

Comparison of questionnaires Eurostat ICT usage enterprise survey 2003- other surveys

Modular Structure

According to interview sequence

Community survey on ICT usage of enterprises (2003) (Selfadmin. PAPI)	E-business marketw@tch (2002) CATI	SIBIS (2002) CATI	ECKMU 2 (2001) CATI	ECATT (1999) CATI	
			limited modular structure	limited modular structure	
A: General information about ICT systems	Basic characteristics (G)	Module A: Basic characteristics (Axx)	Basic characteristics: Q1 - Q3	Basic characteristics: Q1 - Q3,	
B: Use of Internet	A: Module: Readiness	Module B: Module B: Basic ICTs take-up and intensity of use (e-Business) (Bxx)	ICT usage and investment planning: Q4 - Q18	ICT usage and investment planning: Q4 - Q18	
C: E-commerce via Internet	A.1: ICT infrastructure in the enterprise (A1-A9)	Module C: e-Commerce (Cxx)	Telework:Q19 - Q36 (excluded from following synopsis)	Telework:Q19 - Q37 (excluded from following synopsis)	
Purchases via Internet	A.2: Skills and skills development (A21-A24)	Module D: e-Business security (Dxx)	Internet appearance: Q38 -Q42	Internet appearance: Q38 -Q42	
Sales via Internet	A.3: Staff access to ICT (A31-A35)	Module F: e-Government (Fxx)	E-commerce: Q42 - QNEW2-2	E-commerce: Q42 - Q47	
D: E-commerce via EDI or networks other than Internet	B: Module: Activity	Module G: Website accessibility (Gxx)	Basic characteristics: QNEW3, QNEW4		
E: Confidence building practices followed	B.1: Usage of a company web site (B1-B7)	Module E: R&D (Exx)			
F: Barriers on e-commerce	B.2: E-commerce: online selling and purchasing (B21-B38)				
X Background information	B.3: Usage of specific e-business solutions (B40 - B56)				
	B.4: Barriers to electronic commerce (B61, B62)				
	C: Module: Impact				
	C.1: Impact of selling and purchasing online (C1-C3)				
	C.2: General impact of e-business on business processes (C20-C25)				
	C.3: Overall satisfaction and outlook (C31, C32)				

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Synopsis of survey questions

Filters excluded for readability

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Module A: General information about ICT systems					
A1 Does your enterprise use computers? Y/N	A1 Does your company use computers? By computers we mean personal computers, that is Windows or Macintosh computers or equivalents, including both desktop computers and notebooks. (INT.: IF ASKED BY RESPONDENT: LINUX, UNIX IS INCLUDED.) Y/N/DK				
A2 Share of total number of employees using computers in their normal work routine (at least once a week): a) All computers b) Computers connected to the www (Internet) EACH: num (%)	A31 What is the percentage of employees in your company using computers in their normal work routine, let's say at least twice a week? This includes any kind of personal computers, notebooks and mobile computing devices. INT.: IF "DK" SAY: If you do not know it exactly, can you give me an estimate? num (%) / [DK]				

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	<p>A35</p> <p>Does the majority of your office workers have access to the following applications:</p> <p>INT.: READ OUT. ONE ANSWER PER ITEM.</p> <p>(a) e-mail for company internal communication</p> <p>(b) e-mail for external communication</p> <p>(c) the world wide web</p> <p>(d) an intranet</p> <p>Each: Y/N/DK</p>	<p>B11 / B12 / B13</p> <p>Which applications can be accessed by the majority of your office workers?</p> <p>Can the MAJORITY OF YOUR OFFICE WORKERS</p> <p>... send e-mails to external addresses?</p> <p>... browse Internet sites?</p> <p>... browse INTRANET sites?</p> <p>Each: Y/N/DK</p>	<p>Q18b - Q18e</p> <p>What applications can be accessed by the majority of your office workers? Can the majority of your office workers ...</p> <p>- send E-mails</p> <p>- browse Internet sites</p> <p>- browse Intranet sites</p> <p>- communicate via video conferencing</p> <p>EACH: Y/N/DK/NA</p>	<p>Q18a - Q18e</p> <p>What applications can be accessed by the majority of your office workers? Can the majority of your office workers ...</p> <p>- send E-mails to internal addresses</p> <p>- send E-mails to external addresses</p> <p>- browse Internet sites</p> <p>- browse Intranet sites</p> <p>- communicate via video conferencing</p> <p>EACH: Y/N/DK/NA</p>	
<p>A3</p> <p>Number of e-mails sent per employed person per working day: (latest month available):</p> <p>num / DK</p>					
<p>A4</p> <p>Does your enterprise have employees who regularly work part of their time away from your premises and who use the Internet to communicate with the enterprise</p> <p>Y/N</p>	<p>A32</p> <p>Can employees of your company access your computer system remotely from a non-business location, for instance from home or from a hotel?</p> <p>Y/N/DK</p>		<p>Q19</p> <p>In many companies there are some employees who spend a considerable part of their working time away from their employer's premises, i.e. in the field or at customer's premises.</p> <p>Does your establishment have employees who do so for approximately more than 10 hours a week?</p> <p>Y/N/DK/NA</p>	<p>Q19</p> <p>In many companies there are some employees who spend a considerable part of their working time away from their employer's premises, i.e. in the field or at customer's premises.</p> <p>Does your establishment have employees who do so for approximately more than 10 hours a week?</p> <p>Y/N/DK/NA</p>	

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	<p>A33</p> <p>Can they also access the system remotely via wireless devices?</p> <p>Y/N/DK</p>		<p>Q20</p> <p>Today mobile workers can be given online access to company information systems.</p> <p>Are some of your mobile workers equipped to have online access to company information systems from outside of the organisation's premises?</p> <p>Y/N/DK/NA</p>	<p>Q20</p> <p>Today mobile workers can be given online access to company information systems.</p> <p>Are some of your mobile workers equipped to have online access to company information systems from outside of the organisation's premises?</p> <p>Y/N/DK/NA</p>	
	<p>A34</p> <p>Do you plan to implement remote access within the next 12 months?</p> <p>Y/N/DK</p>		<p>< COMPREHENSIVE TELEWORK MODULE > cf. questionnaire</p>	<p>< COMPREHENSIVE TELEWORK MODULE > cf. questionnaire</p>	
<p>A5</p> <p>Number of persons in the enterprise who, as part of their work, develop computer software for use by others in the enterprise:</p> <p>num</p>					
<p>A6</p> <p>Does your enterprise use or plan to use ICT in the following areas?</p> <p>a) E-mail (including e-mails reached by any means)</p> <p>b) Intranet</p> <p>c) LAN</p> <p>d) of which Wireless LAN</p> <p>e) Extranet</p> <p>f) Videoconferencing</p> <p>EACH:</p> <p>Since year 2002 or before</p> <p>Since year 2003 (time of survey)</p> <p>Do not use now but plan to use in 2003</p> <p>Do not know/ not relevant now</p>	<p>A6</p> <p>I am going to read you a list of network applications. For each, please tell me if your company uses this application or not.</p> <p>Does your company use ... [item]?</p> <p>(a): e-mail</p> <p>(b) the world wide web, for instance to search for information on the web</p> <p>(c) an intranet</p> <p>INT.: IF UNCLEAR, SAY: An intranet is an internal company network using Internet protocol to enable communications within an organisation.</p> <p>(d) an extranet</p> <p>INT.: IF UNCLEAR, SAY: An extranet is a private, secure extension of the intranet, running on Internet protocol, that allows selected external users to access some</p>	<p>B1</p> <p>Does your establishment use e-mail?</p> <p>Y/N/DK</p> <p>B3</p> <p>Does your establishment have an Intranet, i.e. an internal computer network that uses the Internet protocol?</p> <p>Y/N/DK</p>	<p>Q4 - Q15</p> <p>Does your establishment use e-mail?</p> <p>Are there concrete plans to introduce it in the next one to two years?</p> <p>Does your establishment have access to the Internet?</p> <p>... and what about the next one to two years?</p> <p>Does your establishment have an Intranet?</p> <p>... and what about the next one to two years?</p> <p>Does your establishment use EDI, i.e. electronic data interchange?</p> <p>(INTERVIEWER: If in doubt, quote definition: EDI transfers are set up between computers of different enterprises and conform to a standardised</p>	<p>Q4 - Q17</p> <p>Does your establishment use e-mail?</p> <p>Are there concrete plans to introduce it in the next one to two years?</p> <p>Does your establishment have access to the Internet?</p> <p>... and what about the next one to two years?</p> <p>Does your establishment have an Intranet?</p> <p>... and what about the next one to two years?</p> <p>Does your establishment use video-conferencing?</p> <p>... and what about the next one to two years?</p> <p>Does your establishment use other</p>	

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		<p>B5</p> <p>Does your establishment use EDI, i.e. electronic data interchange using the EDI standard?</p> <p>Y / N / DK what this is [IF SPONTANEOUSLY] / DK</p>			
		<p>B6</p> <p>Is your EDI Internet based?</p> <p>Y / N / DK what this is [IF SPONTANEOUSLY] / DK</p>			
		<p>B7</p> <p>Does your establishment use video-conferencing in your own facilities?</p> <p>Y/N/DK</p>			
		<p>C13</p> <p>Does your establishment have an EXTRANET, i.e. a private, secure network running on the Internet protocol and accessible for selected external users?</p> <p>Y/N/DK</p>			
	<p>A7</p> <p>Do you plan to implement this within the next 12 months?</p> <p>... [item]?</p> <p>(a) e-mail</p> <p>(b) the world wide web</p> <p>(c) an intranet</p> <p>(d) an extranet</p> <p>(e) a Local Area Network - LAN</p> <p>(f) a Wide Area Network - WAN</p> <p>(g) EDI - Electronic Data Interchange</p>				

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	<p>A8</p> <p>You said you use EDI.</p> <p>Is that standard EDI over private networks or Internet-based EDI or both?</p> <p>(1) standard EDI (2) Internet-based EDI (3) both (4) DK</p>		<p>UCI-3A / UCI-3B / UCI-3C</p> <p>Is the EDI Internet-based?</p> <p>Are there any plans to migrate to Internet-based EDI in the next one to two years?</p> <p>Will your EDI be Internet-based?</p> <p>EACH: Y/N/DK/NA</p>		
<p>A7</p> <p>Does your enterprise use call centres?</p> <p>Y/N/DK</p>	<p>B49</p> <p>Does your company use a call center, that is a unit whose main purpose is telephone marketing or telephone services?</p> <p>Y/N/DK</p> <p>B50</p> <p>Does your company plan to use one within the next 12 months?</p> <p>Y/N/DK</p> <p>B51</p> <p>Is this call center operated by your company, or do you use the services of an external call center, or both?</p> <p>INT.: SINGLE ANSWER.</p> <p>(1) by own company (2) external (3) use both - internal and external (4) DK</p>	<p>B8</p> <p>Does your establishment use a call center for communication with customers or other external contacts?</p> <p>Y/N/DK</p>	<p>Q16 / Q17</p> <p>Does your establishment use a call center, i.e. a unit whose sole purpose is telephone marketing and telephone customer services?</p> <p>... and what about the next one to two years?</p> <p>EACH: Y/N/DK/NA</p>		
Module B: Use of Internet					

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<p>B1</p> <p>Does your enterprise use or plan to use Internet?</p> <p>Year 2002</p> <p>Year 2003(time of survey)</p> <p>Do not use now but plan to use in 2003</p> <p>Do not know/ not relevant now</p>	<p>A2</p> <p>Does your company have access to the Internet?</p> <p>Y/N/DK</p> <p>A3</p> <p>Do you plan to get Internet access within the next 12 months?</p> <p>Y/N/DK</p>	<p>B2</p> <p>Does your establishment have access to the World Wide Web, i.e. the Internet?</p> <p>Y/N/DK</p>			
<p>B2</p> <p>Type of external connection to the Internet in January 2003?</p> <p>(Multiple choice)</p> <p>a) Wireless connection (satellite, mobile phone)</p> <p>b) Modem (analogue)</p> <p>c) ISDN</p> <p>d) xDSL (ADSL, SDSL etc.)</p> <p>e) Other fixed connection < 2 MBps (optional)</p> <p>f) Other fixed connection >= 2MBps (e.g. frame relay/other broadband network service)</p> <p>Y/DK</p>	<p>A4</p> <p>For accessing the Internet, do you have an analogue dial up modem, ISDN, DSL, such as ADSL or SDSL, or another fixed connection?</p> <p>MULTIPLE</p> <p>(1) analogue dial up modem</p> <p>(2) ISDN</p> <p>(3) DSL, such as ADSL or SDSL</p> <p>(4) other fixed connection</p> <p>(5) other</p> <p>(6) DK</p> <p>A5</p> <p>What is the maximum bandwidth of your company's connection to the Internet? Is it ...</p> <p>INT.: READ OUT ALL ANSWER CATEGORIES</p> <p>less than 2 megabit per second (Mbit/s)</p> <p>2-10 megabit per second</p> <p>more than 10 megabit per second</p> <p>DK</p>				

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<p>B3</p> <p>For what purposes does your enterprise use the Internet? (as consumer of Internet services)</p> <p>(Multiple choice)</p> <ul style="list-style-type: none"> a) Information search a) Market monitoring (e.g. prices) b) Receiving digital products c) Obtaining after sales services d) Banking and financial services 					
<p>B4</p> <p>Does the enterprise use of the Internet for interaction with public authorities?</p> <p>(Multiple choice)</p> <ul style="list-style-type: none"> a) For obtaining information b) For obtaining forms c) For returning filled in forms d) For full electronic case handling 		<p>Module: e-Government</p> <p>F1</p> <p>I am going to read you a list of activities for which establishments have to get in touch with public administration. For which of these activities do you already use online media such as EDI or the Internet?</p> <p>What about ...[item]? Do you use online media such as EDI or the Internet for this?</p> <p>INT.: ONE ANSWER PER ITEM.</p> <ul style="list-style-type: none"> (a) Payment of social contribution for employees (b) Corporation tax declaration (c) VAT declaration (d) Submission of data to statistical offices (e) Obtaining environment-related permits (f) Participation in public invitation to tender <p>For EACH: Y/N/DK</p>			

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		F2 Would your establishment prefer to use online media such as EDI or the Internet for this purpose? FOR EACH Y/N/DK			

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		<p>F3</p> <p>Now I will read you a list of statements about using online media for interacting with public administration. Please tell me for each statement whether you agree completely, agree somewhat or do not agree.</p> <p>Public services on the Internet ... [item]. Do you ...</p> <p>INT.: READ OUT ANSWER CATEGORIES. ONE ANSWER PER ITEM.</p> <p>(a) are not useful enough (b) are faster than the traditional way (c) require that you install special equipment or software (d) reduce the number of mistakes public authorities make (e) do not seem as safe as using the traditional way (f) make it possible to deal with the authorities at more convenient times (g) make it possible to deal with the authorities at more convenient locations, e.g. from the workplace (h) are difficult to use</p> <p>FOR EACH</p> <p>(1) agree completely (2) agree somewhat (3) or do you not agree (4) DK</p>			

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<p>B5 Does the enterprise have a Web site/home page? (Filter question)</p> <p>Y/N</p>	<p>B1 Does your company have a web site on the Internet?</p> <p>Y/NDK</p>	<p>C1 Does your establishment put information on the Internet, for example by means of a website?</p> <p>Y/N/DK</p>	<p>Q38 Does your organisation offer information on the Internet or another online service like ?</p> <p>Y/N/DK/NA</p>	<p>Q38 Does your organisation offer information on the Internet or another online service like ?</p> <p>Y/N/DK/NA</p> <p>Q40 What kind of presence do you have on the Internet or in an other online service? Do you have ...</p> <ul style="list-style-type: none"> a a website with own URL or own pages in b a presence in an electronic shopping mall together with other suppliers c an entrance in electronic "yellow pages" or other trade directory d some other kind of presence, please specify: <p>EACH: Y/N/DK/NA</p>	
	<p>B2 Do you plan to have one within the next 12 months?</p> <p>Y/N/DK</p>		<p>Q39 Are there any concrete plans to do so in the next 1 to 2 years?</p> <p>Y/N/DK/NA</p>	<p>Q39 Are there any concrete plans to do so in the next 1 to 2 years?</p> <p>Y/N/DK/NA</p>	

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	<p>B3</p> <p>Does your company contract external service providers for the following functions?</p> <p>How about ... [item]?</p> <p>INT.: READ ITEM. ONE ANSWER PER ITEM.</p> <p>(a) web hosting</p> <p>(b) web design</p> <p>(c) maintenance or updating of the web site</p> <p>EACH Y/N/DK</p> <hr/> <p>B4</p> <p>How many employees at your company are mainly occupied with the maintenance of the company web site? Please estimate the equivalence in terms of full-time jobs.</p> <p>INT.: IF "DK" SAY:</p> <p>If you do not know it exactly, can you give me an estimate?</p> <p><i>numerical / DK</i></p> <hr/> <p>B5</p> <p>Does your company make use of a content management system, which allows different departments to access the web site and update information?</p> <p>Y/ N / DK what this is [IF SPONTANEOUSLY] / DK</p>				

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<p>B6</p> <p>Homepage facilities (your enterprise as provider of Internet services)</p> <p>(Multiple choice)</p> <ul style="list-style-type: none"> a) Marketing the enterprise's products b) Facilitating access to product catalogues and price lists c) Customised page for repeat clients d) Delivering digital products e) Providing after sales support f) Providing mobile Internet services 	<p>B7</p> <p>Does your company provide on its web site information about its products or services to customers?</p> <p>Y/NDK</p>		<p>Q41 / Q43</p> <p>What is the purpose of these activities? Do you use your online presence for ...</p> <p>Q42 (IF no)</p> <p>Are there concrete plans to use it for this in the next 1 to 2 years?</p> <ul style="list-style-type: none"> a advertising and marketing purposes b offering information free to the user c distribution of information with charge to the user d making sales online e data exchange with suppliers and customers f joint business processes with suppliers or cooperation partners <p>Each: Y/N/DK/NA</p> <hr/> <p>QNEW7</p> <p>Does your organisation offer similar* online information specifically designed to be received by mobile devices such as mobile phones or handhelds?</p> <p>* NOTE TO INTERVIEWERS: similar to Website content</p> <p>Y/N/DK/NA</p> <hr/> <p>QNEW8</p> <p>Are there any concrete plans to do so in the next 1 to 2 years?</p> <p>Y/N/DK/NA</p>	<p>Q41 / Q43</p> <p>What is the purpose of these activities? Do you use your online presence for ...</p> <p>Q42 (IF no)</p> <p>Are there concrete plans to use it for this in the next 1 to 2 years?</p> <ul style="list-style-type: none"> a advertising and marketing purposes b offering information free to the user c distribution of information with charge to the user d making sales online e data exchange with suppliers and customers f joint business processes with suppliers or cooperation partners <p>Each: Y/N/DK/NA</p>	

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			QNEW9 Are you planning to produce revenues from this in the next 1 to 2 years? Y/N/DK/NA		
B7 Security facilities used a) Secure servers b) Firewalls c) Encryption for confidentiality d) Data backup e) Authentication (e.g. digital signature) f) Virus protection g) Subscription to a security service (e.g. virus scan and alert) h) other, please specify		D9 Which of the following tools do you use for information security in your establishment? Do you make use of ... [item] INT.: ONE ANSWER PER ITEM. (a) Control of access to the computer system (b) Cryptography/ data encryption (c) Vulnerability Assessment Tools (d) Firewalls (e) Security Training and Awareness Rising Activities (f) Intrusion Detection Systems (g) End-user Security Training Classes FOR EACH: Y/N/DK			

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<p>B8</p> <p>Does the enterprise web site include information in foreign languages?</p> <p>Y/N</p>	<p>B6</p> <p>In which languages does your web site offer information?</p> <p>INT.: DO NOT READ OUT. ENTER ALL THAT APPLY.</p> <p>MULTIPLE ANSWERS.</p> <p>(1) Danish (2) Dutch / Flamish (3) English (4) Finnish (5) French (6) German (7) Greek (8) Italian (9) Portuguese (10) Spanish (11) Swedish (12) other (13) DK</p>				
<p>B9</p> <p>Is the enterprise web site specifically designed to be accessible by disabled persons ? (optional question)</p> <p>Y/N</p>		Website accessibility			

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		<p>G1a</p> <p>What priority has making your website user friendly for ... [item] in your establishment?</p> <p>INT.: READ OUT ANSWER CATEGORIES. ONE ANSWER PER ITEM.</p> <p>(a) People with visual disabilities or sight difficulties</p> <p>(b) People with reduced or limited dexterities</p> <p>(c) People with limited literacy</p> <p>FOR EACH:</p> <p>(1) high priority</p> <p>(2) medium priority</p> <p>(3) low priority</p> <p>(4) DK</p> <hr/> <p>G1b</p> <p>Bearing the these groups in mind: Would you say that your website could be adapted rather easily, would prove difficult to adapt, or could not at all be adapted to these people's needs?</p> <p>(1) could be adapted rather easily</p> <p>(2) would prove difficult to adapt</p> <p>(3) could not at all be adapted</p> <p>(4) DK</p>			

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		<p>G2 Does your establishment or your organisation have formal Guidelines for making your website accessible to people with such special needs? By guidelines I mean rules which have to be followed by your website developers?</p> <p>Y/N/DK</p> <p>G3 Was your website ever evaluated concerning its accessibility for people with such special needs?</p> <p>Y/N/DK</p> <p>G4 Was this evaluation done internally or using external evaluators?</p> <p>(1) internal evaluation (2) using external evaluators (3) both (4) DK</p>			

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			UCI-4 Now I am going to read out a list of possible reasons for why an organisation goes online. Please say for each whether you regard it as very important, important or not important as a reason for why your organisation went online or is going online. a Customers demanded it b Major competitors were online c Suppliers required it d To reduce costs e To expand market for existing products/services f To enter new businesses or markets Each: (1) very important (2) important (3) not important (8) dk (9) na		
Module C: E-commerce via Internet					
Purchases via Internet					
C1 Has the enterprise purchased products/services via the Internet in 2002? (Filter question) Y/N/DK	B34 Does your company use the Internet or other online services to PURCHASE goods or services? Y/N/DK	C9 Do you use the Internet or other online services to purchase goods or services? Y/N/DK	Q45 Do you use the Internet or other online services for procurement purposes, i.e. to purchase goods or services? Y/N/DK/NA	Q45 Do you use the Internet or other online services for procurement purposes, i.e. to purchase goods or services? Y/N/DK/NA	

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	B35 Does your company plan to do so within the next 12 months? Y/N/DK		Q46 Are there concrete plans in your establishment to start using online services for procurement purposes in the next 1 to 2 years? Y/N/DK	Q46 Are there concrete plans in your establishment to start using online services for procurement purposes in the next 1 to 2 years? Y/N/DK	
C2 What percentage of the total purchases (in monetary terms, excluding VAT), would you estimate, did the Internet purchases represent in 2002? num (%) / DK	B38 Please estimate how large a share of your total purchases are conducted ONLINE. Would you say ... INT.: READ OUT, IF NECESSARY. (1) more than 50% (2) 26 up to 50% (3) 11 up to 25% (4) 5 up to 10% (5) less than 5% (6) DK	C10 Roughly what proportion of the maintenance, repair and organisation goods your establishment buys are purchased online, measured in amount spent? Would you say ... INT.: READ OUT. (1) less than 5% (2) 5 up to 25% (3) 26 up to 50% (4) 51 up to 75% (5) more than 75% (6) DK	Q45b How large is the share of maintenance, repair and organisation goods (MRO) that your establishment orders online? (1) less than 5 per cent (2) between 5 per cent and one quarter (3) between one quarter and half (4) between half and three quarters (5) more than three quarters (6) don't know (9) no answer		
C3 Has the enterprise paid on-line for any products/ services purchased on the Internet in 2002? <i>Optional question</i> Y/N/DK		C19 Does your establishment trade goods or services through an e-marketplace? By e-marketplace I mean a business-to-business Internet trading forum in which multiple buyers and sellers exchange goods and services within an industry group or geographic region. Y/N/DK			

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<p>C4</p> <p>Has the enterprise purchased products via specialised Internet market places in 2002?</p> <p>Y/N/DK</p>	<p>B43</p> <p>Do you trade goods or services through an e-marketplace? By e-marketplace I mean a business-to-business Internet trading forum in which buyers and sellers exchange goods and services.</p> <p>Y/N/DK</p>	<p>C20</p> <p>On e-marketplaces, different types of business transactions can be accomplished. In which of the following types is your establishment actively involved?</p> <p>INT.: READ OUT AND CODE ALL THAT APPLY</p>			
	<p>B44</p> <p>And do you plan to do so within the next 12 months?</p> <p>Y/N/DK</p>	<p>(1) catalogue-based offering of products or services</p> <p>(2) catalogue-based purchasing of products or services</p> <p>(3) auctions -- as a seller</p> <p>(4) auctions -- as a bidder</p> <p>(5) launching calls for tenders</p> <p>(6) answering calls for tenders</p> <p>(7) powerbuying, i.e. joint purchases together with other organisations to save costs</p> <p>(8) none of these</p> <p>(9) DK</p>			

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	<p>B45</p> <p>On e-marketplaces, different types of business transactions can be accomplished. Are you actively involved in ...?</p> <p>INT.: READ OUT AND CODE ALL THAT APPLY.</p> <p>MULTIPLE ANSWERS BETWEEN (1) and (6)</p> <p>(1) catalogue-based offering of products or services</p> <p>(2) catalogue-based purchasing of products or services</p> <p>(3) auctions -- as a seller</p> <p>(4) auctions -- as a bidder</p> <p>(5) launching calls for tenders</p> <p>(6) answering calls for tenders</p> <p>(7) none of these</p> <p>(8) DK</p>				
	<p>B46</p> <p>Who operates the online-market place or places, on which your company trades?</p> <p>INT.: READ OUT AND CODE ALL THAT APPLY.</p> <p>(1) a single buyer or seller</p> <p>(2) an industry consortium of buyers or sellers</p> <p>(3) an independent third party</p> <p>(4) others</p> <p>(5) DK</p>				

Community survey on ICT usage of enterprises (2003) (Selfadmin. PAPI)	E-business marketw@tch (2002) CATI	SIBIS (2002) CATI	ECKMU 2 (2001) CATI	ECATT (1999) CATI	
	<p>B36 Does that include the purchase of ... [item] INT.: READ OUT. ONE ANSWER PER ITEM. (a) goods for maintenance, repair and operations, also called MRO goods? (b) goods which are used as parts of the products or services which your company offers, that is direct production goods?</p> <p>FOR EACH: Y/N/DK</p> <hr/> <p>B37 For how long has your company purchased goods or services online? INT.: READ OUT ANSWER CATEGORIES. SINGLE ANSWER. (1) for more than 2 years (2) for 1 - 2 years (3) for less than 1 year (4) DK</p>				
Sales via Internet					
<p>C6 Has the enterprise received orders via the Internet? (Filter question)</p> <p>Since before 2002 Since 2002 No Do not know</p>	<p>B21 Does your company SELL goods or services on the Internet or through other online distribution channels, for instance on an extranet?</p> <p>Y/NDK</p>	<p>C2 Do you sell goods or services via the Internet?</p> <p>Y/NDK C3a Do you offer online reservation? By this we mean that your customers can make a reservation for a product or service through the Internet.</p> <p>Y/NDK C3b Do you distribute digital products or services online? By this we mean that the</p>	<p>cf Q41c, d</p>		

Community survey on ICT usage of enterprises (2003) (Selfadmin. PAPI)	E-business marketw@tch (2002) CATI	SIBIS (2002) CATI	ECKMU 2 (2001) CATI	ECATT (1999) CATI	
	<p>B22 Do you plan to do so within the next 12 months?</p> <p>Y/NDK</p> <hr/> <p>B23 For how long has your company offered goods or services for sale online? INT.: READ OUT ANSWER CATEGORIES.</p> <p>(1) for more than 2 years (2) for 1 - 2 years (3) for less than 1 year (4) DK</p>				

Community survey on ICT usage of enterprises (2003) (Selfadmin. PAPI)	E-business marketw@tch (2002) CATI	SIBIS (2002) CATI	ECKMU 2 (2001) CATI	ECATT (1999) CATI	
<p>C7</p> <p>What percentage of the total turnover (in monetary terms, excluding VAT) did Internet sales represent in 2002?</p> <p>num (%) / DK</p>	<p>B27</p> <p>Please estimate how large a share of your total sales is conducted ONLINE. (*)</p> <p>(*) PROG: ADD, IF NACE CODE 65 (Banking):</p> <p>Sales in your case means the gross income including interest and commissions from new business.</p> <p>(*) PROG: ADD IF NACE 66 (Insurance):</p> <p>Sales in your case means the gross premiums written from new business</p> <p>Would you say ...?</p> <p>INT.: READ OUT ANSWER CATEGORIES, IF NECESSARY.</p> <p>(1) more than 50%</p> <p>(2) 26 up to 50%</p> <p>(3) 11 up to 25%</p> <p>(4) 5 up to 10%</p> <p>(5) less than 5%</p> <p>(6) DK</p>		<p>Q42-NEW</p> <p>How large a share of your total sales are conducted online?</p> <p>(1) less than 5 per cent</p> <p>(2) between 5 per cent and one quarter</p> <p>(3) between one quarter and half</p> <p>(4) between half and three quarters</p> <p>(5) more than three quarters</p> <p>(8) don't know</p> <p>(9) no answer</p>		
<p>C8</p> <p>What percentage of all Internet sales did sales to other enterprises (B2B) and sales to end consumers (B2C) represent in 2002?</p> <p>a) B2B %</p> <p>b) B2C %</p> <p>c) Others %</p> <p>DK·</p> <p>Each num (%)</p>	<p>B25</p> <p>Regarding all online channels together: Do you make online sales to ... [item]</p> <p>INT.: READ OUT ITEMS. ONE ANSWER PER ITEM</p> <p>(a) consumers</p> <p>(b) other businesses</p> <p>(c) the public sector</p> <p>FOR EACH:</p> <p>Y/N/DK</p>	<p>C4a</p> <p>Are some of your online sales to businesses?</p> <p>Y/N/DK</p>	<p>UCI-5</p> <p>Are these online sales to other businesses or to consumers or to both?</p> <p>(1) Businesses</p> <p>(2) Consumers</p> <p>(3) Both</p> <p>(8) don't know</p> <p>(9) no answer</p>		
	<p>B26</p> <p>In general, which of the following groups are the primary customers of your company?</p> <p>INT.: READ OUT ALL ANSWER CATEGORIES.</p>				

Community survey on ICT usage of enterprises (2003) (Selfadmin. PAPI)	E-business marketw@tch (2002) CATI	SIBIS (2002) CATI	ECKMU 2 (2001) CATI	ECATT (1999) CATI	
		<p>C5a</p> <p>How large a share of your total sales to businesses are conducted online?</p> <p>Would you say ...</p> <p>INT.: READ OUT.</p> <p>(1) less than 5%</p> <p>(2) 5 up to 25%</p> <p>(3) 26 up to 50%</p> <p>(4) 51 up to 75%</p> <p>(5) more than 75%</p> <p>(6) DK</p>	<p>UCI-7</p> <p>How large a share of your total business to business sales are conducted online?</p> <p>(1) less than 5 per cent</p> <p>(2) between 5 per cent and one quarter</p> <p>(3) between one quarter and half</p> <p>(4) between half and three quarters</p> <p>(5) more than three quarters</p> <p>(8) don't know</p> <p>(9) no answer</p>		
		<p>C4b</p> <p>Are some of your online sales to consumers?</p> <p>Y/N/DK</p>	<p>cf UCI-5</p>		
		<p>C5b</p> <p>How large a share of your total consumer sales are conducted online?</p> <p>Would you say ...</p> <p>INT.: READ OUT.</p> <p>(1) less than 5%</p> <p>(2) 5 up to 25%</p> <p>(3) 26 up to 50%</p> <p>(4) 51 up to 75%</p> <p>(5) more than 75%</p> <p>(6) DK</p>	<p>UCI-6</p> <p>How large a share of your total consumer sales are conducted online?</p> <p>(1) less than 5 per cent</p> <p>(2) between 5 per cent and one quarter</p> <p>(3) between one quarter and half</p> <p>(4) between half and three quarters</p> <p>(5) more than three quarters</p> <p>(8) don't know</p> <p>(9) no answer</p>		

Community survey on ICT usage of enterprises (2003) (Selfadmin. PAPI)	E-business marketw@tch (2002) CATI	SIBIS (2002) CATI	ECKMU 2 (2001) CATI	ECATT (1999) CATI	
		C4c Are some of your online sales to the public sector? Y/N/DK C5c How large a share of your total sales to the public sector are conducted online? Would you say ... INT.: READ OUT. (1) less than 5% (2) 5 up to 25% (3) 26 up to 50% (4) 51 up to 75% (5) more than 75% (6) DK			
C9 <i>Breakdown of Internet sales in 2002 by destination</i> (estimates in percentage, in monetary terms) a) Own country b) Other EU countries c) Rest of the world Do not know Each num (%)	B30 Are your online sales MAINLY to a local, national or global market? (1) local market (2) national market (3) global market (4) DK	C6 Are your online sales MAINLY to a local, national or global market? (1) local market (2) national market (3) global market (4) DK			
C10 Has the enterprise received on-line payments for Internet sales in 2002? Y/N/DK	B32 Can customers also pay online for the goods or services they have ordered? Y/N/DK				

Community survey on ICT usage of enterprises (2003) (Selfadmin. PAPI)	E-business marketw@tch (2002) CATI	SIBIS (2002) CATI	ECKMU 2 (2001) CATI	ECATT (1999) CATI	
<p>C11</p> <p>Has the enterprise sold products to other enterprises via a presence on specialised Internet market places in 2002?</p> <p>Y/N/DK</p>	<p>B24</p> <p>Which of the following distribution platforms does your company use for selling online?</p> <p>How about ... [item]?</p> <p>INT.: READ OUT. ONE ANSWER PER ITEM.</p> <p>(a) an own company web site (b) an electronic marketplace on the Internet (c) an extranet (d) EDI (e) mobile commerce, that is WAP or GPRS services</p> <p>EACH: Y/N/DK</p>				
<p>C12</p> <p>Did your systems for accepting electronic orders or placing electronic orders link automatically with any of the following in 2002? <i>Optional question</i></p> <p>a) Your suppliers' business systems b) Re-ordering replacement supplies c) Your customers' business systems d) Invoicing and payment systems e) Your production or service operation f) Your logistics systems (incl. Electronic delivery) g) Your marketing operations</p> <p>EACH: Y/N</p>	<p>B30a</p> <p>Imagine an online order comes in: How is your company informed about the order? Which of the following is most appropriate?</p> <p>INT.: READ OUT ALL ANSWER CATEGORIES.</p> <p>(1) the order is fully integrated with the back-end system (2) the order generates an automatic e-mail (3) we receive a fax (4) other (5) DK</p>				

Community survey on ICT usage of enterprises (2003) (Selfadmin. PAPI)	E-business marketw@tch (2002) CATI	SIBIS (2002) CATI	ECKMU 2 (2001) CATI	ECATT (1999) CATI	
	B30b Does an online order trigger electronically driven business processes in the company? Y/N/DK				
C13 <i>Motivations for Internet sales (Multiple choice)</i> Optional question a) Company image considerations b) To reduce business costs c) To speed up business processes d) To improve quality of services e) To reach new customers f) To launch new products / services g) To keep pace with competitors h) To expand the market geographically i) To target customers individually (customisation) EACH: Much imp. Some imp Not important Do not know					
	B33 Does your company provide after-sales services online to customers? Y/N/DK				
Module D: E-commerce via EDI or networks other than Internet.					

Community survey on ICT usage of enterprises (2003) (Selfadmin. PAPI)	E-business marketw@tch (2002) CATI	SIBIS (2002) CATI	ECKMU 2 (2001) CATI	ECATT (1999) CATI	
D1 Did the enterprise use EDI or networks other than Internet in 2002? (Filter question) a) for purchases b) for sales EACH: Y/N/DK					
D2 Which technology did you use in 2002? (Multiple choice) a) EDI b) Minitel c) Other d) DK					
D3 What percentage of the total purchases (in monetary terms) did the purchases via EDI or networks other than Internet represent in 2002? (estimate in %) num (%) / DK					
D4 What percentage of the total sales (in monetary terms) did the sales via EDI or networks other than Internet represent in 2002? (estimate in %) num (%) / DK					
Module E: Confidence building practices followed					

Community survey on ICT usage of enterprises (2003) (Selfadmin. PAPI)	E-business marketw@tch (2002) CATI	SIBIS (2002) CATI	ECKMU 2 (2001) CATI	ECATT (1999) CATI	
E1. Do you use a trustmark on your web site? Y/N					
E2. Do you subscribe to a code of conduct? Y/N					
E3. Do you use alternative dispute mechanisms? Y/N					
E4. Do you have a customer service/ complaints mechanism? Y/N					
E5. Do you have a privacy/personal data protection policy? Y/N					
Module F: Barriers on e-commerce					

Community survey on ICT usage of enterprises (2003) (Selfadmin. PAPI)	E-business marketw@tch (2002) CATI	SIBIS (2002) CATI	ECKMU 2 (2001) CATI	ECATT (1999) CATI	
<p>E1</p> <p>Problems and barriers related to Internet sales (Multiple choice)</p> <p>a) Products / services of enterprise not suitable for sales by the Internet</p> <p>b) Customers or other enterprises not ready to use Internet commerce</p> <p>c) Security problems concerning payments</p> <p>d) Uncertainty concerning legal framework for e-commerce (e.g. contracts, terms of delivery and guarantees)</p> <p>e) Logistical problems</p> <p>f) Other, (please specify.....)</p> <p>EACH:</p> <p>Much imp.</p> <p>Some imp.</p> <p>Not important</p> <p>Do not know</p>	<p>B61</p> <p>I am going to read you a list of statements which are sometimes heard about SELLING ONLINE. For each statement, please tell me whether you agree completely, agree somewhat, disagree somewhat or disagree completely from the point of view of your company.</p> <p>How about the statement ... [item].</p> <p>INT.: READ OUT. REPEAT ANSWER CATEGORIES, IF NECESSARY. ONE ANSWER PER ITEM.</p> <p>(a) Only a few of our customers have online access yet.</p> <p>(b) Customers are hesitant to buy online because they are concerned about privacy of data or data security issues.</p> <p>(c) Many of the goods or services we produce do not lend themselves to be sold online.</p> <p>(d) The processing of payments for online orders is a problem.</p> <p>(e) Implementing the necessary technology is very expensive.</p> <p>(f) The revenue potential of online sales is still low.</p> <p>(g) Handling the delivery process causes substantial problems.</p> <p>(h) Adapting corporate culture to e-commerce is difficult.</p> <p>FOR EACH:</p> <p>(1) agree completely</p> <p>(2) agree somewhat</p> <p>(3) disagree somewhat</p> <p>(4) disagree completely</p> <p>(5) DK</p>	<p>C7</p> <p>I am now going to read you a list of statements about selling online. For each statement, please tell me whether you agree completely, agree somewhat or do not agree from the point of view of your establishment.</p> <p>How about the statement ... [item].</p> <p>Do you ...</p> <p>INT.: READ OUT ANSWER CATEGORIES. ONE ANSWER PER ITEM.</p> <p>(a) Selling our products and services requires face-to-face interaction with customers</p> <p>(b) The necessary technology is expensive</p> <p>(c) The costs for the promotion of the online offer are high</p> <p>(d) The revenue potential of online sales is low</p> <p>(e) Customers might be concerned about data protection or security issues</p> <p>(f) Adapting corporate culture to e-commerce is difficult</p> <p>(g) The necessary skills are not readily available</p> <p>(h) Handling the delivery process causes problems</p> <p>FOR EACH:</p> <p>(1) agree completely</p> <p>(2) agree somewhat</p> <p>(3) or do you not agree</p> <p>(4) DK</p>	<p>QNEW1-1</p> <p>I have here a list of possible barriers to selling online. Please tell me for each whether you regard it as very important, fairly important or not important as a barrier to selling online from the viewpoint of your establishment.</p> <p>a Selling our products or services requires face-to-face interaction with customers</p> <p>b The technology is not advanced enough</p> <p>c The technology is expensive</p> <p>d Costs for achieving awareness in the market are high</p> <p>e Turnover expectations are low.</p> <p>f Customers might be concerned about privacy of data or security issues</p> <p>g Adapting corporate culture is difficult.</p> <p>h Technology is not compatible with customers.</p> <p>i Workers with e-commerce expertise are hard to find.</p> <p>(1) very important</p> <p>(2) fairly important</p> <p>(3) not important</p> <p>(8) dk</p> <p>(9) na</p>	<p>Q44 OPEN QUESTION</p> <p>Lately there is a lot of talk about online shopping, i.e. the sale of products via online services. What are your main reasons for not offering online shopping to your customers?</p> <p>PRECODES</p> <p>(1) Demand - no demand from actual and potential customers for e-shopping</p> <p>(2) Need - sees no need/ use/ reason for it, does not want to change current behaviour</p> <p>(3) Cost - expensive to implement, return on investment not high enough</p> <p>(4) Know-how - technology is difficult to implement, lack of know-how, lack of understanding</p> <p>(5) Dangers related to data security, unwanted disclosure of confidential information</p> <p>(6) Dangers related to fraud or other unintended loss of money, security of intellectual property rights</p> <p>(7) Product characteristics, products are not feasible for online sales, e.g. product needs to be touched or tried on to be sold, personal services that require presence of the consumer</p> <p>(8) External conditions - no clarity about legal and political conditions, insecurity about future developments</p> <p>(9) Other, please specify:</p> <p>_____</p> <p>(88) don't know</p> <p>(99) na</p>	

Community survey on ICT usage of enterprises (2003) (Selfadmin. PAPI)	E-business marketw@tch (2002) CATI	SIBIS (2002) CATI	ECKMU 2 (2001) CATI	ECATT (1999) CATI	
	<p>B62</p> <p>I am going to read you a list of statements about PURCHASING ONLINE. For each statement, please tell me whether you agree completely, agree somewhat, disagree somewhat or disagree completely from the point of view of your company.</p> <p>How about the statement ... [item].</p> <p>INT.: READ OUT. REPEAT ANSWER CATEGORIES, IF NECESSARY. ONE ANSWER PER ITEM.</p> <p>(a) For most products or services we need, purchasing requires face-to-face interaction with suppliers.</p> <p>(b) Most of our preferred suppliers do not sell online.</p> <p>(c) We are concerned about data protection and security issues.</p> <p>(d) Implementing the necessary technology is very expensive.</p> <p>(e) Suppliers' technical systems are not compatible with ours.</p> <p>(f) The cost advantage is insignificant.</p> <p>FOR EACH:</p> <p>(1) agree completely</p> <p>(2) agree somewhat</p> <p>(3) disagree somewhat</p> <p>(4) disagree completely</p> <p>(5) DK</p>	<p>C11</p> <p>I am now going to read you a list of statements about purchasing online. For each statement, please tell me whether you agree completely, agree somewhat or do not agree from the point of view of your establishment. How about the statement ... [item]. Do you ...</p> <p>INT.: READ OUT ANSWER CATEGORIES. ONE ANSWER PER ITEM.</p> <p>(a) Purchasing procurement products or services requires face-to-face interaction with suppliers</p> <p>(b) Our suppliers do not sell online</p> <p>(c) The necessary technology is expensive</p> <p>(d) The cost advantage is negligible</p> <p>(e) We are concerned about data protection or security issues</p> <p>(f) The legal protection of online contracts is not sufficient</p> <p>(g) The necessary skills are not readily available</p> <p>(h) Suppliers' technical systems are not compatible with ours</p> <p>FOR EACH:</p> <p>(1) agree completely</p> <p>(2) agree somewhat</p> <p>(3) or do you not agree</p> <p>(4) DK</p>	<p>QNEW2-1</p> <p>I have here a list of possible barriers to online procurement. Please tell me for each whether you regard it as very important, fairly important or not important as a barrier to purchasing online from the viewpoint of your establishment.</p> <p>a Purchasing procurement products or services requires face-to-face interaction with suppliers.</p> <p>b Our suppliers do not sell online.</p> <p>c The technology is not advanced enough.</p> <p>d The cost advantage is neglectable</p> <p>e We are concerned about privacy of data or security issues.</p> <p>f The legal protection for purchases is not sufficient.</p> <p>g Technologocal know-how is lacking in my organisation.</p> <p>h Suppliers are not compatible technologically.</p> <p>FOR EACH:</p> <p>(1) very important</p> <p>(2) fairly important</p> <p>(3) not important</p> <p>(8) dk</p> <p>(9) na</p>	<p>Q47 OPEN QUESTION</p> <p>What are the main reasons why you do not use online services for procurement purposes (DO NOT READ)?</p> <p>PRECODES</p> <p>(1) Supply - procurement partners do not offer online transactions, not enough products available online, no compatibility of computer systems</p> <p>(2) Need - sees no need/ use/ reason for it, does not want to change current behaviour</p> <p>(3) Costs / Returns - expensive to implement, return on investment not high enough</p> <p>(4) Know-how - lack of know-how, technology is difficult to implement, lack of understanding</p> <p>(5) Dangers related to data security, unwanted disclosure of confidential information</p> <p>(6) Dangers related to fraud or other unintended loss of money, security of intellectual property rights</p> <p>(7) Product characteristics, products are not feasible for online purchases, e.g. procured goods need to be touched or otherwise examined before purchasing, "it wouldn't work"</p> <p>(8) External conditions - no clarity about legal and political conditions, insecurity about future developments</p> <p>(88) don't know</p> <p>(99) na</p>	
	Usage of specific e-business solutions				

Community survey on ICT usage of enterprises (2003) (Selfadmin. PAPI)	E-business marketw@tch (2002) CATI	SIBIS (2002) CATI	ECKMU 2 (2001) CATI	ECATT (1999) CATI	
	<p>B40</p> <p>Does your company use online technologies OTHER THAN e-MAIL for the following purposes:</p> <p>INT.: READ OUT. ONE ANSWER PER ITEM.</p> <p>(Use of online technologies OTHER THAN e-MAIL ...)</p> <p>(a) to collaborate with business partners in the design of new products?</p> <p>(b) to collaborate with business partners to forecast product demand?</p> <p>(c) to manage capacity or inventories?</p> <p>(d) to exchange documents electronically with your suppliers, for instance orders?</p> <p>(e) to exchange documents electronically with your customers?</p> <p>(f) to negotiate contracts?</p> <p>FOR EACH: Y/N/DK</p>	<p>C14</p> <p>For which of the following purposes do you use your Extranet? Do you use it for ... [item]</p> <p>INT.: ONE ANSWER PER ITEM.</p> <p>(a) communication with customers or clients?</p> <p>(b) communication with suppliers?</p> <p>FOR EACH: Y/N/DK</p>			
	<p>B42</p> <p>Do you have access to the extranet of one of your suppliers, partners or customer organisations?</p> <p>Y/N/DK</p>	<p>C15</p> <p>Do you have access to the Extranet of one of your supplier, partner or customer organisations?</p> <p>PROGR.: IF C1=2 or 3, add:</p> <p>By Extranet I mean a private, secure network running on the Internet protocol and accessible for selected external users.</p> <p>Y/N/DK</p>			

Community survey on ICT usage of enterprises (2003) (Selfadmin. PAPI)	E-business marketw@tch (2002) CATI	SIBIS (2002) CATI	ECKMU 2 (2001) CATI	ECATT (1999) CATI	
	<p>B47</p> <p>I am going to read you a list of specific e-business solutions. For each one, please tell me if your company has implemented such a solution or not. Has your company implemented ... [item]?</p> <p>INT.: READ OUT. ONE ANSWER PER ITEM.</p> <p>(a) an SCM, that is a Supply Chain Management system INT.: IF UNCLEAR, SAY: That is an Internet-based software solution that supports the management of logistics and inventory of goods and connects business partners</p> <p>(b) a CRM, that is a Customer Relationship Management system INT.: IF UNCLEAR, SAY: That is a software tool for electronic customer databanks, marketing, sales and service.</p> <p>(c) a special Knowledge Management software solution</p> <p>(d) the services of an ASP, that is of an Application Service Provider INT.: IF UNCLEAR, SAY: an ASP enables users to use software and applications over the internet and other networks</p> <p>(e) IF A1=1 an ERP, that is an Enterprise Resource Planning System INT.: IF UNCLEAR, SAY: That is a software system which supports an enterprise in planning the business, accounting, stock keeping and procurement.</p> <p>FOR EACH: Y / N / DK what this is IIF</p>				

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	<p>B48</p> <p>And do you plan to use it within the next 12 months?</p> <p>(a) SCM - Supply Chain Management system</p> <p>(b) CRM - Customer Relationship Management system</p> <p>(c) Knowledge Management solution</p> <p>(d) services of an ASP – Application Service Provider</p> <p>(e) ERP - Enterprise Resource Planning system</p> <p>FOR EACH ITEM Y/N/DK</p>				
	<p>B54</p> <p>Do you use online technologies to support the following internal business processes: Do you use online technologies ... [item]</p> <p>INT.: READ OUT. ONE ANSWER PER ITEM.</p> <p>(a) to share documents between colleagues or to perform collaborative work in an online environment</p> <p>(b) to automate travel reimbursement of employees</p> <p>(c) to track working hours and production time</p> <p>(d) to support the human resources management</p> <p>(e) for e-learning</p> <p>FOR EACH: Y/N/DK</p>				

Community survey on ICT usage of enterprises (2003) (Selfadmin. PAPI)	E-business marketw@tch (2002) CATI	SIBIS (2002) CATI	ECKMU 2 (2001) CATI	ECATT (1999) CATI	
	B55 Do you post vacancies on special job boards on the Internet? Y/N/DK				
	B56 Do you use online banking? Y/N/DK				
	Skills and skills development				
	A21 Does your company support employees in acquiring computer or IT networking skills? Does your company offer the following support measures? ... [item] INT.: READ ITEMS. ONE ANSWER PER ITEM. (a) in-house computer or IT training (b) Participation in computer or IT training offered by third parties (c) employees can use some of their working time for learning activities (d) any other support measures? Each: Y/N/DK				

Community survey on ICT usage of enterprises (2003) (Selfadmin. PAPI)	E-business marketw@tch (2002) CATI	SIBIS (2002) CATI	ECKMU 2 (2001) CATI	ECATT (1999) CATI	
	<p>A22</p> <p>How important would you rate the following ways of learning for the IT skills development in your company:</p> <p>Would you say that ... [item] is very important, fairly important, fairly unimportant or very unimportant?</p> <p>INT.: ONE ANSWER PER ITEM.</p> <p>(a) learning "on the job"</p> <p>(b) formal training schemes, for instance courses or seminars</p> <p>(c) self-learning activities by employees</p> <p>FOR EACH:</p> <p>(1) very important</p> <p>(2) fairly important</p> <p>(3) fairly unimportant</p> <p>(4) very unimportant</p> <p>(5) DK</p>				
	<p>A23</p> <p>Has your company during the last 12 months recruited or tried to recruit staff with special IT skills?</p> <p>Y/N/DK</p>				
	<p>A24</p> <p>And has your company experienced difficulties in finding staff with special IT skills? If yes, great difficulties or some difficulties?</p> <p>(1) yes, great difficulties</p> <p>(2) yes, some difficulties</p> <p>(3) no difficulty</p> <p>(4) DK</p>				

Community survey on ICT usage of enterprises (2003) (Selfadmin. PAPI)	E-business marketw@tch (2002) CATI	SIBIS (2002) CATI	ECKMU 2 (2001) CATI	ECATT (1999) CATI	
	Impact of selling and purchasing online				
	<p>C1</p> <p>You said earlier that your company makes SALES online.</p> <p>According to your experience, what effect has selling online on ... [item]?</p> <p>Would you say the effect is ...?</p> <p>INT.: READ OUT ANSWER CATEGORIES ONE ANSWER PER ITEM.</p> <p>(a) the volume of your sales</p> <p>(b) the number of customers</p> <p>(c) your sales area</p> <p>(d) the quality of your customer service</p> <p>(e) the efficiency of your internal business processes</p> <p>(f) the costs of logistics and inventory</p> <p>FOR EACH:</p> <p>(1) very positive</p> <p>(2) fairly positive</p> <p>(3) neither positive nor negative</p> <p>(4) fairly negative</p> <p>(5) very negative</p> <p>(6) DK</p>	<p>C8</p> <p>You said earlier that you make sales online.</p> <p>According to your experience, what effect has selling online on ... [item]?</p> <p>Would you say the effect is ...?</p> <p>INT.: READ OUT ANSWER CATEGORIES. ONE ANSWER PER ITEM.</p> <p>(a) your sales</p> <p>(b) your costs</p> <p>(c) your sales area</p> <p>(d) the quality of your customer service</p> <p>(e) the efficiency of your internal business processes</p> <p>FOR EACH:</p> <p>(1) very positive</p> <p>(2) rather positive</p> <p>(3) neither positive nor negative</p> <p>(4) rather negative</p> <p>(5) very negative</p> <p>(6) DK</p>	<p>QNEW1-2</p> <p>What positive experiences have you made with selling online?</p> <p>a Have your sales increased - significantly, somewhat or not at all?</p> <p>b Have your costs decreased</p> <p>c Has your catchment or sales area widened?</p> <p>d Has customer service been improved?</p> <p>e Have internal processes become more efficient?</p> <p>f Has staff productivity increased?</p> <p>Each:</p> <p>(1) significantly</p> <p>(2) somewhat</p> <p>(3) not at all</p> <p>(8) don't know</p> <p>(9) na</p>		

Community survey on ICT usage of enterprises (2003) (Selfadmin. PAPI)	E-business marketw@tch (2002) CATI	SIBIS (2002) CATI	ECKMU 2 (2001) CATI	ECATT (1999) CATI	
	<p>C2</p> <p>You said earlier that your company PURCHASES goods or services online. According to your experience, what effect has online procurement on ... [item]? Would you say the effect is ...?</p> <p>INT.: READ OUT ANSWER CATEGORIES. ONE ANSWER PER ITEM.</p> <p>the procurement costs your relations to suppliers the efficiency of your internal business processes the costs of logistics and inventory</p> <p>FOR EACH:</p> <p>(1) very positive (2) fairly positive (3) neither positive nor negative (4) fairly negative (5) very negative (6) DK</p>	<p>C12</p> <p>You said earlier that you purchase goods or services online. According to your experience, what effect has online procurement on ... [item]? Would you say the effect is ...</p> <p>INT.: READ OUT ANSWER CATEGORIES. ONE ANSWER PER ITEM.</p> <p>(a) your procurement costs (b) stock-keeping of maintenance, repair and organisation goods (c) the number of suppliers (d) your relations to suppliers (e) the efficiency of your internal business processes</p> <p>FOR EACH:</p> <p>(1) very positive (2) rather positive (3) neither positive nor negative (4) rather negative (5) very negative (6) DK</p>	<p>QNEW2-2</p> <p>What positive experiences have you made with purchasing online?</p> <p>a Have procurement costs decreased – significantly, somewhat or not at all? b Has stock-keeping of MRO goods decreased c Has the number of suppliers been reduced? d Have relations to suppliers improved? e Have internal processes become more efficient? f Has staff productivity increased? (1)</p> <p>(1) significantly (2) somewhat (3) not at all (8) don't know (9) na</p>		
	<p>C3</p> <p>What effect has online procurement had on the number of your suppliers? Has the number ...</p> <p>INT.: READ OUT ANSWER CATEGORIES.</p> <p>(1) increased (2) decreased (3) remained about the same (4) DK</p>				
	<p>General impact of e-business on business processes</p>				

Community survey on ICT usage of enterprises (2003) (Selfadmin. PAPI)	E-business marketw@tch (2002) CATI	SIBIS (2002) CATI	ECKMU 2 (2001) CATI	ECATT (1999) CATI	
	<p>C20</p> <p>Would you say that e-business already constitutes a significant part of the way your company operates today, or some part or none at all?</p> <p>(1) significant part (2) some part (3) none at all (4) DK</p>				
	<p>C21</p> <p>I would now like to ask you some questions about the effect of e-business on processes and structures in your company.</p> <p>Please indicate if and to what extent the following has changed.</p> <p>How about... [item]?</p> <p>Would you say this has changed significantly, has changed somewhat or has not changed, as a result of e-business?</p> <p>INT.: READ OUT.</p> <p>(a) the organisational structure of your company (b) internal work processes (c) customer relationship (d) the relationship to your suppliers (e) your company's offer of products and services</p> <p>FOR EACH:</p> <p>(1) has changed significantly (2) has changed somewhat (3) has not changed (4) DK</p>				

Community survey on ICT usage of enterprises (2003) (Selfadmin. PAPI)	E-business marketw@tch (2002) CATI	SIBIS (2002) CATI	ECKMU 2 (2001) CATI	ECATT (1999) CATI	
	<p>C22</p> <p>Summing up: To what extent has e-business changed the way in which your company conducts business?</p> <p>Would you say this has changed significantly, has changed somewhat or has not changed?</p> <p>(1) has changed significantly (2) has changed somewhat (3) has not changed (4) DK</p>				
	<p>C24</p> <p>Do you think that e-business will constitute a significant part of your company's operations in the future, say, within the next 2 years?</p> <p>Y/N/DK</p>				
	<p>C25</p> <p>Looking at e-business in general, which type of companies do you think are more likely to benefit from it: small and medium sized companies or large companies, or both or neither?</p> <p>INT.: SINGLE ANSWER</p> <p>(1) small and medium sized companies (2) large companies (3) both will benefit equally (4) no one will benefit (5) DK</p>				
	C.3: Overall satisfaction and outlook				

Community survey on ICT usage of enterprises (2003) (Selfadmin. PAPI)	E-business marketw@tch (2002) CATI	SIBIS (2002) CATI	ECKMU 2 (2001) CATI	ECATT (1999) CATI	
	<p>C31</p> <p>The last two questions are about your general assessment of e-business up to now.</p> <p>Considering all e-business activities and initiatives of your company together, how satisfied are you with the overall effects and success of these activities?</p> <p>Would you say you are ...</p> <p>INT.: READ OUT ANSWER CATEGORIES</p> <p>(1) very satisfied (2) fairly satisfied (3) fairly disappointed (4) very disappointed (5) we do not use e-business at all (IF SPONTANEOUSLY SAID) (6) DK</p>				
	<p>C32</p> <p>Do you think that your company will rather increase or decrease the expenditure on e-business technologies within the next 12 months, or will it stay the same?</p> <p>(1) increase spendings (2) decrease spendings (3) maintain current level of spendings (4) DK</p>				
		e-Business security			

Community survey on ICT usage of enterprises (2003) (Selfadmin. PAPI)	E-business marketw@tch (2002) CATI	SIBIS (2002) CATI	ECKMU 2 (2001) CATI	ECATT (1999) CATI	
		D1 Many establishments are affected by security breaches such as identity theft, online fraud, manipulation of software applications, computer viruses or unauthorised entry to internal networks. Have any breaches of your information security occurred in your establishment in the last 12 months? Y/N/DK			
		D2a Which of the following types of information security breaches have occurred in your establishment in the last 12 months? Did you experience cases of ... [item]? INT.: READ OUT. ONE ANSWER PER ITEM. (a) Identity theft (b) Online fraud (c) Manipulation of software applications (d) Computer virus infections (e) Unauthorised entry to internal networks FOR EACH: Y/N/DK			

Community survey on ICT usage of enterprises (2003) (Selfadmin. PAPI)	E-business marketw@tch (2002) CATI	SIBIS (2002) CATI	ECKMU 2 (2001) CATI	ECATT (1999) CATI	
		<p>D2b</p> <p>And how substantial were the consequences of this security breach for your establishment? Would you say they were ...</p> <p>INT.: READ OUT ANSWER CATEGORIES.</p> <p>FOR EACH ITEM</p> <p>(1) very substantial</p> <p>(2) rather substantial</p> <p>(3) not substantial</p> <p>(4) DK</p>			
		<p>D3</p> <p>Where do you believe these breaches mainly came from? Do you think the largest threat to online security came from ...</p> <p>INT.: READ OUT ANSWER CATEGORIES. CODE ALL THAT APPLY</p> <p>MULTIPLE ANSWERS</p> <p>(1) Customers</p> <p>(2) Suppliers/competitors</p> <p>(3) Former employees</p> <p>(4) Computer hackers</p> <p>(5) Internal users</p> <p>(6) Others, not mentioned yet</p> <p>(7) DK</p>			

Community survey on ICT usage of enterprises (2003) (Selfadmin. PAPI)	E-business marketw@tch (2002) CATI	SIBIS (2002) CATI	ECKMU 2 (2001) CATI	ECATT (1999) CATI	
		<p>D4</p> <p>How have you learned about these breaches, in most cases? Were you ... [item]</p> <p>INT.: READ OUT, CODE ALL THAT APPLY</p> <p>MULTIPLE ANSWERS</p> <p>(1) alerted by a customer/supplier</p> <p>(2) alerted by employees or did you notice yourself</p> <p>(3) notified by your own information security system</p> <p>(4) made aware by damage or loss of data</p> <p>(5) alerted by the providers of outsourced security services</p> <p>(6) in another way (DO NOT READ)</p> <p>(7) DK</p>			
		<p>D5</p> <p>Does your establishment or your organisation have an information security policy?</p> <p>Y/N/DK</p>			
		<p>D6</p> <p>How would you describe it? As formal or informal?</p> <p>(1) formal</p> <p>(2) informal</p> <p>(3) DK</p>			

Community survey on ICT usage of enterprises (2003) (Selfadmin. PAPI)	E-business marketw@tch (2002) CATI	SIBIS (2002) CATI	ECKMU 2 (2001) CATI	ECATT (1999) CATI	
		D7 Which are your information security priorities? How much priority is given to ... [item] INT.: READ OUT ANSWER CATEGORIES. ONE ANSWER PER ITEM. (a) Blocking of unauthorised access (b) Expanding budget for security measures (c) Defining the security architecture (d) Outsourcing security management FOR EACH (1) high priority (2) medium priority (3) low priority (4) DK			

Community survey on ICT usage of enterprises (2003) (Selfadmin. PAPI)	E-business marketw@tch (2002) CATI	SIBIS (2002) CATI	ECKMU 2 (2001) CATI	ECATT (1999) CATI	
		<p>D8</p> <p>How important are the following factors as barriers to effective information security inside your establishment?</p> <p>How about ...[item]:</p> <p>Is this factor as a barrier to effective information security inside your establishment...</p> <p>INT.: READ OUT ANSWER CATEGORIES.</p> <p>(a) High costs for security measures</p> <p>(b) Lack of staff training</p> <p>(c) Lack of staff time</p> <p>(d) Complexity of the technology</p> <p>(e) Lack of employee co-operation</p> <p>FOR EACH:</p> <p>(1) very important</p> <p>(2) fairly important</p> <p>(3) not important</p> <p>(4) DK</p>			
		Module E: R&D			

Community survey on ICT usage of enterprises (2003) (Selfadmin. PAPI)	E-business marketw@tch (2002) CATI	SIBIS (2002) CATI	ECKMU 2 (2001) CATI	ECATT (1999) CATI	
		<p>E1a</p> <p>You said before that ... employees work for your organisation at this establishment.</p> <p>From this, how many work in research & development, i.e. R&D? Please add up possible part time R&D personnel to full-time personnel.</p> <p>INT.: IF "DK", PROMPT: If you do not know it exactly, can you give me an estimate?</p> <p>INT.: IF NECESSARY, EXPLAIN: Among R&D we include all creative work undertaken on a systematic basis in order to increase the stock of knowledge and the use of this stock of knowledge to devise new applications.</p> <p>numerical / [DK]</p>			
		<p>E1b</p> <p>R&D can be centralised in R&D units, or it can be distributed over various units of an establishment.</p> <p>Do you have at least one central R&D unit at your establishment?</p> <p>Y/N/DK</p>			

Community survey on ICT usage of enterprises (2003) (Selfadmin. PAPI)	E-business marketw@tch (2002) CATI	SIBIS (2002) CATI	ECKMU 2 (2001) CATI	ECATT (1999) CATI	
		<p>E2</p> <p>What is the size of the computer staff in your central R&D unit(s)? Please add up part time computer staff to full-time staff.</p> <p>INT.: If necessary, explain:</p> <p>By computer staff we mean all staff that</p> <ul style="list-style-type: none"> - manages the computers, networks and digital resources, or - manages the Internet access and presentation, or - carries out information searches and computations as their major work tasks, or - provides user training. <p>INT.: IF "DK", PROMPT:</p> <p>If you do not know it exactly, can you give me an estimate?</p> <p>numerical / [DK]</p>			
		<p>E3</p> <p>Do you get IT services for R&D from internal computer staff that are not members of your central R&D unit(s)?</p> <p>Y/N/DK</p>			
		<p>E4</p> <p>What is the size of the internal computer staff outside of your R&D unit(s) who provide IT services for R&D projects? Please add up part time computer staff to full-time staff again.</p> <p>INT.: IF "DK", PROMPT:</p> <p>If you do not know it exactly, can you give me an estimate?</p> <p>numerical / [DK]</p>			

Community survey on ICT usage of enterprises (2003) (Selfadmin. PAPI)	E-business marketw@tch (2002) CATI	SIBIS (2002) CATI	ECKMU 2 (2001) CATI	ECATT (1999) CATI	
		E5 Do you buy IT services for R&D from external service providers? Y/N/DK			
		E6 What is the number of additional computer staff in your establishment that would be necessary to substitute for the IT services for R&D projects which are currently obtained from external service providers? INT.: IF "DK", PROMPT: If you do not know it exactly, can you give me an estimate? numerical / [DK]			
		E7 Do your R&D activities suffer from a low supply of qualified computer staff in your establishment? Y/N/DK			
		E8 Please specify the number of open jobs for computer staff needed to provide IT services for R&D projects in your establishment? INT.: IF "DK", PROMPT: If you do not know it exactly, can you give me an estimate? numerical / [DK]			

Community survey on ICT usage of enterprises (2003) (Selfadmin. PAPI)	E-business marketw@tch (2002) CATI	SIBIS (2002) CATI	ECKMU 2 (2001) CATI	ECATT (1999) CATI	
Module X Background information					
Activity of the enterprise NACE?	Z1 NACE Code / Sector	NACE code (2-digit level)	Q1 Which industry does your organisation belong to? (READ OUT AND CODE FIRST TO APPLY) (1) agriculture (2) mining, energy (3) manufacturing (4) construction (5) distribution (6) hotels, restaurants (7) transport, communication (8) banking, insurance (9) business services (10) public administration (11) education (12) health and social work (13) other personnel or social services (99) na	Q1 Which industry does your organisation belong to? (READ OUT AND CODE FIRST TO APPLY) (1) agriculture (2) mining, energy (3) manufacturing (4) construction (5) distribution (6) hotels, restaurants (7) transport, communication (8) banking, insurance (9) business services (10) public administration (11) education (12) health and social work (13) other personnel or social services (99) na	
Number of employees num	G1 How many employees does your company have in total in [country]? INT.: IF "DK" SAY: If you don't know it exactly, can you give me an estimate? numerical / [DK/ no answer]	A4 How many employees does your organisation have in total in [country], including yourself? INT.: IF "DK" SAY: If you do not know it exactly, can you give me an estimate? numerical / [DK]	Q2B How many employees does your organisation have in total in this country? num /DK / NA	Q2B How many employees does your organisation have in total in this country? num /DK / NA	

Community survey on ICT usage of enterprises (2003) (Selfadmin. PAPI)	E-business marketw@tch (2002) CATI	SIBIS (2002) CATI	ECKMU 2 (2001) CATI	ECATT (1999) CATI	
		<p>A5</p> <p>And how many employees work for your organisation AT THIS ESTABLISHMENT, including yourself?</p> <p>INT.: IF "DK" SAY: If you do not know it exactly, can you give me an estimate?</p> <p>numerical / [DK]</p>	<p>Q2C</p> <p>How many employees and how many freelancers work for your organisation at this establishment? [INTERVIEWER: ADD IF ONLY ONE NUMBER IS GIVEN: And how many of these are freelancers or self-employed, i.e. do not have a contract of employment?]</p> <p>a) employees b) freelancers/ self-employed</p> <p>EACH: num /DK / NA</p>	<p>Q2C</p> <p>How many employees and how many freelancers work for your organisation at this establishment? [INTERVIEWER: ADD IF ONLY ONE NUMBER IS GIVEN: And how many of these are freelancers or self-employed, i.e. do not have a contract of employment?]</p> <p>a) employees b) freelancers/ self-employed</p> <p>EACH: num /DK / NA</p>	
		<p>A3</p> <p>Is your establishment ...?</p> <p>INT.: READ OUT ALL ANSWER CATEGORIES. SINGLE ANSWER.</p> <p>(1) the headquarters of an internationally operating organisation (2) the headquarters of an organisation that only operates in this country (3) a division or branch operation of an internationally operating organisation (4) a division or branch operation of an organisation that only operates in this country (5) other [INT.: DO NOT READ] (6) DK</p>			

Community survey on ICT usage of enterprises (2003) (Selfadmin. PAPI)	E-business marketw@tch (2002) CATI	SIBIS (2002) CATI	ECKMU 2 (2001) CATI	ECATT (1999) CATI	
	G1a Would you be able to tell me to which of the following size groups your company belongs? INT.: READ OUT. 1 - 9 employees 10-49 employees 50 - 249 employees 250+ employees DK/ no answer				
Total purchases of goods and services (in value terms, excluding VAT num					

Community survey on ICT usage of enterprises (2003) (Selfadmin. PAPI)	E-business marketw@tch (2002) CATI	SIBIS (2002) CATI	ECKMU 2 (2001) CATI	ECATT (1999) CATI	
<p>Total turnover (in value terms, excluding VAT)</p> <p>num</p>	<p>G4</p> <p>What was your company's turnover in [country] in the last financial year.</p> <p>INT.: IF "DK", SAY:</p> <p>If you don't know it exactly, can you give me a rough estimate?</p> <p>INT.: PLEASE TRY TO GET AT LEAST AN ESTIMATE.</p> <p>Question Text (2): IF NACE CODE 65: There is an equivalent to turnover in the banking sector, this is the total gross income including interest and commissions received. In your company, what was the total gross income in [country] in the last financial year?</p> <p>IF DK</p> <p>If you don't know it exactly, can you give me a rough estimate?</p> <p>INT.: PLEASE TRY TO GET AT LEAST AN ESTIMATE.</p> <p>Question Text (3): IF NACE CODE 66: There is an equivalent to turnover in the insurance sector, this is the total gross premiums written. In your company, what was the total gross premiums in [country] in the last financial year?</p> <p>IF DK:</p> <p>If you don't know it exactly, can you give me a rough estimate?</p> <p>G4a</p> <p>Turnover given IN EURO</p> <p>Turnover given IN PREVIOUS NATIONAL CURRENCY (Denmark/Sweden/UK: Always use this code!)</p> <p>DK, no answer to turnover not applicable (e.g. if non-profit organisation)</p>	<p>A8</p> <p>Please indicate your establishment's turnover in the last financial year.</p> <p>INT.: IF "DK", SAY:</p> <p>If you do not know it exactly, can you give me a rough estimate?</p> <p>INT.: PLEASE TRY TO GET AT LEAST AN ESTIMATE.</p> <p>INDICATE IF ANSWER IS GIVEN IN EURO OR IN PREVIOUS NATIONAL CURRENCY (/UK: RESP. OR IN GBP)</p> <p>(1) Turnover given IN EURO</p> <p>(2) Turnover given IN PREVIOUS NATIONAL CURRENCY (UK: Always use GBP)</p> <p>(3) DK, no answer to turnover</p> <p>Turnover given: numerical</p>			

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			<p>QNEW 3</p> <p>How large is the share of your establishment's turnover that is generated with business customers?</p> <p>(1) less than one quarter (2) between one quarter and one half (3) between one half and three quarters (4) more than three quarters (8) don't know (9) no answer</p>		
			<p>QNEW4</p> <p>To what extent is your establishment's main market affected by regional, national and international competition?</p> <p>Is it significantly, somewhat or not at all affected by ...</p> <p>a... regional competition? b... national competition? c... international competition?</p> <p>FOR EACH</p> <p>(1) significantly (2) somewhat (3) not at all (8) dk (9) na</p>		

Community survey on ICT usage of enterprises (2003) (Selfadmin. PAPI)	E-business marketw@tch (2002) CATI	SIBIS (2002) CATI	ECKMU 2 (2001) CATI	ECATT (1999) CATI	
	<p>G2</p> <p>Does your company have only one establishment, or more than one establishment ?</p> <p>By establishment we mean a single identifiable unit at a particular address.</p> <p>only one establishment (more than one establishment DK</p>	<p>A2</p> <p>Does your organisation have only one establishment, or has it more than one establishment?</p> <p>By establishment we mean a single identifiable unit at a particular address.</p> <p>(1) only one establishment (2) more than one establishment (3) DK</p>	<p>Q2A</p> <p>Does your organisation have only one site, or has it more than one establishment?</p> <p>(1) only one site (2) more than one establishment (8) don't know (9) na</p>	<p>Q2A</p> <p>Does your organisation have only one site, or has it more than one establishment?</p> <p>(1) only one site (2) more than one establishment (8) don't know (9) na</p>	
	<p>G3</p> <p>How many establishments does your company have in total in [country]?</p> <p>numerical / DK</p>				
	<p>G5</p> <p>Has the turnover of your company increased, decreased or roughly stayed the same when comparing the last financial year with the year before?</p> <p>increased decreased roughly stayed the same DK not applicable (e.g. if non-profit organisation)</p>	<p>A9</p> <p>Has the turnover of your establishment increased, decreased or roughly stayed the same when comparing the last financial year with the year before?</p> <p>(1) increased (2) decreased (3) roughly stayed the same (4) DK</p>			

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	<p>A9</p> <p>How many employees in your company in [country] are mainly occupied with the implementation and maintenance of information technology and networks? Please estimate the equivalence in terms of full-time jobs.</p> <p>INT.: IF "DK", PROMPT: If you don't know it exactly, can you give me an estimate?</p> <p>numerical / DK</p>				
			<p>Q2NEW</p> <p>Does your organisation have establishments or the headquarters abroad?</p> <p>Y/N/DK/NA</p>		
			<p>Q3</p> <p>Would you say your establishment site is in a large city, in a suburb or near a large city, or in a mainly rural area?</p> <p>INTERVIEWER: IF INTERVIEWEE IS UNSURE, ADD: A "large city" is one with more than 100 thousand inhabitants; 'near large city' includes medium and small cities that are adjacent to a large city; 'mainly rural area' includes medium and small cities that are not adjacent to a large city]</p> <p>(1) in large city (2) suburb / near large city (3) mainly rural area (8) don't know (9) na</p>	<p>Q3</p> <p>Would you say your establishment site is in a large city, in a suburb or near a large city, or in a mainly rural area?</p> <p>INTERVIEWER: IF INTERVIEWEE IS UNSURE, ADD: A "large city" is one with more than 100 thousand inhabitants; 'near large city' includes medium and small cities that are adjacent to a large city; 'mainly rural area' includes medium and small cities that are not adjacent to a large city]</p> <p>(1) in large city (2) suburb / near large city (3) mainly rural area (8) don't know (9) na</p>	

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A8 Does your enterprise use firewalls to protect its network? Y/N/DK		Cf. D9d (Module Security)			
C11 Is your enterprise targeting markets in other countries via Internet sales? <i>Optional question</i> Y/N/DK					