

COMMUNITY SURVEY ON ICT USAGE AND E-COMMERCE IN ENTERPRISES

2014

Questionnaire

(Questions relating to the Benchmarking Framework 2011-2015 are marked with an asterisk *)

Module A: Use of computers (Scope: all enterprises)		
A1.	Does your enterprise use computers? (Filter question) Computers include Personal Computers, portable computers, tablets, other portable devices like Smartphones.	<div style="display: flex; justify-content: space-around;"> Yes <input type="checkbox"/> No <input type="checkbox"/> -> go to X1 </div>
A2.	How many persons employed use computers for business purposes? - Optional If you can't provide this value, Please indicate an estimate of the percentage of the total number of persons employed who use computers for business purposes. - Optional	<div style="border: 1px solid black; width: 150px; height: 30px; margin: 0 auto; text-align: center; line-height: 30px;">(Number)</div> <div style="display: flex; align-items: center; justify-content: center; margin-top: 20px;"> <div style="border: 1px solid black; width: 30px; height: 30px; margin: 0 5px;"></div> <div style="border: 1px solid black; width: 30px; height: 30px; margin: 0 5px;"></div> <div style="border: 1px solid black; width: 30px; height: 30px; margin: 0 5px;"></div> % </div>

Module B: ICT specialists and skills (Scope: enterprises with computers)		
B1.	Does your enterprise employ ICT specialists? ICT specialists are employees for whom ICT is the main job . For example, to develop, operate or maintain ICT systems or applications.	<div style="display: flex; justify-content: space-around;"> Yes <input type="checkbox"/> No <input type="checkbox"/> </div>
B2.	Did your enterprise provide any type of training to develop ICT related skills of the persons employed, during 2013?	<div style="display: flex; justify-content: space-around;"> Yes No </div>
	a) Training for ICT specialists <i>Tick No if your enterprise didn't employ ICT specialists during 2013</i>	<div style="display: flex; justify-content: space-around;"> <input type="checkbox"/> <input type="checkbox"/> </div>
	b) Training for other persons employed	<div style="display: flex; justify-content: space-around;"> <input type="checkbox"/> <input type="checkbox"/> </div>
B3.	Did your enterprise recruit or try to recruit ICT specialists, during 2013? (Filter question)	<div style="display: flex; justify-content: space-around;"> Yes <input type="checkbox"/> No <input type="checkbox"/> -> go to C1 </div>
B4.	During 2013, did your enterprise have vacancies for ICT specialists that were difficult to fill?	<div style="display: flex; justify-content: space-around;"> Yes <input type="checkbox"/> No <input type="checkbox"/> </div>

Module C: Access and use of the Internet		
(Scope: enterprises with Computers)		
C1.	Does your enterprise have access to the Internet? (Filter question)	<div>Yes <input type="checkbox"/></div> <div>No <input type="checkbox"/></div> <div>-> go to E1¹</div>
C2. *2	How many persons employed use computers with access to the Internet for business purposes? If you can't provide this value, Please indicate an estimate of the percentage of the total number of persons employed who use computers with access to the Internet for business purposes. Computers include Personal Computers, portable computers, tablets, other portable devices like Smartphones.	<div>(Number)</div> <div><input type="text"/><input type="text"/><input type="text"/> %</div>
Use of a fixed broadband connection to the Internet for business purposes		
C3. *3	Does your enterprise use DSL or any other type of fixed broadband connection to the Internet? (e.g. ADSL, SDSL, VDSL, fiber optics technology (FTTH), cable technology, etc.) <i>(add national examples for public Wi-Fi, WiMax, etc)</i> (Filter question)	<div>Yes <input type="checkbox"/></div> <div>No <input type="checkbox"/></div> <div>-> go to C5</div>
C4.	What is the maximum contracted download speed of the fastest fixed Internet connection of your enterprise? <i>(Tick only one)</i>	
	a) less than 2 Mbit/s	<input type="checkbox"/>
	b) at least 2 but less than 10 Mbit/s	<input type="checkbox"/>
	c) at least 10 but less than 30 Mbit/s	<input type="checkbox"/>
	d) at least 30 but less than 100 Mbit/s	<input type="checkbox"/>
	e) at least 100 Mbit/s	<input type="checkbox"/>
Use of a mobile connection to the Internet for business purposes		
A mobile connection to the Internet means the usage of portable devices connecting to the Internet through mobile telephone networks for business purposes. Enterprises provide portable devices and pay for all or at least up to a limit, the subscription and the use costs.		
C5. *4	Does your enterprise use any of the following types of <u>mobile</u> connection (via mobile telephone networks) to the Internet?	
		<div>Yes</div> <div>No</div>
*	a) ⁽⁵⁾ Mobile broadband connection via a portable device using mobile telephone networks (so called 3G or 4G) e.g. via portable computers or other portable devices like Smartphones	<div><input type="checkbox"/></div> <div><input type="checkbox"/></div>
	a1) via portable computer using mobile telephone networks (so called 3G or 4G) e.g. notebook, netbook, laptop, tablet, etc. - Optional	<div><input type="checkbox"/></div> <div><input type="checkbox"/></div>
	a2) via other portable devices like Smartphones, using mobile telephone networks (so called 3G or 4G) - Optional	<div><input type="checkbox"/></div> <div><input type="checkbox"/></div>
	b) Other mobile connection using e.g. GSM, GPRS, EDGE	<div><input type="checkbox"/></div> <div><input type="checkbox"/></div>

¹ Routing to E1. Module D is only for enterprises with C1=Yes i.e. enterprises with access to the Internet

² For indicator B10 of the benchmarking framework – annual

³ For indicator B11 of the benchmarking framework - annual

⁴ For indicator B11 of the benchmarking framework - annual

⁵ Optional questions C5 a1), C5 a2) should start with "Mobile connection via ..." when used without C5 a)

C6. *6*7	<p>How many persons employed use a <u>portable device</u> provided by the enterprise, that allows Internet connection via mobile telephone networks, for business purposes? (e.g. portable computers, tablets or other portable devices like Smartphones)</p> <p>If you can't provide this value,</p> <p>Please indicate an estimate of the percentage of the total number of persons employed who use a <u>portable device</u> provided by the enterprise, that allows Internet connection via mobile telephone networks, for business purposes? (e.g. portable computers, tablets or other portable devices like Smartphones)</p>	<div style="border: 1px solid black; width: 100px; height: 50px; margin: 0 auto; text-align: center; line-height: 50px;">(Number)</div> <div style="margin-top: 20px;"> <div style="border: 1px solid black; width: 40px; height: 20px; display: inline-block;"></div> <div style="border: 1px solid black; width: 20px; height: 20px; display: inline-block;"></div> <div style="border: 1px solid black; width: 20px; height: 20px; display: inline-block;"></div> <div style="border: 1px solid black; width: 20px; height: 20px; display: inline-block;"></div> % </div>	
Use of a Website			
C7.	<p>Does your enterprise have a Website? (Filter question)</p>	Yes <input type="checkbox"/>	No <input type="checkbox"/> -> go to C9 (8)
C8.	<p>Does the Website have any of the following?</p>	Yes	No
	<p>a) Description of goods or services, price lists - Optional</p>	<input type="checkbox"/>	<input type="checkbox"/>
	<p>^{*9} b) Online ordering or reservation or booking, e.g. shopping cart</p>	<input type="checkbox"/>	<input type="checkbox"/>
	<p>c) Possibility for visitors to customise or design online goods or services - Optional</p>	<input type="checkbox"/>	<input type="checkbox"/>
	<p>d) Tracking or status of orders placed - Optional</p>	<input type="checkbox"/>	<input type="checkbox"/>
	<p>e) Personalised content in the website for regular/repeated visitors - Optional</p>	<input type="checkbox"/>	<input type="checkbox"/>
	<p>f) Links or references to the enterprise's social media profiles - Optional</p>	<input type="checkbox"/>	<input type="checkbox"/>
	<p>g) A privacy policy statement, a privacy seal or a website safety certificate - Optional</p>	<input type="checkbox"/>	<input type="checkbox"/>
	<p>h) Advertisement of open job positions or online job application - Optional</p>	<input type="checkbox"/>	<input type="checkbox"/>
	<p>i) Electronic submission of complaints (i.e. via e-mail, web form, etc.)</p>	<input type="checkbox"/>	<input type="checkbox"/>
Use of Social Media			
<p>Enterprises using social media are considered those that have a user profile, an account or a user license depending on the requirements and the type of the social media.</p>			
C9.	<p>Does your enterprise use any of the following social media? (not solely used for paid adverts) (add national examples; replace existing examples if necessary) - Optional a)b)c)d)</p>	Yes	No
	<p>a) Social networks (e.g. Facebook, LinkedIn, Xing, Viadeo, Yammer, etc.)</p>	<input type="checkbox"/>	<input type="checkbox"/>
	<p>b) Enterprise's blog or microblogs (e.g. Twitter, Present.ly, etc.)</p>	<input type="checkbox"/>	<input type="checkbox"/>
	<p>c) Multimedia content sharing websites (e.g. YouTube, Flickr, Picasa, SlideShare, etc.)</p>	<input type="checkbox"/>	<input type="checkbox"/>
	<p>d) Wiki based knowledge sharing tools</p>	<input type="checkbox"/>	<input type="checkbox"/>

⁶ For indicator B12 of the benchmarking framework - annual

⁷ For indicator B13 of the benchmarking framework - annual

⁸ Routing may need to change; C9, C10 and C11 are optional

⁹ For indicator D7 of the benchmarking framework - annual

Other use of the Internet			
C10.	Do any persons employed have remote access to the enterprise's e-mail system, documents or applications? <i>- Optional</i>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
C11.	Does your enterprise pay to advertise on the Internet? (e.g. adverts on search engines, on social media, on other websites, etc.) <i>- Optional</i>	Yes <input type="checkbox"/>	No <input type="checkbox"/>

Module D: Use of cloud computing services			
(Scope: enterprises with access to the Internet)			
<p>Cloud computing refers to ICT services that are used over the Internet to access software, computing power, storage capacity etc.;</p> <p>where the services have all of the following characteristics:</p> <ul style="list-style-type: none"> - are delivered from servers of service providers - can be easily scaled up or down (e.g. number of users or change of storage capacity) - can be used on-demand by the user, at least after the initial set up (without human interaction with the service provider) - are paid for, either per user, by capacity used, or they are pre-paid <p>Cloud computing may include connections via Virtual Private Networks (VPN)</p>			
D1.	<p>Does your enterprise buy any cloud computing services used over the Internet?</p> <p>(Please refer to the definition of cloud computing above, exclude free of charge services)</p> <p>(Filter question)</p>	Yes <input type="checkbox"/>	No <input type="checkbox"/> ->go to D6 or E1
D2.	<p>Does your enterprise buy any of the following cloud computing services used over the Internet?</p> <p>(Please refer to the definition of cloud computing above, exclude free of charge services)</p>	Yes	No
	a) E-mail (as a cloud computing service)	<input type="checkbox"/>	<input type="checkbox"/>
	b) Office software (e.g. word processors, spreadsheets, etc.) (as a cloud computing service)	<input type="checkbox"/>	<input type="checkbox"/>
	c) Hosting the enterprise's database(s) (as a cloud computing service)	<input type="checkbox"/>	<input type="checkbox"/>
	d) Storage of files (as a cloud computing service)	<input type="checkbox"/>	<input type="checkbox"/>
	e) Finance or accounting software applications (as a cloud computing service)	<input type="checkbox"/>	<input type="checkbox"/>
	f) Customer Relationship Management (CRM, software application for managing information about customers) (as a cloud computing service)	<input type="checkbox"/>	<input type="checkbox"/>
	g) Computing power to run the enterprise's own software (as a cloud computing service)	<input type="checkbox"/>	<input type="checkbox"/>
D3.	<p>Does your enterprise buy any cloud computing services delivered from:</p> <p>(Please refer to the definition of cloud computing above, exclude free of charge services)</p>	Yes	No
	a) shared servers of service providers	<input type="checkbox"/>	<input type="checkbox"/>
	b) servers of service providers exclusively reserved for your enterprise	<input type="checkbox"/>	<input type="checkbox"/>

D4. Do any of the following factors limit your enterprise from using cloud computing services? (Please refer to the definition of cloud computing above, exclude free of charge services)		Yes	No
	a) Risk of a security breach	<input type="checkbox"/>	<input type="checkbox"/>
	b) Problems accessing data or software	<input type="checkbox"/>	<input type="checkbox"/>
	c) Difficulties in unsubscribing or changing service provider (including concerns with data portability)	<input type="checkbox"/>	<input type="checkbox"/>
	d) Uncertainty about the location of the data	<input type="checkbox"/>	<input type="checkbox"/>
	e) Uncertainty about applicable law, jurisdiction, dispute resolution mechanism	<input type="checkbox"/>	<input type="checkbox"/>
	f) High cost of buying cloud computing services	<input type="checkbox"/>	<input type="checkbox"/>
	g) Insufficient knowledge of cloud computing	<input type="checkbox"/>	<input type="checkbox"/>

D5. To what degree were any of the following benefits realised from using cloud computing services? (Please refer to the definition of cloud computing above, exclude free of charge services) - Optional a) b) c)	To a high degree	To some degree	To a limited degree	Not at all
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

-> Go to **E1**

D6. (To be answered <u>only</u> if D1 = "No") Do any of the following factors prevent your enterprise from using cloud computing services? (Please refer to the definition of cloud computing above, exclude free of charge services) - Optional a) b) c) d) e)	Yes	No
	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>

Module E: Sharing of information electronically within the enterprise		
(Scope: enterprises with Computers)		
An ERP (Enterprise Resource Planning) is a software package used to manage resources by sharing information among different functional areas (e.g. accounting, planning, production, marketing, etc.)		
E1. *10	Does your enterprise use an ERP software package?	Yes <input type="checkbox"/> No <input type="checkbox"/>
CRM (Customer Relationship Management) refers to any software application for managing information about customers		
E2. *11	Does your enterprise use CRM software to manage:	Yes <input type="checkbox"/> No <input type="checkbox"/>
	a) the collection, storing and making available information about customers to various business functions	<input type="checkbox"/> <input type="checkbox"/>
	(*) b) the analysis of information about customers for marketing purposes. (e.g. setting prices, sales promotion, choosing distribution channels, etc.)	<input type="checkbox"/> <input type="checkbox"/>

Module F: Use of EDI-type messages suitable for automated processing		
(Scope: enterprises with Computers)		
Electronic transmission of data suitable for automated processing - often called Electronic Data Interchange (EDI) - means:		
<ul style="list-style-type: none"> – sending and/or receiving of messages (e.g. payment transactions, tax declarations, orders, etc.) – in an agreed or standard format suitable for automated processing, e.g. EDI, EDIFACT, XML, xCBL, cXML, ebXML, ODETTE, TRADACOMS, – without the individual message being typed manually <i>[please add national examples]</i> 		
F1 * 12, 13	Does your enterprise send or receive EDI-type messages suitable for automated processing for?	Yes <input type="checkbox"/> No <input type="checkbox"/>
	a) Payment instructions to financial institutions	<input type="checkbox"/> <input type="checkbox"/>
	b) Data to/from public authorities (e.g. tax returns, statistical data, import or export declarations <i>[please add national examples]</i>)	<input type="checkbox"/> <input type="checkbox"/>

¹⁰ For indicator D1 of the benchmarking framework

¹¹ For indicator D8 of the benchmarking framework (biennial 2014)

¹² For indicator D3 of the benchmarking framework

¹³ For indicator D3, D4 of the benchmarking framework

Module G: Sharing Supply Chain Management Information electronically (Scope: enterprises with Computers)			
<p>Sharing information electronically on Supply Chain Management means exchanging all types of information with suppliers and/or customers about the availability, production, development and distribution of goods or services.</p> <p>This information may be exchanged via websites, networks or other means of electronic data transfer, but it excludes manually typed e-mail messages.</p>			
G1.*¹⁴	Does your enterprise share supply chain management information electronically with its suppliers or customers? (e.g. information on inventory levels, production plans, planning or progress in the provision of services, demand forecasts or progress of deliveries, etc.). (Filter question)	Yes <input type="checkbox"/>	No <input type="checkbox"/> -> go to H1
	G2. How does your enterprise share supply chain management information electronically?		
		Yes	No
	a) via websites (yours, those of your business partners) or web portals	<input type="checkbox"/>	<input type="checkbox"/>
	b) via electronic transmission suitable for automated processing (e.g. EDI-type systems, XML, EDIFACT, etc.)	<input type="checkbox"/>	<input type="checkbox"/>

Module H: Use of Radio Frequency Identification (RFID) technologies (Scope: enterprises with Computers)			
<p>Radio Frequency identification technologies (RFID) means:</p> <ul style="list-style-type: none"> - an automated identification method to store and remotely retrieve data using RFID tags or transponders, <p>An RFID tag is a device that can be applied to or incorporated into a product or an object and transmits data via radiowaves.</p> <p><i>[please add national examples]</i></p>			
H1.*¹⁵	Does your enterprise make use of Radio Frequency Identification instruments for the following purposes?		
		Yes	No
	a) Person identification or access control	<input type="checkbox"/>	<input type="checkbox"/>
	b) As part of the production and service delivery process (e.g. monitoring and control of industrial production, supply chain and inventory tracking; service, maintenance or asset management, etc.)	<input type="checkbox"/>	<input type="checkbox"/>
	c) For product identification after the production process (e.g. theft control, counterfeiting, allergen information, etc.)	<input type="checkbox"/>	<input type="checkbox"/>

¹⁴ For indicator D4 benchmarking framework (annual)

¹⁵ For indicator D6 of the benchmarking framework (biennial - 2014)

Module I: Electronic invoicing					
(Scope: enterprises with Computers)					
<p>There are invoices in paper form and electronic form. Invoices in electronic form are of two types:</p> <p>- eInvoices in a standard structure suitable for automated processing. (e.g. EDI, UBL, XML, <i>[please add national examples]</i>). They are exchanged either directly or via service operators or via an electronic banking system.</p> <p>- Invoices in electronic form not suitable for automated processing. (e.g. e-mails, e-mail attachment as pdf, images in TIF, JPEG or other format) <i>If you cannot provide the exact percentages an approximation will suffice.</i></p>					
I1.	<p>Did your enterprise <u>send invoices to other enterprises or public authorities</u> during 2013?</p> <p>(Filter question)</p>	Yes <input type="checkbox"/>		No <input type="checkbox"/> >-go to I3	
I2.	<p>Of all invoices the enterprise <u>sent to other enterprises or public authorities</u> during 2013, what percentage was <u>sent</u> as:</p>	(%)			
	a) eInvoices in a standard structure suitable for automated processing? (e.g. EDI, UBL, XML, <i>please add national examples</i>)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	%
	b) Invoices in electronic form not suitable for automated processing? (e.g. emails, e-mail attachment as pdf, images in TIF, JPEG or other format)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	%
	c) Invoices only in paper form?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	%
	TOTAL	1	0	0	%
I3.	<p>Of all invoices the enterprise <u>received</u> during 2013, what percentage was <u>received</u> as:</p>	(%)			
	a) eInvoices in a standard structure suitable for automated processing? (e.g. EDI, UBL, XML, <i>please add national examples</i>)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	%
	b) Invoices in paper form or in electronic form not suitable for automated processing? (e.g. emails, e-mail attachment as pdf, images in TIF, JPEG or other format)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	%
	TOTAL	1	0	0	%

Module J: e-Commerce			
(Scope: enterprises with Computers)			
<p>e-Commerce is the sale or purchase of goods or services conducted over computer networks by methods specifically designed for the purpose of receiving or placing of orders.</p> <p>The payment and the delivery of the goods or services do not have to be conducted online.</p> <p>e-Commerce transactions exclude orders made by manually typed e-mail messages.</p>			
e-Commerce Sales			
<i>In the following questions please report separately for web sales and EDI-type sales</i>			
Web sales			
Web sales are sales made via an online store (web shop) or via web forms on a website or extranet.			
J1. *16	During 2013, did your enterprise <i>receive</i> orders for goods or services placed via a website? (excluding manually typed e-mails) (Filter question)	Yes <input type="checkbox"/>	No <input type="checkbox"/> -> go to J5
J2. *17	Please state the value of the turnover resulting from orders <i>received</i> that were placed via a website (in monetary terms, excluding VAT), in 2013. If you can't provide this value, Please indicate an estimate of the percentage of the total turnover resulting from orders <i>received</i> that were placed via a website, in 2013.	(National currency) _____ ____ _ %	
J3.	Please provide a percentage breakdown of the turnover from orders <i>received</i> that were placed via a website in 2013 by type of customer. (estimates in percentage of the monetary values, excluding VAT)		
	a) B2C (Sales to private consumers)	□ □ □ %	
	b) B2B (Sales to other enterprises) and B2G (Sales to public authorities)	□ □ □ %	
	c) TOTAL	1 0 0 %	
J4.	Which of the following means of payment are accepted for sales via a website?	Yes	No
	a) Online payment, i.e. payment integrated in the ordering transaction (e.g. credit, debit card, direct debit authorisation, via 3rd party accounts)	<input type="checkbox"/>	<input type="checkbox"/>
	b) Offline payment, i.e. payment process is not included in the ordering transaction (e.g. cash on delivery, bank transfer, cheque payment, other not online payment)	<input type="checkbox"/>	<input type="checkbox"/>

¹⁶ For indicators D10, D11 of the benchmarking framework

¹⁷ For indicator D9 of the benchmarking framework

EDI-type sales EDI-type sales are sales made via EDI-type messages (EDI: Electronic Data interchange) meaning: <ul style="list-style-type: none"> – in an agreed or standard format suitable for automated processing (e.g. EDIFACT, UBL, XML,...) – without the individual messages being typed manually 			
J5. *18	During 2013, did your enterprise <i>receive</i> orders for goods or services placed via EDI-type messages? (Filter question)	Yes <input type="checkbox"/>	No <input type="checkbox"/> -> go to J7
J6. *19	Please state the value of the turnover resulting from orders <i>received</i> that were placed via EDI-type messages (in monetary terms, excluding VAT), in 2013. (National currency) _____ If you can't provide this value, Please indicate an estimate of the percentage of the total turnover resulting from orders <i>received</i> that were placed via EDI-type messages, in 2013. _____ %		

e-Commerce purchases e-Commerce purchases are purchases made via any of the following ways: <ul style="list-style-type: none"> – via an online store (web shop) or via web forms on a website or an extranet of another enterprise, or – via EDI-type messages (EDI: Electronic Data Interchange) which means messages in an agreed or standard format suitable for automated processing (e.g. EDIFACT, UBL, XML etc.) without the individual messages being typed manually. <i>[Purchases of goods or services include the value of all goods and services purchased during the accounting period for resale or consumption in the production process, <u>excluding</u> capital goods the consumption of which is registered as consumption of fixed capital.]</i>			
J7. *20	During 2013, did your enterprise place orders for goods or services via a website or EDI-type messages? (Excluding manually typed e-mails)	Yes <input type="checkbox"/>	No <input type="checkbox"/> -> go to X1
J8.	During 2013, did your enterprise place orders for goods or services via a website? -Optional	Yes <input type="checkbox"/>	No <input type="checkbox"/>
J9. *21	During 2013, did your enterprise place orders for goods or services via EDI-type messages? -Optional	Yes <input type="checkbox"/>	No <input type="checkbox"/>
J10 *22	During 2013, was the value of the orders that your enterprise placed electronically <u>equal or more than 1%</u> of the total purchases' value? (in monetary terms, excluding VAT)	Yes <input type="checkbox"/>	No <input type="checkbox"/>

Module X: Background information *23 (X1-X3) available in some countries from SBS, the business register or administrative data and thus not to be included; latest available information should be provided		
X1.	Main economic activity of the enterprise, during 2013	
X2.	Average number of persons employed, during 2013	
X3.	Total turnover (in value terms, excluding VAT), for 2013	

¹⁸ For indicator D10, D11, D3 of the benchmarking framework

¹⁹ For indicator D9 of the benchmarking framework

²⁰ For indicator D11 of the benchmarking framework

²¹ For indicators D3 and D4 of the benchmarking framework

²² For indicator D11 of the benchmarking framework

²³ For background information of the benchmarking framework