

WP4/T4.4 Survey Report on FURN5.0 Self-assessment Tool

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Survey Report on FURN5.0 Self-assessment Tool

Executive Summary

This report analyzes the responses to the FURN5.0 survey, which was designed to gather user feedback on the FURN5.0 online self-assessment tool, developed within the “FURN5.0 – Industry 5.0 Guidelines and Tools with a worker-centered approach for the EU furniture sector digitalization” project. The tool aims to support companies in the European wood and furniture sector in assessing their digital, circular, and worker-centred transformation readiness.

1. Methodology

The survey consisted of 38 multiple-choice questions and targeted EU furniture companies. Responses were collected anonymously.

Respondent Profile

Respondents¹: **21**

Countries covered: **10**

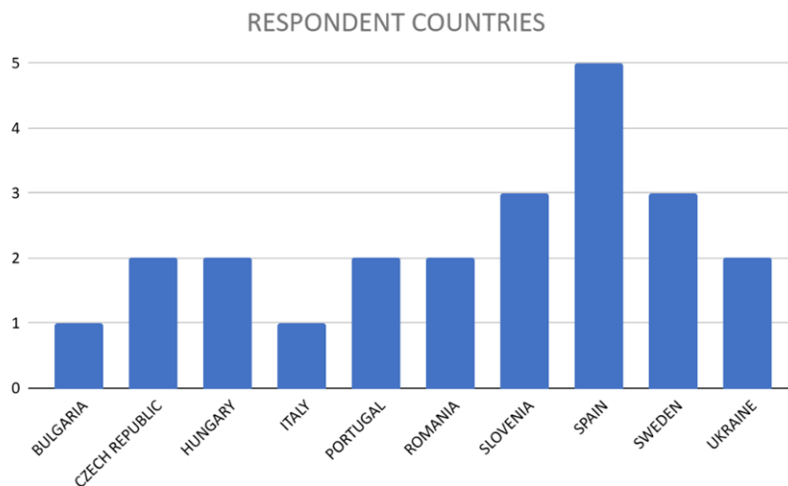


Figure 1. Respondent countries.

¹ The results should be considered taking in account the restricted sample size and heterogeneity in country representation.

Category of professional (single answer)

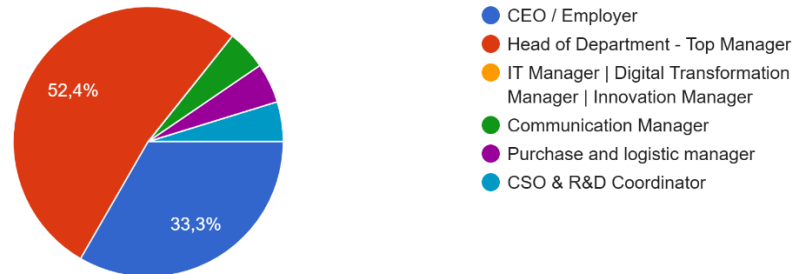


Figure 2. Category of professionals².

Only 7 out of the 21 companies surveyed indicated that they have a Digital Transformation Manager, an Innovation Manager, or a dedicated person responsible for this topic.

2. Section 1 - Focus on the interface and general experience with the tool

The user experience of the FURN5.0 tool emerges as one of the strongest aspects. Out of 21 respondents, rated the interface between 4 and 5, indicating a consistently positive perception across all usability elements.

Respondents particularly appreciated:

- the ease of registration (average score 4.76)
- the readability of the font (4.81)
- the clarity of the instructions provided (4.81)
- the well-designed graphic interface (4.62)
- and the use of pleasant, non-disturbing colours (4.62)

The lowest rate in this category was the clarity to understand how to stop and resume the survey, which obtained an average score of 3.90. Although this is not a negative score, it does suggest room for improvement. Several users may benefit from clearer visual cues, confirmations, or step-by-step prompts explaining how to pause and continue the evaluation.

Nevertheless, users' overall sentiment toward the tool was positive; the three words most used to define FURN5.0 tool were: smooth, satisfactory and friendly.

² Head of Department: 11 replies
CEO: 7 replies
Other: 1 reply

3. Section 2 - Clarity, Relevance, and Applicability of Survey Questions

This is the category where respondents express the most variability. On the positive side, the structure of the questionnaire itself is appreciated:

- logical sequence of questions (4.33)
- adequate number of questions (4.00)
- reflective value for understanding the company (4.09)

However, this category also contains the lowest-scoring items:

- difficulty interpreting some questions (2.71)
- need to stop due to missing information (2.14)

At least 10 out of 21 respondents struggled with clarity or lacked internal data to answer specific items easily.

A relevant data is that 12 out of 21 respondents can't apply some questions to their company. Most respondents explained that their organisation is too small for certain topics, or that they lack in-house production, which is instead managed by external supplier or that production-related topics do not apply because manufacturing is outsourced.

4. Section 3 - Usefulness and Clarity of Results

Respondents expressed strong satisfaction with the results and insights generated by the FURN5.0 tool.

Scores indicate that they find the outputs:

- clear and understandable (4.48)
- useful for improvement (4.14)
- supported by well-structured analysis parameters (4.43)
- realistic in describing the company's situation (4.19)

Another strong indicator is that respondents show a high level of willingness to use or share the outcomes:

- recommendation to others (4.24)
- sharing results internally (4.19)
- comparing results with EU industry (4.57)

This suggests that the tool produces credible, actionable insights that respondents trust.

However, slightly lower ratings appear in highly practical areas:

- clarity of suggested applications (3.81)
- relevance of selected technologies (3.90)
- understanding how to exploit 5.0 opportunities (3.86)

The data suggests that while the diagnosis is clear, users request more concrete guidance and sector-specific examples for implementing improvements.

5. Conclusions

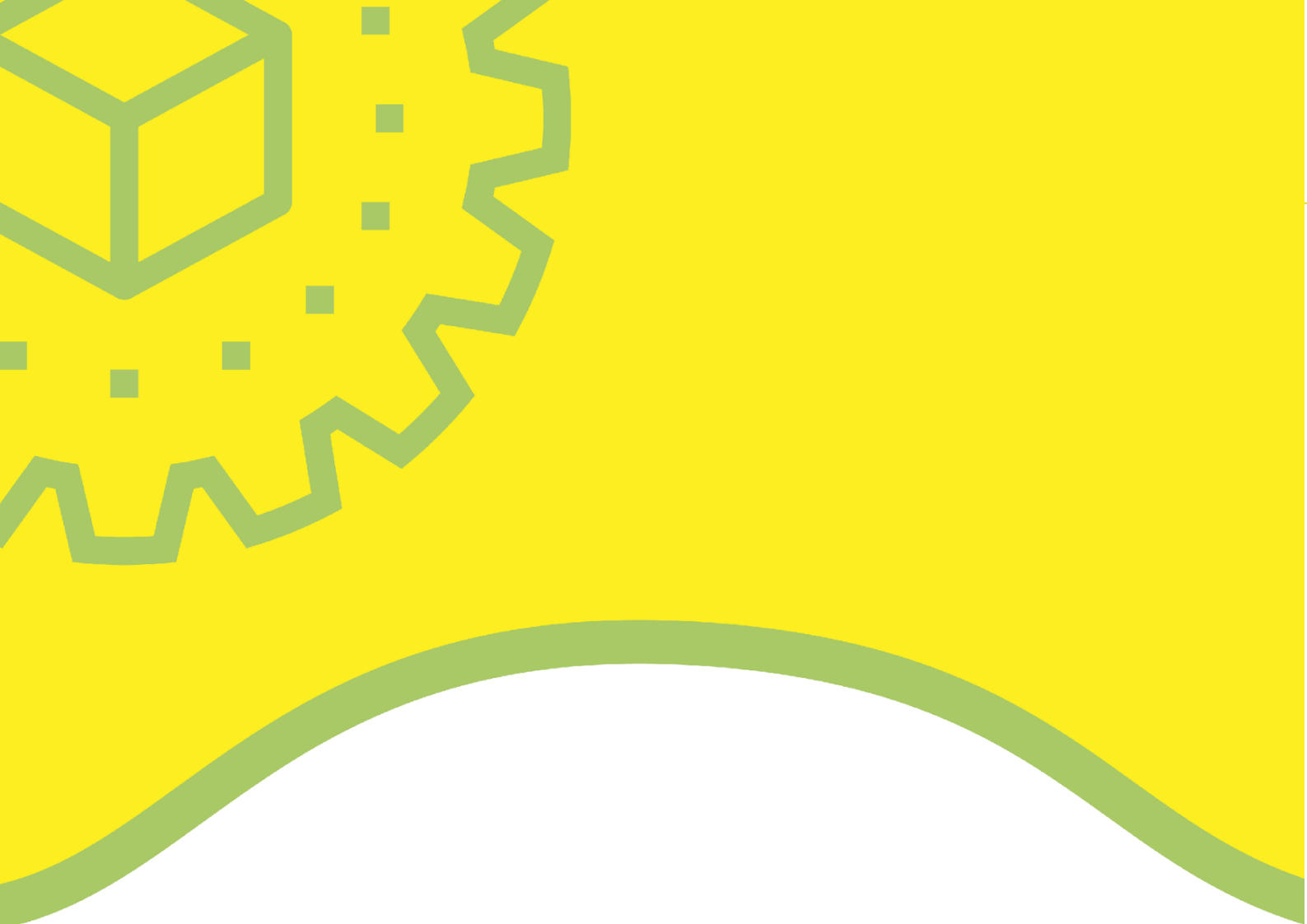
Overall, users expressed strong appreciation for the FURN5.0 self-assessment tool, describing it as a very good instrument that helps companies in the furniture industry evaluate their Industry 5.0 maturity and improve their strategic direction.

Several highlighted that the tool provided clear insights into their status and future priorities, with praise for sections such as Furniture-as-a-Service, employee feedback mechanisms, and supply-chain diversification, as well as ideas like joining resource-sharing networks to enhance resilience.

The piloting phase proved essential in refining the tool. It enabled the identification and prompt correction of minor typographical errors and minor inaccuracies. Beyond these adjustments, user feedback guided improvements in overall usability, including the addition of navigation buttons, visual indicators to distinguish answered and unanswered questions, and the resolution of minor technical issues on the platform. These enhancements contributed to a smoother, more intuitive experience, which was subsequently appreciated by users.

At the same time, some respondents noted areas for improvement. One of the key outcomes of the project is the “*Handbook for facilitating the adoption of industry 5.0 practices in the EU furniture industry*” comprising 15 applications, all of which are directly referred within the tool. However, the tool itself has a broader scope than the handbook, and as such, not all the applications are reflected within the guide. Additionally, the tool currently allows users to download their completed evaluations in image format. Nevertheless, some users have expressed a preference for receiving these outputs in PDF format instead. This feedback is valuable for the development of future tools.

Overall, the experience of using the FURN5.0 tool was perceived as insightful and encouraging. It supports companies in progressing toward Industry 5.0 while reinforcing their capacity to implement human-centered, sustainable, and resilient practices, contributing to the digitalization of the EU furniture sector.



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