

# COMMUNITY SURVEY ON ICT USAGE AND E-COMMERCE IN ENTERPRISES

**2016**

## Model Questionnaire version 1.0

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

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

<b>Module B: ICT specialists and skills</b>			
(Scope: enterprises with computers)			
<b>B1.</b>	<b>Does your enterprise employ ICT specialists?</b> ICT specialists are employees for whom <b>ICT is the main job</b> . For example, to develop, operate or maintain ICT systems or applications.	Yes <input type="checkbox"/>	No <input type="checkbox"/>
<b>B2.</b>	<b>Did your enterprise provide any type of training to develop ICT related skills of the persons employed, during 2015?</b>	Yes	No
	<b>a) Training for ICT specialists</b> <i>Tick "No" if your enterprise didn't employ ICT specialists during 2015.</i>	<input type="checkbox"/>	<input type="checkbox"/>
	<b>b) Training for other persons employed</b>	<input type="checkbox"/>	<input type="checkbox"/>
<b>B3.</b>	<b>Did your enterprise recruit or try to recruit ICT specialists, during 2015?</b> (Filter question)	Yes <input type="checkbox"/>	No <input type="checkbox"/> ->go to B5
<b>B4.</b>	<b>During 2015, did your enterprise have vacancies for ICT specialists that were difficult to fill?</b>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
<b>B5.</b>	<b>Please indicate who mainly performed the following ICT functions of your enterprise in 2015:</b>	Mainly own employees incl. those employed in parent or affiliate enterprises	Mainly external supplier
	a) Maintenance of ICT infrastructure (servers, computers, printers, networks)	<input type="checkbox"/>	<input type="checkbox"/>
	b) Support for office software (e.g. word processors, spreadsheets, etc.)	<input type="checkbox"/>	<input type="checkbox"/>
	c) Development of business management software/systems (e.g. ERP - Enterprise Resource planning used to	<input type="checkbox"/>	<input type="checkbox"/>

manage resources by sharing information among different functional areas such as accounting, planning, production, marketing; <b>CRM</b> software application for managing information about customers; <b>Human Resources</b> information management, databases)			
d) Support for business management software/systems (e.g. ERP, CRM, HR, databases)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) Development of web solutions (e.g. websites, e-commerce solutions)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) Support for web solutions (e.g. websites, e-commerce solutions)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g) Security and data protection (e.g. security testing, security software)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Module C: Access and use of the internet		
(Scope: enterprises with computers)		
<b>C1.</b>	<b>Does your enterprise have access to the internet?</b> (Filter question)	<div>Yes <input type="checkbox"/></div> <div>No <input type="checkbox"/> -&gt;go to <b>E1</b><sup>1</sup></div>
<b>C2.</b> *2	<b>How many persons employed use computers with access to the internet for business purposes?</b>  If you can't provide this value,  <b>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.</b>  Computers include Personal Computers, portable computers, tablets, other portable devices such as Smartphones.	<div>(Number)</div>  <div><input type="text"/><input type="text"/><input type="text"/><input type="text"/> %</div>
Use of a fixed broadband connection to the internet for business purposes		
<b>C3.</b> *3	<b>Does your enterprise use DSL or any other type of fixed broadband connection to the internet?</b> (e.g. ADSL, SDSL, VDSL, fiber optics technology (FTTP), 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"/> -&gt;go to C5</div>
<b>C4.</b>	<b>What is the maximum contracted download speed of the fastest fixed internet connection of your enterprise?</b> <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"/>

<sup>1</sup> Routing to E1. Module D: Use of cloud computing services is only for enterprises with C1=Yes i.e. enterprises with access to the internet. Module D is mandatory.

<sup>2</sup> For indicator B10 of the benchmarking framework – annual

<sup>3</sup> For indicator B11 of the benchmarking framework - annual

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 a <u>mobile broadband</u> connection to the internet <u>via a portable device</u> using mobile telephone networks (3G or 4G)?  e.g. via portable computers or other portable devices such as Smartphones	Yes <input type="checkbox"/>	No <input type="checkbox"/>
C6. *5	Does your enterprise use a <u>mobile broadband</u> connection to the internet via the following <u>portable devices</u> ?  <b>- Optional</b>	Yes	No
	a) via <b>portable computer</b> using mobile telephone networks (3G or 4G) e.g. notebook, netbook, laptop, tablet, etc.  <b>- Optional</b>	<input type="checkbox"/>	<input type="checkbox"/>
	b) via <b>other portable devices</b> such as Smartphones, using mobile telephone networks (3G or 4G)  <b>- Optional</b>	<input type="checkbox"/>	<input type="checkbox"/>
C7. *6*7	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? (Filter question) (e.g. portable computers, tablets or other portable devices such as Smartphones) (Please enter a value, field cannot be left blank)  If you can't provide this value,  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? (Filter question) (e.g. portable computers, tablets or other portable devices such as Smartphones) (Please enter a value, field cannot be left blank)	<div style="border: 1px solid black; width: 100px; height: 60px; margin: 0 auto; text-align: center; line-height: 60px;">(Number)</div> <div style="margin-top: 20px;"> <div style="border: 1px solid black; width: 30px; height: 20px; display: inline-block;"></div> <div style="border: 1px solid black; width: 30px; height: 20px; display: inline-block;"></div> <div style="border: 1px solid black; width: 30px; height: 20px; display: inline-block;"></div> <span style="font-size: 24px; vertical-align: middle;">%</span> </div> <p style="text-align: center; margin-top: 20px;"><b>If C7 = 0 go to C9</b></p>	
C8.	Does your enterprise provide the persons employed with <u>portable devices</u> that allow mobile connection to the internet for business use to:	Yes	No
	a) access the enterprise's e-mail system?	<input type="checkbox"/>	<input type="checkbox"/>
	b) access and modify enterprise's documents?	<input type="checkbox"/>	<input type="checkbox"/>
	c) use dedicated business software applications? (e.g. for orders or sales management, ERP (Enterprise Resource Planning) related applications, etc.)	<input type="checkbox"/>	<input type="checkbox"/>
Use of a Website			
C9.	Does your enterprise have a Website? (Filter question)	Yes <input type="checkbox"/>	No <input type="checkbox"/> ->go to C11

<sup>4</sup> For indicator B11 of the benchmarking framework - annual

<sup>5</sup> For indicator B11 of the benchmarking framework - annual

<sup>6</sup> For indicator B12 of the benchmarking framework - annual

<sup>7</sup> For indicator B13 of the benchmarking framework - annual

<b>C10. Does the Website have any of the following?</b>	Yes	No
a) Description of goods or services, price lists	<input type="checkbox"/>	<input type="checkbox"/>
* <sup>8</sup> b) Online ordering or reservation or booking, e.g. shopping cart	<input type="checkbox"/>	<input type="checkbox"/>
c) Possibility for visitors to customise or design online goods or services	<input type="checkbox"/>	<input type="checkbox"/>
d) Tracking or status of orders placed	<input type="checkbox"/>	<input type="checkbox"/>
e) Personalised content in the website for regular/recurrent visitors	<input type="checkbox"/>	<input type="checkbox"/>
f) Links or references to the enterprise's social media profiles	<input type="checkbox"/>	<input type="checkbox"/>
g) Advertisement of open job positions or online job application <b>- Optional</b>	<input type="checkbox"/>	<input type="checkbox"/>

Use of Social Media		
Enterprises <b>using</b> social media are considered those that have a user profile, an account or a user licence depending on the requirements and the type of the social media.		
<b>C11. Does your enterprise use any of the following social media? (not solely used for paid adverts)</b> <i>(add national examples; replace existing examples if necessary)</i>	Yes	No
a) Social networks (e.g. Facebook, LinkedIn, Xing, Viadeo, Yammer, etc.)	<input type="checkbox"/>	<input type="checkbox"/>
b) Enterprise's blog or microblogs (e.g. Twitter, Present.ly, etc.)	<input type="checkbox"/>	<input type="checkbox"/>
c) Multimedia content sharing websites (e.g. YouTube, Flickr, Picasa, SlideShare, etc.)	<input type="checkbox"/>	<input type="checkbox"/>
d) Wiki based knowledge sharing tools	<input type="checkbox"/>	<input type="checkbox"/>
Other use of the internet		
<b>C12. Do any persons employed have remote access to the enterprise's e-mail system, documents or applications?</b>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
<b>C13. Does your enterprise pay to advertise on the internet?</b> (e.g. adverts on search engines, on social media, on other websites, etc.) (Filter question)	Yes <input type="checkbox"/>	No <input type="checkbox"/> go to D1
<b>C14. Does your enterprise pay to advertise on the internet using any of the following targeted advertising methods?</b>	Yes	No
a) Based on webpages' content or keywords searched by users	<input type="checkbox"/>	<input type="checkbox"/>
b) Based on the tracking of internet users' past activities or profile	<input type="checkbox"/>	<input type="checkbox"/>
c) Based on the geolocation of internet users	<input type="checkbox"/>	<input type="checkbox"/>
d) Any other method of targeted advertising on the internet not specified above	<input type="checkbox"/>	<input type="checkbox"/>

<sup>8</sup> For indicator D7 of the benchmarking framework - annual

Module D: Use of cloud computing services		
(Scope: enterprises with access to the internet)		
<p><b>Cloud computing</b> refers to <b>ICT services</b> that are used <b>over the internet</b> to access software, computing power, storage capacity etc.;</p> <p><b>where the services have all of the following characteristics:</b></p> <ul style="list-style-type: none"> <li>- are delivered from <b>servers</b> of service providers</li> <li>- can be easily <b>scaled</b> up or down (e.g. number of users or change of storage capacity)</li> <li>- can be used <b>on-demand by the user</b>, at least after the initial set up (without human interaction with the service provider)</li> <li>- are <b>paid</b> for, either per user, by capacity used, or they are pre-paid</li> </ul> <p>Cloud computing may include connections via Virtual Private Networks (VPN).</p>		
<b>D1.</b> <b>Does your enterprise buy any cloud computing services used over the internet?</b> (Please refer to the definition of cloud computing above, exclude free of charge services.) (Filter question)	Yes <input type="checkbox"/>	No <input type="checkbox"/> ->go to <b>E1</b>
<b>D2.</b> <b>Does your enterprise buy any of the following cloud computing services used over the internet?</b> (Please refer to the definition of cloud computing above, exclude free of charge services.)	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"/>
<b>D3.</b> <b>Does your enterprise buy any cloud computing services delivered from:</b> (Please refer to the definition of cloud computing above, exclude free of charge services.)	Yes	No
a) <b>shared servers</b> of service providers	<input type="checkbox"/>	<input type="checkbox"/>
b) <b>servers</b> of service providers <b>exclusively reserved for your enterprise</b>	<input type="checkbox"/>	<input type="checkbox"/>

## Module E: Big data analysis

(Scope: enterprises with computers)

**- Optional**

**Big data** are generated from activities that are carried out electronically and from machine-to-machine communications (e.g. data produced from social media activities, from production processes, etc.)

**Big data** typically have characteristics such as:

- Significant **volume** referring to vast amounts of data generated over time.
- **Variety** referring to the different format of complex data, either structured or unstructured (e.g. text, video, images, voice, docs, sensor data, activity logs, click streams, coordinates, etc.).
- **Velocity** referring to the high speed at which data is generated, becomes available and changes over time.

**Big data analysis** refers to the use of techniques, technologies and software tools for analysing **big data** extracted from your own enterprise's data sources or other data sources.

<b>E1. During 2015, did your enterprise analyse <u>big data</u> from any of the following data sources?</b> <i>(Please refer to the definition of big data above; include big data analysis conducted by external service providers)</i> <b>- Optional</b>	Yes	No
a) Enterprise's own data from smart devices or sensors (e.g. Machine to Machine -M2M- communications, digital sensors, Radio frequency identification tags RFID <sup>9</sup> , etc.) <i>(in the context of big data)</i>	<input type="checkbox"/>	<input type="checkbox"/>
b) Geolocation data from the use of portable devices (e.g. portable devices using mobile telephone networks, wireless connections or GPS) <i>(in the context of big data)</i>	<input type="checkbox"/>	<input type="checkbox"/>
c) Data generated from social media (e.g. social networks, blogs, multimedia content sharing websites, etc.) <i>(in the context of big data)</i>	<input type="checkbox"/>	<input type="checkbox"/>
d) Other big data sources not specified above	<input type="checkbox"/>	<input type="checkbox"/>

**If E1 has at least one positive answer then continue to E2, else go to F1.**

<b>E2. During 2015, who performed big data analysis for your enterprise?</b> <b>- Optional</b>	Yes	No
<b>a) Enterprise's own employees</b> (incl. those employed in parent or affiliate enterprises)	<input type="checkbox"/>	<input type="checkbox"/>
<b>b) External service provider</b>	<input type="checkbox"/>	<input type="checkbox"/>

<sup>9</sup> A **Radio Frequency identification-RFID** tag is a device that can be applied to or incorporated into a product or an object and transmits data via radio waves.

## Module F: Invoicing

(Scope: enterprises with computers)

There are invoices in **paper form** and **electronic form**. Invoices in **electronic form** are of two types:

- **elinvoices** in a standard structure **suitable for automated processing**.

(EDI (e.g. EDIFACT), XML (e.g. UBL), *[please add national examples]*). They are exchanged either directly or via service operators or via an electronic banking system.

- **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)

*If you cannot provide the exact percentages an approximation will suffice.*

F1.	During 2015, did your enterprise issue/send any type of invoices, whether in electronic or in paper form, to: (Filter question)	Yes	No
	a) other enterprises	<input type="checkbox"/>	<input type="checkbox"/>
	b) public authorities	<input type="checkbox"/>	<input type="checkbox"/>
	c) private consumers	<input type="checkbox"/>	<input type="checkbox"/>

*If F1 has a) or b) answered with "Yes" then continue, else go to F3.*

F2 <sup>10.*</sup>	Of all invoices your enterprise issued/sent to <u>other enterprises or public authorities</u> during 2015, what percentage was <u>issued/sent</u> as:	(%)			
	a) <b>Invoices in electronic form</b> , in a standard structure <u>suitable</u> for automated processing ( <b>elinvoices</b> )? (EDI (e.g. EDIFACT), XML (e.g. UBL), <i>[please add national examples]</i> )	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	%
	b) <b>Invoices in electronic form</b> , <u>not suitable</u> for automated processing? (e.g. e-mails, 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"/>	%
	<b>TOTAL</b>	<b>1</b>	<b>0</b>	<b>0</b>	%
F3.*	Of all invoices your enterprise <u>received</u> during 2015, what percentage was <u>received</u> as:	(%)			
	a) <b>Invoices in electronic form</b> , in a standard structure <u>suitable</u> for automated processing ( <b>elinvoices</b> )? (EDI (e.g. EDIFACT), XML (e.g. UBL), <i>[please add national examples]</i> )	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	%
	b) Invoices in paper form or in electronic form <u>not suitable</u> for automated processing? (e.g. e-mails, e-mail attachment as pdf, images in TIF, JPEG or other format)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	%
	<b>TOTAL</b>	<b>1</b>	<b>0</b>	<b>0</b>	%

<sup>10</sup> For indicator D5 of the benchmarking framework – annual (based on F2(a), F3(a))

<b>Module G: e-Commerce</b> (Scope: enterprises with computers)			
<p><b>e-Commerce</b> 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 <b>exclude</b> orders made by manually typed e-mail messages.</p>			
<b>e-Commerce Sales</b> <i>In the following questions please report separately for web sales and EDI-type sales.</i>			
<b>Web sales</b> <b>Web sales</b> are sales made via an online store (web shop), via web forms on a website or extranet, or via "apps".			
<b>G1.</b> <small>*11</small>	<b>During 2015, did your enterprise receive orders for goods or services placed via a website or "apps"?</b> (excluding manually typed e-mails) (Filter question)	Yes <input type="checkbox"/>	No <input type="checkbox"/> -> go to G5 or G6 <sup>12</sup>
<b>G2.</b> <small>*13</small>	<b>Please state the value of the turnover resulting from orders received that were placed via a website or "apps" (in monetary terms, excluding VAT), in 2015.</b>  If you can't provide this value,  <b>Please indicate an estimate of the percentage of the total turnover resulting from orders received that were placed via a website or "apps", in 2015.</b>		
(National currency) _____  ____ ____ ____ %			
<b>G3.</b> Please provide a percentage breakdown of the turnover from orders received that were placed via a website or "apps" in 2015 by type of customer. (estimates in percentage of the monetary values, excluding VAT)			
a) <b>B2C</b> (Sales to private consumers)		<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> %	
b) <b>B2B</b> (Sales to other enterprises) and <b>B2G</b> (Sales to public authorities)		<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> %	
<b>c) TOTAL</b>		<b>1 0 0 %</b>	
<b>G4.</b>	<b>Which of the following means of payment are accepted for sales via a website or "apps"?</b> <b>-Optional</b>		Yes
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"/>	No  <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"/>

<sup>11</sup> For indicators D10, D11 of the benchmarking framework

<sup>12</sup> Routing to Question **G5** that is **optional** or **G6** if **G5** is not asked

<sup>13</sup> For indicator D9 of the benchmarking framework



<b>G5. Did any of the following obstacles limit or prevent your enterprise from selling via a website or “apps”?</b> <small>(14)</small> <b>-Optional</b>		
	Yes, I agree	No, I disagree
a) The enterprise's goods or services were not suitable for web sales	<input type="checkbox"/>	<input type="checkbox"/>
b) Problems in web sales related to logistics (shipping of goods or delivery of services)	<input type="checkbox"/>	<input type="checkbox"/>
c) Problems in web sales related to payments	<input type="checkbox"/>	<input type="checkbox"/>
d) Problems in web sales related to ICT security or data protection	<input type="checkbox"/>	<input type="checkbox"/>
e) Problems in web sales related to the legal framework	<input type="checkbox"/>	<input type="checkbox"/>
f) The cost of introducing web sales was, or would have been, too high compared to the benefits	<input type="checkbox"/>	<input type="checkbox"/>

<b>EDI-type sales</b> <b>EDI-type sales</b> are sales made via EDI-type messages (EDI: Electronic Data interchange) meaning: <ul style="list-style-type: none"> <li>– in an agreed or standard format suitable for automated processing (e.g. (EDI (e.g. EDIFACT), XML (e.g. UBL), <i>[please add national examples]</i>)</li> <li>– without the individual messages being typed manually</li> </ul>		
<b>G6. *</b> <b>During 2015, did your enterprise receive orders for goods or services placed via EDI-type messages?</b> <small>(Filter question)</small>	Yes <input type="checkbox"/>	No <input type="checkbox"/> -> go to G8
<b>G7. *</b> <b>Please state the value of the turnover resulting from orders received that were placed via EDI-type messages (in monetary terms, excluding VAT), in 2015.</b> <small>(National currency)</small> _____ If you can't provide this value, <b>Please indicate an estimate of the percentage of the total turnover resulting from orders received that were placed via EDI-type messages, in 2015.</b> ____ ____ ____ %		

<b>e-Commerce purchases</b> <b>-Optional</b> <b>e-Commerce purchases</b> are purchases made via any of the following ways: <ul style="list-style-type: none"> <li>– via an online store (web shop) or via web forms on a website or an extranet of another enterprise, via “apps”, or</li> <li>– via EDI-type messages (EDI: Electronic Data Interchange) which means messages in an agreed or standard format suitable for automated processing (e.g. (EDI (e.g. EDIFACT), XML (e.g. UBL), <i>[please add national examples]</i>) ,</li> <li>– without the individual messages being typed manually.</li> </ul> <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>		
<b>G8. *</b> <b>During 2015, did your enterprise place orders for goods or services via a website, “apps”, or EDI-type messages?</b> <small>(Excluding manually typed e-mails)</small> <b>-Optional</b>	Yes <input type="checkbox"/>	No <input type="checkbox"/> -> go to X1

<sup>14</sup> If **G5** is included in the national questionnaire then it should be asked to all respondents i.e. **G1** either "Yes" or "No"

<sup>15</sup> For indicator D10, D11, D3 of the benchmarking framework

<sup>16</sup> For indicator D9 of the benchmarking framework

<sup>17</sup> For indicator D11 of the benchmarking framework

<b>G9.</b>	<b>During 2015, did your enterprise <i>place</i> orders for goods or services via a website or “apps”?</b> <i>-Optional</i>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
<b>G10.</b> <small>*18</small>	<b>During 2015, did your enterprise <i>place</i> orders for goods or services via EDI-type messages?</b> <i>-Optional</i>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
<b>G11</b> <small>*19</small>	<b>During 2015, 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)</b> <i>-Optional</i>	Yes <input type="checkbox"/>	No <input type="checkbox"/>

<b>Module X: Background information<sup>*20</sup></b> <small>(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</small>		
<b>X1.</b>	<b>Main economic activity of the enterprise, during 2015</b>	
<b>X2.</b>	<b>Average number of persons employed, during 2015</b>	
<b>X3.</b>	<b>Total turnover (in monetary terms, excluding VAT), for 2015</b>	

<sup>18</sup> For indicators D3 and D4 of the benchmarking framework

<sup>19</sup> For indicator D11 of the benchmarking framework

<sup>20</sup> For background information of the benchmarking framework