



National Statistics Office of Georgia

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ICT USAGE IN ENTERPRISES

Questionnaire N 05.2.12.1 (annual)

Approved by the Decree N 4 of the National Statistics Office of Georgia, 19.02.2019.

* The questionnaire is filled with any organizational-legal form of business, regardless of the economic activity of the company, the size of the property and the size of the enterprise, no later than April 10 of current year.

* Under the article 25, clause 2 of the Law of Georgia "on Official Statistics", Entrepreneurial and non-commercial legal entities are obliged to provide Geostat, upon the written request of Geostat, including such request in electronic form, with the available information (including confidential information) in paper or electronic form. Under the law participation in the statistical survey is mandatory for the selected respondent (clause 3 of Article 25). **Non-compliance with the requirement to communicate information shall carry fine under the Administrative Offences Code of Georgia (Article 177¹²)**

* Individual data is considered confidential and is protected by the Law of Georgia "on Personal Data Protection" and Article 34 of the Law of Georgia "on Official Statistics"

* The questionnaire will be filled based on the results of 2023.

Identification data

Interviewer name, last name	
Full name of enterprise (organization)	
Taxpayer Identification Code	
Statistical Registry Identification Number	
Name and Surname of the respondent	
The telephone number of the respondent	
The main economic activity	
Annual Turnover 2023, GEL	
Average number of employees and self-employed persons, during 2023	

Actual address

Municipality	
City, borough, community	
The village	
Street and other address	

Module A: Access and use of the internet (Scope: all enterprises)			
A1.1	How many persons employed have access to the internet for business purposes? <i>including fixed line and mobile connection</i> (Include all employees who have Internet access from their workstation or from home (remote), e.g. An accountant who works remotely and uses the private internet)	Number	/ ___ /
A1.2	If you can't provide this value, <i>please indicate an estimate of the percentage of the total number of persons employed who have access to the internet for business purposes</i>	Percent	/ ___ /

If A1.1 or A1.2 is „0“, go to question G1, otherwise continue the interview.

Use of a fixed line connection to the internet for business purposes			
A2	Does your enterprise use any type of fixed line connection to the internet? (e.g., ADSL, SDSL, VDSL, fiber optics technology (FTTP), cable technology, etc.)	Yes 1 <input type="checkbox"/> Continue the interview	No 2 <input type="checkbox"/> Go to A5
A3	What is the maximum contracted download speed of the fastest fixed line internet connection of your enterprise? (Tick only one, If you have several different Internet speeds, indicate the speed of the fastest one)		
A3.1	Less than 2 Mbit/s	1 <input type="checkbox"/>	
A3.2	2 - 10 Mbit/s	2 <input type="checkbox"/>	
A3.3	10 - 30 Mbit/s	3 <input type="checkbox"/>	
A3.4	30 - 100 Mbit/s	4 <input type="checkbox"/>	
A3.5	100 - 500 Mbit/s	5 <input type="checkbox"/>	
A3.6	500 Mbit/s - 1 Gbit/s	6 <input type="checkbox"/>	
A3.7	At least 1 Gbit/s	7 <input type="checkbox"/>	
A4	Is the speed of your fixed connection(s) to the internet usually sufficient for the actual needs of the enterprise?	Yes 1 <input type="checkbox"/>	No 2 <input type="checkbox"/>

Remote access and meetings via the internet			
A5	Do any of the persons employed have remote access to the following? (Via computers or portable devices such as smartphones)		
		Yes	No
A5.1	E-mail system of the enterprise	1 <input type="checkbox"/>	2 <input type="checkbox"/>
A5.2	Documents of the enterprise (e.g., files, spreadsheets, presentations, charts, photos)	1 <input type="checkbox"/>	2 <input type="checkbox"/>
A5.3	Business applications or software of the enterprise (e.g., access to accounting, sales, orders, CRM) Please exclude applications used for internal communication, e.g., Skype and etc.	1 <input type="checkbox"/>	2 <input type="checkbox"/>
A6	Does your enterprise conduct remote meetings (via e.g., Skype, Zoom, MS Teams, WebEx)?	Yes 1 <input type="checkbox"/>	No 2 <input type="checkbox"/>

Use of a mobile connection to the internet for business purposes			
<p>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.</p>			
A7	<p>Does your enterprise provide portable devices that allow a mobile connection to the internet using mobile telephone networks, for business purposes? (e.g., via portable computers or other portable devices such as smartphones) Note: Tick 'No' if the devices allowed Internet connection only via wireless networks (i.e., wireless networks, Wi-Fi an etc.) and not via mobile telephone networks.</p>	<p>Yes 1 <input type="checkbox"/></p> <p>Continue the interview</p>	<p>No 2 <input type="checkbox"/></p> <p>Go to → A9</p>
A8	<p>How many persons employed use a portable device provided by the enterprise, that allows internet connection via mobile telephone networks, for business purposes? (e.g., portable computers, or other portable devices such as smartphones)</p>	Number	/ ____ /
A8.1	<p><i>If you can't provide this value, please indicate an estimate of the percentage of the total number of persons employed who use a portable device provided by the enterprise, that allows internet connection via mobile telephone networks, for business purposes.</i></p>	Percent	/ ____ /

Use of a website			
A9	Does your enterprise have a website?	<p>Yes 1 <input type="checkbox"/></p> <p>Continue the interview</p>	<p>No 2 <input type="checkbox"/></p> <p>Go to → A11</p>
A10	Does the website have any of the following?		
		Yes	No
A10.1	Description of goods or services, price information	1 <input type="checkbox"/>	2 <input type="checkbox"/>
A10.2	Online ordering or reservation or booking, e.g., shopping cart	1 <input type="checkbox"/>	2 <input type="checkbox"/>
A10.3	Possibility for visitors to customise or design online goods or services	1 <input type="checkbox"/>	2 <input type="checkbox"/>
A10.4	Tracking or status of orders placed	1 <input type="checkbox"/>	2 <input type="checkbox"/>
A10.5	Personalised content on the website for regular/recurrent visitors	1 <input type="checkbox"/>	2 <input type="checkbox"/>
A10.6	A chat service for customer support (a chatbot, virtual agent or a person replying to customers)	1 <input type="checkbox"/>	2 <input type="checkbox"/>
A10.7	Advertisement of open job positions or online job application	1 <input type="checkbox"/>	2 <input type="checkbox"/>
A10.8	Content available in at least two languages	1 <input type="checkbox"/>	2 <input type="checkbox"/>

Use of social media			
Enterprises using 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.			
A11	Does your enterprise use any of the following social media?		
		Yes	No
A11.1	Social networks (e.g., Facebook, LinkedIn and etc.)	1 <input type="checkbox"/>	2 <input type="checkbox"/>
A11.2	Enterprise's blog or microblogs (e.g., Twitter, etc.)	1 <input type="checkbox"/>	2 <input type="checkbox"/>
A11.3	Multimedia content sharing websites or apps (e.g., YouTube, Flickr, SlideShare, Instagram, Pinterest, Snapchat etc.)	1 <input type="checkbox"/>	2 <input type="checkbox"/>
A11.4	Wiki based knowledge sharing tools	1 <input type="checkbox"/>	2 <input type="checkbox"/>

Module B: e-Commerce sales			
(Scope: enterprises with access to the internet, i.e., if A1>0)			
In e-commerce sales of goods or services, the order is placed via web sites, apps or EDI-type messages by methods specifically designed for the purpose of receiving orders. The payment may be done online or offline. Note: e-Commerce does not include orders written in e-mail.			
Web sales of goods or services			
Web sales cover orders, bookings and reservations placed by your customers via <ul style="list-style-type: none"> • your enterprise's websites or apps: <ul style="list-style-type: none"> ○ online store (webshop); ○ web forms; ○ extranet (webshop or web forms); ○ booking/reservation applications for services; ○ apps for mobile devices or computers; • e-commerce marketplace websites or apps (used by several enterprises for trading goods or services). <p>Orders written in e-mail are not counted as web sales</p>			
B1	During 2023, did your enterprise have web sales of goods or services via:	Yes	No
B1.1	your enterprise's websites or apps? (Including extranets)	1 <input type="checkbox"/>	2 <input type="checkbox"/>
B1.2	e-commerce marketplace websites or apps used by several enterprises for trading goods or services?	1 <input type="checkbox"/>	2 <input type="checkbox"/>
If both B1.1 and B1.2 = "No", then go to B10			
B2	What was the value of your web sales? (please refer to the provided definition of web sales) (Please answer to B2.1 OR B2.2)		
B2.1	What was the value of your web sales of goods or services, in 2023?	Ge1	/ _____ /
B2.2	OR If you can't provide this value: What percentage of total turnover was generated by web sales of goods or services, in 2023? If you cannot provide the exact percentage an approximation will suffice.	%	/ _____ /
Question B3 should be answered only if both B1.1 and B1.2 = "Yes"			

B3	What was the percentage breakdown of the value of web sales in 2023 for the following: (Please refer to value of web sales you reported in B2) If you cannot provide the exact percentages an approximation will suffice.		
B3.1	via your enterprise's websites or apps? (Including extranets)	%	/ _____ /
B3.2	via e-commerce marketplace websites or apps used by several enterprises for trading goods or services?	%	/ _____ /
B3.3	Total	%	100
B4	What was the percentage breakdown of the value of web sales in 2023 by type of customer: (Please refer to value of web sales you reported in B2) If you cannot provide the exact percentages an approximation will suffice.		
B4.1	Sales to private consumers (B2C)		/ _____ /
B4.2	Sales to other enterprises (B2B)		/ _____ /
B4.3	Sales to public sector (B2G)		/ _____ /
B4.4	Total		100
B5	During 2023, did your enterprise have web sales to customers located in the following geographic areas?		
		Yes	No
B5.1	Georgia	1 <input type="checkbox"/>	2 <input type="checkbox"/>
B5.2	EU countries	1 <input type="checkbox"/>	2 <input type="checkbox"/>
B5.3	CIS countries	1 <input type="checkbox"/>	2 <input type="checkbox"/>
B5.4	USA	1 <input type="checkbox"/>	2 <input type="checkbox"/>
B5.5	Other countries	1 <input type="checkbox"/>	2 <input type="checkbox"/>
The following question (B6) should only be answered if at least two of the above possible responses in question B5 are answered with "Yes" otherwise check next filter instruction before question B7			
B6	What was the percentage breakdown of the value of web sales in 2023 to customers located in the following geographic areas? (Please refer to value of web sales you reported in B2) If you cannot provide the exact percentages an approximation will suffice.		
B6.1	Georgia		/ _____ /
B6.2	EU countries		/ _____ /
B6.3	CIS countries		/ _____ /
B6.4	USA		/ _____ /
B6.5	Other countries		/ _____ /
The following question (B7) should only be answered if B5.2="Yes", otherwise go to B8.			

B7	Regarding web sales to EU countries: did your enterprise experience any of the following difficulties during 2023?		
		Yes	No
B7.1	High costs of delivering or returning products when selling to EU countries	1 <input type="checkbox"/>	2 <input type="checkbox"/>
B7.2	Difficulties related to resolving complaints and disputes when selling to EU countries	1 <input type="checkbox"/>	2 <input type="checkbox"/>
B7.3	Adapting product labelling for sales to EU countries	1 <input type="checkbox"/>	2 <input type="checkbox"/>
B7.4	Lack of knowledge of foreign languages for communicating with customers in EU countries	1 <input type="checkbox"/>	2 <input type="checkbox"/>
B7.5	Restrictions from your business partners to sell to certain EU countries	1 <input type="checkbox"/>	2 <input type="checkbox"/>

B7.6	Difficulties related to the VAT system in EU countries (e.g., uncertainty regarding VAT treatment in different countries)	1 <input type="checkbox"/>	2 <input type="checkbox"/>
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EDI-type sales			
EDI-type sales cover orders placed by your customers 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; • EDI-type order message created from the business system of the customer; • including orders transmitted via EDI-service provider; • including automatic system generated demand driven orders; • including orders received directly into your ERP system. <p>Examples of EDI: GS1/EANCOM, GS1/XML, GS1/UN/CEFACT XML, EDIFACT, XML/EDI (e.g. UBL, Rosettanet), without the individual messages being typed manually</p>			
		Yes	No
B8	During 2023, did your enterprise have EDI-type sales of goods or services?	1 <input type="checkbox"/>	2 <input type="checkbox"/> Go to → C1
B9	What was the value of your EDI-type sales? (Please refer to the provided definition of EDI-type sales) Please answer to B9.1 OR B9.2		
B9.1	What was the value of your EDI-type sales of goods or services, in 2023?	Gel	/ ____ /
B9.2	OR if you can't provide this value: What percentage of total turnover was generated by EDI-type sales of goods or services, in 2023? If you cannot provide the exact percentage an approximation will suffice.	%	/ ____ /
B10	During 2023, did your enterprise sell via EDI-type messages to customers located in the following geographic areas? (Tick all that apply)		
		Yes	No
B10.1	Georgia	1 <input type="checkbox"/>	2 <input type="checkbox"/>
B10.2	EU countries	1 <input type="checkbox"/>	2 <input type="checkbox"/>
B10.3	CIS countries	1 <input type="checkbox"/>	2 <input type="checkbox"/>
B10.4	USA	1 <input type="checkbox"/>	2 <input type="checkbox"/>
B10.5	Other countries	1 <input type="checkbox"/>	2 <input type="checkbox"/>

Module C: Sharing of information electronically within the enterprise (Scope: enterprises with access to the internet, i.e., if A1>0)			
An ERP (Enterprise Resource Planning) is a software used to manage resources by sharing information among different functional areas (e.g., accounting, planning, production, marketing, etc.). ERP software can be off-the-shelf software, customised to the needs of the enterprise or self-created software. Examples are SAP, ORACLE, Microsoft Dynamics AX, Microsoft Dynamics NAV, JD Edwards.			
C1	Does your enterprise use ERP software?	Yes 1 <input type="checkbox"/>	No 2 <input type="checkbox"/>
CRM (Customer Relationship Management) refers to any software application for managing information about customers.			
C2	Does your enterprise use CRM software to manage:	Yes	No

C2.1	the collection, storing and making available information on customers to various business functions	1 <input type="checkbox"/>	2 <input type="checkbox"/>
C2.2	the analysis of information on customers for marketing purposes (e.g. setting prices, sales promotion, choosing distribution channels, etc.)	1 <input type="checkbox"/>	2 <input type="checkbox"/>

Module D: Use of cloud computing services (Scope: enterprises with access to the internet, i.e., if A1>0)			
<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	Does your enterprise buy any cloud computing services used over the internet? (Please refer to the definition of cloud computing above, exclude free of charge services.)	Yes 1 <input type="checkbox"/>	No 2 <input type="checkbox"/> <i>Go to</i> → E1
D2	Does your enterprise buy any of the following cloud computing services used over the internet?	Yes	No
D2.1	E-mail (as a cloud computing service)	1 <input type="checkbox"/>	2 <input type="checkbox"/>
D2.2	Office software (e.g., word processors, spreadsheets etc.) (as a cloud computing service)	1 <input type="checkbox"/>	2 <input type="checkbox"/>
D2.3	Finance or accounting software applications (as a cloud computing service)	1 <input type="checkbox"/>	2 <input type="checkbox"/>
D2.4	Enterprise Resource Planning (ERP) software applications (as a cloud computing service)	1 <input type="checkbox"/>	2 <input type="checkbox"/>
D2.5	Customer Relationship Management (CRM) software applications (as a cloud computing service)	1 <input type="checkbox"/>	2 <input type="checkbox"/>
D2.6	Security software applications (e.g., antivirus program, network access control) (as a cloud computing service)	1 <input type="checkbox"/>	2 <input type="checkbox"/>
D2.7	Hosting the enterprise's database(s) (as a cloud computing service)	1 <input type="checkbox"/>	2 <input type="checkbox"/>
D2.8	Storage of files (as a cloud computing service)	1 <input type="checkbox"/>	2 <input type="checkbox"/>
D2.9	Computing power to run the enterprise's own software (as a cloud computing service)	1 <input type="checkbox"/>	2 <input type="checkbox"/>
D2.10	Computing platform providing a hosted environment for application development, testing or deployment (e.g., reusable software modules, application programming interfaces (APIs)) (as a cloud computing service)	1 <input type="checkbox"/>	2 <input type="checkbox"/>

Module E: Internet of Things (Scope: enterprises with access to the internet, i.e., if A1>0)			
<p>The Internet of Things (IoT) refers to interconnected devices or systems, often called “smart” devices or systems. They collect and exchange data and can be monitored or remotely controlled via the internet. Examples are:</p> <ul style="list-style-type: none"> • "smart"-meters, -thermostats, -lamps (lights), -alarm systems, -smoke detectors, -door locks, -cameras; • sensors, RFID tags connected to a base station that allows them to be managed via the internet. <p>Please exclude plain detection and sensors (e.g., motion, sound, temperature, smoke, etc.) and RFID tags that cannot be monitored or remotely controlled via the internet).</p> <p>Internet of Things may include various types of network connections via WAN, WiFi, LAN, Bluetooth, Virtual Private Networks (VPN) etc.</p>			
E1	Does your enterprise use interconnected devices or systems that can be monitored or remotely controlled via the internet (Internet of Things)?	Yes 1 <input type="checkbox"/>	No 2 <input type="checkbox"/> Go to → F1
E2	Does your enterprise use interconnected devices or systems that can be monitored or remotely controlled via the internet (Internet of Things) for any of the following?	Yes	No
E2.1	for energy consumption management (e.g., "smart"-meters, -thermostats, -lamps (lights))	1 <input type="checkbox"/>	2 <input type="checkbox"/>
E2.2	for premises' security (e.g., "smart" -alarm systems, -smoke detectors, -door locks, -security cameras)	1 <input type="checkbox"/>	2 <input type="checkbox"/>
E2.3	for production processes (e.g., sensors or RFID tags that are monitored/controlled via the internet and used to monitor or automate the process)	1 <input type="checkbox"/>	2 <input type="checkbox"/>
E2.4	for logistics management (e.g., sensors monitored/controlled via the internet for tracking products or vehicles in warehouse management)	1 <input type="checkbox"/>	2 <input type="checkbox"/>
E2.5	for condition-based maintenance (e.g., sensors monitored/controlled via the internet to monitor maintenance needs of machines or vehicles)	1 <input type="checkbox"/>	2 <input type="checkbox"/>
E2.6	for customer service (e.g., “smart” cameras or sensors monitored/controlled via the internet to monitor customers’ activities or offer them a personalised shopping experience)	1 <input type="checkbox"/>	2 <input type="checkbox"/>
E2.7	for other purposes	1 <input type="checkbox"/>	2 <input type="checkbox"/>

Module F: Artificial Intelligence (Scope: enterprises with access to the internet, i.e., if A1>0)	
<p>Artificial intelligence refers to systems that use technologies such as: text mining, computer vision, speech recognition, natural language generation, machine learning, deep learning to gather and/or use data to predict, recommend or decide, with varying levels of autonomy, the best action to achieve specific goals.</p> <p>Artificial intelligence systems can be purely software based, e.g.:</p> <ul style="list-style-type: none"> - chatbots and business virtual assistants based on natural language processing; - face recognition systems based on computer vision or speech recognition systems; - machine translation software; - data analysis based on machine learning, etc.; <p>or embedded in devices, e.g.:</p> <ul style="list-style-type: none"> -autonomous robots for warehouse automation or production assembly works; -autonomous drones for production surveillance or parcel handling, etc. 	

F1	Does your enterprise use any of the following Artificial Intelligence technologies?	Yes	No
F1.1	Technologies performing analysis of written language (text mining)	1 <input type="checkbox"/>	2 <input type="checkbox"/>
F1.2	Technologies converting spoken language into machine-readable format (speech recognition)	1 <input type="checkbox"/>	2 <input type="checkbox"/>
F1.3	Technologies generating written or spoken language (natural language generation)	1 <input type="checkbox"/>	2 <input type="checkbox"/>
F1.4	Technologies identifying objects or persons based on images (image recognition, image processing)	1 <input type="checkbox"/>	2 <input type="checkbox"/>
F1.5	Machine learning (e.g., deep learning) for data analysis	1 <input type="checkbox"/>	2 <input type="checkbox"/>
F1.6	Technologies automating different workflows or assisting in decision making (Artificial Intelligence based software robotic process automation)	1 <input type="checkbox"/>	2 <input type="checkbox"/>
F1.7	Technologies enabling physical movement of machines via autonomous decisions based on observation of surroundings (autonomous robots, selfdriving vehicles, autonomous drones)	1 <input type="checkbox"/>	2 <input type="checkbox"/>
If F1.1 to F1.7 = "No" then go to F4, otherwise continue the interview			

F2	Does your enterprise use Artificial Intelligence software or systems for any of the following purposes?	Yes	No
F 2.1	for marketing or sales e.g., - chatbots based on natural language processing for customer support, - customer profiling, price optimisation, personalised marketing offers, market analysis based on machine learning, etc.	1 <input type="checkbox"/>	2 <input type="checkbox"/>
F2.2	for production processes e.g., - predictive maintenance based on machine learning, - tools to classify products or find defects in products based on computer vision, - autonomous drones for production surveillance, security or inspection tasks, - assembly works performed by autonomous robots, etc.	1 <input type="checkbox"/>	2 <input type="checkbox"/>
F2.3	for organisation of business administration processes e.g., - business virtual assistants based on machine learning and/or natural language processing, - voice to text conversion based on speech recognition for document drafting, - automated planning or scheduling based on machine learning, - machine translation, etc.	1 <input type="checkbox"/>	2 <input type="checkbox"/>

F2.4	for logistics e.g., - autonomous robots for pick-and-pack solutions in warehouses, - route optimization based on machine learning, - autonomous robots for parcel shipping, tracing, distribution and sorting, - autonomous drones for parcel delivery, etc.	1 <input type="checkbox"/>	2 <input type="checkbox"/>
F2.5	for ICT security e.g., - face recognition based on computer vision for authentication of ICT users, - detection and prevention of cyber-attacks based on machine learning, etc.	1 <input type="checkbox"/>	2 <input type="checkbox"/>
F2.6	for accounting, controlling or finance management e.g., - machine learning to analyse data that helps to make financial decisions, - invoice processing based on machine learning, - machine learning or natural language processing for bookkeeping documents, etc.	1 <input type="checkbox"/>	2 <input type="checkbox"/>
F2.7	for research and development (R&D) or innovation activity (excluding research on AI) e.g., - analysis of data for conducting research, solving research problems, developing a new or significantly improved product/service based on machine learning, etc.	1 <input type="checkbox"/>	2 <input type="checkbox"/>

F3	How did you enterprise acquire the Artificial Intelligence software or systems that it uses?	Yes	No
F3.1	They were developed by own employees (including those employed in parent or affiliate enterprise)	1 <input type="checkbox"/>	2 <input type="checkbox"/>
F3.2	Commercial software or systems were modified by own employees (including those employed in parent or affiliate enterprise)	1 <input type="checkbox"/>	2 <input type="checkbox"/>
F3.3	Open-source software or systems were modified by own employees (including those employed in parent or affiliate enterprise)	1 <input type="checkbox"/>	2 <input type="checkbox"/>
F3.4	Commercial software or systems ready to use were purchased (including examples where it was already incorporated in a purchased item or system)	1 <input type="checkbox"/>	2 <input type="checkbox"/>
F3.5	External providers were contracted to develop or modify them	1 <input type="checkbox"/>	2 <input type="checkbox"/>

Questions F4 and F5 are presented only to respondents who answered 'No' to F1.1-F1.7 questions i.e., enterprises that did not use any of the Artificial Intelligence technologies listed in question F1.

F4	Has your enterprise ever considered using any of the Artificial Intelligence technologies listed in question F1?	Yes 1 <input type="checkbox"/>	No 2 <input type="checkbox"/> Go to → F6
F5	What are the reasons for your enterprise not to use any of the Artificial Intelligence technologies listed in question F1?	Yes	No

F5.1	The costs seem too high	1 <input type="checkbox"/>	2 <input type="checkbox"/>
F5.2	There is a lack of relevant expertise in the enterprise	1 <input type="checkbox"/>	2 <input type="checkbox"/>
F5.3	Incompatibility with existing equipment, software or systems	1 <input type="checkbox"/>	2 <input type="checkbox"/>
E5.4	Difficulties with availability or quality of the necessary data	1 <input type="checkbox"/>	2 <input type="checkbox"/>
F5.5	Concerns regarding violation of data protection and privacy	1 <input type="checkbox"/>	2 <input type="checkbox"/>
F5.6	Lack of clarity about the legal consequences (e.g., liability in case of damage caused by the use of Artificial Intelligence)	1 <input type="checkbox"/>	2 <input type="checkbox"/>
F5.7	Ethical considerations	1 <input type="checkbox"/>	2 <input type="checkbox"/>
F5.8	Artificial Intelligence technologies are not useful for the enterprise	1 <input type="checkbox"/>	2 <input type="checkbox"/>

F6	Does your enterprise currently use big data technologies for processing and analyzing large datasets?	Yes 1 <input type="checkbox"/>	No 2 <input type="checkbox"/> Go to → G1
F6.1	If yes, please specify the used big data technology (e.g., Microsoft BI, APACHE Hadoop, Spark, Cassandra, Zoho Analytics, Cloudera, etc.).	/_____/	

Module G: ICT specialists and skills (Scope: all enterprises)			
G1	Does your enterprise employ ICT specialists? ICT specialists are persons employed for whom ICT is the main job. For example, to develop, operate or maintain ICT systems or applications.	Yes 1 <input type="checkbox"/>	No 2 <input type="checkbox"/>
G2	Did your enterprise provide any type of training to develop ICT related skills of the persons employed, during 2023?	Yes	No
G2.1	Training for ICT specialists (Tick "No" if your enterprise didn't employ ICT specialists during 2023)	1 <input type="checkbox"/>	2 <input type="checkbox"/>
G2.2	Training for other persons employed	1 <input type="checkbox"/>	2 <input type="checkbox"/>
G3	Did your enterprise recruit or try to recruit ICT specialists during 2023?	Yes 1 <input type="checkbox"/>	No 2 <input type="checkbox"/> Go to → G6
G4	During 2023, did your enterprise have vacancies for ICT specialists that were difficult to fill?	Yes 1 <input type="checkbox"/>	No 2 <input type="checkbox"/> Go to → G6
G5	Did your enterprise have any of the following difficulties to recruit ICT specialists during 2023?	Yes	No
G5.1	Lack of applications	1 <input type="checkbox"/>	2 <input type="checkbox"/>
G5.2	Applicants' lack of relevant ICT related qualifications from education and/or training	1 <input type="checkbox"/>	2 <input type="checkbox"/>
G5.3	Applicants' lack of relevant work experience	1 <input type="checkbox"/>	2 <input type="checkbox"/>
G5.4	Applicants' salary expectations too high	1 <input type="checkbox"/>	2 <input type="checkbox"/>
G5.5	Other (please, specify)	(_____)	

G6	Who performed your enterprise's ICT functions in 2023 (e.g., maintenance of ICT infrastructure, support for office software, development or support of business management software/systems and/or web solutions, security and data protection)?	Yes	No
G6.1	Own employees (incl. those employed in parent or affiliate enterprises)	1 <input type="checkbox"/>	2 <input type="checkbox"/>
G6.2	External suppliers	1 <input type="checkbox"/>	2 <input type="checkbox"/>

Module D: ICT Security			
(Scope: enterprises with access to the internet, i.e., if A1>0)			
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.			
H1	Does your enterprise apply any of the following ICT security measures on its ICT systems?	Yes	No
H1.1	Authentication via strong password (e.g. minimum length, use of numbers and special characters, changed periodically)	1 <input type="checkbox"/>	2 <input type="checkbox"/>
H1.2	Authentication via biometric methods used to access the enterprise's ICT system (e.g. authentication based on fingerprints, voice, face)	1 <input type="checkbox"/>	2 <input type="checkbox"/>
H1.3	Authentication based on a combination of at least two authentication mechanisms (i.e. combination of e.g. user-defined password, one-time password (OTP), code generated via a security token or received via a smartphone, biometric method (e.g. based on fingerprints, voice, face))	1 <input type="checkbox"/>	2 <input type="checkbox"/>
H1.4	Encryption of data, documents or e-mails	1 <input type="checkbox"/>	2 <input type="checkbox"/>
H1.5	Data backup to a separate location (including backup to the cloud)	1 <input type="checkbox"/>	2 <input type="checkbox"/>
H1.6	Network access control (management of user rights in enterprise's network)	1 <input type="checkbox"/>	2 <input type="checkbox"/>
H1.7	VPN (Virtual Private Network extends a private network across a public network to enable secure exchange of data over public network)	1 <input type="checkbox"/>	2 <input type="checkbox"/>
H1.8	ICT security monitoring system used to detect suspicious activity (e.g. intrusion detection or prevention systems that monitors users' or devices' behaviour, network traffic) <i>* Please exclude antivirus software and default firewall solution included in the operating system of personal computers and routers.</i>	1 <input type="checkbox"/>	2 <input type="checkbox"/>
H1.9	Maintaining log files that enable analysis after ICT security incidents	1 <input type="checkbox"/>	2 <input type="checkbox"/>
H1.10	ICT risk assessment, i.e. periodical assessment of probability and consequences of ICT security incidents	1 <input type="checkbox"/>	2 <input type="checkbox"/>
H1.11	ICT security tests (e.g. performing penetration tests, testing security alert system, review of security measures, testing of backup systems)	1 <input type="checkbox"/>	2 <input type="checkbox"/>
H2	Does your enterprise make persons employed aware of their obligations in ICT security related issues in the following ways?	Yes	No
H2.1	Voluntary training or internally available information (e.g. information on the intranet)	1 <input type="checkbox"/>	2 <input type="checkbox"/>
H2.2	Compulsory training courses or viewing compulsory material	1 <input type="checkbox"/>	2 <input type="checkbox"/>

H2.3	By contract (e.g. contract of employment)	1 <input type="checkbox"/>	2 <input type="checkbox"/>
H3	Does your enterprise have document(s) on measures, practices or procedures on ICT security? (Documents on ICT security and confidentiality of data cover employee training in ICT use, ICT security measures, the evaluation of ICT security measures, plans for updating ICT security documents, etc.)	Yes 1 <input type="checkbox"/>	No 2 <input type="checkbox"/>
H4	During 2023, did your enterprise experience any ICT related security incident leading to the following consequences?	Yes	No
H4.1	Unavailability of ICT services due to hardware or software failures	1 <input type="checkbox"/>	2 <input type="checkbox"/>
H4.2	Unavailability of ICT services due to attack from outside, e.g. ransomware attacks, Denial of Service attacks	1 <input type="checkbox"/>	2 <input type="checkbox"/>
H4.3	Destruction or corruption of data due to hardware or software failures	1 <input type="checkbox"/>	2 <input type="checkbox"/>
H4.4	Destruction or corruption of data due to infection of malicious software or unauthorised intrusion	1 <input type="checkbox"/>	2 <input type="checkbox"/>
H4.5	Disclosure of confidential data due to intrusion, pharming, phishing attack, intentional actions by own employees	1 <input type="checkbox"/>	2 <input type="checkbox"/>
H4.6	Disclosure of confidential data due to unintentional actions by own employees	1 <input type="checkbox"/>	2 <input type="checkbox"/>

Name and surname of the respondent	
Phone number of the respondent	

Time spent filling out the questionnaire	Hours ...	Minutes ...
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Thank you for your cooperation!