



**SIBIS**

IST-2000-26276

Statistical Indicators Benchmarking the Information Society

## **Deliverable D3.2**

# **Decision Maker Survey Basic Data**

**May 2002**

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Deliverable type:	Report
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Project Co-ordinator:	empirica GmbH (Germany)
Partners:	Work Research Centre (Ireland), Danish Technological Institute (Denmark), Technopolis (UK), Databank Consulting (Italy), Stichting RAND Europe (Netherlands), University of Applied Sciences Solothurn (Switzerland)



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## Part I – Administrative information

<b>Project Number:</b>	IST-2000-26276
<b>Project Acronym:</b>	SIBIS
<b>Title:</b>	eEurope Benchmarking Framework

<b>Deliverable N°:</b>	D3.1
<b>Due date:</b>	28 April 2002
<b>Delivery Date:</b>	05 June 2002 (The survey was conducted slightly later than originally planned because of an intensive consultation and quality control process involving external expertise which was deemed necessary to ensure the highest possible acceptability and added value of the survey methodology and results).

### Abstract

The main objective of this deliverable is to explain the methodology used for the Decision Maker Survey of corporate IT decision makers in 4 industry sectors which was conducted on behalf of the project in 7 EU Member States, and present the list of variables together with basic data.

<b>Partners owning:</b>	EMPIRICA (WP leader), all partners
<b>Partners contributed:</b>	EMPIRICA (WP leader), all partners
<b>Made available to:</b>	all partners

<b>Deliverable type<sup>1</sup>:</b>	Report
<b>Security<sup>2</sup> :</b>	Restricted

<sup>1</sup>R: Report; D: Demonstrator; S: Software; W: Workshop; O: Other

<sup>2</sup> Int.: Internal circulation within project (and Commission Project Officer + reviewers if requested)

Rest.: Restricted circulation list (specify in footnote) and Commission SO + reviewers only

IST: Circulation within IST Programme participants

FP5: Circulation within Framework Programme participants

Pub.: Public document

## Part II – Executive summary

### Objective and rationale of the deliverable

The objective of this deliverable is to

- Y explain the methodology used for the Decision Maker Survey which was conducted on behalf of the project,
- Y to present the instrument used for the study;
- Y to present the basic (unweighted) data, broken down by country.

### Outline of the study

The survey was conducted in March-May 2002 in 7 EU Member States using computer-aided telephone interviews. The survey was co-ordinated and executed by INRA, Germany. The population for this study is defined as all establishments belonging to four aggregated industry sectors in the 7 Member States. The interview was conducted with IT responsables. Subjects discussed included ownership and use of ICT equipment, use of the Internet and e-commerce and e-business activities, e-business security, e-government, website accessibility and ICT in research and development. 3,139 interviews were successfully completed. The average interview length per country varied between 14 and 18 minutes.

Subsequent deliverables will contain an in-depth analysis of the data, separately for each of the nine SIBIS Topic Areas.

## Part III – Main deliverable

### 1 Methodology

- Subject of study:**
- Basic ICT: use of ICT and e-business technologies
  - e-commerce
  - e-business security
  - e-government
  - website accessibility
  - research and development
  - establishment demography

**Study concept:** The study was conceived and executed as a multi-country study. The co-ordination was carried out by INRA Deutschland GmbH.

The study consisted of 2 parts, a trial in Germany with a subsequent main survey in all participating countries.

**Overall responsibility and co-ordination:** **INRA Deutschland GmbH, Mölln**

**Countries and executing institutes:**

<b>Germany:</b>	<b>INRA Germany GmbH</b> Papenkamp 2-6 23879 Mölln
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<b>Finland:</b>	<b>Taloustutkimus Oy</b> Lemuntie 9 00510 Helsinki
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<b>France:</b>	<b>BVA</b> 101 avenue du General Leclerc 78222 Viroflay Cedex
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<b>Greece:</b>	<b>MEMRB – K.E.M.E</b> 24 Ippodamou St. 11635 Athens
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**Great Britain:**     **Continental Research**  
 132-140 Goswell Road  
 EC1V 7DY London

**Italy:**             **INRA Demoskopea**  
 Via Rubicone 41  
 00199 Roma

**Spain:**            **INRA España S.A.**  
 Calle Alberto Aguilera 7-5º  
 28015 Madrid

**Survey methodology:**     The study was carried out as a telephone survey (Computer Assisted Telephone Interview – C.A.T.I.) in all countries.

**Population:**             The population for this study are establishments in the four sectors:

- Manufacturing, Construction, Primary Sector
- Distribution, Catering, Transport & Communication
- Financial & Business Services
- Public administration, education, health, other personal and social services

in the respective countries.

Target person at the establishment was the person who is responsible for or significantly involved in decisions in the area of IT/DP. In larger establishments/organisations the head or another executive of the IT/DP department. In smaller establishments/organisations also the owner/proprietor or managing director/board member.

**Random sampling and selection process:**

**General**

The sample was set up according to given industry and size class quota. Accordingly a stratified random sample was drawn from the universe, allowing for the relevant industries within the four aggregated sectors. Drawing the sample was organised locally by the national executing institutes.

**Germany:**

The sample was drawn from the Heins und

Partner Business Pool. Heins und Partner have created a high quality business pool based on the available address inventories consisting of about 3.4 m data sets that have undergone comprehensive validation.

For every enterprise comprehensive additional information is available, including corporate structure and branch office structure (220,000 branch offices) and is continuously being updated.

The sample was drawn from the establishment file, which results from the transformation of enterprises into establishments and appending branch offices to the headquarters.

#### **Finland:**

The sample was taken from the so called "Blue Book - Salesleads database" which is edited by Helsinki Media Company Oy (Sanoma Magazines Finland). This data base contains of about 170,000 data sets and is being updated every two months.

#### **France:**

The sample was drawn from the „INSEE Siren file“ (the national office of statistics). INSEE, as a public organisation, is responsible for gathering all economic and social data in France. These data sets are being updated every two months.

#### **Greece:**

The sample was drawn from the address inventory of ICAP (major establishment data base for Greece and member of the European Association of Directory and database Publishers).

The data base is being updated every 18 months and also contains public sector addresses. Additionally, public sector addresses were taken from the national telephone inventory.

#### **Great Britain:**

The sample was drawn from "BT's Business Database". This is a representative data base of all establishments in the UK having a telephone number. (including addresses by BT, Mercury, cable and about 92 further telecom carriers). The

data base consists of about 1.6 m addresses and is being updated every two months.

**Italy:**

The sample was drawn from Dun & Bradstreet's data base. This data base is considered to be the most reliable source for Italy.

**Spain:**

The sample was drawn from Schober's data base. This data base is the most voluminous record as regards number of establishments for Spain.

**Survey periods:**

The interviews were carried out in the following periods.

Germany:	21.3.-23.4.2002
Finland:	11.4.-8.5.2002
France:	8.4.-24.4.2002
Greece:	12.4.-30.4.2002
Great Britain:	8.4.-7.5.2002
Italy:	15.4.-15.5.2002
Spain:	8.4.-13.5.2002

**Interviews undertaken:**

By country ... interviews completed:

Germany:	512
Finland:	306
France:	501
Greece:	301
Great Britain:	500
Italy:	512
<u>Spain:</u>	<u>507</u>
Total:	3.139

**Average interview length:**

Germany:	16,0
Finland:	16,4
France:	14,1
Greece:	15,1
Great Britain:	16,2
Italy:	18,2
Spain:	16,4

**Interviewers used:**

.... Interviewers used by country: :

Germany:	25
Finland:	32
France:	28
Greece:	9

Great Britain:	61
Italy:	47
Spain:	10

**Quality control:** All interviewers were instructed about the questionnaire before the beginning of field work. Field work was permanently controlled by supervisors. Because of computer aided realisation of interviews systematic errors of data gathering can be excluded

Furthermore the proper realisation of interviews was monitored according to institute standards. Following is the share of interviews monitored:

Germany:	10% (by telephone)
Finland:	5% (by telephone)
France:	10% (by telephone)
Greece:	20% (by telephone)
Great Britain:	8% (by telephone)
Italy:	10% (by telephone)
Spain:	30% (by telephone)

**Additional comments to the data set:** Question A8:  
Turnover indication in national currencies were translated in Euro except for UK.  
Some indications seem to be very high, others very low. National institutes have re-examined and verified statements by calling the respondents again and reassured turnover answers were as stated.

**Problems encountered:** In all countries fulfilling the quota for the largest establishments was difficult (mainly 500+ / partly also 200-499 employees). In these establishments on the one hand the availability of target persons is significantly lower, on the other hand are these target persons "over-researched" (which in part results in a general interdiction to take part in surveys).  
Due to this in France it was necessary to adapt the quota in order to achieve the number interviews aimed at (i.e. interviews - as far as possible - carried out in establishments of the next smaller size class).

**Data supply:** 1 labelled SPSS-data set of the main survey of all interviews.



### Field report and outcomes

		Germany	Finland	France	Greece	UK	Italy	Spain
1	Sample (gross), i.e. number dialled at least once	4917	1923	8061	1728	8726	10846	8489
1.1	Telephone number does not exist	787	47	598	43	416	1160	808
1.2	Not an establishment (i.e. private household, etc.)	46	15	0	2	0	0	235
1.3	Fax machine/ Modem	81	0	152	31	0	0	519
1.4	Quota completed, therefore address not used	0	849	1599	2	2659	848	1397
1.5	No target person in establishment	858	226	1261	35	1766	822	2043
1.6	Language problems	0	15	0	0	0	0	10
1.7	SUM (1.1+1.2+1.3+1.4+1.5+1.6)	1753	1152	3610	113	4841	2830	5012
2	Net sample (1 minus 1.7)	3164	771	4451	1615	3885	8016	3477
2.1	Nobody picks up phone (and max. contacts not yet exhausted)	325	2	326	229	32	804	18
2.2	Line busy, engaged	45	0	31	235	2	1852	9
2.3	Answering machine	111	4	82	15	0	0	482
2.4	Contact person refuses (i.e. refusal at reception, switchboard)	436	228	912	38	1354	1056	1022
2.5	Target person refuses	1044	204	1569	107	1672	1410	896
2.6	no appointment during fieldwork period possible	33	14	356	36	176	680	203
2.7	open appointment	604	4	642	644	52	1668	111
2.8	target person is ill/ cannot follow the interview	1	3	18	0	0	0	18
2.9	Interview abandoned	53	1	14	4	97	34	102
2.10	Interview error, cannot be used	0	5	0	6	0	0	109
2.11	SUM (2.1+2.2+2.3+2.4+2.5+2.6+2.7+2.8+2.9+2.10)	2652	465	3950	1314	3385	7504	2970
2.12	<b>SUCCESSFUL INTERVIEWS</b>	<b>512</b>	<b>306</b>	<b>501</b>	<b>301</b>	<b>500</b>	<b>512</b>	<b>507</b>
3	<b>Completion Rate (2.12 / (2.11+2.12)):</b>	16,18%	39,69%	11,25%	18,63%	12,87%	6,38	14,58%

## Target and actual numbers of interviews

Quota Group	required	France	Germany	Italy	Spain	UK	required	Finland	Greece
		<i>- achieved -</i>						<i>- achieved -</i>	
<b>I Manufacturing, Construction, Primary Sector</b>									
1 - 9	<b>30</b>	33	30	34	33	32	<b>18</b>	18	17
10 - 49	<b>35</b>	36	36	37	35	35	<b>21</b>	21	22
50 - 199	<b>35</b>	38	37	40	35	35	<b>21</b>	21	25
200 - 499	<b>40</b>	44	41	43	41	40	<b>24</b>	28	22
500+	<b>15</b>	9	14	13	15	15	<b>9</b>	9	6
<b>Sum Quota I</b>	<b>155</b>	<b>160</b>	<b>158</b>	<b>167</b>	<b>159</b>	<b>157</b>	<b>93</b>	<b>97</b>	<b>92</b>
<b>II Distribution, Catering, Transport &amp; Communication</b>									
1 - 9	<b>45</b>	50	47	45	46	45	<b>27</b>	28	27
10 - 49	<b>40</b>	42	41	41	43	40	<b>24</b>	24	25
50 - 199	<b>30</b>	28	31	26	30	30	<b>18</b>	18	18
200 - 499	<b>15</b>	19	15	16	15	15	<b>9</b>	5	9
500+	<b>10</b>	5	10	8	10	10	<b>6</b>	5	6
<b>Sum Quota II</b>	<b>140</b>	<b>144</b>	<b>144</b>	<b>136</b>	<b>144</b>	<b>140</b>	<b>84</b>	<b>80</b>	<b>85</b>
<b>III Financial &amp; Business Services</b>									
1 - 9	<b>30</b>	32	30	34	30	30	<b>18</b>	16	17
10 - 49	<b>20</b>	19	21	23	21	20	<b>12</b>	14	11
50 - 199	<b>10</b>	13	10	17	10	10	<b>6</b>	6	8
200 - 499	<b>10</b>	13	10	6	10	10	<b>6</b>	7	6
500+	<b>10</b>	8	9	4	7	8	<b>6</b>	6	6
<b>Sum Quota III</b>	<b>80</b>	<b>85</b>	<b>80</b>	<b>84</b>	<b>78</b>	<b>78</b>	<b>48</b>	<b>49</b>	<b>48</b>
<b>IV Public administration, education, health, other personal &amp; social services</b>									
1 - 9	<b>20</b>	20	24	19	20	20	<b>12</b>	13	13
10 - 49	<b>25</b>	29	25	26	25	25	<b>15</b>	16	16
50 - 199	<b>30</b>	22	30	34	30	30	<b>18</b>	18	18
200 - 499	<b>35</b>	32	35	31	35	35	<b>21</b>	23	20
500+	<b>15</b>	9	16	15	16	15	<b>9</b>	10	9
<b>Sum Quota IV</b>	<b>125</b>	<b>112</b>	<b>130</b>	<b>125</b>	<b>126</b>	<b>125</b>	<b>75</b>	<b>80</b>	<b>76</b>
<b>SUM</b>	<b>500</b>	<b>501</b>	<b>512</b>	<b>512</b>	<b>507</b>	<b>500</b>	<b>300</b>	<b>306</b>	<b>301</b>

## Confidence interval for samples:

### 90% confidence interval (+/-) in percentage points

Proportion of the characteristic in sample (%)	using a sample with .... cases					
	500	1.000	1.500	2.000	4000	8000
5	2,3	1,6	1,3	1,1	0,8	0,6
10	3,1	2,2	1,8	1,6	1,1	0,8
15	3,7	2,6	2,1	1,9	1,3	0,9
20	4,2	2,9	2,4	2,1	1,5	1,0
25	4,5	3,2	2,6	2,3	1,6	1,1
30	4,8	3,4	2,7	2,4	1,7	1,2
35	5,0	3,5	2,9	2,5	1,8	1,2
40	5,1	3,6	2,9	2,5	1,8	1,3
45	5,2	3,7	3,0	2,6	1,8	1,3
50	5,2	3,7	3,0	2,6	1,8	1,3
55	5,2	3,7	3,0	2,6	1,8	1,3
60	5,1	3,6	2,9	2,5	1,8	1,3
65	5,0	3,5	2,9	2,5	1,8	1,2
70	4,8	3,4	2,7	2,4	1,7	1,2
75	4,5	3,2	2,6	2,3	1,6	1,1
80	4,2	2,9	2,4	2,1	1,5	1,0
85	3,7	2,6	2,1	1,9	1,3	0,9
90	3,1	2,2	1,8	1,6	1,1	0,8
95	2,3	1,6	1,3	1,1	0,8	0,6

Read: If the sample is 1,000 cases and a 10% proportion of the characteristic is found in the sample, the probability that the true value will lie between 12.2% and 7.8% is 90%.

The values were calculated with the following formula:  $P_i = 1,64 * \sqrt{2} * \sqrt{\frac{p * (1 - p)}{n}}$

**Annotation of the institutes on the field work:**

- France:**
- The target persons were very difficult to reach.
  - The reason why we had difficulties to have interviews from responsables for the DP/IT decisions or the senior members of DP/IT departments, in 200+ employees establishments, is that in France, these persons are often not allowed to answer at surveys.
  - The interviewers were demoralised because sometimes they made no interview during more than two hours.

**Greece:** In general we had no particular problems with the fieldwork besides the questionnaire being too long.  
Another thing that was very time consuming is all the call backs we had to make in order to get / reach the target respondent.

**UK:** On the whole fieldwork went quite smoothly. The interview length was only slightly longer than anticipated and the strike rate was in line with expectations for most of the field period. Similarly, fulfilling most of the quotas did not prove problematic. The one exception to this was quota group 3 with 500+ employees. It proved impossible to achieve the required 10 interviews in this cell (8 were achieved) despite using the universe of all 498 establishments in the UK meeting these criteria. Attempting to fill this cell did cause a fall in the overall strike rate towards the end of the project. Based on experience this was, perhaps, to be expected. It is notoriously difficult to conduct research among large establishments in the financial and business services sectors. One reason for this is that these establishments are more likely to have a 'no research' policy (or claim to have) than those in other sectors. In addition, receptionists in these establishments tend to be less likely to put interviewers through to the desired respondent without a contact name. These also tend to be heavily researched sectors.

The questionnaire flowed relatively smoothly and interviewers reported few problems of misunderstanding or ambiguity. The following items, however, were raised:

- It might have been helpful to have included checks in the script for certain circumstances, e.g. if a respondent claimed their establishment had e-mail but not Internet access.
- The only other issue (and it wasn't a major one) concerned the length of the interview. Among a business audience an interview length of 15 minutes does, inevitably, lead to a high proportion of refusals.

**Italy:** The study presented some difficulties, due to the following reasons:

- the questionnaire has got many technical words and definitions, belonging to the IT language. For big companies, in which the IT responsible is a trained professional, there have been just few comprehension problems. But in smaller companies, where the responsible for IT technologies is often the owner or any kind of employee, asking questions was very hard, because there were problems to understand words as "world wide web, EDI, Internet protocol" and many others. In Italy small companies are very common and respondents did not have the knowledge to understand this kind of

language.

- Question A13: for small companies an option like “other employee involved in IT” would have been necessary.

**Spain:** Depending on the type of company and on the respondent knowledge about the topic, the interview has either seemed very interesting or not at all interesting. When the respondent knew or used the services surveyed, the interview resulted interesting and when the respondent did not use the surveyed services the interview was not interesting to them and complaint about having to give their opinion on issues that do not know much about.

Overall the interview has been perceived as long. Especially in big companies/establishments respondents mentioned that it would increase the Cupertino rate if the questionnaire could be delivered by mail, e-mail or fax.

## 2 Questionnaire for the Decision Maker Survey (DMS)

Structure of the questionnaire:

Y Introduction and Screener Section

### Module A: Basic characteristics

Y Type of organisation  
Y Number of staff (employees)  
Y Turnover

### Module B: Module B: Basic ICTs take-up and intensity of use (e-Business)

Y e-Mail  
Y Internet  
Y Intranet  
Y EDI  
Y Video-conferencing  
Y Call-centre  
Y Staff access to ICTs

### Module C: e-Commerce

Y Website/ Internet presence  
Y Online sales  
Y Barriers to e-commerce (selling)  
Y Benefits from / Outcomes of e-commerce  
Y Online procurement  
Y Barriers to online procurement  
Y Benefits from/ Outcomes of online procurement  
Y Online supply chain integration  
Y e-Marketplaces

### Module D: e-Business security

Y Security breaches  
Y Information security strategy  
Y Barriers to security  
Y Security provisions

### Module F: e-Government

Y Use of e-Government services  
Y Barriers to e-Government

### Module G: Website accessibility

ÿ Design for all" / "universal design" principle awareness

Module E: R&D

- ÿ R&D staff
- ÿ Computer staff in R&D unit(s)
- ÿ IT staff providing computer services to R&D
- ÿ Outsourced computer services for R&D
- ÿ Vacancies in IT for R&D

No <i>Branching</i>	Question	Answer categories
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<b>Introduction and Screener Section</b>	<b>DMS</b>
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	Database/address information:	Categories
A11 ALL	<p><u>Main business activity</u> PROGRAMMER: Copy from database</p> <p style="text-align: center;"><i>Check QUOTA!</i></p> <div style="display: flex; justify-content: space-between; align-items: center;"> <div style="text-align: center;"> <p>QUOTA I</p> <hr/> <p>QUOTA II</p> <hr/> <p>QUOTA III</p> <hr/> <p>QUOTA IV</p> </div> <div style="font-size: 3em; margin: 0 10px;"> <p>{</p> <p>}</p> <p>}</p> <p>}</p> <p>}</p> </div> <div style="width: 60%;"> <p>NACE code (2-digit level)  _ _ </p> <p>1 Mining, Energy (includes NACE 10 - 14/ 40, 41)</p> <p>2 Manufacturing (includes NACE 15 - 37)</p> <hr/> <p>3 Construction (includes NACE 45)</p> <hr/> <p>4 Distribution (includes NACE 50, 51, 52)</p> <p>5 Hotels, Restaurants (includes NACE 55)</p> <p>6 Transport, Communication (includes NACE 60, 61, 62, 63, 64)</p> <hr/> <p>7 Banking, Insurance (includes NACE 65, 66, 67)</p> <p>8 Business Services (includes NACE 70, 71, 72, 73, 74 [except: 74.13])</p> <hr/> <p>9 Public Administration (includes NACE 75 [except 75.2])</p> <p>10 Education (includes NACE 80)</p> <p>11 Health and Social Work (includes NACE 85)</p> <p>12 Other personal or social services (includes NACE 90, 91, 92, 93)</p> </div> </div>	

No <i>Branching</i>	Question	Answer categories
A12 ALL	<p><u>Establishment/ size (if available)</u></p> <p><i>PROGRAMMER: Copy from database</i></p>	<p>According to database</p> <p>a) OPEN (if available)</p> <p> _ _ _ _ _ _ _       <i>6-digit</i> <i>numerical</i></p> <p>[1] not available from database</p> <p><u>and</u></p> <p>b) in categories, i.e.</p> <p>(1) 0 - 9</p> <p>(2) 10 - 49</p> <p>(3) 50 - 199</p> <p>(4) 200 - 499</p> <p>(5) 500+</p> <p>(6) not available from database</p>
S1 (INTRO) ALL	<p><u>At reception/switchboard:</u></p> <p>Good morning/good afternoon. My name is ... . I am calling for ... [name of institute].</p> <p>We are presently conducting a scientific survey in several European countries. The topic is the use of information and communications technologies. I would like to talk to the person who is responsible for DP/IT decisions at your location.</p> <p>INT.: NOTE:</p> <p>THIS SHOULD BE THE HEAD OF THE DP/IT DPT. OR A SENIOR PERSON IN THE DP/IT DPT. IN SMALLER FIRMS IT CAN ALSO BE THE MANAGING DIRECTOR, THE GENERAL MANAGER OR THE OWNER.</p> <p>INT.: ADD, IF NECESSARY:</p> <p>Your participation is very important to us, because your firm has been selected through a statistical procedure that will result in a typical selection of firms in [COUNTRY]</p> <p>INT.: ADD, IF NECESSARY:</p> <p>The interview will last approx. 15 minutes</p>	<p>(1) put through to target person CONTINUE</p> <p>(2) target person currently unavailable MAKE APPOINTMENT FOR CALLBACK</p> <p>(3) no such person    TERMINATE</p> <p>(4) refusal to participate    END</p>

No <i>Branching</i>	Question	Answer categories
S2 (INTRO) ALL	<p><u>At target person:</u> Good morning/good afternoon. My name is ... . I am calling for ... [name of institute]. We are presently conducting a scientific survey in several European countries. The topic is the use of information and communications technologies. We are talking to people who are responsible for DP/IT decisions at their respective locations. Can I just check: Would you be the right person to talk to at your location and can we do the interview now? INT.: ADD, IF NECESSARY: Your participation is very important to us, because your firm has been selected through a statistical procedure that will result in a typical selection of firms in [COUNTRY] INT.: ADD, IF NECESSARY: The interview will last approx. 15 minutes</p>	<p>(1) yes, interview now CONTINUE (2) yes but no time at the moment MAKE APPOINTMENT FOR CALLBACK (3) no, other person responsible <u>at this location</u> ASK TO BE PUT THROUGH TO THAT PERSON , RESPECTIVELY ASK FOR CONTACT DETAILS. AT NEW TARGET PERSON START AGAIN WITH QUESTION S2 (4) no, other person responsible <u>at another location</u> TERMINATE (5) refusal to participate TERMINATE</p>
A13 ALL	<p><u>Function of target person</u> What is your position in your establishment? What of the following is the most appropriate? INT.: READ OUT. SINGLE ANSWER.</p>	<p>(1) Owner/Proprieter (2) Managing Director/Board Member (3) Head of Establishment/Site (4) Head of IT/DP (5) <u>Other senior member of IT/DP Department</u> (6) Other TERMINATE</p>

No <i>Branching</i>	Question	Answer categories
<b>Module A: Basic characteristics</b> <span style="float: right;"><b>DMS</b></span>		
Transition A ALL	Let us start with some general questions about your establishment.	
A2 ALL	Does your organisation have only one establishment, or has it more than one establishment?  By establishment we mean a single identifiable unit at a particular address.  <i>[TRANSLATOR: Be very careful to identify a correct translation for "establishment"]</i>	(1) only one establishment (2) more than one establishment (3) DK
A4 IF A2=2	How many employees does your organisation have in total in [country], including yourself?  INT.: IF "DK" SAY:  If you do not know it exactly, can you give me an estimate?	_ _ _ _ _ _ _       6-digit numerical  [DK]
A5 ALL	And how many employees work for your organisation AT THIS ESTABLISHMENT, including yourself?  INT.: IF "DK" SAY: If you do not know it exactly, can you give me an estimate?  <i>PROGR.: CHECK: IF A2=(2), Answer in A5 MUST be &lt; Answer in A4! IF NOT RE-ASK A4 / A5</i>	_ _ _ _ _ _ _       6-digit numerical  [DK]      TERMINATE INTERVIEW
	<i>PROGR.: CHECK QUOTA (according to answer in A5)</i>  <u>1 up to 9 employees      QUOTA</u> <u>2 10 - 49 employees      QUOTA</u> <u>3 50 - 199 employees      QUOTA</u> <u>4 200 - 499 employees      QUOTA</u> <u>5 500+employees      QUOTA</u>  <i>IF "DK" TO QUESTIONS A5      TERMINATE</i>	
A3 IF A2=2	Is your establishment ...?  INT.:      READ OUT ALL ANSWER CATEGORIES. SINGLE ANSWER.	(1) the headquarters of an internationally operating organisation (2) the headquarters of an organisation that only operates in this country (3) a division or branch operation of an internationally operating organisation (4) a division or branch operation of an organisation that only operates in this country (5) other [INT.: DO NOT READ] (6) DK



No <i>Branching</i>	Question	Answer categories
<b>Module B: Basic ICTs take-up and intensity of use (e-Business)</b>		<b>DMS</b>
Transition B <i>ALL</i>	Now we would like to ask you some questions about the use of Information and Communications Technologies in your establishment.	
B1 <i>ALL</i>	Does your establishment use e-mail?	(1) yes (2) no (3) DK
B2 <i>ALL</i>	Does your establishment have access to the World Wide Web, i.e. the Internet?	(1) yes (2) no (3) DK
B3 <i>ALL</i>	Does your establishment have an Intranet, i.e. an internal computer network that uses the Internet protocol?	(1) yes (2) no (3) DK
B5 <i>ALL</i>	Does your establishment use EDI, i.e. electronic data interchange using the EDI standard?	(1) yes (2) no (3) do not know what this is [IF SPONTANEOUSLY SAID] (4) DK
B6 <i>IF B5=1</i>	Is your EDI Internet based?	(1) yes (2) no (3) do not know what this is [IF SPONTANEOUSLY SAID] (4) DK
B7 <i>ALL</i>	Does your establishment use video-conferencing in your own facilities?	(1) yes (2) no (3) DK
B8 <i>ALL</i>	Does your establishment use a call center for communication with customers or other external contacts?	(1) yes (2) no (3) DK
B9	<i>deleted</i>	
B10	<i>deleted</i>	
B11 <i>IF B1=1</i>	Which applications can be accessed by the majority of your office workers? Can the MAJORITY OF YOUR OFFICE WORKERS ... send e-mails to external addresses?	(1) yes (2) no (3) DK
B12 <i>IF B2=1</i>	(What applications can be accessed by the majority of your office workers?) Can the MAJORITY OF YOUR OFFICE WORKERS ... browse Internet sites?	(1) yes (2) no (3) DK
B13 <i>IF B3=1</i>	(What applications can be accessed by the majority of your office workers?) Can the MAJORITY OF YOUR OFFICE WORKERS ... browse INTRANET sites?	(1) yes (2) no (3) DK
B14	<i>deleted</i>	

No <i>Branching</i>	Question	Answer categories
<b>Module C: E-commerce</b> <span style="float: right;"><b>DMS</b></span>		
Transition C <i>ALL</i>	Now we would like to ask you some questions about E-commerce. Please refer to your establishment when answering.	
C1 <i>ALL</i>	Does your establishment put information on the Internet, for example by means of a website?	(1) yes (2) no (3) DK
C2 <i>IF C1=1 or 3</i>	Do you sell goods or services via the Internet?	(1) yes (2) no (3) DK
C3a <i>IF C1=1 or 3</i>	Do you offer online reservation? By this we mean that your customers can make a reservation for a product or service through the Internet.	(1) yes (2) no (3) DK
C3b <i>IF C2=1</i>	Do you distribute digital products or services online? By this we mean that the product is transferred to the customer online, or the service is provided online.	(1) yes (2) no (3) DK
C4a <i>IF C2=1</i>	Are some of your online sales to businesses?	(1) yes (2) no (3) DK
C5a <i>IF C4a=1</i>	How large a share of your total sales to businesses are conducted online? Would you say ... INT.: READ OUT. SINGLE ANSWER	(1) less than 5% (2) 5 up to 25% (3) 26 up to 50% (4) 51 up to 75% (5) more than 75% (6) DK
C4b <i>IF C2=1</i>	Are some of your online sales to consumers?	(1) yes (2) no (3) DK
C5b <i>IF C4b=1</i>	How large a share of your total consumer sales are conducted online? Would you say ... INT.: READ OUT. SINGLE ANSWER	(1) less than 5% (2) 5 up to 25% (3) 26 up to 50% (4) 51 up to 75% (5) more than 75% (6) DK
C4c <i>IF C2=1</i>	Are some of your online sales to the public sector?	(1) yes (2) no (3) DK
C5c <i>IF C4c=1</i>	How large a share of your total sales to the public sector are conducted online? Would you say ... INT.: READ OUT. SINGLE ANSWER	(1) less than 5% (2) 5 up to 25% (3) 26 up to 50% (4) 51 up to 75% (5) more than 75% (6) DK

No <i>Branching</i>	Question	Answer categories
C6 <i>IF C2=1</i>	Are your online sales MAINLY to a local, national or global market? INT.: SINGLE ANSWER.	(1) local market (2) national market (3) global market (4) DK
C7 <i>IF C1=2</i> <i>OR</i> <i>IF C2=2 or 3</i>	I am now going to read you a list of statements about selling online. For each statement, please tell me whether you agree completely, agree somewhat or do not agree from the point of view of your establishment. How about the statement ... [item]. Do you ... INT.: READ OUT ANSWER CATEGORIES. ONE ANSWER PER ITEM.  (a) Selling our products and services requires face-to-face interaction with customers (b) The necessary technology is expensive (c) The costs for the promotion of the online offer are high (d) The revenue potential of online sales is low (e) Customers might be concerned about data protection or security issues (f) Adapting corporate culture to e-commerce is difficult (g) The necessary skills are not readily available (h) Handling the delivery process causes problems	FOR EACH: (1) agree completely (2) agree somewhat (3) or do you not agree (4) DK
C8 <i>IF C2=1</i>	You said earlier that you make sales online. According to your experience, what effect has selling online on ... [item]? Would you say the effect is ... INT.: READ OUT ANSWER CATEGORIES. ONE ANSWER PER ITEM. (a) your sales (b) your costs (c) your sales area (d) the quality of your customer service (e) the efficiency of your internal business processes	FOR EACH: (1) very positive (2) rather positive (3) neither positive nor negative (4) rather negative (5) very negative (6) DK
C9 <i>IF B2=1 or 3</i>	Do you use the Internet or other online services to purchase goods or services?	(1) yes (2) no (3) DK
C10 <i>IF C9=1</i>	Roughly what proportion of the maintenance, repair and organisation goods your establishment buys are purchased online, measured in amount spent? Would you say ... INT.: READ OUT. SINGLE ANSWER	(1) less than 5% (2) 5 up to 25% (3) 26 up to 50% (4) 51 up to 75% (5) more than 75% (6) DK

No <i>Branching</i>	Question	Answer categories
C11 <i>IF B2=2</i> <i>OR</i> <i>IF C9=2 or 3</i>	<p>I am now going to read you a list of statements about purchasing online. For each statement, please tell me whether you agree completely, agree somewhat or do not agree from the point of view of your establishment.</p> <p>How about the statement ... [item].</p> <p>Do you ...</p> <p>INT.: READ OUT ANSWER CATEGORIES. ONE ANSWER PER ITEM.</p> <p>(a) Purchasing procurement products or services requires face-to-face interaction with suppliers</p> <p>(b) Our suppliers do not sell online</p> <p>(c) The necessary technology is expensive</p> <p>(d) The cost advantage is negligible</p> <p>(e) We are concerned about data protection or security issues</p> <p>(f) The legal protection of online contracts is not sufficient</p> <p>(g) The necessary skills are not readily available</p> <p>(h) Suppliers' technical systems are not compatible with ours</p>	<p>FOR EACH:</p> <p>(1) agree completely</p> <p>(2) agree somewhat</p> <p>(3) or do you not agree</p> <p>(4) DK</p>
C12 <i>IF C9=1</i>	<p>You said earlier that you purchase goods or services online. According to your experience, what effect has online procurement on ... [item]?</p> <p>Would you say the effect is ...</p> <p>INT.: READ OUT ANSWER CATEGORIES. ONE ANSWER PER ITEM.</p> <p>(a) your procurement costs</p> <p>(b) stock-keeping of maintenance, repair and organisation goods</p> <p>(c) the number of suppliers</p> <p>(d) your relations to suppliers</p> <p>(e) the efficiency of your internal business processes</p>	<p>FOR EACH:</p> <p>(1) very positive</p> <p>(2) rather positive</p> <p>(3) neither positive nor negative</p> <p>(4) rather negative</p> <p>(5) very negative</p> <p>(6) DK</p>
C13 <i>IF C1=1</i>	<p>Does your establishment have an EXTRANET, i.e. a private, secure network running on the Internet protocol and accessible for selected external users?</p>	<p>(1) yes</p> <p>(2) no</p> <p>(3) DK</p>
C14 <i>IF C13=1</i>	<p>For which of the following purposes do you use your Extranet? Do you use it for ... [item]</p> <p>INT.: ONE ANSWER PER ITEM.</p> <p>(a) communication with customers or clients?</p> <p>(b) communication with suppliers?</p>	<p>FOR EACH:</p> <p>(1) yes</p> <p>(2) no</p> <p>(3) DK</p>
C15 <i>IF B2=1</i>	<p>Do you have access to the Extranet of one of your supplier, partner or customer organisations?</p> <p>PROGR.: <i>IF C1=2 or 3, add:</i></p> <p>By Extranet I mean a private, secure network running on the Internet protocol and accessible for selected external users.</p>	<p>(1) yes</p> <p>(2) no</p> <p>(3) DK</p>

No <i>Branching</i>	Question	Answer categories
C19 <i>IF B2=1</i>	Does your establishment trade goods or services through an e-marketplace? By e-marketplace I mean a business-to-business Internet trading forum in which multiple buyers and sellers exchange goods and services within an industry group or geographic region.	(1) yes (2) no (3) DK
C20 <i>IF C19=1</i>	On e-marketplaces, different types of business transactions can be accomplished. In which of the following types is your establishment actively involved? INT.: READ OUT AND CODE ALL THAT APPLY	(1) catalogue-based offering of products or services (2) catalogue-based purchasing of products or services (3) auctions -- as a seller (4) auctions -- as a bidder (5) launching calls for tenders (6) answering calls for tenders (7) powerbuying, i.e. joint purchases together with other organisations to save costs (8) none of these (9) DK

No <i>Branching</i>	Question	Answer categories
<b>Module D: e-Business security</b> <span style="float: right;"><b>DMS</b></span>		
Transition D <i>IF C1=1</i>	Let us now turn to the topic of information security. Again, please refer to your establishment when answering.	
D1 <i>IF C1=1</i>	Many establishments are affected by security breaches such as identity theft, online fraud, manipulation of software applications, computer viruses or unauthorised entry to internal networks.  Have any breaches of your information security occurred in your establishment in the last 12 months?	(1) yes (2) no (3) DK
D2a <i>IF D1=1</i>	<i>Progr.: Note for D2a to D2b:</i> <i>For each item in D2a=1, ask <u>directly</u> D2b; then go to next item in D2a!!</i>  Which of the following types of information security breaches have occurred in your establishment in the last 12 months? Did you experience cases of ... [item]? INT.: READ OUT. ONE ANSWER PER ITEM. (a) Identity theft (b) Online fraud (c) Manipulation of software applications (d) Computer virus infections (e) Unauthorised entry to internal networks	FOR EACH: (1) yes (2) no (3) DK
D2b <i>(For Each Item) IF D2a=1</i>	And how substantial were the consequences of this security breach for your establishment? Would you say they were ... INT.: READ OUT ANSWER CATEGORIES. SINGLE ANSWER (PER ITEM ASKED)	FOR EACH ITEM IF D2a=1 (1) very substantial (2) rather substantial (3) not substantial (4) DK
D3 <i>IF D1=1</i>	Where do you believe these breaches mainly came from? Do you think the largest threat to online security came from ... INT.: READ OUT ANSWER CATEGORIES. CODE ALL THAT APPLY	MULTIPLE ANSWERS (1) Customers (2) Suppliers/competitors (3) Former employees (4) Computer hackers (5) Internal users (6) Others, not mentioned yet (7) DK

No <i>Branching</i>	Question	Answer categories
D4 <i>IF D1=1</i>	How have you learned about these breaches, in most cases? Were you ... [item] INT.: READ OUT, CODE ALL THAT APPLY	MULTIPLE ANSWERS (1) alerted by a customer/supplier (2) alerted by employees or did you notice yourself (3) notified by your own information security system (4) made aware by damage or loss of data (5) alerted by the providers of outsourced security services (6) in another way (DO NOT READ) (7) DK
D5 <i>IF C1=1</i>	Does your establishment or your organisation have an information security policy?	(1) yes (2) no (3) DK
D6 <i>IF D5=1</i>	How would you describe it? As formal or informal?	(1) formal (2) informal (3) DK
D7 <i>IF D5=1</i>	Which are your information security priorities? How much priority is given to ... [item] INT.: READ OUT ANSWER CATEGORIES. ONE ANSWER PER ITEM. (a) Blocking of unauthorised access (b) Expanding budget for security measures (c) Defining the security architecture (d) Outsourcing security management	FOR EACH (1) high priority (2) medium priority (3) low priority (4) DK
D8 <i>IF C1=1</i>	How important are the following factors as barriers to effective information security inside your establishment? How about ...[item]: Is this factor as a barrier to effective information security inside your establishment... INT.: READ OUT ANSWER CATEGORIES. ONE ANSWER PER ITEM. (a) High costs for security measures (b) Lack of staff training (c) Lack of staff time (d) Complexity of the technology (e) Lack of employee co-operation	FOR EACH: (1) very important (2) fairly important (3) not important (4) DK

No <i>Branching</i>	Question	Answer categories
D9 <i>IF C1=1</i>	<p>Which of the following tools do you use for information security in your establishment? Do you make use of ... [item]</p> <p>INT.: ONE ANSWER PER ITEM.</p> <ul style="list-style-type: none"> <li>(a) Control of access to the computer system</li> <li>(b) Cryptography/ data encryption</li> <li>(c) Vulnerability Assessment Tools</li> <li>(d) Firewalls</li> <li>(e) Security Training and Awareness Rising Activities</li> <li>(f) Intrusion Detection Systems</li> <li>(g) End-user Security Training Classes</li> </ul>	<p>FOR EACH:</p> <ul style="list-style-type: none"> <li>(1) yes</li> <li>(2) no</li> <li>(3) DK</li> </ul>

No <i>Branching</i>	Question	Answer categories
<b>Module F: e-Government</b> <span style="float: right;"><b>DMS</b></span>		
Transition F <i>IF B2=1</i>	Now let's turn to the topic of using online services for interacting with public administration.	
F1 <i>IF B2=1 AND A11 (NACE-Code) NOT =75 (Public Admin)</i>	<p><i>Progr.: Note for F1 to F2: For each item in F1=2, ask directly F2; then go to next item in F1!!</i></p> <p>I am going to read you a list of activities for which establishments have to get in touch with public administration. For which of these activities do you already use online media such as EDI or the Internet?</p> <p>What about ...[item]? Do you use online media such as EDI or the Internet for this?</p> <p>INT.: ONE ANSWER PER ITEM.</p> <p>(a) Payment of social contribution for employees (b) Corporation tax declaration (c) VAT declaration (d) Submission of data to statistical offices (e) Obtaining environment-related permits (f) Participation in public invitation to tender</p>	<p>FOR EACH</p> <p>(1) yes (2) no (3) DK</p>
F2 <i>(For Each Item)</i> <i>IF F1=2</i>	Would your establishment prefer to use online media such as EDI or the Internet for this purpose?	<p>FOR EACH ITEM IF F1=2</p> <p>(1) yes (2) no (3) DK</p>
Transition F3 <i>IF B2=2 or 3</i>	<p>Now let's turn to the topic of using online services for interacting with public administration.</p> <p>It is now possible to conduct at least some of the interaction with public administration online, i.e. by using EDI or the Internet.</p>	

No <i>Branching</i>	Question	Answer categories
F3 ALL	<p>Now I will read you a list of statements about using online media for interacting with public administration. Please tell me for each statement whether you agree completely, agree somewhat or do not agree.</p> <p>Public services on the Internet ... [item].                      Do you ...</p> <p><i>INT.: READ OUT ANSWER CATEGORIES. ONE ANSWER PER ITEM.</i></p> <ul style="list-style-type: none"> <li>(a) are not useful enough</li> <li>(b) are faster than the traditional way</li> <li>(c) require that you install special equipment or software</li> <li>(d) reduce the number of mistakes public authorities make</li> <li>(e) do not seem as safe as using the traditional way</li> <li>(f) make it possible to deal with the authorities at more convenient times</li> <li>(g) make it possible to deal with the authorities at more convenient locations, e.g. from the workplace</li> <li>(h) are difficult to use</li> </ul>	<p>FOR EACH</p> <ul style="list-style-type: none"> <li>(1) agree completely</li> <li>(2) agree somewhat</li> <li>(3) or do you not agree</li> <li>(4) DK</li> </ul>

No <i>Branching</i>	Question	Answer categories
<b>Module G: Website accessibility</b> <span style="float: right;"><b>DMS</b></span>		
Transition G <i>IF C1=1</i>	Now a few questions about the accessibility of your website for people with special needs.	
G1a <i>IF C1=1</i>	What priority has making your website user friendly for ... [item] in your establishment? INT.: READ OUT ANSWER CATEGORIES. ONE ANSWER PER ITEM. (a) People with visual disabilities or sight difficulties (b) People with reduced or limited dexterities (c) People with limited literacy	FOR EACH: (1) high priority (2) medium priority (3) low priority (4) DK
G1b <i>IF G1a (a) =2,3</i> <i>or</i> <i>IF G1a (b) =2,3</i> <i>or</i> <i>IF G1a (c) =2,3</i>	Bearing the these groups in mind: Would you say that your website could be adapted rather easily, would prove difficult to adapt, or could not at all be adapted to these people's needs? INT.: SINGLE ANSWER.	(1) could be adapted rather easily (2) would prove difficult to adapt (3) could not at all be adapted (4) DK
G2 <i>IF G1a (a) =1,2</i> <i>or</i> <i>IF G1a (b) =1,2</i> <i>or</i> <i>IF G1a (c) =1,2</i>	Does your establishment or your organisation have formal Guidelines for making your website accessible to people with such special needs? By guidelines I mean rules which have to be followed by your website developers?	(1) yes (2) no (3) DK
G3 <i>IF G1a (a) =1,2</i> <i>or</i> <i>IF G1a (b) =1,2</i> <i>or</i> <i>IF G1a (c) =1,2</i>	Was your website ever evaluated concerning its accessibility for people with such special needs?	(1) yes (2) no (3) DK
G4 <i>IF G3=1</i>	Was this evaluation done internally or using external evaluators? INT.: SINGLE ANSWER.	(1) internal evaluation (2) using external evaluators (3) both (4) DK

No <i>Branching</i>	Question	Answer categories
<p><b>Module E: R&amp;D</b> <span style="float: right;"><b>DMS</b></span></p>		
<p>E1a <i>ALL</i></p>	<p>You said before that xyz [<i>PROGR.: Insert answer to question A5</i>] employees work for your organisation at this establishment.</p> <p>From this, how many work in research &amp; development, i.e. R&amp;D? Please add up possible part time R&amp;D personnel to full-time personnel.</p> <p>INT.: IF "DK", PROMPT: If you do not know it exactly, can you give me an estimate?</p> <p>INT.: IF NECESSARY, EXPLAIN: Among R&amp;D we include all creative work undertaken on a systematic basis in order to increase the stock of knowledge and the use of this stock of knowledge to devise new applications.</p>	<p>[OPEN]  _ _ _ _ _ _ _       6-digit numerical INT.: IF NONE, CODE "0". [DK]</p> <p><i>Progr.: Answer to E1a (Number employed in R&amp;D) must be £ Answer to A5 (Total number employed in establishment)</i></p> <p><i>If not, re-ask E1a</i></p>
<p>E1b <i>IF E1a &gt; 0 and E1a is NOT DK</i></p>	<p>R&amp;D can be centralised in R&amp;D units, or it can be distributed over various units of an establishment.</p> <p>Do you have at least one central R&amp;D unit at your establishment?</p>	<p>(1) yes (2) no (3) DK</p>
<p>E2 <i>IF E1b=1</i></p>	<p>What is the size of the computer staff in your central R&amp;D unit(s)? Please add up part time computer staff to full-time staff.</p> <p>INT.: IF NECESSARY, EXPLAIN: By computer staff we mean all staff that</p> <ul style="list-style-type: none"> <li>- manages the computers, networks and digital resources, or</li> <li>- manages the Internet access and presentation, or</li> <li>- carries out information searches and computations as their major work tasks, or</li> <li>- provides user training.</li> </ul> <p>INT.: IF "DK", PROMPT: If you do not know it exactly, can you give me an estimate?</p>	<p>[OPEN]  _ _ _ _ _ _ _       6-digit numerical INT.: IF NONE, CODE "0". [DK]</p> <p><i>Progr.: Answer to E2 (Computer staff in R&amp;D) must be £ Answer to E1a (Number employed in R&amp;D)</i></p> <p><i>IF NOT, re-ask E2</i></p>
<p>E3 <i>IF E1a &gt; 0 and E1a is NOT DK</i></p>	<p>Do you get IT services for R&amp;D from internal computer staff that are not members of your central R&amp;D unit(s)?</p>	<p>(1) yes (2) no (3) DK</p>

No <i>Branching</i>	Question	Answer categories
E4 <i>IF E3=1</i>	What is the size of the internal computer staff outside of your R&D unit(s) who provide IT services for R&D projects? Please add up part time computer staff to full-time staff again. INT.: IF "DK", PROMPT: If you do not know it exactly, can you give me an estimate?	[OPEN]  _ _ _ _ _ _ _  <i>6-digit</i> <i>numerical</i> INT.: IF NONE, CODE "0". [DK]  <i>Progr.: Answer to E4 (Computer staff outside R&amp;D) must be £ Answer to A5 (Total number employed in establishment)</i>  <i>IF NOT, re-ask E4</i>
E5 <i>IF E1a &gt; 0</i> <i>and E1a is NOT DK</i>	Do you buy IT services for R&D from external service providers?	(1) yes (2) no (3) DK
E6 <i>IF E5=1</i>	What is the number of additional computer staff in your establishment that would be necessary to substitute for the IT services for R&D projects which are currently obtained from external service providers? INT.: IF "DK", PROMPT: If you do not know it exactly, can you give me an estimate?	[OPEN]  _ _ _ _ _ _ _  <i>6-digit</i> <i>numerical</i> INT.: IF NONE, CODE "0". [DK]
E7 <i>IF E1a &gt; 0</i> <i>and E1a is NOT DK</i>	Do your R&D activities suffer from a low supply of qualified computer staff in your establishment?	(1) yes (2) no (3) DK
E8 <i>IF E7=1</i>	Please specify the number of open jobs for computer staff needed to provide IT services for R&D projects in your establishment? INT.: IF "DK", PROMPT: If you do not know it exactly, can you give me an estimate?	[OPEN]  _ _ _ _ _ _ _  <i>6-digit</i> <i>numerical</i> [INT.: IF NONE, CODE "0". [DK]

No <i>Branching</i>	Question	Answer categories
<p>X1 ALL</p>	<p>Finally I would like to ask you for a brief assessment: In the course of the interview we talked, among others, about the areas e-Commerce, i.e. selling and buying online, and e-Government, i.e. interacting online with public administration. That is about areas, which might not necessarily fall into your direct responsibility.</p> <p>Thinking back to the questions about ... [item]: What would you say: How familiar were you with the topics covered in those questions? Would you say...</p> <p>INT.: READ OUT ANSWER CATEGORIES. ONE ANSWER PER ITEM.</p> <p>(a) e-Commerce, i.e. selling and bying online (b) e-Government, i.e. interacting online with public administration</p>	<p>FOR EACH</p> <p>(1) very familiar (2) fairly familiar (3) not very familiar (4) not at all familiar (5) DK/ no answer</p>
<p>X2 ALL</p>	<p>And all in all: How interesting did you find the questionnaire as a whole? Would you say ...</p> <p>INT.: READ OUT ANSWER CATEGORIES. SINGLE ANSWER.</p>	<p>(1) very interesting (2) fairly interesting (3) not very interesting (4) not at all interesting (5) DK/ no answer</p>
<p>End Text ALL</p>	<p>These were all my questions. I would like to thank you very much for participating in the interview. Have a nice day/evening!</p>	

No <i>Branching</i>	Question	Answer categories
	<b>Data to be provided by survey organisation</b>	<b>Categories</b>
P0	Survey Number	1 0 1 4 3 9
P1	Country Code	_ _
P2	Interview Number	_ _ _ _
P3	Date of Interview:	Day  _ _ , Month  _ _
P4	Time of the beginning of the interview (USE 24 HOUR CLOCK):	Hour  _ _ , Minute  _ _
P5	Number of minutes the interview lasted	_ _ _
P9	Interviewer Number	_ _ _ _ _ _ _ _ _

### 3 Unweighted basic data

A11\_N A11: NACE Code (address info) \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
A11_N A11: NACE Code (address info)	Mining, Energy	Frequency				1				1
		Column %				,3%				,0%
	Mining, Energy	Frequency							1	1
		Column %							,2%	,0%
	Mining, Energy	Frequency	1							1
		Column %	,3%							,0%
	Mining, Energy	Frequency	1							1
		Column %	,3%							,0%
	Mining, Energy	Frequency				6		7	1	14
		Column %				2,0%		1,4%	,2%	,4%
	Manufacturing	Frequency	10	13	15	56	7	20	17	138
		Column %	3,3%	2,6%	2,9%	18,6%	1,4%	3,9%	3,4%	4,4%
	Manufacturing	Frequency				1			2	3
		Column %				,3%			,4%	,1%
	Manufacturing	Frequency		5	3	1	13	3		25
		Column %		1,0%	,6%	,3%	2,5%	,6%		,8%
	Manufacturing	Frequency	2	3	3	2	12	3	3	28
		Column %	,7%	,6%	,6%	,7%	2,3%	,6%	,6%	,9%
	Manufacturing	Frequency	1	1		1	3			6
		Column %	,3%	,2%		,3%	,6%			,2%
	Manufacturing	Frequency	6	5	3	3	6	1	4	28
		Column %	2,0%	1,0%	,6%	1,0%	1,2%	,2%	,8%	,9%
	Manufacturing	Frequency	4	3	2	1	3	5	1	19
		Column %	1,3%	,6%	,4%	,3%	,6%	1,0%	,2%	,6%
	Manufacturing	Frequency	9	7	10	1	4	4	14	49
		Column %	2,9%	1,4%	2,0%	,3%	,8%	,8%	2,8%	1,6%
	Manufacturing	Frequency		4	1				1	6
		Column %		,8%	,2%				,2%	,2%
	Manufacturing	Frequency	5	13	5		9	4	9	45
		Column %	1,6%	2,6%	1,0%		1,8%	,8%	1,8%	1,4%
	Manufacturing	Frequency	4	9	7	1	8	5	7	41
		Column %	1,3%	1,8%	1,4%	,3%	1,6%	1,0%	1,4%	1,3%
	Manufacturing	Frequency	4	6	3		11	7	8	39
		Column %	1,3%	1,2%	,6%		2,1%	1,4%	1,6%	1,2%
	Manufacturing	Frequency	3	4	5		3	5	3	23
		Column %	1,0%	,8%	1,0%		,6%	1,0%	,6%	,7%
	Manufacturing	Frequency	9	17	16		14	4	8	68
		Column %	2,9%	3,4%	3,1%		2,7%	,8%	1,6%	2,2%
	Manufacturing	Frequency	9	14	17		28	5	15	88
		Column %	2,9%	2,8%	3,3%		5,5%	1,0%	3,0%	2,8%

	Manufacturing	Frequency			2	2		1	5	10
		Column %			,4%	,7%		,2%	1,0%	,3%
	Manufacturing	Frequency	5	6	6			2	4	23
		Column %	1,6%	1,2%	1,2%			,4%	,8%	,7%
	Manufacturing	Frequency	2	3	2			4	5	16
		Column %	,7%	,6%	,4%			,8%	1,0%	,5%
	Manufacturing	Frequency	3	4	5	6	1	2	9	30
		Column %	1,0%	,8%	1,0%	2,0%	,2%	,4%	1,8%	1,0%
	Manufacturing	Frequency		7	1			3	5	16
		Column %		1,4%	,2%			,6%	1,0%	,5%
	Manufacturing	Frequency		2	2		7	2	4	17
		Column %		,4%	,4%		1,4%	,4%	,8%	,5%
	Manufacturing	Frequency	3	3	3		5		5	19
		Column %	1,0%	,6%	,6%		1,0%		1,0%	,6%
	Manufacturing	Frequency		1						1
		Column %		,2%						,0%
	Mining, Energy	Frequency	1	2	5		1	11	1	21
		Column %	,3%	,4%	1,0%		,2%	2,2%	,2%	,7%
	Mining, Energy	Frequency						5		5
		Column %						1,0%		,2%
	Construction	Frequency	15	28	42	10	32	56	25	208
		Column %	4,9%	5,6%	8,2%	3,3%	6,3%	11,0%	5,0%	6,6%
	Distribution	Frequency		21	19	3	10	8	13	74
		Column %		4,2%	3,7%	1,0%	2,0%	1,6%	2,6%	2,4%
	Distribution	Frequency		38	52	44	7	34	19	194
		Column %		7,6%	10,2%	14,6%	1,4%	6,7%	3,8%	6,2%
	Distribution	Frequency	2	39	37	8	30	8	45	169
		Column %	,7%	7,8%	7,2%	2,7%	5,9%	1,6%	9,0%	5,4%
	Hotels, Restaurants	Frequency	27	19	21	14	30	37	35	183
		Column %	8,8%	3,8%	4,1%	4,7%	5,9%	7,3%	7,0%	5,8%
	Transport, Communication	Frequency	26	10	8	1	36	9	11	101
		Column %	8,5%	2,0%	1,6%	,3%	7,0%	1,8%	2,2%	3,2%
	Transport, Communication	Frequency	2			7	3			12
		Column %	,7%			2,3%	,6%			,4%
	Transport, Communication	Frequency	2			3	8			13
		Column %	,7%			1,0%	1,6%			,4%
	Transport, Communication	Frequency	9	15	5	4	6	32	11	82
		Column %	2,9%	3,0%	1,0%	1,3%	1,2%	6,3%	2,2%	2,6%
	Transport, Communication	Frequency	12	2	2	1	6	16	6	45
		Column %	3,9%	,4%	,4%	,3%	1,2%	3,2%	1,2%	1,4%
	Banking, Insurance	Frequency	6	14	7	6	23	21	3	80
		Column %	2,0%	2,8%	1,4%	2,0%	4,5%	4,1%	,6%	2,5%
	Banking, Insurance	Frequency	2	1	3	4	8	5	2	25
		Column %	,7%	,2%	,6%	1,3%	1,6%	1,0%	,4%	,8%

	Banking, Insurance	Frequency		2	12	7			2	23
		Column %		,4%	2,3%	2,3%			,4%	,7%
	Business Services	Frequency	5	16	8	5	2	9	4	49
		Column %	1,6%	3,2%	1,6%	1,7%	,4%	1,8%	,8%	1,6%
	Business Services	Frequency		4		3	3	3	2	15
		Column %		,8%		1,0%	,6%	,6%	,4%	,5%
	Business Services	Frequency	7	13	9	3	5	10	18	65
		Column %	2,3%	2,6%	1,8%	1,0%	1,0%	2,0%	3,6%	2,1%
	Business Services	Frequency	2	2	2	1	3		4	14
		Column %	,7%	,4%	,4%	,3%	,6%		,8%	,4%
	Business Services	Frequency	27	33	39	19	40	30	43	231
		Column %	8,8%	6,6%	7,6%	6,3%	7,8%	5,9%	8,6%	7,4%
	Public Administration	Frequency	28	36	52	2	41	19	15	193
		Column %	9,2%	7,2%	10,2%	,7%	8,0%	3,7%	3,0%	6,1%
	Education	Frequency	22	2	3	25	21	13	51	137
		Column %	7,2%	,4%	,6%	8,3%	4,1%	2,6%	10,2%	4,4%
	Health and Social Work	Frequency	13	46	52	24	40	52	33	260
		Column %	4,2%	9,2%	10,2%	8,0%	7,8%	10,3%	6,6%	8,3%
	Other personal or social services	Frequency	2	5	4	2	7	5		25
		Column %	,7%	1,0%	,8%	,7%	1,4%	1,0%		,8%
	Other personal or social services	Frequency	7	8	1		3	3	6	28
		Column %	2,3%	1,6%	,2%		,6%	,6%	1,2%	,9%
	Other personal or social services	Frequency	4	9	4	20	7	25	16	85
		Column %	1,3%	1,8%	,8%	6,6%	1,4%	4,9%	3,2%	2,7%
	Other personal or social services	Frequency	4	6	14	3	6	9	4	46
		Column %	1,3%	1,2%	2,7%	1,0%	1,2%	1,8%	,8%	1,5%
Total		Frequency	306	501	512	301	512	507	500	3139
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

A11\_S A11: Sector no. \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
A11_S A11: Sector no.	Mining, Energy	Frequency	3	2	5	7	1	23	3	44
		Column %	1,0%	,4%	1,0%	2,3%	,2%	4,5%	,6%	1,4%
	Manufacturing	Frequency	79	130	111	75	134	80	129	738
		Column %	25,8%	25,9%	21,7%	24,9%	26,2%	15,8%	25,8%	23,5%
	Construction	Frequency	15	28	42	10	32	56	25	208
		Column %	4,9%	5,6%	8,2%	3,3%	6,3%	11,0%	5,0%	6,6%
	Distribution	Frequency	2	98	108	55	47	50	77	437
		Column %	,7%	19,6%	21,1%	18,3%	9,2%	9,9%	15,4%	13,9%
	Hotels, Restaurants	Frequency	27	19	21	14	30	37	35	183
		Column %	8,8%	3,8%	4,1%	4,7%	5,9%	7,3%	7,0%	5,8%
	Transport, Communication	Frequency	51	27	15	16	59	57	28	253
		Column %	16,7%	5,4%	2,9%	5,3%	11,5%	11,2%	5,6%	8,1%
	Banking, Insurance	Frequency	8	17	22	17	31	26	7	128
		Column %	2,6%	3,4%	4,3%	5,6%	6,1%	5,1%	1,4%	4,1%
	Business Services	Frequency	41	68	58	31	53	52	71	374
		Column %	13,4%	13,6%	11,3%	10,3%	10,4%	10,3%	14,2%	11,9%
	Public Administration	Frequency	28	36	52	2	41	19	15	193
		Column %	9,2%	7,2%	10,2%	,7%	8,0%	3,7%	3,0%	6,1%
	Education	Frequency	22	2	3	25	21	13	51	137
		Column %	7,2%	,4%	,6%	8,3%	4,1%	2,6%	10,2%	4,4%
	Health and Social Work	Frequency	13	46	52	24	40	52	33	260
		Column %	4,2%	9,2%	10,2%	8,0%	7,8%	10,3%	6,6%	8,3%
	Other personal or social services	Frequency	17	28	23	25	23	42	26	184
		Column %	5,6%	5,6%	4,5%	8,3%	4,5%	8,3%	5,2%	5,9%
Total		Frequency	306	501	512	301	512	507	500	3139
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

A12a: No. of employees - absolute figure (address info) – statistical scheme

		Country			Total
		F	D	UK	
A12a: No. of employees - absolute figure (address info)	Mean	18	575	193	290
	Maximum	52	65000	4000	65000
	Minimum	1	1	1	1
	25. Percentile	3	10	11	10
	Median	12	54	55	31
	75. Percentile	31	260	248	200
	Valid N	304	460	500	1264

A11\_N A11: NACE Code (address info) \* Country -- cross-specified table

			Country							Total

			FIN	F	D	EL	I	E	UK	
A11_N A11: NACE Code (address info)	Mining, Energy	Frequency				1				1
		Column %				,3%				,0%
	Mining, Energy	Frequency							1	1
		Column %							,2%	,0%
	Mining, Energy	Frequency	1							1
		Column %	,3%							,0%
	Mining, Energy	Frequency	1							1
		Column %	,3%							,0%
	Mining, Energy	Frequency				6		7	1	14
		Column %				2,0%		1,4%	,2%	,4%
	Manufacturing	Frequency	10	13	15	56	7	20	17	138
		Column %	3,3%	2,6%	2,9%	18,6%	1,4%	3,9%	3,4%	4,4%
	Manufacturing	Frequency				1			2	3
		Column %				,3%			,4%	,1%
	Manufacturing	Frequency		5	3	1	13	3		25
		Column %		1,0%	,6%	,3%	2,5%	,6%		,8%
	Manufacturing	Frequency	2	3	3	2	12	3	3	28
		Column %	,7%	,6%	,6%	,7%	2,3%	,6%	,6%	,9%
	Manufacturing	Frequency	1	1		1	3			6
		Column %	,3%	,2%		,3%	,6%			,2%
	Manufacturing	Frequency	6	5	3	3	6	1	4	28
		Column %	2,0%	1,0%	,6%	1,0%	1,2%	,2%	,8%	,9%
	Manufacturing	Frequency	4	3	2	1	3	5	1	19
		Column %	1,3%	,6%	,4%	,3%	,6%	1,0%	,2%	,6%
	Manufacturing	Frequency	9	7	10	1	4	4	14	49
		Column %	2,9%	1,4%	2,0%	,3%	,8%	,8%	2,8%	1,6%
	Manufacturing	Frequency		4	1				1	6
		Column %		,8%	,2%				,2%	,2%
	Manufacturing	Frequency	5	13	5		9	4	9	45
		Column %	1,6%	2,6%	1,0%		1,8%	,8%	1,8%	1,4%
	Manufacturing	Frequency	4	9	7	1	8	5	7	41
		Column %	1,3%	1,8%	1,4%	,3%	1,6%	1,0%	1,4%	1,3%
	Manufacturing	Frequency	4	6	3		11	7	8	39
		Column %	1,3%	1,2%	,6%		2,1%	1,4%	1,6%	1,2%
	Manufacturing	Frequency	3	4	5		3	5	3	23
		Column %	1,0%	,8%	1,0%		,6%	1,0%	,6%	,7%
	Manufacturing	Frequency	9	17	16		14	4	8	68
		Column %	2,9%	3,4%	3,1%		2,7%	,8%	1,6%	2,2%
	Manufacturing	Frequency	9	14	17		28	5	15	88
		Column %	2,9%	2,8%	3,3%		5,5%	1,0%	3,0%	2,8%
	Manufacturing	Frequency			2	2		1	5	10
		Column %			,4%	,7%		,2%	1,0%	,3%
	Manufacturing	Frequency	5	6	6			2	4	23
		Column %	1,6%	1,2%	1,2%			,4%	,8%	,7%
	Manufacturing	Frequency	2	3	2			4	5	16
		Column %	,7%	,6%	,4%			,8%	1,0%	,5%

	Manufacturing	Frequency	3	4	5	6	1	2	9	30
		Column %	1,0%	,8%	1,0%	2,0%	,2%	,4%	1,8%	1,0%
	Manufacturing	Frequency		7	1			3	5	16
		Column %		1,4%	,2%			,6%	1,0%	,5%
	Manufacturing	Frequency		2	2		7	2	4	17
		Column %		,4%	,4%		1,4%	,4%	,8%	,5%
	Manufacturing	Frequency	3	3	3		5		5	19
		Column %	1,0%	,6%	,6%		1,0%		1,0%	,6%
	Manufacturing	Frequency		1						1
		Column %		,2%						,0%
	Mining, Energy	Frequency	1	2	5		1	11	1	21
		Column %	,3%	,4%	1,0%		,2%	2,2%	,2%	,7%
	Mining, Energy	Frequency						5		5
		Column %						1,0%		,2%
	Construction	Frequency	15	28	42	10	32	56	25	208
		Column %	4,9%	5,6%	8,2%	3,3%	6,3%	11,0%	5,0%	6,6%
	Distribution	Frequency		21	19	3	10	8	13	74
		Column %		4,2%	3,7%	1,0%	2,0%	1,6%	2,6%	2,4%
	Distribution	Frequency		38	52	44	7	34	19	194
		Column %		7,6%	10,2%	14,6%	1,4%	6,7%	3,8%	6,2%
	Distribution	Frequency	2	39	37	8	30	8	45	169
		Column %	,7%	7,8%	7,2%	2,7%	5,9%	1,6%	9,0%	5,4%
	Hotels, Restaurants	Frequency	27	19	21	14	30	37	35	183
		Column %	8,8%	3,8%	4,1%	4,7%	5,9%	7,3%	7,0%	5,8%
	Transport, Communication	Frequency	26	10	8	1	36	9	11	101
		Column %	8,5%	2,0%	1,6%	,3%	7,0%	1,8%	2,2%	3,2%
	Transport, Communication	Frequency	2			7	3			12
		Column %	,7%			2,3%	,6%			,4%
	Transport, Communication	Frequency	2			3	8			13
		Column %	,7%			1,0%	1,6%			,4%
	Transport, Communication	Frequency	9	15	5	4	6	32	11	82
		Column %	2,9%	3,0%	1,0%	1,3%	1,2%	6,3%	2,2%	2,6%
	Transport, Communication	Frequency	12	2	2	1	6	16	6	45
		Column %	3,9%	,4%	,4%	,3%	1,2%	3,2%	1,2%	1,4%
	Banking, Insurance	Frequency	6	14	7	6	23	21	3	80
		Column %	2,0%	2,8%	1,4%	2,0%	4,5%	4,1%	,6%	2,5%
	Banking, Insurance	Frequency	2	1	3	4	8	5	2	25
		Column %	,7%	,2%	,6%	1,3%	1,6%	1,0%	,4%	,8%
	Banking, Insurance	Frequency		2	12	7			2	23
		Column %		,4%	2,3%	2,3%			,4%	,7%
	Business Services	Frequency	5	16	8	5	2	9	4	49
		Column %	1,6%	3,2%	1,6%	1,7%	,4%	1,8%	,8%	1,6%
	Business Services	Frequency		4		3	3	3	2	15
		Column %		,8%		1,0%	,6%	,6%	,4%	,5%

	Business Services	Frequency	7	13	9	3	5	10	18	65
		Column %	2,3%	2,6%	1,8%	1,0%	1,0%	2,0%	3,6%	2,1%
	Business Services	Frequency	2	2	2	1	3		4	14
		Column %	,7%	,4%	,4%	,3%	,6%		,8%	,4%
	Business Services	Frequency	27	33	39	19	40	30	43	231
		Column %	8,8%	6,6%	7,6%	6,3%	7,8%	5,9%	8,6%	7,4%
	Public Administration	Frequency	28	36	52	2	41	19	15	193
		Column %	9,2%	7,2%	10,2%	,7%	8,0%	3,7%	3,0%	6,1%
	Education	Frequency	22	2	3	25	21	13	51	137
		Column %	7,2%	,4%	,6%	8,3%	4,1%	2,6%	10,2%	4,4%
	Health and Social Work	Frequency	13	46	52	24	40	52	33	260
		Column %	4,2%	9,2%	10,2%	8,0%	7,8%	10,3%	6,6%	8,3%
	Other personal or social services	Frequency	2	5	4	2	7	5		25
		Column %	,7%	1,0%	,8%	,7%	1,4%	1,0%		,8%
	Other personal or social services	Frequency	7	8	1		3	3	6	28
		Column %	2,3%	1,6%	,2%		,6%	,6%	1,2%	,9%
	Other personal or social services	Frequency	4	9	4	20	7	25	16	85
		Column %	1,3%	1,8%	,8%	6,6%	1,4%	4,9%	3,2%	2,7%
	Other personal or social services	Frequency	4	6	14	3	6	9	4	46
		Column %	1,3%	1,2%	2,7%	1,0%	1,2%	1,8%	,8%	1,5%
Total		Frequency	306	501	512	301	512	507	500	3139
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

A11\_S A11: Sector no. \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
A11_S A11: Sector no.	Mining, Energy	Frequency	3	2	5	7	1	23	3	44
		Column %	1,0%	,4%	1,0%	2,3%	,2%	4,5%	,6%	1,4%
	Manufacturing	Frequency	79	130	111	75	134	80	129	738
		Column %	25,8%	25,9%	21,7%	24,9%	26,2%	15,8%	25,8%	23,5%
	Construction	Frequency	15	28	42	10	32	56	25	208
		Column %	4,9%	5,6%	8,2%	3,3%	6,3%	11,0%	5,0%	6,6%
	Distribution	Frequency	2	98	108	55	47	50	77	437
		Column %	,7%	19,6%	21,1%	18,3%	9,2%	9,9%	15,4%	13,9%
	Hotels, Restaurants	Frequency	27	19	21	14	30	37	35	183
		Column %	8,8%	3,8%	4,1%	4,7%	5,9%	7,3%	7,0%	5,8%
	Transport, Communication	Frequency	51	27	15	16	59	57	28	253
		Column %	16,7%	5,4%	2,9%	5,3%	11,5%	11,2%	5,6%	8,1%
	Banking, Insurance	Frequency	8	17	22	17	31	26	7	128
		Column %	2,6%	3,4%	4,3%	5,6%	6,1%	5,1%	1,4%	4,1%
	Business Services	Frequency	41	68	58	31	53	52	71	374
		Column %	13,4%	13,6%	11,3%	10,3%	10,4%	10,3%	14,2%	11,9%
	Public Administration	Frequency	28	36	52	2	41	19	15	193
		Column %	9,2%	7,2%	10,2%	,7%	8,0%	3,7%	3,0%	6,1%
	Education	Frequency	22	2	3	25	21	13	51	137
		Column %	7,2%	,4%	,6%	8,3%	4,1%	2,6%	10,2%	4,4%
	Health and Social Work	Frequency	13	46	52	24	40	52	33	260
		Column %	4,2%	9,2%	10,2%	8,0%	7,8%	10,3%	6,6%	8,3%
	Other personal or social services	Frequency	17	28	23	25	23	42	26	184
		Column %	5,6%	5,6%	4,5%	8,3%	4,5%	8,3%	5,2%	5,9%
Total		Frequency	306	501	512	301	512	507	500	3139
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

A12B A12b: No. of employees - categories (address info) \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
A12B A12b: No. of employees - categories (address info)	up to 9	Frequency	107	81	96	88		92	105	569
		Column %	35,0%	16,2%	18,8%	29,2%		18,1%	21,0%	18,1%
	10-49	Frequency	52	108	120	77		114	116	587
		Column %	17,0%	21,6%	23,4%	25,6%		22,5%	23,2%	18,7%
	50-199	Frequency	36	100	93	63		107	103	502
		Column %	11,8%	20,0%	18,2%	20,9%		21,1%	20,6%	16,0%
	200-499	Frequency	42	165	95	45		79	120	546
		Column %	13,7%	32,9%	18,6%	15,0%		15,6%	24,0%	17,4%
	500 or more	Frequency	30	39	56	28		45	56	254
		Column %	9,8%	7,8%	10,9%	9,3%		8,9%	11,2%	8,1%
	not available from database	Frequency	39	8	52		512	70		681
		Column %	12,7%	1,6%	10,2%		100%	13,8%		21,7%
Total		Frequency	306	501	512	301	512	507	500	3139
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

A13 A13: Function of target person \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
A13 A13: Function of target person	Owner\Proprietor	Frequency	42	76	88	29	85	17	80	417
		Column %	13,7%	15,2%	17,2%	9,6%	16,6%	3,4%	16,0%	13,3%
	Managing Director\Board Member	Frequency	43	16	63	12	43	59	75	311
		Column %	14,1%	3,2%	12,3%	4,0%	8,4%	11,6%	15,0%	9,9%
	Head of Establishment\Site	Frequency	43	92	30	3	31	35	28	262
		Column %	14,1%	18,4%	5,9%	1,0%	6,1%	6,9%	5,6%	8,3%
	Head of IT\DP	Frequency	84	192	192	179	154	147	149	1097
		Column %	27,5%	38,3%	37,5%	59,5%	30,1%	29,0%	29,8%	34,9%
	Other senior member of IT\DP Department	Frequency	94	125	139	78	199	249	168	1052
		Column %	30,7%	25,0%	27,1%	25,9%	38,9%	49,1%	33,6%	33,5%
Total		Frequency	306	501	512	301	512	507	500	3139
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

A02 A02: One or more establishments \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
A02 A02: One or more establishments	only one establishment	Frequency	132	237	299	133	269	275	272	1617
		Column %	43,1%	47,3%	58,4%	44,2%	52,5%	54,2%	54,4%	51,5%
	more than one establishment	Frequency	174	264	212	168	243	232	228	1521
		Column %	56,9%	52,7%	41,4%	55,8%	47,5%	45,8%	45,6%	48,5%
	DK	Frequency			1					1
		Column %			,2%					,0%
Total		Frequency	306	501	512	301	512	507	500	3139
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

A04: No. of employees in total in country - absolute figure – statistical scheme

		Country							Total
		FIN	F	D	EL	I	E	UK	
A04: No. of employees in total in country - absolute figure	Mean	2290	4098	3664	301	1277	2671	8373	3324
	Maximum	25000	220000	100000	3500	23000	50000	250000	250000
	Minimum	2	2	3	3	2	3	3	2
	25. Percentile	150	188	79	50	100	100	200	100
	Median	400	350	350	110	345	400	600	350
	75. Percentile	1525	1200	1200	300	1000	1520	4000	1220
	Valid N	170	245	194	149	234	206	195	1393

A05: No. of employees at establishment – absolute – statistical scheme

		Country							Total
		FIN	F	D	EL	I	E	UK	
A05: No. of employees at establishment - absolute figure	Mean	267	159	180	149	165	173	187	180
	Maximum	15000	13000	3200	3000	5000	3000	5500	15000
	Minimum	1	1	1	1	1	1	1	1
	25. Percentile	10	8	9	10	8	8	8	8
	Median	50	42	50	50	40	50	50	49
	75. Percentile	220	200	228	200	200	200	200	200
	Valid N	306	501	512	301	512	507	500	3139

STAF\_1 Size of establishment, classified (according to answers given) \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
STAF_1 Size of establishment, classified (according to answers given)	up to 9	Frequency	75	135	131	74	132	129	127	803
		Column %	24,5%	26,9%	25,6%	24,6%	25,8%	25,4%	25,4%	25,6%
	10 - 49	Frequency	75	126	123	74	127	124	120	769
		Column %	24,5%	25,1%	24,0%	24,6%	24,8%	24,5%	24,0%	24,5%
	50 - 199	Frequency	63	101	108	69	117	105	105	668
		Column %	20,6%	20,2%	21,1%	22,9%	22,9%	20,7%	21,0%	21,3%
	200 - 499	Frequency	63	108	101	57	96	101	100	626
		Column %	20,6%	21,6%	19,7%	18,9%	18,8%	19,9%	20,0%	19,9%
	500 and more	Frequency	30	31	49	27	40	48	48	273
		Column %	9,8%	6,2%	9,6%	9,0%	7,8%	9,5%	9,6%	8,7%
Total		Frequency	306	501	512	301	512	507	500	3139
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

A03 A03: Establishment is ... \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
A03 A03: Establishment is ...	headquarter of internationally operating organisation	Frequency	22	46	63	18	56	36	26	267
		Column %	12,6%	17,4%	29,7%	10,7%	23,0%	15,5%	11,4%	17,6%
	headquarter of organisation only operating in country	Frequency	73	96	88	99	108	92	51	607
		Column %	42,0%	36,4%	41,5%	58,9%	44,4%	39,7%	22,4%	39,9%
	division\branch of internat. operating organisation	Frequency	28	52	25	9	23	49	70	256
		Column %	16,1%	19,7%	11,8%	5,4%	9,5%	21,1%	30,7%	16,8%
	division\branch of organisat. only operating in country	Frequency	37	61	27	9	51	49	75	309
		Column %	21,3%	23,1%	12,7%	5,4%	21,0%	21,1%	32,9%	20,3%
	other	Frequency	13	8	9	30	5	6	5	76
		Column %	7,5%	3,0%	4,2%	17,9%	2,1%	2,6%	2,2%	5,0%
	DK	Frequency	1	1		3			1	6
		Column %	,6%	,4%		1,8%			,4%	,4%
Total		Frequency	174	264	212	168	243	232	228	1521
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

A08 A08: Establishment turnover given in Euro or local currency? \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
A08 A08: Establishment turnover given in Euro or local currency?	Turnover in EURO	Frequency	156	210	188	125	255	176		1110
		Column %	64,2%	50,4%	46,4%	50,0%	62,2%	41,6%		43,5%
	Turnover in local currency	Frequency							207	207
		Column %							51,6%	8,1%
	DK	Frequency	87	207	217	125	155	247	194	1232
		Column %	35,8%	49,6%	53,6%	50,0%	37,8%	58,4%	48,4%	48,3%
Total		Frequency	243	417	405	250	410	423	401	2549
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

A08a: Establishment turnover in the last financial year – statistical scheme

		Country							Total
		FIN	F	D	EL	I	E	UK	
A08a: Establishment turnover in the last financial year	Mean	5514653	69704158	50819116	54992364	351355028	45078221	32841464	103457616
	Maximum	80000000	2147483647	900000000	2147483647	70000000000	2000000000	970000000	70000000000
	Minimum	6728	30490	511	20543	775	12020	10000	511
	25. Percentile	201826	971863	511292	880411	400000	909031	300000	500000
	Median	1000000	6097961	4090335	7630227	1807599	3756326	2000000	2934703
	75. Percentile	4276175	3850000	23135958	35216434	20658276	24040484	15000000	20000000
	Valid N	156	210	188	125	255	176	207	1317

A09 A09: Has turnover increased, decreased or roughly stayed the same \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
A09 A09: Has turnover increased, decreased or roughly stayed the same	increased	Frequency	145	195	146	154	178	194	221	1233
		Column %	47,4%	38,9%	28,5%	51,2%	34,8%	38,3%	44,2%	39,3%
	decreased	Frequency	26	46	83	25	46	32	40	298
		Column %	8,5%	9,2%	16,2%	8,3%	9,0%	6,3%	8,0%	9,5%
	roughly stayed the same	Frequency	110	139	134	44	135	150	153	865
		Column %	35,9%	27,7%	26,2%	14,6%	26,4%	29,6%	30,6%	27,6%
	DK	Frequency	25	121	149	78	153	131	86	743
		Column %	8,2%	24,2%	29,1%	25,9%	29,9%	25,8%	17,2%	23,7%
Total		Frequency	306	501	512	301	512	507	500	3139
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

B01 B01: Does establishment use e-mail? \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
B01 B01: Does establishment use e-mail?	Yes	Frequency	286	391	454	248	450	470	435	2734
		Column %	93,5%	78,0%	88,7%	82,4%	87,9%	92,7%	87,0%	87,1%
	No	Frequency	20	110	58	53	62	37	65	405
		Column %	6,5%	22,0%	11,3%	17,6%	12,1%	7,3%	13,0%	12,9%
Total		Frequency	306	501	512	301	512	507	500	3139
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

B02 B02: Does establishment have access to World Wide Web, Internet? \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
B02 B02: Does establishment have access to World Wide Web, Internet?	Yes	Frequency	290	394	467	262	455	484	433	2785
		Column %	94,8%	78,6%	91,2%	87,0%	88,9%	95,5%	86,6%	88,7%
	No	Frequency	16	107	45	39	57	23	67	354
		Column %	5,2%	21,4%	8,8%	13,0%	11,1%	4,5%	13,4%	11,3%
Total		Frequency	306	501	512	301	512	507	500	3139
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

B03 B03: Does establishment have Intranet? \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
B03 B03: Does establishment have Intranet?	Yes	Frequency	181	255	262	132	298	285	277	1690
		Column %	59,2%	50,9%	51,2%	43,9%	58,2%	56,2%	55,4%	53,8%
	No	Frequency	121	246	246	165	211	218	216	1423
		Column %	39,5%	49,1%	48,0%	54,8%	41,2%	43,0%	43,2%	45,3%
	DK	Frequency	4		4	4	3	4	7	26
		Column %	1,3%		,8%	1,3%	,6%	,8%	1,4%	,8%
Total		Frequency	306	501	512	301	512	507	500	3139
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

B05 B05: Does establishment use EDI? \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
B05 B05: Does establishment use EDI?	Yes	Frequency	133	206	134	36	148	112	109	878
		Column %	43,5%	41,1%	26,2%	12,0%	28,9%	22,1%	21,8%	28,0%
	No	Frequency	146	272	313	217	322	381	345	1996
		Column %	47,7%	54,3%	61,1%	72,1%	62,9%	75,1%	69,0%	63,6%
	do not know what this is	Frequency	25	20	54	44	28	13	39	223
		Column %	8,2%	4,0%	10,5%	14,6%	5,5%	2,6%	7,8%	7,1%
	DK	Frequency	2	3	11	4	14	1	7	42
		Column %	,7%	,6%	2,1%	1,3%	2,7%	,2%	1,4%	1,3%
Total		Frequency	306	501	512	301	512	507	500	3139
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

B06 B06: Is EDI Internet-based? \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
B06 B06: Is EDI Internet-based?	Yes	Frequency	78	67	56	15	84	43	59	402
		Column %	58,6%	32,5%	41,8%	41,7%	56,8%	38,4%	54,1%	45,8%
	No	Frequency	45	133	62	18	56	63	44	421
		Column %	33,8%	64,6%	46,3%	50,0%	37,8%	56,3%	40,4%	47,9%
	do not know what this is	Frequency	3	3	9	2	1	4	3	25
		Column %	2,3%	1,5%	6,7%	5,6%	,7%	3,6%	2,8%	2,8%
	DK	Frequency	7	3	7	1	7	2	3	30
		Column %	5,3%	1,5%	5,2%	2,8%	4,7%	1,8%	2,8%	3,4%
Total		Frequency	133	206	134	36	148	112	109	878
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

B07 B07: Does establishment use video-conferencing? \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
B07 B07: Does establishment use video-conferencing?	Yes	Frequency	60	63	53	33	63	73	102	447
		Column %	19,6%	12,6%	10,4%	11,0%	12,3%	14,4%	20,4%	14,2%
	No	Frequency	243	437	458	266	447	434	397	2682
		Column %	79,4%	87,2%	89,5%	88,4%	87,3%	85,6%	79,4%	85,4%
	DK	Frequency	3	1	1	2	2		1	10
		Column %	1,0%	,2%	,2%	,7%	,4%		,2%	,3%
Total		Frequency	306	501	512	301	512	507	500	3139
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

B08 B08: Does establishment use call center? \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
B08 B08: Does establishment use call center?	Yes	Frequency	65	58	65	242	88	66	107	691
		Column %	21,2%	11,6%	12,7%	80,4%	17,2%	13,0%	21,4%	22,0%
	No	Frequency	233	437	446	59	421	440	390	2426
		Column %	76,1%	87,2%	87,1%	19,6%	82,2%	86,8%	78,0%	77,3%
	DK	Frequency	8	6	1		3	1	3	22
		Column %	2,6%	1,2%	,2%		,6%	,2%	,6%	,7%
Total		Frequency	306	501	512	301	512	507	500	3139
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

B11 B11: Majority of office workers send e-mails to external addresses? \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
B11 B11: Majority of office workers send e-mails to external addresses?	Yes	Frequency	271	279	352	143	343	345	374	2107
		Column %	94,8%	71,4%	77,5%	57,7%	76,2%	73,4%	86,0%	77,1%
	No	Frequency	15	111	102	105	104	125	61	623
		Column %	5,2%	28,4%	22,5%	42,3%	23,1%	26,6%	14,0%	22,8%
	DK	Frequency		1			3			4
		Column %		,3%			,7%			,1%
Total		Frequency	286	391	454	248	450	470	435	2734
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

B12 B12: Majority of office workers browse Internet sites? \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
B12 B12: Majority of office workers browse Internet sites?	Yes	Frequency	267	217	323	130	306	318	294	1855
		Column %	92,1%	55,1%	69,2%	49,6%	67,3%	65,7%	67,9%	66,6%
	No	Frequency	22	176	143	131	148	166	139	925
		Column %	7,6%	44,7%	30,6%	50,0%	32,5%	34,3%	32,1%	33,2%
	DK	Frequency	1	1	1	1	1			5
		Column %	,3%	,3%	,2%	,4%	,2%			,2%
Total		Frequency	290	394	467	262	455	484	433	2785
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

B13 B13: Majority of office workers browse Intranet sites? \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
B13 B13: Majority of office workers browse Intranet sites?	Yes	Frequency	171	216	214	80	232	228	236	1377
		Column %	94,5%	84,7%	81,7%	60,6%	77,9%	80,0%	85,2%	81,5%
	No	Frequency	9	37	45	52	65	56	39	303
		Column %	5,0%	14,5%	17,2%	39,4%	21,8%	19,6%	14,1%	17,9%
	DK	Frequency	1	2	3		1	1	2	10
		Column %	,6%	,8%	1,1%		,3%	,4%	,7%	,6%
Total		Frequency	181	255	262	132	298	285	277	1690
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

C01 C01: Information put on the Internet, i.e. website? \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
C01 C01: Information put on the Internet, i.e. website?	Yes	Frequency	208	233	368	171	250	289	338	1857
		Column %	68,0%	46,5%	71,9%	56,8%	48,8%	57,0%	67,6%	59,2%
	No	Frequency	97	265	144	128	253	217	160	1264
		Column %	31,7%	52,9%	28,1%	42,5%	49,4%	42,8%	32,0%	40,3%
	DK	Frequency	1	3		2	9	1	2	18
		Column %	,3%	,6%		,7%	1,8%	,2%	,4%	,6%
Total		Frequency	306	501	512	301	512	507	500	3139
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

C02 C02: Sell goods or services via the Internet? \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
C02 C02: Sell goods or services via the Internet?	Yes	Frequency	74	52	118	39	52	70	106	511
		Column %	35,4%	22,0%	32,1%	22,5%	20,1%	24,1%	31,2%	27,3%
	No	Frequency	134	183	250	132	205	217	230	1351
		Column %	64,1%	77,5%	67,9%	76,3%	79,2%	74,8%	67,6%	72,1%
	DK	Frequency	1	1		2	2	3	4	13
		Column %	,5%	,4%		1,2%	,8%	1,0%	1,2%	,7%
Total		Frequency	209	236	368	173	259	290	340	1875
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

C03A C03a: Offer online reservation? \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
C03A C03a: Offer online reservation?	Yes	Frequency	56	38	59	32	62	43	78	368
		Column %	26,8%	16,1%	16,0%	18,5%	23,9%	14,8%	22,9%	19,6%
	No	Frequency	150	197	306	141	194	242	257	1487
		Column %	71,8%	83,5%	83,2%	81,5%	74,9%	83,4%	75,6%	79,3%
	DK	Frequency	3	1	3		3	5	5	20
		Column %	1,4%	,4%	,8%		1,2%	1,7%	1,5%	1,1%
Total		Frequency	209	236	368	173	259	290	340	1875
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

C03B C03b: Distribute digital products or services online? \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
C03B C03b: Distribute digital products or services online?	Yes	Frequency	26	29	30	11	19	20	32	167
		Column %	35,1%	55,8%	25,4%	28,2%	36,5%	28,6%	30,2%	32,7%
	No	Frequency	48	22	85	28	33	50	73	339
		Column %	64,9%	42,3%	72,0%	71,8%	63,5%	71,4%	68,9%	66,3%
	DK	Frequency		1	3				1	5
		Column %		1,9%	2,5%				,9%	1,0%
Total		Frequency	74	52	118	39	52	70	106	511
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

C04A C04a: Are some online sales to businesses? \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
C04A C04a: Are some online sales to businesses?	Yes	Frequency	49	25	69	17	34	50	64	308
		Column %	66,2%	48,1%	58,5%	43,6%	65,4%	71,4%	60,4%	60,3%
	No	Frequency	21	25	47	21	18	20	38	190
		Column %	28,4%	48,1%	39,8%	53,8%	34,6%	28,6%	35,8%	37,2%
	DK	Frequency	4	2	2	1			4	13
		Column %	5,4%	3,8%	1,7%	2,6%			3,8%	2,5%
Total		Frequency	74	52	118	39	52	70	106	511
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

C05A C05a: How large a share of total sales to businesses are conducted online? \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
C05A C05a: How large a share of total sales to businesses are conducted online?	less than 5%	Frequency	20	16	41	8	14	19	29	147
		Column %	40,8%	64,0%	59,4%	47,1%	41,2%	38,0%	45,3%	47,7%
	5 up to 25%	Frequency	5	6	12	5	11	10	20	69
		Column %	10,2%	24,0%	17,4%	29,4%	32,4%	20,0%	31,3%	22,4%
	26 up to 50%	Frequency	5		4		5	7	4	25
		Column %	10,2%		5,8%		14,7%	14,0%	6,3%	8,1%
	51 up to 75%	Frequency	5				1	1		7
		Column %	10,2%				2,9%	2,0%		2,3%
	more than 75%	Frequency	7		2	1		2	1	13
		Column %	14,3%		2,9%	5,9%		4,0%	1,6%	4,2%
	DK	Frequency	7	3	10	3	3	11	10	47
		Column %	14,3%	12,0%	14,5%	17,6%	8,8%	22,0%	15,6%	15,3%
Total		Frequency	49	25	69	17	34	50	64	308
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

C04B C04b: Are some online sales to consumers? \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
C04B C04b: Are some online sales to consumers?	Yes	Frequency	53	23	75	18	31	50	77	327
		Column %	71,6%	44,2%	63,6%	46,2%	59,6%	71,4%	72,6%	64,0%
	No	Frequency	19	28	42	20	21	19	28	177
		Column %	25,7%	53,8%	35,6%	51,3%	40,4%	27,1%	26,4%	34,6%
	DK	Frequency	2	1	1	1		1	1	7
		Column %	2,7%	1,9%	,8%	2,6%		1,4%	,9%	1,4%
Total		Frequency	74	52	118	39	52	70	106	511
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

C05B C05b: How large a share of total sales to consumers are conducted online? \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
C05B C05b: How large a share of total sales to consumers are conducted online?	less than 5%	Frequency	25	16	42	14	10	24	43	174
		Column %	47,2%	69,6%	56,0%	77,8%	32,3%	48,0%	55,8%	53,2%
	5 up to 25%	Frequency	11	6	14	1	8	8	19	67
		Column %	20,8%	26,1%	18,7%	5,6%	25,8%	16,0%	24,7%	20,5%
	26 up to 50%	Frequency	2		1		3	8	3	17
		Column %	3,8%		1,3%		9,7%	16,0%	3,9%	5,2%
	51 up to 75%	Frequency	3		1		2			6
		Column %	5,7%		1,3%		6,5%			1,8%
	more than 75%	Frequency	6		5		1		3	15
		Column %	11,3%		6,7%		3,2%		3,9%	4,6%
	DK	Frequency	6	1	12	3	7	10	9	48
		Column %	11,3%	4,3%	16,0%	16,7%	22,6%	20,0%	11,7%	14,7%
Total		Frequency	53	23	75	18	31	50	77	327
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

C04C C04c: Are some online sales to the public sector? \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
C04C C04c: Are some online sales to the public sector?	Yes	Frequency	37	6	15	5	14	24	56	157
		Column %	50,0%	11,5%	12,7%	12,8%	26,9%	34,3%	52,8%	30,7%
	No	Frequency	33	44	97	31	36	46	50	337
		Column %	44,6%	84,6%	82,2%	79,5%	69,2%	65,7%	47,2%	65,9%
	DK	Frequency	4	2	6	3	2			17
		Column %	5,4%	3,8%	5,1%	7,7%	3,8%			3,3%
Total		Frequency	74	52	118	39	52	70	106	511
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

C05C C05c: How large a share of total sales to public sector are conducted online? \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
C05C C05c: How large a share of total sales to public sector are conducted online?	less than 5%	Frequency	13	4	10	2	1	10	26	66
		Column %	35,1%	66,7%	66,7%	40,0%	7,1%	41,7%	46,4%	42,0%
	5 up to 25%	Frequency	8	1	3	2	7	5	14	40
		Column %	21,6%	16,7%	20,0%	40,0%	50,0%	20,8%	25,0%	25,5%
	26 up to 50%	Frequency	1			1	2	1	4	9
		Column %	2,7%			20,0%	14,3%	4,2%	7,1%	5,7%
	51 up to 75%	Frequency	1						1	2
		Column %	2,7%						1,8%	1,3%
	more than 75%	Frequency	2				1	2	1	6
		Column %	5,4%				7,1%	8,3%	1,8%	3,8%
	DK	Frequency	12	1	2		3	6	10	34
		Column %	32,4%	16,7%	13,3%		21,4%	25,0%	17,9%	21,7%
Total		Frequency	37	6	15	5	14	24	56	157
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

C06 C06: Online sales MAINLY to a local, national or global market? \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
C06 C06: Online sales MAINLY to a local, national or global market?	local market	Frequency	26	14	37	9	8	9	19	122
		Column %	35,1%	26,9%	31,4%	23,1%	15,4%	12,9%	17,9%	23,9%
	national market	Frequency	35	21	46	12	20	27	51	212
		Column %	47,3%	40,4%	39,0%	30,8%	38,5%	38,6%	48,1%	41,5%
	global market	Frequency	13	13	30	14	19	33	32	154
		Column %	17,6%	25,0%	25,4%	35,9%	36,5%	47,1%	30,2%	30,1%
	DK	Frequency		4	5	4	5	1	4	23
		Column %		7,7%	4,2%	10,3%	9,6%	1,4%	3,8%	4,5%
Total		Frequency	74	52	118	39	52	70	106	511
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

C07\_A C07a: items Selling online: Selling our products and services requires face-to-face interaction with customers \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
C07_A C07a: items Selling online: Selling our products and services requires face-to-face interaction with customers	agree completely	Frequency	142	207	259	180	131	281	167	1367
		Column %	61,2%	46,1%	65,7%	68,7%	28,5%	64,3%	42,4%	52,0%
	agree somewhat	Frequency	42	128	69	41	164	70	117	631
		Column %	18,1%	28,5%	17,5%	15,6%	35,7%	16,0%	29,7%	24,0%
	do not agree	Frequency	32	69	49	21	98	78	94	441
		Column %	13,8%	15,4%	12,4%	8,0%	21,3%	17,8%	23,9%	16,8%
	DK	Frequency	16	45	17	20	67	8	16	189
		Column %	6,9%	10,0%	4,3%	7,6%	14,6%	1,8%	4,1%	7,2%
Total		Frequency	232	449	394	262	460	437	394	2628
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

C07\_B C07b: items Selling online: The necessary technology is expensive \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
C07_B C07b: items Selling online: The necessary technology is expensive	agree completely	Frequency	35	85	86	62	61	122	83	534
		Column %	15,1%	18,9%	21,8%	23,7%	13,3%	27,9%	21,1%	20,3%
	agree somewhat	Frequency	67	142	120	74	140	111	131	785
		Column %	28,9%	31,6%	30,5%	28,2%	30,4%	25,4%	33,2%	29,9%
	do not agree	Frequency	72	148	128	77	161	168	140	894
		Column %	31,0%	33,0%	32,5%	29,4%	35,0%	38,4%	35,5%	34,0%
	DK	Frequency	58	74	60	49	98	36	40	415
		Column %	25,0%	16,5%	15,2%	18,7%	21,3%	8,2%	10,2%	15,8%
Total		Frequency	232	449	394	262	460	437	394	2628
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

C07\_C C07c: items Selling online: The costs for the promotion of the online offer are high \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
C07_C C07c: items Selling online: The costs for the promotion of the online offer are high	agree completely	Frequency	37	72	78	34	47	82	53	403
		Column %	15,9%	16,0%	19,8%	13,0%	10,2%	18,8%	13,5%	15,3%
	agree somewhat	Frequency	61	110	108	54	114	91	126	664
		Column %	26,3%	24,5%	27,4%	20,6%	24,8%	20,8%	32,0%	25,3%
	do not agree	Frequency	56	124	124	84	121	124	113	746
		Column %	24,1%	27,6%	31,5%	32,1%	26,3%	28,4%	28,7%	28,4%
	DK	Frequency	78	143	84	90	178	140	102	815
		Column %	33,6%	31,8%	21,3%	34,4%	38,7%	32,0%	25,9%	31,0%
Total		Frequency	232	449	394	262	460	437	394	2628
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

C07\_D C07d: items Selling online: The revenue potential of online sales is low \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
C07_D C07d: items Selling online: The revenue potential of online sales is low	agree completely	Frequency	62	153	189	59	67	181	127	838
		Column %	26,7%	34,1%	48,0%	22,5%	14,6%	41,4%	32,2%	31,9%
	agree somewhat	Frequency	46	117	70	56	109	59	80	537
		Column %	19,8%	26,1%	17,8%	21,4%	23,7%	13,5%	20,3%	20,4%
	do not agree	Frequency	40	79	71	30	98	59	109	486
		Column %	17,2%	17,6%	18,0%	11,5%	21,3%	13,5%	27,7%	18,5%
	DK	Frequency	84	100	64	117	186	138	78	767
		Column %	36,2%	22,3%	16,2%	44,7%	40,4%	31,6%	19,8%	29,2%
Total		Frequency	232	449	394	262	460	437	394	2628
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

C07\_E C07e: items Selling online: Customers might be concerned about data protection or security issues \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
C07_E C07e: items Selling online: Customers might be concerned about data protection or security issues	agree completely	Frequency	107	214	104	91	168	361	177	1222
		Column %	46,1%	47,7%	26,4%	34,7%	36,5%	82,6%	44,9%	46,5%
	agree somewhat	Frequency	50	120	92	43	114	27	135	581
		Column %	21,6%	26,7%	23,4%	16,4%	24,8%	6,2%	34,3%	22,1%
	do not agree	Frequency	46	63	150	64	85	30	55	493
		Column %	19,8%	14,0%	38,1%	24,4%	18,5%	6,9%	14,0%	18,8%
	DK	Frequency	29	52	48	64	93	19	27	332
		Column %	12,5%	11,6%	12,2%	24,4%	20,2%	4,3%	6,9%	12,6%
Total		Frequency	232	449	394	262	460	437	394	2628
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

C07\_F C07f: items Selling online: Adapting corporate culture to e-commerce is difficult \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
C07_F C07f: items Selling online: Adapting corporate culture to e-commerce is difficult	agree completely	Frequency	79	160	158	79	124	236	92	928
		Column %	34,1%	35,6%	40,1%	30,2%	27,0%	54,0%	23,4%	35,3%
	agree somewhat	Frequency	64	139	99	67	150	87	144	750
		Column %	27,6%	31,0%	25,1%	25,6%	32,6%	19,9%	36,5%	28,5%
	do not agree	Frequency	58	96	91	55	104	87	84	575
		Column %	25,0%	21,4%	23,1%	21,0%	22,6%	19,9%	21,3%	21,9%
	DK	Frequency	31	54	46	61	82	27	74	375
		Column %	13,4%	12,0%	11,7%	23,3%	17,8%	6,2%	18,8%	14,3%
Total		Frequency	232	449	394	262	460	437	394	2628
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

C07\_G C07g: items Selling online: The necessary skills are not readily available \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
C07_G C07g: items Selling online: The necessary skills are not readily available	agree completely	Frequency	51	115	147	72	88	155	82	710
		Column %	22,0%	25,6%	37,3%	27,5%	19,1%	35,5%	20,8%	27,0%
	agree somewhat	Frequency	63	137	108	67	137	114	127	753
		Column %	27,2%	30,5%	27,4%	25,6%	29,8%	26,1%	32,2%	28,7%
	do not agree	Frequency	93	138	108	56	135	131	148	809
		Column %	40,1%	30,7%	27,4%	21,4%	29,3%	30,0%	37,6%	30,8%
	DK	Frequency	25	59	31	67	100	37	37	356
		Column %	10,8%	13,1%	7,9%	25,6%	21,7%	8,5%	9,4%	13,5%
Total		Frequency	232	449	394	262	460	437	394	2628
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

C07\_H C07h: items Selling online: Handling the delivery process causes problems \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
C07_H C07h: items Selling online: Handling the delivery process causes problems	agree completely	Frequency	26	54	67	32	43	73	49	344
		Column %	11,2%	12,0%	17,0%	12,2%	9,3%	16,7%	12,4%	13,1%
	agree somewhat	Frequency	52	97	48	48	99	86	103	533
		Column %	22,4%	21,6%	12,2%	18,3%	21,5%	19,7%	26,1%	20,3%
	do not agree	Frequency	90	188	188	86	151	177	157	1037
		Column %	38,8%	41,9%	47,7%	32,8%	32,8%	40,5%	39,8%	39,5%
	DK	Frequency	64	110	91	96	167	101	85	714
		Column %	27,6%	24,5%	23,1%	36,6%	36,3%	23,1%	21,6%	27,2%
Total		Frequency	232	449	394	262	460	437	394	2628
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

C08\_A C08a: What effect has selling online on your sales? \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
C08_A C08a: What effect has selling online on your sales?	very positive	Frequency	12	6	11	8	7	15	19	78
		Column %	16,2%	11,5%	9,3%	20,5%	13,5%	21,4%	17,9%	15,3%
	rather positive	Frequency	33	19	42	9	23	25	45	196
		Column %	44,6%	36,5%	35,6%	23,1%	44,2%	35,7%	42,5%	38,4%
	neither positive nor negative	Frequency	22	17	54	16	15	22	28	174
		Column %	29,7%	32,7%	45,8%	41,0%	28,8%	31,4%	26,4%	34,1%
	rather negative	Frequency	1	1	2				3	7
		Column %	1,4%	1,9%	1,7%				2,8%	1,4%
	very negative	Frequency			1				2	3
		Column %			,8%				1,9%	,6%
	DK	Frequency	6	9	8	6	7	8	9	53
		Column %	8,1%	17,3%	6,8%	15,4%	13,5%	11,4%	8,5%	10,4%
Total		Frequency	74	52	118	39	52	70	106	511
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

C08\_B C08b: What effect has selling online on your costs? \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
C08_B C08b: What effect has selling online on your costs?	very positive	Frequency	8	4	10	4	6	9	15	56
		Column %	10,8%	7,7%	8,5%	10,3%	11,5%	12,9%	14,2%	11,0%
	rather positive	Frequency	26	10	24	11	18	21	37	147
		Column %	35,1%	19,2%	20,3%	28,2%	34,6%	30,0%	34,9%	28,8%
	neither positive nor negative	Frequency	29	21	60	14	19	27	29	199
		Column %	39,2%	40,4%	50,8%	35,9%	36,5%	38,6%	27,4%	38,9%
	rather negative	Frequency	4	4	10	3	1	2	12	36
		Column %	5,4%	7,7%	8,5%	7,7%	1,9%	2,9%	11,3%	7,0%
	very negative	Frequency			2			1	2	5
		Column %			1,7%			1,4%	1,9%	1,0%
	DK	Frequency	7	13	12	7	8	10	11	68
		Column %	9,5%	25,0%	10,2%	17,9%	15,4%	14,3%	10,4%	13,3%
Total		Frequency	74	52	118	39	52	70	106	511
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

C08\_C C08c: What effect has selling online on your sales area? \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
C08_C C08c: What effect has selling online on your sales area?	very positive	Frequency	9	6	11	9	6	13	21	75
		Column %	12,2%	11,5%	9,3%	23,1%	11,5%	18,6%	19,8%	14,7%
	rather positive	Frequency	24	13	36	10	17	28	42	170
		Column %	32,4%	25,0%	30,5%	25,6%	32,7%	40,0%	39,6%	33,3%
	neither positive nor negative	Frequency	27	20	61	10	16	21	28	183
		Column %	36,5%	38,5%	51,7%	25,6%	30,8%	30,0%	26,4%	35,8%
	rather negative	Frequency	2	3					4	9
		Column %	2,7%	5,8%					3,8%	1,8%
	very negative	Frequency							1	1
		Column %							,9%	,2%
	DK	Frequency	12	10	10	10	13	8	10	73
		Column %	16,2%	19,2%	8,5%	25,6%	25,0%	11,4%	9,4%	14,3%
Total		Frequency	74	52	118	39	52	70	106	511
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

C08\_D C08d: What effect has selling online on the quality of your customer service? \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
C08_D C08d: What effect has selling online on the quality of your customer service?	very positive	Frequency	10	16	20	9	9	32	32	128
		Column %	13,5%	30,8%	16,9%	23,1%	17,3%	45,7%	30,2%	25,0%
	rather positive	Frequency	38	17	54	14	28	24	45	220
		Column %	51,4%	32,7%	45,8%	35,9%	53,8%	34,3%	42,5%	43,1%
	neither positive nor negative	Frequency	18	9	33	8	7	8	24	107
		Column %	24,3%	17,3%	28,0%	20,5%	13,5%	11,4%	22,6%	20,9%
	rather negative	Frequency	2	1	1					4
		Column %	2,7%	1,9%	,8%					,8%
	DK	Frequency	6	9	10	8	8	6	5	52
		Column %	8,1%	17,3%	8,5%	20,5%	15,4%	8,6%	4,7%	10,2%
Total		Frequency	74	52	118	39	52	70	106	511
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

C08\_E C08e: What effect has selling online on the efficiency of your internal business processes? \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
C08_E C08e: What effect has selling online on the efficiency of your internal business processes?	very positive	Frequency	14	9	12	11	8	25	31	110
		Column %	18,9%	17,3%	10,2%	28,2%	15,4%	35,7%	29,2%	21,5%
	rather positive	Frequency	24	15	30	11	26	21	47	174
		Column %	32,4%	28,8%	25,4%	28,2%	50,0%	30,0%	44,3%	34,1%
	neither positive nor negative	Frequency	26	12	63	9	11	16	22	159
		Column %	35,1%	23,1%	53,4%	23,1%	21,2%	22,9%	20,8%	31,1%
	rather negative	Frequency	1		4				3	8
		Column %	1,4%		3,4%				2,8%	1,6%
	DK	Frequency	9	16	9	8	7	8	3	60
		Column %	12,2%	30,8%	7,6%	20,5%	13,5%	11,4%	2,8%	11,7%
Total		Frequency	74	52	118	39	52	70	106	511
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

C09 C09: Do you use the Internet or other online services to purchase goods or services? \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
C09 C09: Do you use the Internet or other online services to purchase goods or services?	Yes	Frequency	162	130	322	78	167	179	262	1300
		Column %	55,9%	33,0%	69,0%	29,8%	36,7%	37,0%	60,5%	46,7%
	No	Frequency	126	261	144	181	282	303	167	1464
		Column %	43,4%	66,2%	30,8%	69,1%	62,0%	62,6%	38,6%	52,6%
	DK	Frequency	2	3	1	3	6	2	4	21
		Column %	,7%	,8%	,2%	1,1%	1,3%	,4%	,9%	,8%
Total		Frequency	290	394	467	262	455	484	433	2785
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

C10 C10: What proportion of MRO goods bought are purchased online? \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
C10 C10: What proportion of MRO goods bought are purchased online?	less than 5%	Frequency	94	101	172	50	103	128	157	805
		Column %	58,0%	77,7%	53,4%	64,1%	61,7%	71,5%	59,9%	61,9%
	5 up to 25%	Frequency	47	18	92	15	27	33	64	296
		Column %	29,0%	13,8%	28,6%	19,2%	16,2%	18,4%	24,4%	22,8%
	26 up to 50%	Frequency	5	2	23	7	9	2	12	60
		Column %	3,1%	1,5%	7,1%	9,0%	5,4%	1,1%	4,6%	4,6%
	51 up to 75%	Frequency	1		3			2	5	11
		Column %	,6%		,9%			1,1%	1,9%	,8%
	more than 75%	Frequency	1	1	10		4		4	20
		Column %	,6%	,8%	3,1%		2,4%		1,5%	1,5%
	DK	Frequency	14	8	22	6	24	14	20	108
		Column %	8,6%	6,2%	6,8%	7,7%	14,4%	7,8%	7,6%	8,3%
Total		Frequency	162	130	322	78	167	179	262	1300
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

C11\_A C11a: items Purchasing online: Purchasing procurement products or services requires face-to-face interaction with suppliers \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
C11_A C11a: items Purchasing online: Purchasing procurement products or services requires face-to-face interaction with suppliers	agree completely	Frequency	44	118	78	124	131	148	46	689
		Column %	30,6%	31,8%	41,1%	55,6%	38,0%	45,1%	19,3%	37,5%
	agree somewhat	Frequency	37	107	53	48	106	69	61	481
		Column %	25,7%	28,8%	27,9%	21,5%	30,7%	21,0%	25,6%	26,2%
	do not agree	Frequency	54	113	46	27	60	101	107	508
		Column %	37,5%	30,5%	24,2%	12,1%	17,4%	30,8%	45,0%	27,6%
	DK	Frequency	9	33	13	24	48	10	24	161
		Column %	6,3%	8,9%	6,8%	10,8%	13,9%	3,0%	10,1%	8,8%
Total		Frequency	144	371	190	223	345	328	238	1839
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

C11\_B C11b: items Purchasing online: Our suppliers do not sell online \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
C11_B C11b: items Purchasing online: Our suppliers do not sell online	agree completely	Frequency	33	94	45	59	93	142	66	532
		Column %	22,9%	25,3%	23,7%	26,5%	27,0%	43,3%	27,7%	28,9%
	agree somewhat	Frequency	30	99	65	62	85	62	58	461
		Column %	20,8%	26,7%	34,2%	27,8%	24,6%	18,9%	24,4%	25,1%
	do not agree	Frequency	52	122	52	28	73	79	84	490
		Column %	36,1%	32,9%	27,4%	12,6%	21,2%	24,1%	35,3%	26,6%
	DK	Frequency	29	56	28	74	94	45	30	356
		Column %	20,1%	15,1%	14,7%	33,2%	27,2%	13,7%	12,6%	19,4%
Total		Frequency	144	371	190	223	345	328	238	1839
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

C11\_C C11c: items Purchasing online: The necessary technology is expensive \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
C11_C C11c: items Purchasing online: The necessary technology is expensive	agree completely	Frequency	33	85	40	33	43	81	50	365
		Column %	22,9%	22,9%	21,1%	14,8%	12,5%	24,7%	21,0%	19,8%
	agree somewhat	Frequency	39	97	41	65	111	69	69	491
		Column %	27,1%	26,1%	21,6%	29,1%	32,2%	21,0%	29,0%	26,7%
	do not agree	Frequency	49	129	76	77	113	130	91	665
		Column %	34,0%	34,8%	40,0%	34,5%	32,8%	39,6%	38,2%	36,2%
	DK	Frequency	23	60	33	48	78	48	28	318
		Column %	16,0%	16,2%	17,4%	21,5%	22,6%	14,6%	11,8%	17,3%
Total		Frequency	144	371	190	223	345	328	238	1839
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

C11\_D C11d: items Purchasing online: The cost advantage is negligible \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
C11_D C11d: items Purchasing online: The cost advantage is negligible	agree completely	Frequency	37	69	72	31	42	77	51	379
		Column %	25,7%	18,6%	37,9%	13,9%	12,2%	23,5%	21,4%	20,6%
	agree somewhat	Frequency	40	119	42	59	91	80	87	518
		Column %	27,8%	32,1%	22,1%	26,5%	26,4%	24,4%	36,6%	28,2%
	do not agree	Frequency	34	97	35	52	103	70	51	442
		Column %	23,6%	26,1%	18,4%	23,3%	29,9%	21,3%	21,4%	24,0%
	DK	Frequency	33	86	41	81	109	101	49	500
		Column %	22,9%	23,2%	21,6%	36,3%	31,6%	30,8%	20,6%	27,2%
Total		Frequency	144	371	190	223	345	328	238	1839
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

C11\_E C11e: items Purchasing online: We are concerned about data protection or security issues \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
C11_E C11e: items Purchasing online: We are concerned about data protection or security issues	agree completely	Frequency	56	197	39	88	100	268	117	865
		Column %	38,9%	53,1%	20,5%	39,5%	29,0%	81,7%	49,2%	47,0%
	agree somewhat	Frequency	30	84	52	57	106	23	60	412
		Column %	20,8%	22,6%	27,4%	25,6%	30,7%	7,0%	25,2%	22,4%
	do not agree	Frequency	47	48	87	37	79	20	46	364
		Column %	32,6%	12,9%	45,8%	16,6%	22,9%	6,1%	19,3%	19,8%
	DK	Frequency	11	42	12	41	60	17	15	198
		Column %	7,6%	11,3%	6,3%	18,4%	17,4%	5,2%	6,3%	10,8%
Total		Frequency	144	371	190	223	345	328	238	1839
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

C11\_F C11f: items Purchasing online: The legal protection of online contracts is not sufficient \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
C11_F C11f: items Purchasing online: The legal protection of online contracts is not sufficient	agree completely	Frequency	26	135	38	54	66	112	45	476
		Column %	18,1%	36,4%	20,0%	24,2%	19,1%	34,1%	18,9%	25,9%
	agree somewhat	Frequency	36	112	45	66	104	61	77	501
		Column %	25,0%	30,2%	23,7%	29,6%	30,1%	18,6%	32,4%	27,2%
	do not agree	Frequency	30	44	46	26	45	41	39	271
		Column %	20,8%	11,9%	24,2%	11,7%	13,0%	12,5%	16,4%	14,7%
	DK	Frequency	52	80	61	77	130	114	77	591
		Column %	36,1%	21,6%	32,1%	34,5%	37,7%	34,8%	32,4%	32,1%
Total		Frequency	144	371	190	223	345	328	238	1839
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

C11\_G C11g: items Purchasing online: The necessary skills are not readily available \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
C11_G C11g: items Purchasing online: The necessary skills are not readily available	agree completely	Frequency	33	93	56	46	54	95	35	412
		Column %	22,9%	25,1%	29,5%	20,6%	15,7%	29,0%	14,7%	22,4%
	agree somewhat	Frequency	32	103	58	70	111	98	73	545
		Column %	22,2%	27,8%	30,5%	31,4%	32,2%	29,9%	30,7%	29,6%
	do not agree	Frequency	63	127	61	40	96	77	103	567
		Column %	43,8%	34,2%	32,1%	17,9%	27,8%	23,5%	43,3%	30,8%
	DK	Frequency	16	48	15	67	84	58	27	315
		Column %	11,1%	12,9%	7,9%	30,0%	24,3%	17,7%	11,3%	17,1%
Total		Frequency	144	371	190	223	345	328	238	1839
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

C11\_H C11h: items Purchasing online: Suppliers technical systems are not compatible with ours \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
C11_H C11h: items Purchasing online: Suppliers technical systems are not compatible with ours	agree completely	Frequency	46	63	25	31	30	57	31	283
		Column %	31,9%	17,0%	13,2%	13,9%	8,7%	17,4%	13,0%	15,4%
	agree somewhat	Frequency	35	80	42	39	90	46	57	389
		Column %	24,3%	21,6%	22,1%	17,5%	26,1%	14,0%	23,9%	21,2%
	do not agree	Frequency	30	136	71	61	104	125	82	609
		Column %	20,8%	36,7%	37,4%	27,4%	30,1%	38,1%	34,5%	33,1%
	DK	Frequency	33	92	52	92	121	100	68	558
		Column %	22,9%	24,8%	27,4%	41,3%	35,1%	30,5%	28,6%	30,3%
Total		Frequency	144	371	190	223	345	328	238	1839
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

C12\_A C12a: What effect has online procurement on your procurement costs? \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
C12_A C12a: What effect has online procurement on your procurement costs?	very positive	Frequency	18	7	50	16	25	33	30	179
		Column %	11,1%	5,4%	15,5%	20,5%	15,0%	18,4%	11,5%	13,8%
	rather positive	Frequency	68	46	129	27	66	69	117	522
		Column %	42,0%	35,4%	40,1%	34,6%	39,5%	38,5%	44,7%	40,2%
	neither positive nor negative	Frequency	59	70	125	21	53	70	88	486
		Column %	36,4%	53,8%	38,8%	26,9%	31,7%	39,1%	33,6%	37,4%
	rather negative	Frequency	7	3	3	2	5	2	9	31
		Column %	4,3%	2,3%	,9%	2,6%	3,0%	1,1%	3,4%	2,4%
	very negative	Frequency			1				2	3
		Column %			,3%				,8%	,2%
	DK	Frequency	10	4	14	12	18	5	16	79
		Column %	6,2%	3,1%	4,3%	15,4%	10,8%	2,8%	6,1%	6,1%
Total		Frequency	162	130	322	78	167	179	262	1300
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

C12\_B C12b: What effect has online procurement on stock-keeping of MRO goods? \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
C12_B C12b: What effect has online procurement on stock-keeping of MRO goods?	very positive	Frequency	13	2	32	10	18	22	18	115
		Column %	8,0%	1,5%	9,9%	12,8%	10,8%	12,3%	6,9%	8,8%
	rather positive	Frequency	37	39	83	21	60	49	87	376
		Column %	22,8%	30,0%	25,8%	26,9%	35,9%	27,4%	33,2%	28,9%
	neither positive nor negative	Frequency	82	70	184	18	52	89	118	613
		Column %	50,6%	53,8%	57,1%	23,1%	31,1%	49,7%	45,0%	47,2%
	rather negative	Frequency	5	2	5	2	6	3	9	32
		Column %	3,1%	1,5%	1,6%	2,6%	3,6%	1,7%	3,4%	2,5%
	very negative	Frequency	1	1		2		1	3	8
		Column %	,6%	,8%		2,6%		,6%	1,1%	,6%
	DK	Frequency	24	16	18	25	31	15	27	156
		Column %	14,8%	12,3%	5,6%	32,1%	18,6%	8,4%	10,3%	12,0%
Total		Frequency	162	130	322	78	167	179	262	1300
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

C12\_C C12c: What effect has online procurement on the number of suppliers? \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
C12_C C12c: What effect has online procurement on the number of suppliers?	very positive	Frequency	18	10	17	14	22	28	34	143
		Column %	11,1%	7,7%	5,3%	17,9%	13,2%	15,6%	13,0%	11,0%
	rather positive	Frequency	50	38	87	28	54	65	95	417
		Column %	30,9%	29,2%	27,0%	35,9%	32,3%	36,3%	36,3%	32,1%
	neither positive nor negative	Frequency	63	61	185	18	52	71	91	541
		Column %	38,9%	46,9%	57,5%	23,1%	31,1%	39,7%	34,7%	41,6%
	rather negative	Frequency	12	9	11	2	8	6	13	61
		Column %	7,4%	6,9%	3,4%	2,6%	4,8%	3,4%	5,0%	4,7%
	very negative	Frequency	3		1				6	10
		Column %	1,9%		,3%				2,3%	,8%
	DK	Frequency	16	12	21	16	31	9	23	128
		Column %	9,9%	9,2%	6,5%	20,5%	18,6%	5,0%	8,8%	9,8%
Total		Frequency	162	130	322	78	167	179	262	1300
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

C12\_D C12d: What effect has online procurement on your relations to suppliers? \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
C12_D C12d: What effect has online procurement on your relations to suppliers?	very positive	Frequency	9	10	15	21	20	42	41	158
		Column %	5,6%	7,7%	4,7%	26,9%	12,0%	23,5%	15,6%	12,2%
	rather positive	Frequency	58	42	68	21	53	61	93	396
		Column %	35,8%	32,3%	21,1%	26,9%	31,7%	34,1%	35,5%	30,5%
	neither positive nor negative	Frequency	60	61	173	14	51	55	82	496
		Column %	37,0%	46,9%	53,7%	17,9%	30,5%	30,7%	31,3%	38,2%
	rather negative	Frequency	17	6	40	5	14	11	28	121
		Column %	10,5%	4,6%	12,4%	6,4%	8,4%	6,1%	10,7%	9,3%
	very negative	Frequency	2	2		1	1	2	5	13
		Column %	1,2%	1,5%		1,3%	,6%	1,1%	1,9%	1,0%
	DK	Frequency	16	9	26	16	28	8	13	116
		Column %	9,9%	6,9%	8,1%	20,5%	16,8%	4,5%	5,0%	8,9%
Total		Frequency	162	130	322	78	167	179	262	1300
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

C12\_E C12e: What effect has online procurement on the efficiency of your internal business processes? \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
C12_E C12e: What effect has online procurement on the efficiency of your internal business processes?	very positive	Frequency	21	6	35	21	28	34	49	194
		Column %	13,0%	4,6%	10,9%	26,9%	16,8%	19,0%	18,7%	14,9%
	rather positive	Frequency	62	25	118	28	71	74	106	484
		Column %	38,3%	19,2%	36,6%	35,9%	42,5%	41,3%	40,5%	37,2%
	neither positive nor negative	Frequency	49	63	143	12	46	57	86	456
		Column %	30,2%	48,5%	44,4%	15,4%	27,5%	31,8%	32,8%	35,1%
	rather negative	Frequency	13	1	6	3	1	2	7	33
		Column %	8,0%	,8%	1,9%	3,8%	,6%	1,1%	2,7%	2,5%
	very negative	Frequency	1	1	2				1	5
		Column %	,6%	,8%	,6%				,4%	,4%
	DK	Frequency	16	34	18	14	21	12	13	128
		Column %	9,9%	26,2%	5,6%	17,9%	12,6%	6,7%	5,0%	9,8%
Total		Frequency	162	130	322	78	167	179	262	1300
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

C13 C13: Does establishment have an EXTRANET? \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
C13 C13: Does establishment have an EXTRANET?	Yes	Frequency	66	71	78	25	67	63	56	426
		Column %	31,7%	30,5%	21,2%	14,6%	26,8%	21,8%	16,6%	22,9%
	No	Frequency	133	157	286	138	177	222	278	1391
		Column %	63,9%	67,4%	77,7%	80,7%	70,8%	76,8%	82,2%	74,9%
	DK	Frequency	9	5	4	8	6	4	4	40
		Column %	4,3%	2,1%	1,1%	4,7%	2,4%	1,4%	1,2%	2,2%
Total		Frequency	208	233	368	171	250	289	338	1857
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

C14\_A C14a: Do you use Extranet for communication with customers or clients? \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
C14_A C14a: Do you use Extranet for communication with customers or clients?	Yes	Frequency	43	33	39	10	37	29	37	228
		Column %	65,2%	46,5%	50,0%	40,0%	55,2%	46,0%	66,1%	53,5%
	No	Frequency	20	38	39	14	29	34	16	190
		Column %	30,3%	53,5%	50,0%	56,0%	43,3%	54,0%	28,6%	44,6%
	DK	Frequency	3			1	1		3	8
		Column %	4,5%			4,0%	1,5%		5,4%	1,9%
Total		Frequency	66	71	78	25	67	63	56	426
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

C14\_B C14b: Do you use Extranet for communication with suppliers? \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
C14_B C14b: Do you use Extranet for communication with suppliers?	Yes	Frequency	35	23	24	7	30	23	24	166
		Column %	53,0%	32,4%	30,8%	28,0%	44,8%	36,5%	42,9%	39,0%
	No	Frequency	25	47	54	16	34	40	32	248
		Column %	37,9%	66,2%	69,2%	64,0%	50,7%	63,5%	57,1%	58,2%
	DK	Frequency	6	1		2	3			12
		Column %	9,1%	1,4%		8,0%	4,5%			2,8%
Total		Frequency	66	71	78	25	67	63	56	426
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

C15 C15: Access to the Extranet of one of your supplier, partner or customer organisations? \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
C15 C15: Access to the Extranet of one of your supplier, partner or customer organisations?	Yes	Frequency	147	116	144	29	83	141	112	772
		Column %	50,7%	29,4%	30,8%	11,1%	18,2%	29,1%	25,9%	27,7%
	No	Frequency	119	271	303	217	356	327	302	1895
		Column %	41,0%	68,8%	64,9%	82,8%	78,2%	67,6%	69,7%	68,0%
	DK	Frequency	24	7	20	16	16	16	19	118
		Column %	8,3%	1,8%	4,3%	6,1%	3,5%	3,3%	4,4%	4,2%
Total		Frequency	290	394	467	262	455	484	433	2785
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

C19 C19: Does establishment trade goods or services through an e-marketplace? \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
C19 C19: Does establishment trade goods or services through an e-marketplace?	Yes	Frequency	28	29	59	21	34	79	30	280
		Column %	9,7%	7,4%	12,6%	8,0%	7,5%	16,3%	6,9%	10,1%
	No	Frequency	257	362	396	236	412	398	396	2457
		Column %	88,6%	91,9%	84,8%	90,1%	90,5%	82,2%	91,5%	88,2%
	DK	Frequency	5	3	12	5	9	7	7	48
		Column %	1,7%	,8%	2,6%	1,9%	2,0%	1,4%	1,6%	1,7%
Total		Frequency	290	394	467	262	455	484	433	2785
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

C20\_1 C20.1: Involvement in e-marketplace activities: catalogue-based offering of products or services \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
C20_1 C20.1: Involvement in e-marketplace activities: catalogue-based offering of products or services	precode mentioned	Frequency	13	13	23	15	24	48	16	152
		Column %	100%	100%	100%	100%	100%	100%	100%	100%
Total		Frequency	13	13	23	15	24	48	16	152
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

C20\_2 C20.2: Involvement in e-marketplace activities: catalogue-based purchasing of products or services \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
C20_2 C20.2: Involvement in e-marketplace activities: catalogue-based purchasing of products or services	precode mentioned	Frequency	10	13	21	8	8	48	16	124
		Column %	100%	100%	100%	100%	100%	100%	100%	100%
Total		Frequency	10	13	21	8	8	48	16	124
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

C20\_3 C20.3: Involvement in e-marketplace activities: auctions - as a seller \* Country -- cross-specified table

			Country					Total
			FIN	F	D	E	UK	
C20_3 C20.3: Involvement in e-marketplace activities: auctions - as a seller	precode mentioned	Frequency	1	13	17	5	3	39
		Column %	100%	100%	100%	100%	100%	100%
Total		Frequency	1	13	17	5	3	39
		Column %	100%	100%	100%	100%	100%	100%

C20\_4 C20.4: Involvement in e-marketplace activities: auctions - as a bidder \* Country -- cross-specified table

			Country						Total
			FIN	F	D	I	E	UK	
C20_4 C20.4: Involvement in e-marketplace activities: auctions - as a bidder	precode mentioned	Frequency	2	10	11	1	9	3	36
		Column %	100%	100%	100%	100%	100%	100%	100%
Total		Frequency	2	10	11	1	9	3	36
		Column %	100%	100%	100%	100%	100%	100%	100%

C20\_5 C20.5: Involvement in e-marketplace activities: launching calls for tenders \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
C20_5 C20.5: Involvement in e-marketplace activities: launching calls for tenders	precode mentioned	Frequency	14	8	10	3	3	10	8	56
		Column %	100%	100%	100%	100%	100%	100%	100%	100%
Total		Frequency	14	8	10	3	3	10	8	56
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

C20\_6 C20.6: Involvement in e-marketplace activities: answering calls for tenders \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
C20_6 C20.6: Involvement in e-marketplace activities: answering calls for tenders	precode mentioned	Frequency	16	9	19	4	1	15	7	71
		Column %	100%	100%	100%	100%	100%	100%	100%	100%
Total		Frequency	16	9	19	4	1	15	7	71
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

C20\_7 C20.7: Involvement in e-marketplace activities: powerbuying \* Country -- cross-specified table

			Country						Total
			FIN	F	D	EL	E	UK	
C20_7 C20.7: Involvement in e-marketplace activities: powerbuying	precode mentioned	Frequency	6	5	8	3	8	8	38
		Column %	100%	100%	100%	100%	100%	100%	100%
Total		Frequency	6	5	8	3	8	8	38
		Column %	100%	100%	100%	100%	100%	100%	100%

C20\_8 C20.8: Involvement in e-marketplace activities: none of these \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
C20_8 C20.8: Involvement in e-marketplace activities: none of these	precode mentioned	Frequency	3	3	13	2	1	5	4	31
		Column %	100%	100%	100%	100%	100%	100%	100%	100%
Total		Frequency	3	3	13	2	1	5	4	31
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

C20\_9 C20.9: Involvement in e-marketplace activities: DK \* Country -- cross-specified table

			Country	Total
			I	
C20_9 C20.9: Involvement in e-marketplace activities: DK	precode mentioned	Frequency	2	2
		Column %	100%	100%
Total		Frequency	2	2
		Column %	100%	100%

D01 D01: Occurrence of any information security breaches in last 12 months? \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
D01 D01: Occurrence of any information security breaches in last 12 months?	Yes	Frequency	74	80	87	18	102	82	71	514
		Column %	35,6%	34,3%	23,6%	10,5%	40,8%	28,4%	21,0%	27,7%
	No	Frequency	122	150	277	145	146	206	255	1301
		Column %	58,7%	64,4%	75,3%	84,8%	58,4%	71,3%	75,4%	70,1%
	DK	Frequency	12	3	4	8	2	1	12	42
		Column %	5,8%	1,3%	1,1%	4,7%	,8%	,3%	3,6%	2,3%
Total		Frequency	208	233	368	171	250	289	338	1857
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

D02A\_A D02aa: Types of information security breaches: identity theft? \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
D02A_A D02aa: Types of information security breaches: identity theft?	Yes	Frequency		7	6	3	4	4	4	28
		Column %		8,8%	6,9%	16,7%	3,9%	4,9%	5,6%	5,4%
	No	Frequency	71	70	80	14	97	78	63	473
		Column %	95,9%	87,5%	92,0%	77,8%	95,1%	95,1%	88,7%	92,0%
	DK	Frequency	3	3	1	1	1		4	13
		Column %	4,1%	3,8%	1,1%	5,6%	1,0%		5,6%	2,5%
Total		Frequency	74	80	87	18	102	82	71	514
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

D02A\_B D02ab: Types of information security breaches: online fraud? \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
D02A_B D02ab:	Yes	Frequency	1	6	3	1		3	3	17
		Column %	1,4%	7,5%	3,4%	5,6%		3,7%	4,2%	3,3%
	No	Frequency	71	74	81	17	102	79	65	489
		Column %	95,9%	92,5%	93,1%	94,4%	100%	96,3%	91,5%	95,1%
	DK	Frequency	2		3				3	8
		Column %	2,7%		3,4%				4,2%	1,6%
Total		Frequency	74	80	87	18	102	82	71	514
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

D02A\_C D02ac: Types of information security breaches: manipulation of software applications? \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
D02A_C D02ac:	Yes	Frequency	6	9	8	2	10	10	14	59
		Column %	8,1%	11,3%	9,2%	11,1%	9,8%	12,2%	19,7%	11,5%
	No	Frequency	67	69	75	15	92	71	55	444
		Column %	90,5%	86,3%	86,2%	83,3%	90,2%	86,6%	77,5%	86,4%
	DK	Frequency	1	2	4	1		1	2	11
		Column %	1,4%	2,5%	4,6%	5,6%		1,2%	2,8%	2,1%
Total		Frequency	74	80	87	18	102	82	71	514
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

D02A\_D D02ad: Types of information security breaches: computer virus infections? \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
D02A_D D02ad:	Yes	Frequency	67	76	77	17	99	81	67	484
		Column %	90,5%	95,0%	88,5%	94,4%	97,1%	98,8%	94,4%	94,2%
	No	Frequency	5	3	9	1	2	1	4	25
		Column %	6,8%	3,8%	10,3%	5,6%	2,0%	1,2%	5,6%	4,9%
	DK	Frequency	2	1	1		1			5
		Column %	2,7%	1,3%	1,1%		1,0%			1,0%
Total		Frequency	74	80	87	18	102	82	71	514
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

D02A\_E D02ae: Types of information security breaches: unauthorised entry to internal networks? \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
D02A_E D02ae:	Yes	Frequency	10	9	17	5	13	11	6	71
		Column %	13,5%	11,3%	19,5%	27,8%	12,7%	13,4%	8,5%	13,8%
	No	Frequency	63	65	67	13	84	71	62	425
		Column %	85,1%	81,3%	77,0%	72,2%	82,4%	86,6%	87,3%	82,7%
	DK	Frequency	1	6	3		5		3	18
		Column %	1,4%	7,5%	3,4%		4,9%		4,2%	3,5%
Total		Frequency	74	80	87	18	102	82	71	514
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

D02B\_A D02ba: How substantial were consequences: identity theft? \* Country -- cross-specified table

			Country							Total
			F	D	EL	I	E	UK		
D02B_A D02ba:	very substantial	Frequency		1	1	2		1	5	
		Column %		16,7%	33,3%	50,0%		25,0%	17,9%	
	rather substantial	Frequency	2	2		2	2		8	
		Column %	28,6%	33,3%		50,0%	50,0%		28,6%	
	not substantial	Frequency	5	3	1		2	3	14	
		Column %	71,4%	50,0%	33,3%		50,0%	75,0%	50,0%	
	DK	Frequency			1				1	
		Column %			33,3%				3,6%	
Total		Frequency	7	6	3	4	4	4	28	
		Column %	100%	100%	100%	100%	100%	100%	100%	

D02B\_B D02bb: How substantial were consequences: online fraud? \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	E	UK		
D02B_B D02bb:	very substantial	Frequency		1					1	
		Column %		16,7%					5,9%	
	rather substantial	Frequency		2			2	1	5	
		Column %		33,3%			66,7%	33,3%	29,4%	
	not substantial	Frequency	1	3	3		1	2	10	
		Column %	100%	50,0%	100%		33,3%	66,7%	58,8%	
	DK	Frequency				1			1	
		Column %				100%			5,9%	
Total		Frequency	1	6	3	1	3	3	17	
		Column %	100%	100%	100%	100%	100%	100%	100%	

D02B\_C D02bc: How substantial were consequences: manipulation of software applications? \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
D02B_C D02bc: How substantial were consequences: manipulation of software applications?	very substantial	Frequency	1			1	2	1	3	8
		Column %	16,7%			50,0%	20,0%	10,0%	21,4%	13,6%
	rather substantial	Frequency	1	2	2		4	1	2	12
		Column %	16,7%	22,2%	25,0%		40,0%	10,0%	14,3%	20,3%
	not substantial	Frequency	4	7	6	1	4	8	9	39
		Column %	66,7%	77,8%	75,0%	50,0%	40,0%	80,0%	64,3%	66,1%
Total		Frequency	6	9	8	2	10	10	14	59
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

D02B\_D D02bd: How substantial were consequences: computer virus infections? \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
D02B_D D02bd: How substantial were consequences: computer virus infections?	very substantial	Frequency		7	5	4	15	16	8	55
		Column %		9,2%	6,5%	23,5%	15,2%	19,8%	11,9%	11,4%
	rather substantial	Frequency	19	23	13	7	37	35	21	155
		Column %	28,4%	30,3%	16,9%	41,2%	37,4%	43,2%	31,3%	32,0%
	not substantial	Frequency	47	45	58	6	47	30	38	271
		Column %	70,1%	59,2%	75,3%	35,3%	47,5%	37,0%	56,7%	56,0%
	DK	Frequency	1	1	1					3
		Column %	1,5%	1,3%	1,3%					,6%
Total		Frequency	67	76	77	17	99	81	67	484
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

D02B\_E D02be: How substantial were consequences: unauthorised entry to internal networks? \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
D02B_E D02be: How substantial were consequences: unauthorised entry to internal networks?	very substantial	Frequency					4	2		6
		Column %					30,8%	18,2%		8,5%
	rather substantial	Frequency	1	1	3	2	2	3	1	13
		Column %	10,0%	11,1%	17,6%	40,0%	15,4%	27,3%	16,7%	18,3%
	not substantial	Frequency	9	8	14	3	6	6	5	51
		Column %	90,0%	88,9%	82,4%	60,0%	46,2%	54,5%	83,3%	71,8%
	DK	Frequency					1			1
		Column %					7,7%			1,4%
Total		Frequency	10	9	17	5	13	11	6	71
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

D03\_1 D03.1: Where did security breaches mainly come from? - customers \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
D03_1 D03.1: Where did security breaches mainly come from? - customers	precode mentioned	Frequency	10	3	14	2	22	7	10	68
		Column %	100%	100%	100%	100%	100%	100%	100%	100%
Total		Frequency	10	3	14	2	22	7	10	68
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

D03\_2 D03.2: Where did security breaches mainly come from? - suppliers\competitors \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
D03_2 D03.2: Where did security breaches mainly come from? - suppliers\competitors	precode mentioned	Frequency	4	7	7	1	9	5	2	35
		Column %	100%	100%	100%	100%	100%	100%	100%	100%
Total		Frequency	4	7	7	1	9	5	2	35
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

D03\_3 D03.3: Where did security breaches mainly come from? - former employees \* Country -- cross-specified table

			Country							Total
			FIN	F	D	I	E	UK		
D03_3 D03.3: Where did security breaches mainly come from? - former employees	precode mentioned	Frequency	2	5	4	2	2	2	17	
		Column %	100%	100%	100%	100%	100%	100%	100%	
Total		Frequency	2	5	4	2	2	2	17	
		Column %	100%	100%	100%	100%	100%	100%	100%	

D03\_4 D03.4: Where did security breaches mainly come from? - computer hackers \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
D03_4 D03.4: Where did security breaches mainly come from? - computer hackers	precode mentioned	Frequency	28	48	28	12	45	23	29	213
		Column %	100%	100%	100%	100%	100%	100%	100%	100%
Total		Frequency	28	48	28	12	45	23	29	213
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

D03\_5 D03.5: Where did security breaches mainly come from? - internal users \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
D03_5 D03.5: Where did security breaches mainly come from? - internal users	precode mentioned	Frequency	22	28	16	1	13	23	23	126
		Column %	100%	100%	100%	100%	100%	100%	100%	100%
Total		Frequency	22	28	16	1	13	23	23	126
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

D03\_6 D03.6: Where did security breaches mainly come from? - others, not mentioned yet \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
D03_6 D03.6: Where did security breaches mainly come from? - others, not mentioned yet	precode mentioned	Frequency	24	16	27	3	13	20	11	114
		Column %	100%	100%	100%	100%	100%	100%	100%	100%
Total		Frequency	24	16	27	3	13	20	11	114
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

D03\_7 D03.7: Where did security breaches mainly come from? - DK \* Country -- cross-specified table

			Country						Total
			F	D	EL	I	E	UK	
D03_7 D03.7: Where did security breaches mainly come from? - DK	precode mentioned	Frequency	5	7	2	8	11	5	38
		Column %	100%	100%	100%	100%	100%	100%	100%
Total		Frequency	5	7	2	8	11	5	38
		Column %	100%	100%	100%	100%	100%	100%	100%

D04\_1 D04.1: How learned about breaches in most cases? - alerted by a customer\supplier \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
D04_1 D04.1: How learned about breaches in most cases? - alerted by a customer\supplier	precode mentioned	Frequency	7	10	13	1	5	7	6	49
		Column %	100%	100%	100%	100%	100%	100%	100%	100%
Total		Frequency	7	10	13	1	5	7	6	49
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

D04\_2 D04.2: How learned about breaches in most cases? - alerted by employees or did notice myself \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
D04_2 D04.2: How learned about breaches in most cases? - alerted by employees or did notice myself	precode mentioned	Frequency	22	32	44	8	43	34	44	227
		Column %	100%	100%	100%	100%	100%	100%	100%	100%
Total		Frequency	22	32	44	8	43	34	44	227
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

D04\_3 D04.3: How learned about breaches in most cases? - notified by own information security system \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
D04_3 D04.3: How learned about breaches in most cases? - notified by own information security system	precode mentioned	Frequency	49	59	55	12	45	61	42	323
		Column %	100%	100%	100%	100%	100%	100%	100%	100%
Total		Frequency	49	59	55	12	45	61	42	323
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

D04\_4 D04.4: How learned about breaches in most cases? - made aware by damage or loss of data \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
D04_4 D04.4: How learned about breaches in most cases? - made aware by damage or loss of data	precode mentioned	Frequency	1	15	8	1	6	11	14	56
		Column %	100%	100%	100%	100%	100%	100%	100%	100%
Total		Frequency	1	15	8	1	6	11	14	56
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

D04\_5 D04.5: How learned about breaches in most cases? - alerted by providers of outsourced security services \* Country -- cross-specified table

			Country							Total
			FIN	F	D	I	E	UK		
D04_5 D04.5: How learned about breaches in most cases? - alerted by providers of outsourced security services	precode mentioned	Frequency	7	16	7	1	2	5	38	
		Column %	100%	100%	100%	100%	100%	100%	100%	
Total		Frequency	7	16	7	1	2	5	38	
		Column %	100%	100%	100%	100%	100%	100%	100%	

D04\_6 D04.6: How learned about breaches in most cases? - in another way \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
D04_6 D04.6: How learned about breaches in most cases? - in another way	precode mentioned	Frequency	6	3	3	2	11	1	2	28
		Column %	100%	100%	100%	100%	100%	100%	100%	100%
Total		Frequency	6	3	3	2	11	1	2	28
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

D05 D05: Do you have an information security policy? \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
D05 D05: Do you have an information security policy?	Yes	Frequency	161	167	276	146	198	228	255	1431
		Column %	77,4%	71,7%	75,0%	85,4%	79,2%	78,9%	75,4%	77,1%
	No	Frequency	42	62	86	21	46	57	74	388
		Column %	20,2%	26,6%	23,4%	12,3%	18,4%	19,7%	21,9%	20,9%
	DK	Frequency	5	4	6	4	6	4	9	38
		Column %	2,4%	1,7%	1,6%	2,3%	2,4%	1,4%	2,7%	2,0%
Total		Frequency	208	233	368	171	250	289	338	1857
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

D06 D06: How would you describe it - as formal or informal? \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
D06 D06: How would you describe it - as formal or informal?	formal	Frequency	112	109	169	102	129	166	193	980
		Column %	69,6%	65,3%	61,2%	69,9%	65,2%	72,8%	75,7%	68,5%
	informal	Frequency	43	54	81	39	52	62	61	392
		Column %	26,7%	32,3%	29,3%	26,7%	26,3%	27,2%	23,9%	27,4%
	DK	Frequency	6	4	26	5	17		1	59
		Column %	3,7%	2,4%	9,4%	3,4%	8,6%		,4%	4,1%
Total		Frequency	161	167	276	146	198	228	255	1431
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

D07\_A D07a: (Information security priorities) How much priority given to: blocking of unauthorised access? \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
D07_A D07a: (Information security priorities) How much priority given to: blocking of unauthorised access?	high priority	Frequency	144	122	236	116	156	197	193	1164
		Column %	89,4%	73,1%	85,5%	79,5%	78,8%	86,4%	75,7%	81,3%
	medium priority	Frequency	10	28	32	22	31	24	45	192
		Column %	6,2%	16,8%	11,6%	15,1%	15,7%	10,5%	17,6%	13,4%
	low priority	Frequency	4	6	5	4	7	4	12	42
		Column %	2,5%	3,6%	1,8%	2,7%	3,5%	1,8%	4,7%	2,9%
	DK	Frequency	3	11	3	4	4	3	5	33
		Column %	1,9%	6,6%	1,1%	2,7%	2,0%	1,3%	2,0%	2,3%
Total		Frequency	161	167	276	146	198	228	255	1431
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

D07\_B D07b: (Information security priorities) How much priority given to: expanding budget for security measures? \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
D07_B D07b: (Information security priorities) How much priority given to: expanding budget for security measures?	high priority	Frequency	16	49	100	68	76	104	73	486
		Column %	9,9%	29,3%	36,2%	46,6%	38,4%	45,6%	28,6%	34,0%
	medium priority	Frequency	68	77	115	55	78	89	110	592
		Column %	42,2%	46,1%	41,7%	37,7%	39,4%	39,0%	43,1%	41,4%
	low priority	Frequency	67	23	52	17	36	24	53	272
		Column %	41,6%	13,8%	18,8%	11,6%	18,2%	10,5%	20,8%	19,0%
	DK	Frequency	10	18	9	6	8	11	19	81
		Column %	6,2%	10,8%	3,3%	4,1%	4,0%	4,8%	7,5%	5,7%
Total		Frequency	161	167	276	146	198	228	255	1431
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

D07\_C D07c: (Information security priorities) How much priority given to: defining the security architecture? \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
D07_C D07c: (Information security priorities) How much priority given to: defining the security architecture?	high priority	Frequency	68	86	171	94	105	136	114	774
		Column %	42,2%	51,5%	62,0%	64,4%	53,0%	59,6%	44,7%	54,1%
	medium priority	Frequency	66	56	61	40	69	64	96	452
		Column %	41,0%	33,5%	22,1%	27,4%	34,8%	28,1%	37,6%	31,6%
	low priority	Frequency	14	9	38	7	9	11	28	116
		Column %	8,7%	5,4%	13,8%	4,8%	4,5%	4,8%	11,0%	8,1%
	DK	Frequency	13	16	6	5	15	17	17	89
		Column %	8,1%	9,6%	2,2%	3,4%	7,6%	7,5%	6,7%	6,2%
Total		Frequency	161	167	276	146	198	228	255	1431
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

D07\_D D07d: (Information security priorities) How much priority given to: outsourcing security management? \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
D07_D D07d: (Information security priorities) How much priority given to: outsourcing security management?	high priority	Frequency	30	77	44	84	34	30	36	335
		Column %	18,6%	46,1%	15,9%	57,5%	17,2%	13,2%	14,1%	23,4%
	medium priority	Frequency	48	60	54	32	51	59	55	359
		Column %	29,8%	35,9%	19,6%	21,9%	25,8%	25,9%	21,6%	25,1%
	low priority	Frequency	74	16	168	21	94	133	146	652
		Column %	46,0%	9,6%	60,9%	14,4%	47,5%	58,3%	57,3%	45,6%
	DK	Frequency	9	14	10	9	19	6	18	85
		Column %	5,6%	8,4%	3,6%	6,2%	9,6%	2,6%	7,1%	5,9%
Total		Frequency	161	167	276	146	198	228	255	1431
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

D08\_A D08a: How important as a barrier to effective information security? - high costs for security measures \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
D08_A D08a: How important as a barrier to effective information security? - high costs for security measures	very important	Frequency	41	39	95	77	71	125	89	537
		Column %	19,7%	16,7%	25,8%	45,0%	28,4%	43,3%	26,3%	28,9%
	fairly important	Frequency	94	117	138	73	120	120	164	826
		Column %	45,2%	50,2%	37,5%	42,7%	48,0%	41,5%	48,5%	44,5%
	not important	Frequency	68	63	120	18	46	31	72	418
		Column %	32,7%	27,0%	32,6%	10,5%	18,4%	10,7%	21,3%	22,5%
	DK	Frequency	5	14	15	3	13	13	13	76
		Column %	2,4%	6,0%	4,1%	1,8%	5,2%	4,5%	3,8%	4,1%
Total		Frequency	208	233	368	171	250	289	338	1857
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

D08\_B D08b: How important as a barrier to effective information security? - lack of staff training \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
D08_B D08b: How important as a barrier to effective information security? - lack of staff training	very important	Frequency	71	67	81	99	119	181	126	744
		Column %	34,1%	28,8%	22,0%	57,9%	47,6%	62,6%	37,3%	40,1%
	fairly important	Frequency	94	91	113	62	89	79	125	653
		Column %	45,2%	39,1%	30,7%	36,3%	35,6%	27,3%	37,0%	35,2%
	not important	Frequency	38	65	164	10	31	26	76	410
		Column %	18,3%	27,9%	44,6%	5,8%	12,4%	9,0%	22,5%	22,1%
	DK	Frequency	5	10	10		11	3	11	50
		Column %	2,4%	4,3%	2,7%		4,4%	1,0%	3,3%	2,7%
Total		Frequency	208	233	368	171	250	289	338	1857
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

D08\_C D08c: How important as a barrier to effective information security? - lack of staff time \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
D08_C D08c: How important as a barrier to effective information security? - lack of staff time	very important	Frequency	72	63	108	66	78	116	105	608
		Column %	34,6%	27,0%	29,3%	38,6%	31,2%	40,1%	31,1%	32,7%
	fairly important	Frequency	78	92	98	79	76	121	139	683
		Column %	37,5%	39,5%	26,6%	46,2%	30,4%	41,9%	41,1%	36,8%
	not important	Frequency	54	70	155	25	78	43	81	506
		Column %	26,0%	30,0%	42,1%	14,6%	31,2%	14,9%	24,0%	27,2%
	DK	Frequency	4	8	7	1	18	9	13	60
		Column %	1,9%	3,4%	1,9%	,6%	7,2%	3,1%	3,8%	3,2%
Total		Frequency	208	233	368	171	250	289	338	1857
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

D08\_D D08d: How important as a barrier to effective information security? - complexity of the technology \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
D08_D D08d: How important as a barrier to effective information security? - complexity of the technology	very important	Frequency	48	49	100	50	62	93	83	485
		Column %	23,1%	21,0%	27,2%	29,2%	24,8%	32,2%	24,6%	26,1%
	fairly important	Frequency	108	112	134	81	112	115	152	814
		Column %	51,9%	48,1%	36,4%	47,4%	44,8%	39,8%	45,0%	43,8%
	not important	Frequency	47	66	125	38	66	77	91	510
		Column %	22,6%	28,3%	34,0%	22,2%	26,4%	26,6%	26,9%	27,5%
	DK	Frequency	5	6	9	2	10	4	12	48
		Column %	2,4%	2,6%	2,4%	1,2%	4,0%	1,4%	3,6%	2,6%
Total		Frequency	208	233	368	171	250	289	338	1857
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

D08\_E D08e: How important as a barrier to effective information security? - lack of employee co-operation \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
D08_E D08e: How important as a barrier to effective information security? - lack of employee co-operation	very important	Frequency	26	29	62	62	79	120	73	451
		Column %	12,5%	12,4%	16,8%	36,3%	31,6%	41,5%	21,6%	24,3%
	fairly important	Frequency	63	84	102	67	78	91	97	582
		Column %	30,3%	36,1%	27,7%	39,2%	31,2%	31,5%	28,7%	31,3%
	not important	Frequency	113	112	194	41	83	74	153	770
		Column %	54,3%	48,1%	52,7%	24,0%	33,2%	25,6%	45,3%	41,5%
	DK	Frequency	6	8	10	1	10	4	15	54
		Column %	2,9%	3,4%	2,7%	,6%	4,0%	1,4%	4,4%	2,9%
Total		Frequency	208	233	368	171	250	289	338	1857
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

D09\_A D09a: Tools used for information security - control of access to the computer system \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
D09_A D09a: Tools used for information security - control of access to the computer system	Yes	Frequency	181	184	310	139	203	253	292	1562
		Column %	87,0%	79,0%	84,2%	81,3%	81,2%	87,5%	86,4%	84,1%
	No	Frequency	17	39	52	21	38	34	38	239
		Column %	8,2%	16,7%	14,1%	12,3%	15,2%	11,8%	11,2%	12,9%
	DK	Frequency	10	10	6	11	9	2	8	56
		Column %	4,8%	4,3%	1,6%	6,4%	3,6%	,7%	2,4%	3,0%
Total		Frequency	208	233	368	171	250	289	338	1857
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

D09\_B D09b: Tools used for information security - cryptography\data encryption \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
D09_B D09b: Tools used for information security - cryptography\data encryption	Yes	Frequency	132	66	213	81	56	100	135	783
		Column %	63,5%	28,3%	57,9%	47,4%	22,4%	34,6%	39,9%	42,2%
	No	Frequency	55	152	147	81	169	175	184	963
		Column %	26,4%	65,2%	39,9%	47,4%	67,6%	60,6%	54,4%	51,9%
	DK	Frequency	21	15	8	9	25	14	19	111
		Column %	10,1%	6,4%	2,2%	5,3%	10,0%	4,8%	5,6%	6,0%
Total		Frequency	208	233	368	171	250	289	338	1857
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

D09\_C D09c: Tools used for information security - vulnerability assessment tools \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
D09_C D09c: Tools used for information security - vulnerability assessment tools	Yes	Frequency	84	51	161	76	80	98	100	650
		Column %	40,4%	21,9%	43,8%	44,4%	32,0%	33,9%	29,6%	35,0%
	No	Frequency	94	159	192	73	141	163	203	1025
		Column %	45,2%	68,2%	52,2%	42,7%	56,4%	56,4%	60,1%	55,2%
	DK	Frequency	30	23	15	22	29	28	35	182
		Column %	14,4%	9,9%	4,1%	12,9%	11,6%	9,7%	10,4%	9,8%
Total		Frequency	208	233	368	171	250	289	338	1857
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

D09\_D D09d: Tools used for information security - firewalls \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
D09_D D09d: Tools used for information security - firewalls	Yes	Frequency	169	150	277	132	142	182	238	1290
		Column %	81,3%	64,4%	75,3%	77,2%	56,8%	63,0%	70,4%	69,5%
	No	Frequency	27	69	79	24	84	92	85	460
		Column %	13,0%	29,6%	21,5%	14,0%	33,6%	31,8%	25,1%	24,8%
	DK	Frequency	12	14	12	15	24	15	15	107
		Column %	5,8%	6,0%	3,3%	8,8%	9,6%	5,2%	4,4%	5,8%
Total		Frequency	208	233	368	171	250	289	338	1857
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

D09\_E D09e: Tools used for information security - security training and awareness rising activities \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
D09_E D09e: Tools used for information security - security training and awareness rising activities	Yes	Frequency	113	88	204	55	111	132	188	891
		Column %	54,3%	37,8%	55,4%	32,2%	44,4%	45,7%	55,6%	48,0%
	No	Frequency	86	133	156	94	126	154	139	888
		Column %	41,3%	57,1%	42,4%	55,0%	50,4%	53,3%	41,1%	47,8%
	DK	Frequency	9	12	8	22	13	3	11	78
		Column %	4,3%	5,2%	2,2%	12,9%	5,2%	1,0%	3,3%	4,2%
Total		Frequency	208	233	368	171	250	289	338	1857
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

D09\_F D09f: Tools used for information security - intrusion detection systems \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
D09_F D09f: Tools used for information security - intrusion detection systems	Yes	Frequency	155	139	257	91	113	164	179	1098
		Column %	74,5%	59,7%	69,8%	53,2%	45,2%	56,7%	53,0%	59,1%
	No	Frequency	33	86	95	66	119	113	141	653
		Column %	15,9%	36,9%	25,8%	38,6%	47,6%	39,1%	41,7%	35,2%
	DK	Frequency	20	8	16	14	18	12	18	106
		Column %	9,6%	3,4%	4,3%	8,2%	7,2%	4,2%	5,3%	5,7%
Total		Frequency	208	233	368	171	250	289	338	1857
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

D09\_G D09g: Tools used for information security - end-user security training classes \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
D09_G D09g: Tools used for information security - end-user security training classes	Yes	Frequency	105	43	155	97	54	101	96	651
		Column %	50,5%	18,5%	42,1%	56,7%	21,6%	34,9%	28,4%	35,1%
	No	Frequency	94	178	206	61	183	185	228	1135
		Column %	45,2%	76,4%	56,0%	35,7%	73,2%	64,0%	67,5%	61,1%
	DK	Frequency	9	12	7	13	13	3	14	71
		Column %	4,3%	5,2%	1,9%	7,6%	5,2%	1,0%	4,1%	3,8%
Total		Frequency	208	233	368	171	250	289	338	1857
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

F01\_A F01a: Usage of online media for - payment of social contribution for employees? \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
F01_A F01a: Usage of online media for - payment of social contribution for employees?	Yes	Frequency	105	125	97	106	43	224	58	758
		Column %	40,1%	34,3%	23,0%	40,8%	10,4%	48,1%	13,8%	29,1%
	No	Frequency	83	191	276	144	311	198	295	1498
		Column %	31,7%	52,5%	65,6%	55,4%	75,1%	42,5%	70,1%	57,4%
	DK	Frequency	74	48	48	10	60	44	68	352
		Column %	28,2%	13,2%	11,4%	3,8%	14,5%	9,4%	16,2%	13,5%
Total		Frequency	262	364	421	260	414	466	421	2608
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

F01\_B F01b: Usage of online media for - corporation tax declaration? \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
F01_B F01b: Usage of online media for - corporation tax declaration?	Yes	Frequency	52	107	30	150	104	161	36	640
		Column %	19,8%	29,4%	7,1%	57,7%	25,1%	34,5%	8,6%	24,5%
	No	Frequency	126	183	311	96	222	231	288	1457
		Column %	48,1%	50,3%	73,9%	36,9%	53,6%	49,6%	68,4%	55,9%
	DK	Frequency	84	74	80	14	88	74	97	511
		Column %	32,1%	20,3%	19,0%	5,4%	21,3%	15,9%	23,0%	19,6%
Total		Frequency	262	364	421	260	414	466	421	2608
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

F01\_C F01c: Usage of online media for - VAT declaration? \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
F01_C F01c: Usage of online media for - VAT declaration?	Yes	Frequency	83	163	44	201	102	174	45	812
		Column %	31,7%	44,8%	10,5%	77,3%	24,6%	37,3%	10,7%	31,1%
	No	Frequency	96	146	304	43	222	224	277	1312
		Column %	36,6%	40,1%	72,2%	16,5%	53,6%	48,1%	65,8%	50,3%
	DK	Frequency	83	55	73	16	90	68	99	484
		Column %	31,7%	15,1%	17,3%	6,2%	21,7%	14,6%	23,5%	18,6%
Total		Frequency	262	364	421	260	414	466	421	2608
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

F01\_D F01d: Usage of online media for - submission of data to statistical offices? \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
F01_D F01d: Usage of online media for - submission of data to statistical offices?	Yes	Frequency	115	65	112	46	141	156	92	727
		Column %	43,9%	17,9%	26,6%	17,7%	34,1%	33,5%	21,9%	27,9%
	No	Frequency	87	236	269	166	205	234	254	1451
		Column %	33,2%	64,8%	63,9%	63,8%	49,5%	50,2%	60,3%	55,6%
	DK	Frequency	60	63	40	48	68	76	75	430
		Column %	22,9%	17,3%	9,5%	18,5%	16,4%	16,3%	17,8%	16,5%
Total		Frequency	262	364	421	260	414	466	421	2608
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

F01\_E F01e: Usage of online media for - obtaining environment-related permits? \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
F01_E F01e: Usage of online media for - obtaining environment-related permits?	Yes	Frequency	27	18	42	16	47	45	34	229
		Column %	10,3%	4,9%	10,0%	6,2%	11,4%	9,7%	8,1%	8,8%
	No	Frequency	150	249	307	174	278	310	279	1747
		Column %	57,3%	68,4%	72,9%	66,9%	67,1%	66,5%	66,3%	67,0%
	DK	Frequency	85	97	72	70	89	111	108	632
		Column %	32,4%	26,6%	17,1%	26,9%	21,5%	23,8%	25,7%	24,2%
Total		Frequency	262	364	421	260	414	466	421	2608
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

F01\_F F01f: Usage of online media for - participation in public invitation to tender? \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
F01_F F01f: Usage of online media for - participation in public invitation to tender?	Yes	Frequency	49	59	90	41	72	105	66	482
		Column %	18,7%	16,2%	21,4%	15,8%	17,4%	22,5%	15,7%	18,5%
	No	Frequency	146	212	277	146	288	290	279	1638
		Column %	55,7%	58,2%	65,8%	56,2%	69,6%	62,2%	66,3%	62,8%
	DK	Frequency	67	93	54	73	54	71	76	488
		Column %	25,6%	25,5%	12,8%	28,1%	13,0%	15,2%	18,1%	18,7%
Total		Frequency	262	364	421	260	414	466	421	2608
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

F02\_A F02a: Would establishment prefer to use online media for - payment of social contribution for employees? \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
F02_A F02a: Would establishment prefer to use online media for - payment of social contribution for employees?	Yes	Frequency	27	82	93	51	119	62	54	488
		Column %	32,5%	42,9%	33,7%	35,4%	38,3%	31,3%	18,3%	32,6%
	No	Frequency	38	87	160	69	140	97	198	789
		Column %	45,8%	45,5%	58,0%	47,9%	45,0%	49,0%	67,1%	52,7%
	DK	Frequency	18	22	23	24	52	39	43	221
		Column %	21,7%	11,5%	8,3%	16,7%	16,7%	19,7%	14,6%	14,8%
Total		Frequency	83	191	276	144	311	198	295	1498
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

F02\_B F02b: Would establishment prefer to use online media for - corporation tax declaration? \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
F02_B F02b: Would establishment prefer to use online media for - corporation tax declaration?	Yes	Frequency	35	77	98	52	64	78	55	459
		Column %	27,8%	42,1%	31,5%	54,2%	28,8%	33,8%	19,1%	31,5%
	No	Frequency	70	90	189	33	123	100	198	803
		Column %	55,6%	49,2%	60,8%	34,4%	55,4%	43,3%	68,8%	55,1%
	DK	Frequency	21	16	24	11	35	53	35	195
		Column %	16,7%	8,7%	7,7%	11,5%	15,8%	22,9%	12,2%	13,4%
Total		Frequency	126	183	311	96	222	231	288	1457
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

F02\_C F02c: Would establishment prefer to use online media for - VAT declaration? \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
F02_C F02c: Would establishment prefer to use online media for - VAT declaration?	Yes	Frequency	41	56	115	17	61	74	75	439
		Column %	42,7%	38,4%	37,8%	39,5%	27,5%	33,0%	27,1%	33,5%
	No	Frequency	46	78	167	23	124	107	171	716
		Column %	47,9%	53,4%	54,9%	53,5%	55,9%	47,8%	61,7%	54,6%
	DK	Frequency	9	12	22	3	37	43	31	157
		Column %	9,4%	8,2%	7,2%	7,0%	16,7%	19,2%	11,2%	12,0%
Total		Frequency	96	146	304	43	222	224	277	1312
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

F02\_D F02d: Would establishment prefer to use online media for - submission of data to statistical offices? \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
F02_D F02d: Would establishment prefer to use online media for - submission of data to statistical offices?	Yes	Frequency	44	95	128	75	58	91	72	563
		Column %	50,6%	40,3%	47,6%	45,2%	28,3%	38,9%	28,3%	38,8%
	No	Frequency	34	118	127	71	115	95	159	719
		Column %	39,1%	50,0%	47,2%	42,8%	56,1%	40,6%	62,6%	49,6%
	DK	Frequency	9	23	14	20	32	48	23	169
		Column %	10,3%	9,7%	5,2%	12,0%	15,6%	20,5%	9,1%	11,6%
Total		Frequency	87	236	269	166	205	234	254	1451
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

F02\_E F02e: Would establishment prefer to use online media for - obtaining environment-related permits? \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
F02_E F02e: Would establishment prefer to use online media for - obtaining environment-related permits?	Yes	Frequency	62	85	138	54	86	118	55	598
		Column %	41,3%	34,1%	45,0%	31,0%	30,9%	38,1%	19,7%	34,2%
	No	Frequency	74	137	152	89	140	124	197	913
		Column %	49,3%	55,0%	49,5%	51,1%	50,4%	40,0%	70,6%	52,3%
	DK	Frequency	14	27	17	31	52	68	27	236
		Column %	9,3%	10,8%	5,5%	17,8%	18,7%	21,9%	9,7%	13,5%
Total		Frequency	150	249	307	174	278	310	279	1747
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

F02\_F F02f: Would establishment prefer to use online media for - participation in public invitation to tender? \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
F02_F F02f: Would establishment prefer to use online media for - participation in public invitation to tender?	Yes	Frequency	53	69	100	48	59	87	55	471
		Column %	36,3%	32,5%	36,1%	32,9%	20,5%	30,0%	19,7%	28,8%
	No	Frequency	75	125	158	85	193	152	203	991
		Column %	51,4%	59,0%	57,0%	58,2%	67,0%	52,4%	72,8%	60,5%
	DK	Frequency	18	18	19	13	36	51	21	176
		Column %	12,3%	8,5%	6,9%	8,9%	12,5%	17,6%	7,5%	10,7%
Total		Frequency	146	212	277	146	288	290	279	1638
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

F03\_A F03a: items e-Government: Public services on Internet are not useful enough \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
F03_A F03a: items e-Government: Public services on Internet are not useful enough	agree completely	Frequency	26	69	108	29	53	88	60	433
		Column %	8,5%	13,8%	21,1%	9,6%	10,4%	17,4%	12,0%	13,8%
	agree somewhat	Frequency	37	128	215	43	95	123	199	840
		Column %	12,1%	25,5%	42,0%	14,3%	18,6%	24,3%	39,8%	26,8%
	do not agree	Frequency	237	224	100	223	317	258	162	1521
		Column %	77,5%	44,7%	19,5%	74,1%	61,9%	50,9%	32,4%	48,5%
	DK	Frequency	6	80	89	6	47	38	79	345
		Column %	2,0%	16,0%	17,4%	2,0%	9,2%	7,5%	15,8%	11,0%
Total		Frequency	306	501	512	301	512	507	500	3139
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

F03\_B F03b: items e-Government: Public services on Internet are faster than the traditional way \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
F03_B F03b: items e-Government: Public services on Internet are faster than the traditional way	agree completely	Frequency	236	238	216	211	272	340	198	1711
		Column %	77,1%	47,5%	42,2%	70,1%	53,1%	67,1%	39,6%	54,5%
	agree somewhat	Frequency	49	145	134	78	150	80	181	817
		Column %	16,0%	28,9%	26,2%	25,9%	29,3%	15,8%	36,2%	26,0%
	do not agree	Frequency	10	62	79	6	38	56	58	309
		Column %	3,3%	12,4%	15,4%	2,0%	7,4%	11,0%	11,6%	9,8%
	DK	Frequency	11	56	83	6	52	31	63	302
		Column %	3,6%	11,2%	16,2%	2,0%	10,2%	6,1%	12,6%	9,6%
Total		Frequency	306	501	512	301	512	507	500	3139
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

F03\_C F03c: items e-Government: Public services on Internet require that you install special equipment or software \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
F03_C F03c: items e-Government: Public services on Internet require that you install special equipment or software	agree completely	Frequency	46	137	95	83	83	136	96	676
		Column %	15,0%	27,3%	18,6%	27,6%	16,2%	26,8%	19,2%	21,5%
	agree somewhat	Frequency	64	88	101	72	119	79	155	678
		Column %	20,9%	17,6%	19,7%	23,9%	23,2%	15,6%	31,0%	21,6%
	do not agree	Frequency	173	216	235	131	237	255	164	1411
		Column %	56,5%	43,1%	45,9%	43,5%	46,3%	50,3%	32,8%	45,0%
	DK	Frequency	23	60	81	15	73	37	85	374
		Column %	7,5%	12,0%	15,8%	5,0%	14,3%	7,3%	17,0%	11,9%
Total		Frequency	306	501	512	301	512	507	500	3139
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

F03\_D F03d: items e-Government: Public services on Internet reduce the number of mistakes public authorities make \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
F03_D F03d: items e-Government: Public services on Internet reduce the number of mistakes public authorities make	agree completely	Frequency	95	90	93	133	142	185	64	802
		Column %	31,0%	18,0%	18,2%	44,2%	27,7%	36,5%	12,8%	25,5%
	agree somewhat	Frequency	92	161	132	121	171	128	170	975
		Column %	30,1%	32,1%	25,8%	40,2%	33,4%	25,2%	34,0%	31,1%
	do not agree	Frequency	69	136	189	23	94	109	159	779
		Column %	22,5%	27,1%	36,9%	7,6%	18,4%	21,5%	31,8%	24,8%
	DK	Frequency	50	114	98	24	105	85	107	583
		Column %	16,3%	22,8%	19,1%	8,0%	20,5%	16,8%	21,4%	18,6%
Total		Frequency	306	501	512	301	512	507	500	3139
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

F03\_E F03e: items e-Government: Public services on Internet do not seem as safe as using the traditional way \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
F03_E F03e: items e-Government: Public services on Internet do not seem as safe as using the traditional way	agree completely	Frequency	50	55	66	49	56	121	59	456
		Column %	16,3%	11,0%	12,9%	16,3%	10,9%	23,9%	11,8%	14,5%
	agree somewhat	Frequency	80	102	150	106	116	96	178	828
		Column %	26,1%	20,4%	29,3%	35,2%	22,7%	18,9%	35,6%	26,4%
	do not agree	Frequency	164	282	228	125	272	257	204	1532
		Column %	53,6%	56,3%	44,5%	41,5%	53,1%	50,7%	40,8%	48,8%
	DK	Frequency	12	62	68	21	68	33	59	323
		Column %	3,9%	12,4%	13,3%	7,0%	13,3%	6,5%	11,8%	10,3%
Total		Frequency	306	501	512	301	512	507	500	3139
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

F03\_F F03f: items e-Government: Public services on Internet make it possible to deal with authorities at more convenient times \*  
Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
F03_F F03f: items e-Government: Public services on Internet make it possible to deal with authorities at more convenient times	agree completely	Frequency	268	231	372	256	311	316	251	2005
		Column %	87,6%	46,1%	72,7%	85,0%	60,7%	62,3%	50,2%	63,9%
	agree somewhat	Frequency	24	141	82	39	124	75	161	646
		Column %	7,8%	28,1%	16,0%	13,0%	24,2%	14,8%	32,2%	20,6%
	do not agree	Frequency	6	71	27	3	32	79	38	256
		Column %	2,0%	14,2%	5,3%	1,0%	6,3%	15,6%	7,6%	8,2%
	DK	Frequency	8	58	31	3	45	37	50	232
		Column %	2,6%	11,6%	6,1%	1,0%	8,8%	7,3%	10,0%	7,4%
Total		Frequency	306	501	512	301	512	507	500	3139
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

F03\_G F03g: items e-Government: Public services on Internet make it possible to deal with authorities at more convenient locations \*  
Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
F03_G F03g: items e-Government: Public services on Internet make it possible to deal with authorities at more convenient locations	agree completely	Frequency	260	254	382	260	367	382	279	2184
		Column %	85,0%	50,7%	74,6%	86,4%	71,7%	75,3%	55,8%	69,6%
	agree somewhat	Frequency	32	143	71	35	91	58	144	574
		Column %	10,5%	28,5%	13,9%	11,6%	17,8%	11,4%	28,8%	18,3%
	do not agree	Frequency	6	53	31	3	15	40	25	173
		Column %	2,0%	10,6%	6,1%	1,0%	2,9%	7,9%	5,0%	5,5%
	DK	Frequency	8	51	28	3	39	27	52	208
		Column %	2,6%	10,2%	5,5%	1,0%	7,6%	5,3%	10,4%	6,6%
Total		Frequency	306	501	512	301	512	507	500	3139
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

F03\_H F03h: items e-Government: Public services on Internet are difficult to use \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
F03_H F03h: items e-Government: Public services on Internet are difficult to use	agree completely	Frequency	14	31	48	17	18	28	27	183
		Column %	4,6%	6,2%	9,4%	5,6%	3,5%	5,5%	5,4%	5,8%
	agree somewhat	Frequency	61	104	166	41	84	66	141	663
		Column %	19,9%	20,8%	32,4%	13,6%	16,4%	13,0%	28,2%	21,1%
	do not agree	Frequency	216	288	201	233	355	363	245	1901
		Column %	70,6%	57,5%	39,3%	77,4%	69,3%	71,6%	49,0%	60,6%
	DK	Frequency	15	78	97	10	55	50	87	392
		Column %	4,9%	15,6%	18,9%	3,3%	10,7%	9,9%	17,4%	12,5%
Total		Frequency	306	501	512	301	512	507	500	3139
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

G01A\_A G01aa: Priority of making website user-friendly for - people with visual disabilities or sight difficulties \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
G01A_A G01aa: Priority of making website user-friendly for - people with visual disabilities or sight difficulties	high priority	Frequency	19	3	28	6	46	26	65	193
		Column %	9,1%	1,3%	7,6%	3,5%	18,4%	9,0%	19,2%	10,4%
	medium priority	Frequency	38	28	54	26	57	65	86	354
		Column %	18,3%	12,0%	14,7%	15,2%	22,8%	22,5%	25,4%	19,1%
	low priority	Frequency	124	159	265	91	106	164	159	1068
		Column %	59,6%	68,2%	72,0%	53,2%	42,4%	56,7%	47,0%	57,5%
	DK	Frequency	27	43	21	48	41	34	28	242
		Column %	13,0%	18,5%	5,7%	28,1%	16,4%	11,8%	8,3%	13,0%
Total		Frequency	208	233	368	171	250	289	338	1857
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

G01A\_B G01ab: Priority of making website user-friendly for - people with reduced or limited dexterities \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
G01A_B G01ab: Priority of making website user-friendly for - people with reduced or limited dexterities	high priority	Frequency	19	6	19	9	50	26	56	185
		Column %	9,1%	2,6%	5,2%	5,3%	20,0%	9,0%	16,6%	10,0%
	medium priority	Frequency	64	37	68	26	57	71	91	414
		Column %	30,8%	15,9%	18,5%	15,2%	22,8%	24,6%	26,9%	22,3%
	low priority	Frequency	101	147	256	87	98	156	157	1002
		Column %	48,6%	63,1%	69,6%	50,9%	39,2%	54,0%	46,4%	54,0%
	DK	Frequency	24	43	25	49	45	36	34	256
		Column %	11,5%	18,5%	6,8%	28,7%	18,0%	12,5%	10,1%	13,8%
Total		Frequency	208	233	368	171	250	289	338	1857
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

G01A\_C G01ac: Priority of making website user-friendly for - people with limited literacy \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
G01A_C G01ac: Priority of making website user-friendly for - people with limited literacy	high priority	Frequency	8	8	24	8	44	24	53	169
		Column %	3,8%	3,4%	6,5%	4,7%	17,6%	8,3%	15,7%	9,1%
	medium priority	Frequency	58	31	57	26	69	62	97	400
		Column %	27,9%	13,3%	15,5%	15,2%	27,6%	21,5%	28,7%	21,5%
	low priority	Frequency	119	154	267	90	99	169	154	1052
		Column %	57,2%	66,1%	72,6%	52,6%	39,6%	58,5%	45,6%	56,7%
	DK	Frequency	23	40	20	47	38	34	34	236
		Column %	11,1%	17,2%	5,4%	27,5%	15,2%	11,8%	10,1%	12,7%
Total		Frequency	208	233	368	171	250	289	338	1857
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

G01B G01b: Could website be adapted for such people? \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
G01B G01b: Could website be adapted for such people?	could be adapted rather easily	Frequency	71	95	122	60	98	128	157	731
		Column %	38,8%	47,7%	36,2%	49,2%	53,3%	53,6%	57,1%	47,5%
	would prove difficult to adapt	Frequency	76	65	137	34	39	77	67	495
		Column %	41,5%	32,7%	40,7%	27,9%	21,2%	32,2%	24,4%	32,2%
	could not at all be adapted	Frequency	9	21	41	11	20	7	23	132
		Column %	4,9%	10,6%	12,2%	9,0%	10,9%	2,9%	8,4%	8,6%
	DK	Frequency	27	18	37	17	27	27	28	181
		Column %	14,8%	9,0%	11,0%	13,9%	14,7%	11,3%	10,2%	11,8%
Total		Frequency	183	199	337	122	184	239	275	1539
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

G02 G02: Formal guidelines for making website accessible to people with such special needs? \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
G02 G02: Formal guidelines for making website accessible to people with such special needs?	Yes	Frequency	12	12	12	9	40	31	59	175
		Column %	12,6%	19,7%	9,7%	22,5%	27,8%	26,1%	31,1%	22,6%
	No	Frequency	75	41	100	27	80	75	113	511
		Column %	78,9%	67,2%	80,6%	67,5%	55,6%	63,0%	59,5%	66,1%
	DK	Frequency	8	8	12	4	24	13	18	87
		Column %	8,4%	13,1%	9,7%	10,0%	16,7%	10,9%	9,5%	11,3%
Total		Frequency	95	61	124	40	144	119	190	773
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

G03 G03: Was website ever evaluated concerning accessibility for people with such special needs? \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
G03 G03: Was website ever evaluated concerning accessibility for people with such special needs?	Yes	Frequency	6	3	11	4	15	11	39	89
		Column %	6,3%	4,9%	8,9%	10,0%	10,4%	9,2%	20,5%	11,5%
	No	Frequency	73	47	98	33	97	91	121	560
		Column %	76,8%	77,0%	79,0%	82,5%	67,4%	76,5%	63,7%	72,4%
	DK	Frequency	16	11	15	3	32	17	30	124
		Column %	16,8%	18,0%	12,1%	7,5%	22,2%	14,3%	15,8%	16,0%
Total		Frequency	95	61	124	40	144	119	190	773
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

G04 G04: Was this evaluation done internally or by external evaluators? \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
G04 G04: Was this evaluation done internally or by external evaluators?	internal evaluation	Frequency	5	1	6	2	9	7	19	49
		Column %	83,3%	33,3%	54,5%	50,0%	60,0%	63,6%	48,7%	55,1%
	using external evaluators	Frequency		2	3		5	3	10	23
		Column %		66,7%	27,3%		33,3%	27,3%	25,6%	25,8%
	both	Frequency	1		1	1	1	1	8	13
		Column %	16,7%		9,1%	25,0%	6,7%	9,1%	20,5%	14,6%
	DK	Frequency			1	1			2	4
		Column %			9,1%	25,0%			5,1%	4,5%
Total		Frequency	6	3	11	4	15	11	39	89
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

E01a: No. of employees working in R&D – statistical scheme

		Country							Total
		FIN	F	D	EL	I	E	UK	
E01a: No. of employees working in R&D	Mean	54	8	7	5	6	5	9	10
	Maximum	3500	2000	600	75	400	350	900	3500
	Minimum	1	0	0	0	0	0	0	0
	25. Percentile	2	0	0	0	0	0	0	0
	Median	4	0	0	2	0	0	0	0
	75. Percentile	15	1	2	5	4	2	2	3
	Valid N	205	497	490	249	492	494	477	2904

E01B E01b: At least one central R&D unit at establishment? \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
E01B E01b: At least one central R&D unit at establishment?	Yes	Frequency	125	55	102	106	145	74	105	712
		Column %	61,0%	35,7%	71,8%	66,3%	64,2%	40,7%	58,0%	57,0%
	No	Frequency	76	99	38	47	78	108	75	521
		Column %	37,1%	64,3%	26,8%	29,4%	34,5%	59,3%	41,4%	41,7%
	DK	Frequency	4		2	7	3		1	17
		Column %	2,0%		1,4%	4,4%	1,3%		,6%	1,4%
Total		Frequency	205	154	142	160	226	182	181	1250
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

E02: No. of computer staff in central R&D unit(s) – statistical scheme

		Country							Total
		FIN	F	D	EL	I	E	UK	
E02: No. of computer staff in central R&D unit(s)	Mean	8	8	7	3	7	11	7	7
	Maximum	300	100	70	25	170	200	120	300
	Minimum	1	0	0	1	1	0	0	0
	25. Percentile	1	0	1	1	1	1	1	1
	Median	1	2	2	2	2	2	2	2
	75. Percentile	3	5	10	3	5	5	5	5
	Valid N	100	54	100	96	121	71	96	638

E03 E03: IT services for R&D from internal computer staff that are not members of central R&D unit(s)? \* Country -- cross-specified table

		Country									Total
		FIN	F	D	EL	I	E	UK			
E03 E03: IT services for R&D from internal computer staff that are not members of central R&D unit(s)?	Yes	Frequency	123	69	43	59	70	73	71	508	
		Column %	60,0%	44,8%	30,3%	36,9%	31,0%	40,1%	39,2%	40,6%	
	No	Frequency	76	81	94	83	140	103	97	674	
		Column %	37,1%	52,6%	66,2%	51,9%	61,9%	56,6%	53,6%	53,9%	
	DK	Frequency	6	4	5	18	16	6	13	68	
		Column %	2,9%	2,6%	3,5%	11,3%	7,1%	3,3%	7,2%	5,4%	
Total		Frequency	205	154	142	160	226	182	181	1250	
		Column %	100%	100%	100%	100%	100%	100%	100%	100%	

E04: No. of computer staff outside R&D that provides IT services for R&D – statistical scheme

		Country							Total
		FIN	F	D	EL	I	E	UK	
E04: No. of computer staff outside R&D that provides IT services for R&D	Mean	13	6	13	6	5	31	7	12
	Maximum	300	40	120	30	40	500	100	500
	Minimum	1	1	1	1	1	1	1	1
	25. Percentile	2	1	1	2	1	1	2	2
	Median	3	3	3	3	3	3	4	3
	75. Percentile	6	5	14	6	5	10	6	6
	Valid N	108	58	34	46	53	55	61	415

E05 E05: Do you buy IT services for R&D from external service providers? \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
E05 E05: Do you buy IT services for R&D from external service providers?	Yes	Frequency	120	61	68	74	93	90	77	583
		Column %	58,5%	39,6%	47,9%	46,3%	41,2%	49,5%	42,5%	46,6%
	No	Frequency	81	91	69	79	114	82	98	614
		Column %	39,5%	59,1%	48,6%	49,4%	50,4%	45,1%	54,1%	49,1%
	DK	Frequency	4	2	5	7	19	10	6	53
		Column %	2,0%	1,3%	3,5%	4,4%	8,4%	5,5%	3,3%	4,2%
Total		Frequency	205	154	142	160	226	182	181	1250
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

E06: No. of additional computer staff necessary to substitute for external IT services for R&D projects– statistical scheme

		Country							Total
		FIN	F	D	EL	I	E	UK	
E06: No. of additional computer staff necessary to substitute for external IT services for R&D projects	Mean	8	4	8	3	3	9	3	6
	Maximum	200	25	150	30	30	300	25	300
	Minimum	0	0	1	1	0	0	0	0
	25. Percentile	1	1	1	1	0	1	1	1
	Median	3	2	2	2	2	2	2	2
	75. Percentile	5	4	5	3	3	4	4	4
	Valid N	106	46	43	42	85	69	53	444

E07 E07: Do R&D activities suffer from low supply of qualified computer staff? \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
E07 E07: Do R&D activities suffer from low supply of qualified computer staff?	Yes	Frequency	47	42	28	41	84	61	42	345
		Column %	22,9%	27,3%	19,7%	25,6%	37,2%	33,5%	23,2%	27,6%
	No	Frequency	150	108	106	105	134	115	130	848
		Column %	73,2%	70,1%	74,6%	65,6%	59,3%	63,2%	71,8%	67,8%
	DK	Frequency	8	4	8	14	8	6	9	57
		Column %	3,9%	2,6%	5,6%	8,8%	3,5%	3,3%	5,0%	4,6%
Total		Frequency	205	154	142	160	226	182	181	1250
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

E08: No. of open jobs for computer staff needed to provide IT services for R&amp;D projects– statistical scheme

		Country							Total
		FIN	F	D	EL	I	E	UK	
E08: No. of open jobs for computer staff needed to provide IT services for R&D projects	Mean	1	3	3	3	2	4	2	2
	Maximum	7	10	10	15	30	30	10	30
	Minimum	0	0	1	1	0	1	0	0
	25. Percentile	0	1	1	1	1	1	0	1
	Median	1	2	2	2	1	2	1	2
	75. Percentile	1	4	3	3	2	4	2	3
	Valid N	43	37	16	33	79	52	30	290

X01\_A X01a: How familiar with the topics covered concerning e-Commerce? \* Country -- cross-specified table

		Country							Total	
		FIN	F	D	EL	I	E	UK		
X01_A X01a: How familiar with the topics covered concerning e-Commerce?	very familiar	Frequency	75	48	99	58	111	149	98	638
		Column %	24,5%	9,6%	19,3%	19,3%	21,7%	29,4%	19,6%	20,3%
	fairly familiar	Frequency	148	165	250	164	252	272	247	1498
		Column %	48,4%	32,9%	48,8%	54,5%	49,2%	53,6%	49,4%	47,7%
	not very familiar	Frequency	68	136	126	55	103	56	110	654
		Column %	22,2%	27,1%	24,6%	18,3%	20,1%	11,0%	22,0%	20,8%
	not at all familiar	Frequency	13	145	35	21	30	30	43	317
		Column %	4,2%	28,9%	6,8%	7,0%	5,9%	5,9%	8,6%	10,1%
	DK\ no answer	Frequency	2	7	2	3	16		2	32
		Column %	,7%	1,4%	,4%	1,0%	3,1%		,4%	1,0%
Total		Frequency	306	501	512	301	512	507	500	3139
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

X01\_B X01b: How familiar with the topics covered concerning e-Government? \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
X01_B X01b: How familiar with the topics covered concerning e-Government?	very familiar	Frequency	52	38	46	61	117	135	58	507
		Column %	17,0%	7,6%	9,0%	20,3%	22,9%	26,6%	11,6%	16,2%
	fairly familiar	Frequency	133	148	150	168	240	245	190	1274
		Column %	43,5%	29,5%	29,3%	55,8%	46,9%	48,3%	38,0%	40,6%
	not very familiar	Frequency	82	173	230	50	106	92	182	915
		Column %	26,8%	34,5%	44,9%	16,6%	20,7%	18,1%	36,4%	29,1%
	not at all familiar	Frequency	38	135	84	20	36	35	69	417
		Column %	12,4%	26,9%	16,4%	6,6%	7,0%	6,9%	13,8%	13,3%
	DK\ no answer	Frequency	1	7	2	2	13		1	26
		Column %	,3%	1,4%	,4%	,7%	2,5%		,2%	,8%
Total		Frequency	306	501	512	301	512	507	500	3139
		Column %	100%	100%	100%	100%	100%	100%	100%	100%

X02 X02: How interesting did you find questionnaire as a whole? \* Country -- cross-specified table

			Country							Total
			FIN	F	D	EL	I	E	UK	
X02 X02: How interesting did you find questionnaire as a whole?	very interesting	Frequency	16	29	42	29	46	31	27	220
		Column %	5,2%	5,8%	8,2%	9,6%	9,0%	6,1%	5,4%	7,0%
	fairly interesting	Frequency	180	278	275	215	325	351	261	1885
		Column %	58,8%	55,5%	53,7%	71,4%	63,5%	69,2%	52,2%	60,1%
	not very interesting	Frequency	101	125	157	50	97	96	138	764
		Column %	33,0%	25,0%	30,7%	16,6%	18,9%	18,9%	27,6%	24,3%
	not at all interesting	Frequency	7	53	30	6	30	29	71	226
		Column %	2,3%	10,6%	5,9%	2,0%	5,9%	5,7%	14,2%	7,2%
	DK\ no answer	Frequency	2	16	8	1	14		3	44
		Column %	,7%	3,2%	1,6%	,3%	2,7%		,6%	1,4%
Total		Frequency	306	501	512	301	512	507	500	3139
		Column %	100%	100%	100%	100%	100%	100%	100%	100%