



ESIC European Service Innovation Centre  
REPORT

# European Service Innovation Scoreboard: Région wallonne (BE3)

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## ESIC in brief

Increasingly service innovation plays an instrumental role in the transformation and upgrading of traditional economic sectors and industries into more productive, competitive and high value-added business eco-systems. Considered as being multi-dimensional in nature, service innovation comprises innovation in services, service sectors or service industries that are provided by service entrepreneurs and service firms. It also takes place in manufacturing industries, adding further value and contributing significantly to overall productivity and profitability. There is a growing need to assess, analyse and demonstrate what impact service innovation has on industrial change and to assist Member States and regions towards a greater understanding of service innovation as a driver of industrial transformation and future competitiveness.

The European Service Innovation Centre (ESIC) is a two-year initiative commissioned by the European Commission's Directorate-General for Enterprise and Industry to capture and demonstrate the dynamics and large-scale impact of service innovation as well as to assess how service innovation impacts on competitiveness, industrial structures and regional development. It will also focus on assessing the implications and impacts of service innovation on employment structures, economic patterns and on value creation.

Primarily, ESIC will provide customised advice to six selected model demonstrator regions (the Canary Islands, Emilia-Romagna, Limburg, Luxembourg, Northern Ireland and Upper Austria). The initiative will also help other Europe's regions and Member States to make better use of the transformative power of service innovation in strengthening existing and emerging industries and markets and to develop better industrial policies and smart specialisation / cluster strategies. The goal of creating a favourable eco-system for service innovation will boost supportive infrastructures and business conditions that, in turn, will facilitate the take-up of innovative services throughout the economy.



This work is a part of a service contract for the Enterprise and Industry Directorate-General of the European Commission.

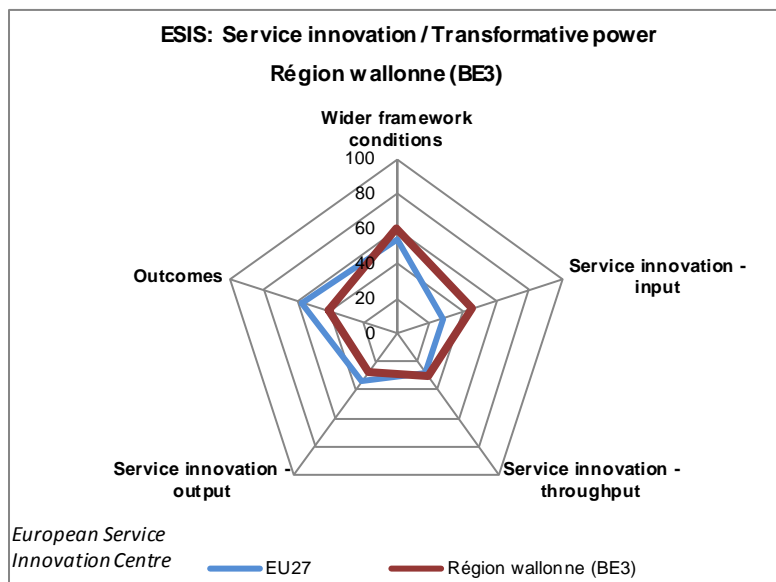
The views expressed in this report, as well as the information included in it, do not necessarily reflect the opinion or position of the European Commission and in no way commit the institution.

## European Service Innovation Scoreboard (ESIS) - Région wallonne (BE3)

The European Service Innovation Scoreboard (ESIS) presented by the European Service Innovation Centre consists of 3 scorecards each serving a different objective. The first set of indicators measures the importance of service innovation in a region. This set is directly linked to the conceptual model measuring the transformative capacity of services innovation. The indicators are presented in a way similar to the Innovation Union Scoreboard with indicators grouped into 5 dimensions measuring framework conditions, service innovation and its outcomes. The interpretation here is that higher scores indicate better performance. The second set consists of structural indicators that can be used as a tool in regional policy making. This set takes a broader approach and focuses on more general dimensions relevant for measuring entrepreneurial, high-tech and business activities in a region. The second set can also be directly linked to the ESIC self-assessment tool, thus allowing for a comparison of qualitative and quantitative results. As these more general dimensions also include service innovation activities, there is a small overlap between the first and second set of indicators, but this enables exploiting individual, but complete sets of indicators with respect to the specific focus of the user. The third set of indicators provides a summary of the economic performance of a region capturing the overall results of policies, innovation and business activities in a region.

ESIS includes so-called radar or spider diagram graphs showing the performance across the different dimensions compared to the average performance of the EU and data tables showing the absolute and relative performance for each of the indicators for the region, its country and the EU. Relative performance is measured on a scale from 0 to 1 taking into account the performance of the best (1) and worst (0) performing region. Colours are used in the data tables to indicate performance relative to the EU average: green shows a performance at least 10% above that of the EU; orange shows a performance at least 10% below that of the EU; and yellow shows a performance close to that of the EU.

### ESIS scorecard for Services innovation and transformative power

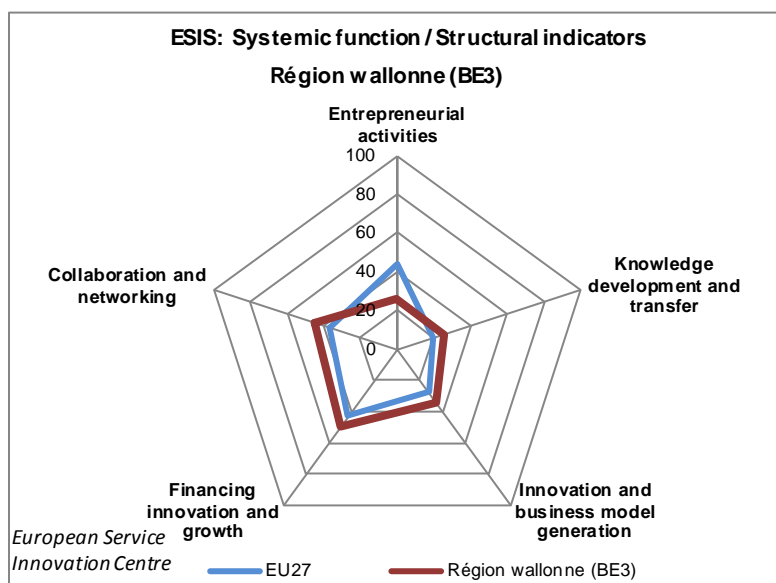


## Data table for Services innovation & transformative power

ESIS: Service innovation / Transformative power										
	Région wallonne (BE3)		CTR	EU27	Max	Min	Year	Index	Index	Index
	BE3	BE	EU27					BE3	BE	EU27
<b>Wider framework conditions</b>								<b>60.0</b>	<b>64.8</b>	<b>54.3</b>
Institutions	57.0	57.0	43.5	100.0	3.0	2010	55.7	55.7	41.8	
Macroeconomic stability	73.0	73.0	58.2	100.0	13.0	2010	69.0	69.0	52.0	
Infrastructure	90.0	91.1	74.6	100.0	3.0	2010	89.7	90.8	73.9	
Higher education/ Training and Lifelong Learning	75.0	80.3	70.1	100.0	24.0	2010	67.1	74.0	60.6	
Labour market efficiency	43.8	54.6	55.0	100.0	2.0	2010	42.7	53.7	54.1	
Market size	54.8	64.4	50.3	100.0	1.0	2010	54.3	64.1	49.8	
Business sophistication	55.2	67.9	43.2	100.0	6.0	2010	52.3	65.9	39.5	
It is important to try new and different things in life	42.9	42.1	41.7	70.7	7.3	2010	56.1	54.9	54.2	
It is important to think new ideas and being creative	47.2	49.1	53.6	79.2	11.1	2010	53.0	55.7	62.4	
<b>Service innovation - input</b>								<b>45.4</b>	<b>45.8</b>	<b>27.9</b>
Innovation expenditures (% turnover) - KIBS	5.56	5.53	4.43	12.24	0.53	2010	42.9	42.7	33.3	
Innovation expenditures (% turnover) - Networking, connecting and brokerage	2.47	2.04	1.46	7.44	0.04	2010	32.8	27.1	19.2	
Innovation expenditures (% turnover) - Utilities and infrastructure services	1.98	2.56	0.56	6.23	0.17	2010	29.9	39.4	6.4	
Share of innovators cooperating with others	22.7	21.8	9.9	24.5	3.3	2010	91.4	87.3	31.4	
Employees with ISCED 5-6 (% all employees)	39.9	40.6	30.4	67.8	11.5	2011	50.5	51.7	33.7	
Business expenditure on R&D (BERD) (% GERD)	75.6	67.1	61.7	100.0	0.5	2011	75.4	67.0	61.5	
Researchers (% active population) - Business enterprise sector	0.36	0.46	0.34	1.95	0.01	2010	18.0	23.2	17.0	
Total R&D personnel (% active population) - Business enterprise sector	0.68	0.87	0.64	3.02	0.02	2011	22.0	28.3	20.7	
<b>Service innovation - throughput</b>								<b>30.7</b>	<b>37.1</b>	<b>27.9</b>
Share of companies that introduced a service innovation	17.6	18.1	8.1	29.5	2.8	2010	55.6	57.3	19.9	
Product / Process innovators (%) - KIBS	69.6	70.6	52.5	101.7	15.4	2010	62.8	63.9	43.0	
Product / Process innovators (%) - Networking, connecting and brokerage services	31.6	35.6	26.2	97.3	6.9	2010	27.3	31.8	21.4	
Product / Process innovators (%) - Utilities and infrastructure services	43.6	56.3	40.8	77.7	19.4	2010	41.4	63.2	36.7	
Marketing innovators (%) - KIBS	31.8	33.1	32.7	92.1	9.9	2010	26.7	28.2	27.7	
Marketing innovators (%) - Networking, connecting and brokerage services	8.8	10.4	19.2	71.2	6.1	2010	4.2	6.6	20.1	
Marketing innovators (%) - Utilities and infrastructure services	23.6	30.6	31.8	68.8	12.7	2010	19.5	31.8	34.1	
Organisational innovators (%) - KIBS	47.6	48.1	45.1	109.1	17.0	2010	33.2	33.9	30.6	
Organisational innovators (%) - Networking, connecting and brokerage services	20.3	23.3	25.7	101.3	7.7	2010	13.5	16.7	19.3	
Organisational innovators (%) - Utilities and infrastructure services	37.9	48.9	40.3	95.7	20.5	2010	23.1	37.8	26.2	
<b>Service innovation - output</b>								<b>27.9</b>	<b>30.2</b>	<b>33.5</b>
Employment in service innovation intensive industries (% total employment)	2.96	4.64	4.85	22.63	0.73	2010	10.2	17.9	18.8	
Share of turnover of newly introduced innovations new to the market	6.12	5.96	4.67	14.86	1.07	2010	36.6	35.5	26.2	
Share of turnover of newly introduced innovations new to the firm	6.37	6.40	8.71	14.33	1.68	2010	37.0	37.3	55.5	
<b>Outcomes</b>								<b>41.1</b>	<b>58.0</b>	<b>57.4</b>
Change in employment share - KIBS (%-point)	-10.1	-0.9	0.5	11.8	-18.3	2008-10	27.5	57.9	62.5	
Change in employment share - Networking, connecting and brokerage services (%-point)	-24.6	-2.6	0.2	19.7	-31.1	2008-10	12.7	55.9	61.6	
Change in employment share - Utilities and infrastructure services (%-point)	-0.2	4.1	0.5	7.4	-7.6	2008-10	49.5	77.5	53.6	
Change in employment share in knowledge-intensive services (%-point)	3.0	2.3	4.5	20.5	-17.0	2000-10	53.3	51.5	57.3	
Change in employment share in service innovation intensive industries (%-point)	-0.4	0.1	0.6	5.9	-14.7	2000-10	69.4	71.7	74.2	
Labour productivity growth (%)	2.0	1.7	2.2	18.7	-6.8	2000-10	34.3	33.3	35.2	

Colour coding: green: above 110% of EU average; yellow: between 90% and 110% of EU average; orange: below 90% of EU average

## ESIS scorecard for Systemic functions & structural indicators

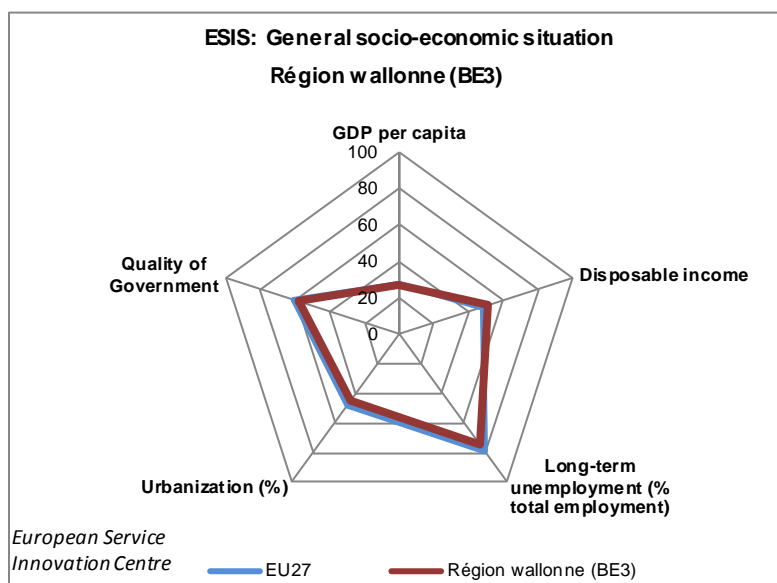


## Data table for Systemic functions & structural indicators

Systemic function/Structural indicators	Région wallonne (BE3)	CTR	EU27	Max	Min	Year	Index	Index	Index
	BE3	BE	EU27				BE3	BE	EU27
<b>Entrepreneurial activities</b>							<b>26.2</b>	<b>26.4</b>	<b>44.0</b>
Share of self-employed people	12.6	13.2	15.1	45.0	5.5	2011	18.0	19.5	24.3
Share of people who think it is important to try new and different things	n/a	n/a	0.4	0.7	0.1	2010			54.2
Share of people who think it is important to being creative	n/a	n/a	0.5	0.8	0.1	2010			62.4
Labour productivity growth	1.97	1.71	2.20	18.73	-6.77	2000-10	34.3	33.3	35.2
<b>Knowledge development and transfer</b>							<b>25.3</b>	<b>28.8</b>	<b>20.1</b>
Share of employees with a higher education degree	39.9	40.6	30.4	67.8	11.5	2011	50.5	51.7	33.7
Share of researchers among employees (business sector)	0.36	0.46	0.34	1.95	0.01	2010	18.0	23.2	17.0
EPO high-tech patent applications	14.2	21.2	17.7	170.0	1.7	2008	7.4	11.6	9.5
<b>Innovation and business model generation</b>							<b>34.1</b>	<b>37.4</b>	<b>27.4</b>
Companies with service innovations	17.6	18.1	8.1	29.5	2.8	2010	55.6	57.3	19.9
Employment share in medium-high-tech and high-tech manufacturing	4.6	5.6	6.4	22.3	0.7	2011	18.1	22.4	26.3
Employment share in knowledge-intensive services	39.8	39.4	35.3	66.2	10.5	2011	52.6	51.9	44.6
Employment share in service innovation intensive industries	2.96	4.64	4.85	22.63	0.73	2010	10.2	17.9	18.8
<b>Financing innovation and growth</b>							<b>49.7</b>	<b>45.7</b>	<b>43.0</b>
Gross Fixed Capital Formation	20.8	20.8	20.7	48.2	11.1	2010	26.1	26.1	26.1
Total expenditure on R&D	1.92	1.79	1.68	6.24	0.08	2010	29.9	27.8	26.0
Business expenditure on R&D	75.6	67.1	61.7	100.0	0.5	2011	75.4	67.0	61.5
Share of innovating firms who received public financial support	11.3	10.5	10.0	16.3	1.0	2010	67.3	62.0	58.4
<b>Collaboration and networking</b>							<b>44.9</b>	<b>49.0</b>	<b>36.5</b>
Share of innovators collaborating with others	22.7	21.8	9.9	24.5	3.3	2010	91.4	87.3	31.4
Specialisation in service-oriented clusters	0.9	1.0	1.0	2.2	0.3	2010	32.4	39.5	38.1
Employment share in 2 and 3 star clusters	8.7	15.8	31.4	78.5	0.0	2011	11.0	20.2	40.0

Colour coding: green: above 110% of EU average; yellow: between 90% and 110% of EU average; orange: below 90% of EU average

## ESIS scorecard for General socio-economic situation



## Data table for General socio-economic situation

General socio-economic situation	Région wallonne (BE3)		CTR	EU27	Max	Min	Year	Index	Index	Index
	BE3	BE	EU27					BE3	BE	EU27
GDP per capita	24100	32700	24500	81100	2900	2010	27.1	38.1	27.6	
Disposable income	15077	16604	14499	25788	4050	2009	50.7	57.8	48.1	
Long-term unemployment (% total employment)	5.0	3.5	4.1	19.8	0.1	2011	75.2	83.0	79.5	
Urbanization (%)	48.0	56.6	51.0	100.0	5.7	2011	44.9	54.0	48.1	
Quality of Government	60.9	72.1	64.0	100.0	7.0	2010	57.9	70.0	61.3	

Colour coding: green: above 110% of EU average; yellow: between 90% and 110% of EU average; orange: below 90% of EU average

The work of the European Service Innovation Centre is part of a service contract for the Enterprise and Industry Directorate-General of the European Commission, financed under the Competitiveness and Innovation Framework Programme. The information and views expressed are those of the authors and do not necessarily reflect the official opinion of the Commission. The Commission does not guarantee the accuracy of the data. Neither the Commission nor any person acting on the Commission's behalf may be held responsible for the use which may be made of the information contained therein.

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