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European Economic and Social Committee

8TH EUROPEAN CONFERENCE

ON PERSONAL AND HOUSEHOLD SERVICES

Brussels, 29 January 2019

Innovation in the PHS sector

***Results overview of the survey conducted
by EFSI***

Aurélie Decker

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EFSI

- The **voice of Personal and Household Services industry** to the EU Institutions since 2006. Brings national federations and associations as well as private companies together.
- Through its members, EFSI is present in **22 EU Member States** and promotes exchange of practices.





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A survey on innovation – what for?

PHS a sector facing many challenges.

A sector for which the **potential for innovation might appear to be rather limited.**

- *What about in reality?*
- *How innovation is perceived?*
- *What innovations are successfully implemented?*

→ **To grasp PHS actors' vision and experience of innovation.**



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A survey on innovation – how?

Innovations defined as **any ideas, products, services or models** which:

- are **new** or applied in new contexts,
 - are designed to **satisfy a specific need**,
 - must be **replicable**.
-
- *Online survey.*
 - *Conducted between Oct. 2017 & March 2018.*
 - *Available in 4 languages.*
 - *75 replies from 12 Member States.*



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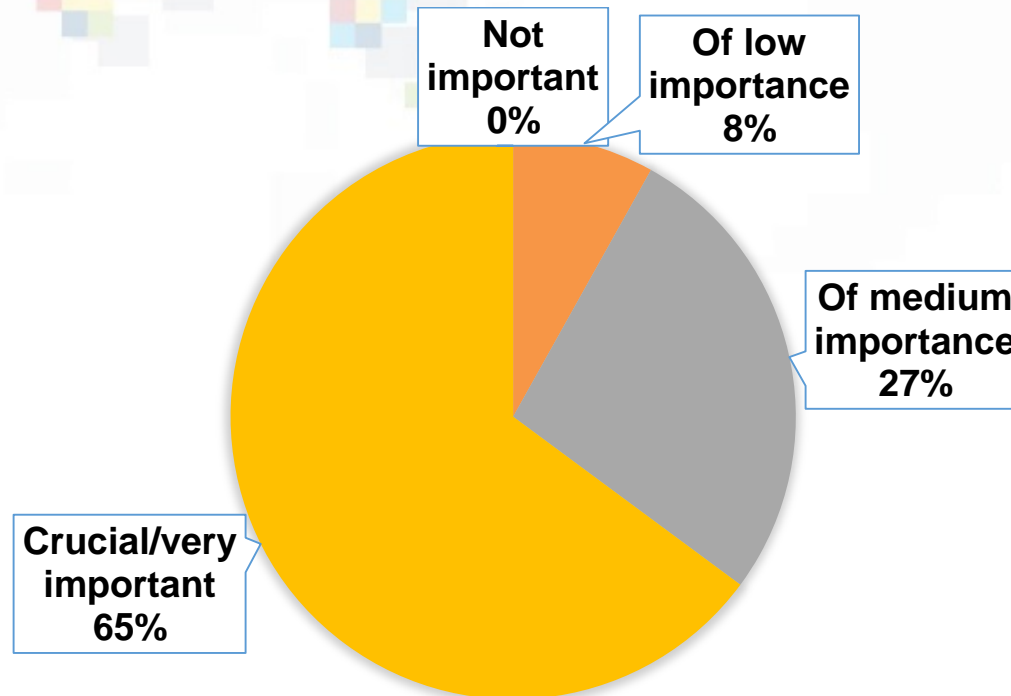
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Is innovation important for the sustainability & future development of PHS?





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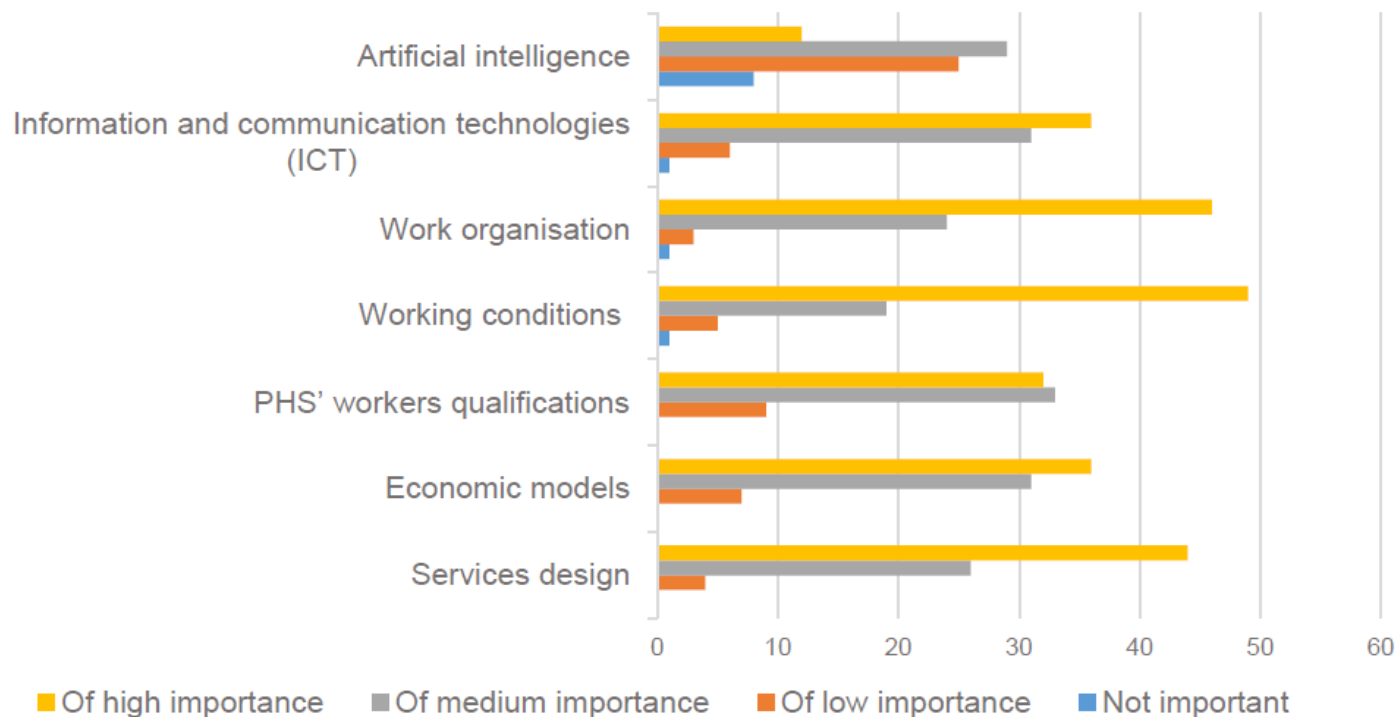
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Which areas are under the most intensive processes of innovation?

Figure 2: how significant are the following innovation areas in the PHS sector?





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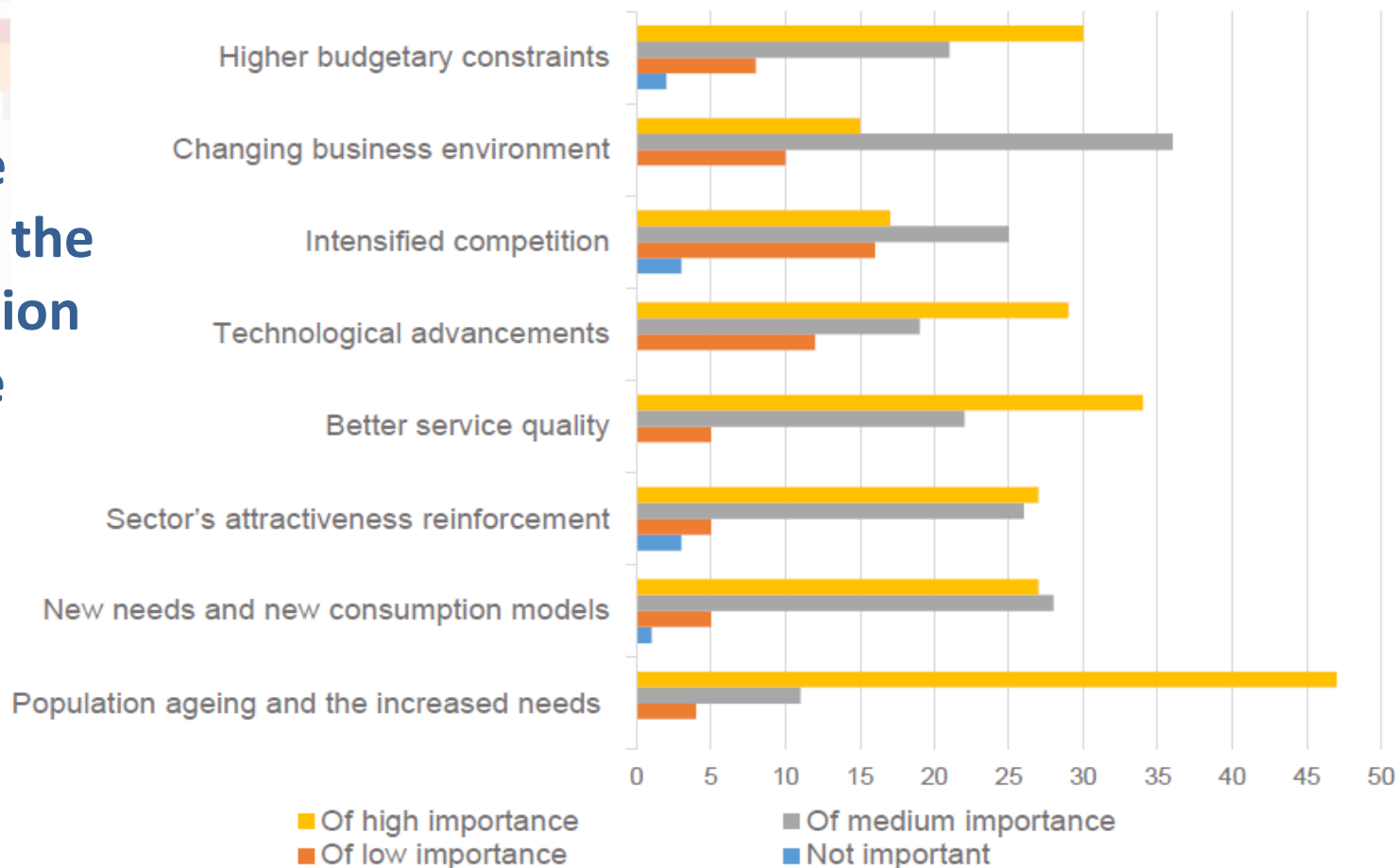
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Figure 3: how significant are the following in driving the extent to which the PHS sector engages in innovative activities?

What are the incentives to the implementation of innovative practices?





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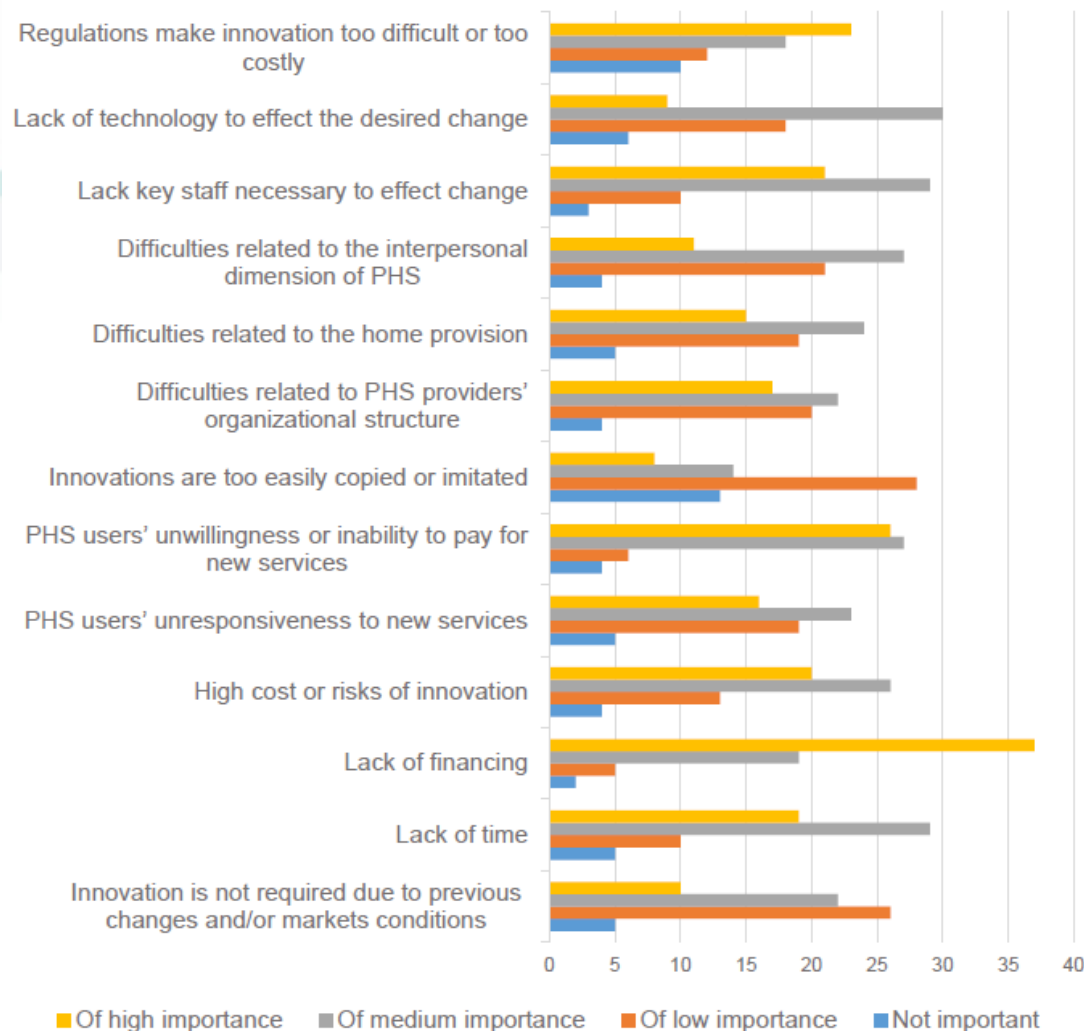
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What are the barriers to the implementation of innovative practices?

Figure 4: how significant are the following in restricting the extent to which the PHS sector engages in innovative activity?





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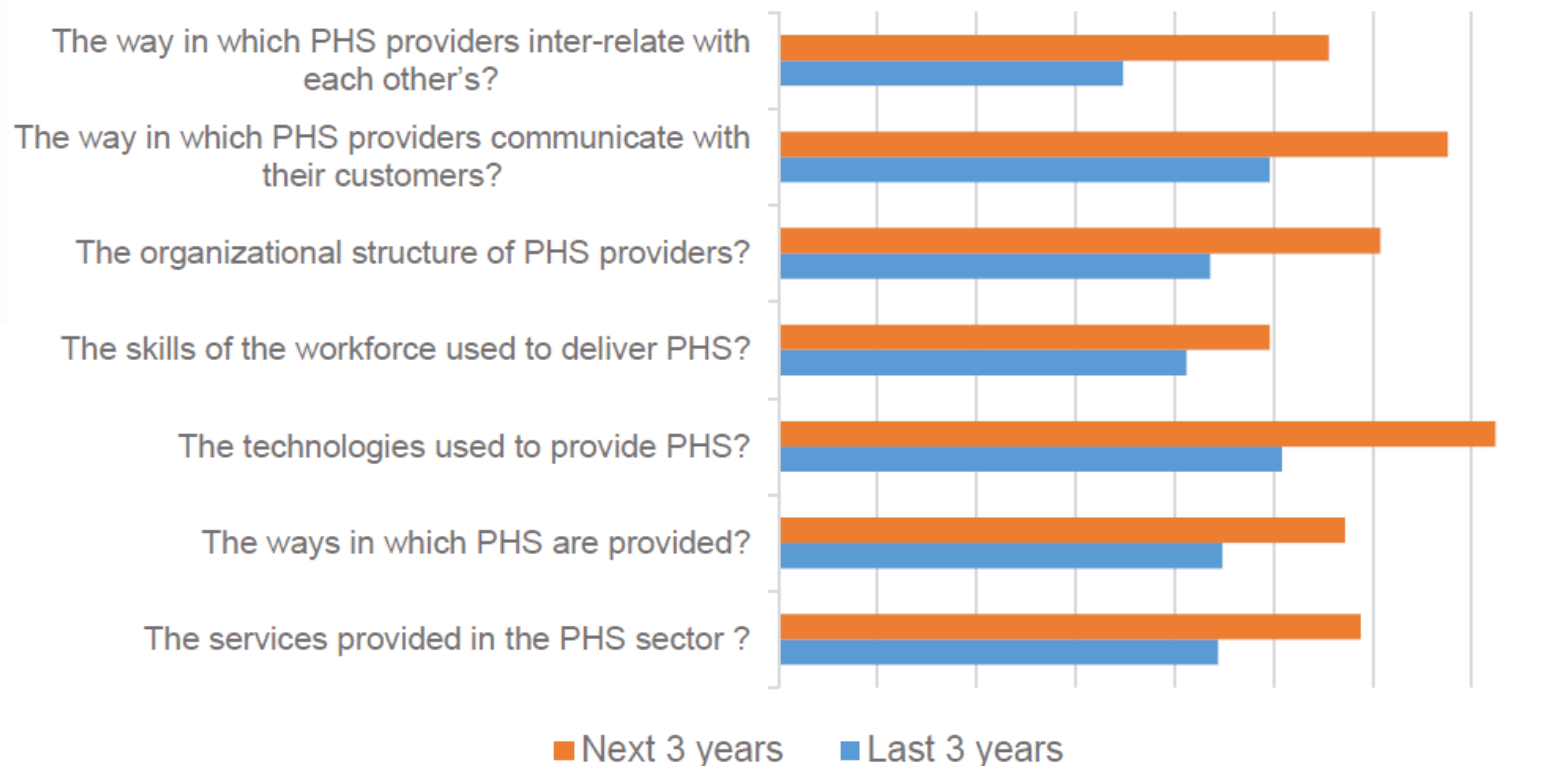
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Past and future innovative practices

Figure 8: innovation pace in several PHS areas as perceived in the last three years compared to expectations in the next three years





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Thank you for your attention

Download the report on bit.ly/InnovationPHS