

STRICTLY CONFIDENTIAL

SURVEY ON ICT USAGE AND E-COMMERCE IN ENTERPRISES 2006

	FOR OFFICIAL USE ONLY	
	S/N	
	Legal Status	
	Enterprise Size	<input style="width: 40px; height: 20px;" type="text"/>
	NACE	<input style="width: 40px; height: 20px;" type="text"/> <input style="width: 40px; height: 20px;" type="text"/> <input style="width: 40px; height: 20px;" type="text"/> <input style="width: 40px; height: 20px;" type="text"/> <input style="width: 40px; height: 20px;" type="text"/>

GENERAL INFORMATION:

1. The aim of the survey is to collect data on ICT usage, Internet usage and 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**. Regarding the enterprise's background information (Module X), these should be provided by the General Manager or by the Accountant or by any other person responsible.
3. An authorised employee of the Statistical Service will contact the IT manager of the enterprise by phone 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 2006**, 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

13 January, 2006.

Module A: General information about ICT systems			
A1. Did your enterprise use computers, during January 2006?		Yes <input type="checkbox"/>	No <input type="checkbox"/> → Go to X1
A2. How many persons employed used computers at least once a week, during January 2006? If you can't provide this value, Please indicate an estimate of the percentage of the number of persons employed used computers at least once a week, during January 2006.		<div> <div></div> <div></div> <div></div> <div></div> </div> <div> <div></div> <div></div> <div></div> <div></div> </div> %	
A3. Did your enterprise have persons employed who regularly work part of their time (half a day per week or more) away from the enterprise's regular work site while having access to the enterprise's computer system, during January 2006?		Yes <input type="checkbox"/>	No <input type="checkbox"/> → Go to A5
A4. Did any of those persons access the enterprise's computer system from the following places, during January 2006?			
	Yes	No	
a) From home	<input type="checkbox"/>	<input type="checkbox"/>	
b) From customers or other external business partners' premises	<input type="checkbox"/>	<input type="checkbox"/>	
c) From other geographically dispersed locations of the same enterprise or enterprise group	<input type="checkbox"/>	<input type="checkbox"/>	
d) During business travel, e.g. from hotel, airport etc.	<input type="checkbox"/>	<input type="checkbox"/>	
A5. Did your enterprise have difficulties in recruiting personnel with ICT skills(*) (from basic to professional), during 2005?		Yes <input type="checkbox"/>	No <input type="checkbox"/> → Go to A7
			Didn't need to recruit <input type="checkbox"/> → Go to A7
A6. Did your enterprise face the following problems when trying to recruit personnel, during 2005?			
	Yes	No	Type of skills not needed
a) Personnel with required skills in the use of ICT applications not available or not entirely suitable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) ICT specialists with the required skills not available or not entirely suitable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) High remuneration costs of ICT specialists	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A7. Did your enterprise have the following information and communication technologies, during January 2006?			
	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"/>	
A8. Did your enterprise have IT systems to manage the placing or receipt of orders, during January 2006?		Yes <input type="checkbox"/>	No <input type="checkbox"/> → Go to A10

A9. Did your enterprise's IT systems for managing orders link automatically with any of the following IT systems, during January 2006?		
	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"/>

A10. In your communication with customers and other enterprises, to what extent has your enterprise substituted traditional postal mail (e.g. for sending invoices, direct mail, etc.) by electronic means of communication (Intranet, Extranet, Internet, e-mail messages(*)), in the last 5 years? (tick only one)	
i) No substitution (overall postal mail was not reduced because of electronic means of communication)	<input type="checkbox"/>
ii) Minor substitution (electronic means are now used instead of post mail in a few situations, but postal mail is still the most important)	<input type="checkbox"/>
iii) Significant substitution (electronic became the main mean of business communication)	<input type="checkbox"/>
iv) Most or all substituted (postal mail was used before, but it's rarely used nowadays)	<input type="checkbox"/>
v) Non-applicable (postal mail was never a relevant mean of communication for the enterprise)	<input type="checkbox"/>

Module B: Use of Internet (*) (asking enterprises with ICT)		
B1. Did your enterprise have access to Internet, during January 2006?	Yes <input type="checkbox"/>	No <input type="checkbox"/> → Go to D1
B2. How many persons employed used computers connected to the World Wide Web at least once a week, during January 2006? If you can't provide this value, Please indicate an estimate of the percentage of the number of persons employed used computers connected to the World Wide Web at least once a week, during January 2006.	<div> <div></div> <div></div> <div></div> <div></div> </div> <div> <div></div> <div></div> <div></div> <div></div> </div> %	
B3. Did your enterprise have the following types of external connection to the Internet, during January 2006?		
	Yes	No
a) Traditional Modem (*) (dial-up access over normal telephone line)	<input type="checkbox"/>	<input type="checkbox"/>
b) ISDN (*)connection	<input type="checkbox"/>	<input type="checkbox"/>
c) DSL (*) (xDSL(*), ADSL(*), SDSL(*) etc) connection	<input type="checkbox"/>	<input type="checkbox"/>
d) Other fixed Internet connection (e.g. cable, leased line (e.g. E1 or E3 at level 1 and ATM at level 2), Frame Relay, Metro-Ethernet, PLC – Powerline communication, etc)	<input type="checkbox"/>	<input type="checkbox"/>
e) Mobile connection (analogue mobile phone, GSM, GPRS, UMTS, EDGE, CDMA2000 1xEVDO)	<input type="checkbox"/>	<input type="checkbox"/>

B4. What was the maximum speed for download contractually provided to your fastest Internet connection, as of January 2006? (tick only one)		
i) Below 144 Kb/s	<input type="checkbox"/>	
ii) 144 Kb/s or more and less than 2 Mb/s	<input type="checkbox"/>	
iii) 2 Mb/s or more	<input type="checkbox"/>	
B5. Did your enterprise use the Internet for the following purposes, during January 2006? (as <u>consumer</u> of Internet services)		
	Yes	No
a) Banking and financial services	<input type="checkbox"/>	<input type="checkbox"/>
b) Training and education	<input type="checkbox"/>	<input type="checkbox"/>
c) Market monitoring (e.g. prices)	<input type="checkbox"/>	<input type="checkbox"/>
d) Receiving digital goods or services (*)	<input type="checkbox"/>	<input type="checkbox"/>
e) Obtaining after-sales service	<input type="checkbox"/>	<input type="checkbox"/>
B6. Did your enterprise use the Internet for interaction with public authorities, during 2005?	Yes <input type="checkbox"/>	No <input type="checkbox"/> → Go to B8
B7. Did your enterprise interact with public authorities in the following ways, during 2005?		
	Yes	No
a) For obtaining information	<input type="checkbox"/>	<input type="checkbox"/>
b) For obtaining forms, e.g. tax forms	<input type="checkbox"/>	<input type="checkbox"/>
c) For returning filled in forms, e.g. provision of statistical information to public authorities	<input type="checkbox"/>	<input type="checkbox"/>
d) Submitted a proposal in an electronic tender system (e-procurement)	<input type="checkbox"/>	<input type="checkbox"/>
B8. Did your enterprise have a Web Site(*)/ Home page, during January 2006?	Yes <input type="checkbox"/>	No <input type="checkbox"/> → Go to B10
B9. Did the Web Site of your enterprise provide the following facilities, during January 2006? (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) Providing after sales support	<input type="checkbox"/>	<input type="checkbox"/>

B10. Did your enterprise use the following internal security facilities, during January 2006?		
	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"/>
B11. Was it possible to communicate with your enterprise using the following security facilities, during January 2006?		
	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"/>
B12. Did your enterprise encounter ICT related security problems during 2005 (e.g. Computer virus, worms or Trojan attack, unauthorized external access to the Computer system), that resulted in a loss of information on working time?	Yes <input type="checkbox"/>	No <input type="checkbox"/>

Module C: e-commerce(*) via Internet (asking enterprises with Internet access)																
Orders placed via Internet (Purchases)																
C1. Did your enterprise order products/services via the Internet, during 2005? (excluding manually typed e-mails)	Yes <input type="checkbox"/>	No <input type="checkbox"/> →Go to C3														
C2. Please indicate for 2005 the percentage of the Internet orders in relation to the total purchases (in monetary terms, excluding VAT).	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"/>															
	Alternative Question:															
	25% or more <input type="checkbox"/>															
Please state the value of the purchases resulted from orders placed via Internet (in monetary terms, excluding VAT), in 2005. If you can't provide this value, Please indicate an estimate of the percentage of the total purchases resulted from orders placed via Internet, in 2005.	C£ <table border="1"> <tr> <td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td> </tr> </table> <table border="1"> <tr> <td></td><td></td><td></td><td></td> </tr> </table> %															
Orders received via Internet (Sales)																
C3. Did your enterprise receive orders via the internet, during 2005? (excluding manually typed e-mails)	Yes <input type="checkbox"/>	No <input type="checkbox"/> → Go to D1														

C4. Please state the value of the turnover resulted from orders via Internet in monetary terms, excluding VAT), in 2005.		C£ <div style="border: 1px solid black; width: 100px; height: 20px; margin: 2px;"></div>
Please indicate an estimate of the percentage of the total turnover resulted from orders received via Internet, in 2005.		<div style="border: 1px solid black; width: 100px; height: 20px; margin: 2px;"></div> %
C5. Please provide a percentage breakdown of all Internet sales in 2005, by type of client. (estimates in percentage of the monetary terms)		
a) B2B (Sales to other enterprises) (*) and B2G (Sales to public authorities)		<div style="border: 1px solid black; width: 100px; height: 20px; margin: 2px;"></div> %
b) B2C (Sales to private consumers) (*)		<div style="border: 1px solid black; width: 100px; height: 20px; margin: 2px;"></div> %
c) TOTAL		<div style="border: 1px solid black; width: 100px; height: 20px; margin: 2px; text-align: center;">1 0 0</div> %
C6. Please provide a percentage breakdown of all Internet sales in 2005, by destination. (estimates in percentage of the monetary terms)		
a) Cyprus		<div style="border: 1px solid black; width: 100px; height: 20px; margin: 2px;"></div> %
b) Other EU countries		<div style="border: 1px solid black; width: 100px; height: 20px; margin: 2px;"></div> %
c) Rest of the world		<div style="border: 1px solid black; width: 100px; height: 20px; margin: 2px;"></div> %
d) TOTAL		<div style="border: 1px solid black; width: 100px; height: 20px; margin: 2px; text-align: center;">1 0 0</div> %
C7. Did your enterprise sell any products to other enterprises via a presence on specialised Internet market places(*), during 2005?		<div style="display: flex; justify-content: space-around;"> <div> Yes <input type="checkbox"/> </div> <div> No <input type="checkbox"/> </div> </div>

Module D: E-commerce (*) via external computer networks other than Internet (*) (asking enterprises with ICT)		
Orders placed via external computer networks other than Internet (Purchases)		
D1. Did your enterprise receive orders via external computer networks other than Internet, during 2005?	Yes <input type="checkbox"/>	No <input type="checkbox"/> → Go to D3
D2. Please indicate for 2005 the percentage of the orders placed or transmitted via computer networks other than Internet, in relation to the total purchases (in monetary terms, excluding VAT).	Less than 1% <input type="checkbox"/>	
	1% or more and less than 25% <input type="checkbox"/>	
	25% or more and less than 50% <input type="checkbox"/>	
	50% or more and less than 75% <input type="checkbox"/>	
	75% or more <input type="checkbox"/>	
Alternative Question:		
Please state the value of the purchases resulted from orders placed via computer networks other than Internet (in monetary terms, excluding VAT), in 2005. If you can't provide this value,		C£ <div style="border: 1px solid black; width: 100px; height: 20px; margin: 2px;"></div>
Please indicate an estimate of the percentage of the total purchases resulted from orders placed via computer networks other than Internet, in 2005.		<div style="border: 1px solid black; width: 100px; height: 20px; margin: 2px;"></div> %
Orders received via external computer networks other than Internet (Sales)		
D3. Did your enterprise receive orders via external computer networks other than Internet, during 2005?	Yes <input type="checkbox"/>	No <input type="checkbox"/> → Go to X1

%

	Signature:	
	Date:	

TO BE COMPLETED BY THE ENUMERATOR:

Z4.	Completion of the questionnaire:	
	a) The questionnaire is completed.....	<div>1</div>
	b) The enterprise has closed.....	<div>2</div>
	c) The enterprise can not be located.....	<div>3</div>
	d) The enterprise refuses to cooperate.....	<div>4</div>
	e) The enterprise was closed during the collection of the data.....	<div>5</div>
	f) Merge with another enterprise.....	<div>6</div>
	g) Other reasons for no completion (please specify).....	<div>7</div>
	
	
	
	

Glossary

B2B
(Business-to-business)

Business-to-Business transactions conducted over IP based networks and over other computer-mediated networks.

B2C
(Business-to-private consumers)

Transactions conducted between Business and private Consumer over IP based networks and over other computer-mediated networks.

Broadband

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.

**Computer-mediated networks
other than Internet**

EDI, Minitel or interactive telephone systems.

Digital products or services

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.

DSL (Digital Subscriber Line)

A high-bandwidth (broadband), local loop technology to carry data at high speeds over traditional (copper) telephone lines.

xDSL, ADSL etc.

DSL technologies designed to increase bandwidth over standard copper telephone wires; includes ADSL (Asymmetric Digital Subscriber Line) etc.

**Electronic commerce
(e-commerce)**

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.

E-mail

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.

Extranet

A secure extension of an Intranet that allows external users to access some parts of an organisation's Intranet.

Firewall

A security system consisting of a combination of hardware and software that limits the exposure of a computer or computer network to attack from hackers. Commonly used on local area networks that are connected to the Internet.

ICT Skills

Two main types of e-skills can be distinguished:

ICT specialists skills: specifying, designing, developing, installing, operating, supporting, maintaining, evaluating and researching ICT systems.

ICT users skills: apply systems to support own work, use of generic software tools and use of specialised tools supporting business functions within industry.

ISDN

Integrated Services Digital Network.

Internet

Relates to Internet Protocol based networks: www, Extranet over the Internet, EDI over the Internet, Internet-enabled mobile phones.

Intranet	An internal company communications network using Internet protocol allowing communications within an organisation.
LAN (Local Area Network)	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.
Modem	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.
Specialised Internet market places	Web site where several enterprises are represented, which market a specific type of goods/services or aim at limited groups of customers.
Web site	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.
xDSL	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.