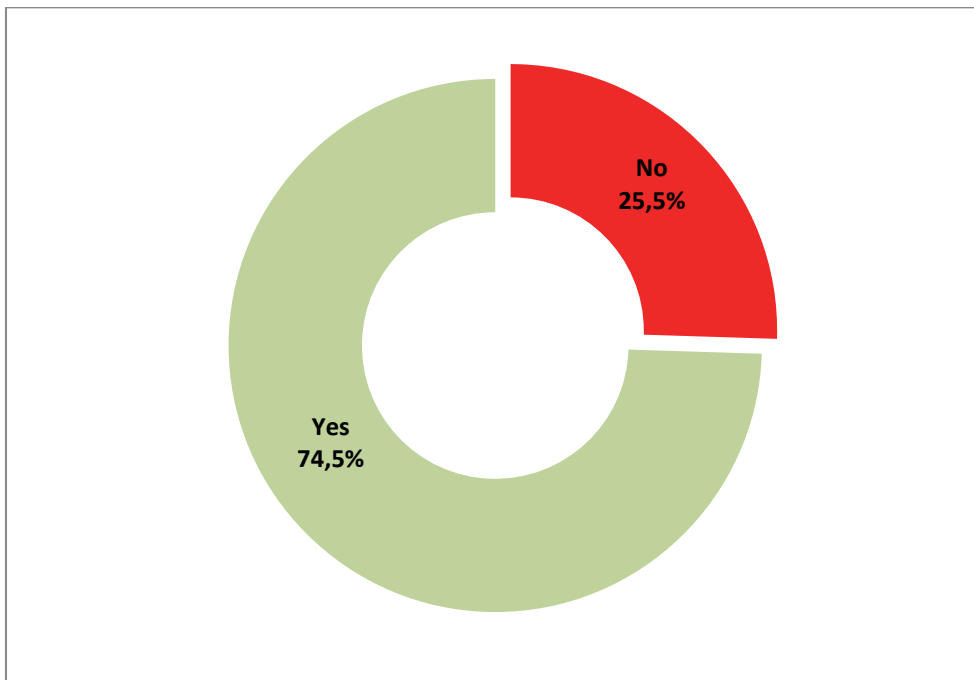
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### Do they know of the conformity assessment?

Three out of every four managers state that they have some information about the conformity assessment. This ratio is 79 percent among large companies. The “Construction” industry had the highest level of knowledge, just as it did in the participation level. This ratio is 84 percent among the industry employees.

**Graph 8**

**Do you know of the conformity assessment services (testing and certification)?**



**Graph 8**

**do you know the conformity assessment services (testing and certification)? (business size and regional distinction)**

	Yes	No	TOTAL
<b>By Business Size:</b>			
Small	74.58%	25.42%	100.00%
Medium	73.36%	26.64%	100.00%
Large	79.08%	20.92%	100.00%
<b>By region;</b>			
Istanbul	69.21%	30.79%	100.00%
Marmara (Other)	75.13%	24.87%	100.00%
Aegean / Mediterranean	84.02%	15.98%	100.00%
Black Sea / Anatolia	71.13%	28.87%	100.00%
<b>GENERAL</b>	<b>74.51%</b>	<b>25.49%</b>	<b>100.00%</b>



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**Table 9**

**Do you know of the conformity assessment services (testing and certification)? By Industry:**

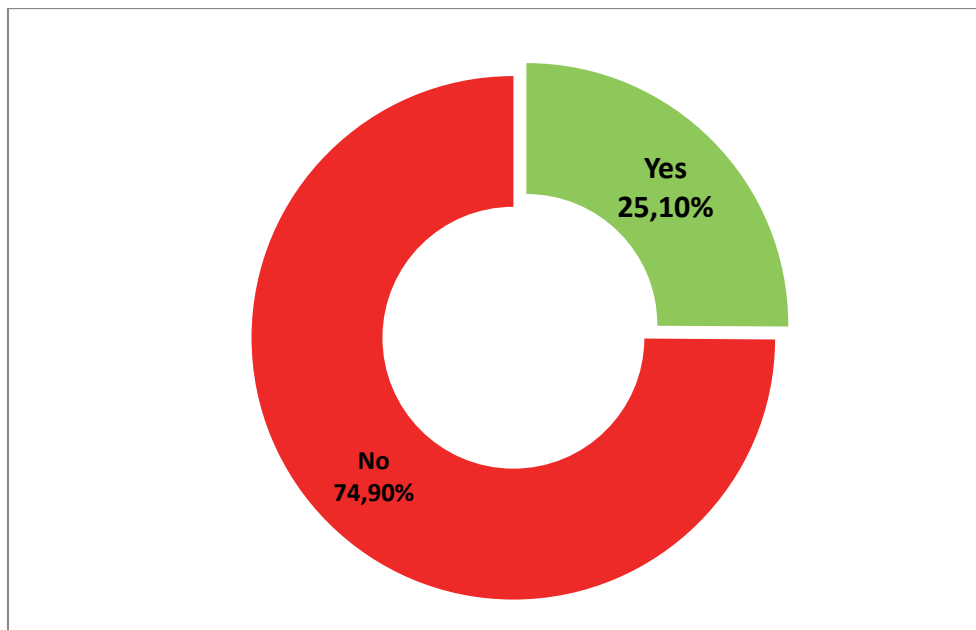
	Yes	No	TOTAL
<b>By field of activity:</b>			
Construction, building materials, etc.	84.95%	15.05%	100.00%
Other machinery and equipment manufacturing	78.76%	21.24%	100.00%
Food	74.28%	25.72%	100.00%
Base metal industry	73.17%	26.83%	100.00%
Automotive, auto spare parts, etc.	72.03%	27.97%	100.00%
Furniture/decoration	71.71%	28.29%	100.00%
Chemicals and chemical products manufacturing	68.03%	31.97%	100.00%
Textiles, ready-made clothing, leather	63.23%	36.77%	100.00%
Other	80.89%	19.11%	100.00%
<b>GENERAL</b>	<b>74.51%</b>	<b>25.49%</b>	<b>100.00%</b>

**Do they know of the Conformity Assessment Association (UDDER)?**

Almost every four of the executives said that they know about UDDER. However, this ratio does not differ by business size. This rate is above 25 percent among both small- and large-sized companies.

**Graph 9**

**Do they know UDDER?**





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**Table 10**  
**Do they know UDDER? (business size and regional distinction)**

	Yes, I know	No, I do not know	TOTAL
<b>By Business Size:</b>			
Small	25.08%	74.92%	<b>100.00%</b>
Medium	25.19%	74.81%	<b>100.00%</b>
Large	25.09%	74.91%	<b>100.00%</b>
<b>By region;</b>			
Istanbul	20.72%	79.28%	<b>100.00%</b>
Marmara (Other)	22.53%	77.47%	<b>100.00%</b>
Aegean / Mediterranean	29.11%	70.89%	<b>100.00%</b>
Black Sea / Anatolia	27.20%	72.80%	<b>100.00%</b>
<b>GENERAL</b>	<b>25.10%</b>	<b>74.90%</b>	<b>100.00%</b>

The Metal, Furniture/Decoration and Food industries showed the highest level of knowledge on UDDER.

**Table 11**  
**Do they know UDDER? By Industry:**

	Yes	No	TOTAL
<b>By field of activity:</b>			
Base metal industry	33.77%	66.23%	<b>100.00%</b>
Furniture/decoration	30.93%	69.07%	<b>100.00%</b>
Food	30.61%	69.39%	<b>100.00%</b>
Chemicals and chemical products manufacturing	27.87%	72.13%	<b>100.00%</b>
Automotive, auto spare parts, etc.	22.14%	77.86%	<b>100.00%</b>
Textiles, ready-made clothing, leather	19.64%	80.36%	<b>100.00%</b>
Construction, building materials, etc.	15.94%	84.06%	<b>100.00%</b>
Other machinery and equipment manufacturing	15.34%	84.66%	<b>100.00%</b>
Other	27.28%	72.72%	<b>100.00%</b>
<b>GENERAL</b>	<b>25.10%</b>	<b>74.90%</b>	<b>100.00%</b>

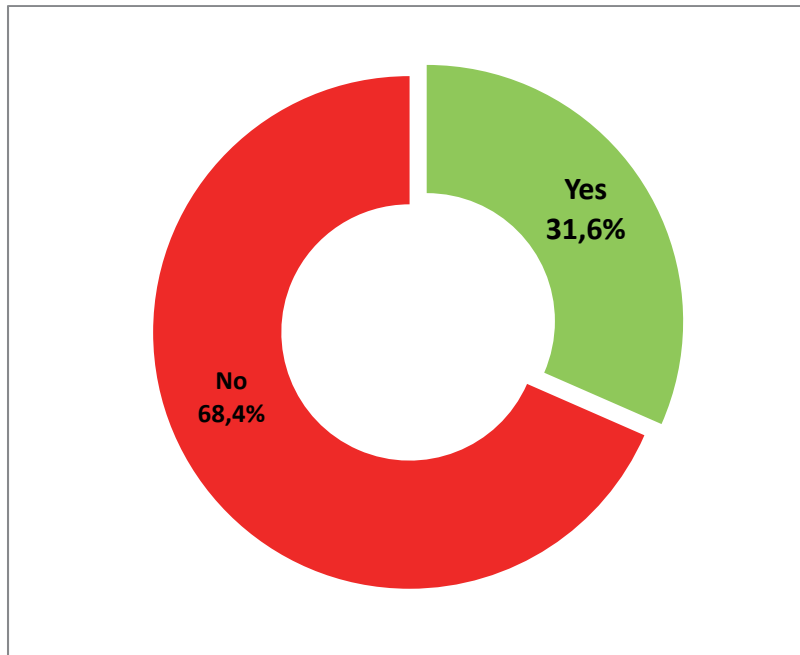
### **Do they know of any approved organizations?**

About one third (31.6 percent) of the managers stated that they had information about “approved organizations.” This rate rises to 37 percent and 53 percent in medium- and large-sized companies, respectively.

**Graph 10**  
**Do they know of any approved organizations?**



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**Table 12**  
do they have information about approved organizations? (business size and regional distinction)

	Yes	No	TOTAL
<b>By Business Size:</b>			
Small	29.46%	70.54%	<b>100.00%</b>
Medium	36.63%	63.37%	<b>100.00%</b>
Large	53.44%	46.56%	<b>100.00%</b>
<b>By Region;</b>			
Istanbul	31.28%	68.72%	<b>100.00%</b>
Marmara (Other)	37.57%	62.43%	<b>100.00%</b>
Aegean / Mediterranean	32.32%	67.68%	<b>100.00%</b>
Black Sea / Anatolia	28.26%	71.74%	<b>100.00%</b>
<b>GENERAL</b>	<b>31.57%</b>	<b>68.43%</b>	<b>100.00%</b>

On an industrial basis, Metal, Furniture/Decoration and Food ranked the highest among others.





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**Table 13**

**Do they know of any approved organizations? By Industry:**

	Yes	No	TOTAL
<b>By field of activity:</b>			
Base metal industry	39.12%	60.88%	<b>100.00%</b>
Automotive, auto spare parts, etc.	38.16%	61.84%	<b>100.00%</b>
Food	36.60%	63.40%	<b>100.00%</b>
Construction, building materials, etc.	34.51%	65.49%	<b>100.00%</b>
Other machinery and equipment manufacturing	33.75%	66.25%	<b>100.00%</b>
Textiles, ready-made clothing, leather	30.45%	69.55%	<b>100.00%</b>
Furniture/decoration	25.76%	74.24%	<b>100.00%</b>
Chemicals and chemical products manufacturing	22.30%	77.70%	<b>100.00%</b>
Other	26.23%	73.77%	<b>100.00%</b>
<b>GENERAL</b>	<b>31.57%</b>	<b>68.43%</b>	<b>100.00%</b>

**Overall Knowledge Levels**

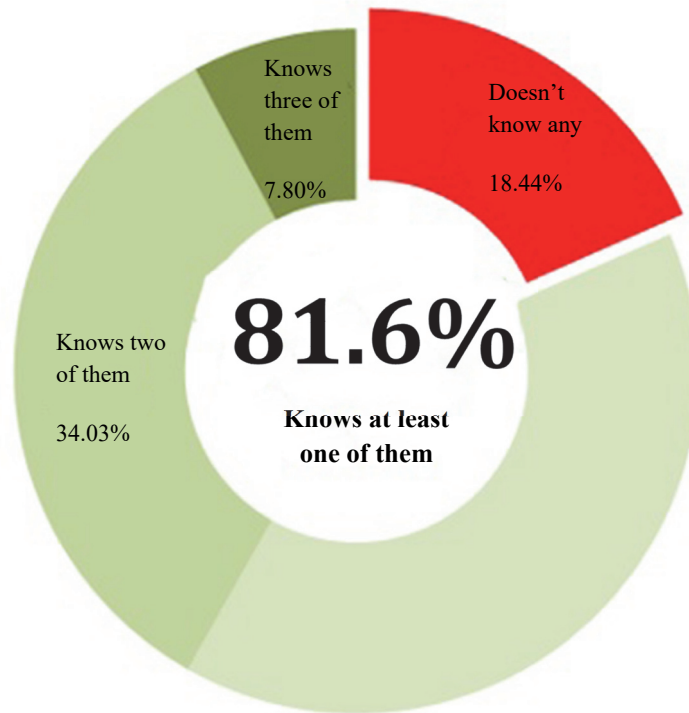
The overall knowledge levels on three subjects (Conformity assessments, UDDER and approved organizations) suggests that only 7.8 percent of the managers have knowledge about all of the three issues. Nearly 18.4 percent of the managers do not have any information about them. The ratio of those who are aware of at least one of them is 82 percent. The percentage of the group who know all of them increases to 11 percent in large-sized companies.

**Graph 11**

**How many of the three subjects do they know?**



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**Table 14**  
How many of the three subjects do they know? (business size and regional distinction)

	Knows three of them	Knows two of them	Knows one of them	Doesn't know any of them	TOTAL
<b>By Business Size:</b>					
Small	7.43%	32.81%	<b>81.45%</b>	18.55%	<b>100.00%</b>
Medium	8.88%	36.63%	<b>80.80%</b>	19.20%	<b>100.00%</b>
Large	10.48%	48.39%	<b>88.27%</b>	11.73%	<b>100.00%</b>
<b>By region;</b>					
Istanbul	6.78%	30.77%	<b>76.87%</b>	23.13%	<b>100.00%</b>
Marmara (Other)	7.82%	36.22%	<b>83.38%</b>	16.62%	<b>100.00%</b>
Aegean / Mediterranean	11.66%	33.23%	<b>88.91%</b>	11.09%	<b>100.00%</b>
Black Sea / Anatolia	5.42%	36.88%	<b>78.87%</b>	21.13%	<b>100.00%</b>
<b>GENERAL</b>	<b>7.80%</b>	<b>34.03%</b>	<b>81.56%</b>	<b>18.44%</b>	<b>100.00%</b>

Metal, Food and Furniture/Decoration industries had the highest level knowledge on all three subjects.

The level of knowledge among companies that have participated in a legislative drafting work on product safety is naturally higher.



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**Graph 15**  
**How many of the three subjects do they know? By Industry:**

	Knows three of them	Knows two of them	Knows one of them	Doesn't know any of them	TOTAL
<b>By field of activity:</b>					
Construction, building materials, etc.	7.74%	30.70%	<b>89.20%</b>	10.80%	<b>100.00%</b>
Other machinery and equipment manufacturing	3.43%	33.27%	<b>87.73%</b>	12.27%	<b>100.00%</b>
Base metal industry	10.69%	40.81%	<b>83.88%</b>	16.12%	<b>100.00%</b>
Food	10.82%	37.05%	<b>82.80%</b>	17.20%	<b>100.00%</b>
Automotive, auto spare parts, etc.	3.98%	43.07%	<b>81.30%</b>	18.70%	<b>100.00%</b>
Chemicals and chemical products manufacturing	5.92%	29.60%	<b>76.76%</b>	23.24%	<b>100.00%</b>
Furniture/decoration	11.97%	28.17%	<b>76.31%</b>	23.69%	<b>100.00%</b>
Textiles, ready-made clothing, leather	10.32%	20.32%	<b>72.36%</b>	27.64%	<b>100.00%</b>
Other	4.74%	41.47%	<b>83.46%</b>	16.54%	<b>100.00%</b>
<b>GENERAL</b>	<b>7.80%</b>	<b>34.03%</b>	<b>81.56%</b>	<b>18.44%</b>	<b>100.00%</b>

**Graph 16**  
**How many of the three subjects do they know? (In terms of participation in legislative drafting)**

	Knows three of them	Knows two of them	Knows one of them	Doesn't know any of them	TOTAL
<b>By level of participation in legislative drafting:</b>					
In the companies that have participated in legislative drafting	11.06%	38.07%	<b>89.15%</b>	10.85%	<b>100.00%</b>
In the companies that have not participated in such activities	5.35%	30.93%	<b>76.14%</b>	23.86%	<b>100.00%</b>
<b>GENERAL</b>	<b>7.80%</b>	<b>34.03%</b>	<b>81.56%</b>	<b>18.44%</b>	<b>100.00%</b>

**Have they worked with a conformity assessment organization in the last five years?**

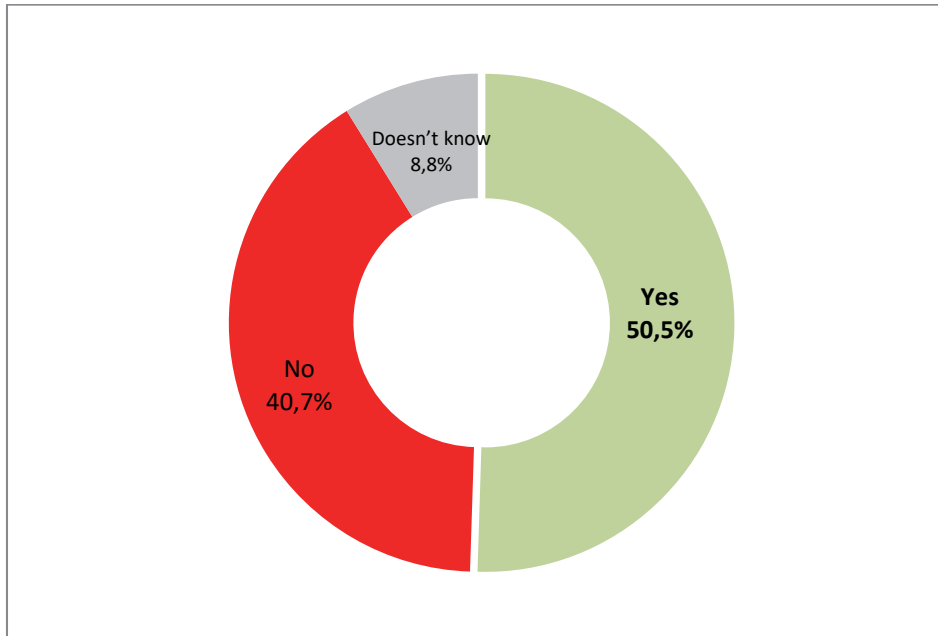
The answers to the question “Have you worked with a conformity assessment organization in the last five years?” showed that 50.5 percent of the companies have performed a conformity assessment. This ratio increases in parallel with the size of the business.



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**Graph 12**

**Have they worked with a conformity assessment organization in the last five years?**



**Table 17**

**Have they worked with a conformity assessment organization in the last five years?**

	Yes	No	Doesn't know	TOTAL
<b>By Business Size:</b>				
Small	48.15%	43.56%	8.30%	<b>100.00%</b>
Medium	59.27%	31.60%	9.13%	<b>100.00%</b>
Large	57.75%	22.65%	19.60%	<b>100.00%</b>
<b>By region;</b>				
Istanbul	41.56%	48.32%	10.12%	<b>100.00%</b>
Marmara (Other)	54.44%	36.09%	9.47%	<b>100.00%</b>
Aegean / Mediterranean	53.50%	37.64%	8.86%	<b>100.00%</b>
Black Sea / Anatolia	54.82%	37.99%	7.19%	<b>100.00%</b>
<b>GENERAL</b>	<b>50.50%</b>	<b>40.67%</b>	<b>8.82%</b>	<b>100.00%</b>

The most experienced companies in this field operate in “machinery and equipment,” “construction” and the “metal industry.”



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**Table 18**  
**Have they worked with a conformity assessment organization in the last five years? By Industry:**

	Yes	No	Doesn't know	TOTAL
<b>By field of activity:</b>				
Other machinery and equipment manufacturing	64.90%	29.37%	5.73%	<b>100.00%</b>
Construction, building materials, etc.	54.95%	36.62%	8.43%	<b>100.00%</b>
Base metal industry	54.46%	40.59%	4.95%	<b>100.00%</b>
Chemicals and chemical products manufacturing	52.84%	35.32%	11.84%	<b>100.00%</b>
Food	52.16%	35.39%	12.45%	<b>100.00%</b>
Automotive, auto spare parts, etc.	43.93%	43.07%	13.01%	<b>100.00%</b>
Textiles, ready-made clothing, leather	38.84%	50.51%	10.65%	<b>100.00%</b>
Furniture/decoration	32.97%	56.05%	10.98%	<b>100.00%</b>
Other	53.70%	40.37%	5.93%	<b>100.00%</b>
<b>GENERAL</b>	<b>50.50%</b>	<b>40.67%</b>	<b>8.82%</b>	<b>100.00%</b>



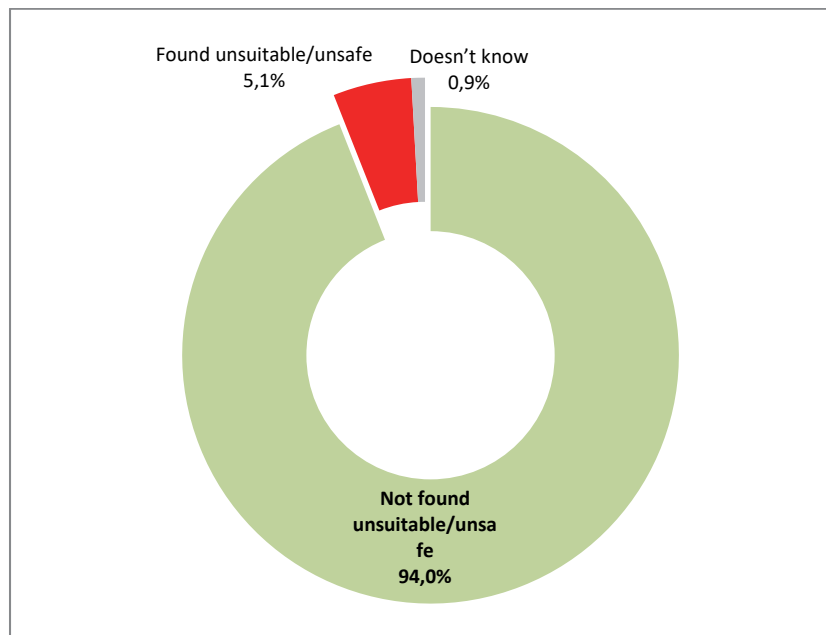
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## **Have their products ever been found unsuitable or unsafe?**

The majority of the companies that have worked with a conformity assessment organization in the last five years, which comprises 50 percent of the whole population, answered, “No” to the question: “Were your products found unsuitable or unsafe as a result of conformity assessment?” 5.1 percent of the participants took negative results from the assessment. This rate is 2.58 percent in the whole population. Since this question has only been asked to the population that worked with a conformity assessment company in the last five years, there has not been a further demonstration since the number of samples (n) towards the lower groups (such as industrial distinction or business size) has decreased.

### **Graph 13**

**Were your products found unsuitable or unsafe as a result of conformity assessment?**



### **Graph 19**

**Were your products found unsuitable or unsafe as a result of conformity assessment?**



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	Among the Ones That Worked with a Conformity Assessment Company	The percentage among the whole population
Yes	5.11%	2.58%
Not found unsuitable/unsafe	94.01%	47.48%
Doesn't know/unanswered	0.88%	0.44%
<b>The Ones That Had Not Participated in Such Activity Before</b>	–	<b>49.50%</b>
<b>TOTAL</b>	<b>100.00%</b>	<b>100.00%</b>

### **Were they satisfied with the service provided by the conformity assessment organizations?**

The group, which make up 50 percent of the whole population and who have worked with a conformity assessment organization in the last five years, were also asked about their satisfaction. The majority of the participants (87.6 percent) stated that they are satisfied with the organizations they worked with.

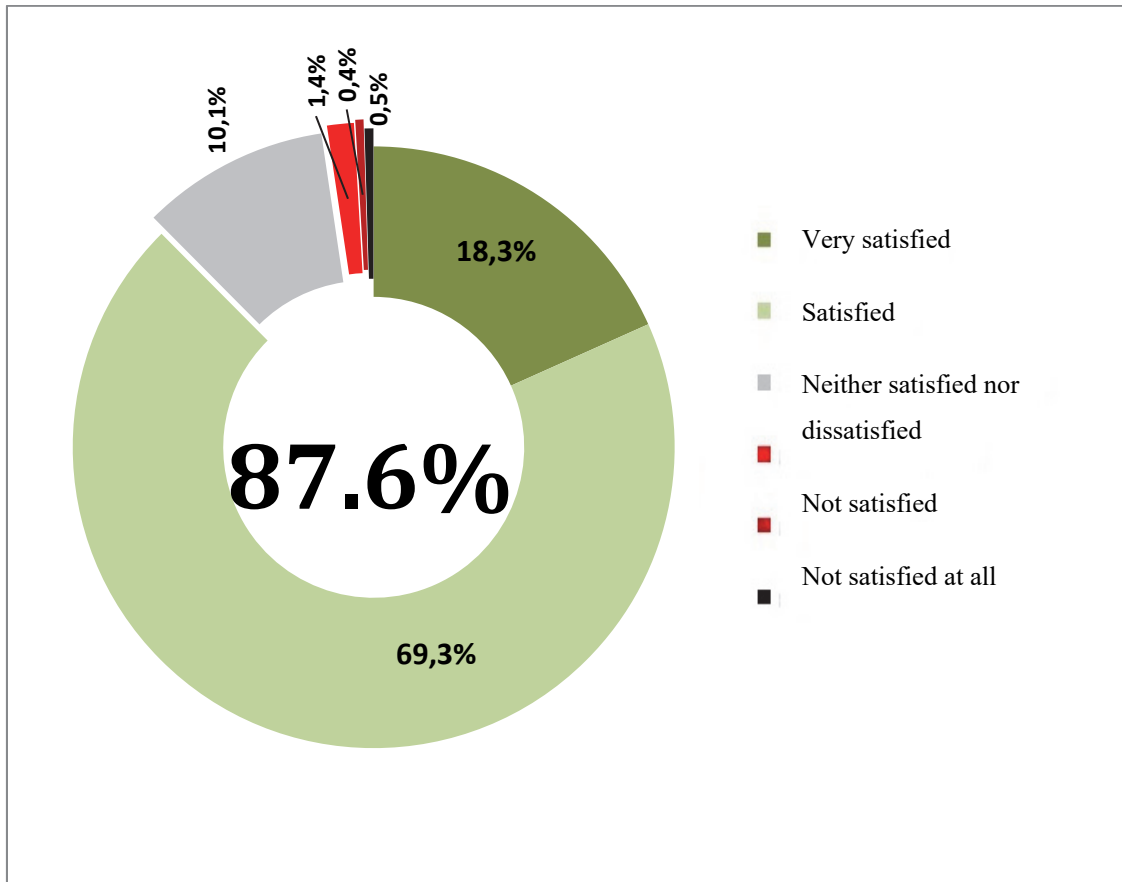
A very limited (1.8 percent) group of participants drew attention to dissatisfaction.

#### **Graph 14**

### **Were they satisfied with the service provided by the conformity assessment organizations?**



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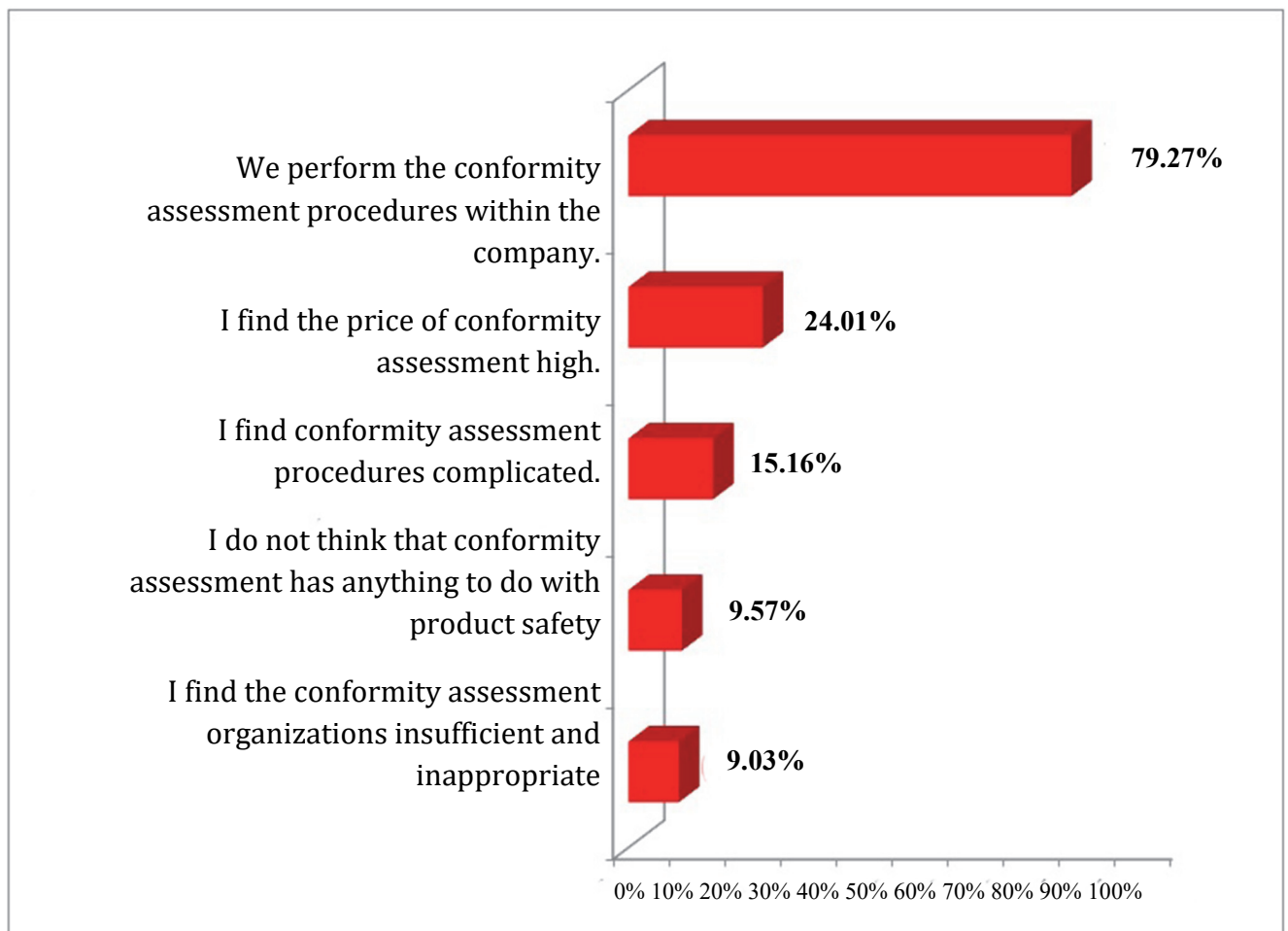
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## **Why have they not worked with any conformity assessment organization before?**

The group, which make up 40.7 percent of the whole population and who have not worked with a conformity assessment organization in the last five years, were also asked why they have not worked with a conformity assessment organization before. The most significant reason stated by those companies was: “We perform the conformity assessment procedures within the company.” High prices rank the second most-stated reason. Some of the participants also stated that they find the conformity assessment procedures complicated.

### **Graph 15**

**Why have they not worked with any conformity assessment organization before? (Base: Among non-participants)**





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## THE QUESTIONNAIRE

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**1. How long has your company been in business?**

- 1 ( ) 1–3 years
- 2 ( ) 3–10 years
- 3 ( ) 10+ years

**2. In which industry is your company operating?**

- 1 ( ) Woodworks, paper and paper products
- 2 ( ) Glass, cement and soil
- 3 ( ) Electronics and electrical
- 4 ( ) Energy
- 5 ( ) Food
- 6 ( ) Construction
- 7 ( ) Chemicals, petroleum, rubber and plastics
- 8 ( ) Mining
- 9 ( ) Automotive
- 10 ( ) Agriculture, hunting and fishing
- 11 ( ) Textiles, ready-made clothing, leather
- 12 ( ) Metal works
- 13 ( ) Cosmetics
- 14 ( ) Medical Devices
- 15 ( ) Toys, stationery products
- 16 ( ) Chemicals, petroleum, rubber and plastics
- 17 ( ) Machines
- 18 ( ) Other:

**3. What is the main field/fields of activity of your company? (CAN SELECT MORE THAN ONE OPTION)**

- ( ) Manufacturer
- ( ) Distributor
- ( ) Importer
- ( ) Exporter

**4. What's your title in your company? (More than one option can be selected)**

- 1 ( ) Senior manager/owner
- 2 ( ) Production Supervisor
- 3 ( ) Engineer
- 4 ( ) Other:

**5. Has your company ever taken part in a legislative drafting activity related to product safety in the industry you are operating in?**

- 1 ( ) Yes
- 2 ( ) No

**6. Do you know the conformity assessment services (testing and certification)?**

- 1 ( ) Yes
- 2 ( ) No

**7. Do you know the Conformity Assessment Association (UDDER)?**

- 1 ( ) Yes, I know
- 2 ( ) No, I do not know



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**8. Do you know about any approved organizations?**

- 1( ) Yes
- 2( ) No

**9. Have you worked with a conformity assessment organization in the last five years?**

- 1( ) Yes, we did
- 2( ) No, we did not work → **Move on to the 12. question**
- 3( ) No idea → **QUESTIONNAIRE IS FINALIZED**

**10. Were your products found unsuitable or unsafe as a result of conformity assessment?**

- 1( ) Yes
- 2( ) No
- 3( ) No idea

**11. How satisfied were you with the service provided by the conformity assessment organizations?**

- 5( ) Very satisfied
- 4( ) Satisfied
- 3( ) Neither satisfied nor  
dissatisfied
- 2( ) Not satisfied
- 1( ) Not satisfied at all

**(Participants who answered “No” are asked Question 9)**

**12. Which of the following is the reason you are not working with any conformity assessment organizations? (More than one option can be selected)**

- 1( ) I find the conformity assessment organizations insufficient and inappropriate
- 2( ) I find conformity assessment procedures complicated.
- 3( ) I find the price of conformity assessment too high.
- 4( ) I do not think that conformity assessment has anything to do with product safety
- 5( ) We perform the conformity assessment procedures within the company.



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