

- 21.04.2020
- D.T.1.2.1 Reports On Country Specific Analysis in Participating Countries - ITALY
- Conducted by Uni-P

#### 12 DIMENSIONS - BENCHMARK



6 5,7 5,2 5 5,0 5,0 4,6 - 4,8 3 5,2 4,8 4.4 4.1 4.1 4.0 2 3,8 3,8 3,5 3,3 0 Risk assessment Individualisation and kev Sales capabilities Management and Partnership with Network Corporate Organizational Pricing of Assessment of Service performance Service processes customers capabilities culture Structure services for services strategy innovation service quality standardisation indicators for services 5,20 4,13 4,81 3,82 4,19 4,42 4,01 3,27 3,71 4,13 3,81 3,47 Italy 5,23 5,00 5,69 4,64 5,37 4,83 5.04 5,01 4,10 4,59 4,59 4,26 Benchmark

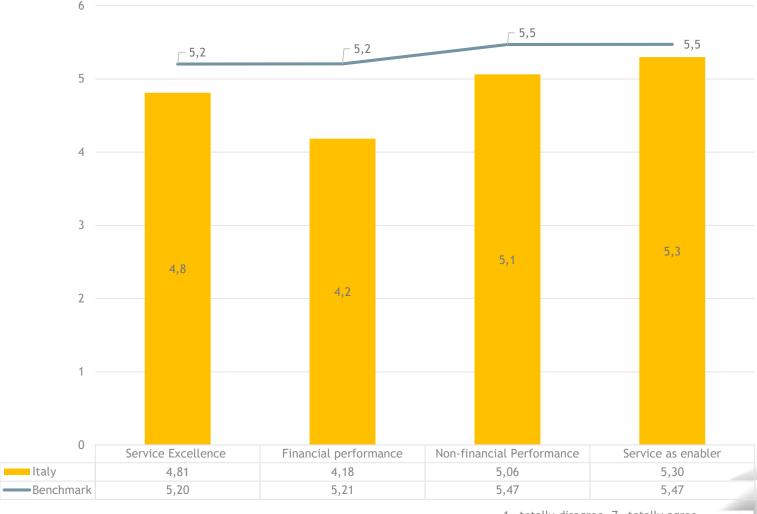


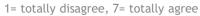
1= totally disagree, 7= totally agree

#### PERFORMANCE INDICATORS: BENCHMARK











#### **BACKGROUND INFOS - ITALY**



Italy is divided in 20 regions, five of which have a broader amount of autonomy. Under the Italian Constitution, each region is an autonomous entity with defined powers. With the exception of the Valle d'Aosta, each region is divided into a number of provinces.

ISE MONITOR was mostly filled in by companies from Friuli Venezia Giulia Autonomous Region.





# BACKGROUND INFOS - FRIULI VENEZIA GIULIA AUTONOMOUS REGION



Friuli Venezia Giulia is one of the 20 regions of Italy, and one of five autonomous regions with special statute. The regional capital is Trieste.

In the region, there are 89.817 active enterprises, 9.063 of which belong to the manufacturing sector.

Most of the enterprises belong to agriculture, forestry fishing; construction; trade and repairs sectors.





# BACKGROUND INFOS - FRIULI VENEZIA GIULIA AUTONOMOUS REGION



The Gross domestic product (GDP) of the region was 38 billion euros in 2018, accounting for 2.2% of Italy's economic output. GDP per capita adjusted for purchasing power was 31,200 euros or 103% of the EU27 average in the same year. The GDP per employee was 106% of the EU average.

The core of Friuli Venezia Giulia economy is based on SMEs (the so-called 'North-East model'), focused on specialized farming, manufacturing and high-quality tourism, with a significant inclination towards exports.



### BACKGROUND INFOS - FRIULI VENEZIA GIULIA AUTONOMOUS REGION



Of particular importance are the **seven industrial clusters** where a multitude of highly specialised enterprises are concentrated:

- 1. agri-food cluster of Friuli Venezia Giulia;
- culture, creativity and tourism cluster;
- cluster of the home system;
- 4. **metalworking** cluster;
- cluster of the ICT and digital sector;
- cluster of maritime technologies;
- 7. "smart health" cluster.



# BACKGROUND INFOS - FRIULI VENEZIA GIULIA AUTONOMOUS REGION



A number of large companies are also present in the region in both the industry and services sector. Some of these companies are world-leaders in their relevant sectors. Such are: Fincantieri (headquarters in Trieste with shipyards in Monfalcone) for the construction of the world's largest cruise ships; Zanussi-Electrolux (Pordenone) in the production of electrical appliances; Danieli, Eurotech, Illy, Rizzani de Eccher, Solari Udine, TBS Group, Banca Generali, Genertellife, Italia Marittima, Telit, Wärtsilä, Allianz Italia and Assicurazioni Generali in Trieste, a leading insurance company in the world.



# BACKGROUND INFOS - FRIULI VENEZIA GIULIA AUTONOMOUS REGION



According to the to the Regional Innovation Scoreboard 2019, Friuli Venezia Giulia ranked as a **strong innovator**, the innovation performance has **increased** over time (7.7%).

In fact, the Regional Innovation Index (RII) increased, in the period 2011-18, by 7.7 points, allowing Friuli Venezia Giulia to be the **most innovative** Italian region in 2019.

If compared to the Italian average, Friuli Venezia Giulia stays always ahead in all the factors that are composing the RII. However, if compared to the European average, the region shows **weaknesses** regarding **Tertiary Education** (44% below EU average) and **R&D expenditures** business sector (22% below EU average).

On the contrary, the region shows **strengths** in the field of **International scientific co-publications** (36% above EU average) and **Design applications** (43% above the Italian average, 62% above EU average).



#### CONTACT





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