




Section 1

INSTRUCTIONS: *Please tick the appropriate response on this form with your mouse, then save the form and return it to Edwin St. Catherine, Director of Statistics, at email address: edwins@stats.gov.lc. THANKS FOR YOUR COOPERATION.*

1. What sector does your organization belong to? (tick all that apply)

- | | |
|---|---|
| <input type="checkbox"/> 1 Manufacturing/Production | <input type="checkbox"/> 2 Banking and Finance |
| <input type="checkbox"/> 3 Advertising/Marketing | <input type="checkbox"/> 4 Wholesale/Retail |
| <input type="checkbox"/> 5 Travel/Tourism | <input type="checkbox"/> 6 Arts & Entertainment |
| <input type="checkbox"/> 7 Media | <input type="checkbox"/> 8 Insurance |
| <input type="checkbox"/> 9 Agriculture | <input type="checkbox"/> 10 Other |

**Place an X in the box
for multiple choice
options** 

2. How many people does your organization employ?

- | | |
|---|---|
| <input type="checkbox"/> 1 Less than 10 | <input type="checkbox"/> 4 41 - 60 |
| <input type="checkbox"/> 2 11 - 20 | <input type="checkbox"/> 5 61 - 90 |
| <input type="checkbox"/> 3 21 - 40 | <input type="checkbox"/> 6 More than 90 |

3. Does the organization use Computers?

- 1 Yes *Please answer the following questions: 3.1 - 3.8*
- 2 No *Please go to Question 4, Section 2: Page 3*

3.1 Please indicate the areas of the organization/functions that are computerized:

- 1 Accounting
- 2 Marketing
- 3 Administration
- 4 Operations
- 5 Other (Specify)

3.2 Does the organization have a computer network?

- 1 Yes
- 2 No

3.3 Please indicate the type of Internet connection used?

- 1 High-speed (ADSL)
- 2 Frame Relay/Fixed Line
- 3 Dial-up
- 4 No Internet Connection

If No Internet Connection, Please go to Question 4, Section 2: Page 3



3.4 Email Use:

Extent of e-mail use	1. Extensive Use	2. Moderate Use	3. Limited Use	4. Hardly used at all
Internally: Among Staff in the organization and to communicate with staff at other locations	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
Between the Organization and Suppliers	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
Between the Organization and Customers/Potential Customers	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4

3.5 Please indicate how the Internet is used in the organization:

Types of Internet Use	1. Extensive Use	2. Moderate Use	3. Limited Use	4. Hardly used at all
1. General Information Searching	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
2. Sourcing Products and Services (Information about prices, product features, etc.)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
3. Searching for Educational/Training related information	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
4. Monitoring the Market: News and Business related information	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
5. Contact with suppliers, customers, etc.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
6. Non-work related/Personal Use by Staff	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4

3.6 Approximately what percentage of employees has access to the Internet at work? Please tick as appropriate:


- 1 None 2 Less than 10% 3 25% 4 50% 5 75% 6 100%

3.7 Does the organization purchase products/services via the Internet?

- 1 Yes
 2 No Go to 3.8

If yes, approximately what percentage of the organization's purchases is conducted online?

- 1 5% 2 10% 3 15% 4 Other

Place an X in the box for multiple choice options 



3.8 How has your organisation benefited from use of the Internet?

	1. Very Much	2. Somewhat	3. Very Little	4. Not at all
1. Reduced Cost	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
2. Increased Sales	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
3. Increased access to & awareness of suppliers	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
4. Increased company profile/ visibility of products/services	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
5. Improved Communication	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
6. Business processes have improved/become more efficient	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
7. Other: Please specify:	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4

[Please Go to Question 5]

Section 2

4. How has your organisation benefited from use of the Internet?

	No Plans	Yes, <i>Please indicate time period</i>	In the next:			
			1. 6 Mths	2. 6-12 Mths	3. 1-2 Yrs	4. 3-4 Yrs
1. Computers	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
2. Network	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
3. E-Mail	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
4. Internet (Dial-up)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
5. Internet (High-speed)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
6. Website	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4

5. Does the organization have a web site?

1 Yes *If Yes: Please answer the following questions: 6.1 - 6.6*

2 No *If No: Please go to Question 7, Section 3: Page 6*

Place an X in the box for multiple choice options

X



6.1 Are there any plans for upgrades/improvements to the web site?

	No Plans	Yes, <i>Please indicate time period</i>	In the next:			
			1. 6 Mths	2. 6-12 Mths	3. 1-2 Yrs	4. 3-4 Yrs
1. Improve content/information	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
2. Improve Communication	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
3. Enable Transactions	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
4. Other: Please specify:	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4

6.2 Please indicate the reasons or objectives of the website of your organization:

	Very Important	Important	Uncertain	Not so Important	Not Important At All
1. To create/build awareness of the company	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
2. To provide information about products/services	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
3. To provide specific, tailored information for various market segments	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
4. To improve communication between the organization & customers/prospective customers	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
5. To improve communication between the organization & other businesses/organizations	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
6. To provide information on prices/rates of products/services	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
7. To enable online sales	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
8. To enable the online distribution/sale of digital products/services. e.g. music, video, magazine, etc.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5



6.3 Does your organization receive orders on-line?

- 1 Yes If Yes, Please answer the following Questions: 6.4 - 6.6
2 No If NO, Please to Question 7

6.4 Approximately what percentage of total sales is via the Internet?

- 1 5% 2 10% 3 15% 4 Other

6.5 Please indicate what percentage of on-line sales is to the following:

- 1) Other businesses [] [] %
2) Individual Customers [] [] %
3) Other: [] [] %

6.6 Does the organisation receive on-line payments?

Section 3

7. How significant are the following barriers for the present and future use of Computers & the Internet in your organization?

Table with 4 columns: 1. Very Significant, 2. Somewhat Significant, 3. Not Significant, 4. Do not know/ Not relevant now. Section 7.1 Barriers to Internet Sales: 1) The products of the organization not applicable for Internet sales, 2) Customers not ready to use Internet commerce, etc.

Table with 4 columns: 1. Very Significant, 2. Somewhat Significant, 3. Not Significant, 4. Do not know/ Not relevant now. Section 7.2 Barriers to use of the Internet: 1) Security Concerns, 2) Technology too complicated, etc.



7.3 Barriers to use of Computers in general:

Table with 5 columns: Barrier description, 1. Very Significant, 2. Somewhat Significant, 3. Not Significant, 4. Do not know/ Not relevant now. Rows include barriers like 'Technology too complex for use by staff', 'Cost of Computers/IT too high', etc.

8. Please indicate the extent to which your organization would benefit from on-line services/interaction with the following Government Ministries/Departments. Also please state whether there are any specific Internet-based Services that you desire:

Form titled 'Please indicate any specific Internet-based Services desired:' with a downward arrow. It contains a list of 19 government departments and services, each with four response options: 1. Very Much, 2. Somewhat, 3. Very Little, 4. Not Relevant.