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STATISTICAL SERVICE
1444 NICOSIA

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

FOR OFFICIAL USE ONLY	
S/N	
Legal Status	
Enterprise Size	
NACE	

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.

<div style="text-align:right">

P. Philippides
Director
Statistical Service

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10 January, 2005.

	Module A: General information about Information and Communication Technologies (ICT) systems		
A1.	**What percentage of the number of persons employed used computers at least once a week, during January 2005?**	|_|_|_| %	
A2.	**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 ☐	No ☐
A3.	**Did your enterprise have the following information and communication technologies, during January 2005?**	Yes	No
	a) Wireless LAN	☐	☐
	b) Wire based LAN (*)	☐	☐
	c) Intranet (*)	☐	☐
	d) Extranet (*)	☐	☐

	Module B: Use of Internet (*) (asking enterprises with ICT)		
B1.	**Did your enterprise have access to Internet, during January 2005?**	Yes ☐	No ☐ → Go to C1
B2.	**What percentage of the number of persons employed used computers connected to the World Wide Web (Internet) at least once a week, during January 2005?**	|_|_|_| %	
B3.	**Did your enterprise have the following types of external connection to the Internet, during January 2005?**	Yes	No
	a) Traditional Modem (dial-up access over normal telephone line) (*)	☐	☐
	b) ISDN connection (*)	☐	☐
	c) DSL (*) (xDSL (*), ADSL (*), SDSL etc) < 2Mb/sec	☐	☐
	d) DSL (xDSL, ADSL, SDSL etc) ≥ 2Mb/sec	☐	☐
	e) Other fixed connection (e.g. cable etc) (*)	☐	☐
	f) Wireless connection (e.g. satellite, mobile phone)	☐	☐
B4.	**Did your enterprise use the Internet for training and education, during January 2005?** (**as consumer** of Internet services)	Yes ☐	No ☐
B5.	**Did your enterprise use the Internet for interaction with public authorities, during 2004?**	Yes ☐	No ☐ → Go to B7

		Yes	No
B6.	**Did your enterprise interact with public authorities in the following ways, during 2004?**		
	a) For obtaining information	☐	☐
	b) For obtaining forms, e.g. tax forms	☐	☐
	c) For returning filled in forms, e.g. provision of statistical information to public authorities	☐	☐
	d) For full electronic case handling, e.g. return filled tax form and include electronic payment	☐	☐
	e) Submitted a proposal in an electronic tender system (e-procurement)	☐	☐
B7.	**Did your enterprise have a Web site (*) / Home page, during January 2005?**	Yes ☐	No ☐ → Go to B9
B8.	**Did your enterprise use its Web Site / Home page for marketing the products/ services you were offering, during January 2005?**	Yes ☐	No ☐
B9.	**Did your enterprise use the following internal security facilities, during January 2005?**	Yes	No
	a) Virus checking or protection software	☐	☐
	b) Firewalls (software or hardware) (*)	☐	☐
	c) Secure servers (support secured protocols such as shttp)	☐	☐
	d) Off-site data backup	☐	☐
B10.	**Was it possible to communicate with your enterprise using the following security facilities, during January 2005?**	Yes	No
	a) Electronic digital signature as customer 's authentication mechanism	☐	☐
	b) Other authentication mechanism (e.g. PIN code)	☐	☐
	c) Data encryption for confidentiality	☐	☐
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).**	Yes ☐	No ☐
B12.	**Did your enterprise encounter <u>any</u> ICT related security problems in the last twelve (12) months?**	Yes ☐	No ☐ → Go to B14
B13.	**Did your enterprise encounter <u>the following</u> ICT related security problems in the last twelve (12) months?**	Yes	No
	a) Computer virus, worm or trojan attack resulting in loss of information or working time	☐	☐
	b) Unauthorised access to enterprise computer systems or data	☐	☐
	c) Blackmail or threats to the enterprise data or software	☐	☐
B14.	**Did you use the Internet for interactions with customers in January 2005?**	☐	☐ → Go to C1
B15.	**Do your IT systems used for interacting with customers via Internet link automatically….**	Yes Partly or fully	No
	a) with other internal IT systems of your enterprise or your enterprise group?	☐	☐
		☐	☐

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	Module C: Use of computer mediated networks other than the Internet (*), such as EDI (*) or other closed or proprietary networks (*)		
C1.	**Did your enterprise use computer mediated networks other than the Internet, such as EDI or other closed or proprietary networks, for interactions with customers, during January 2005?**	Yes ☐	No ☐ → Go to D1
C2.	**What percentage of the number of persons employed used computer networks other than the Internet at least once a week, during January 2005?**	⊔⊔⊔ %	
C3.	**Do your IT systems used for interacting with customers via computer mediated networks other than the Internet link automatically….**	Yes Partly or fully	No
	a) with other internal IT systems of your enterprise or your enterprise group?	☐	☐
	b) to IT systems of customers outside your enterprise group?	☐	☐

	Module D: Perceived barriers to Internet sales				
D1.	**How important to your enterprise were the following barriers in limiting or preventing sales via the Internet, during 2004?**	**Extremely important** 3	**Very important** 2	**Some important** 1	**Not important** 0
	a) Products / services of enterprise not suitable for sales by the Internet	☐	☐	☐	☐
	b) Customers not ready to buy via Internet	☐	☐	☐	☐
	c) Security problems concerning payments	☐	☐	☐	☐
	d) Uncertainty concerning legal framework for Internet sales (e.g. contracts, terms of delivery and guarantees)	☐	☐	☐	☐
	e) Other (please specify...)	☐	☐	☐	☐

	Module X: Background information	
X1.	**Main activity of the enterprise, during 2004**	…………………………………………………...…………… ………………………………………………………………… ………………………………………………………………… ………………….………………………………………………
X2.	**Average number of persons employed, during 2004**	| | | | | |

	Module Z: General Information	

Z1. **If you have any comments about the survey, please write down below:**

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.	**Completion of the questionnaire:**

a) The questionnaire is completed ☐1

b) The enterprise has closed ☐2

c) The enterprise can not be located ☐3

d) The enterprise refuses to cooperate ☐4

e) The enterprise was closed during the collection of the data ☐5

f) Merge with another enterprise ☐6

g) Other reasons

(please specify) ☐7

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Glossary

ADSL
Asymmetric Digital Subscriber Line. One of the DSL techniques.

ADR
(Alternative dispute resolutionn mechanism)
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.

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.

EDI
Electronic Data Interchange. Data interchange in structured form (EDIFACT) between businesses.

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 crackers; commonly used on local area networks that are connected to the internet.

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.
Mobile Internet services	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.
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.
On-line payment	An on-line payment is an integrated ordering -payment transaction.
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.
Trustmarks	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.
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.