

**STRICTLY CONFIDENTIAL**

## SURVEY ON ICT USAGE AND E-COMMERCE IN ENTERPRISES 2005

FOR OFFICIAL USE ONLY	
S/N	
Legal Status	
Enterprise Size	<input style="width: 20px; height: 15px;" type="checkbox"/>
NACE	<input style="width: 20px; height: 15px;" type="checkbox"/> <input style="width: 20px; height: 15px;" type="checkbox"/> <input style="width: 20px; height: 15px;" type="checkbox"/> <input style="width: 20px; height: 15px;" type="checkbox"/> <input style="width: 20px; height: 15px;" type="checkbox"/>

### **GENERAL INFORMATION:**

1. The aim of the survey is to collect data on computers use and specifically on the electronic commerce in enterprises. These data are necessary for the implementation of policy programmes of both the Government and the Private Sector.
2. All requested information must be supplied by the **IT manager of the enterprise**.
3. An authorised employee of the Statistical Service will contact by phone the IT manager of the enterprise in order to arrange a visit for the completion of the questionnaire.
4. Definitions of the terms used in the questionnaire can be found in the glossary attached (the definitions are presented with \*)
5. The reference period for the data is **January 2005**, unless the question refers to other specific period.
6. The collection of data is carried out in accordance with the Statistics Law 15(I)/2000. The Statistical Service is bound by the Statistics Law to treat all information obtained as strictly confidential. Your responses will be used solely for statistical purposes.

P. Philippides  
Director  
Statistical Service

10 January, 2005.

**Module A: General information about Information and Communication Technologies (ICT) systems**

<b>A1.</b> Did your enterprise use computers, during January 2005?	Yes <input type="checkbox"/>	No <input type="checkbox"/> → Go to X1
<b>A2.</b> What percentage of the number of persons employed used computers at least once a week, during January 2005?	<div style="border: 1px solid black; width: 100px; height: 20px; display: flex; justify-content: space-between; align-items: center;"> <span style="width: 25%;"></span> <span style="width: 25%;"></span> <span style="width: 25%;"></span> <span style="width: 25%;"></span> </div> %	
<b>A3.</b> Did your enterprise have employed persons who regularly work part of their time (half a day per week or more) away from your premises and who accessed the enterprise's IT system from where they were working, during January 2005?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
<b>A4.</b> Did your enterprise have the following information and communication technologies, during January 2005?	Yes	No
a) Wireless LAN	<input type="checkbox"/>	<input type="checkbox"/>
b) Wire based LAN (*)	<input type="checkbox"/>	<input type="checkbox"/>
c) Intranet (*)	<input type="checkbox"/>	<input type="checkbox"/>
d) Extranet (*)	<input type="checkbox"/>	<input type="checkbox"/>
<b>A5.</b> Did your enterprise have IT systems to manage the placement or reception of orders, during January 2005?	Yes <input type="checkbox"/>	No <input type="checkbox"/> → Go to B1
<b>A6.</b> Did your enterprise's IT systems for managing orders link automatically with any of the following IT systems, during January 2005?	Yes	No
a) Internal system for re-ordering replacement supplies	<input type="checkbox"/>	<input type="checkbox"/>
b) Invoicing and payment systems	<input type="checkbox"/>	<input type="checkbox"/>
c) Your system for managing production, logistics or service operations	<input type="checkbox"/>	<input type="checkbox"/>
d) Your suppliers' business systems (for suppliers outside your enterprise group)	<input type="checkbox"/>	<input type="checkbox"/>
e) Your customers' business systems (for customers outside your enterprise group)	<input type="checkbox"/>	<input type="checkbox"/>



<b>B8. Did the Web Site of your enterprise provide the following facilities, during January 2005?</b> (your enterprise <u>as provider</u> of Internet services)	Yes	No
a) Marketing the enterprise's products	<input type="checkbox"/>	<input type="checkbox"/>
b) Facilitating access to product catalogues and price lists	<input type="checkbox"/>	<input type="checkbox"/>
c) Customised page for repeat clients	<input type="checkbox"/>	<input type="checkbox"/>
d) Delivering digital goods or services	<input type="checkbox"/>	<input type="checkbox"/>
e) Providing after sales support	<input type="checkbox"/>	<input type="checkbox"/>
f) Providing mobile Internet services (*)	<input type="checkbox"/>	<input type="checkbox"/>
<b>B9. Did your enterprise use the following internal security facilities, during January 2005?</b>	Yes	No
a) Virus checking or protection software	<input type="checkbox"/>	<input type="checkbox"/>
b) Firewalls (software or hardware) (*)	<input type="checkbox"/>	<input type="checkbox"/>
c) Secure servers (support secured protocols such as shttp)	<input type="checkbox"/>	<input type="checkbox"/>
d) Off-site data backup	<input type="checkbox"/>	<input type="checkbox"/>
<b>B10. Was it possible to communicate with your enterprise using the following security facilities, during January 2005?</b>	Yes	No
a) Electronic digital signature as customer 's authentication mechanism	<input type="checkbox"/>	<input type="checkbox"/>
b) Other authentication mechanism (e.g. PIN code)	<input type="checkbox"/>	<input type="checkbox"/>
c) Data encryption for confidentiality	<input type="checkbox"/>	<input type="checkbox"/>
<b>B11. Did your enterprise update any of its security facilities (e.g. virus protection software) in the last three (3) months? (This includes automatic updates).</b>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
<b>B12. Did your enterprise encounter <u>any</u> ICT related security problems in the last twelve (12) months?</b>	Yes <input type="checkbox"/>	No <input type="checkbox"/> → Go to C1
<b>B13. Did your enterprise encounter <u>the following</u> ICT related security problems in the last twelve (12) months?</b>	Yes	No
a) Computer virus, worm or trojan attack resulting in loss of information or working time	<input type="checkbox"/>	<input type="checkbox"/>
b) Unauthorised access to enterprise computer systems or data	<input type="checkbox"/>	<input type="checkbox"/>
c) Blackmail or threats to the enterprise data or software	<input type="checkbox"/>	<input type="checkbox"/>

<b>Module C: e-commerce (*) via Internet</b> (asking enterprises with Internet access)		
<b>Orders placed via Internet (Purchases)</b>		
<b>C1. Did your enterprise order products/services via the Internet, during 2004?</b>	Yes <input type="checkbox"/>	No <input type="checkbox"/> → Go to C5
<b>C2. Please indicate for 2004 either</b>		
a) the percentage of the Internet orders in relation to the total purchases monetary terms, excluding VAT)	(in	Less than 1% <input type="checkbox"/> 1% or more and less than 5% <input type="checkbox"/> 5% or more and less than 10% <input type="checkbox"/> 10% or more and less than 25% <input type="checkbox"/> 25% or more <input type="checkbox"/>
or		
b) the volume of the Internet orders (in monetary terms, excluding VAT)	C€	
<b>C3. Did your enterprise paid on-line (*) for any products/ services ordered via the Internet, during 2004?</b>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
<b>C4. Did your enterprise order products via specialised Internet market places (*), during 2004?</b>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
<b>Orders received via Internet (Sales)</b>		
<b>C5. Did your enterprise receive orders via the internet, during 2004?</b> (excluding manually typed e-mails (*))	Yes <input type="checkbox"/>	No <input type="checkbox"/> → Go to D1
<b>C6. What percentage of the total turnover in 2004 (in monetary terms, excluding VAT) did revenues from these orders represent?</b>	. %	
<b>C7. Please provide a percentage breakdown of all Internet sales in 2004, by type of client.</b> (estimates in percentage of the monetary values)		
a) B2B (Sales to other enterprises) (*) and B2G (Sales to public authorities)	<input type="text"/> <input type="text"/> <input type="text"/> %	
b) B2C (Sales to private consumers) (*)	<input type="text"/> <input type="text"/> <input type="text"/> %	
c) TOTAL	<input type="text"/> 1 <input type="text"/> 0 <input type="text"/> 0 %	

C8.	Please provide a percentage breakdown of all Internet sales in 2004, by destination.				
	(estimates in percentage of the monetary terms)				
	a) Cyprus		<div style="border: 1px solid black; width: 40px; height: 20px; display: flex; justify-content: space-between; padding: 2px;"> <span></span> <span></span> <span></span> </div> %		
	b) Other EU countries		<div style="border: 1px solid black; width: 40px; height: 20px; display: flex; justify-content: space-between; padding: 2px;"> <span></span> <span></span> <span></span> </div> %		
	c) Rest of the world		<div style="border: 1px solid black; width: 40px; height: 20px; display: flex; justify-content: space-between; padding: 2px;"> <span></span> <span></span> <span></span> </div> %		
d) TOTAL		<div style="border: 1px solid black; width: 40px; height: 20px; display: flex; justify-content: space-between; padding: 2px;"> <span>1</span> <span>0</span> <span>0</span> </div> %			
C9.	Did your enterprise receive any on-line payments for orders received via Internet, during 2004?		Yes <input type="checkbox"/>	No <input type="checkbox"/>	
C10.	Did your enterprise sell any products to other enterprises via a presence on specialised Internet market places, during 2004?		Yes <input type="checkbox"/>	No <input type="checkbox"/>	
<b>Perceived benefits</b>					
C11.	How important to your enterprise were the following benefits of selling via the Internet, in 2004?	Extremely important 3	Very important 2	Some important 1	Not important 0
	a) Improving company image	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	b) Reducing business costs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	c) Speeding up business processes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	d) Improving quality of services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	e) Reaching new customers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	f) Launching new products / services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	g) Keeping pace with competitors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	h) Expanding the market geographically	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	i) Targeting customers individually (customisation)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

<b>Module D: E-commerce via EDI (*) or networks other than Internet</b> (asking enterprises with ICT)					
<b>D1.</b>	<b>Did your enterprise use EDI or networks other than Internet during 2004...</b>	Yes		No → Go to E1	
	a) <b>for at least 1% of total purchases</b> (in monetary terms, excluding VAT)?	<input type="checkbox"/>		<input type="checkbox"/>	
	b) <b>for at least 1% of total turnover</b> (in monetary terms, excluding VAT)?	<input type="checkbox"/>		<input type="checkbox"/>	
<b>D2.</b>	<b>Which technology, other than Internet, did your enterprise use, during January 2005?</b> (Multiple choice)	EDI <input type="checkbox"/>	Minitel <input type="checkbox"/>	Other <input type="checkbox"/>	
<b>D3.</b>	<b>What percentage of the total purchases (in monetary terms) did the orders placed via EDI or networks other than Internet represent in 2004?</b>	<input type="text"/> <input type="text"/> <input type="text"/> %			
<b>D4.</b>	<b>What percentage of the total turnover (in monetary terms) did the orders received via EDI or networks other than Internet represent in 2004?</b>	<input type="text"/> <input type="text"/> <input type="text"/> %			
<b>Module E: Confidence building practices for Internet-commerce</b> (asking enterprises with a web-site-Question B8)					
<b>E1.</b>	<b>Did your enterprise use the following practices and informs about this on its website, during January 2005?</b>	Yes		No	
	a) Trustmarks (*)	<input type="checkbox"/>		<input type="checkbox"/>	
	b) Alternative dispute resolution mechanisms (resolution via an impartial outsider) (*)	<input type="checkbox"/>		<input type="checkbox"/>	
	c) Customer service/ complaints mechanisms	<input type="checkbox"/>		<input type="checkbox"/>	
<b>Module F: Perceived barriers to Internet sales</b>					
<b>F1.</b>	<b>How important to your enterprise were the following barriers in limiting or preventing sales via the Internet, during 2004?</b>	<b>Extremely important</b> <b>3</b>	<b>Very important</b> <b>2</b>	<b>Some important</b> <b>1</b>	<b>Not important</b> <b>0</b>
	a) Products / services of enterprise not suitable for sales by the Internet	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	b) Customers not ready to buy via Internet	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	c) Security problems concerning payments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	d) Uncertainty concerning legal framework for Internet sales (e.g. contracts, terms of delivery and guarantees)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	e) Logistical problems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	f) Other (please specify...)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Module X: Background information		
X1.	Main activity of the enterprise, during 2004	<div>.....</div> <div>.....</div> <div>.....</div> <div>.....</div>
X2.	Average number of persons employed, during 2004	<div> <div></div> <div></div> <div></div> <div></div> <div></div> </div>
X3.	Total orders of goods and services (in value terms, excluding VAT), for 2004	C£
X4.	Total turnover (in value terms, excluding VAT), for 2004	C£ <div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> </div>
Module Z: General Information		
Z1.	If you have any comments about the survey, please write down below:	
	<div>-----</div> <div>-----</div> <div>-----</div> <div>-----</div>	
Z2.	Name of the person who answered the questionnaire:	
	Position in the enterprise:	
	Telephone:	
	Fax:	
	E-mail:	
Z3.	Name of the person who completed the questionnaire:	
	Signature:	
	Date:	



Z4.	<b>Completion of the questionnaire:</b>	
	a) The questionnaire is completed	<input type="text" value="1"/>
	b) The enterprise has closed	<input type="text" value="2"/>
	c) The enterprise can not be located	<input type="text" value="3"/>
	d) The enterprise refuses to cooperate	<input type="text" value="4"/>
	e) The enterprise was closed during the collection of the data	<input type="text" value="5"/>
	f) Merge with another enterprise	<input type="text" value="6"/>
	g) Other reasons (please specify)	<input type="text" value="7"/>
.....		
.....		
.....		
.....		

## **Glossary**

<b>ADSL</b>	Asymmetric Digital Subscriber Line. One of the DSL techniques.
<b>ADR</b> <b>(Alternative dispute resolutionn mechanism)</b>	Out-of-court dispute settlement process such as mediation, conciliation, arbitration. The aim is to contribute to fostering consumer confidence without unnecessarily burdening business. In particular relevant for cross-border electronic commerce.
<b>B2B</b> <b>(Business-to-business)</b>	Business-to-Business transactions conducted over IP based networks and over other computer-mediated networks.
<b>B2C</b> <b>(Business-to-private consumers)</b>	Transactions conducted between Business and private Consumer over IP based networks and over other computer-mediated networks.
<b>Broadband</b>	No generally accepted definition of broadband can be given. Common definitions refer to either: a) the connection speeds measured in kbps or mbps (in at least the downstream direction) or bandwidth measured by the amount of digital bits that one can transmit per second, measured in kbps or mbps; b) the type of connection, of which the following provide broadband access: xDSL (ADSL, SDSL, etc), Cable TV network (cable modem), UMTS (mobile phone), or other (e.g. satellite, fixed wireless); c) the content that is provided with the examples of high definition movie trailers, short films, flash animation, three dimensional video games, video on demand, internet radio, streaming video, video conferencing and so on.
<b>Computer-mediated networks other than Internet</b>	EDI, Minitel or interactive telephone systems.
<b>Digital products or services</b>	Goods/services that can be ordered and delivered directly to a computer over the Internet, e.g. music, videos, games, computer software, online newspapers, consulting services, etc.
<b>DSL (Digital Subscriber Line)</b>	A high-bandwidth (broadband), local loop technology to carry data at high speeds over traditional (copper) telephone lines.
<b>xDSL, ADSL etc.</b>	DSL technologies designed to increase bandwidth over standard copper telephone wires; includes ADSL (Asymmetric Digital Subscriber Line) etc.
<b>Electronic commerce (e-commerce)</b>	Transactions conducted over Internet Protocol-based networks and over other computer-mediated networks. The goods and services are ordered over those networks, but the payment and the ultimate delivery of the good or service may be conducted on or off-line. Orders received via telephone, facsimile, or manually typed e-mails are not counted as electronic commerce.
<b>EDI</b>	Electronic Data Interchange. Data interchange in structured form (EDIFACT) between businesses.
<b>E-mail</b>	Electronic transmission of messages, including text and attachments, from one computer to another located within or outside of the organisation. This includes electronic mail by Internet or other computer networks.
<b>Extranet</b>	A secure extension of an Intranet that allows external users to access some parts of an organisation's Intranet.
<b>Firewall</b>	A security system consisting of a combination of hardware and software that limits the exposure of a computer or computer network to attack from crackers; commonly used on local area networks that are connected to the internet.
<b>ISDN</b>	Integrated Services Digital Network.

<b>Internet</b>	Relates to Internet Protocol based networks: www, Extranet over the Internet, EDI over the Internet, Internet-enabled mobile phones.
<b>Intranet</b>	An internal company communications network using Internet protocol allowing communications within an organisation.
<b>LAN (Local Area Network)</b>	A network for communication between computers confined to a single building or in closely located group of buildings, permitting users to exchange data, share a common printer or master a common computer, etc.
<b>Mobile Internet services</b>	Internet services available via a wireless terminal (Mobile phone, Personal Digital Assistant, PC device or custom terminal) and using Wireless Application Protocol (WAP) or General Packet Radio Service (GPRS). WAP is a protocol that makes it possible to adapt Internet formats to the characteristics of GSM handsets. GPRS is a packet-switched technology that makes it possible to send/receive blocks of data from/to a mobile phone.
<b>Modem</b>	Device that modulates outgoing digital signals from a computer or other digital device to analogue signals for a conventional copper twisted pair telephone line and demodulates the incoming analogue signal and converts it to a digital signal for the digital device.
<b>On-line payment</b>	An on-line payment is an integrated ordering -payment transaction.
<b>Specialised Internet market places</b>	Web site where several enterprises are represented, which market a specific type of goods/services or aim at limited groups of customers.
<b>Trustmarks</b>	A label on a web site indicating that an organization agrees to comply with a number of best business practices, including redress mechanisms. Essentials of trustmarks are: Label, Code of Conduct/Principles, Enforcement, Redress. The aim is to win the trust of the consumer.
<b>Web site</b>	Location on the World Wide Web identified by a Web address. Collection of Web files on a particular subject that includes a beginning file called a home page. Information is encoded with specific languages (Hypertext mark-up language (HTML), XML, Java) readable with a Web browser, like Netscape's Navigator or Microsoft's Internet Explorer.
<b>xDSL</b>	Digital Subscriber Line. DSL technologies are designed to increase bandwidth available over standard copper telephone wires. Includes IDSL, HDSL, SDSL, ADSL, RADSL, VDSL, DSL-Lite.