STATISTIK AUSTRIA
Die Informationsmanager

IKT
Einsatz in
Unternehmen

Paper questionnaire for the survey on the usage of information and communication technologies (ICT)

Latest submission date: 22 March 2024

Company address:

ID	E ___ ___ ___ ___ ___ ___ ➔ see letter, above right
Company name	
Street and number	
Postal code	
Town/city	

This questionnaire is completed by:

☐ Mr. ☐ Mrs./Ms. ☐ Other

Name	
E-mail	
Phone	

Do you give Statistics Austria permission to save your contact information for the next ICT surveys? ☐ Yes ☐ No

If your company is selected to participate in the ICT survey again, we will be able to send the ICT survey documents directly to you. Your information will be used exclusively for the ICT survey and will not be passed on to third parties.

More information on the next page →

Statistics Austria has been instructed to carry out this survey on the basis of EU Regulation 2023/1507. All information is treated strictly confidentially in accordance with § 17 Bundesstatistikgesetz 2000 and used exclusively for statistical purposes. It is impossible to trace the data back to your company.

Would you prefer to complete the questionnaire online and barrier-free?
(only German version available)

You can find the web questionnaire at: **https://portal.statistik.at**
You find your login name and password on your invitation letter.

Help? Questions?

+43 1 711 28-8969 (Monday–Friday, 09:00–15:00)

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www.statistik.at/iktu-info | www.statistik.at/iktu-ergebnisse

1. Access and use of the internet

1.1 How many persons employed in your enterprise have access to the internet?

Including owners and management. Internet access can be established via fixed connection to the internet or mobile internet.

a) Number of persons employed[1] with internet access _____

or

b) % of persons employed[1] _____ %

[1] Persons employed include self-employed persons and employees as well as regular family workers who were in a valid employment or contractual relationship in 2023 (including part-time and marginal employment). Excluded are persons on parental leave, freelancers (if they do not receive a wage or salary) as well as non-company employees (e.g. leased or temporary staff, persons with work contracts).

➔ If this does not apply to any persons employed in your enterprise, please enter "0" and continue with **question 5.1.**

1.2 Does your enterprise use any type of fixed connection to the internet?

Yes ☐ No ☐

Fixed connection to the internet such as DSL, cable technology, fiber optics technology, leased line.

➔ If you answered "No" to question 1.2, continue with **question 1.5.**

1.3 What is the maximum contracted download speed of the fastest fixed internet connection of your enterprise?

❗ Please tick one answer only.

a) Less than 30 Mbit/s ☐

b) 30 Mbit/s but less than 100 Mbit/s ☐

c) 100 Mbit/s but less than 500 Mbit/s ☐

d) 500 Mbit/s but less than 1 Gbit/s ☐

e) At least 1 Gbit/s ☐

1.4 Is the speed of your fixed connection(s) to the internet usually sufficient for the actual needs of the enterprise?

Yes ☐ No ☐

1.5 Do any of the persons employed have remote access to the following?

Remote access allows authorized persons employed to access another computer or a company network from a computer (including a laptop or smartphone) via the internet. For example, this is possible via VPN, VDI or tools such as TeamViewer.

	Yes	No
a) E-mail system of the enterprise	☐	☐
b) Documents of the enterprise (e.g. spreadsheets, presentations, charts, photos)	☐	☐
c) Business applications or software of the enterprise (e.g. access to accounting, sales, orders, ERP, CRM)	☐	☐

Please exclude applications used for internal communication, e.g. Skype, Zoom, MS Teams, WebEx, WhatsApp.

1.6 Does your enterprise conduct remote meetings?

Yes ☐ No ☐

Remote meetings such as video or telephone conferences via Skype, Zoom, MS Teams, WebEx, WhatsApp.

2. E-Commerce sales

E-Commerce sales are defined as sales, orders and bookings of goods and services via **web sales on websites, apps or e-commerce marketplaces** or **EDI type sales.**

Excluded are sales, orders or bookings that are placed by e-mails, if they are not created automatically. Payment and delivery do not necessarily have to be carried out online.

Web sales on websites, apps or e-commerce marketplaces

Included are sales, orders and bookings of goods and services via your enterprise's websites or apps (online store or webshop, web forms, extranet, booking/reservation applications) as well as e-commerce marketplace websites or apps.

2.1 During 2023, did your enterprise have web sales of goods or services via:

	Yes	No
a) your enterprise's websites or apps?	☐	☐
Including websites or apps of parent or affiliate enterprises.		
b) e-commerce marketplace websites or apps (e.g. Booking, eBay, Amazon, willhaben.at, shopping.at, Alibaba, Rakuten, TimoCom, Lieferando)?	☐	☐
Websites or apps that are used by various enterprises to sell goods or services.		

➔ If you answered "No" to both a) and b) in question 2.1, continue with **question 2.6.**

2.2 What was the value of your enterprise's web sales of goods or services in 2023 on websites, apps or e-commerce marketplaces:

a) in 1 000 Euro _____

or

b) in % of total turnover[2] 2023 _____ %

[2] Total turnover includes the sum of invoiced amounts (excluding VAT) for ordinary business activities that correspond to the sale or transfer of use of products and goods or services provided to third parties. Included are all taxes and duties (excluding VAT) as well as other expenses charged to customers (e.g. transportation). Deduct sales deductions (e.g. cash discounts).

2.3 What was the percentage breakdown of the value of web sales in 2023:

a) via your enterprise's websites or apps? _____ %

Including websites or apps of parent or affiliate enterprises.

b) via e-commerce marketplace websites or apps (e.g. Booking, eBay, Amazon, willhaben.at, shopping.at, Alibaba, Rakuten, TimoCom, Lieferando)? _____ %

Websites or apps that are used by various enterprises to sell goods or services.

Total (a + b) **100** %

2.4 What was the percentage breakdown of the value of web sales in 2023 by type of customer:

a) Sales to private consumers (B2C) _____ %

b) Sales to other enterprises (B2B) or sales to public sector (B2G) _____ %

Total (a + b) **100** %

2.5 What was the percentage breakdown of the value of web sales in 2023 to customers located in the following geographic areas:

a) Austria _____ %

b) Other EU countries _____ %

c) Countries outside the EU (worldwide) _____ %

Total (a + b + c) _____ **100** %

EDI-type sales

Sales via EDI-type systems (EDI = Electronic Data Interchange) are defined as follows: Sales, orders, bookings that are created from the business system of a customer and transmitted directly (or via an EDI service provider) to the business system of your enterprise.

The message to be transmitted is not typed manually, but created automatically and conforms to an agreed format or standard format (e.g. XML, EDIFCAT) which enables automated processing (including automated demand-based orders).

2.6 During 2023, did your enterprise have EDI-type sales of goods or services (e.g. via XML, EDIFACT)? _____ Yes ☐ No ☐

➔ If you answered "No" to question 2.6, continue with **question 3.1.**

2.7 What was the value of your enterprise's EDI-type sales of goods or services in 2023 (e.g. via XML, EDIFCAT)?

a) in 1 000 Euro _____ _____

or

b) in % of total turnover[3] 2023 _____ _____ %

[3] Total turnover includes the sum of invoiced amounts (excluding VAT) for ordinary business activities that correspond to the sale or transfer of use of products and goods or services provided to third parties. Included are all taxes and duties (excluding VAT) as well as other expenses charged to customers (e.g. transportation). Deduct sales deductions (e.g. cash discounts).

3. ICT security

ICT security means measures, controls and procedures applied on enterprise's ICT systems to ensure integrity, authenticity, availability and confidentiality of an enterprise's data and systems.

3.1 Does your enterprise apply any of the following ICT security measures on its ICT systems?

	Yes	No
a) Authentication via strong password e.g. minimum length, use of numbers and special characters, changed periodically	☐	☐
b) Authentication via biometric methods used to access the enterprise's ICT system e.g. authentication based on fingerprints, voice, face	☐	☐
c) Authentication based on a combination of at least two authentication mechanisms i.e. two-factor authentication, user-defined password, one-time password (OTP), biometric method	☐	☐
d) Encryption of data, documents or e-mails	☐	☐
e) Data backup to a separate location (including backup to the cloud)	☐	☐
f) Network access control (management of user rights in enterprise's network)	☐	☐
g) VPN (Virtual Private Network, VPN extends a private network across a public network to enable secure exchange of data over public networks)	☐	☐
h) ICT security monitoring system used to detect suspicious activity e.g. intrusion detection or prevention systems that monitors users' or devices' behavior, network traffic; Please exclude antivirus software and default firewall solution included in the operating system of personal computers and routers.	☐	☐
i) Maintaining log files that enable analysis after ICT security incidents	☐	☐
j) ICT risk assessment i.e. periodical assessment of probability and consequences of ICT security incidents	☐	☐
k) ICT security tests e.g. performing penetration tests, testing security alert system, review of security measures, testing of backup systems	☐	☐

3.2 Does your enterprise make persons employed aware of their obligations in ICT security related issues in the following ways?

	Yes	No
a) Voluntary training or internally available information (e.g. information on the intranet)	☐	☐
b) Compulsory training courses or viewing compulsory material	☐	☐
c) By contract (e.g. contract of employment, declaration of commitment)	☐	☐

3.3 Does your enterprise have document(s) on measures, practices or procedures on ICT security?

	Yes	No
	☐	☐

For example, content on training in ICT use, (evaluation of) ICT security measures, plans for updating ICT security documents

➔ If you answered "No" to question 3.3, continue with **question 3.5.**

3.4 When were your enterprise's document(s) on measures, practices or procedures on ICT security, defined or most recently reviewed?

❗ Please tick one answer only.

a) Within the last 12 months	☐
b) More than 12 months and up to 24 months ago	☐
c) More than 24 months ago	☐

3.5 During 2023, did your enterprise experience any ICT related security incident leading to the following consequences?

	Yes	No
a) Unavailability of ICT services due to hardware or software failures	☐	☐
b) Unavailability of ICT services due to attack from outside, e.g. ransomware attacks, Denial of Service attacks	☐	☐
c) Destruction or corruption of data due to hardware or software failures	☐	☐
d) Destruction or corruption of data due to infection of malicious software or unauthorized intrusion	☐	☐
e) Disclosure of confidential data due to intrusion, pharming, phishing attack, intentional actions by own persons employed	☐	☐
f) Disclosure of confidential data due to unintentional actions by own persons employed	☐	☐

4. Artificial Intelligence (AI)

Artificial Intelligence (AI) refers to technologies that mimic intelligent behavior and have a certain degree of autonomy to perform certain tasks (e.g. machine learning, deep learning, text, speech or image recognition).

AI technologies include the following: **Purely software-based systems** (e.g. chatbots, software for facial recognition, speech recognition, translation of texts or data analysis based on machine learning) and **software-based systems that are integrated in autonomous devices** (e.g. autonomous drones or vehicles, robots in warehouse management or production processes).

4.1 Does your enterprise use any of the following Artificial Intelligence (AI) technologies?

	Yes	No
a) AI technologies performing analysis of written language (e.g. text mining, text recognition)	☐	☐
b) AI technologies converting spoken language into machine-readable format (speech recognition – natural language processing (NLP))	☐	☐
c) AI technologies generating written or spoken language (natural language generation (NLG))	☐	☐
d) AI technologies identifying objects or persons based on images or videos (image recognition, image processing)	☐	☐
e) AI technologies for automated data analysis (e.g. machine learning, deep learning)	☐	☐
f) AI technologies automating different workflows or assisting in decision making (e.g. AI based software robotic process automation (RPA))	☐	☐
g) AI technologies enabling physical movement of machines or vehicles via autonomous decisions based on observation of surroundings (autonomous robots, self-driving vehicles, autonomous drones)	☐	☐

➔ If you answered "No" to question 4.1, continue with **question 4.4.**

4.2 Does your enterprise use AI technologies for any of the following purposes?

	Yes	No
a) Marketing or sales e.g. AI technologies for chatbots for customer support, market analysis or personalized marketing offers, price optimization based on machine learning	☐	☐
b) Production or service processes e.g. process optimization or predictive maintenance based on machine learning, tools to classify products based on computer vision, autonomous drones for production surveillance	☐	☐
c) Management or organization of business administration processes e.g. planning or business forecasting, data analysis, strategic decision making, business forecasting, risk management, employee pre-selection screening, profiling or performance analysis based on machine learning	☐	☐
d) Logistics e.g. autonomous robots for warehouses, shipment tracing or route optimization based on machine learning, autonomous drones	☐	☐

➔ Continue on the **next page.**

	Yes	No
e) ICT security e.g. face recognition for authentication, detection and prevention of cyber-attacks based on machine learning	☐	☐
f) Finance, accounting or controlling e.g. automation of invoice processing, analysis of financial data	☐	☐
g) Research and development or innovation activity e.g. analysis of data, optimization of test planning, smart devices with independent measurements, product development based on machine learning	☐	☐

4.3 How did your enterprise acquire the AI technologies that is uses?

	Yes	No
a) They were developed by own persons employed Including those employed in parent or affiliate enterprises.	☐	☐
b) Commercial software or systems were modified by own persons employed Including those employed in parent or affiliate enterprises.	☐	☐
c) Open-source software or systems were modified by own persons employed Including those employed in parent or affiliate enterprises.	☐	☐
d) Commercial software or systems ready to use were purchased (without further adjustment)	☐	☐
e) External providers were contracted to develop or modify them	☐	☐

4.4 Has your enterprise ever considered using any AI technologies?

Yes	No
☐	☐

➔ If you answered “No” to question 4.4, continue with **question 5.1.**

4.5 What are the reasons for your enterprise not to use any AI technologies?

	Yes	No
a) Costs seem to high	☐	☐
b) Lack of relevant knowledge or expertise in the enterprise	☐	☐
c) Incompatibility with existing equipment, software or systems	☐	☐
d) Difficulties with availability or quality of the necessary data	☐	☐
e) Concerns regarding violation of data protection and privacy	☐	☐
f) Lack of clarity about legal consequences (e.g. liability in case of damage)	☐	☐
g) Ethical considerations	☐	☐
h) Not useful for the enterprise	☐	☐

5. ICT specialists and skills

	Yes	No
5.1 Does your enterprise employ ICT specialists?	☐	☐

The main activity for ICT specialists is in the field of information and communication technologies (ICT). Tasks include, for example: Planning, programming, implementation, configuration and evaluation of ICT systems; administration, support, service and maintenance of ICT systems; network support.

	Yes	No
5.2 Did your enterprise recruit or try to recruit ICT specialists during 2023?	☐	☐

➔ If you answered "No" to question 5.2, continue with **question 5.5.**

	Yes	No
5.3 Did your enterprise have difficulties to fill vacancies for ICT specialists during 2023?	☐	☐

➔ If you answered "No" to question 5.3, continue with **question 5.5.**

5.4 Were the difficulties in recruiting ICT specialists due to the following reasons?

	Yes	No
a) Lack of applications	☐	☐
b) Applicants' lack of relevant ICT related qualifications from education and/or training	☐	☐
c) Applicants' lack of relevant work experience	☐	☐
d) Applicants' salary expectations too high	☐	☐

5.5 Did your enterprise provide any type of training to develop ICT related skills of the persons employed, during 2023?

	Yes	No
a) Training for ICT specialists	☐	☐
Tick "No" if your enterprise didn't employ any ICT specialists during 2023.		
b) Training for other persons employed (no ICT specialists)	☐	☐

5.6 Who performed your enterprise's ICT functions in 2023?

ICT functions include, for example: Maintenance of ICT infrastructure; development and support of ICT systems, software and/or web solutions; security and data protection

	Yes	No
a) Own persons employed	☐	☐
Include those employed in parent or affiliate enterprises.		
b) External providers	☐	☐

Thank you for your cooperation!

Please send the completed questionnaire by e-mail to **ikt@statistik.gv.at** or by mail to:

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