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Statistical activity code: 20505

Information technology in enterprises

Questionnaire code: 13572024   Submitted in: 19.03.2024, data about 2023

Period: Periodicity: Annual

Statistics Estonia guarantees the full protection of data submitted.

Economic unit
Registry code: **E-mail:**
Name: **Phone:**

Postal address
County: **Street:**
City / Rural municipality: **Building:**
Village / Town / City district: **Apartment:**
Secondary address unit: **Postal code:**

Economic activity in the sample

Completed by
Personal ID code: **E-mail:**
Firstname and surname: **Phone:**

Completed on (date):   **Signature:**

A. USE OF THE INTERNET

		Answer 1
A1. Number of persons employed who use the internet for business purposes (including fixed line and mobile connection).	101	
IF YOU ANSWERED "0" TO QUESTION A1, GO TO QUESTION C1	x0	Routing
USE OF A FIXED CONNECTION TO THE INTERNET FOR BUSINESS PURPOSES	x1	
A2. Does your enterprise have a fixed line connection to the internet?	102	1 - Yes 2 - No
IF YOU ANSWERED "NO" TO QUESTION A2, GO TO QUESTION A5	x2	Routing
A3. What is the maximum contracted download speed of the internet connection of your enterprise?	103	01 - Less than 30 Mbit/s 02 - At least 30, but less than 100 Mbit/s 03 - At least 100, but less than 500 Mbit/s 04 - At least 500, but less than 1 Gbit/s 05 - At least 1 Gbit/s
A4. Is the speed of your fixed connection(s) to the internet usually sufficient for the actual needs of the enterprise?	104	1 - Yes 2 - No
USE OF A MOBILE CONNECTION TO THE INTERNET FOR BUSINESS PURPOSES	x3	
A5. How many persons employed use a portable device provided by the enterprise, that allows connection to the internet via mobile telephone networks, for business purposes?	105	
REMOTE ACCESS AND MEETINGS VIA THE INTERNET	x5	
A6. Do any of the persons employed have remote access to the following? (via computers or portable devices such as smartphones)	106	
a) e-mail system of the enterprise	106_A	1 - Yes 2 - No

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		Answer 1
b) documents of the enterprise (e.g. files, spreadsheets, presentations, charts, photos)	106_B	1 - Yes 2 - No
c) business applications or software of the enterprise (e.g. access to accounting, sales, orders, CRM).	106_C	1 - Yes 2 - No
A7. Does your enterprise conduct meetings via the internet (via e.g. Skype, Zoom, Google Meets, MS Teams, WebEx, etc.)?	107	1 - Yes 2 - No

B. E-COMMERCE

E-commerce is the sale or purchase of goods or services by electronic means, especially via the internet and other computer networks, whereas the payment and delivery of the goods or services do not have to be conducted online. E-commerce transactions are conducted either via the web or via electronic data exchange (EDI).

		Answer 1
WEB-BASED SALES	x3	
B1. In the previous year, did your enterprise receive orders for goods or services placed via the following channels?	201	
a) Enterprise's website or app (including extranet)	201_A	1 - Yes 2 - No
b) E-commerce marketplace websites, e.g. Alibaba.com, Amazon, Booking.com, eBay, Etsy, ThomasNet, etc.	201_B	1 - Yes 2 - No
IF YOU ANSWERED "NO" TO BOTH OPTIONS (a) AND (b) UNDER QUESTION B1, GO TO QUESTION B7.	x5	Routing
PLEASE ANSWER EITHER TO B1a OR B1b OR BOTH.	x6	Routing
B2a) Please estimate the value of the turnover from web sales (in euros, excluding VAT) in 2022.	202_A	
B2b) Please estimate what percentage of the TOTAL TURNOVER was generated by orders placed over the web in 2022 (enter number without % symbol).	202_B	
ANSWER THE QUESTIONS BELOW ONLY IF YOU ANSWERED "YES" TO BOTH OPTIONS (a) AND (b) UNDER QUESTION B1	x11	Routing
B3. Please estimate what was the percentage breakdown of the value of WEB SALES in the previous year for the following (write number without % symbol) ...	203	
a) via your enterprise's website or app (including extranet)	203_A	
b) via e-commerce marketplace websites, e.g. Alibaba.com, Amazon, Booking.com, eBay, Mts, ThomasNet, etc.	203_B	
TOTAL 100%	203_C	sum of rows 203_A and 203_B
B4. Please estimate what was the percentage breakdown of the value of WEB SALES in the previous year by type of customer (write number without % symbol) ...	204	
a) sales to private consumers (B2C)	204_A	
b) sales to other enterprises (B2B) and sales to the public sector (B2G)	204_B	
TOTAL 100%	204_C	sum of rows 204_A and 204_B
B5. In the previous year, did your enterprise receive orders placed via a website or apps by customers located in the following geographic areas?	205	
a) Estonia	205_A	1 - Yes 2 - No
b) other EU countries	205_B	1 - Yes 2 - No
c) rest of the world	205_C	1 - Yes 2 - No
IF YOU ANSWERED "YES" TO ONLY ONE OPTION (a, b or c) IN QUESTION B5, GO TO QUESTION B7	x13	Routing
B6. Please estimate what was the percentage breakdown of the value of WEB SALES in the previous year to customers located in the following geographic areas:	206	
a) Estonia	206_A	
b) other EU countries	206_B	
c) rest of the world	206_C	
TOTAL 100%	206_D	
EDI-TYPE SALES	x14	
B7. In the previous year, did your enterprise receive EDI-type orders?	207	1 - Yes 2 - No
IF YOU ANSWERED "NO" TO QUESTION B7, GO TO QUESTION C1	x16	
PLEASE REPLY EITHER TO B6a OR B6b OR BOTH.	x17	
B6a) Please estimate what was the turnover in euros (VAT excluded) of EDI-type sales of goods or services in the previous year.	208_A	
B6b) Please estimate what percentage of the TOTAL TURNOVER was generated by EDI-type sales of goods or services in the previous year.	208_B	

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C. ICT SPECIALISTS AND ICT SKILLS

ICT specialists are employees for whom ICT is the main job. For example, to develop, operate or maintain ICT systems or applications.

		Answer 1
C1. Does your enterprise employ ICT specialists?	301	1 - Yes 2 - No
C2. Did your enterprise provide any type of training to develop ICT related skills of the persons employed, during last year?	302	
a) training for ICT specialists	302_A	1 - Yes 2 - No
b) training for other persons employed	302_B	1 - Yes 2 - No
C3. Did your enterprise recruit or try to recruit ICT specialists last year?	303	1 - Yes 2 - No
IF YOU ANSWERED "NO" TO QUESTION C3, GO TO QUESTION C6	x20	Routing
C4. Last year, did your enterprise have vacancies for ICT specialists that were difficult to fill?	304	1 - Yes 2 - No
IF YOU ANSWERED "NO" TO QUESTION C4, GO TO QUESTION C6	x6	Routing
C5. Did your enterprise have any of the following difficulties to recruit ICT specialists last year?	305	
a) lack of applications	305_A	1 - Yes 2 - No
b) applicants' lack of relevant ICT related qualifications from education and/or training	305_B	1 - Yes 2 - No
c) applicants' lack of relevant work experience	305_C	1 - Yes 2 - No
d) applicants' salary expectations too high	305_D	1 - Yes 2 - No
C6. Who performed your enterprise's ICT functions last year?	306	
a) own employees (incl. those employed in parent or affiliate enterprises)	306_A	1 - Yes 2 - No
b) external suppliers	306_B	1 - Yes 2 - No

D. ICT SECURITY

ICT security means measures, controls and procedures applied on enterprise's ICT systems to ensure integrity, authenticity, availability and confidentiality of enterprise's data and systems

		Answer 1
D1. Does your enterprise apply any of the following ICT security measures on its ICT systems?	401	
a) user authentication via strong password, i.e. passwords of at least 10 characters and symbols, with mandatory periodic password change	401_A	1 - Yes 2 - No
b) user authentication via biometric methods, e.g. authentication based on fingerprints, voice, face	401_B	1 - Yes 2 - No
c) two-factor user authentication, i.e. using a combination of at least two authentication mechanisms	401_C	1 - Yes 2 - No
d) encryption of data, documents, or e-mails	401_D	1 - Yes 2 - No
e) data backup, i.e backing up data to a separate location, separate from the computer containing the original data, e.g. to an external hard drive / cloud or memory stick	401_E	1 - Yes 2 - No
f) access control to intranet and devices There are rules in place that define the access rights of users.	401_F	1 - Yes 2 - No
g) a virtual private network (VPN) allowing secure remote access to the enterprise's intranet	401_G	1 - Yes 2 - No
h) ICT security monitoring system that detects suspicious activity on the intranet and devices and alerts the enterprise. This does not include anti-virus software on individual computers.	401_H	1 - Yes 2 - No
i) maintaining log files allowing for retrospective analysis of ICT security incidents	401_I	1 - Yes 2 - No
j) ICT risk assessment, i.e. periodic assessment of the likelihood and potential consequences of ICT security incidents	401_J	1 - Yes 2 - No
k) ICT security tests, e.g. performing penetration tests, testing the security alert system, reviewing security measures, testing backup systems	401_K	1 - Yes 2 - No
D2. Does your enterprise make persons employed aware of their obligations in ICT security related issues in the following ways?	402	
a) voluntary training or internally available information (e.g. information on the intranet)	402_A	1 - Yes 2 - No

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b) compulsory training courses or viewing compulsory material	402_B	1 - Yes 2 - No
c) by contract (e.g. contract of employment)	402_C	1 - Yes 2 - No
D3. Does your enterprise have document(s), practices or procedures for ICT security?	403	1 - Yes 2 - No
IF YOU ANSWERED "NO" TO QUESTION D3, GO TO QUESTION D5.	x24	Routing
D4. When were your enterprise's document(s) on measures, practices or procedures on ICT security, defined or most recently reviewed? (e.g. risk assessment, evaluation of ICT security incidents, etc.)	404	314 - Over the past 12 months 328 - 12 to 24 months ago 329 - More than 24 months ago
D5. Did your enterprise experience at least one of the following ICT security incidents last year?	405	
a) unavailability of ICT services due to hardware or software failures	405_A	1 - Yes 2 - No
b) unavailability of ICT services due to attack from outside, e.g. Denial of Service attacks, ransomware attacks	405_B	1 - Yes 2 - No
c) destruction or corruption of data due to hardware or software failures	405_C	1 - Yes 2 - No
d) destruction or corruption of data due to infection of malicious software or unauthorised intrusion	405_D	1 - Yes 2 - No
e) disclosure of confidential data (e.g. due to intrusion, pharming, phishing attack, intentional actions by own employees)	405_E	1 - Yes 2 - No
f) disclosure of confidential data due to unintentional actions by own employees	405_F	1 - Yes 2 - No

E. USE OF ARTIFICIAL INTELLIGENCE TECHNOLOGIES IN THE ENTERPRISE (click on the table heading for more information)

Artificial Intelligence (AI) is a technological system that can imitate natural human intellect and the ability to think. AI can independently solve tasks, learn, and make decisions.
AI systems can be purely software-based (without the use of hardware), but they can also be embedded in devices.

		Answer 1
E0. Does your enterprise use ChatGPD?	ITAI1_H	1 - Yes 2 - No
E1. Does your enterprise use any of the following Artificial Intelligence technologies?	501	
a) Text mining, analysis of written text for detecting patterns in the text and highlighting information on the basis of NLP (natural language processing) and machine learning principles.	501_A	1 - Yes 2 - No
b) Speech recognition, which converts spoken language into machine-readable format.	501_B	1 - Yes 2 - No
c) Data into text/story, where human-readable texts/stories are generated automatically from structured data.	501_C	1 - Yes 2 - No
d) Image recognition, identifying objects or persons based on photographs or images.	501_D	1 - Yes 2 - No
e) Machine learning (e.g. deep learning) for automatic data analysis in a specific field.	501_E	1 - Yes 2 - No
f) AI-based robotic process automation (RPA) used in the office for automating workflows and assisting in decision-making.	501_F	1 - Yes 2 - No
g) Self-propelled robotic machine equipped with artificial intelligence, capable of autonomously observing the surroundings and making decisions based on this information.	501_G	1 - Yes 2 - No
IF YOU ANSWERED "NO" TO ALL OPTIONS UNDER QUESTION E1, GO TO QUESTION E4.	x3	Routing
E2. Does your enterprise use Artificial Intelligence software or systems for any of the following purposes?	502	
a) Marketing or sales	502_A	1 - Yes 2 - No
b) Production processes	502_B	1 - Yes 2 - No
c) Organisation of business administration processes	502_C	1 - Yes 2 - No
d) Logistics	502_D	1 - Yes 2 - No
e) ICT security	502_E	1 - Yes 2 - No
f) Accounting, controlling or finance management	502_F	1 - Yes 2 - No
g) Research and development (R&D) or innovation activity (excluding research on AI)	502_G	1 - Yes 2 - No
E3. How did your enterprise acquire the Artificial Intelligence software or systems that it uses?	503	

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a) They were developed by own employees (including those employed in parent or affiliate enterprise)	503_A	1 - Yes 2 - No
b) Commercial software or systems were modified by own employees (including those employed in parent or affiliate enterprise)	503_B	1 - Yes 2 - No
c) Open-source software or systems were modified by own employees (including those employed in parent or affiliate enterprise)	503_C	1 - Yes 2 - No
d) Commercial software or systems ready to use were purchased (including those already incorporated in a purchased item or system)	503_D	1 - Yes 2 - No
e) External providers were contracted to develop or modify them	503_E	1 - Yes 2 - No
ANSWER THE FOLLOWING QUESTIONS ONLY IF YOU ANSWERED "NO" TO ALL OPTIONS UNDER QUESTION E1.	x4	Routing
E4. Has your enterprise ever considered using any of the Artificial Intelligence technologies listed in question E1?	504	1 - Yes 2 - No
IF YOU ANSWERED "NO" TO QUESTION E4, GO TO THE END OF THE QUESTIONNAIRE	x5	Routing
E5. What are the reasons for your enterprise not to use any of the Artificial Intelligence technologies listed in question E1?	505	
a) The costs are too high	505_A	1 - Yes 2 - No
b) There is a lack of relevant expertise in the enterprise	505_B	1 - Yes 2 - No
c) Incompatibility with existing equipment, software or systems	505_C	1 - Yes 2 - No
d) Difficulties with availability or quality of the necessary data	505_D	1 - Yes 2 - No
e) Concerns regarding violation of data protection and privacy	505_E	1 - Yes 2 - No
f) Lack of clarity about the legal consequences (e.g. liability in case of damage caused by the use of Artificial Intelligence)	505_F	1 - Yes 2 - No
g) Ethical considerations	505_G	1 - Yes 2 - No
h) Artificial Intelligence technologies are not useful for the enterprise	505_H	1 - Yes 2 - No

F. INVOICING (not to be filled in by financial and insurance enterprises, EMTAK K64000–K66999)

		Answer
		1
Please specify the reason why the enterprise's employees do not use the internet for work purposes.	603	1 - The company's activities are temporarily suspended, terminated 2 - The performance of tasks does not require the use of the Internet 3 - Other reason

G. TIME SPENT ON FILLING OUT THE QUESTIONNAIRE (incl. for preparing the data)

Please estimate how much time you spent on filling out the questionnaire (incl. time spent on reading the instructions, collecting and preparing data).Record the total time spent by all employees.

		Hours	Minutes
		1	2
Time spent	1		
For example, if it took 1.5 hours, i.e. 90 minutes, to fill in the questionnaire, enter 1 on the hours field and 30 on the minutes field.	x		

COMMENT

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