State of Palestine
Palestinian Central Bureau of Statistics
Business Survey on Information and Communications Technology, 2021

All information in this questionnaire are only for statistical purposes. It is considered confidential in accordance with the General Statistics Law of 2000.				
IDH00	Enterprise number □□□□□□		**IDH01**	Governorate……… □□
IDH02	Locality □□□□□		**IDH03**	Name of Enterprise ………………
IDH04	Enterprise Address: …………………..………..…………………..………………..			
IDH05	Licensed Operator Number □□□□□□□□		**IDH05A**	Postal code □□□□□□
IDH06	Main Economic Activity………………………		Code: □□□□□	
IDH07	Name of Owner of the Building……………	**IDH08**	Name of Owner or Manager of the Enterprise ……	
IDH09	Sex of Owner of the Enterprise: 1. Male 2. Female . Not applicable	□	**IDH10**	Legal Entity for the Enterprise…… □□
IDH11	Economic regulation of the Enterprise: 1. Single institution 2. Head office includes branch accounts 3. Head office does not include branch accounts 4. Branch □		**IDH12**	Number of branches □□□
IDH13	Phone Number of the Enterprise: □□□□□□□□□		**IDH14**	Name of Respondent:……
IDH15	Email of the Enterprise (If found): …………………..………..…………………..………………..			
IDH16	During 2021, the number of total employees in the Enterprise	Number (0000: if nil)		□□□□
IDH16F	During 2021, the number of female employees in the Enterprise	Number (0000: if nil)		□□□□
IDH16M	During 2021, the number of male employees in the Enterprise	Number (0000: if nil)		□□□□
IR01	Final Result of the Interview	1. Completed 2. Partially completed 3. Completely closed 4. Repeated 5. Temporarily closed 6. Central government 7. Could not reach the address 8. Refused , specify…… 9. Other, specify …		□
IR02	Interviewer's name:	**IR03** Interviewer's number:	□□□□	Date:…./……/2022
IR04	Supervisor's name:	**IR05** Supervisor's number:	□□□□	Date:…./……/2022
IR06	Editor's name:	**IR07** Editor's number:	□□□□	Date:…./……/2022
IR08	Coder's name:	**IR09** Coder's number:	□□□□	Date:…./……/2022
IR10	Data entry personnel name:	**IR11** Data entry personnel number:	□□□□	Date:…./……/2022

The Reference Date for all parts of the Questionnaire is from 01\01\2021 to 31\12\2021. (Otherwise different reference period is determined)			
Section One: Use of ICT Tools	**(All enterprises)**		
USM01	**During 2021, did the enterprise use mobile phones for business purposes?**	1. Yes 2. No **(Skip to USC01)**	☐

USM02	**During 2021, did the enterprise use mobile phones for the following activities?**
	    1. Yes
	    2. No
		A. For keeping a register of clients and suppliers	☐

		B. For scheduling meetings (using calendar)	☐
		C. For taking photos	☐
		D. For getting information about goods or services	☐
		E. For sending or receiving emails	☐
		F. For accessing the Internet	☐
		G. For accessing banking or other financial services (Including electronic transactions with a bank for payment, transfers, etc. or for looking up account information)	☐
		H. For interacting with general government organizations	☐
		I. For providing customer services (Customer services including providing prices and product information through SMS, information on available account credit, product configuration, etc.)	☐
		J. For delivering products over the mobile phone line (Delivering products over the mobile phone line refers to goods and services delivered over the line in digitized form, e.g., ring tones, software, music, videos, games) To transfer files, (an internet connection is needed).	☐
		K. Receiving orders, goods, or services (that is to make sales) via mobile phones?	☐
		L. Making purchases of goods or services (that is to make sales) via mobile phones?	☐
		M. Connecting other devices via "Hotspot" N. Other, specify........	☐
USC01	**During 2021, did your enterprise use computer(desktop or a laptop)?**	1. Yes 2. NO **(Skip to USC03)**	☐
USC02	**During 2021, how many employed persons in your enterprise routinely used a computer at work?** Routinely means at least once a week.	A. Total employed person	☐☐☐
		B. Employed females	☐☐☐
		C. Employed males	☐☐☐

			☐
USC03	**During 2021, were the following issues a reason for not using a computer (**desktop or a laptop)**in the enterprise?** 1. Yes 2. No	A. Relatively high cost B. Nature of the work does not require using computers C. No qualified persons for using computer D. Other, specify ………..	☐ ☐ ☐ ☐
Section Two: Access and Use to the Internet (All enterprises)			
AU01	**During 2019, did the enterprise use or had access to the internet for business purposes?**	1. Yes 2. No	☐
AU02	**During 2021, did the enterprise use or had access to the internet for business purposes?**	1. Yes **Skip to AU04** 2. No	☐
AU03	**During 2021, were the following issues a reason for not using the internet in the enterprise?** 1. Yes 2. No **Instructions for the fieldworker: Skip to FINT01**	A. High cost of internet service B. The cost of hardware needed to connect to the Internet is high C. Lack of knowledge or skills of using the internet D. Work tasks do not require using the internet E. Internet is not useful for the enterprise F. Concerns regarding security relates to the use of internet G. Concerns regarding Insufficient or unstable internet service from service provider H. Unavailability of Infrastructure necessary for internet connection I. Other, Specify__	☐ ☐ ☐ ☐ ☐ ☐ ☐
AU04	**During 2021, how many employed persons routinely used the internet at work?** <u>Routinely</u> means at least once a week.	A. Total employed person B. Employed females C. Employed males	☐☐☐ ☐☐☐ ☐☐☐
AU05A	**During 2021, the main internet connection was by internet services provider:**	1. Palestinian 2. Israeli 3. Other/ Specify....	☐
AU05	**During 2021, how did your enterprise connect to the Internet?** 1. Yes 2. No	<u>Narrowband:</u> A. Mobile phone WAP (2-2.75G), GPRS, EDGE B. ISDN DSL less than 256 Kb/s <u>Broadband:</u> C. Mobile phone services 3G,...etc D. DSL) ADSL, SDSL, RADSL, SHDSL, VDSL, HDSL E. Microwaves F. Fixed wireless access, e.g. Fixed Wi-Fi G. Optical fibers H. Other, specify.......	☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐
AU05_1	**During 2021, what was the maximum contracted download speed of the fastest fixed line connection in the enterprise?** **For those who answered yes in AU05:B,**	1. Less than 4 Mbit/s 2. 4 to 9 Mbit/s 3. 10 to 29 Mbit/s 4. 30 to 99 Mbit/s 5. 100 to 499 Mbit/s 6. 500+ Mbit/s	☐

3

	D, E, F, G	7. Don't Know
AU05_2	**During 2021, did the enterprise provide portable devices that allow a mobile connection to the internet using mobile telephone networks, for business purposes؟**	1. Yes 2. No **Skip to** AU06	☐
AU05_2_1	**During 2021, how many employed persons used a portable device provided by the enterprise that allow internet connection via mobile telephone networks, for business purposes?**(e.g. via portable computers or other portable devices such as smart phones)	A. Total employed person B. Employed females C. Employed males	☐☐☐ ☐☐☐ ☐☐☐
AU06	**During 2021, how many employed persons used computers connected to internet at work?**	A. Total employed person B. Employed females C. Employed males	☐☐☐ ☐☐☐ ☐☐☐
AU07	**At the end of December 2021, were the following computer networks available in the (enterprise)?** 1. Yes 2. No	A. Intranet B. Extranet C. Local Area Network (LAN) D. Wide Area Network (WAN)	☐ ☐ ☐ ☐
AU08	**During 2021, did the enterprise provide remote access to the enterprise's ICT facilities?** **1.Yes** **2. No**	A. Company's email accounts B. Documents and data from servers C. Applications and software D. Other, specify.......	☐ ☐ ☐ ☐

AU09	**During 2021, for which of the following activities did your enterprise use the Internet?** **1. Yes** **2. No**	A. Telephoning over the Internet/ VoIP, including video conferencing B. Use of instant messaging or bulletin boards C. Use of social media (such as Facebook, Twitter, WeChat and LinkedIn) D. Getting information about goods, services, customers and suppliers E. Getting information from general government organizations F. Getting information about foreign markets G. Interacting with general government organizations H. Internet banking I. Accessing other financial services J. Marketing the company's goods and/or services online K. Providing customer services L. Delivering products online M. Internal or external recruitment N. Staff training remotely via intranet or internet O. File sharing / file storage other than cloud computing services P. Receiving orders for goods or services (that is to make sales) via the Internet? Q. Placing orders for goods or services (that is to make purchases) via the Internet? R. To connect branches of the enterprise S. Other, specify……	☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐
AU10	**Filter: who answer AU09 item E or G or both by NO** **During 2021, did the enterprise experienced any of the following issues that limited electronic interaction with government organizations?** **Yes** **No**	A. Issues related to privacy and security B. Complicated e-government procedures C. No needed D. Lack of information about electronic procedures E. Limited government services provided online or electronically F. High cost G. Other, Specify.......	☐ ☐ ☐ ☐ ☐ ☐ ☐
AU11	**During 2021, did the enterprise use the internet to send or receive E-mails?**	1. Yes 2. No	☐
AU11_A	**At the end of December 2021, did the enterprise have its own email system []?**	1. Yes 2. No	☐
AU12	During 2021, did the enterprise face technical problems with the internet service? 1. Yes **2. No**	A. Frequent service interruption/ disconnection described as major and effected the work performance B. Frequent service interruption disconnection described as minor and did not affect the work performance C. Interruption of electricity D. Pressure/ overload on the provider line E. Slow speed or browsing, slow upload/download F. Inability to access internet service or specific websites	☐ ☐ ☐ ☐ ☐

		G. Entering viruses through internet	☐
		H. Poor maintenance and technical support from the internet provider	☐
		I. Technical problems related to the Enterprise	☐
		J. Security issues	☐
		K. Other, specify……	☐
FINT01	During 2021, Did the enterprise use electronic payment methods (such as E-wallet and credit cards)?	1. Yes **Skip to SEC01** 2. No	☐
FINT02	During 2021, Are any of the following issues a reason for not using electronic payment methods? **1. Yes** **2. No**	A. Lack of knowledge of the existence of electronic payment methods	☐
		B. Lack of knowledge in the use of electronic payment methods	☐
		C. Do not trust the service provider	☐
		D. Insufficient or unstable infrastructure, e.g. internet service provider, connection systems, etc.	☐
		E. Reluctance to use electronic payment methods	☐
		F. Issues regarding security and privacy	☐
		G. Unavailability of the service for the type of payment requested	☐
		H. Other, Specify....	☐

Section Three: Security and privacy of information and communication technology. (All enterprises)

SEC01	Does the enterprise have a formal policy to manage ICT privacy risks [at the end of December 2021]?	1. Yes 2. No	☐
SEC02	During 2021, did the enterprise experience any ICT related incident, (e.g. violations, attacks or security breaches, including loss of data, disclosure, waste of time, destruction of programs, or loss of service)	1. Yes 2. No	☐
SEC03	During 2021, were the following security procedures used by the enterprise for device protection from hacking? **1. Yes** **2. No**	A. Identification and authentication (strong password, Hardware tokens (e.g. smart cards), biometric methods)	☐
		B. Intrusion detection systems (e.g. anti-virus, antispyware, firewall, etc.),	
		C. Spam filter / Web filter	☐
		D. Offsite data backup	☐
		E. SSL	☐
		F. VPN Network	☐
		G. Staff awareness on their obligations in security related issues (by training, information, contractual obligation)	☐
		H. Other aspects related to security policy management (Security manager, specific resources, regular review and audit plans)	☐
		I. Protection against DDoS hacks	☐
		J. Content Filtering	☐
		K. Flash and CDs use policy	☐
		L. Port Security	☐
		M. Other, specify……	☐
SEC04	At the end of December 2021, did the enterprise have a formal policy for using social media networks?	1. Yes 2. No	☐

Section Four: Use of Website <u>For enterprises with access to Internet</u> This section for **enterprise** that responded with 1 ("yes") to AU02			
WB01	**At the end of December 2021, did your enterprise have a web presence?** <u>A web presence</u> includes a website, home page or presence on another entity's website (including a related business). It excludes inclusion in an online directory and any other web pages where the business does not have control over the content of the page.	1. Yes 2. No **Skip to WB09**	☐
WB03 WB02	**At the end of December 2021, did your enterprise have the following chat services for customer contacts?** 1. **Yes** 2. **No**	A. A chat service where a person replies to customers B. A Chabot or virtual agent replying to customers	☐ ☐
WB03	**Did your enterprise have an own website [at the end of December 2021]?**	1. Yes 2. No **Skip to WB09**	☐
WB04	**At the end of December 2021, did the enterprise host its website inside/ outside Palestine?**	1. Yes, inside Palestine 2. Yes, outside Palestine 3. Does not host the website 4. I don't Know	☐
WB05	**At the end of December 2021, did the name of domain include ".ps" ?**	1. Yes 2. No	☐
WB06	**At the end of December 2021, did the website have any of the following?**	A. Description of products (goods or services) or price lists B. Online ordering, reservation or booking, e.g. shopping cart C. Possibility to customize or design the products online. D. Personalized content in the website for regular/recurrent visitors E. Tracking the status of orders placed F. Company Information including privacy or security policy statement, online job application G. Online payment services H. Links to the enterprise's social media profiles I. Mobile version of the website J. Taking into account the technical capabilities of the user and the ease of access for all users to the content through UX design for people with disabilities, for example, color disabilities K. Other, specify……	☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐
WB07	**During 2021, did the enterprise use the behavior of visitors to its website (such as clicks, viewed items) for example to advertise, or improve customer satisfaction?** <u>e.g. google analytics</u>	1. Yes 2. No	☐
WB08	**What is the enterprise website address?** **Instructions for the fieldworker**: After completing this question, move to part four,SM01	www...	
WB09	**What is the main reason for not having web presence/ not having a website [at the end of December 2021]?**	1. No need 2. High setup and maintenance costs 3. lack of internal technical expertise available in the enterprise 4. Other, specify……	☐

Section Five: Use of Social Media or Professional Networks. (For enterprises with access to Internet)			
This section for **enterprise** that responded with 1 ("yes") to AU02			
Enterprises using social media are considered those that have a user profile, an account or a user license depending on the requirements and the type of the social media. This module does not cover paid advertising			
SM01	**During 2021, did the enterprise use any of the social media or professional networks (Facebook, Twitter, LinkedIn...)?**	1. Yes 2. No **Skip to EC01**	☐
SM02	**During 2021, for which of the following activities did the enterprise use social media or professional networks?** 1. Yes 2. No	A. Improving the enterprise image or products marketing B. Communicating with customers (opinions, reviews, questions etc.) C. Involving customers in development or innovation of products or services D. Collaborating with partners or governmental institutions E. Recruiting employees F. Exchanging views, opinions or knowledge within the enterprise G. Receiving orders (selling goods or services) H. Sending or placing orders (purchasing goods or services). I. Is it official J. Other, specify……	☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐
SM03	**During 2021, how did the enterprise manage the enterprise's use of any of the following social media or professional networks?**	1. Specialized team in the enterprise 2. Contracting with external companies or specialized persons 3. Specialized team in the enterprise and Contracting with external companies or specialized persons 4. Other, Specify....	☐

Section Six: E-commerce		**Scope: enterprises with Extranet OR with access to internet**	
This section for **enterprise** that responded with 1 ("yes") to AU02 or responded with 1 ("yes") to AU07.B			

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 email. 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;
• EDI type sales: an EDI-type order message is created from the business system of the customer.

First: Web sales cover orders, bookings and reservations placed by your customers via • your enterprise's websites or apps: online store (web shop); web forms; extranet (web shop 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). Orders written in email are not counted as web sales.

E- Commerce   Web Sale

EC01	During 2021, did your enterprise have web sales of goods or services via: 1. **Yes** 2. **No**	A. Your enterprise's websites or apps? B. E-commerce marketplace websites or apps used by several enterprises for trading goods or services? (e.g. Booking, hotel.com, eBay, Amazon, Alibaba, SHEIN...etc.) **If all answers A and B are NO Skip to EC09**	☐ ☐
EC02	What was the value of your web sales of goods or services in 2021? <u>Excluding VAT</u>	Value with decimals If you cannot provide the exact percentage, an approximation will suffice.EC02_A	☐☐☐☐☐
EC02A	What percentage of total turnover was generated by web sales of goods or services in 2021? <u>Excluding VAT</u>	Percentage with decimals	☐☐☐%
EC03	What was the percentage breakdown of the value of web sales in 2021 for the following?	A. Your enterprise's websites or apps? B. E-commerce marketplace websites or apps used by several enterprises for trading goods or services? (E.g. Booking, hotel.com, eBay, Amazon, Alibaba, SHEIN..Etc.)	☐☐☐% ☐☐☐% **Total 100%**
EC04	What was the percentage breakdown of the value of web sales in 2021 by type of customer?	A. Sales to private consumers (B2C) B. Sales to other enterprises (B2B) C. Sales to public sector (B2G)	☐☐☐% ☐☐☐% ☐☐☐% **Total 100%**
EC05	During 2021, did your enterprise have web sales to customers located in the following geographic areas? 1. **Yes** 2. **No**	A. Inside Palestine (West Bank and Gaza Strip) B. Israel C. China D. Arab countries E. USA F. Europe G. Other Countries	☐ ☐ ☐ ☐ ☐ ☐ ☐
Question EC06 can be answered if we only get at least two options with "Yes" in EC05			
EC06	What was the percentage breakdown of the value of web sales in 2021 to customers located in the following geographic areas?	A. Inside Palestine B. Israel C. China D. Arab countries E. USA F. Europe G. Other Countries	☐☐☐% ☐☐☐% ☐☐☐% ☐☐☐% ☐☐☐% ☐☐☐% ☐☐☐% **Total 100%**

EC07	**During 2021, Which payment method is mostly used regarding web sales?**	1. Online (credit card, direct debit authorization, third part accounts, Crypto currencies, E-wallets) 2. Direct payment (cash on delivery, bank transfer, check, or any other offline method)	☐
EC08	<u>This question for enterprises answers 1 , Yes for EC01.A</u> **Did the enterprises website or apps are connected automatically to the following services?** 1. Yes **2. No**	A. Warehouses and inventory control B. Finance (Accounting) C. Electronic payment (local or international) D. Production process or other services	☐ ☐ ☐ ☐
EC09	**During 2021, did any of the following factors was a reason for the enterprise not to sell goods or services via internet?** 1. Yes 2. No	A. The nature of goods is not suitable for purchase or selling via internet B. Expectations of low returns C. There is a difficulty in connecting and configuring the current systems in the enterprise to benefit from the purchasing and selling services via the Internet D. Security and Privacy E. Legal issues F. No Payment Gateway G. No Credit Cards Payment H. Other, specify ……	☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐

E- Commerce: EDI-type sales

EDI-type sales cover orders placed by your customers via EDI-type messages (EDI: Electronic Data interchange) meaning:
- 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.

EC10	**During 2021, did your enterprise have EDI-type sales of goods or services?**	1. Yes 2. No **Skip to EC12**	☐
EC11	**During 2021, what the percentage of total turnover was generated by EDI-type sales of goods or services?** <u>Excluding VAT</u>	Percentage	☐☐☐%

E- Commerce: Web purchases

EC12	**During 2021, did your enterprise place orders for goods or services via:** 1. Yes **2. No** **If Both items are no move to CCS01**	A. Website or apps B. EDI-type messages	☐ ☐
EC13	**During 2021, what was the value of orders placed electronically via a website, apps or EDI type messages out of total purchases?**	Percentage with decimals	☐☐☐%

Section seven: Use of Cloud Computing Services	Scope: Enterprises with Access to Internet

This section for **enterprise** that responded with 1 ("yes") to AU02

Cloud computing refers to ICT services that are used over the internet to access software, 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).

CCS01	**During 2021, did your enterprise use any cloud computing services used over the internet?**	1. Yes 2. No **Skip to SP01**	☐
CCS02	**During 2021, did your enterprise buy any of the following cloud computing services used over the internet?** (Please exclude free of charge services.) **1. Yes** **2. No**	A. Email (as a cloud computing service)	☐
		B. Office software (e.g. word processors, spreadsheets etc.) (as a cloud computing service)	☐
		C. Enterprise Resource Planning (ERP) software applications (as a cloud computing service)	
		D. Hosting the enterprise's database(s) (as a cloud computing service)	☐
		E. Storage of files (as a cloud computing service)	☐
		F. Finance or accounting software applications (as a cloud computing service)	☐
		G. Customer Relationship Management (CRM) software applications (as a cloud computing service)	☐
		H. Security software applications (e.g. antivirus program, network access control) (as a cloud computing service)	☐
		I. Computing power to run the enterprise's own software (as a cloud computing service)	☐
		J. 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)	☐
		K. Human resource management applications	☐
		L. Internet of things applications such as remote control of devices and sensor	☐
		M. Other, Specify...........	☐

Section Eight: ICT specialist	All Enterprises		
SP01	**At the end of December 2021, Did the enterprise have a special division/department for ICT?**	1. Yes 2. No	☐
SP02	**During 2021, Had the enterprise contracted with other companies that provide ICT services?**	1. Yes, national 2. Yes, international 3. Yes, national and international 4. freelancers 5. No	☐

SP03	**During 2021, did the enterprise employ ICT specialists?**	1.Yes 2. No **Skip to SP04**	☐
SP03_A	**During 2021, did the enterprise employ ICT specialists in the following fields?** **1.Yes** **2. No**	A. Information B. Communication C. Electronic sale and marketing D. Production, logistics, maintenance E. R&D F. ICT security and ICT support G. Administration, HR H. Other, specify........	☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐
SP03_B	**How many ICT specialists did the enterprise had in 2021?**	A. Total employed person B. Employed females C. Employed males	☐☐☐ ☐☐☐ ☐☐☐
SP04	**During 2021, did the enterprise provide training to its employed persons to develop their skills in ICT skills?** 1．Yes 2．No	A. Trained ICT specialist B. Trained other employed person	☐ ☐
SP05	**During 2021, did the enterprise recruit or try to recruit ICT specialists?**	1. Yes 2. No	☐
SP06	**During 2021, did your enterprise have vacancies for ICT specialists that were difficult to fill?**	1. Yes 2. No **Skip to SP08**	☐
SP07	**During 2021, did your enterprise have any of the following difficulties to recruit ICT specialists?** 1．Yes 2．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 are too high E. Corona pandemic, closure and disruption of the **enterprise**'s work during 2021 F. Other, specify...	☐ ☐ ☐ ☐ ☐
SP08	**During 2021, 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)?	1. Enterprise's own employees including those employed in parent or affiliate enterprises 2. External supplier 3. Enterprise's own employees and external suppliers 4. No function were performed during 2021	☐

Section Nine: Resources and expenditure on ICT tools		Scope: All Enterprises		

IS01	During 2021, did the enterprise use any of the following ICT tools? (Including Tools that don't belong to the enterprise)? IF IS01.A are Yes fill IS01.B	A. Availability 1. Yes, 2. No, skip to the following item	Number .B Number, Not available:000
	A. Computer, including laptops	☐	☐☐☐
	B. Mobile device, including mobile phones etc.,	☐	☐☐☐
	C. Communication systems/tools, e.g. for digital meetings, mobile lines, etc.	☐	☐☐☐
	D. Tools relating to administration/production, e.g. servers, applications for programming, etc.,	☐	☐☐☐
	E. Security matters, e.g. CCTV, firewall, et."	☐	☐☐☐
	F. Licensed or unlicensed Software	☐	☐☐☐
	G. Other, please specify__	☐	☐☐☐

IS02	During 2021, what was **The total annual expenditures on ICT tools, applications and services in USD** **XXXXXX: Not available** **ZZZZZZ: Don't Know** **000000: No expenses on this item**	Expenditure Item	Total Annual Expenditure in USD
		A. Computers, peripherals, and various communication equipment; including printers, screens, and mobile devices	☐☐☐☐☐☐
		B. Communication services, including phone and fax, but not the Internet	☐☐☐☐☐☐
		C. Internet services	☐☐☐☐☐☐
		D. Electonic fax services and VOIP services	☐☐☐☐☐☐
		E. information security services and protection system	☐☐☐☐☐☐
		F. Software	☐☐☐☐☐☐
		G.	☐☐☐☐☐☐
		H. Maintenance and repair services for all ICT devices.	☐☐☐☐☐☐
		I. Databases (design, management, processing, storing)	
		J. Cloud computing Services	☐☐☐☐☐☐
		K. Information and communication technology consulting, support and management services that include carrying out studies and research	☐☐☐☐☐☐
		L. Education and training services	☐☐☐☐☐☐
		M. Licenses, Leasing fees, external ICT services	☐☐☐☐☐☐☐
		N. Other, Specify.......	☐☐☐☐☐☐☐
		O. **Total Expenditure from A-L**	☐☐☐☐☐☐☐
		P. **Total Turnover (Excluding VAT)**	
		Q. **Total Purchases (Excluding VAT)**	

Section Ten: Advanced technologies		**Scope: Enterprises with access to internet**	
This section for **enterprise** that responded with 1 ("yes") to AU02			
AT01	During 2021, did your Enterprise use interconnected devices or systems that can be monitored or remotely controlled via the Internet (Internet of Things)	1. Yes 2. No	☐
AT02	During 2021, did your enterprise use 3D printing؟	1. Yes 2. No	☐
AT03	During 2021, did your enterprise use any of the following types of robots؟ 1. Yes 2. No	A. Industrial Robotics B. Services Robotics C. Software robots (computer programs) and 3D printers are out of the scope of the following questions.	☐ ☐ ☐ ☐
AT04	During 2021, did your enterprise perform big data analysis؟	1. Yes 2. No	☐
AT04A	During 2021, did your enterprise **collect or store customer information on end customers for analytical purpose?**	1. Yes 2. No **(Skip to AT05)**	☐
AT04A_1	**In what ways does the enterprise obtain end-consumer data?** 1. Yes **2. No**	A. Social media (e.g. Facebook, Twitter) B. Third party (e.g. Marketing firm) C. Directly from customers and loyalty or reward programs. D. Other sources, specify	☐ ☐ ☐ ☐
AT04A_2	**What are the methods used by the enterprise to protect digital personal information?** 1. Yes 2. No	A. Storing data offline B. Control to limit access (e.g. security clearances, sharing agreements) C. Encryption of data D. Protection by third party E. Does not protect data F. Other, specify……	☐ ☐ ☐ ☐ ☐ ☐
AT05	Does your enterprise use any AI technologies؟	G. Yes H. No	☐
AT06	**Filter: If No to all** (AT01, AT02, AT03, AT04, AT05) Has the enterprise ever considered using any of the advance technologies listed in the (AT01- AT05)?	**1.** Yes 2. No **Skip to RD01**	☐
AT06A	Are any of the following factors a reason for not to use the technologies listed in the (AT01- AT05)? 1. Yes 2. No	A. Not useful at this moment B. Too high costs C. Lack of knowledge, skills, competence, infrastructure etc D. Concerns regarding violation of data protection and privacy, E. legal issues F. Other, Specify.......	☐ ☐ ☐ ☐ ☐

	Section Eleven: Research and development (All enterprises)		
RD01	**During 2021, did the enterprise carry out research and development activities in any field?**	1. Yes 2. No	☐
RD02	**Does the enterprise have a separate unit for research and development?**	1. Yes 2. No	☐
RD03	**During 2021, did the enterprise employ professional and technicians specialized in research and experimental development?**	1. Yes 2. No	☐
	<u>Instruction for the field worker</u>: If the enterprise answers are Yes for RD01 - RD03 open R&D Questionnaire		