

**A Use of ICT**

**A.1 Does your enterprise use personal computers, workstations or terminals?**

1 Yes

2 No →

Go to question D.3

**A.2 The percentage of your total employees who have access to**

Percent

- a a personal computer, workstation or terminal ..... %
- b e-mail ..... %
- c Internet (www) ..... %

**A.3 Does your enterprise use or plan to use ICT in the following areas?**

First time in year **1**

	t - 1 or earlier	t	t + 1	Not relevant now	Not relevant at all
a external e-mail (e.g. by Internet or X400) .....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
b internal e-mail .....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
c intranet .....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
d extranet .....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
e EDI .....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
f Internet (www) .....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

Go to question D.1

**1** t refers to the reference year (e.g. 1998) t - 1 to the year before (i.e. 1997) and t + 1 to the following year (i.e. 1999).

**Please turn over**

Form issued by

Postaddress

Contact persons

Telephone  
Dialling code    Direct number

**XXXXXXXXXX**

**Xxxx  
XXXX XXXXXXXX**

**Xxxxxx Xxxxxxx**

**XX    XXX XX XX**

## B Use of Internet

### B For what purposes does your enterprise use or plan to use Internet ?

First time in year ①

B.1 General areas of use	t - 1 or earlier	t	t + 1	Not relevant now	Not relevant at all
a general information search . . . . .	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
b transmitting and receiving data files . . . . .	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
c competitor analysis . . . . .	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
d financial transactions . . . . .	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
e recruitment of personnel . . . . .	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

First time in year ①

### B.2 Use in link with suppliers (the surveyed enterprise as a customer)

	t - 1 or earlier	t	t + 1	Not relevant now	Not relevant at all
a information search on suppliers' home pages . . . . .	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
b use of commercial databases and similar sources . . . . .	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
c ordering goods and services . . . . .	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
d electronic payment . . . . .	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
e receiving digital products . . . . .	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

First time in year ①

### B.3 Use in link with customers (the surveyed enterprise as a supplier)

	t - 1 or earlier	t	t + 1	Not relevant now	Not relevant at all
a marketing through homepages . . . . .	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
b access to databases . . . . .	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
c receiving orders . . . . .	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
d receiving electronic payments . . . . .	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
e sale of products in digital form (e.g. software) . . . . .	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
f after sales support . . . . .	<input type="checkbox"/> 1	<input type="checkbox"/> 1	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

① t refers to the reference year (e.g. 1998) t - 1 to the year before (i.e. 1997) and t + 1 to the following year (i.e. 1999).

## C E-commerce (Internet commerce)

### C.1 Motivations for using e-commerce

	Not at all	Somewhat	Much	Not relevant
a to reduce costs . . . . .	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
b to expand results with existing suppliers . . . . .	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
c to reach new suppliers . . . . .	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
d to expand relations with existing customers . . . . .	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
e to reach new/more customers . . . . .	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
f to expand the market geographically . . . . .	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
g to improve service quality . . . . .	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
h to launch new products . . . . .	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
i to avoid losing market shares to companies already using e-commerce . . . . .	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
j other motivations, please specify: . . . . .	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4

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## C E-commerce (Internet commerce) continued

### C.2 E-commerce purchases

Percent

- a If you order goods and services on-line, what proportion of your total purchases does this represent? ..... %
- b If you pay for goods and services on-line directly to the supplier, what proportion of your total expenditure on goods and services does this represent? ..... %

### C.3 E-commerce sales

- a If you receive order on-line, what proportion of your total turnover does this represent? ..... %
- b If you receive electronic payments on-line directly from the customer, what proportion of your total turnover does this represent? ..... %

## D Barriers on the use of Internet and ICT in general

### D How significance the following barriers are for the use of Internet in the enterprise?

#### D.1 Barriers on use of Internet

- |   | Not at all                 | Somewhat                   | Much                       | Not relevant               |
|---|----------------------------|----------------------------|----------------------------|----------------------------|
| a risk of viruses or hackers accessing confidential company information ..... | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 |
| b technically too complicated .....   | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 |
| c lack of perceived benefit .....   | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 |
| d cost of developing and maintaining an Internet system ..                    | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 |
| e lost working time because of irrelevant surfing .....                       | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 |
| f data communication is too slow or unstable .....                            | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 |

#### D.2 Barriers on use of e-commerce

- |  | Not at all                 | Somewhat                   | Much                       | Not relevant               |
|--|----------------------------|----------------------------|----------------------------|----------------------------|
| a stock of potential customers too small .....                             | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 |
| b uncertainty in payments .....  | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 |
| c uncertainty concerning contracts, terms of delivery and guarantees ..... | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 |
| d cost of developing and maintaining an e-commerce system .....            | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 |
| e logistical problems .....  | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 |

#### D.3 Barriers on use of ICT in general

- |   | Not at all                 | Somewhat                   | Much                       | Not relevant               |
|---|----------------------------|----------------------------|----------------------------|----------------------------|
| a ICT expenditure higher than expected .....                            | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 |
| b new versions of existing software are introduced too often            | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 |
| c demand for ICT services is not met by the suppliers ....              | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 |
| d the level of ICT skills is too low among the employed personnel. .... | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 |
| e difficult to find qualified ICT personnel .....                       | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 |
| f existing personnel reluctant to use ICT .....                         | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 |
| g lack of management time to address the issues .....                   | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 |
| h no significant benefits for the enterprise .....                      | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 |
| i other barriers, please specify: .....                                 | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 |

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