Community survey on ICT usage and e-commerce in enterprises 2022

Company name:...

Bulstat ID:

Contact details of the person, who fills in the questionnaire:

Name, surname:...

Email:...

Phone:..

Module A: Access and use of the internet

A1. How many persons employed have **access to the internet** for business purposes?
Including fixed line and mobile connection.

(Number)

If your enterprise does not have internet access fill '0' and go to C1.

Use of a fixes 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 ☐   No ☐

Go to A4

A3. What is the maximum contracted download **speed** of the fastest fixed line internet connection of your enterprise?
Tick only one.

a) less than 30 Mbps	☐
b) at least 30 but less than 99 Mbps	☐
c) at least 100 but less than 499 Mbps	☐
d) at least 500 Mbps but less than 999 Mbps	☐
e) at least 1000 Mbps/1 Gbps	☐

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.*

A4. 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?
E.g. laptop, tablet or other portable devices such as smartphones.

(Number)

Meetings via the internet

A5. Does your enterprise conduct remote meeting?
E.g. via Skype, Zoom, MS Teams, WebEx, Google Meet, etc.

Yes ☐   No ☐

Go to A8

A6. Does your enterprise have any ICT security guidelines for conducting remote meetings via the internet?
E.g. password requirement, end-to-end encryption.

Yes ☐   No ☐

A7. Does your enterprise have guidelines to favour remote meetings via internet instead of business travelling?

Yes ☐   No ☐

Remote access

		Yes	No
A8.	Do any of the persons employed have remote access to the following:		
	a) E-mail system of the enterprise	☐	☐
	b) Documents of the enterprise *(e.g. files, spreadsheets, presentations, charts, photos)*	☐	☐
	c) 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, Teams, Yammer.*	☐	☐

If A8a), A8b) and A8c) = 'No', go to B1.
If A8a) = 'Yes' continue with A9, otherwise go to A10.

A9. How many persons employed have remote access to the e-mail system of the enterprise?
Via computers, laptop, tablet or other portable devices such as smartphones.

(Number)

If both A8b) and A8c) = 'Yes' continue with A10, otherwise go to A11.

A10. How many persons employed have remote access to the documents, business applications or software of the enterprise?
E.g. files, spreadsheets, presentations, charts, photos, access to accounting, sales, orders, CRM.
Via computers, laptop, tablet or other portable devices such as smartphones.

(Number)

A11. Does your enterprise have any ICT security guidelines for remote access?
E.g. requirement to conduct password–secured remote meetings, prohibition of using of public Wi-Fi for work, use of VPN, requirements concerning privacy of data.

Yes ☐ **No** ☐

Module B: e-Commerce sales

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.
e-Commerce does not include orders written in e-mail.

Please report web and EDI-type sales separately. They are defined by the method of placing the order:

- *WEB sales: the customer places the order on a website or through an app (question B1 to B7);*
- *EDI type sales: an EDI-type order message is created from the business system of the customer (question B8 to B9).*

Web sales of goods or services

Web sales cover orders, bookings and reservations placed by your customers via:
- *your enterprise's websites or apps:*
  - ✓ *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) (e.g. eBay, Amazon, Booking.com, TimoCom, Alibaba, eMag, Glovo, Takeaway, etc.).*

Orders written in e-mail are not counted as web sales.

		Yes	No
B1.	During 2021, did your enterprise have **web sales** of goods or services via:		
	a) your enterprise's websites or apps *(incl. extranets)*	☐	☐
	b) e-commerce marketplace websites or apps used by several enterprises for trading goods or services *(e.g. Booking.com, TimoCom, eBay, Amazon, Alibaba, eMAG, Glovo, Takeaway, etc.)*	☐	☐

If both B1a) and B1b) = 'No' then go to B8.

B2.	What was the value of your web sales in 2021:	
	a) value of your web sales (in thousands leva, excluding VAT) *(If the value is less than one thousand leva, please enter "1.)*	
	OR	**(Thousands leva)**
	b) percentage of the total turnover* generated by web sales ** Turnover includes gross sales revenue, incl. revenue tax, excluding VAT and revenue from sales of raw materials (code 15500 + code 15420 of the Annual Activity Report)*	_ _ _ **%**

If both B1a) and B1b) = 'Yes' continue with B3, otherwise go to B4.

B3.	What was the percentage breakdown of the value of web sales in 2021 for the following:	
	a) via your enterprise's websites or apps (incl. extranets)	_ _ _ **%**
	b) via e-commerce marketplace websites or apps used by several enterprises for trading goods or services *(e.g. Booking.com, TimoCom, eBay, Amazon, Alibaba, eMAG, Glovo, Takeaway, etc.)*	_ _ _ **%**
	Total:	**1 0 0%**

B4.	What was the percentage breakdown of the value of web sales in 2021 by type of customer:	
	a) Sales to private consumers	_ _ _ **%**
	b) Sales to other enterprises and sales to public sector	_ _ _ **%**
	Total:	**1 0 0%**

B5.	During 2021, did your enterprise have web sales to customers located in the following geographic areas:	**Yes**	**No**
	a) Bulgaria	☐	☐
	b) Other EU countries*	☐	☐
	c) Rest of the world	☐	☐

If there is only one answer 'Yes' in B5 go to the instruction before B7.

B6.	What was the percentage breakdown of the value of web sales in 2021 to customers located in the following geographic areas:	
	a) Bulgaria	_ _ _ **%**
	b) Other EU countries*	_ _ _ **%**
	c) Rest of the world	_ _ _ **%**
	Total:	**1 0 0%**

If B5b) = 'Yes' continue with B7, otherwise go to B8.

B7.	Regarding web sales to other EU* countries: did your enterprise experience any of the following difficulties during 2021:	**Yes**	**No**
	a) High costs of delivering or returning products when selling to other EU* countries	☐	☐
	b) Difficulties related to resolving complaints or disputes when selling to other EU* countries	☐	☐
	c) Adapting product labelling for sales to other EU* countries	☐	☐
	d) Lack of knowledge of foreign languages for communicating with customers in other EU* countries	☐	☐
	e) Restrictions from your business partners to sell to certain EU* countries	☐	☐
	f) Difficulties related to the VAT system in other EU* countries *(e.g. uncertainty regarding VAT treatment in different countries)*	☐	☐

> *EU countries: Austria, Belgium, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Italy, Ireland, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Poland, Portugal, Romania, Slovenia, Slovakia, Spain and Sweden.

EDI-type sales

EDI-type sales cover orders placed by your customers via EDI-type messages (EDI: Electronic Data interchange) in an agreed or standard format suitable for automated processing meaning:
- *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.*

Examples of EDI - EDIFACT, EANCOM, UBL, XML, eXite, ECOD.

B8. During 2021, did your enterprise have **EDI-type sales** of goods or services?	**Yes** ☐	**No** ☐ → **Go to C1**

B9. What was the value of your EDI-type sales:

a) value of your EDI-type sales of goods or services, in 2021 (in thousands leva, excluding VAT) *(If the value is less than one thousand leva, please enter "1).*

OR

(Thousands leva)

b) percentage of the total turnover* generated by EDI-type sales of goods or services

* Turnover includes gross sales revenue, incl. revenue tax, excluding VAT and revenue from sales of raw materials (code 15500 + code 15420 of the Annual Activity Report)

_ _ _ **%**

Module C: ICT specialists and skills

	Yes	No
C1. 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** ☐	**No** ☐

C2. Did your enterprise provide any type of training to develop ICT related skills of the persons employed, during 2021?	**Yes**	**No**
a) Training for ICT specialists *Tick "No" if your enterprise didn't employ ICT specialists during 2021.*	☐	☐
b) Training for other persons employed	☐	☐

C3. Did your enterprise recruit or try to recruit ICT specialists during 2021?	**Yes** ☐	**No** ☐ → **Go to C6**
C4. During 2021, did your enterprise have vacancies for ICT specialists that were difficult to fill?	**Yes** ☐	**No** ☐ → **Go to C6**

C5. Did your enterprise have any of the following difficulties to recruit ICT specialists during 2021:	**Yes**	**No**
a) Lack of applications	☐	☐
b) Applicants' lack of relevant ICT related qualifications from education and/or training	☐	☐
c) Applicants' lack of relevant work experience	☐	☐
d) Applicants' salary expectations too high	☐	☐

C6. Who performed your enterprise's ICT functions in 2021? *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**
a) own employees *(incl. those employed in parent or affiliate enterprises)*	☐	☐
b) external suppliers	☐	☐

If your enterprise does not have internet access, go to E1.

Module 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.

		Yes	No
D1.	Does your enterprise apply any of the following ICT security measures on its ICT systems?		
	a) authentication via strong password *(e.g. minimum length, use of numbers and special characters, changed periodically, etc.)*	☐	☐
	b) authentication via biometric methods used to access the enterprise's ICT system *(e.g. authentication based on fingerprints, voice, face)*	☐	☐
	c) 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))*	☐	☐
	d) Encryption of data, documents or e-mails	☐	☐
	e) Data backup to a separate location *(incl. backup to the cloud)*	☐	☐
	f) Network access control (management of user rights in enterprise's network)	☐	☐
	g) VPN (Virtual Private Network) *Virtual Private Network extends a private network across a public network to enable secure exchange of data over public network.*	☐	☐
	h) ICT security monitoring system that allows to detect suspicious activity in the ICT systems and alerts the enterprise about it, other than standalone anti-virus software	☐	☐
	i) Maintaining log files that enable analysis after ICT security incidents	☐	☐
	j) ICT risk assessment, i.e. periodical assessment of probability and consequences of ICT security incidents	☐	☐
	k) ICT security tests *(e.g. performing penetration tests, testing security alert system, review of security measures, testing of backup systems)*	☐	☐
D2.	Does your enterprise make persons employed aware of their obligations in ICT security related issues in the following ways:	**Yes**	**No**
	a) Voluntary training or internally available information *(e.g. information on the intranet)*	☐	☐
	b) Compulsory training courses or viewing compulsory material	☐	☐
	c) By contract (e.g. contract of employment)	☐	☐

D3.	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** ☐	**No** ☐ → **Go to D5**

D4.	When were your enterprise's document(s) on measures, practices or procedures on ICT security, defined or most recently reviewed? *Tick only one.*		
	a) within the last 12 months		☐
	b) more than 12 months and up to 24 months ago		☐
	c) more than 24 months ago		☐

		Yes	No
D5.	During 2021, did your enterprise experience any ICT related security incident leading to the following consequences:		
	a) Unavailability of ICT services due to hardware or software failures	☐	☐
	b) Unavailability of ICT services due to attack from outside, e.g. ransomware attacks, Denial of Service attacks	☐	☐

	Yes	No
c) Destruction or corruption of data due to hardware or software failures	☐	☐
d) Destruction or corruption of data due to infection of malicious software or unauthorised intrusion	☐	☐
e) Disclosure of confidential data due to intrusion, pharming, phishing attack, intentional actions by own employees	☐	☐
f) Disclosure of confidential data due to unintentional actions by own employees	☐	☐

D6. Who carries out the ICT security related activities in your enterprise?

E.g. security testing, ICT training on security, resolving ICT security incidents.

Exclude upgrades of pre-packaged software.

	Yes	No
a) own employees *(incl. those employed in parent or affiliate enterprises)*	☐	☐
b) external suppliers	☐	☐

D7. Does your enterprise have insurance against ICT security incidents?   **Yes ☐**   **No ☐**

Module E: Use of robotics
A robot is a machine which is programmed to move and perform certain tasks automatically.

E1. Does your enterprise use any of the following types of robots:

	Yes	No
a) Industrial robots *(e.g. robotic welding, laser cutting, spray painting, etc.)* *An industrial robot is an automatically controlled, reprogrammable, multipurpose manipulator programmable in three or more axes, which may be either fixed in place or mobile for use. Most of industrial robots are based on a robotic arm and a series of links and joints with an end effector that carries out the task.* <u>*Do not include CNC-machines, 3D printers and devices that are fully controlled by an operator.*</u>	☐	☐
b) Service robots *(e.g. used for surveillance, cleaning, transportation, etc.)* *A service robot has a degree of autonomy and can operate in complex and dynamic environments that may require interaction with persons, objects or other devices. They use wheels or legs to achieve mobility and are often used in inspection, transport or maintenance tasks.* *Examples are: autonomous guided vehicles, inspection and maintenance robots, cleaning robots, etc.* <u>*Do not include software robots..*</u>	☐	☐

If both E1a) and E1b) = 'No' then go to F1.

E2. Please indicate the number of industrial and service robots used by the enterprise.

                       (Number)

E3. Please indicate if the following reasons influenced the decision to use robots in your enterprise:

	Yes	No
a) High cost of labour	☐	☐
b) Difficulties to recruit personnel	☐	☐
c) To enhance safety at work	☐	☐
d) To ensure high precision or standardized quality of processes and/or goods and services produced	☐	☐
e) To expand the range of goods produced or services provided by the enterprise	☐	☐
f) Tax or other government incentives	☐	☐

Module F: ICT and the environment

F1. Does your enterprise apply any measures to affect the following:

	Yes	No
a) Amount of paper used for printing and copying	☐	☐
b) Energy consumption of the ICT equipment	☐	☐

F2.	Does your enterprise consider environmental impact of ICT services, or ICT equipment when selecting them? *E.g. energy consumption, a take-back program, made from easily recyclable material, easily repairable and highly sustainable, etc.*	**Yes** ☐	**No** ☐
F3.	What does your enterprise do with ICT equipment when it is no longer used? *E.g. computers, monitors, printers, mobile phones.*	**Yes**	**No**
	a) It is disposed of in electronic waste collection/recycling *(e.g. leaving it to the retailer to dispose of)*	☐	☐
	b) The ICT equipment is kept in the enterprise *(e.g. to be used as spare parts, fear of sensitive information being disclosed)*	☐	☐
	c) It is sold, returned to a leasing enterprise, or donated	☐	☐

Thank you for your cooperation!