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Annex 1 – Questionnaire: eMAR market survey on e-Maritime services for port and shipping operations

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EMAR MARKET SURVEY

E-MARITIME SERVICES FOR PORT AND SHIPPING OPERATIONS

The survey is being undertaken as part of the eMar project, which is supporting the European Commission's e-Maritime initiative. The main aim of the e-Maritime initiative is to replace paper-based information exchange with electronic communication, and this survey seeks your views and feedback on the services proposed under this initiative to ensure that it addresses the needs of everyone involved in the maritime industry.

The questionnaire should take around **20 minutes** to complete.

Please complete the survey by **[DATE]**.

All answers will be treated anonymously, will remain confidential to the survey research team and will only be used for research purposes.

The survey is being managed by the market research company Ipsos MORI. A full list of the partners in the eMar project is given at the end of this questionnaire.

If you have any technical queries about the survey, please contact Ben Marshall at Ipsos MORI on +44 (0)20 7347 3000 or email ben.marshall@ipsos.com.

If you have questions about the topic of the survey, the eMar project or the e-Maritime initiative, please contact Jenny Gyngell, Senior Project Manager at BMT, ++44 (0)20 8943 5544 or email jgyngell@bmtmail.com.

Thank you for taking part.

About you/ your organisation

ASK ALL

ROTATE

MA

Q1. Which of these best describes the organisation/company you work for?
Please select all that apply

- Shippers/Receivers
- Administrations/other institutions
- Sea transport operations
- Land transport operations

ASK ALL

MA

Q2. Which areas does your organisation operate in?
Please select all that apply

- European Union
- European short-sea region
- Global

ASK ALL

SA

Q3. Which one of these best describes your role?
Please select all that apply

- Directing/making decisions (e.g. a CEO)
- Managing operations (e.g. a Transport Operations Manager)
- IT management and support
- MORE HERE
- Other (PLEASE WRITE IN)

Current Systems

We are now going to show you some examples of the sorts of information you might source or share while working in the maritime industry.

ASK ALL

MA

Q4. Which of these things do you do on a regular basis? By regular we mean at least once a month or so.

SHIPPING OPERATIONS

Obtain up-to-date technical information for the equipment and systems used on-board the ship

Access information about suppliers and/or repair workshops for the equipment, systems and spare parts used on-board the ship

Access information about the next survey and/or condition of the class of the ship

Access information about ship engine performance, energy efficiency, levels of emissions etc and compliance with regional, national and port regulations

Submit information to regulatory bodies, e.g. for port compliance

Manage HR operations such as provision of training

Benchmark the performance of shipping companies, terminals, ports and other maritime service providers

Communicate with others in the maritime industry on a day-to-day basis

PORT AND TERMINAL OPERATIONS/ INTERMODAL TRANSPORT

Enter /obtain data into/from Port Community Systems

Communicate with clients (shippers etc) regarding freight transport planning and status

Obtain information for real-time hinterland transportation planning (e.g. ship ETA may determine mode and service provider)

Obtain information on Bill of Lading for terminal operations and hinterland transport scheduling

Obtain updates to Port/ terminal/ berth services and restrictions

Obtain information on port/ terminal/ berth performance levels (KPIs and benchmarks)

Obtain information on canal/ port/ terminal/ berth performance status(ex. waiting time, incidents, equipment outage, labour disruptions, public holidays, etc)

Obtain information for extended gateway services

None of these
Don't know

ASK ALL

OE

ALLOW DK

Q5b. What other sorts of information do you source or share on a regular basis?

OPEN END

eMar D1.1. Annex I - survey questionnaire.docx

ASK ALL

Thank you for your responses so far. We would like to find out more about the systems you use when you source or share information.

**ASK ALL EXCEPT THOSE SELECTING NONE OR DK AT Q5a AND DK AT Q5b
MA**

DISPLAY FIRST ACTIVITY SELECTED AT Q5a/b AND THEN MOVE ONTO Q6

Q5c. Which, if any, of the following systems do you use when you...?

Paper-based systems
Phone
Radio
Satellite phone
Fax
EDIFACT
Web-based systems, e.g. XML

SA

Q5d. Still thinking about when you **[DISPLAY ACTIVITY SELECTED AT Q5a/b]**, how much of a problem, if at all, do you find it to use the systems you use?

Very big problem
Fairly big problem
Not a big problem
Not a problem at all

REPEAT Q5c AND Q5d FOR ALL ACTIVITIES SELECTED AT Q5a

ASK IF USE Paper-based systems AT Q5c FOR ANY AT Q5a

SA

ASK FOR ALL SYSTEMS IDENTIFIED AT Q5c

Q6. Thinking in general about paper-based systems, what would you say is the main problem related to each of them?

Human error
Out-of-date information
Unreliable information
Lack of/ incomplete information
Effort to enter/ interpret data
Other
Don't know

REPEAT Q6 FOR ALL MODES

ASK ALL
e-Maritime

The European Union e-Maritime initiative is designed to increase the use of new web-based technology to make it easier to work in the maritime industry. This includes electronic communications between those involved in maritime transport, including public authorities, and connections with other modes of transport.

eMAR to make better use of information in order to reduce administrative and reporting costs, and so enhance efficiency and improvesafety.

ASK ALL
SA

Q7. Before taking part in this survey, how much, if anything, did you know about e-Mar?

- A great deal
- A fair amount
- Not very much
- Nothing at all/I had never heard of it

ASK ALL
SA

Q8. How interested, if at all, would you be in using more web-based systems?

- Very interested
- Fairly interested
- Not very interested
- Not at all interested
- Don't know

ASK ALL EXCEPT THOSE WHO SAID DK AT Q8
OE

ALLOW DK

Q9. You say that you would be **[INSERT RESPONSE FROM Q11a]** in using more web-based systems. Why is that?

[OPEN ENDED]

eMar D1.1. Annex I - survey questionnaire.docx

ASK ALL

We are now going to show you some examples of the sorts of uses of e-Maritime.

NEW SCREEN

ASK ALL

MA

Q10. Which, if any, of these would be of interest to you/your organisation?

Obtain up-to-date technical information for the equipment and systems used on-board the ship

Access information about suppliers and/or repair workshops for the equipment, systems and spare parts used on-board the ship

Access information about the next survey and/or condition of the class of the ship

Access information about ship engine performance, energy efficiency, levels of emissions etc and compliance with regional, national and port regulations

Submit information to regulatory bodies, e.g. for port compliance

Manage HR operations such as provision of training

Benchmark the performance of shipping companies, terminals, ports and other maritime service providers

Communicate with others in the maritime industry on a day-to-day basis

Enter/obtain data into/from Port Community Systems

Communicate with clients (shippers etc) regarding freight transport planning and status

Obtain information for real-time hinterland transportation planning (e.g. ship ETA may determine mode and service provider

Obtain information on Bill of Lading for terminal operations and hinterland transport scheduling

Obtain updates to Port/ terminal/ berth services and restrictions

Obtain information on port/ terminal/ berth performance levels (KPIs and benchmarks)

Obtain information on canal/ port/ terminal/ berth performance status(ex. waiting time, incidents, equipment outage, labour disruptions, public holidays, etc)

Obtain information for extended gateway services

ASK ALL

OE

SERIES OF TEXT BOXES: ONE FOR EACH OPTION

ALLOW DK

Q11. What other uses of e-Maritime, if any, would be of interest to you?

OPEN END**ASK ALL****SA PER STATEMENT****RANDOMISE ORDER OF DISPLAYING STATEMENTS**

Q12. Based on what you know or have learnt about e-Maritime while completing this survey, to what extent do you agree or disagree with the following statements?

Strongly agree
Tend to agree
Neither agree nor disagree
Tend to disagree
Strongly disagree
Don't know/ No opinion

"I would encourage user forums to exchange experience about the use, the maintenance and the performance of your shipboard equipment"

"I would contribute to the e-MAR platform myself or outsource this function to a suitable partner"

"I would encourage my clients to send requests for quotes and orders through the e-Maritime platform"

"I would make available to the wider industry all or part of the information I upload to the e-MAR platform "

"I would make available all or part of the information I upload to the e-MAR platform only to my clients and approved partners"

"I would host other services related to my equipment like:

- training videos
- engineers questionnaires
- technical forms / bulletins
- type approvals
- performance indicators and benchmarking

"I would support e-Maritime if it joined-up different systems to make them more efficient"

"There needs to be training and support to help the industry use e-Maritime effectively"

"I will only use e-Maritime if it is quick and easy to use"

ASK ALL**SA**

Q13. How likely or unlikely do you think you/your organisation will be to use e-Maritime in the future?

Certain to
Very likely
Fairly likely
Fairly unlikely

Very unlikely
Certain not to
Don't know

ASK ALL

SA

Q14. Thank you for taking part in this survey. Would you be willing to be re-contacted by Ipsos MORI on behalf of the eMar consortium for further research as part of this project in the next 18 months or so?

Yes
No

Q15. ANOTHER Q HERE ABOUT INTEREST IN INFO AND PERMISSION TO BE RE-CONTACTED

eMar D1.1. Annex I - survey questionnaire.docx

NEW SCREEN

Thank you for taking part in this survey. Your views are important and will inform the development of the eMAR project.

You can find out more about the EU's e-Maritime initiative at

http://ec.europa.eu/transport/maritime/e-maritime_en.htm

You can find out more about the eMAR project at <http://www.emarproject.eu/>

We will publish the findings of this survey on this website in Autumn 2012.

If you have any questions about the eMAR project you can get in touch with Jenny Gyngell, Senior Project Manager at BMT, ++44 (0)20 8943 5544 or email jgyngell@bmtmail.com.

Click-through to list of partners in the eMar project...