



QUALITATIVE DATA OF THE INVENTORY AND USE OF INFORMATION AND COMMUNICATION TECHNOLOGIES, 2005

Scope of data providers: all enterprises employing more than 49 people from among the enterprises employing more than 10 and less than 50 people, those included in the monitoring

1.	The name of the respondent:		
2.	Address: Zip Code:	Town, village	street no. (topographic no.)
	<input type="text"/>		
3.	Statistical no.	Reference No. (first eight digits of the tax no.)	Professional sector (first four digits of profession code)
	<input type="text"/>	<input type="text"/>	County <input type="text"/>

To be sent: in 1 copy to the Data Collection Division of the CSO
Deadline for arrival: 15th of February of the following year

The data supply is for the purpose of statistics.
The supply of false data, the refusal or late supply data represents an infringement and can be persecuted

..... of of 2006

(seal)

Name of the senior manager
(officer) of the respondent
(in block letters)

position

phone number

e-mail

signature

Name of the respondent
(in block letters)

adress

phone number

e-mail

signature

Dear respondent!

Before filling the questionnaire please read the following section carefully:

The objective of the data collection program

The objective of the data collection program of the Central Statistical Office is to examine the use and the propagation of the use of information and communication equipment, and to determine the growth rate of trade realised through the internet and computer networks in the business sector. As the complexity of the research at the bigger companies requires the work of several departments for the completion of the questionnaires and the collection of the data, in order to facilitate your job, we have subdivided the questionnaire into several blocks on the basis of the persons who should complete them. Should you not have separate persons engaged in the financial or IT area, we would ask the competent senior manager at the company to complete the questionnaire.

Reference period: January 2006

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The blocks of questions below should be answered by the company manager or other person in

Block A The use of information and communication technologies

Please indicate the technologies among those listed below that your company uses or not, during January 2006!

A1.		Uses	Not uses
1.	Personal computer(s)**, workstation(s)**	<input type="checkbox"/>	<input type="checkbox"/>
2.	Mobile phone**	<input type="checkbox"/>	<input type="checkbox"/>
3.	Mobile phone permitting internet access (WAP)**	<input type="checkbox"/>	<input type="checkbox"/>
4.	Local area network (LAN)**	<input type="checkbox"/>	<input type="checkbox"/>
5.	Wireless local network**	<input type="checkbox"/>	<input type="checkbox"/>
6.	Wide area network (WAN)**	<input type="checkbox"/>	<input type="checkbox"/>
7.	Intranet**	<input type="checkbox"/>	<input type="checkbox"/>
8.	Extranet**	<input type="checkbox"/>	<input type="checkbox"/>
9.	Internet**/WWW**	<input type="checkbox"/>	<input type="checkbox"/>
10.	E-mail**	<input type="checkbox"/>	<input type="checkbox"/>
11.	Open Source Softwares	<input type="checkbox"/>	<input type="checkbox"/>
12.	Internet based Electronic Data Exchange (EDI)**	<input type="checkbox"/>	<input type="checkbox"/>
13.	Not internet based EDI**	<input type="checkbox"/>	<input type="checkbox"/>
A2.	Did you have possibility to choose between two telecom service providers?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
A3.	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?		
1.	No substitution (overall postal mail was not reduced because of electronic means of communication)		<input type="checkbox"/>
2.	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"/>
3.	Significant substitution (electronic became the main mean of business communication)		<input type="checkbox"/>
4.	Most or all substituted (postal mail was used before, but it's rarely used nowadays)		<input type="checkbox"/>
5.	Non-applicable (postal mail was never a relevant mean of communication for the enterprise)		<input type="checkbox"/>
A4.	Did your enterprise have access to Internet, during January 2006? <i>(If the answer is Yes, please complete block B, if the answer is No, please jump to question B6)</i>	Yes <input type="checkbox"/>	No <input type="checkbox"/>

The next question block should be completed by an IT expert!

Block B Internet use

B1.	The type of the company's internet access, during January 2006:		
1.	Traditional Modem (dial-up access over normal telephone line)**	<input type="checkbox"/>	
2.	ISDN connection**	<input type="checkbox"/>	
3.	High bandwidth connections DSL (xDSL, ADSL, SDSL etc) connection	<input type="checkbox"/>	
		Cable tv**	<input type="checkbox"/>
		Lased line**	<input type="checkbox"/>
		LAN (if your enterprise access to internet via RLAN or WLAN network)**	<input type="checkbox"/>
7.	Mobile connection (e.g. e.g. analogue mobile phone, GSM, GPRS, UMTS, EDGE, CDMA2000 1xEVDO)**	<input type="checkbox"/>	
8.	Other*	<input type="checkbox"/>	
B2.	What was the maximum speed for download contractually provided to your fastest Internet connection, as of January 2006?		
1.	Below 144 Kb/s	<input type="checkbox"/>	
2.	144 Kb/s or more and less than 2 Mb/s	<input type="checkbox"/>	
3.	2 Mb/s or more	<input type="checkbox"/>	

The blocks of questions below should be answered by the company manager or other person in

B3.	The reason for using the Internet, during January 2006.	Yes	No
1.	Search for information*	<input type="checkbox"/>	<input type="checkbox"/>
2.	Market monitoring *	<input type="checkbox"/>	<input type="checkbox"/>
3.	E-mail*	<input type="checkbox"/>	<input type="checkbox"/>
4.	Training and education	<input type="checkbox"/>	<input type="checkbox"/>
5.	Advertising/marketing*	<input type="checkbox"/>	<input type="checkbox"/>
6.	Banking and financial services*	<input type="checkbox"/>	<input type="checkbox"/>
7.	Purchase of goods and services*	<input type="checkbox"/>	<input type="checkbox"/>

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Block B Internet use

B3. The reason for using the Internet, during January 2006.
Yes No

8. Receiving digital goods or services
9. Obtaining after-sales service

B4. Did your enterprise use the Internet for interaction with public authorities, during 2005?
Yes No

(if the answer is Yes, please continue with B5, if the answer is No, please jump to question B6)

B5. Did your enterprise interact with public authorities in the following ways, during 2005?
Yes No

1. For obtaining information
2. For obtaining forms, e.g. tax forms
3. For returning filled in forms, e.g. provision of statistical information to public authorities
4. For full electronic case handling, e.g. return filled tax form and include electronic payment*
5. Submitted a proposal in an electronic tender system (e-procurement)

B6. Did your enterprise have a Web Site / Home Page, during January 2006?
Yes No

(if the answer is Yes, please complete Block C, if the answer is no, jump to question C3)

Block C The company's homepage on the internet**

C1. Please indicate the possibilities, from among those listed below, which was available on the company's internet homepage, during January 2006
Yes No

1. Company information*
2. Job opportunities*
3. Facilitating access to product catalogues and price lists
4. Marketing the enterprise's products
5. Customised page for repeat clients**
6. Online services or digital products (e.g. online help, games, music, software, etc.)*
7. Sale of goods and services*
8. Providing after sales support
9. Customer service*
10. Online payment*
11. Possibility to make secure transactions**
12. Providing mobile Internet services*

C2. Was the company's homepage prepared by an other company?*

C3. Did your enterprise receive orders via external computer networks, during 2005?
Yes No

(if the answer is Yes, please complete Block D, if the answer is no, jump to question D6)

The next blocks of questions should be completed by the head of sales or informatics section!

Block D Sales through computer networks**

D1. Did your enterprise receive orders only via e-mail?
Yes No

(if the answer is Yes, please complete questions D7., a D8. és a D9, if the answer is no please complete the whole block)

D2. Did your enterprise receive orders via the internet, during 2005?
Yes Nem
D3. Did your enterprise order products/services via EDI or other external computer networks other than Internet, during 2005?
Yes No
D4. Has the enterprise received on-line payments for Internet orders in 2005?
Yes No
D5. Did your enterprise sell any products to other enterprises via a presence on specialised Internet market places, during 2005?*
Yes No

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Block D Sales through computer networks**

- D6. Did your enterprise have IT systems to manage the placing or receipt of orders, during January 2006?** Yes No
(If the answer is Yes, please continue with question D7., if the answer is No, please jump to question D8)
- D7. Did your enterprise's IT systems for managing orders link automatically with any of the following IT systems, during January 2006?** Yes No
- | | Yes | No |
|---|--------------------------|--------------------------|
| 1. Your suppliers' business systems (for suppliers outside your enterprise group) | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Your customers' business systems (for customers outside your enterprise group) | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Internal system for re-ordering replacement supplies | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. Invoicing and payment systems* | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. Your system for managing production, logistics or service operations | <input type="checkbox"/> | <input type="checkbox"/> |
| 6. Your system for managing tehe marketing activity* | <input type="checkbox"/> | <input type="checkbox"/> |
| 7. Other IT systems | <input type="checkbox"/> | <input type="checkbox"/> |
- D8. Do you make use of ordering through computer networks in the course of your purchases during 2005?** Yes No
(If the answer is Yes, please complete teh Block E-blokkot, if the answer is No, please jump to Block F)

Block E Purchases through computer networks**

- E1. Did your enterprise order products/services only via e-mail?** Yes No
(if the answer is Yes, please go to Block F, if the answer is no, please fill the whole block)
- E2. Did your enterprise order products/services via the Internet, during 2005?** Yes No
- E3. Did your enterprise order products/services via EDI or other external computer networks other than Internet, during 2005?** Yes No
- E6. Has the enterprise paid on-line for any products/ services ordered on the Internet, during 2005?** Yes No
- E8. Has the enterprise ordered products via specialised Internet market places during 2005?** Yes No

The next question block should be completed by an IT expert!

Blokk F Applications of internal security facilities

- F1. Did your enterprise use the following internal security facilities, during January 2006?**
- | | |
|---|--------------------------|
| 1. Virus checking or protection software | <input type="checkbox"/> |
| 2. Firewalls (software or hardware) | <input type="checkbox"/> |
| 3. Secure servers (support secured protocols such as shttp) | <input type="checkbox"/> |
| 4. Off-site data backup | <input type="checkbox"/> |
| 5. Authentication** (e. g. digital signature) | <input type="checkbox"/> |
- F2. Was it possible to communicate with your enterprise using the following security facilities, during January 2006?**
- | | |
|---|--------------------------|
| 1. Electronic digital signature as customer's authentication mechanism* | <input type="checkbox"/> |
| 2. Other authentication mechanism (e.g. PIN code)* | <input type="checkbox"/> |
| 3. Data encryption for confidentiality* | <input type="checkbox"/> |
- F3. Security problems** Yes No
- | | | |
|---|--------------------------|--------------------------|
| 1. Has the enterprise updated any of its security facilities (e.g. virus protection software) in the last 3 months? | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Did your enterprise encounter ICT related security problems during 2005 * | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. of which: Computer virus attack resulting in loss of information or working time** | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. Unauthorised access to enterprise computer systems or data* | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. Blackmail or threats to the enterprise data or software* | <input type="checkbox"/> | <input type="checkbox"/> |

The next block of questions should be completed by the Human Resources manager!

Blokk P Data of employed people*

G1. Did the enterprise use e-learning technique?* Yes No

G2. 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 No

G3. Did any of those persons access the enterprise's computer system from the following places, during January 2006?

	Yes	No
1. From home	<input type="checkbox"/>	<input type="checkbox"/>
2. From customers or other external business partners' premises	<input type="checkbox"/>	<input type="checkbox"/>
3. From other geographically dispersed locations of the same enterprise or enterprise group	<input type="checkbox"/>	<input type="checkbox"/>
4. During business travel, e.g. from hotel, airport etc	<input type="checkbox"/>	<input type="checkbox"/>

G4. Did your enterprise have difficulties in recruiting personnel with ICT skills (from basic to professional), during 2005? Yes No

G5. Did your enterprise face the following problems when trying to recruit personnel, during 2005?

	Yes	No
1. Personnel with required skills in the use of ICT applications not available or not entirely suitable	<input type="checkbox"/>	<input type="checkbox"/>
2. ICT specialists with the required skills not available or not entirely suitable	<input type="checkbox"/>	<input type="checkbox"/>
3. High remuneration costs of ICT specialists	<input type="checkbox"/>	<input type="checkbox"/>