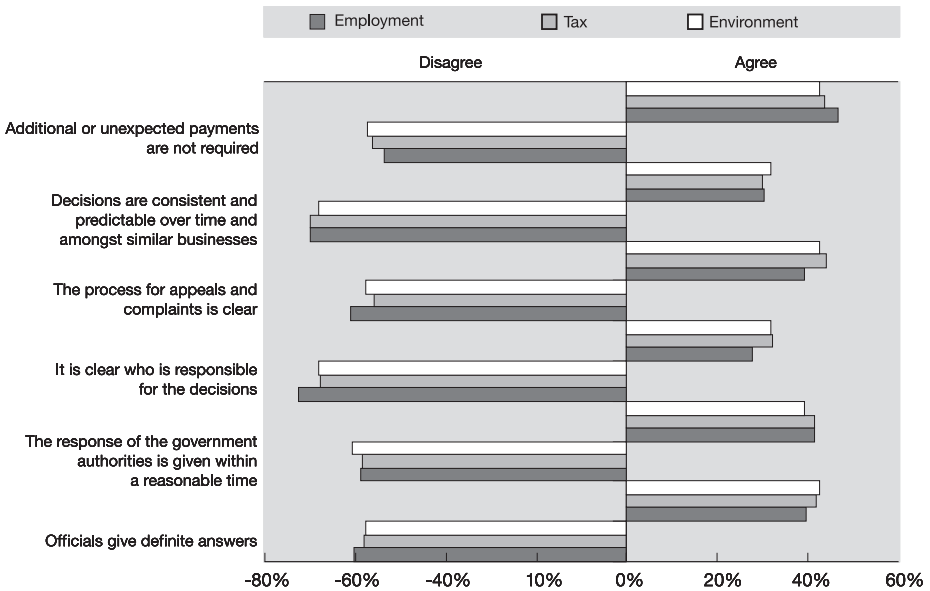


Figure 16. **Efficiency and ease of obtaining administrative decisions – average all countries**



No account is taken of non-response and no opinion responses.

The question relating to the flexibility and bureaucratic nature of the regulatory process was deemed too imprecise to provide useful information and, therefore, excluded.

Source: OECD.

two other questionnaires). This might be related to the fact that SMEs require less information and permits from environment offices and thus had less reason to be dissatisfied (Figures 17 and 18).

Moreover, there are important differences between countries in how companies perceived the quality of administration when seeking decisions or permissions from government officials (see Figures 48, 51 and 53 in Appendix I).

Good regulatory administration is important because SMEs made an average of eight requests for authorisations or decisions every year

Companies in the survey were asked to indicate how many separate authorisations or decisions they request in a single year. Across all company sizes and regulation, firms requested an average of eight decisions per year. The results show that on average large SMEs made approximately 19 requests across the three regulatory areas, medium-sized SMEs made 10 requests, and small SMEs made seven requests per year (Figure 17). When the data are adjusted for the