

Bilaga 5. Engelskt frågeformulär till företag med 0-9 anställda

A. Access and use of the internet

1. Please indicate an estimate of the percentage of the total number **iii** of persons employed who have access to the internet for business purposes.

_____ % If 0 --> go to F1.

iii Include employees that have access to the internet but...

...that never use internet

Given that, employees use a computer, telephone or similar that provides access to Internet. (The employees do not need to use the internet.)

...that share a computer, telephone etc.

Given that employees at least sometimes use the computer, the mobile phone or similar and which provides internet access. (Note that employees do not need to use the internet).

Use of a fixed line connection to the internet for business purposes

What is fixed line connection to the internet?

The connection from the workplace (or from the property) to the internet goes via e.g.

- Fixed line telephone network eg. DSL, ADSL, VDSL and SDSL.
- Cable television network
- Public wireless networks e.g. Public Wi-Fi, hotspots.

Wireless network (like Wi-Fi) is considered a fixed connection given that it is connected to a fixed connection.

2. Does your enterprise use any type of fixed line connection to the internet?

- Yes
- No --> go to A7

3. What is the maximum contracted download speed of the fastest fixed line internet connection of your enterprise?

If you have fixed line connections at multiple addresses, select the speed of the fastest connection. The contracted download speed could also be found on the invoice.

- Less than 30 Mbit/s
- At least 30 but less than 100 Mbit/s
- At least 100 but less than 500 Mbit/s
- At least 500 but less than 1 Gbit/s
- At least 1 Gbit/s

4. Does your enterprise provide portable devices that allow a mobile connection to the internet using mobile telephone networks, for business purposes?

iii Include employees that have access to the internet but...

...that never use internet

Given that employees use a computer, telephone or similar that provides access to Internet. (The employees do not need to use the internet.)

...that share a computer, telephone etc.

Given that employees at least sometimes use the computer, the mobile phone or similar and which provides internet access. (Note that employees do not need to use the internet).

- Yes

Answer Yes if the enterprise provides both the laptop, phone, tablet etc. and pays for a subscription.

- No --> Go to A7

5. Please indicate an estimate of the percentage of the total number of persons employed who use a portable device provided by the enterprise, which allows internet connection via mobile telephone networks **iii**, for business purposes?

iii What is mobile connection to the internet?

Mobile connection to the internet goes always via a mobile telephone network. The connection from a portable device to the internet can occur anywhere where the cellular network has coverage.

Wireless network (like Wi-Fi) is considered a mobile connection, given that the connection to the internet goes via a mobile telephone network.

_____ Share of enterprises (%)

Answer only if the enterprise provides both the laptop, phone, tablet etc. and pays for a subscription.

Use of a website

6. Does your enterprise have a website?

If your enterprise is a part, of a group of enterprises, that has a website and information on your enterprise can be found on that website, include it in your answer. Does not refer to account on social media.

Yes

Please fill in the address of your website here _____

No --> go to A9

B. E-commerce: Web sales of goods or services

What is e-commerce?

The module on e-commerce refers to bookings and orders of goods and / or services that are done electronically. However, payment and delivery need not be made electronically.

Bookings and orders can be made via e.g.

- Own website or app, not social media **iii**
- Common website / app for group, franchise or business chain
- An e-commerce site where several companies sell eg. Block, Booking, Online Pizza.

The customer orders electronically directly on the website or app. **Do not** include manually typed e-mail, telephonecalls or sms.

Also, **do not** include orders that the employees at the enterprise has electronically completed for the customer who contacted the enterprise via email, phone, sms or visit.

iii What is meant by own website?

- Your enterprise (or your group of enterprises) determines the content the website must be designed.
- Does not refer to social media accounts.
- Include extranets (means your customers have passwords for that access your website or app).

B1 Web sales of goods or services

7. During 2019, did your enterprise have web sales of goods or services via:

	Yes	No
a) Enterprise's websites or apps?	<input type="checkbox"/>	<input type="checkbox"/>
b) E-commerce marketplace websites or apps used by several enterprises for trading goods or services? <i>E.g. Blocket, Booking, Onlinepizza.</i>	<input type="checkbox"/>	<input type="checkbox"/>

8. What percentage of total turnover was generated by web sales of goods or services, in 2019?

Do *not* count with VAT

_____ % of total turnover

B3 will only be answered if both B1 a) and b) = "Yes".

9. What was the percentage breakdown of the value of web sales in 2019 for the following:

Please, answer based on the percentage breakdown given in question B2. If you cannot provide the exact percentages, an approximation will suffice.

a) Orders on the enterprise's own website/app or joint website/app in the group of enterprises, franchise or chain of enterprises that your enterprise belongs to	_____ %
b) Orders at an e-commerce site where several enterprises sell E.g. Block, Booking, Onlinepizza.	_____ %
Sum	100%

C. Use of cloud computing services

computing power, storage capacity etc.

where the services have all of the following characteristics:

- 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

Cloud computing may include connections via Virtual Private Networks (VPN).

10. Does your enterprise buy any cloud computing services used over the internet?

- Yes
 No --> go to E1

11. Does your enterprise buy any of the following cloud computing services used over the internet?

	Yes	No
a) E-mail (as a cloud computing service)	<input type="checkbox"/>	<input type="checkbox"/>
b) Office software (e.g. word processors, spreadsheets, etc.) (as a cloud computing service)	<input type="checkbox"/>	<input type="checkbox"/>
c) Hosting the enterprise's database(s) (as a cloud computing service)	<input type="checkbox"/>	<input type="checkbox"/>
d) Storage of files (as a cloud computing service)	<input type="checkbox"/>	<input type="checkbox"/>
e) Finance or accounting software applications (as a cloud computing service)	<input type="checkbox"/>	<input type="checkbox"/>
f) Customer Relationship Management (CRM) software application for managing information about customers (as a cloud computing service)	<input type="checkbox"/>	<input type="checkbox"/>
g) Computing power to run software used by the enterprise (as a cloud computing service)	<input type="checkbox"/>	<input type="checkbox"/>

D. ICT specialists and skills

12. Does the enterprise employ ICT specialists  i.e. employees who have ICT as their main job?

E.g. such as support of software, operation and maintenance of ICT systems, applications, development of ICT systems and applications, web pages, etc. provided that the employees have ICT as their main task.

- Yes
 No

iii Examples of occupations

We have taken the examples from the Standard for Swedish Occupational Classification (SSYK).

- Software, web or system developers
- M.Sc. information technology, computer technology, hardware, electronics
- Support technician, it
- Data Techniques
- Network Techniques
- System technician, it
- Operation technician, data
- IT Manager
- Service technician, data
- Computer repair
- Graphic designer
- Interactive designer
- IT teacher
- Network or database administrator
- Technical salesman in IT

13. Who performed your enterprise's ICT functions in 2019?

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)	<input type="checkbox"/>	<input type="checkbox"/>
b) External suppliers E.g. consultants or service agreements.	<input type="checkbox"/>	<input type="checkbox"/>

E. ICT and environment

14. Does your enterprise have an environmental policy or a working method, which means that the enterprise must reduce its environmental impact through one of the following?

	Yes	No
a) Select the telephone, web or video meetings instead of meetings that involve travel.	<input type="checkbox"/>	<input type="checkbox"/>
b) Reduce energy consumption when using IT e.g. use of screensavers, demands that the computers be shut down at the end of the day, reduced printing, energy-efficient operation, etc.	<input type="checkbox"/>	<input type="checkbox"/>
c) Require suppliers to be environmentally certified in the procurement of IT products or IT services	<input type="checkbox"/>	<input type="checkbox"/>

- d) Take into consideration energy consumption when selecting systems and hardware for procurement of IT products or IT services.

15. Does your enterprise have employees who work outside the enterprise's premises on average at least half a day a week, and from there have access to the enterprise's IT systems e.g. e-mail?

Yes

No

16. Does your enterprise use the following technical solutions to reduce its energy consumption?

- a) Intelligent steering of transport and logistics

Yes No

- b) Intelligent lighting control, heating or ventilation

- c) Digitization of workflows

- d) Other digital solution for saving energy

X. Bakgrundsinformation

X1. Företagets huvudsakliga ekonomiska aktivitet, under 2019

X2. Antalet anställda i genomsnitt, under 2019

X3. Total omsättning (i monetära termer, exklusive moms), för 2019