



**SURVEY ON
INFORMATION COMMUNICATION
TECHNOLOGIES -
USAGE OF ENTERPRISES
2003**

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CONTENTS

	Page
List of Tables	iv
Foreword	vii
Survey Methodology	Viii
Summary	x
RESULTS	
1. ICT in enterprises by full-time equivalent (FTE) size class	3
2. ICT in enterprises by economic activity (NACE classification)	15
APPENDICES	
I. Glossary	A-3
II. NACE: Description of Economic Activities	A-5
III. Survey Questionnaire	A-7

LIST OF TABLES

Table	Title	Page
1. ICT in enterprises by full-time equivalent (FTE) size class		
General		
1.1	Computerised enterprises by size	5
1.2	Employed persons using computers in their normal work routine (at least once a week)	5
1.3	Employed persons using the internet (at least once a week)	5
1.4	Employed persons who regularly use teleworking	5
1.5	Type of internet connectivity by enterprise size	6
1.6	Enterprises with IT management systems specifically for orders or purchases	6
1.7	Enterprises with IT management systems for orders or purchases with automatic links to internal sub-systems	6
1.8	Enterprises with IT management systems for orders or purchases with automatic links to external IT systems	7
Use of Internet		
1.9	Use of and plans for Internet	8
1.10	Type of external connection to the internet	8
1.11	Purposes of internet use	8
1.12	Use of Internet as a medium for interaction with public authorities	9
1.13	Website or homepage facilities	9
1.14	Online facilities made available on enterprise's website	9
1.15	Type of online security facilities	10
1.16	Status of updates to online security facilities (in last 3 months)	10
1.17	Type of security problems encountered (in last 12 months)	10
E-Commerce		
1.18	Enterprise procurement via Internet	11
1.19	Internet purchases as a percentage of total purchases	11
1.20	Enterprises effecting online payment for products/ services	11
1.21	Enterprises purchasing products via specialised Internet market places	11
1.22	Enterprises receiving orders via Internet	11
1.23	Revenues generated by online orders as a percentage of total turnover	12
1.24	Distribution of Internet sales by type	12
1.25	Distribution of Internet sales by region of destination	12
1.26	Enterprises receiving online payment for Internet sales	12
1.27	Enterprises selling products to other enterprises via specialised Internet market places	12
E-Commerce via Electronic Data Interchange (EDI) or Networks other than Internet		
1.28	Enterprises' use of EDI or networks other than Internet by purpose	13
1.29	Confidence building practices re E-commerce instituted by enterprises	13

2. ICT in enterprises by economic activity (NACE classification)

2.1	Computer usage in enterprises by economic activity	17
2.2	Computer and Internet usage by employed persons in normal work routines (at least once a week)	18
2.3	Employed persons who regularly use teleworking	19
2.4	Type of Internet connectivity	20
2.5	Enterprises with IT management systems specifically for orders or purchases	21
2.6	Enterprises with IT management systems for orders or purchases with automatic links to internal sub-systems	22
2.7	Enterprises with IT management systems for orders or purchases with automatic links to external IT systems	23
2.8	Use of and plans to use Internet	24
2.9	Type of external connection to the Internet	25
2.10	Purposes of Internet use	27
2.11	Use of Internet as a medium for interaction with public authorities	29
2.12	Website or homepage facilities	30
2.13	Online facilities made available on enterprise's website ...	31
2.14	Type of online security facilities	33
2.15	Status of updates to online security facilities (in last 3 months)	34
2.16	Type of security problems encountered (in last 12 months)	35
2.17	Enterprise procurement via Internet: 2002	36
2.18	Internet purchases as a percentage of total purchases: 2002	37
2.19	Enterprises effecting online payment for products/services: 2002	38
2.20	Enterprises purchasing products via specialised Internet market places: 2002	39
2.21	Enterprises receiving orders via Internet	40
2.22	Enterprises' use of Electronic Data Interchange (EDI) or networks other than Internet by purpose	41
2.23	Confidence building practices re E-commerce instituted by enterprise	42

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FOREWORD

The term "Information Society" comprises inbuilt social and cultural as well as technological dimensions. This awareness grew on the National Statistics Office early on in the carrying-out of its programme on the production and provision of information society statistics. In this vein, a cultural participation survey in 2000 and, to a greater extent, an enquiry on ICT usage in households in 2002 both sought to construct a clear image of the attitudes and habits of the Maltese with regard to electronic media.

In investigating the usage of information and communication technologies in enterprises, the NSO takes this all-round approach one step further. The Survey aims to measure the level to which Maltese businesses have integrated ICT practices into their normal work routines. Albeit a first, the exercise goes beyond a pilot study. From the results, a satisfactory picture emerges of the divergences in ICT usage among manufacturing concerns. The snapshot below conveys the key percentages. However, the study is capable of yielding several interesting details to the in-depth analysis. One interesting statistic is that while in 2002, enterprises' e-purchases as a percentage of total purchases stood at over 21 per cent for the smaller size class surveyed (10-49 full-time equivalent), the same percentage for the biggest size class (250+ full-time equivalent) stood at 4 per cent.

A snapshot of ICT usage in enterprises

Variable	Per cent
Enterprises using ICT	97
Enterprises using Internet	94
Enterprises with website/homepage facilities	73
Enterprises with online facility for marketing	90
Enterprises purchasing supplies over Internet	22
Employees in enterprises regularly using computers	46
Employees in enterprises regularly using Internet	30
Enterprises with IT management systems for order and purchases	56
E-sales as a percentage of total turnover	13
E-purchases as a percentage of total purchases	18

Alfred Camilleri
Director-General

Survey Methodology

Sampling frame

The sampling frame was devised by having recourse to a list of firms from the Short-term Business Statistics (STS) Unit section which already had available a list of the larger firms by employment or turnover size. The STS sampling frame is compiled by selecting all the larger firms (by turnover and/or employment size) and a sample of the smaller firms. Since the STS database did not consider the NACE divisions of 70, 71, 73 and 92.1 and 92.2 (see appendix 2 for further details), a census of the enterprises listed in the Business Register was taken for enterprises having 10 FTE and over.

Classification of enterprises

Enterprises were classified according to their employment size class. Across all economic activities, the scope of the survey included enterprises having 10 FTE and over. This criterion underpins the analysis in both Chapters 1 and 2. For the purposes of this survey, 2 part-time workers are considered as 1 full-time worker.

Three categories were devised for the surveyed enterprises:

Enterprise FTE size class	Category
10-49	Small
50-249	Medium
250+	Large

Response rate

Around 615 questionnaires were sent out to enterprises in the course of June to September 2003. Responses totalled 421, which translates into a 68.5 per cent response rate.

Reference period

The established reference date for most questions was 1 January 2003. For questions relating to revenues (turnover) and purchases, the reference year is 2002.

Grossing-up framework

This was structured by drawing up the "Sample Received" component and dividing it by the "Population" component for each cell, in line with the enterprises' Full-Time Equivalent (FTE) and NACE classes. Owing to a poor response rate from enterprises falling into certain NACE divisions within the 10-49 FTE size class, the grossing-up framework had to collapse into 2 greater size classes (see table below). This was done in order to guarantee the integrity of the enquiry. From this perspective, the grossed-up ratio system was found to be the most pragmatic method by which to compile the final results.

Grossing-up framework

NACE Division	Population of targeted enterprises		Sample Received		Grossed-up ratio	
	Employee FTE					
	10-99	100+	10-99	100+	10-99	100+
15-22	114	24	41	13	2.780488	1.846154
23-25	41	3	20	4	2.05	0.75
26-28	63	2	22	3	2.863636	0.666667
29-37	99	16	28	12	3.53574	1.333333
40-41	1	2	1	1	1	2
45	89	6	22	6	4.045455	1
50	37	2	14	3	2.642857	0.666667
51	201	0	55	0	3.654545	
52	128	3	34	1	3.764706	3
55.1+55.2	191	43	12	13	15.91667	3.307692
60-63	88	11	26	4	3.384615	2.75
64	7	3	4	4	1.75	0.75
65-66	11	5	8	5	1.375	1
67	9	0	9	0	1	
70-74	123	10	42	5	2.928571	2
92.1+92.2	13	2	7	2	1.857143	1
Total	1,215	132	345	76		

Concepts and Definitions

Detailed definitions of abbreviations and concepts referred to in this publication may be seen in the Glossary comprising Appendix I.

SUMMARY

This publication comprises the results of the first enquiry by the National Statistics Office, Malta on Information Communication Technologies (ICT) in Maltese enterprises. This survey, albeit a first, goes beyond a pilot study. The survey research tool has been designed so as to enable the results to project a clear picture of divergences in ICT usage by the various manufacturing sectors. Some generic trends across most economic activities emerge; that said, enterprises falling into NACE category 72 i.e., “computer-related activities” naturally show a higher rate of computer usage and Internet-based services than others.

This study shows the extent differences bought according to the employment class size also aims to show the extent of differentiation, according to the employment size class or by economic activity class, for every question answered. In most cases, there are generic trends across most economic activities, but it stands to reason that the economic sector “Computer related activities” under NACE 72 will show a higher rate of computer usage and internet based services.

Some Highlights

Of the surveyed enterprises, 97 per cent use computers, while 46 per cent of employees across all three size classes work with computers at least once a week. Of these, nearly 30 per cent use the internet at least once a week for work purposes. Teleworking does not seem to be popular; with only 11 per cent of surveyed enterprises responding positively to this practice.

As on 1 January 2003, over 90 per cent of enterprises were using the internet. Nearly 63 per cent were using broadband, while 12 per cent used and ISDN connection, 22 per cent used an analogue modem and nearly 3 per cent used a wireless connection.

The bulk of manufacturing enterprises – 86 per cent use the Internet for information search purposes. A substantial proportion - 46 per cent responded that they use it in order to monitor market prices, while 34 per cent conduct banking and financial transactions over the Internet. Other purposes include obtaining after-sales services, acquisition of digital products, as well as training purposes.

A good number of enterprises own a website, with the overwhelming majority – over 90 per cent - using it for marketing the enterprise’s products. Thirty-four per cent use the website to facilitate access to promotional material. A relatively small proportion – just over 17 per cent – responded that they provide after-sales support over the Internet to their clients.

Antivirus software and firewalls are the online security features most prevalent in Maltese enterprises. Nearly 30 per cent of the surveyed enterprises responded that they had encountered a problem with their online security, with 26 per cent stating that computing virus attacks had cost them loss of information or working time. The majority of enterprises seem to be well aware of the importance of updating their computer security features: some 60 per cent responded that they had engaged in this practice in the three months before the reference period.

An interesting statistic emerged from the response to a question on purchases effected by enterprises over the Internet. While across all three size classes nearly 18 per cent of all procurement was made over the Internet, this percentage for the smallest class (10-49 full-time equivalent) stood at over 21 per cent in contrast with a low 4 per cent for the biggest class (250+ full-time equivalent).

Twenty per cent of the surveyed enterprises stated that they had received orders for their products via the Internet against 77 per cent which responded negative to this question. The highest proportion of Internet sales – nearly 47 per cent – were effected to destinations in EU Member States closely tailed by locally-effected-sales – 42 per cent. On the other hand, at just

over 9 per cent, the proportion of enterprises receiving online payment for their products was relatively small.

The practice of installing electronic customer-complaints facilities is not widespread among enterprises, with over 78 per cent responding that these do not feature on their website. An even higher percentage – 88 per cent – stated that they had not made provision for a dispute-resolving mechanism in their website design.

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RESULTS

1. ICT IN ENTERPRISES BY FULL-TIME EQUIVALENT (FTE)
SIZE CLASS
2. ICT IN ENTERPRISES BY ECONOMIC ACTIVITY (NACE
CLASSIFICATION)

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CHAPTER 1

ICT in enterprises by full-time equivalent (FTE) size class

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GENERAL

Table 1.1 Computerised enterprises by size

Enterprise FTE size class	Use	Non-use	Total
10-49	96.1	3.9	100.0
50-249	98.9	1.1	100.0
250+	100.0	0.0	100.0
Across all 3 classes	97.0	3.1	100.0

Table 1.2 Employed persons using computers in their normal work routine (at least once a week)

Enterprise FTE size class	Use	Non-use	Total
10-49	47.0	53.0	100.0
50-249	43.7	56.4	100.0
250+	40.9	59.1	100.0
Across all 3 classes	46.0	54.1	100.0

Table 1.3 Employed persons using the internet (at least once a week)

Enterprise FTE size class	Use	Non-use	Total
10-49	30.3	69.7	100.0
50-249	28.5	71.5	100.0
250+	19.4	80.6	100.0
Across all 3 classes	29.5	70.5	100.0

Table 1.4 Employed persons who regularly use teleworking

Enterprise FTE size class	Use	Non-use	Total
10-49	9.0	91.0	100.0
50-249	15.4	84.7	100.0
250+	32.1	67.9	100.0
Across all 3 classes	11.3	88.7	100.0

Table 1.5 Type of internet connectivity by enterprise size

Enterprise FTE size class	Intranet	LAN (Local Area Network)	Wireless LAN	Extranet	LAN & (Intranet or Extranet)
10-49	35.0	55.6	3.5	15.0	29.3
50-249	50.3	77.8	7.0	19.2	49.3
250+	83.4	82.6	24.2	40.1	69.8
Across all 3 classes	40.3	62.2	5.0	16.8	35.6

Table 1.6 Enterprises with IT management systems specifically for orders or purchases

Enterprise FTE size class	In place	Not in place	Total
10-49	51.1	48.9	100.0
50-249	66.3	33.7	100.0
250+	79.5	20.5	100.0
Across all 3 classes	55.8	44.2	100.0

Table 1.7 Enterprises with IT management systems for orders or purchases with automatic links to internal sub-systems

Enterprise FTE size class	Any IT system			Re-ordering replacement supplies			Invoicing and payment system		
	In place	Not in place	Total	In place	Not in place	Total	In place	Not in place	Total
10-49	88.2	11.8	100.0	50.0	50.0	100.0	79.8	20.2	100.0
50-249	87.6	12.4	100.0	52.6	47.4	100.0	77.4	22.6	100.0
250+	93.1	6.9	100.0	70.0	30.0	100.0	83.3	16.7	100.0
Across all 3 classes	88.4	11.7	100.0	51.6	48.4	100.0	79.2	20.8	100.0
Enterprise FTE size class	System for managing production of service operations			Logistics systems (incl . Electronic delivery)			Marketing operations		
	In place	Not in place	Total	In place	Not in place	Total	In place	Not in place	Total
10-49	42.5	57.6	100.0	28.3	71.7	100.0	31.8	68.2	100.0
50-249	45.6	54.4	100.0	24.1	75.9	100.0	19.9	80.1	100.0
250+	53.8	46.2	100.0	49.0	51.0	100.0	22.8	77.2	100.0
Across all 3 classes	43.9	56.1	100.0	27.8	72.3	100.0	27.7	72.3	100.0

Table 1.8 Enterprises with IT management systems for orders or purchases with automatic links to external IT systems

Enterprise FTE size class	Any IT system of suppliers or customers			Supplier's system			Customer's system		
	In place	Not in place	Total	In place	Not in place	Total	In place	Not in place	Total
10-49	23.8	76.2	100.0	20.3	79.7	100.0	13.6	86.4	100.0
50-249	19.2	80.8	100.0	8.8	91.2	100.0	13.2	86.8	100.0
250+	9.5	90.5	100.0	6.1	93.9	100.0	6.4	93.6	100.0
Across all 3 classes	21.7	78.3	100.0	16.2	83.8	100.0	13.2	86.8	100.0

USE OF INTERNET

Table 1.9 Use of and plans for Internet

Enterprise FTE size class	Use as at 1 January 2003	Plan to use in 2003	No imminent plans	Total
10-49	87.7	4.1	8.2	100.0
50-249	96.6	2.6	0.8	100.0
250+	100.0	0.0	0.0	100.0
Across all 3 classes	90.4	3.6	6.0	100.0

Table 1.10 Type of external connection to the internet

Type of connection	Enterprise FTE size class			Across all classes
	10-49	50-249	250+	
Wireless connection (satellite, mobile phone)	2.0	3.9	5.1	2.6
Analogue modem (dial-up access over normal telephone line)	25.6	14.6	6.0	22.2
ISDN connection	11.7	12.8	22.8	12.3
Broadband	57.1	76.0	81.1	62.7
<i>of which:</i>				
xDSL	39.3	57.5	44.4	44.3
cable	12.8	18.3	17.6	14.4

Table 1.11 Purposes of internet use

Purpose	Enterprise FTE size class			Across all classes
	10-49	50-249	250+	
Information search	83.9	89.3	100.0	85.8
Market monitoring (e.g. prices)	41.0	60.0	54.1	46.4
Receiving digital products	27.7	24.2	44.9	27.3
Obtaining after sales services	18.6	33.1	43.7	23.1
Banking and financial services	34.2	31.7	42.9	33.8
Training and education	17.3	34.4	50.7	22.7

Note: Purposes are not exclusive of one another

Table 1.12 Use of Internet as a medium for interaction with public authorities

Interaction	Enterprise FTE size class			Across all 3 classes
	10-49	50-249	250+	
For obtaining information	70.8	83.1	86.0	74.5
For obtaining forms	54.0	52.0	77.0	54.1
For returning filled in forms	31.4	43.7	39.9	34.8
For full electronic case handling	4.8	4.4	6.0	4.7

Note: Purposes of interaction are not exclusive of one another

Table 1.13 Website or homepage facilities

Enterprise FTE size class	Available	Not available
10-49	60.7	39.3
50-249	79.0	21.0
250+	78.0	22.1
Across all 3 classes	73.1	26.9

Table 1.14 Online facilities made available on enterprise's website

Facilities provided	Enterprise FTE size class			Across all 3 classes
	10-49	50-249	250+	
Marketing the enterprise's products	88.5	93.3	96.3	90.3
Facilitating access to product catalogues and price lists	31.3	37.2	64.1	34.2
Customised page for repeat clients	6.9	16.6	16.6	10.4
Delivering digital products	7.2	3.4	3.4	6.3
Providing after sales support	18.0	15.3	15.3	17.6
Providing mobile Internet services	1.7	2.1	2.1	2.1

Note: Facilities may not be mutually exclusive.

Table 1.15 Type of online security facilities

Type of facility	Enterprise FTE size class			Across all 3 classes
	10-49	50-249	250+	
a) Secure servers	34.2	46.3	65.2	38.5
b) Firewalls	40.1	60.0	55.7	46.2
c) Encryption for confidentiality	7.9	13.9	37.9	10.5
d) Off-site data backup	28.6	32.0	42.8	30.0
e) Authentication mechanism	6.0	5.7	34.0	6.7
<i>of which:</i>				
Electronic digital signature (as receiver)	3.0	3.8	18.3	3.7
other authentication mechanism (e.g. PIN code)	3.9	11.9	14.7	6.5
secure payment method	2.9	11.0	24.2	5.9
f) Virus checking or protection software	61.8	70.8	78.0	64.8
g) Subscription to a security service (e.g. virus protection or intrusion alert)	27.0	36.9	72.6	31.1
Enterprise using any one of the above	67.5	81.2	78.0	71.4
Enterprise using at least 2 of the above	53.4	73.1	78.0	59.7

Table 1.16 Status of updates to online security facilities (in last 3 months)

Enterprise FTE size class	Updated	Did not update
10-49	56.43	43.57
50-249	66.96	33.04
250+	73.61	26.39
Across all 3 classes	60.00	40.00

Table 1.17 Type of security problems encountered (in last 12 months)

Type of security problem	Enterprise FTE size class			Across all 3 classes
	10-49	50-249	250+	
Computer virus attack resulting in loss of information or working time	24.3	28.9	35.7	26.0
Unauthorised access to enterprise computer systems or data	3.6	4.8	2.2	3.9
Blackmail or threats to enterprise data or software	0.0	0.0	0.0	0.0
Any of the above	25.3	28.9	35.7	29.9
Other	7.3	5.1	8.7	6.7

E-COMMERCE

For tables 1.18-1.28 the reference year is 2002

Table 1.18 Enterprise procurement via Internet

	Enterprise FTE size class			Across all 3 classes
	10-49	50-249	250+	
Effected purchases	19.6	25.4	31.7	21.6
Not effected purchases	79.3	69.8	68.3	76.3
Not known either way	1.1	4.8	0.0	2.1
	100.0	100.0	100.0	100.0

Table 1.19 Internet purchases as a percentage of total purchases

Enterprise FTE size class			
10-49	50-249	250+	Across all 3 classes
21.4	7.7	3.8	17.9

These percentages apply to enterprises practising Internet procurement

Table 1.20 Enterprises effecting online payment for products/services

	Enterprise FTE size class			Across all 3 classes
	10-49	50-249	250+	
Effected	13.0	18.0	7.5	14.2
Did not effect	87.0	82.0	92.5	85.8
	100.0	100.0	100.0	100.0

Table 1.21 Enterprises purchasing products via specialised Internet market places

	Enterprise FTE size class			Across all 3 classes
	10-49	50-249	250+	
Purchased	44.1	51.3	28.5	45.7
Did not purchase	55.9	48.7	71.5	54.3
	100.0	100.0	100.0	100.0

Table 1.22 Enterprises receiving orders via Internet

	Enterprise FTE size class			Across all 3 classes
	10-49	50-249	250+	
Received	15.5	32.1	19.1	20.2
Not received	82.0	64.9	77.1	77.1
Not known either way	2.4	3.1	3.9	2.6
	100.0	100.0	100.0	100.0

Excludes manually typed e-mails

Turnover on Internet-based orders should represent at least 1 per cent of total turnover.

Table 1.23 Revenues generated by online orders as a percentage of total turnover

Enterprise FTE size class			
10-49	50-249	250+	Across all 3 classes
16.6	9.0	2.8	13.4

Revenues calculated for this statistic exclude VAT.

For enterprises already purchased online.

Table 1.24 Distribution of Internet sales by type

	Enterprise FTE size class			Across all 3 classes
	10-49	50-249	250+	
Sales to other enterprises	55.7	32.6	100.0	44.5
Sales to end consumers	44.3	67.4	0.0	55.5
	100.0	100.0	100.0	100.0

Table 1.25 Distribution of Internet sales by region of destination

	Enterprise FTE size class			Across all 3 classes
	10-49	50-249	250+	
Local	59.5	19.8	100.0	41.5
Other EU	29.6	66.9	0.0	46.7
Rest of the world	11.0	13.3	0.0	11.8
	100.0	100.0	100.0	100.0

Table 1.26 Enterprises receiving online payment for Internet sales

	Enterprise FTE size class			Across all 3 classes
	10-49	50-249	250+	
Received	12.8	5.7	0.0	9.3
Did not receive	87.3	94.3	100.0	90.8
	100.0	100.0	100.0	100.0

Table 1.27 Enterprises selling products to other enterprises via specialised Internet market places

	Enterprise FTE size class			Across all 3 classes
	10-49	50-249	250+	
Sold	9.2	5.0	0.0	7.1
Did not sell	90.8	95.0	100.0	92.9
	100.0	100.0	100.0	100.0

E-COMMERCE VIA ELECTRONIC DATA INTERCHANGE (EDI) OR NETWORKS OTHER THAN INTERNET

Table 1.28 Enterprises' use of EDI or networks other than Internet by purpose

Enterprise FTE size class	For purchases		For sales	
	Use	Non-use	Use	Non-use
10-49	2.1	97.9	1.2	98.8
50-249	2.2	97.8	2.1	97.9
250+	5.1	95.0	0.0	100.0
Across all 3 classes	2.2	97.8	1.4	98.6

Table 1.29 Confidence building practices re E-commerce instituted by enterprises

Enterprise FTE size class	Type of practice		
	Trustmarks	Customer service or complaints mechanism	Other dispute-resolving mechanisms
	In place		
10-49	2.2	5.4	0.3
50-249	4.6	20.5	1.8
250+	14.0	41.0	2.9
Across all 3 classes	3.2	10.3	0.8
	Not in place		
10-49	85.4	80.9	87.8
50-249	83.3	74.3	90.6
250+	63.0	53.6	80.0
Across all 3 classes	84.3	78.5	88.3
	Not known either way		
10-49	12.4	13.6	11.9
50-249	12.1	5.2	7.6
250+	22.9	5.3	17.2
Across all 3 classes	12.6	11.2	10.9

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CHAPTER 2

ICT in enterprises by economic activity (NACE classification)

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Table 2.1 Computer usage in enterprises by economic activity

Sector	NACE code	Description of economic activities	percentage computerised enterprises
Manufacturing	15 to 22	Food & Beverages, Tobacco, Textiles, Clothes, Leather, Wood, Paper, Printing & Publishing	98.0
	23 to 25	Chemicals, Plastics & Rubber products	100.0
	26 to 28	Other Non-Metallic Minerals, Basic Metals, Fabricated Metal Products	91.2
	29 to 37	Machinery & Equipment, Office Machinery, Electrical Machinery, Radio-TV-Telecom, etc, Medical & Precision Equipment, Car Industry, Other Transport Equipment, Furniture & Manufacturing N.E.C., Recycling	96.9
Energy	40, 41	Water and Energy	100.0
Construction	45	Construction	87.2
Wholesale, retail, motor trade & repairs	50	Motor Trade & Repairs	93.2
	51	Wholesale Trade (except Motor Trade)	100.0
	52	Retail Trade (except Motor Trade)	91.4
Hotels & Restaurants	55.11	Hotels, with or without restaurants	100.0
Transport, storage & Communication	60 to 63	Land, Water, Air, and Supporting & Auxiliary Transport Activities	100.0
Transport, storage & Communication	64	Post & Telecommunications	100.0
Financial Intermediation	65 & 66	Central Bank, other Banks, & Insurance	100.0
Financial Intermediation	67	Activities auxiliary to financial intermediation	100.0
Real Estate, renting & Business Activities	70, 71, 74	Real Estate, Renting & Other Business Activities	97.4
Real Estate, renting & Business Activities	72	Computer & related Activities	100.0
Community, social, & personal services	92.1 & 92.2	Motion Picture & Video, Radio and TV activities	100.0
Across all sectors			97.0

Table 2.2 Computer and Internet usage by employed persons in normal work routines (at least once a week)

percentage computer usage	NACE code	Sector	Description of economic activities	percentage Internet usage
31.1	15 to 22	Manufacturing	Food & Beverages, Tobacco, Textiles, Clothes, Leather, Wood, Paper, Printing & Publishing	16.8
25.2	23 to 25		Chemicals, Plastics & Rubber products	17.0
34.1	26 to 28		Other Non-Metallic Minerals, Basic Metals, Fabricated Metal Products	24.6
39.9	29 to 37		Machinery & Equipment, Office Machinery, Electrical Machinery, Radio-TV-Telecom, etc, Medical & Precision Equipment, Car Industry, Other Transport Equipment, Furniture & Manufacturing N.E.C., Recycling	19.0
30.0	40, 41	Energy	Water and Energy	7.0
39.5	45	Construction	Construction	30.8
49.4	50	Wholesale, retail, motor trade & repairs	Motor Trade & Repairs	27.0
59.3	51		Wholesale Trade (except Motor Trade)	37.9
47.4	52		Retail Trade (except Motor Trade)	22.0
27.5	55.11	Hotels & Restaurants	Hotels, with or without restaurants	17.9
53.9	60 to 63	Transport, storage & Communication	Land, Water, Air, and Supporting & Auxiliary Transport Activities	39.3
80.5	64	Transport, storage & Communication	Post & Telecommunications	57.1
97.5	65 & 66	Financial Intermediation	Central Bank, other Banks, & Insurance	43.2
94.3	67	Financial Intermediation	Activities auxiliary to financial intermediation	46.1
69.6	70, 71, 74	Real Estate, renting & Business Activities	Real Estate, Renting & Other Business Activities	53.3
97.3	72	Real Estate, renting & Business Activities	Computer & related Activities	88.5
52.7	92.1 & 92.2	Community, social, & personal services	Motion Picture & Video, Radio and TV activities	42.1
45.9	Across all sectors			29.5

Table 2.3 Employed persons who regularly use teleworking

Sector	NACE code	Description of economic activities	percentage
Manufacturing	15 to 22	Food & Beverages, Tobacco, Textiles, Clothes, Leather, Wood, Paper, Printing & Publishing	4.8
	23 to 25	Chemicals, Plastics & Rubber products	1.7
	26 to 28	Other Non-Metallic Minerals, Basic Metals, Fabricated Metal Products	6.0
	29 to 37	Machinery & Equipment, Office Machinery, Electrical Machinery, Radio-TV-Telecom, etc, Medical & Precision Equipment, Car Industry, Other Transport Equipment, Furniture & Manufacturing N.E.C., Recycling	8.7
Energy	40, 41	Water and Energy	66.7
Construction	45	Construction	14.7
Wholesale, retail, motor trade & repairs	50	Motor Trade & Repairs	7.3
	51	Wholesale Trade (except Motor Trade)	10.9
	52	Retail Trade (except Motor Trade)	6.3
Hotels & Restaurants	55.11	Hotels, with or without restaurants	6.8
Transport, storage & Communication	60 to 63	Land, Water, Air, and Supporting & Auxiliary Transport Activities	19.9
Transport, storage & Communication	64	Post & Telecommunications	30.0
Financial Intermediation	65 & 66	Central Bank, other Banks, & Insurance	27.3
Financial Intermediation	67	Activities auxiliary to financial intermediation	22.2
Real Estate, renting & Business Activities	70, 71, 74	Real Estate, Renting & Other Business Activities	15.5
Real Estate, renting & Business Activities	72	Computer & related Activities	87.0
Community, social, & personal services	92.1 & 92.2	Motion Picture & Video, Radio and TV activities	6.7
Across all sectors			11.4

Table 2.4 Type of Internet connectivity

NACE Code	Description of economic activities	Intranet	LAN (Local Area Network)	Wireless LAN	Extranet	LAN & (Intranet or Extranet)
15 to 22	Food & Beverages, Tobacco, Textiles, Clothes, Leather, Wood, Paper, Printing & Publishing	30.1	56.1	9.6	17.1	23.3
23 to 25	Chemicals, Plastics & Rubber products	28.4	53.4	9.8	6.4	23.8
26 to 28	Other Non-Metallic Minerals, Basic Metals, Fabricated Metal Products	25.3	51.7	1.1	4.8	20.5
29 to 37	Machinery & Equipment, Office Machinery, Electrical Machinery, Radio-TV-Telecom, etc, Medical & Precision Equipment, Car Industry, Other Transport Equipment, Furniture & Manufacturing N.E.C., Recycling	39.3	63.9	5.6	11.1	33.0
40, 41	Water and Energy	66.7	100.0	66.7	66.7	66.7
45	Construction	24.4	35.3	0.0	9.8	14.7
50	Motor Trade & Repairs	43.6	54.6	0.0	36.4	43.6
51	Wholesale Trade (except Motor Trade)	43.6	65.5	9.1	16.4	34.6
52	Retail Trade (except Motor Trade)	25.2	53.5	3.1	15.7	28.3
55.11	Hotels, with or without restaurants	38.3	73.9	1.4	9.6	39.7
60 to 63	Land, Water, Air, and Supporting & Auxiliary Transport Activities	59.6	66.5	6.2	29.5	52.8
64	Post & Telecommunications	65.0	100.0	22.5	60.0	82.5
65 & 66	Central Bank, other Banks, & Insurance	85.2	91.4	0.0	12.5	85.2
67	Activities auxiliary to financial intermediation	55.6	88.9	11.1	22.2	66.7
70, 71, 74	Real Estate, Renting & Other Business Activities	56.3	62.8	5.4	20.9	41.8
72	Computer & related Activities	100.0	100.0	0.0	78.1	100.0
92.1 & 92.2	Motion Picture & Video, Radio and TV activities	19.1	19.1	0.0	19.1	12.4
Across all sectors		40.4	62.3	5.1	16.9	35.6

Table 2.5 Enterprises with IT management systems specifically for orders or purchases

NACE code	Description of economic activities	percentage
15 to 22	Food & Beverages, Tobacco, Textiles, Clothes, Leather, Wood, Paper, Printing & Publishing	41.1
23 to 25	Chemicals, Plastics & Rubber products	51.7
26 to 28	Other Non-Metallic Minerals, Basic Metals, Fabricated Metal Products	55.4
29 to 37	Machinery & Equipment, Office Machinery, Electrical Machinery, Radio-TV-Telecom, etc, Medical & Precision Equipment, Car Industry, Other Transport Equipment, Furniture & Manufacturing N.E.C., Recycling	63.9
40, 41	Water and Energy	66.7
45	Construction	29.2
50	Motor Trade & Repairs	70.9
51	Wholesale Trade (except Motor Trade)	67.3
52	Retail Trade (except Motor Trade)	59.8
55.11	Hotels, with or without restaurants	64.6
60 to 63	Land, Water, Air, and Supporting & Auxiliary Transport Activities	40.4
64	Post & Telecommunications	50.0
65 & 66	Central Bank, other Banks, & Insurance	53.1
67	Activities auxiliary to financial intermediation	22.2
70, 71, 74	Real Estate, Renting & Other Business Activities	53.6
72	Computer & related Activities	74.0
92.1 & 92.2	Motion Picture & Video, Radio and TV activities	50.5
Across all sectors		55.9

Table 2.6 Enterprises with IT management systems for orders or purchases with automatic links to internal sub-systems

NACE code	Description of economic activities	Re-ordering supplies	Invoicing & payment systems	Managing production systems (service operations)	Logistics systems (incl. electronic delivery)	Marketing operations	Any internal systems
		percentage					
15 to 22	Food & Beverages, Tobacco, Textiles, Clothes, Leather, Wood, Paper, Printing & Publishing	61.7	86.7	51.6	33.3	46.7	95.0
23 to 25	Chemicals, Plastics & Rubber products	51.7	91.0	42.6	30.3	27.0	100.0
26 to 28	Other Non-Metallic Minerals, Basic Metals, Fabricated Metal Products	36.9	73.8	47.7	0.0	0.0	100.0
29 to 37	Machinery & Equipment, Office Machinery, Electrical Machinery, Radio-TV-Telecom, etc, Medical & Precision Equipment, Car Industry, Other Transport Equipment, Furniture & Manufacturing N.E.C., Recycling	69.6	86.3	79.5	47.2	25.5	98.1
40, 41	Water and Energy	100.0	0.0	100.0	100.0	0.0	100.0
45	Construction	33.4	75.1	37.5	33.4	0.0	75.1
50	Motor Trade & Repairs	56.4	66.7	33.3	38.5	20.5	79.5
51	Wholesale Trade (except Motor Trade)	51.4	86.5	27.0	35.1	32.4	89.2
52	Retail Trade (except Motor Trade)	79.0	79.0	26.3	15.8	36.8	94.7
55.11	Hotels, with or without restaurants	49.1	64.0	36.4	2.2	17.1	74.6
60 to 63	Land, Water, Air, and Supporting & Auxiliary Transport Activities	25.4	91.5	59.3	49.2	25.4	100.0
64	Post & Telecommunications	35.0	85.0	50.0	50.0	15.0	85.0
65 & 66	Central Bank, other Banks, & Insurance	51.5	72.1	76.5	64.7	48.5	100.0
67	Activities auxiliary to financial intermediation	50.0	100.0	0.0	100.0	50.0	100.0
70, 71, 74	Real Estate, Renting & Other Business Activities	20.3	74.6	54.3	34.0	35.6	79.7
72	Computer & related Activities	82.4	100.0	70.4	52.8	70.4	100.0
92.1 & 92.2	Motion Picture & Video, Radio and TV activities	26.4	100.0	37.7	62.3	26.4	100.0
Across all sectors		51.6	79.2	43.9	27.8	27.7	88.4

Table 2.7 Enterprises with IT management systems for orders or purchases with automatic links to external IT systems

NACE code	Description of economic activities	Supplier's system	Customer's system	Any IT external system of suppliers or customers
		percentage		
15 to 22	Food & Beverages, Tobacco, Textiles, Clothes, Leather, Wood, Paper, Printing & Publishing	18.3	20.0	28.3
23 to 25	Chemicals, Plastics & Rubber products	18.0	21.3	21.3
26 to 28	Other Non-Metallic Minerals, Basic Metals, Fabricated Metal Products	2.0	0.0	2.0
29 to 37	Machinery & Equipment, Office Machinery, Electrical Machinery, Radio-TV-Telecom, etc, Medical & Precision Equipment, Car Industry, Other Transport Equipment, Furniture & Manufacturing N.E.C., Recycling	18.6	13.7	18.6
40, 41	Water and Energy	100.0	0.0	100.0
45	Construction	16.7	16.7	16.7
50	Motor Trade	20.5	0.0	20.5
51	Wholesale	10.8	0.0	10.8
52	Retail	36.8	10.5	36.8
55.11	Hotels, with or without restaurants	12.7	23.3	23.3
60 to 63	Land, Water, Air, and Supporting & Auxiliary Transport Activities	8.5	8.5	16.9
64	Post & Telecommunications	0.0	35.0	35.0
65 & 66	Central Bank, other Banks, & Insurance	0.0	0.0	0.0
67	Activities auxiliary to financial intermediation	50.0	0.0	50.0
70, 71, 74	Real Estate, Renting & Other Business Activities	20.3	25.4	30.5
72	Computer & related Activities	17.6	17.6	35.2
92.1 & 92.2	Motion Picture & Video, Radio and TV activities	13.2	13.2	13.2
Across all sectors		16.2	13.2	21.7

Table 2.8 Use of and plans to use Internet

NACE code	Description of economic activities	Use as at 1 January 2003	Plan to use in 2003	No imminent plans
		percentage		
15 to 22	Food & Beverages, Tobacco, Textiles, Clothes, Leather, Wood, Paper, Printing & Publishing	86.3	2.1	11.7
23 to 25	Chemicals, Plastics & Rubber products	86.0	0.0	14.0
26 to 28	Other Non-Metallic Minerals, Basic Metals, Fabricated Metal Products	90.3	4.8	4.8
29 to 37	Machinery & Equipment, Office Machinery, Electrical Machinery, Radio-TV-Telecom, etc, Medical & Precision Equipment, Car Industry, Other Transport Equipment, Furniture & Manufacturing N.E.C., Recycling	90.5	6.3	3.2
40, 41	Water and Energy	100.0	0.0	0.0
45	Construction	69.5	19.5	11.0
50	Motor Trade & Repairs	76.4	9.1	14.5
51	Wholesale Trade (except Motor Trade)	96.4	1.8	1.8
52	Retail Trade (except Motor Trade)	84.3	0.0	15.7
55.11	Hotels, with or without restaurants	100.0	0.0	0.0
60 to 63	Land, Water, Air, and Supporting & Auxiliary Transport Activities	86.3	3.4	10.3
64	Post & Telecommunications	100.0	0.0	0.0
65 & 66	Central Bank, other Banks, & Insurance	100.0	0.0	0.0
67	Activities auxiliary to financial intermediation	100.0	0.0	0.0
70, 71, 74	Real Estate, Renting & Other Business Activities	91.8	5.4	2.7
72	Computer & related Activities	100.0	0.0	0.0
92.1 & 92.2	Motion Picture & Video, Radio and TV activities	87.6	12.4	0.0
Across all sectors		90.4	3.6	6.0

Table 2.9 Type of external connection to the Internet ...

NACE code	Description of economic activities	Wireless connection (satellite, mobile phone)	Analogue modem (dial-up access over normal telephone line)	ISDN connection
		percentage		
15 to 22	Food & Beverages, Tobacco, Textiles, Clothes, Leather, Wood, Paper, Printing & Publishing	2.1	19.2	16.4
23 to 25	Chemicals, Plastics & Rubber products	0.0	28.0	9.3
26 to 28	Other Non-Metallic Minerals, Basic Metals, Fabricated Metal Products	0.0	24.2	9.7
29 to 37	Machinery & Equipment, Office Machinery, Electrical Machinery, Radio-TV-Telecom, etc, Medical & Precision Equipment, Car Industry, Other Transport Equipment, Furniture & Manufacturing N.E.C., Recycling	1.2	17.1	17.1
40, 41	Water and Energy	66.7	100.0	66.7
45	Construction	0.0	43.9	1.2
50	Motor Trade	0.0	29.1	21.8
51	Wholesale	5.5	10.9	9.1
52	Retail	0.0	21.4	18.9
55.11	Hotels, with or without restaurants	1.4	32.9	15.0
60 to 63	Land, Water, Air, and Supporting & Auxiliary Transport Activities	3.4	19.9	3.4
64	Post & Telecommunications	25.0	25.0	17.5
65 & 66	Central Bank, other Banks, & Insurance	6.3	8.6	17.2
67	Activities auxiliary to financial intermediation	0.0	0.0	22.2
70, 71, 74	Real Estate, Renting & Other Business Activities	0.0	16.6	5.5
72	Computer & related Activities	13.0	26.0	26.0
92.1 & 92.2	Motion Picture & Video, Radio and TV activities	0.0	12.4	0.0
Across all sectors		3.1	24.7	13.8

... Table 2.9 Type of external connection to the Internet

NACE code	Description of economic activities	Broadband		
		All connections	ADSL	cable
		percentage		
15 to 22	Food & Beverages, Tobacco, Textiles, Clothes, Leather, Wood, Paper, Printing & Publishing	60.3	48.0	7.5
23 to 25	Chemicals, Plastics & Rubber products	53.4	34.3	0.0
26 to 28	Other Non-Metallic Minerals, Basic Metals, Fabricated Metal Products	56.5	30.1	7.1
29 to 37	Machinery & Equipment, Office Machinery, Electrical Machinery, Radio-TV-Telecom, etc, Medical & Precision Equipment, Car Industry, Other Transport Equipment, Furniture & Manufacturing N.E.C., Recycling	61.9	47.6	13.1
40, 41	Water and Energy	66.7	66.7	0.0
45	Construction	24.4	23.2	0.0
50	Motor Trade	47.3	29.1	10.9
51	Wholesale	78.2	56.4	14.6
52	Retail	50.3	28.3	18.9
55.11	Hotels, with or without restaurants	61.8	50.7	15.0
60 to 63	Land, Water, Air, and Supporting & Auxiliary Transport Activities	73.3	53.4	22.7
64	Post & Telecommunications	100.0	50.0	35.0
65 & 66	Central Bank, other Banks, & Insurance	82.8	42.2	40.6
67	Activities auxiliary to financial intermediation	77.8	55.6	11.1
70, 71, 74	Real Estate, Renting & Other Business Activities	83.4	57.4	18.7
72	Computer & related Activities	87.0	26.0	26.0
92.1 & 92.2	Motion Picture & Video, Radio and TV activities	62.9	31.4	24.8
Across all sectors		69.4	49.0	15.9

Table 2.10 Purposes of Internet use ...

NACE code	Description of economic activities	Information search	Market monitoring (e.g. prices)	Receiving digital products
		percentage		
15 to 22	Food & Beverages, Tobacco, Textiles, Clothes, Leather, Wood, Paper, Printing & Publishing	84.2	43.2	21.2
23 to 25	Chemicals, Plastics & Rubber products	86.0	31.4	20.3
26 to 28	Other Non-Metallic Minerals, Basic Metals, Fabricated Metal Products	85.5	26.4	19.3
29 to 37	Machinery & Equipment, Office Machinery, Electrical Machinery, Radio-TV-Telecom, etc, Medical & Precision Equipment, Car Industry, Other Transport Equipment, Furniture & Manufacturing N.E.C., Recycling	87.3	57.2	38.9
40, 41	Water and Energy	100.0	33.3	66.7
45	Construction	69.5	12.2	17.1
50	Motor Trade	69.1	25.5	14.5
51	Wholesale	96.4	63.6	30.9
52	Retail	78.0	25.2	25.2
55.11	Hotels, with or without restaurants	85.0	60.3	16.4
60 to 63	Land, Water, Air, and Supporting & Auxiliary Transport Activities	86.3	37.6	36.3
64	Post & Telecommunications	100.0	22.5	22.5
65 & 66	Central Bank, other Banks, & Insurance	100.0	78.9	44.5
67	Activities auxiliary to financial intermediation	88.9	55.6	22.2
70, 71, 74	Real Estate, Renting & Other Business Activities	96.2	38.8	48.1
72	Computer & related Activities	100.0	87.0	87.0
92.1 & 92.2	Motion Picture & Video, Radio and TV activities	87.6	50.5	75.2
Across all sectors		94.9	51.2	30.2

... Table 2.10 Purposes of Internet use

NACE code	Description of economic activities	Obtaining after sales services	Banking and financial services	Training and education
		percentage		
15 to 22	Food & Beverages, Tobacco, Textiles, Clothes, Leather, Wood, Paper, Printing & Publishing	8.9	21.9	13.7
23 to 25	Chemicals, Plastics & Rubber products	18.6	40.7	19.1
26 to 28	Other Non-Metallic Minerals, Basic Metals, Fabricated Metal Products	6.0	37.2	14.5
29 to 37	Machinery & Equipment, Office Machinery, Electrical Machinery, Radio-TV-Telecom, etc, Medical & Precision Equipment, Car Industry, Other Transport Equipment, Furniture & Manufacturing N.E.C., Recycling	30.5	42.1	22.6
40, 41	Water and Energy	0.0	66.7	66.7
45	Construction	12.2	25.6	7.3
50	Motor Trade	38.2	43.6	36.4
51	Wholesale	30.9	41.8	20.0
52	Retail	12.6	46.5	15.1
55.11	Hotels, with or without restaurants	30.0	17.8	32.8
60 to 63	Land, Water, Air, and Supporting & Auxiliary Transport Activities	23.3	35.7	22.0
64	Post & Telecommunications	22.5	32.5	40.0
65 & 66	Central Bank, other Banks, & Insurance	29.7	66.4	53.1
67	Activities auxiliary to financial intermediation	11.1	77.8	33.3
70, 71, 74	Real Estate, Renting & Other Business Activities	31.5	33.2	37.0
72	Computer & related Activities	47.9	39.1	52.1
92.1 & 92.2	Motion Picture & Video, Radio and TV activities	31.4	31.4	19.1
Across all sectors		25.4	37.4	25.2

Table 2.11 Use of Internet as a medium for interaction with public authorities

NACE code	Description of economic activities	For obtaining information	For obtaining forms	For returning filled in forms	For full electronic case handling
		percentage			
15 to 22	Food & Beverages, Tobacco, Textiles, Clothes, Leather, Wood, Paper, Printing & Publishing	76.7	52.7	40.4	2.1
23 to 25	Chemicals, Plastics & Rubber products	53.4	47.1	22.1	0.0
26 to 28	Other Non-Metallic Minerals, Basic Metals, Fabricated Metal Products	80.7	50.6	24.2	4.8
29 to 37	Machinery & Equipment, Office Machinery, Electrical Machinery, Radio-TV-Telecom, etc, Medical & Precision Equipment, Car Industry, Other Transport Equipment, Furniture & Manufacturing N.E.C., Recycling	74.6	55.2	33.3	1.2
40, 41	Water and Energy	66.7	66.7	0.0	0.0
45	Construction	59.7	37.8	15.9	4.9
50	Motor Trade & Repairs	69.1	52.7	14.5	0.0
51	Wholesale Trade (except Motor Trade)	89.1	65.5	30.9	5.5
52	Retail Trade (except Motor Trade)	65.4	52.8	31.5	6.3
55.11	Hotels, with or without restaurants	76.8	43.9	50.7	2.8
60 to 63	Land, Water, Air, and Supporting & Auxiliary Transport Activities	69.2	55.6	30.8	3.4
64	Post & Telecommunications	100.0	60.0	42.5	7.5
65 & 66	Central Bank, other Banks, & Insurance	61.7	78.9	49.2	0.0
67	Activities auxiliary to financial intermediation	66.7	44.4	22.2	11.1
70, 71, 74	Real Estate, Renting & Other Business Activities	77.8	83.4	57.4	14.9
72	Computer & related Activities	65.1	61.0	52.1	13.0
92.1 & 92.2	Motion Picture & Video, Radio and TV activities	68.6	56.2	19.1	24.8
Across all sectors		82.4	59.8	38.4	5.2

Table 2.12 Website or homepage facilities

NACE code	Description of Economic Activities	Web-page / homepage use
15 to 22	Food & Beverages, Tobacco, Textiles, Clothes, Leather, Wood, Paper, Printing & Publishing	47.3
23 to 25	Chemicals, Plastics & Rubber products	56.4
26 to 28	Other Non-Metallic Minerals, Basic Metals, Fabricated Metal Products	46.9
29 to 37	Machinery & Equipment, Office Machinery, Electrical Machinery, Radio-TV-Telecom, etc, Medical & Precision Equipment, Car Industry, Other Transport Equipment, Furniture & Manufacturing N.E.C., Recycling	53.2
40, 41	Water and Energy	100.0
45	Construction	29.2
50	Motor Trade	40.0
51	Wholesale	63.6
52	Retail	52.8
55.11	Hotels, with or without restaurants	96.2
60 to 63	Land, Water, Air, and Supporting & Auxiliary Transport Activities	65.8
64	Post & Telecommunications	100.0
65 & 66	Central Bank, other Banks, & Insurance	100.0
67	Activities auxiliary to financial intermediation	100.0
70, 71, 74	Real Estate, Renting & Other Business Activities	77.8
72	Computer & related Activities	87.0
92.1 & 92.2	Motion Picture & Video, Radio and TV activities	87.6
Across all sectors		73.1

Table 2.13 Online facilities made available on enterprise's website ...

NACE code	Description of economic activities	Marketing the enterprise's products	Facilitating access to product catalogues and price lists	Customised page for repeat clients
		percentage		
15 to 22	Food & Beverages, Tobacco, Textiles, Clothes, Leather, Wood, Paper, Printing & Publishing	87.0	36.2	11.6
23 to 25	Chemicals, Plastics & Rubber products	91.7	33.1	0.0
26 to 28	Other Non-Metallic Minerals, Basic Metals, Fabricated Metal Products	79.4	33.3	0.0
29 to 37	Machinery & Equipment, Office Machinery, Electrical Machinery, Radio-TV-Telecom, etc, Medical & Precision Equipment, Car Industry, Other Transport Equipment, Furniture & Manufacturing N.E.C., Recycling	88.1	55.2	6.0
40, 41	Water and Energy	100.0	0.0	0.0
45	Construction	58.4	54.2	16.7
50	Motor Trade & Repairs	100.0	22.8	18.2
51	Wholesale Trade (except Motor Trade)	82.9	34.3	0.0
52	Retail Trade (except Motor Trade)	77.4	53.6	11.9
55.11	Hotels, with or without restaurants	100.0	23.5	17.8
60 to 63	Land, Water, Air, and Supporting & Auxiliary Transport Activities	90.6	24.0	5.2
64	Post & Telecommunications	82.5	65.0	22.5
65 & 66	Central Bank, other Banks, & Insurance	91.4	44.5	6.3
67	Activities auxiliary to financial intermediation	100.0	33.3	0.0
70, 71, 74	Real Estate, Renting & Other Business Activities	94.3	22.5	9.0
72	Computer & related Activities	100.0	70.1	15.0
92.1 & 92.2	Motion Picture & Video, Radio and TV activities	100.0	43.5	35.9
Across all sectors		90.3	34.2	10.4

... Table 2.13 Online facilities made available on enterprise's website

NACE code	Description of economic activities	Delivering digital products	Providing after sales support	Providing mobile Internet services
		percentage		
15 to 22	Food & Beverages, Tobacco, Textiles, Clothes, Leather, Wood, Paper, Printing & Publishing	0.0	23.2	0.0
23 to 25	Chemicals, Plastics & Rubber products	0.0	8.3	0.0
26 to 28	Other Non-Metallic Minerals, Basic Metals, Fabricated Metal Products	0.0	10.3	0.0
29 to 37	Machinery & Equipment, Office Machinery, Electrical Machinery, Radio-TV-Telecom, etc, Medical & Precision Equipment, Car Industry, Other Transport Equipment, Furniture & Manufacturing N.E.C., Recycling	14.2	24.6	0.0
40, 41	Water and Energy	0.0	66.7	0.0
45	Construction	16.7	0.0	0.0
50	Motor Trade & Repairs	0.0	18.2	0.0
51	Wholesale Trade (except Motor Trade)	5.7	17.1	0.0
52	Retail Trade (except Motor Trade)	11.9	35.7	0.0
55.11	Hotels, with or without restaurants	1.4	8.2	0.0
60 to 63	Land, Water, Air, and Supporting & Auxiliary Transport Activities	5.2	9.4	0.0
64	Post & Telecommunications	7.5	42.5	0.0
65 & 66	Central Bank, other Banks, & Insurance	6.3	14.8	0.0
67	Activities auxiliary to financial intermediation	0.0	11.1	0.0
70, 71, 74	Real Estate, Renting & Other Business Activities	12.4	19.1	0.0
72	Computer & related Activities	40.2	85.0	0.0
92.1 & 92.2	Motion Picture & Video, Radio and TV activities	0.0	28.3	0.0
Across all sectors		6.3	17.6	0.0

Table 2.14 Type of online security facilities

NACE code	Description of economic activities	Secure servers	Firewalls	Encryption for confidentiality	Off-site data backup	Authentication mechanism			Virus checking or protection software	Subscription to a security service (e.g. virus protection or intrusion alert)
						Electronic digital signature (as receiver)	Other authentication mechanism (e.g. PIN code)	Secure payment method		
percentage										
15 to 22	Food & Beverages, Tobacco, Textiles, Clothes, Leather, Wood, Paper, Printing & Publishing	35.7	27.8	9.5	31.7	1.6	0.0	4.0	45.2	19.0
23 to 25	Chemicals, Plastics & Rubber products	52.7	23.7	2.0	12.8	0.0	0.0	0.0	65.5	27.6
26 to 28	Other Non-Metallic Minerals, Basic Metals, Fabricated Metal Products	23.9	25.1	5.4	17.3	0.0	11.9	0.0	51.9	17.3
29 to 37	Machinery & Equipment, Office Machinery, Electrical Machinery, Radio-TV-Telecom, etc, Medical & Precision Equipment, Car Industry, Other Transport Equipment, Furniture & Manufacturing N.E.C., Recycling	31.2	42.1	12.3	21.5	6.2	6.2	3.5	50.5	26.3
40, 41	Water and Energy	66.7	66.7	0.0	66.7	0.0	0.0	0.0	100.0	66.7
45	Construction	19.3	17.5	3.5	14.1	0.0	1.7	7.0	42.1	33.3
50	Motor Trade & Repairs	47.6	33.4	19.0	38.1	9.5	0.0	19.0	52.4	28.6
51	Wholesale Trade (except Motor Trade)	35.9	41.5	7.6	28.3	1.9	3.8	3.8	60.4	32.1
52	Retail Trade (except Motor Trade)	25.4	33.6	11.2	33.6	3.7	3.7	0.0	44.8	14.9
55.11	Hotels, with or without restaurants	49.3	62.9	5.7	28.9	0.0	8.2	11.0	93.2	37.1
60 to 63	Land, Water, Air, and Supporting & Auxiliary Transport Activities	37.4	54.0	11.9	38.1	0.0	11.9	7.2	65.1	45.3
64	Post & Telecommunications	65.0	100.0	25.5	57.5	0.0	25.0	7.5	100.0	82.5
65 & 66	Central Bank, other Banks, & Insurance	76.6	100.0	50.8	93.8	50.8	23.4	21.1	100.0	82.8
67	Activities auxiliary to financial intermediation	44.4	88.9	33.3	77.8	11.1	11.1	0.0	88.9	11.1
70, 71, 74	Real Estate, Renting & Other Business Activities	34.6	55.4	12.9	28.7	5.0	8.0	3.0	70.2	31.7
72	Computer & related Activities	87.0	87.0	61.0	61.0	47.9	21.9	21.9	87.0	61.0
92.1 & 92.2	Motion Picture & Video, Radio and TV activities	35.9	85.9	0.0	21.7	0.0	14.1	0.0	71.7	7.6
Across all sectors		52.8	63.3	14.3	41.2	5.0	8.8	8.0	88.8	42.8

Table 2.15 Status of updates to online security facilities (in last 3 months)

NACE code	Description of economic activities	percentage
15 to 22	Food & Beverages, Tobacco, Textiles, Clothes, Leather, Wood, Paper, Printing & Publishing	46.0
23 to 25	Chemicals, Plastics & Rubber products	52.7
26 to 28	Other Non-Metallic Minerals, Basic Metals, Fabricated Metal Products	35.8
29 to 37	Machinery & Equipment, Office Machinery, Electrical Machinery, Radio-TV-Telecom, etc, Medical & Precision Equipment, Car Industry, Other Transport Equipment, Furniture & Manufacturing N.E.C., Recycling	51.8
40, 41	Water and Energy	100.0
45	Construction	35.0
50	Motor Trade & Repairs	52.4
51	Wholesale Trade (except Motor Trade)	58.5
52	Retail Trade (except Motor Trade)	55.2
55.11	Hotels, with or without restaurants	75.4
60 to 63	Land, Water, Air, and Supporting & Auxiliary Transport Activities	68.3
64	Post & Telecommunications	75.0
65 & 66	Central Bank, other Banks, & Insurance	100.0
67	Activities auxiliary to financial intermediation	88.9
70, 71, 74	Real Estate, Renting & Other Business Activities	66.3
72	Computer & related Activities	61.0
92.1 & 92.2	Motion Picture & Video, Radio and TV activities	85.9
Across all sectors		60.0

Table 2.16 Type of security problems encountered (in last 12 months)

NACE code	Description of economic activities	1	2	3	4	5
		Computer virus attack resulting in loss of information or working time	Unauthorised access to enterprise computer systems or data	Blackmail or threats to the enterprise data or software	Any security problems (out of 1, 2 & 3)	Other security problems
		percentage				
15 to 22	Food & Beverages, Tobacco, Textiles, Clothes, Leather, Wood, Paper, Printing & Publishing	30.2	2.4	0.0	30.2	4.8
23 to 25	Chemicals, Plastics & Rubber products	29.1	5.4	0.0	29.1	5.4
26 to 28	Other Non-Metallic Minerals, Basic Metals, Fabricated Metal Products	6.6	0.0	0.0	6.9	5.4
29 to 37	Machinery & Equipment, Office Machinery, Electrical Machinery, Radio-TV-Telecom, etc, Medical & Precision Equipment, Car Industry, Other Transport Equipment, Furniture & Manufacturing N.E.C., Recycling	22.0	0.0	0.0	22.0	7.0
40, 41	Water and Energy	66.7	0.0	0.0	66.7	0.0
45	Construction	29.8	21.1	0.0	36.9	0.0
50	Motor Trade & Repairs	19.0	0.0	0.0	19.0	9.5
51	Wholesale Trade (except Motor Trade)	18.9	0.0	0.0	18.9	9.4
52	Retail Trade (except Motor Trade)	22.4	7.5	0.0	26.1	0.0
55.11	Hotels, with or without restaurants	30.0	6.8	0.0	30.0	9.6
60 to 63	Land, Water, Air, and Supporting & Auxiliary Transport Activities	41.3	4.0	0.0	41.3	11.1
64	Post & Telecommunications	50.0	7.5	0.0	50.0	0.0
65 & 66	Central Bank, other Banks, & Insurance	8.6	8.6	0.0	17.2	6.3
67	Activities auxiliary to financial intermediation	33.3	0.0	0.0	33.3	0.0
70, 71, 74	Real Estate, Renting & Other Business Activities	26.7	0.0	0.0	26.7	3.0
72	Computer & related Activities	21.9	0.0	0.0	21.9	21.9
92.1 & 92.2	Motion Picture & Video, Radio and TV activities	42.4	0.0	0.0	42.4	0.0
Across all sectors		26.0	3.9	0.0	29.9	6.7

Table 2.17 Enterprise procurement via Internet: 2002

NACE code	Description of economic activities	Effectuated purchases	Not effectuated purchases	Not known either way
		percentage		
15 to 22	Food & Beverages, Tobacco, Textiles, Clothes, Leather, Wood, Paper, Printing & Publishing	31.1	63.5	2.4
23 to 25	Chemicals, Plastics & Rubber products	10.8	89.2	0.0
26 to 28	Other Non-Metallic Minerals, Basic Metals, Fabricated Metal Products	6.6	93.4	0.0
29 to 37	Machinery & Equipment, Office Machinery, Electrical Machinery, Radio-TV-Telecom, etc, Medical & Precision Equipment, Car Industry, Other Transport Equipment, Furniture & Manufacturing N.E.C., Recycling	20.6	79.4	0.0
40, 41	Water and Energy	66.7	33.3	0.0
45	Construction	24.6	75.5	0.0
50	Motor Trade & Repairs	31.0	69.0	0.0
51	Wholesale Trade (except Motor Trade)	20.8	79.3	0.0
52	Retail Trade (except Motor Trade)	7.5	92.5	0.0
55.11	Hotels, with or without restaurants	19.3	73.9	6.8
60 to 63	Land, Water, Air, and Supporting & Auxiliary Transport Activities	14.4	85.6	0.0
64	Post & Telecommunications	22.5	77.5	0.0
65 & 66	Central Bank, other Banks, & Insurance	14.8	85.2	0.0
67	Activities auxiliary to financial intermediation	22.2	77.8	0.0
70, 71, 74	Real Estate, Renting & Other Business Activities	31.7	62.4	5.9
72	Computer & related Activities	65.1	34.9	0.0
92.1 & 92.2	Motion Picture & Video, Radio and TV activities	42.4	57.6	0.0
Across all sectors		21.6	76.3	2.1

Table 2.18 Internet purchases as a percentage of total purchases: 2002

NACE code	Description of economic activities	percentage
15 to 22	Food & Beverages, Tobacco, Textiles, Clothes, Leather, Wood, Paper, Printing & Publishing	13.3
23 to 25	Chemicals, Plastics & Rubber products	1.0
26 to 28	Other Non-Metallic Minerals, Basic Metals, Fabricated Metal Products	12.8
29 to 37	Machinery & Equipment, Office Machinery, Electrical Machinery, Radio-TV-Telecom, etc, Medical & Precision Equipment, Car Industry, Other Transport Equipment, Furniture & Manufacturing N.E.C., Recycling	7.0
40, 41	Water and Energy	0.0
45	Construction	4.2
50	Motor Trade & Repairs	6.2
51	Wholesale Trade (except Motor Trade)	17.7
52	Retail Trade (except Motor Trade)	1.7
55.11	Hotels, with or without restaurants	3.8
60 to 63	Land, Water, Air, and Supporting & Auxiliary Transport Activities	0.0
64	Post & Telecommunications	0.2
65 & 66	Central Bank, other Banks, & Insurance	0.2
67	Activities auxiliary to financial intermediation	0.2
70, 71, 74	Real Estate, Renting & Other Business Activities	27.3
72	Computer & related Activities	43.8
92.1 & 92.2	Motion Picture & Video, Radio and TV activities	2.3
Across all sectors		13.4

Table 2.19 Enterprises effecting online payment for products/services: 2002

NACE code	Description of economic activities	percentage
15 to 22	Food & Beverages, Tobacco, Textiles, Clothes, Leather, Wood, Paper, Printing & Publishing	15.9
23 to 25	Chemicals, Plastics & Rubber products	10.8
26 to 28	Other Non-Metallic Minerals, Basic Metals, Fabricated Metal Products	5.4
29 to 37	Machinery & Equipment, Office Machinery, Electrical Machinery, Radio-TV-Telecom, etc, Medical & Precision Equipment, Car Industry, Other Transport Equipment, Furniture & Manufacturing N.E.C., Recycling	11.8
40, 41	Water and Energy	0.0
45	Construction	7.0
50	Motor Trade & Repairs	11.9
51	Wholesale Trade (except Motor Trade)	13.2
52	Retail Trade (except Motor Trade)	3.7
55.11	Hotels, with or without restaurants	17.8
60 to 63	Land, Water, Air, and Supporting & Auxiliary Transport Activities	7.2
64	Post & Telecommunications	15.0
65 & 66	Central Bank, other Banks, & Insurance	8.6
67	Activities auxiliary to financial intermediation	22.2
70, 71, 74	Real Estate, Renting & Other Business Activities	25.7
72	Computer & related Activities	52.1
92.1 & 92.2	Motion Picture & Video, Radio and TV activities	28.3
Across all sectors		14.2

Table 2.20 Enterprises purchasing products via specialised Internet market places: 2002

NACE code	Description of economic activities	percentage
15 to 22	Food & Beverages, Tobacco, Textiles, Clothes, Leather, Wood, Paper, Printing & Publishing	17.5
23 to 25	Chemicals, Plastics & Rubber products	10.8
26 to 28	Other Non-Metallic Minerals, Basic Metals, Fabricated Metal Products	5.4
29 to 37	Machinery & Equipment, Office Machinery, Electrical Machinery, Radio-TV-Telecom, etc, Medical & Precision Equipment, Car Industry, Other Transport Equipment, Furniture & Manufacturing N.E.C., Recycling	6.2
40, 41	Water and Energy	0.0
45	Construction	0.0
50	Motor Trade & Repairs	21.4
51	Wholesale Trade (except Motor Trade)	9.4
52	Retail Trade (except Motor Trade)	3.7
55.11	Hotels, with or without restaurants	8.2
60 to 63	Land, Water, Air, and Supporting & Auxiliary Transport Activities	4.0
64	Post & Telecommunications	7.5
65 & 66	Central Bank, other Banks, & Insurance	6.3
67	Activities auxiliary to financial intermediation	0.0
70, 71, 74	Real Estate, Renting & Other Business Activities	14.8
72	Computer & related Activities	65.1
92.1 & 92.2	Motion Picture & Video, Radio and TV activities	14.1
Across all sectors		9.9

Table 2.21 Enterprises receiving orders via Internet

NACE code	Description of economic activities	Received	Not received	Not known either way
15 to 22	Food & Beverages, Tobacco, Textiles, Clothes, Leather, Wood, Paper, Printing & Publishing	13.5	79.4	7.2
23 to 25	Chemicals, Plastics & Rubber products	5.4	92.6	2.0
26 to 28	Other Non-Metallic Minerals, Basic Metals, Fabricated Metal Products	5.4	92.4	1.3
29 to 37	Machinery & Equipment, Office Machinery, Electrical Machinery, Radio-TV-Telecom, etc, Medical & Precision Equipment, Car Industry, Other Transport Equipment, Furniture & Manufacturing N.E.C., Recycling	4.8	93.9	1.3
40, 41	Water and Energy	0.0	100.0	0.0
45	Construction	0.0	100.0	0.0
50	Motor Trade & Repairs	0.0	100.0	0.0
51	Wholesale Trade (except Motor Trade)	13.2	84.9	1.9
52	Retail Trade (except Motor Trade)	18.7	77.6	3.7
55.11	Hotels, with or without restaurants	50.7	49.3	0.0
60 to 63	Land, Water, Air, and Supporting & Auxiliary Transport Activities	11.1	80.9	7.9
64	Post & Telecommunications	7.5	92.5	0.0
65 & 66	Central Bank, other Banks, & Insurance	6.3	93.8	0.0
67	Activities auxiliary to financial intermediation	11.1	77.8	11.1
70, 71, 74	Real Estate, Renting & Other Business Activities	28.7	66.3	5.0
72	Computer & related Activities	39.1	61.0	0.0
92.1 & 92.2	Motion Picture & Video, Radio and TV activities	7.6	92.4	0.0
Across all sectors		20.2	77.1	2.6

Excludes manually typed e-mails

Turnover on Internet-based orders should represent at least 1 per cent of total turnover.

Table 2.22 Enterprises' use of Electronic Data Interchange (EDI) or networks other than Internet by purpose

NACE code	Description of economic activities	For purchases	For sales
15 to 22	Food & Beverages, Tobacco, Textiles, Clothes, Leather, Wood, Paper, Printing & Publishing	3.4	2.1
23 to 25	Chemicals, Plastics & Rubber products	0.0	0.0
26 to 28	Other Non-Metallic Minerals, Basic Metals, Fabricated Metal Products	0.0	0.0
29 to 37	Machinery & Equipment, Office Machinery, Electrical Machinery, Radio-TV-Telecom, etc, Medical & Precision Equipment, Car Industry, Other Transport Equipment, Furniture & Manufacturing N.E.C., Recycling	0.0	1.2
40, 41	Water and Energy	0.0	0.0
45	Construction	0.0	0.0
50	Motor Trade & Repairs	32.7	7.3
51	Wholesale Trade (except Motor Trade)	1.8	0.0
52	Retail Trade (except Motor Trade)	3.1	0.0
55.11	Hotels, with or without restaurants	0.0	0.0
60 to 63	Land, Water, Air, and Supporting & Auxiliary Transport Activities	0.0	3.4
64	Post & Telecommunications	0.0	0.0
65 & 66	Central Bank, other Banks, & Insurance	8.6	25.8
67	Activities auxiliary to financial intermediation	11.1	11.1
70, 71, 74	Real Estate, Renting & Other Business Activities	0.0	2.7
72	Computer & related Activities	2.9	0.0
92.1 & 92.2	Motion Picture & Video, Radio and TV activities	0.0	0.0
Across all sectors		2.2	1.4

Table 2.23 Confidence building practices re E-commerce instituted by enterprise

NACE code	Description of economic activities	Trustmarks			Customer service or complaints mechanism			Other dispute-resolving mechanisms		
		In place	Not in place	Not known either way	In place	Not in place	Not known either way	In place	Not in place	Not known either way
		percentage								
15 to 22	Food & Beverages, Tobacco, Textiles, Clothes, Leather, Wood, Paper, Printing & Publishing	5.5	89.0	5.5	6.8	85.6	7.5	0.0	96.6	3.4
23 to 25	Chemicals, Plastics & Rubber products	0.0	93.6	6.4	6.4	82.6	11.0	0.0	93.6	6.4
26 to 28	Other Non-Metallic Minerals, Basic Metals, Fabricated Metal Products	0.0	100.0	0.0	1.1	98.9	0.0	0.0	100.0	0.0
29 to 37	Machinery & Equipment, Office Machinery, Electrical Machinery, Radio-TV-Telecom, etc, Medical & Precision Equipment, Car Industry, Other Transport Equipment, Furniture & Manufacturing N.E.C., Recycling	4.4	84.9	10.7	1.2	89.3	9.5	0.0	89.3	10.7
40, 41	Water and Energy	0.0	33.3	66.7	100.0	0.0	0.0	66.7	33.3	0.0
45	Construction	0.0	90.2	9.8	1.2	89.0	9.8	0.0	90.2	9.8
50	Motor Trade & Repairs	0.0	85.5	14.5	9.1	83.6	7.3	0.0	85.5	14.5
51	Wholesale Trade (except Motor Trade)	1.8	80.0	18.2	5.5	76.4	18.2	0.0	83.6	16.4
52	Retail Trade (except Motor Trade)	0.0	87.4	12.6	15.7	71.7	12.6	0.0	87.4	12.6
55.11	Hotels, with or without restaurants	1.4	82.2	16.4	19.3	67.1	13.6	0.0	89.0	11.0
60 to 63	Land, Water, Air, and Supporting & Auxiliary Transport Activities	10.3	76.7	13.0	12.4	80.8	6.8	3.4	83.6	13.0
64	Post & Telecommunications	0.0	82.5	17.5	7.5	67.5	25.0	0.0	82.5	17.5
65 & 66	Central Bank, other Banks, & Insurance	6.3	70.3	23.4	18.8	57.8	23.4	6.3	76.6	17.2
67	Activities auxiliary to financial intermediation	11.1	55.6	33.3	22.2	55.6	22.2	0.0	77.8	22.2
70, 71, 74	Real Estate, Renting & Other Business Activities	2.7	86.3	11.0	12.8	80.8	6.4	2.7	86.3	11.0
72	Computer & related Activities	21.9	65.1	13.0	39.1	47.9	13.0	13.0	74.0	13.0
92.1 & 92.2	Motion Picture & Video, Radio and TV activities	12.4	74.3	13.3	6.7	86.7	6.7	0.0	93.3	6.7
Across all sectors		3.2	84.3	12.6	10.3	78.5	11.2	0.8	88.3	10.9

APPENDICES

- I. Glossary
- II. NACE: Description of Economic Activities
- III. Survey Questionnaire

Glossary

ADSL	Asymmetric Digital Subscriber Line. One of the DSL techniques
Alternative dispute resolution mechanism (ADR)	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 transactions conducted over IP based networks and over other computer-mediated networks.
B2C	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.
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
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
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.
Online payment	An online 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.

NACE Division	Description of Economic Activities
15	Manufacture of food products and beverages
16	Manufacture of tobacco products
17	Manufacture of textiles
18	Manufacture of wearing apparel; dressing; dyeing of fur
19	Tanning, dressing of leather; manufacture of luggage
20	Manufacture of wood and of products of wood and cork, except furniture; manufacture of articles of straw and plaiting materials
21	Manufacture of pulp, paper and paper products
22	Publishing, printing, reproduction of recorded media
23	Manufacture of coke, refined petroleum products and nuclear fuel
24	Manufacture of chemicals and chemical products
25	Manufacture of rubber and plastic products
26	Manufacture of other non-metallic mineral products
27	Manufacture of basic metals
28	Manufacture of fabricated metal products, except machinery and equipment
29	Manufacture of machinery and equipment n.e.c.
30	Manufacture of office machinery and computers
31	Manufacture of electrical machinery and apparatus n.e.c.
32	Manufacture of radio, television and communication equipment and apparatus
33	Manufacture of medical, precision and optical instruments, watches and clocks
34	Manufacture of motor vehicles, trailers and semi-trailers
35	Manufacture of other transport equipment
36	Manufacture of furniture; manufacturing n.e.c.
37	Recycling
40	Electricity, gas, steam and hot water supply
41	Collection, purification and distribution of water
45	Construction
50	Sale, maintenance and repair of motor vehicles
51	Wholesale trade and commission trade, except of motor and motorcycles
52	Retail trade, except of motor vehicles, motorcycles; repair of personal and household goods
55	Hotels and restaurants
60	Land transport; transport via pipelines
61	Water transport
62	Air transport
63	Supporting and auxiliary transport activities; activities of travel agencies
64	Post and telecommunications
65	Financial intermediation, except insurance and pension funding
66	Insurance and pension funding, except compulsory social security
67	Activities auxiliary to financial intermediation
70	Real estate activities
71	Renting of machinery and equipment without operator and of personal and household goods
72	Computer and related activities
73	Research and development
74	Other business activities
92	Recreational, cultural and sporting activities

SURVEY ON INFORMATION COMMUNICATION TECHNOLOGIES USAGE OF ENTERPRISES 2003

Quote these numbers in any correspondence

	Name:	
	Address:	
	Town/Village:	Postcode:

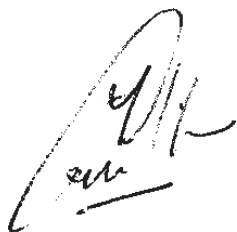
Complete or amend if details are INCORRECT

The launch of eEurope, a European benchmarking programme, to which Malta is participating, is an important addition to the list of activities for the development of Information Society statistics. Its strategic goals are at a priority level in the policy program, with the endorsement of the highest levels of government (local and at the European level) and an ambitious schedule of targets. This survey would indicate which policy actions need to be addressed to the improvement of its availability and access of Internet networks and other IT related communications.

To keep abreast of the fast pace of IT usage in enterprises, a modern survey needs to address this void. The main goals of eEurope are to evaluate the net impact of the information society; to show the current trends in key activity areas and more importantly to shape future policy to aid policymakers in this field.

In accordance with the provisions of the Malta Statistics Authority Act 2000, you are requested to complete and forward this questionnaire to the National Statistics Office, Lascaris, Valletta, **within one month of receipt.** If you experience any difficulties in completing the questionnaire you are invited to call at the National Statistics Office for assistance during working days between 9:00 and 12:00. An electronic version of the survey can be downloaded from <http://www.nso.gov.mt>

Your cooperation in filling in this questionnaire is greatly appreciated.



Alfred Camilleri
Director General

For correspondence contact:

Business Statistics Unit
Short-Term Statistics Section
National Statistics Office
Lascaris,
Valletta CMR 02

Tel: 25 99 73 59, Fax: 21 24 98 41
E-mail: christopher.grech@gov.mt

Confidential when completed.

A: General Information about ICT systems - As at 1st January 2003		(Please tick <input checked="" type="checkbox"/>)	
A1. Does your enterprise use computers?	Yes <input type="checkbox"/>	No <input type="checkbox"/> → end of the survey	
A2. Share of total number of employed persons using computers in their normal work routine (at least once a week):			
a) All computers	%		
b) Computers connected to the World Wide Web (Internet)	%		
A3. Does your enterprise have employed persons who regularly work part of their time (half a day per week or more) away from your premises and which use electronic networks to communicate with the enterprise's IT system?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
A4. Does your enterprise use the following information and communication technologies? (tick one box per row)	Yes (time of survey)	No	
a) Intranet	<input type="checkbox"/>	<input type="checkbox"/>	
b) LAN	<input type="checkbox"/>	<input type="checkbox"/>	
c) - of which Wireless LAN	<input type="checkbox"/>	<input type="checkbox"/>	
d) Extranet (see attached glossary for definition)	<input type="checkbox"/>	<input type="checkbox"/>	
A5. Do you have dedicated IT systems for managing orders or purchases?	Yes	No →Go to B1	
A6. Do your IT systems for managing orders or purchases link automatically with any of the following IT systems?	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 or service operations	<input type="checkbox"/>	<input type="checkbox"/>	
d) Your logistics systems (incl. Electronic delivery)	<input type="checkbox"/>	<input type="checkbox"/>	
e) Your marketing operations	<input type="checkbox"/>	<input type="checkbox"/>	
f) Your suppliers' business systems (for suppliers outside your enterprise group)	<input type="checkbox"/>	<input type="checkbox"/>	
g) Your customers' business systems (for customers outside your enterprisgroup)	<input type="checkbox"/>	<input type="checkbox"/>	
B: Use of Internet (asking enterprises with ICT) - As at 1st January 2003		(Please tick <input checked="" type="checkbox"/>)	
B1. Does your enterprise use or plan to use Internet?	Use now (time of survey) <input type="checkbox"/>	Do not use now but plan to use in 2003 <input type="checkbox"/> →Go to D1	Do not use now and dont plan to use in 2003 <input type="checkbox"/> →Go to D1
B2. Type of external connection to the Internet in January 2003?			
a) Wireless connection (satellite, mobile phone)	<input type="checkbox"/>		
b) Analogue modem (dial-up access over normal telephone line)	<input type="checkbox"/>		
c) ISDN connection	<input type="checkbox"/>		
d) Broadband	<input type="checkbox"/>		
e) -of which xDSL	<input type="checkbox"/>		
f) Cable	<input type="checkbox"/>		
B3. For what purposes does your enterprise use the Internet? (as consumer of Internet services)			
a) Information search	<input type="checkbox"/>		
b) Market monitoring (e.g. prices)	<input type="checkbox"/>		
c) Receiving digital products	<input type="checkbox"/>		
d) Obtaining after sales services	<input type="checkbox"/>		
e) Banking and financial services	<input type="checkbox"/>		
f) Training and education	<input type="checkbox"/>		

B4. Does the enterprise use the Internet for interaction with public authorities?			
	a) For obtaining information	<input type="checkbox"/>	
	b) For obtaining forms	<input type="checkbox"/>	
	c) For returning filled in forms	<input type="checkbox"/>	
	d) For full electronic case handling	<input type="checkbox"/>	
B5.	Does the enterprise have a Web site or home page? - As at 1st January 2003	Yes <input type="checkbox"/>	No <input type="checkbox"/> →Go to B1
B6. Home Page Facilities of the website of your enterprise (your enterprise as provider of Internet, services)			
	a) Marketing the enterprise's products	<input type="checkbox"/>	
	b) Facilitating access to product catalogues and price lists	<input type="checkbox"/>	
	c) Customised page for repeat clients	<input type="checkbox"/>	
	d) Delivering digital products	<input type="checkbox"/>	
	e) Providing after sales support	<input type="checkbox"/>	
	f) Providing mobile Internet services	<input type="checkbox"/>	
B7. Which of the following security facilities does your enterprise use?			
	a) Secure servers	<input type="checkbox"/>	
	b) Firewalls	<input type="checkbox"/>	
	c) Encryption for confidentiality	<input type="checkbox"/>	
	d) Off-site data backup	<input type="checkbox"/>	
	e) Authentication mechanism	<input type="checkbox"/>	
	Of which		
	e 1) Electronic digital signature (as receiver)	<input type="checkbox"/>	
	e 2) Other authentication mechanism (e.g. PIN code)	<input type="checkbox"/>	
	e 3) Secure payment method	<input type="checkbox"/>	
	f) Virus checking or protection software	<input type="checkbox"/>	
	g) Subscription to a security service (e.g. virus protector or intrusion alert)	<input type="checkbox"/>	
B8	Has the enterprise updated any of its security facilities (e.g. virus protection software) in the last 3 months?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
B9. Which of these security problems has the enterprise encountered in the last 12 months?			
	a) Computer virus attack resulting in loss of information or working time	<input type="checkbox"/>	
	b) Unauthorised access to enterprise computer systems or data	<input type="checkbox"/>	
	c) Blackmail or threats to the enterprise data or software	<input type="checkbox"/>	
	d) other	3	

C: E-commerce via Internet (asking enterprises with Internet access) - reference period year 2002				(Please tick <input checked="" type="checkbox"/>)
Purchase via Internet				
C1.	Has the enterprise purchased products/services via the Internet during 2002 (at least 1% total purchases)?	Yes <input type="checkbox"/>	No <input type="checkbox"/> →Go to C5	Do not know →Go to C5
C2.	What percentage of the total purchases (in monetary terms, excluding VAT), would you estimate, did the Internet purchases represent in 2002?		%	
C3.	Has the enterprise paid on-line for any products/services purchased on the Internet in 2002?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
C4.	Has the enterprise purchased products via specialised Internet market places in 2002?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	

Sales via Internet				(Please tick <input checked="" type="checkbox"/>)	
C5. Has the enterprise received orders via the internet in 2002 (excluding manually typed e-mails)?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Do not know <input type="checkbox"/>	<input type="checkbox"/>	
		→Go to D1 <input type="checkbox"/>	→Go to C5 <input type="checkbox"/>		
C6. What percentage of the total turnover in 2002 (in monetary terms, excluding VAT) did revenues from these orders represent (in 2002)?	%				
C7. What percentage of all Internet sales did sales to other enterprises (B2B) and sales to end consumers (B2C) represent in 2002?	B2B %	B2C %			
C8. Breakdown of Internet sales in 2002 by destination (estimates in percentage, in monetary terms)	Own country %	EU countries %	Rest of the world %		
C9. Has the enterprise received on-line payments for Internet sales in 2002?	Yes <input type="checkbox"/>	No <input type="checkbox"/>			
C10. Has the enterprise sold products to other enterprises via a presence on specialised Internet market places in 2002?	Yes <input type="checkbox"/>	No <input type="checkbox"/>			

D: E-commerce via EDI or networks other than Internet. (asking enterprises with ICT)				(Please tick <input checked="" type="checkbox"/>)	
D1. Did the enterprise use EDI or networks other than Internet during 2002?	Yes	No			
		→Go to E1			
a) for purchase (for at least 1% of total purchases)	<input type="checkbox"/>	<input type="checkbox"/>			
b) for sales (for at least 1% of total sales)	<input type="checkbox"/>	<input type="checkbox"/>			
D2. What percentage of the total turnover (in monetary terms) did the sales via EDI or networks other than Internet represent in 2002? (estimate in %)	%				

E: Confidence building practices for Internet-commerce				(Please tick <input checked="" type="checkbox"/>)	
E1. Does your enterprise use one of the following practices (and provide information about this on your website)?	Yes	No	Do not know		
a) Trustmarks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
b) Alternative dispute resolution mechanisms (resolution via an impartial outsider)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
c) Customer service/ complaints mechanisms 2002?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		

Contact Person

Position / Office held

Tel. No.

Fax No.

e-mail:

Date:

Signature:
