



Organisational Changes & Information and Communication Technologies (ICT)

Survey conducted within the **Public Statistics** framework by the National Statistics and Economic Studies Institute (**INSEE**), the Directorate for Promotion of Research, Studies and Statistics (**DARES**), and the Employment Studies Centre (**CEE**)

Please send your reply to:

Name and details of the person filling in the survey and able to provide further information:

Mr/Mrs/Ms. _____

Position _____

Telephone _____

Website http:// _____

E-mail _____ @ _____

For more information you may contact the INSEE:

- tel. :

- fax :

Please return the questionnaire before the:

NAME OF BUSINESS :

APE Code (main business activity) :

Business Siren No.:

This survey aims to evaluate the links between your business organisation and the use of information and communication technologies (ICT). Undertaken within a European research framework, it will allow important benchmarks to be collected to guide public business.

The questionnaire is addressed to your **Business as a defined legal unit regardless of any other body** (group or establishment). It may involve **various managers**, particularly General Management but also the I.T. Service. The attached **explanatory note** will help you to fill in your answers

Approved by the National Council for Statistical Information, this survey is recognised as being of general interest and statistical quality and is obligatory: visa n°2005X106EC from the Ministry for the Economy, Finance and Industry valid for 2005 and 2006. As per the stipulations in article 6 of law° 51-711 dated 7th June 1951 modified for the obligation, coordination and confidentiality of statistical material, information given in response to this questionnaire will in no way be used for tax controls or economic disclosure purposes. Article 7 of the aforementioned law also stipulates that any failure to reply or deliberately providing untruthful responses may entail application of an administrative fine. Law n°78-17 dated 6th January 1978 concerning I.T., files and liberties, is applicable to responses made in the present survey by individual companies. It guarantees right of access and rectification for the data relating to them. This right may be exercised at INSEE.

Thank you for replying to ALL lines in each question. Those answers with an asterisk (*) are explained in the note (last detachable page).



Strategy, Markets and Environment for Your Company

1

What is the strategic importance of the following characteristics of your products, performances or services?

- 1 Variety
- 2 Newness.....
- 3 Quality.....
- 4 Competitive Prices.....
- 5 Personalisation.....

Null or very low-level	Low-level	High	Very high
<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"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2 What is the importance of the following methods for your company?

- 1 Technological modernity (including I.T.)
- 2 Improvement and/or maintenance of skills in the company
- 3 Standardisation of work procedures and methods
- 4 Offering additional performances*
- 5 Cost reductions
- 6 Shortening deadlines

Null or very low-level	Low-level	High	Very high
<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"/>
<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"/>

3 Since 2003, how has your business been affected by ...

- 1 A change in regulations, standards (health, environment, worker rights, etc.)?
- 2 Technological development or available procedures?
- 3 Market doubts?
- 4 Exchange rate fluxes or raw material costs?
- 5 New competitors appearing?

Null or very low-level	Low-level	High	Very high
<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"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4 Since 2003, has your business organisation experienced the following changes?

- 1 Financial restructuring (merger, acquisition, transfer or buyback)
- 2 Boardroom shake-up
- 3 Outsourcing abroad of part of the business
- 4 Setting up of new sites abroad (without outsourcing)

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"/>

5 Since 2003, how have the following developed?

- 1 Your main business market
- 2 Your business market share

Reduction	Stable	Increase
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

In question 6 to 28 two responses are expected, one for 'Today' and the other for '2003'. If your business was set up in 2004 or later, only the 'Today' response is required.

6 Does / did your business do work in the following markets?

- 1 Local or Regional
- 2 National
- 3 European (within the European Union of 25 member states*)
- 4 International (outside the EU)?

Today		In 2003	
Yes	No	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"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7 What is / was the number of management tiers* in your company?

Today	In 2003
N= <input type="text"/>	N= <input type="text"/>

8 Does / did your company belong...

- 1 To a group*
- 2 To a network (fascia*, franchise, cooperative group, etc.)?

Today		In 2003	
Yes	No	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"/>

9 Is / was each of the following roles...

Various possible answers

- 1 Design (R&D)
- 2 Purchases, supplies
- 3 Sales, distribution
- 4 Manufacture*, operations*
- 5 I.T., data system
- 6 Human resources, training
- 7 Accounting, finance, management control

Overseen internally	Overseen at group or network level	Entrusted to a sub-contractor or service provider	This role does not exist	Overseen internally	Overseen at group or network level	Entrusted to a sub-contractor or service provider	Role did not exist
<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"/>	<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"/>
<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"/>	<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"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

10 Does / did your business have a tracking or reporting* system running at least quarterly....

- 1 To follow financial turnover
- 2 To guide or plan the business

Today		In 2003	
Yes	No	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"/>

11 Does / did your business have the following information and communication technologies

- 1 Computer(s)
- 2 Internet access
- 3 Website (individual or shared*)
- 4 Local business network*
- 5 Intranet*
- 6 Extranet*
- 7 EDI* (excluding Internet) and other specific I.T. connections*

Today		In 2003	
Yes	No	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"/>	<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"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12 Does / did your business have central databases (or local but interconnected) in the following areas?

- 1 Design (R&D)
- 2 Sales, distribution
- 3 Human resources, training
- 4 Accounting, finance, management control

Today		In 2003	
Yes	No	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"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

13 Does / did your business have...

- 1 Filing / automated data search tools (e.g.: EDM*, knowledge management tools*, etc.)?
- 2 Data analysis tools (e.g.: statistical analysis*, decision-making*, etc.)?

Today		In 2003	
Yes	No	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"/>

14 What type of I.T. applications does / did your business use for the following roles?

Various possible responses

- 1 Design (R&D)
- 2 Purchases, supplies
- 3 Sales, distribution
- 4 Manufacture, operations
- 5 Human resources, training
- 6 Accounting, finance, management control

Today				In 2003			
ERP*	Other market software* application	In-house application*	Role not computerised or absent	ERP*	Other market software* application	In-house application*	Role not computerised or absent
<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"/>	<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"/>
<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"/>	<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"/>

15 Does / did your business use the following I.T. tools?

- 1 Group work tools (e.g.: groupware*, videoconference*, etc.)
- 2 Database and application interface tools (e.g.: EAI*, SOA*, Web service*, etc.)
- 3 Process modelling and automation tools (e.g.: Workflow*, BPMS*, etc.)

Today		In 2003	
Yes	No	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"/>	<input type="checkbox"/>	<input type="checkbox"/>

16 Does / did your business use the following devices with certain clients?

- 1 Labelling goods and services (NF, QUALICERT, etc.)
- 2 Contractual undertaking to deliver or supply goods or services in a fixed deadline
- 3 Contractual undertaking to respond to claims or supply after-sales service in a fixed deadline
- 4 Contact or call centre for clients

Today		In 2003	
Yes	No	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"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

17 Does / did your business use the following I.T. devices with certain clients?

- 1 Integrated I.T. management of customer relationship (CRM*)
- 2 Goods or services catalogues and price lists on the website
- 3 Online sales over the website, EDI or other links
- 4 Goods or service sales via an electronic marketplace*

Today		In 2003	
Yes	No	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"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

18 Do / did the three main clients of your business make up over 50% of turnover?

Today		In 2003	
Yes	No	Yes	No
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

19 Does/ did your business's largest* client have the following profile?

- 1 Belonging to the same group or network as your business?
- 2 Located close to your sites (in a radius of 30 kilometres)?
- 3 Purchase non-standard* goods or services from your business, on specification or terms of reference?
- 4 Demand your business meet a quality mark or quality control procedure?
- 5 Have an I.T. system linked to your own (orders, invoices)?
- 6 Not applicable: your business only sells to private individuals

Today		In 2003	
Yes	No	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"/>	<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"/>	<input type="checkbox"/>	<input type="checkbox"/>

20 Does / did your business use the following organisational methods with certain suppliers?

- 1 Supplier selection via formal tender (specifications, questionnaires).....
- 2 Framework contract of long term relationship with certain suppliers.....
- 3 Contractual obligation for certain suppliers to provide the product or service in fixed deadlines.....

Today		In 2003	
Yes	No	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"/>	<input type="checkbox"/>	<input type="checkbox"/>

21 Do / did the three main suppliers of your business make up over 50% of your purchases?.....

Today		In 2003	
Yes	No	Yes	No
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

22 Does/ did your business's largest* supplier have the following profile?

- 1 Belonging to the same group or network as your business
- 2 Located close to your sites (in a radius of 30 kilometres).....
- 3 Located abroad
- 4 Sell non-standard* goods or services to your business, on specification or terms of reference
- 5 Meet, on your business's demand, quality marks or quality control procedures
- 6 Have an I.T. system linked to your own (orders, invoices)

Today		In 2003	
Yes	No	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"/>	<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"/>	<input type="checkbox"/>	<input type="checkbox"/>

23 Does / did your business use the following devices in production or service provision?

- 1 Certification or accreditation for quality system, technical skills or safety (e.g.: ISO9001*, EAQF*, etc.).....
- 2 Certification for the environment or ethical labelling (ex : ISO 14001*, AB, fair trade, etc.).....
- 3 Set problem solving, value analysis*, functional analysis methods*.....
- 4 Independent work groups or teams*.....

Today		In 2003	
Yes	No	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"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

24 Does / did your business use the following logistic devices?

- 1 JIT production*.....
- 2 Traceability tools* (for products, processes, RFID*, etc.).....
- 3 Supply chain management tools and applications*.....

Today		In 2003	
Yes	No	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"/>	<input type="checkbox"/>	<input type="checkbox"/>

25 In your company, who...

Various possible responses

- 1 Sets / set operational procedures and methods?.....
- 2 Determines / determined schedules and working time?.....
- 3 Distributes / distributed work in teams?.....
- 4 Carries out / carried out maintenance on machines and tools?.....
- 5 Trains / trained employees?.....
- 6 Supervises / supervised work results?.....

	Management	Operators/agents themselves	A specialist*	Clients
	↓	↓	↓	↓
1	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Today			
	↓	↓	↓	↓
	<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"/>
	<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"/>
	In 2003			

26 In design (R&D) or marketing, does / did your business use the following organisational devices?

- 1 Research or development partnerships with private businesses or laboratories.....
- 2 Research or development partnerships with the CNRS, universities or other public bodies.....
- 3 Study client expectations, behaviour or satisfaction.....

Today		In 2003	
Yes	No	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"/>	<input type="checkbox"/>	<input type="checkbox"/>

27 Does / did your business use **Internet** for staff education or training purposes.....

Today		N.A.	In 2003		N.A.
Yes	No		Yes	No	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

N.A.: no training

28 Does / did your business use for recruitment (announcing offers, accepting applications, candidate pre-selection, etc.)...

- The ANPE or other public services (e.g.: local organisations, CIO, etc.)?
- Temporary agencies?
- Network of personal and professional business relationships?
- Company website?
- Recruitment websites?
- N.A.: the business is / was not looking to recruit.....

Today		In 2003	
Yes	No	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"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

29 Does your business have difficulty **today** recruiting...

- I.T. specialists (I.T. systems, telecommunications)?
- Non-I.T. employees with I.T. skills ?
- Qualified personnel (other than I.T. technicians)?
- Non-qualified personnel?

No difficulties	Yes some difficulties			N.A. no recruitment
	weak	strong	very strong	
<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"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

30 Since 2003, has your business soughtto improve...

- design (R&D)
- manufacture, operation, maintenance, quality
- client relationship
- information system, I.T.
- human resources and training
- another area (environment, safety, compatibility)

external advice services?

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"/>
<input type="checkbox"/>	<input type="checkbox"/>

an internal project group?

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"/>
<input type="checkbox"/>	<input type="checkbox"/>

31 Could you indicate the **most important** organisational change experienced by your business since 2003?

.....

.....

.....

If no change: indicate NTR and go on to 34

32 Does this organisational change

- include – or is based on – an I.T. project?
- include a consultation with worker representatives (WC, CHSWC, unions)?
(if there are no worker representative events: mark 'not applicable')

Yes	No	N.A.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

33 How has this change been affected by the following difficulties?

- Inadequate prior outlining of needs or objectives
- Insufficient means (human or financial); too short deadlines
- Technical problems
- Employee adaptation, suitability or use difficulties
- Internal conflict
- External conflict (clients, suppliers, service providers, shareholders, government bodies, etc.)

Null or very low-level	Low-level	High	Very high
<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"/>
<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"/>

34 Did your business experience important organisational changes in 2000, 2001 or 2002?
If your business was set up after 2002: mark 'not applicable'

Yes	No	N.A.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

For the following questions the reference period is the month prior to the survey except where indicated otherwise.

35 Does your business have any of the following types of internet connections?

	Yes	No
1 ISDN* Connection.....	<input type="checkbox"/>	<input type="checkbox"/>
2 DSL* (ADSL, SDSL, etc.).....	<input type="checkbox"/>	<input type="checkbox"/>
3 Other fixed connections* (e.g. cable etc.).....	<input type="checkbox"/>	<input type="checkbox"/>
4 Wireless connection (e.g. satellite, internet via mobile phone).....	<input type="checkbox"/>	<input type="checkbox"/>

36 What speed is your connection contractually supplied at (**main** internet connection for download)?

	Less than 144 Kbit/s	Between 144 and 2000 Kbit/s	2 Mbit/s or more
.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

37 Does your business use the following security tools?

	Yes	No
1 Monitoring software or anti-virus protection.....	<input type="checkbox"/>	<input type="checkbox"/>
2 Hardware or software firewall*.....	<input type="checkbox"/>	<input type="checkbox"/>
3 Secure servers* (using secure protocols such as https).....	<input type="checkbox"/>	<input type="checkbox"/>
4 Off-site data storage.....	<input type="checkbox"/>	<input type="checkbox"/>
5 Authentication mechanism* (digital signature*, PIN code *, data encryption.....)	<input type="checkbox"/>	<input type="checkbox"/>

38 Has your business had security problems linked to ICT (virus, worms*, Trojans*, spyware*, unauthorised access, etc....) (*reference period: in the last 12 months*).....

	Yes	No
.....	<input type="checkbox"/>	<input type="checkbox"/>

39 Does your business use a computerised sales or purchase management system?

IF YES, is it linked with the following internal I.T. systems?

	Yes	No
1 Supply management system?.....	<input type="checkbox"/>	<input type="checkbox"/>
2 Manufacture, operation and delivery management system?.....	<input type="checkbox"/>	<input type="checkbox"/>
3 Invoicing and payment management system?.....	<input type="checkbox"/>	<input type="checkbox"/>

40 Has your business used internet in its dealings with public authorities* in 2005?

IF YES, why?

	Yes	No
1 For information.....	<input type="checkbox"/>	<input type="checkbox"/>
2 For application forms.....	<input type="checkbox"/>	<input type="checkbox"/>
3 To fill out applications online.....	<input type="checkbox"/>	<input type="checkbox"/>
4 To submit a proposal in an electronic public tender bid (public e-purchases).....	<input type="checkbox"/>	<input type="checkbox"/>

No response to public tender bids

41 Does your business use internet to access banking or insurance services online?

	Yes	No
.....	<input type="checkbox"/>	<input type="checkbox"/>

42 Does your business **receive** goods or service orders via electronic methods* ...

	Yes	No
1 via Internet: invoices left on your internet site excluding e-mail?	<input type="checkbox"/>	<input type="checkbox"/>
2 via EDI or other I.T. networks* (not using internet as a base)?.....	<input type="checkbox"/>	<input type="checkbox"/>

IF YES, what sales percentage has it made up in 2005 in overall turnover...

3 via Internet?.....	<input type="text"/>	%
4 via EDI or other I.T. networks* (not using internet as a base)?.....	<input type="text"/>	%

If the exact figure is unknown **give an estimate**

43 Does your company **send out** goods or service orders via electronic methods* ...

	Yes	No
1 via Internet: orders sent out over your internet site excluding e-mail?	<input type="checkbox"/>	<input type="checkbox"/>
2 via EDI or other I.T. networks* (not using internet as a base)?.....	<input type="checkbox"/>	<input type="checkbox"/>

IF YES, what purchase percentage has it made up in 2005 in overall purchase amount...

3 via Internet?.....	<input type="text"/>	%
4 via EDI or other I.T. networks* (not using internet as a base)?.....	<input type="text"/>	%

If the exact figure is unknown **give an estimate**

44 What section does the questionnaire respondent belong to?

	General Management	Human Resources	Manufacture Logistics Quality	I.T. Telecom.	Finance Accounting	Other
1 Main respondent (<i>one response</i>)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2 Other sections possibly consulted (<i>various possible responses</i>).....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>