



**Palestinian National Authority
Palestinian Central Bureau of Statistics
Business Survey on Information and
Communications Technology, 2007**

All information in this questionnaire is only for statistical purposes only. It is considered confidential in accordance with the General Statistics Law of 2000.

Introductory data:

IDH00	Enterprise number	<input type="text"/>	IDH01	Questionnaire's serial number in the sample:	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>					
IDH 02	Governorate.....	Code:		<input type="text"/>	<input type="text"/>	IDH03	Name of Enterprise						
IDH04	Locality name....	Code:		<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	IDH05	Enterprise address:				
IDH06	Main economic activity...	<input type="text"/>	IDH07	Name of Owner of the Building.....									
IDH08	Name of owner or manager of the enterprise.....												
ID09	Phone number of the Enterprise:	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>					
								IDH10	Name of Respondent:.....				

Interview record:

IR01	Visits' schedule		Day	Month	Visit number	
			<input type="text"/>	<input type="text"/>	1 st visit	
			<input type="text"/>	<input type="text"/>	2 nd visit	
			<input type="text"/>	<input type="text"/>	3 rd visit	
IR02	Total number of visits	<input type="text"/>				
IR03	Final result of the interview	1	Completed			
		2	Not working during reference period			
		3	Permanently closed			
		4	Temporary closed			
		5	Refused			
		6	Other, specify ...			

IR04	Interviewer's name:	IR05	Interviewer's number:	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	Date:...../...../2008
IR06	Supervisor's name:	IR07	Supervisor's number:	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	Date:...../...../2008
IR08	Editor's name:	IR09	Editor's number:	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	Date:...../...../2008
IR10	Coder's name:	IR11	Coder's number:	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	Date:...../...../2008
IR12	Data entry personal name:	IR13	Data entry personal number:	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	Date:...../...../2008

Part One: Readiness and Access to ICT

The Reference Date for all parts of the Questionnaire is From 01\01\2007 to 31\12\2007

Is01	No. of Employees by sex ?		No. of Employees		
			Males	Females	Total
			<input type="text"/>	<input type="text"/>	<input type="text"/>
Re01	No. of Employees who are able to use computer ?		No. of Employees		
			Males	Females	Total
			<input type="text"/>	<input type="text"/>	<input type="text"/>
Re02	No. of Employees who are actually use computer ?		No. of Employees		
			Males	Females	Total
			<input type="text"/>	<input type="text"/>	<input type="text"/>
Re03	No. of Employees who are actually using the Internet ?		No. of Employees		
			Males	Females	Total
			<input type="text"/>	<input type="text"/>	<input type="text"/>
Re04	No. of Employees with (IT or ICT) specialty ?	ICT specialty	No. of Employees		
			Males	Females	Total
		A. Designer\System analyst	<input type="text"/>	<input type="text"/>	<input type="text"/>
		B. Programmers	<input type="text"/>	<input type="text"/>	<input type="text"/>
		C. Computer engineering	<input type="text"/>	<input type="text"/>	<input type="text"/>
		D. Electronic engineering	<input type="text"/>	<input type="text"/>	<input type="text"/>
		E. Telecom engineering	<input type="text"/>	<input type="text"/>	<input type="text"/>
		F. Other, specify.....	<input type="text"/>	<input type="text"/>	<input type="text"/>
		G. Total	<input type="text"/>	<input type="text"/>	<input type="text"/>

Re05	No. of equipments \ appliances available in the (Enterprise) ?	Equipments	Number
	000: Not available	A. Office Computer	<input type="text"/> <input type="text"/> <input type="text"/>
		B. Laptop Computer	<input type="text"/> <input type="text"/> <input type="text"/>
		C. Computer Linked to Internet	<input type="text"/> <input type="text"/> <input type="text"/>
		D. Printer	<input type="text"/> <input type="text"/> <input type="text"/>
		E. Copy Machine	<input type="text"/> <input type="text"/> <input type="text"/>
		F. Scanner	<input type="text"/> <input type="text"/> <input type="text"/>
		G. Video / DVD	<input type="text"/> <input type="text"/> <input type="text"/>
		H. TV set	<input type="text"/> <input type="text"/> <input type="text"/>
		I. Dish	<input type="text"/> <input type="text"/> <input type="text"/>
		J. Fix phone	<input type="text"/> <input type="text"/> <input type="text"/>
		K. Mobile Phone	<input type="text"/> <input type="text"/> <input type="text"/>
		L. Fax Linked to Telephone	<input type="text"/> <input type="text"/> <input type="text"/>
		M. Fax Liked to Computer	<input type="text"/> <input type="text"/> <input type="text"/>
		N. Digital Camera	<input type="text"/> <input type="text"/> <input type="text"/>
		O. Flash Memory	<input type="text"/> <input type="text"/> <input type="text"/>
		P. National Software Appliances	<input type="text"/> <input type="text"/> <input type="text"/>
		Q. Imported Software Appliances	<input type="text"/> <input type="text"/> <input type="text"/>
		R. Licensed Software Appliances	<input type="text"/> <input type="text"/> <input type="text"/>
		S. Unlicensed Software Appliances	<input type="text"/> <input type="text"/> <input type="text"/>
		T. Videoconference	<input type="text"/> <input type="text"/> <input type="text"/>
	U. Server	<input type="text"/> <input type="text"/> <input type="text"/>	

Part Two: Use of ICT

Us01	During the last year, did the (Enterprise) Use the Computer ?	Yes No (Skip to Us02)	<input type="checkbox"/>
Us01A	What is the type of operation system used in the (Enterprise) ?	1. Windows 2. Open Source, Unix 3. Both	<input type="checkbox"/>
Us01B	Did the (Enterprise) use the following specialized software? 1. Yes 2. No	1. Microsoft Products 2. Open Source 3. Engineering Programs 4. Financial Programs 5. Statistical Programs 6. Geographical Information System (GIS) 7. Graphic Design 8. Other, specify ...	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Us01C	Did the (Enterprise) use the following database ? 1. Yes 2. No (Skip to Us03)	1. ACCESS 2. ORACLE 3. MY SQL 4. SQL 5. Other, specify ...	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Us02	What is the main reason for not using computer ? (Skip to part three)	1. Cost of Computer 2. Type of work doesn't require using 3. No Skilled Persons 4. Not Interested 5. Other, specify ...	<input type="checkbox"/>
Us03	Did the (Enterprise) use the Internet ?	1.Yes (Skip to US05) 2.Not	<input type="checkbox"/>
US04	What is the main reason for not using the Internet ? (Skip to part three)	1. Cost of the Internet 2. No Skilled Persons 3. Type of work doesn't require using 4. Not Interested 5. Security Concerns 6. Other, specify ...	<input type="checkbox"/>
Us05	What is the type of Internet connection in the (Enterprise) ? 1. Yes 2. No	1. Dial-up 2. Digital Subscriber Line (DSL) 3. Asymmetric Subscriber Line (ADSL) 4. Satellite 5. Integrated Subscriber Line (ISDN) 6. Wireless 7. Other, specify ...	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

Us05A	Which speed the (Enterprise) is using for Internet?	1. Dial-up 2. 64 Kbps 3. 128 Kbps 4. 256 Kbps 5. 512 Kbps 6. IMG 7. More than 1MG 8. Don't know	<input type="checkbox"/>
Us06	For what purposes the (Enterprise) is using Internet ? 1. Yes 2. No	1. Sending\Receiving e-mail 2. Getting Information About Goods\Services 3. Interacting With Governmental Establishments 4. Providing Costumers Services 5. Purchasing Products 6. Performing Internet Banking 7. Information Search 8. Voice-Over Internet Protocol (VOIP) 9. Other, specify ...	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Us07	From above purposes, what is the main purpose of using Internet?	Answer.....Code	<input type="checkbox"/>
Us08	During the last year, did Internet service face any of the following technical problems ? 1. Yes 2. No	1. Frequent Interruption 2. Overload on the Provider 3. Slowly of Website and Slowly Downloading 4. Shutting off Service\No Access to Certain Sites 5. Virus Attack via Internet 6. Maintaince Weakness by Provider 7. Technical Problems in the Enterprise 8. Other, specify ...	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Us09	Which of the above mentioned technical problem did the Internet service mainly face ?	Answer.....Code	<input type="checkbox"/>
Us10	Which of the following computer networks available in the (Enterprise) ? 1. Yes 2. No	1. Intranet 2. Extranet 3. Local Area Network (LAN) 4. Wide Area Network (WAN) 5. Virtual Private Network (VPN) 6. Wireless Network	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

Note: If all answers for all options in the previous question were (No) skip to Us13			
Us10A	Which of the following equipment networks is available in the(Enterprise) ? 1. Yes 2. No	1. Hub 2. Switch 3. Router 4. Access Point 5. UPS 6. Security Device 7.Other, specify ...	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Us11	Did the (Enterprise) use the network for the following ? 1. Yes 2. No	1. Financial\Management Issues 2. Staff Training 3. Exchange and Sharing Information Within Enterprise 4. Exchange and Sharing Information Within Other Enterprises 5. Employment	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Us12	Which of the above mentioned fields did the (Enterprise) mainly use computer network ?	Answer.....Code	<input type="checkbox"/>
Us13	Did the (Enterprise) has any security measures ?	1. Yes 2. No, (Skip to Us15)	<input type="checkbox"/>
Us14	Which of the following security measures did the (Enterprise) has ? 1. Yes 2. No	1. Antivirus 2. Firewall 3. Secure Sockets Layer (SSL):	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Us15	Did the (Enterprise) use filter or antispam software ?	1. Yes 2. No	<input type="checkbox"/>
Us16	Did the (Enterprise) experience attack by virus or similar, which has resulted in loss of data or time or damage of software ?	1. Yes 2. No	<input type="checkbox"/>
Us17	During the last year, did the (Enterprise) place order via the Internet ?	1. Yes 2. No	<input type="checkbox"/>
Us18	During the last year, did the (Enterprise) receive order via the Internet ?	1. Yes 2. No	<input type="checkbox"/>
Note: If the answer of the two questions (Us17, Us18) were (No) Skip to Us25			
Us19	Which of the following methods did the (Enterprise) place\receive orders via the Internet or website? 1. Yes 2. No	1. Via E-mail not Linked With Web 2. Via E-mail Linked With Web 3. Via Web Linked With Online Forms 4. Via Web Linked With Shopping Cart 5. Other, specify ...	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Us20	Which of the above mentioned methods used for (place\ receive) orders via the internet or website?	Answer.....Code	<input type="checkbox"/>
Us21	What is the percentage of electronic transactions out of the total transactions?	Percent	<input type="text"/> <input type="text"/> <input type="text"/> %

Us22	Please, distribute the electronic transactions by type of clients as follow?	1. Governmental and non Governmental 2. Individuals 3. Private Enterprise Total	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> % <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> % <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> % 100%
Us23	Which of the following benefits did the (Enterprise) realize through receiving or placing order via the Internet? 1. Yes 2. No	1. Reduced transaction time 2. Increased quality of Customers 3. Lower business cost 4. Increased sales or No. of customers 5. Keeping pace with competitors 6. Other, specify.....	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Us24	Which of the above mentioned benefits did the (Enterprise) benefited from receiving\ placing orders via the Internet?	Answer..... Code	<input type="checkbox"/>
Us25	Which of the following factors prevented (Enterprise) to placing\receiving orders via the Internet? 1. Yes 2. No	1. Goods are not Suited to sell via the Internet 2. Privacy concerns 3. Security concerns 4. Prefer face to face interaction 5. Limited Number of Customers 6. Cost of maintaince or Development is too high 7. Insufficient experience\No skilled persons 8. Other, specify.....	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Us26	Which of the above mentioned factors that mainly prevented the (Enterprise) to placing\receiving order via the Internet?	Answer..... Code	<input type="checkbox"/>
Us27	Did the (Enterprise) use the electronic payment methods?	1. Yes 2. No	<input type="checkbox"/>
Us28	Did the (Enterprise) place orders via Computer Network rather than Internet?	1. Yes 2. No	<input type="checkbox"/>
Us29	Did the (Enterprise) receive orders via Computer Network rather than Internet?	1. Yes 2. No	<input type="checkbox"/>

Note: if the answer for the questions (Us28, Us29) was (No), Skip to Us32			
Us30	What is the percentage of electronic transaction via computer network rather than the Internet out of the total transactions?	Percentage	<input type="text"/> <input type="text"/> <input type="text"/> %
Us31	Did the system for placing or receiving orders via computer network linked automatically with any of the following systems? 1. Yes 2. No	A. Suppliers Computer System B. Purchasing Partners Computer System C. Business Computer System D. Ordering or Inventory Control E. Accounting functions F. Production or Service Operation G. Other, specify.....	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Us32	Did the (Enterprise) has a domain name?	1. Yes 2. No, (Skip to Us41)	<input type="checkbox"/>
Us32A	Did the (Enterprise) has Internal email system?	1. Yes 2. No	<input type="checkbox"/>
Us33	Is the name of domain is "Ps"?	1. Yes 2. No	<input type="checkbox"/>
Us34	Did the (Enterprise) has website?	1. Yes 2. No, (Skip to Us41)	<input type="checkbox"/>
Us35	Did the (Enterprise) has its website in or out Palestinian Territory?	1. Yes, in the Palestinian Territory 2. Yes, out the Palestinian Territory 3. Don't know 4. Both, in, out the Palestinian Territory	<input type="checkbox"/>
Us36	What is the web address?	WWW.	
Us37	Did your website contain the following? 1. Yes 2. No	A. Price List\Catalogue B. Privacy policy statement C. Receiving orders services D. Online payment services E. Security Policy Statement F. Other, specify.....	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Us38	Did the (Enterprise) use the website for interacting with governmental organizations?	1. Yes 2. No, (Skip to Us41)	<input type="checkbox"/>
Us39	Did the (Enterprise) use the website to interacting with governmental organizations for the following purposes? 1. Yes 2. No	1. Obtaining information via –website or email 2. Downloading forms 3. Completing forms or sending it 4. Making online payment 5. Other, specify.....	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Us40	Which of the above mentioned purposes did the (Enterprise) mainly use the website for?	Answer..... Code	<input type="checkbox"/>
Us41	Is their (IT) department in the (Enterprise)?	1. Yes 2. No	<input type="checkbox"/>
Us42	Did the (Enterprise) deal with (ICT) companies?	1. Yes 2. No, (Skip to Us44)	<input type="checkbox"/>

Us43	To which extent is the (Enterprise) is satisfied about the services provided by ICT Companies?	1. Excellent 2. Very Good 3. Good 4. Fair	<input type="checkbox"/>
Us44	Did the (Enterprise) do research and development (R&D) in one of (ICT) fields?	1. Yes 2. No, (Skip to part three)	<input type="checkbox"/>
Us45	What is the percentage of the total budget located for (R&D) in 2007?		<input type="text"/> <input type="text"/> %

Part three: Future Attitude for Using ICT

At01	<p>During the last year, what is the annual total expenditure in USD\$ on the following ICT services?</p> <p>888888: The service is not a variable 999999: Don't Know 000000: The expenditure is zero</p>	<p>Item</p>	<p>Annual expenditure (USD\$)</p>
		A. Internet\Network	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
		B. Computer	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
		C. Telephone\Fax	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
		D. Mobile	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
		E. Maintainece of electronic equipments	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
		F. Purchasing of electronic equipments	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
		G. Purchasing of Software applicances	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
		H. Staff training on ICT services	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
		I. Research and Development on ICT	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
		J. Other, specify.....	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
		K. Total expenditure	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
At02	<p>Do you plane for development of ICT in the (Enterprise)?</p>	<p>1. Yes 2. No</p>	<p><input type="checkbox"/></p>
At03	<p>Did you include (ICT) development item in your Budget for the year 2008?</p>	<p>1. Yes 2. No, (Skip to At05)</p>	<p><input type="checkbox"/></p>
At04	<p>What is the percentage of the total budget located for (ICT) item in 2008</p>		<p><input type="text"/><input type="text"/>%</p>
At05	<p>Does the (Enterprise) has any information about the E-government in the Palestinian Territory ?</p>	<p>1. Yes 2. No</p>	<p><input type="checkbox"/></p>
At06	<p>Which of the following method does the (Enterprise) prefer to get information about E-government?</p> <p>1. yes 2. no</p>	<p>A. Internet B. SMS C. Telephone D. Post E. Fax F. Information Desk G. Face to face with governmental officer H. Other, specify.....</p>	<p><input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>