

Article 13 of Statistics Act. (Protection of Secrets)
The secrets belonging to individuals, juristic persons or organizations revealed in the course of carrying out a statistical activity shall be protected.



Approval
number
12008

2006 Survey on Information Society

We (Ministry of Information and Communication) are conducting a survey on Information Society to understand the current status and level of informatization in South Korea. We kindly ask your active cooperation to help establish effective informatization policies. All data obtained during this survey will be only used in census and research purposes. We greatly appreciate your time and effort. We hope that your business/organization is prosperous.

May, 2006 ~ June, 2006

Contact information: 82-(02) 2131-0199 / 173

※Att.: A profile of respondent should be written by interviewers

- Region : 01. Seoul 02. Busan 03. Daegu 04. Incheon 05. Gwangju
06. Daejeon 07. Ulsan 08. Gyeonggi 09. Gangwon 10. Chungbuk
11. Chungnam 12. Jeonbuk 13. Jeonnam 14. Gyeongbuk
15. Gyeongnam 16. Jeju
- Name of business :
- No. of Samples : -
- Classification : Industry No. Industry classification No. of size
- Business types : 1.Independent business 2. Headquarters/main branch 3.Factory/branch/sales office /sub branch
- Organization structure : 1.Sole proprietorship 2.Business corporation 3.Non-business corporation
4.Central/local government 5.Non-corporation organization

Instruction

1. Please answer all questions in order from the first page. Specifically, please answer all questions. (this questionnaire has 8 pages including cover page)
2. All questions should be answered by a computer specialist ranked as higher then (or equal to) assistant manager, if there is no computer specialist, CEO or administrative manager are also able to answer them.
3. Specifically, please choose only one answer.
4. Specifically, the basic date of questions should be as of December 31, 2005. Please keep in mind 'at present' means December 31, 2005. For example) Does your business/organization have computer/s presently? ⇒ you can answer this question whether your business/organization had computer/s as of December 31, 2005



Ministry of Information and Communication
www.mic.go.kr

This section is regarding questions of information infrastructures, consisting of computer-network building status for your business/organization.

Q1 Do your businesses have computer/s presently (as of December 31, 2005)?

1. Yes
2. No → Go to **Q3**

Q2 These questions are about the computer status of your businesses. How many computers did your businesses have as of April 30, 2006? If any, how many computers did your businesses buy in 2006? How many computers did your businesses discard in 2006? Please answer respectively.

Classification	No. of computer/s as of April 30, 2006	No. of computer/s bought from January 1, to April 30, 2006	No. of computer/s discarded from January 1, to April 30, 2006
A. Desktop computer			
B. Portable computer (laptop, PDA, etc)			
C. Others: (please specify)			

Q2 What proportion of employees in your businesses uses computer/s for routine work? (% of total)

Unit	3-digit	2-digit	digit	
Proportion of employees using computers				%

Q3 (To all respondents) Regarding computer network equipment, are your businesses equipped with computer networks presently?

1. Yes
 2. Under development
 3. Plan to build networks
 4. No and do not have plan to build networks
- Go to **Q5**

Q 3-1 (only for respondents which answered 1, 2, or 3 in Q3) What types of network connection did/will your business/organization use? Choose all which can apply.

Network connection type	Mark
A. Local area network (LAN) within the business	
B. Intranet within your business (including connection with headquarters)	
C. Wide area network (WAN)	

Q 3-2 (only for respondents which answered 1 in Q3)
 How many network problems did your businesses encounter per month?
 Please choose one from the answers.

1. None → Go to **Q 4**
2. From more or equal to 1 to less then 5 times
3. From more or equal to 5 to less then 10 times
4. More then 10 times

Q 3-3 (only for respondents which answered 2~4 in Q3-2)
 What are the main causes of network problems?
 Choose all which can apply.

Main causes of networking problems	Mark
A.Regional problem with internet service provider	
B.Internal section problem	
C.Equipment problem	
D.Others (please specify:)	

This section is about using information

Q 4 Did your businesses build Intranet/ Groupware presently?

1. Yes
2. Under development
3. No → Go to **Q 5**

Q 4-1 (only for respondents which answered 1 or 2 in Q4)
 Which functions from Intranet/ Groupware did/ does your businesses use? Choose all which can apply.

Classification	Installed (Built)	Under Development	Not Installed
A. e-approval system (drafting, approval, etc)			
B. e-mail (writing, sending, receiving, etc)			
C. e-post (writing, registering posts, etc)			
D. Link to MIS (budget, accounting, etc)			
E. Scheduling (personal or group)			
F. Remote/video conference (remote conference)			
G. Personal information management (registering/changing information)			
H. Rule management (add or change rules)			
I. Documents management (search/refer to documents)			
J. Link to KMS (internal or external knowledge management)			
K. Others (please specify:)			

If you answer no on **SQ1** , go to **Q 6** →

Q 5 Can your businesses connect to the Internet presently?

1. Yes
2. No → Go to **Q 6**

Q 5-1 *(only for respondents which answered 1 in Q5)*
 What is the main connection medium to the Internet for your business/organization?
 Please choose one from the answers.

1. Modem
2. ISDN
3. xDSL(ADSL, VDSL, SDSL)
4. Leased line
5. Cable modem
6. Optical internet line and LAN (optical networking connection, Apartment broadband Internet service)
7. Others (please specify: _____)

Q 5-2 *(only for respondents which answered 1 in Q5)*
 What proportion of employees in your businesses uses the Internet for routine work? (% of total)

Unit	3-digit	2-digit	digit	
Proportion of employees using Internet				%

Q 5-3 *(only for respondents which answered 1 in Q5)*
 How do your businesses use the Internet in their operations?
 Choose all which can apply.

Classification	Mark
A. Internet e-mail	
B. Getting product or service information	
C. Getting information from government organizations or public institutions	
D. Other information search and research	
E. Internet banking and accessing other financial services	
F. Transacting with government organizations /public authorities	
G. Providing customer service	
H. Delivering product online	
I. Others (please specify: _____)	

Homepage

Q 6 Do your businesses have an official homepage presently? If any, please write your homepage address.

1. Yes. Own homepage (address: _____)
2. Yes. Share with headquarters] →Go to **Q 7**
3. No.

Q 6-1 (only for respondents which answered 1 in Q6)

What functions do your business's homepage have?

Please mark O for all the functions which your homepage has, otherwise mark X.

Functions	Mark
A.General advertisement for business and products	
B.Product catalogue and price information	
C.Customized services for loyal customers	
D.Delivering products online (software, e-reports, etc)	
E.Warranty service	
F.Wireless Internet service (SMS service, etc)	
G.Providing information and services in English	
H.Providing services for the disabled	
I.Others (please specify: _____)	

Q 6-2 (only for respondents which answered 1 in Q6)

How often did your businesses update the contents of your homepage in a 1-year period (January ~ December 2005)

1. No update for the last one year
2. Everyday
3. Every week
4. Every month
5. Every quarter
6. Regularly (please specify: _____)
7. Irregularly (please specify: _____)

**This section is regarding electronic business transaction.
The questions of sales and purchase are separately asked**

An electronic transaction is the sale or purchase of goods or services, conducted over computer-mediated networks (including Internet networks and non-Internet EDI).

- Exclude: orders received by telephone, facsimile or conventional e-mail
- In case of financial insurance, an electronic transaction is the purchase of goods or services, conducted over computer-mediated networks or the sale of goods or services through Internet Market Places, available internet banking
- Exclude: orders received by conventional transaction through non-Internet based on public networks between financial insurance companies.

Electronic Transaction : Purchases

Q 7 Have your businesses placed orders for goods or services over computer networks in a 1-year period (January ~ December 2005)?

1. Yes
2. No. → Go to **Q 10**

Q 8 (only for respondents which answered 1 in Q5)

Please mark O for the types which your businesses have used for placing orders for goods or service over computer networks in a 1-year period (January ~ December 2005), Otherwise mark X

Type		Mark
Business	A. B2B (Business to Business)	
	B. B2G (Business to Government)	
Government organization	C. G2B (Government to Business)	
	D. G2G (Government to Government)	

Q 9 (only for respondents which answered 1 in Q7)

How much do the following factors affect your business's decision to place orders over computer networks? Please mark O for your weighting. (Note: Not at all is 1 point, Average 3 points, Very important 5 points.)

Classification	Not at all	Not important	Average	Important	Very important
Simplifying business transaction					
Reducing cost of purchase					
Direct contact to suppliers					
Speeding up business					
Others: (please specify:)					

Q 10 (only for respondents which answered 2 in Q7)

What are the reasons that you did not place an order over computer networks? Choose all which can apply

Reason	Mark
A. Products/services of your business are not well suited to be purchased over the Internet	
B. Suppliers do not support sales over the Internet	
C. There are concerns of security and online payment	
D. There are concerns of warranty	
E. There are concerns of delivery of products/services	
F. Prices for online purchases are higher than by offline	
G. There are concerns of quality assurances of products/services	
H. Others (please specify:)	

Q 11 (for all respondents regardless of using computer networks)

Are your businesses willing to place orders for products and services over computer networks? Please mark O for your weighting. (Note: Not at all is 1 point, Average 3 points, Certainly 5 points.)

Column	Not at all	Unwilling	Average	Possible	Certainly
Willingness to place order for products and services over computer networks					

Electronic Transaction : Sales

Q 12 (all respondents)

Have your businesses received orders for products and services over computer networks in a 1-year period (January - December 2005)?

1. Yes

2. No → Go to **Q 16**

Q 12-1 (only for respondents which answered 1 in Q12)

Please mark O for the types which your businesses have used for receiving orders for products or services over computer networks in a year (January - December 2005), otherwise, mark X.

Type		Mark
Business	A. B2B (Business to Business)	
	B. B2C (Business to Customer)	
	C. B2G (Business to Government)	
Government organization	D. G2B (Government to Business)	
	E. G2C (Government to Customer)	
	F. G2G (Government to Government)	

Q 13 (only for respondents which answered 1 in Q12)

How much do the following factors affect your business's decision to receive orders of products and services over computer networks? Please mark O for your weighting. (Note: Not at all is 1 point, Average 3points, Very important 5 points.)

Classification	Not at all	Not important	Average	Important	Very important
A. Simplifying business transactions					
B. Improving image of company					
C. Reducing business cost					
D. Speeding up business					
E. Improving quality of service					
F. Attracting new customers					
G. Launching new products/services					
H. Keeping pace with competitors					
I. Overcoming geographical limit of market					
J. Customizing services for loyal customers					
K. Others (please specify:)					

Q 14 (only for respondents which answered 1 in Q12)

How effective have your businesses been in receiving orders over computer networks? Please mark O for your weighting (Note: Not at all is 1 point, Average 3 points, Very effective 5 points.)

Classification	Not at all	Not important	Average	Important	Very important
A. Reducing transaction cost					
B. Faster transacting and speeding up business process					
C. Keeping pace with competitors					
D. Attracting new customers					
E. Increasing no. of customers and volume of sales					
F. Launching new products/services					
G. Overcoming geographical limit of market					
H. Others (please specify:)					

Q 15 (only for respondents which answered 1 in Q12)

What do your businesses think the barriers to receive orders of products or services over computer networks? Choose all which can apply

Barriers	Mark
A. Products/services of your business are not well suited for sales over the Internet	
B. Preference is given to maintain current business model	
C. Customers are not ready to place orders over the Internet	
D. There are concerns of security	
E. Expensive costs	
F. There are uncertainties regarding legal /regulatory framework for sales over the Internet (contract, delivery or products guarantee, etc)	
G. There are concerns of delivery of products and sales	
H. There are considerations of existing channels of sales	
I. Others (please specify:)	

Go to **Q 17** →

Q 16 (only for respondents which answered 2 in Q12)

What are the reasons that your businesses do not receive orders for products and services over computer networks ? Choose all which can apply.

Reason	Mark
A. Products/services of your business are not well suited for sales over the Internet	
B. Customers are not ready to place orders over the Internet	
C. There are concerns of security and online payment	
D. There are uncertainties regarding legal/regulatory framework for sales over the Internet (contract, delivery or products guarantee, etc)	
E. There are concerns of delivery of products and services	
F. There are considerations of existing channels of sales	
G. Others (please specify:)	

Q 17 (all respondents regardless of using computer networks for receiving orders of products or services)

Are your businesses willing to receive orders of products or services over the Internet? Please mark O for your weighting. (Note: Not at all is 1 point, Average 3 points, Certainly 5 points.)

Column	Not at all	Unwilling	Average	Possible	Certainly
Willingness to receive orders for products and service over the Internet					

Teleworking

Teleworking : By using information and communication technology, employees are able to work from other places than the company.

Q 18 Have your businesses institutionally introduced tele-working presently?

1. Yes
2. No

This section is regarding investment and human resources for using information.

Informatization investment : infrastructure related costs + service charge for using information

- Infrastructure related costs : hardware, software, networks purchasing/ building, maintenance costs
- Service charge to use information : service charge for wire/wireless telecommunication line services (PC communication, Internet, DB service)

Q 19 How much did your businesses invest in informatization (January ~ December, 2005) (Note: for central/local government (or public authorities), which codes are No. 4, please write informatization related budget.)

(Unit : KRW 10 thousand)

100 trillion /s	10 trillion /s	100 trillion /s	10 trillion /s	100 trillion /s	10 trillion /s	100 trillion /s	10 trillion /s	100 trillion /s	10 trillion /s	unit
										KRW

(all respondents)

Q 20 Have your businesses used online training programs in a 1-year period (January ~ December, 2005)

1. Yes
2. No → Go to **Q 21**

On-line training programs approach

- Self-development : training by using self-developed contents
- Outsourcing : outsource training program to external e-learning institutions

Q 20-1 (only for respondents which answered 1 in Q20)
What kind of online training program did your business use?

1. Self-development + outsourcing
2. Self-development
3. Outsourcing
4. Others (please specify:)

Go to **Q 22** ⇨

Q 21 (only for respondents which answered 2 in Q20)

Which of the following reasons, if any, your businesses did not use any online training program?

Choose all which can apply

Reason	mark
A. Insufficient equipment for online education	
B. Insufficient contents	
C. Insufficient level of compliance	
D. Lower evaluation of online education	
E. Lack of funds to invest online education	
F. Others (please specify: _____)	

Q 22 (all respondents regardless of using online education)

Are your businesses willing to use online education in the near future?

Please mark O for your weighting.

(Note: Not at all is 1 point, Average 3 points, Certainly 5 points.)

Column	Not at all	Unwilling	Average	Possible	Certainly
Willingness to use online education					

Q 23 (only for respondents with 1000 or more employees)

Do your businesses have a CIO (chief Information Officer) presently (as of December 31, 2005)?

1. Yes
2. No

Q 24 Do your businesses have an IT department presently (as of December 31, 2005)?

1. Yes
2. No → Go to **Q 25**

IT department : the organizational unit, which manage such ICT facilities as server, network, etc., excluding computer labs in an university

Q 24-1 (only for respondents which answered 1 in Q24)

How did your businesses manage the IT department?

1. In-house + outsourcing
2. In-house
3. Outsourcing
4. Managed by headquarters
5. Others (please specify: _____)

Q 24-2 (only for respondents which answered 1 in Q24)

How many people work in IT Department presently (as of December 31, 2005)? Please write in each column.

Classification	Numbers				
A. in-house					employee
B. outsourcing					employee

This section regards IT security and privacy

Q 25 Do your businesses have officially defined and documented IT security and privacy policies?

1. Yes
2. No, but plan to prepare within 12 months
3. No, and no plan to prepare within 12 months

Q 26 (only for respondents which answered 1 in Q6)
Do your businesses collect customer's or visitor's personal information (name, social security number, etc) on your web site presently (as of December 31, 2005)?

1. Yes
2. No → Go to **Q 27**

Business which has neither computer nor Homepage go to Q35

Q 26-1 (only for respondents which answered 1 in Q26)
Do your businesses make and implement IT privacy guidelines according to law to collect and manage personal information presently (as of December 31, 2005)?

1. Yes
2. No

Q 27 Do your businesses have an organizational unit only dealing with IT privacy presently (as of December 2005)?

1. Yes → Go to **Q 28**

Q 27-1 (only for respondents which answered 2 in Q7)
 What is the main method to maintain IT security and privacy?

1. IT department (or related departments) implements IT security and privacy
2. Each department implements its own protecting measures of IT security and privacy
3. Outsourcing IT security and privacy
4. No systematic implementation of IT security and privacy
5. Others (please specify : _____)

Q 28 Do your businesses have training programs for IT security and privacy for your employees presently (as of December 31, 2005)?

1. Yes
2. No

Q 29 Which of the following IT security products, if any, do your business /organization use? Please mark O for use, otherwise mark X

Security measures	Mark
(1) Firewall	
(2) IDS (Intrusion Detection System)	
(3) computer virus vaccine including VMS	
(4) VPN (Virtual Private Network)	
(5) PKI (Public Key Infrastructure)	
(6) security services (security consulting, security management and control, etc)	
(7) ESM (Enterprise Security Management)	
(8) backup products	
(9) biometrics	
(10) anti-spyware Software	
(11) IPS (Intrusion Protection System)	
(12) Smart Card	
(13) spam mail stopping solution	
(14) secure OS	
(15) PMS (Patch Management System)	
(16) others (please specify : _____)	

Q 29-1 Do your businesses use IT security (or privacy) products presently (as of December 31, 2005)?

1. Yes
2. No



Q 30

(all respondents)

Which of the following IT security (or privacy) products, if any, are your businesses willing to use by the end of December, 2006?

(Note: mark O

- 1) if your businesses intend to upgrade IT security and privacy products, even though your businesses have old versions of products
- 2) any products which your businesses would like to use. Otherwise mark X)

Security measure	Mark
(1) firewall	
(2) IDS (Intrusion Detection System)	
(3) computer virus vaccine including VMS	
(4) VPN (Virtual Private Network)	
(5) PKI (Public Key Infrastructure)	
(6) security services (security consulting, security management and control, etc)	
(7) ESM (Enterprise Security Management)	
(8) backup products	
(9) Biometrics	
(10) Anti-spyware Software	
(11) IPS (Intrusion Protection System)	
(12) Smart Card	
(13) spam mail Stopping solution	
(14) Secure OS	
(15) PMS (Patch Management System)	
(16) others (please specify:)	

Q 31

(all respondents)

Do your businesses run a backup center for information system in preparation for accidents or disaster such as security accidents, fire, or water damage presently (as of December 31, 2005)?

- 1. Yes
- 2. No

Q 32

Do your businesses operate a server presently (as of December 31, 2005)?

- 1. Yes
- 2. No → Go to **Q 34**

Q 32-1

(only for respondents which answered 1 in Q32)

Which of the following activities do your business perform to secure server system? Choose all which can apply.

Activity	Mark
A. Log analysis about system and a server	
B. Monitoring irregular activities and accidents	
C. Regular check up on security process	
D. Hacking simulation on system and server	
E. Using security tools which automatically check a server	
F. No security measures	
G. Others (please specify :)	

Q 32-2

(only for respondents which answered 1 in Q32)

How do your businesses use patches on the operating system of the server or security system?

- 1. Setting automatic update to maintain the latest version
- 2. Regularly manual update
- 3. Update when a problem occurs
- 4. No use of updated patches

Q 33 (only for respondents which answered 1 in Q32)
Do your businesses regularly back-up main servers?

1. Yes
2. No → Go to **Q 34**

Q 33-1 (only for respondents which answered 1 in Q33)
How often do your business backup?

1. Real-time
2. Everyday
3. Every week
4. Every month
5. Every quarter
6. Others (please specify :)

Q 34 Do your businesses experience damages from computer virus in a 1-year period (January ~ December, 2005)?

1. Yes
2. No → Go to **Q 35**

Q 34-1 (only for respondents which answered 1 in Q34)
Do your businesses report damages from computer viruses to information protection institutions or judicial institutions?

1. Yes
2. No

Information protection institutions or judicial institutions

- Korea Information Security Agency Internet infringement response center/ personal information infringement report center
- National Intelligence Service National Cyber Security Center/ Cyber report center
- National Policy Agency Cyber terror response center
- Supreme Prosecutor's Office of the Republic of Korea Internet Crime Investigation Center

Q 34-2 (only for respondents which answered 1 in Q34)
Do your businesses experience computer virus accidents causing direct financial loss?

1. Yes
2. No

Q 35 (only for respondents which answered 1 in Q34)
Do your businesses experience damages from hacking in a 1-year period (January ~ December, 2005)?

1. Yes
2. No → Go to **D 1** of classificatory data questions



Q 35-1 (only for respondents which answered 1 in Q35) 1. Yes
2. No
Do your businesses report damages of hacking to the information protection institutions or judicial institutions?

Q 35-2 (only for respondents which answered 1 in Q5) 1. Yes
2. No
Do your businesses encounter hacking experiences causing direct financial loss?

In order to classify data, we would like to ask some questions.
The data obtained here will only statistically processed and will not be used for any other purposes.

D 1 How many full-time employees _____ employees (including regular and non-regular employees) do your businesses have?

D 2 How much was your company sales (budget) in 2005 (Note: central/local government (or public authorities) coding as No. 4, please write budget. (Unit: KRW 10 thousand)

100 trillion/s	10 trillion/s	100 billion/s	10 billion/s	100 million/s	10 million/s	100 million/s	10 million/s	100 thousand/s	10 thousand/s	unit
										KRW

Profile of Respondent

Address	
Name	
Contact	
Department/position	

Thank you for your time and efforts

