

# Survey of Internet Integration Into Business Processes

## About the survey

*The Survey of Internet Integration Into Business Processes* is being conducted at the request of the Ministère de l'Économie et de l'Innovation. The objective of this survey is to provide a portrait of Internet access and use as well as information and communication technology (ICT) use by Québec businesses.

Internet use is as pervasive as electricity in today's society. The first step to understanding how Internet use affects businesses' ways of doing things is to find out which types of businesses use it and how.

The government will use the aggregated results from this survey to develop and adapt its policies and programs targeted at Québec businesses. These results will also be used by the private sector and researchers for analysis purposes.

## Mandatory participation

Your business has been selected to participate in this survey. Given the importance of the survey results, your business's participation is mandatory in accordance with the *Act respecting the Institut de la statistique du Québec* (CQLR, chapter I-13.011).

## Confidentiality

You must provide your business data to the Institut de la statistique du Québec (Statistique Québec), as indicated in the questionnaire. Statistique Québec guarantees the confidentiality of the data provided as part of this survey.

Your business data may be matched up by Statistique Québec with data from other surveys or administrative records so as to derive maximum statistical benefit from this survey. All matched data will be kept strictly confidential by Statistique Québec and will be used solely for statistical purposes.

For quality and training purposes, telephone conversations with Statistique Québec agents are recorded. Any person who does not want their conversation to be recorded can notify the agent at the beginning of the call.

## Assistance

If you should require assistance, contact the Direction de la gestion de la collecte by phone at 1-800-561-0213 or by e-mail at [collecte\\_internet@stat.gouv.qc.ca](mailto:collecte_internet@stat.gouv.qc.ca).

## Instructions

- ▶ **Do not return the questionnaire to us, either by mail or fax.**
- ▶ **Please fill out the questionnaire within the next two weeks.**
- ▶ As this survey deals with Internet and ICT use in Québec, please be sure your responses reflect only the portion of your business located in Québec.
- ▶ Answer to the best of your knowledge. If you do not have the exact information pertaining to certain sections of the questionnaire, please provide the best possible estimate.
- ▶ To answer all the questions, you may have to consult others working at your business.

## Definitions

The definitions below refer to the items in the questionnaire marked with an asterisk (\*).

### Smartphone

Cell phone with additional features, such as Web access, e-mail, planner, calendar, GPS, etc. Additional applications developed by the manufacturer or another software publisher may be installed on this device.

### Tablet

Portable device with neither keyboard nor mouse and whose only interface is a touch screen. Its functions are similar to those of a computer. It permits Internet access through a Wi-Fi connection or mobile phone network.

### DSL connection

Type of connection for transmitting digital data over a regular telephone line. With DSL technology, the Internet and the telephone can be used simultaneously.

### Dial-up access via a telephone line, including ISDN connections

Type of connection for transmitting digital data over a regular telephone line. With a dial-up connection, the Internet and the telephone cannot be used simultaneously.

### Mobile broadband connection using, at a minimum, 3G technology

A generation of mobile phone technology standards that permit the use of additional features on a cell phone, such as Web access, videoconferencing and the downloading and watching of videos. These standards include LTE and HSPA.

### Open-source software

Software whose source code is readily accessible and can be legally copied, modified and redistributed.

### Enterprise resource planning (ERP) software

Software allowing the integrated management of at least two business functions (e.g. production, sales, accounting, human resources) into a centralized data system (e.g. SAP software).

### Logistics or traceability software

Software that analyzes data transmitted via identifiers attached to products, such as bar codes or radio-frequency identification (RFID) tags.

### Customer relationship management (CRM) software

Software for compiling or analyzing the data of current and potential customers for marketing purposes.

### 3D printing

Additive manufacturing process used to produce real objects using computer-aided design (CAD) software. A three-dimensional model is sliced by a software and is then printed layer by layer until the final object has been created. 3D printing is used in rapid prototyping and in parts manufacturing.

### Robotics

Use of automatic machines or robots to carry out certain tasks, for example as part of a manufacturing process or in challenging environments (dangerous, polluted, etc.).

### Analytical applications

Applications that use descriptive statistics, predictive analytics and prescriptive analytics to analyze business data (particularly customer, supplier and partner data) to guide business decisions.

### Big data

Big data are generated by electronic and/or machine-to-machine activity (e.g. data from social media or production processes). Big data analytics uses techniques, technology, algorithms and software to exploit vast amounts of data from the business or other sources.

**Machine learning**

Machine learning is part of the field of artificial intelligence. It comprises the design, analysis, development and implementation of methods that enable a machine or software application to evolve on its own in order to carry out complicated tasks.

**Internet of things**

The Internet of things consists in connecting real-world objects and places to the Internet. Information and data are exchanged between devices in the real world and the Internet network to simplify operations and decision making (e.g. smart meters, remote monitoring).

**Cloud computing**

The act of storing and processing data on remote servers accessible via the Internet rather than on local servers or computer hard drives (e.g. Web-based e-mail system, document storage, and office software).

**Data mining**

Data mining consists in extracting knowledge from a large amount of data (e.g. big data\*). Data mining can be used to infer information that will help make business decisions.

**Employees or managers specializing in ICT**

Employees or managers specializing in information and communication technology (ICT) are responsible for the design, development, installation, operation, support, maintenance, management and evaluation of ICT systems. Their primary professional focus is on ICT activities.

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## Section 1 Computer use

### 1 Does your business use a:

This includes the owner's or an employee's computer if it has been paid for by the business or is used for the business.

- |  | Yes                      | No                       |
|--|--------------------------|--------------------------|
| a) computer (e.g. desktop or laptop computer)?                 | <input type="checkbox"/> | <input type="checkbox"/> |
| b) smartphone*, tablet*, or any other type of portable device? | <input type="checkbox"/> | <input type="checkbox"/> |

- If you answered "No" to questions 1a and 1b, skip to question 61. Otherwise, continue to question 2.

### 2 What percentage of your business's employees, including managers, use a computer at least once a week?

The computer must be used for work, but may be used on the business's premises or elsewhere.

Please include all occupational categories.

%

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## Section 2 Internet access

### 3 Does your business have an Internet connection?

Please include both fixed connections and mobile connections (via mobile phone networks).

This includes the owner's or an employee's personal Internet connection if it is paid for in part by the business or used for the business.

- |   |                          |
|---|--------------------------|
| <input type="checkbox"/> Yes  | → Continue to question 4 |
| <input type="checkbox"/> No, but planning to get one within 12 months     | → Skip to question 11    |
| <input type="checkbox"/> No, and not planning to get one within 12 months | → Skip to question 11    |

### 4 Does your business have the following types of Internet connection?

Please answer "Yes" or "No" for each type of connection.

- |   | Yes                      | No                       |
|---|--------------------------|--------------------------|
| <b>Fixed connection (including fixed wireless connections)</b>  |                          |                          |
| a) DSL connection* via a telephone line (xDSL, ADSL, SDSL, VDSL2, etc.)                                 | <input type="checkbox"/> | <input type="checkbox"/> |
| b) Cable connection (via a cable company)   | <input type="checkbox"/> | <input type="checkbox"/> |
| c) Fibre-optic cable connected directly to the business's premises                                      | <input type="checkbox"/> | <input type="checkbox"/> |
| d) Dial-up access via a telephone line, including ISDN connections*                                     | <input type="checkbox"/> | <input type="checkbox"/> |
| e) Other fixed Internet connection (satellite, Ethernet, WiMAX, etc.).<br>Specify: <input type="text"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>Mobile connection (via a mobile phone network)</b>   |                          |                          |
| f) Mobile broadband connection using, at a minimum, 3G technology* (e.g. LTE or HSPA)                   | <input type="checkbox"/> | <input type="checkbox"/> |

A mobile connection means that you have a contract with a mobile phone company.

- If you only have a mobile connection (you answered "Yes" to question 4f and "No" to questions 4a, 4b, 4c, 4d and 4e), skip to question 8. Otherwise, continue to question 5.

You can find this information on your service contract or obtain it from your Internet provider. If you can do neither, answer to the best of your knowledge.

Do not use a download speed test found online, as the results only indicate your current download speed.

**5 According to your service contract, what is the maximum download speed (in Mbps) of your business's fastest Internet connection?**

- Under 1.5 Mbps
- From 1.5 to less than 5 Mbps
- From 5 to less than 30 Mbps
- From 30 to less than 100 Mbps
- 100 Mbps or more → Skip to question 8

**6 Why doesn't your business use a faster Internet connection?**

Check off (✓) all that apply

- No faster connection speed available in our region
- Unsatisfactory faster Internet connection
- Cost too high
- No need or limited need for a faster Internet connection
- Other reason. Specify: \_\_\_\_\_

**7 Does your business intend to upgrade to a faster Internet connection within the next 12 months?**

- Yes
- No

500 GB corresponds to heavy Internet use. Businesses whose Internet use is limited to such simple functions as e-mail and search engines typically do not exceed 500 GB.

**8 Are your business's monthly data transfer requirements greater than 500 GB?**

- Yes
- No
- Do not know

**9 Does your business need a high monthly data transfer capacity for such purposes as transmitting large documents over the Internet, managing website traffic or processing online transactions?**

- Yes
- No

**10 What percentage of your business's employees, including managers, use the Internet at least once a week?**

Please include all occupational categories.

\_\_\_\_\_ %

The Internet must be used for work, but may be used on the business's premises or elsewhere.

► Skip to question 12.

**11 Why doesn't your business have an Internet connection?**

Check off (✓) all that apply

- No Internet service in our region
- Unsatisfactory Internet service quality
- Cost too high
- Not familiar enough with the Internet to use it
- No need or limited need to use the Internet
- Other reason. Specify: \_\_\_\_\_

► Skip to question 48.

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### Section 3 Mobile Internet connection

**12 Does your business provide certain employees, including managers, with portable devices that allow a mobile connection to the Internet for business purpose?**

This includes connections via mobile telephone networks, but not fixed wireless connections (Wi-Fi).

- Yes → Continue to question 13
- No → Skip to question 15

**13 What percentage of employees, including managers, have a portable device provided by your business that allows a mobile connection to the Internet?**

Please include all occupational categories.

\_\_\_\_\_ %

**14 Why does your business provide certain employees, including managers, with portable devices that allow a mobile connection to the Internet?**

Check off (✓) all that apply

- Access information publicly available on the Internet
- Use their business e-mail account
- Consult or modify business documents
- Use specialized software, such as purchase or sale management software
- Use mobile applications developed specifically for your business
- Use a geolocation (GPS) application
- Ensure these employees or managers can be reached easily
- Other reason. Specify: \_\_\_\_\_

► Skip to question 16.

**15 Which obstacles limit or prevent your business from providing portable devices that allow a mobile connection to the Internet to certain employees (including managers)?**

Check off (✓) all that apply

- No service available in our workplace
- Unsatisfactory mobile Internet service quality
- Cost too high
- Security concerns
- No need or limited need to do so
- Other obstacle. Specify: \_\_\_\_\_

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## Section 4 Internet presence

**16 Does your business have an online presence through any of the following?**

Being registered in an online directory (e.g. Canada 411, Yellow Pages) is not considered as having an online presence.

	Yes	No
a) Its own website	<input type="checkbox"/>	<input type="checkbox"/>
b) The website of another organization (e.g. banner, industrial or regional association)	<input type="checkbox"/>	<input type="checkbox"/>
c) Social media (e.g. Facebook, Twitter, LinkedIn or Instagram)	<input type="checkbox"/>	<input type="checkbox"/>

► If you answered "Yes" to question 16a, skip to question 19. Otherwise, continue to question 17.

**17 Does your business intend to set up its own website over the next 12 months?**

- Yes → Skip to question 22
- No → Continue to question 18

**18 Why doesn't your business have its own website?**

Check off (✓) all that apply

- Lack of financial resources to develop or maintain a website
- Lack of personnel qualified to develop or maintain a website
- The presence of the business on the sites of other organizations or social media is sufficient
- No need for a website
- Other reason. Specify: \_\_\_\_\_

► Skip to question 22.

**19 Which of the following are available on your business's website?**

	<b>Yes</b>	<b>No</b>
a) Information on the business's goods or services	<input type="checkbox"/>	<input type="checkbox"/>
b) Online ordering or reservations without delivery	<input type="checkbox"/>	<input type="checkbox"/>
c) Online ordering with delivery	<input type="checkbox"/>	<input type="checkbox"/>
d) Secure online payment (via an HTTPS page)	<input type="checkbox"/>	<input type="checkbox"/>
e) Personalized content for regular customers	<input type="checkbox"/>	<input type="checkbox"/>
f) Job postings	<input type="checkbox"/>	<input type="checkbox"/>
g) Interactive tools (e. g. discussion forums or blogs)	<input type="checkbox"/>	<input type="checkbox"/>
h) Chatting (e.g. real-time customer service or technical support)	<input type="checkbox"/>	<input type="checkbox"/>

**20 Does your business have a mobile website adapted to mobile devices?**

A mobile website is an optimized version of a regular website for smartphones and tablets.

- Yes
- No, but planning to get one within 12 months
- No, and not planning to get one within 12 months

**21 Has your business developed, or has had developed, a mobile Web application?**

A mobile Web application is a small software program that may be downloaded to a smartphone or tablet.

- Yes
- No, but planning to do so within 12 months
- No, and not planning to do so within 12 months

**22 Does your business use social media (e.g. Facebook, Twitter, LinkedIn or Instagram) for the following?**

	<b>Yes</b>	<b>No</b>
a) Become known via its own page or account	<input type="checkbox"/>	<input type="checkbox"/>
b) Interact with customers	<input type="checkbox"/>	<input type="checkbox"/>
c) Place ads	<input type="checkbox"/>	<input type="checkbox"/>
d) Search for information (e.g. about a potential hire or competitor)	<input type="checkbox"/>	<input type="checkbox"/>
e) Sell its goods and services	<input type="checkbox"/>	<input type="checkbox"/>
f) Disseminate information (e.g. on the business's activities, events, promotions or news)	<input type="checkbox"/>	<input type="checkbox"/>
g) Communicate with its employees (within the business)	<input type="checkbox"/>	<input type="checkbox"/>
h) Recruit personnel (e.g. advertise available jobs)	<input type="checkbox"/>	<input type="checkbox"/>
i) Other. Specify: _____	<input type="checkbox"/>	<input type="checkbox"/>

## Section 5 E-commerce

- **REMINDER:** This survey deals with businesses in Québec, so you must only provide data for the portion of your business located in Québec. If your business has establishments in provinces other than Québec and you are not able to provide a breakdown of the data for the portion of your business located in Québec, please report the percentages for Canada as a whole.

### ONLINE SALES

**23 Does your business receive orders for goods or services via the Internet, excluding orders received via conventional e-mail?**

Please include orders received via your business's website, the websites of other businesses or organizations, social media, or other platforms.

- |   |                           |
|---|---------------------------|
| <input type="checkbox"/> Yes  | → Continue to question 24 |
| <input type="checkbox"/> No, but planning to do so within 12 months     | → Skip to question 32     |
| <input type="checkbox"/> No, and not planning to do so within 12 months | → Skip to question 31     |

For the purpose of this question, it is not necessary for such orders to have been paid online.

Quote requests must be included only if the commitment to purchase was made online.

**24 In 2019, what percentage of your business's total sales came from orders received via the Internet?**

\_\_\_\_\_ %

**25 In 2019, what percentage of the value of the orders received by your business via the Internet came from the following platforms?**

- |  |             |
|--|-------------|
| a) Your business's website   | _____ %     |
| b) The website of another organization<br>(e.g. Booking, Amazon, Bonjour Québec or Tuango) | _____ %     |
| c) Social media  | _____ %     |
| d) Other platforms (e.g. mobile applications)  | _____ %     |
| ▼  | ▼           |
| TOTAL  | _____ 100 % |

**26 In 2019, what percentage of the value of the orders received by your business via the Internet came from the following geographic markets?**

- |                        |             |
|------------------------|-------------|
| a) Québec              | _____ %     |
| b) Elsewhere in Canada | _____ %     |
| c) United States       | _____ %     |
| d) Other countries     | _____ %     |
| ▼                      | ▼           |
| TOTAL                  | _____ 100 % |

**27 In 2019, what percentage of the value of the orders received by your business via the Internet came from the following types of consumers?**

- |  |                      |       |
|--|----------------------|-------|
| a) Individuals                         | <input type="text"/> | %     |
| b) Businesses                          | <input type="text"/> | %     |
| c) Governments and other organizations | <input type="text"/> | %     |
| ▼                                      |                      | ▼     |
| TOTAL                                  | <input type="text"/> | 100 % |

**28 Does your business sell digital products that are either downloadable or accessible online (e.g. documents, music, videos or software)?**

- Yes → If yes, identify these types of digital products sold by your business.
- Documents (e.g. PDF, XLSX, EPUB or DWG)
  - Audio files (e.g. MP3, AAC, WAV, FLAC or ALAC)
  - Videos and images (e.g. JPEG, MPEG or AVI)
  - Software or applications, excluding video games
  - Video games
  - Other type of digital product. Specify:
- No

**29 In 2019, what percentage of the value of the orders received by your business via the Internet were for the following types of products?**

- |  |                      |       |
|--|----------------------|-------|
| a) Goods (e.g. merchandise)  | <input type="text"/> | %     |
| b) Services (e.g. accommodations, transportation or professional services) | <input type="text"/> | %     |
| c) Digital products that are downloadable or accessible online             | <input type="text"/> | %     |
| ▼  |                      | ▼     |
| TOTAL  | <input type="text"/> | 100 % |

**30 What are the benefits of selling online for your business?**

Check off (✓) all that apply

- Lower costs
- Increase in the number of customers
- Geographic expansion of customer base
- Reduced marketing time
- Increased sales
- Better co-ordination with suppliers, customers or partners
- Increased visibility
- Other. Specify:
- No benefit

► Skip to question 32.

**31 Why doesn't your business sell its goods or services over the Internet?**

Check off (✓) all that apply

- Nature of your business's goods or services means they cannot be sold over the Internet
- Few of your business's customers interested in placing orders over the Internet
- Security concerns
- Lack of expertise or financial resources to develop or maintain a technological solution
- Little or no interest in online sales
- Another business or organization is in charge of selling your goods and services
- Other reason. Specify: \_\_\_\_\_

**ONLINE PURCHASES**

**32 Does your business order goods or services over the Internet, excluding orders placed by conventional e-mail?**

Payment for these orders does not have to be made online.

- Yes → Continue to question 33
- No → Skip to question 34

**33 In 2019, what percentage of the value of all goods and services purchased by your business were made through orders placed over the Internet?**

- Less than 1%
- 1% to less than 10%
- 10% to less than 25%
- 25% to less than 50%
- 50% to less than 75%
- 75% or more

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## Section 6 Use of online government services

### 34 Does your business use the online services offered by Québec government departments or agencies for any of the following?

Check off (✓) all that apply

- Search for information (e.g. contact information or documents)
- Fill out and submit online forms
- Contact government departments or agencies
- Make online payments to government departments or agencies
- Consult government files (e.g. My account for businesses, clicSÉQUR)
- Submit a bid for a government call to tender
- Do not use online government services → Skip to question 36

### 35 Why does your business use the online services offered by Québec government departments or agencies?

Check off (✓) all that apply

- Faster processing and response times
- Easy to use
- Flexible (e.g. may access them at any time)
- Saves time (e.g. no need to travel to a point of service)
- Online use of certain services is required
- Other reason. Specify: \_\_\_\_\_

► Skip to question 37.

### 36 Why doesn't your business use the online services offered by Québec government departments or agencies?

Check off (✓) all that apply

- Online services too complex
- Concerns about the security of business information
- Not familiar enough with online government services
- Unsatisfactory processing or response times
- No need or a limited need to use online government services
- Other reason. Specify: \_\_\_\_\_

## Section 7 Use of technology

### 37 Does your business use the following technology?

If necessary, refer to the definitions at the beginning of the questionnaire.

	Yes	No
<b>Collaborative communication and work tools</b>		
a) Intranet (website only accessible to employees)	<input type="checkbox"/>	<input type="checkbox"/>
b) Extranet (website or part of a website only accessible to partners)	<input type="checkbox"/>	<input type="checkbox"/>
c) Web conferencing/videoconferencing	<input type="checkbox"/>	<input type="checkbox"/>
<b>Software and software packages</b>		
d) Open-source software* (e.g. Linux or Open Office)	<input type="checkbox"/>	<input type="checkbox"/>
e) Enterprise resource planning software* (e.g. ERP, DMS or project management software)	<input type="checkbox"/>	<input type="checkbox"/>
f) Design software (e.g. PLM, CAD, 2D/3D or BIM)	<input type="checkbox"/>	<input type="checkbox"/>
g) Production software (e.g. MRP, MES, robotics* or 3D printing*)	<input type="checkbox"/>	<input type="checkbox"/>
h) Logistics or traceability software* (e.g. RFID or NFC)	<input type="checkbox"/>	<input type="checkbox"/>
i) Customer relationship management software* (CRM)	<input type="checkbox"/>	<input type="checkbox"/>
<b>Advanced applications and technology</b>		
j) 3D printing*	<input type="checkbox"/>	<input type="checkbox"/>
k) Robotics*	<input type="checkbox"/>	<input type="checkbox"/>
l) Analytical applications* (e.g. to analyze big data*)	<input type="checkbox"/>	<input type="checkbox"/>
m) Machine learning*	<input type="checkbox"/>	<input type="checkbox"/>
n) Internet of things* (e.g. smart meters, remote monitoring)	<input type="checkbox"/>	<input type="checkbox"/>

### 38 Does your business use cloud computing\*?

- Yes → Continue to question 39
- No, but planning to do so within 12 months → Skip to question 41
- No, and not planning to do so within 12 months → Skip to question 41

### 39 Does your business use the following cloud computing\* services?

	Yes	No
a) Web based e-mail	<input type="checkbox"/>	<input type="checkbox"/>
b) Office software	<input type="checkbox"/>	<input type="checkbox"/>
c) Finance or accounting software applications	<input type="checkbox"/>	<input type="checkbox"/>
d) Customer relationship management software* (CRM)	<input type="checkbox"/>	<input type="checkbox"/>
e) Data storage	<input type="checkbox"/>	<input type="checkbox"/>
f) Infrastructure (e.g. networks or servers)	<input type="checkbox"/>	<input type="checkbox"/>

**40 Does your business use:**

	<b>Yes</b>	<b>No</b>
a) Cloud computing* services leased from an external supplier?	<input type="checkbox"/>	<input type="checkbox"/>
b) Its own data centre to store the services it accesses through the cloud*?	<input type="checkbox"/>	<input type="checkbox"/>
c) Free cloud computing* services (e.g. Web-based e-mail service)?	<input type="checkbox"/>	<input type="checkbox"/>

**41 Does your business currently have any of the following ICT security measures in place?**

Check off (✓) all that apply

- Antivirus or antispyware software
- Firewall
- SPAM filter (to prevent unwanted e-mails that may contain security threats)
- Web-filtering software (e.g. Websense)
- Authentication software or hardware for internal or external users
- Secure Web servers (e.g. SSL or HTTPS protocol)
- Regular back-up of essential business data
- Continuity plan for computer activities in case of disaster
- Other. Specify: \_\_\_\_\_
- No ICT security measures in place

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## Section 8 Customer information

### 42 In 2019, did your business obtain or collect information on its customers?

Please include instances where this information was obtained or collected by another business or organization.

- Yes → Continue to question 43
- No → Skip to question 47

### 43 From what sources did your business obtain or collect customer information?

Check off (✓) all that apply

- Directly from its customers
- Data mining\*
- Other business or organization under contract
- Loyalty or reward program
- Other source. Specify: \_\_\_\_\_

### 44 Does your business store customer information electronically?

- Yes → Continue to question 45
- No → Skip to question 46

### 45 Where are the servers on which this information is stored?

Check off (✓) all that apply

- In Québec
- Elsewhere in Canada
- Outside Canada
- Do not know

### 46 What methods did your business use to protect the customer information it collected or stored electronically in 2019?

Check off (✓) all that apply

- Offline data storage
- Data access restricted to certain employees
- Data encryption
- Protection by another business or organization
- Other method. Specify: \_\_\_\_\_
- No method used

## Section 9 Automatic sharing of information

### 47 Does your business share information electronically in a standardized format with the following partners?

The information may be transmitted via a website or another electronic data transfer method, excluding messages transmitted via conventional e-mail.

	Yes	No
a) Customers (e.g. billing or inventory)	<input type="checkbox"/>	<input type="checkbox"/>
b) Suppliers (e.g. billing or inventory)	<input type="checkbox"/>	<input type="checkbox"/>
c) Financial institutions (e.g. payment operations)	<input type="checkbox"/>	<input type="checkbox"/>
d) Federal and provincial governments (e.g. tax return)	<input type="checkbox"/>	<input type="checkbox"/>

### 48 When your business receives an order (whether electronically or not), is related information automatically shared electronically with the following areas of your business?

	Yes	No
a) Inventory management	<input type="checkbox"/>	<input type="checkbox"/>
b) Accounting	<input type="checkbox"/>	<input type="checkbox"/>
c) Production management	<input type="checkbox"/>	<input type="checkbox"/>
d) Distribution management	<input type="checkbox"/>	<input type="checkbox"/>

### 49 When your business places an order for goods or services (whether electronically or not), is related information automatically shared electronically with the following areas of your business?

	Yes	No
a) Inventory management	<input type="checkbox"/>	<input type="checkbox"/>
b) Accounting	<input type="checkbox"/>	<input type="checkbox"/>

## Section 10 Information and communication technology (ICT) investments

Please include computer hardware, software (licenses, software acquired, personalized or developed internally, etc.) and other ICT equipment. Do not include current expenditures, such as maintenance and repair costs or wages.

**50 In 2019, did your business incur expenditures to acquire or develop information and communication technology (ICT)?**

- Yes → Continue to question 51  
 No → Skip to question 52

**51 In 2019, what percentage of your business's total expenditures was allocated for the acquisition or development of information and communication technology (ICT)?**

\_\_\_\_\_ % of total expenditures

**52 Does your business use the following human resources to develop or manage its information and communication technology (e.g. technological infrastructure, servers, website, computer security, software applications, etc.)?**

	Yes	No
a) Employees or managers specializing in ICT* (including those working at another establishment in your business)	<input type="checkbox"/>	<input type="checkbox"/>
b) Other categories of employees or managers	<input type="checkbox"/>	<input type="checkbox"/>
c) External resources, for business consulting	<input type="checkbox"/>	<input type="checkbox"/>
d) External resources, for ICT development	<input type="checkbox"/>	<input type="checkbox"/>
e) External resources, for the outsourcing of specific ICT services (e.g. Web hosting, etc.)	<input type="checkbox"/>	<input type="checkbox"/>
f) Other resource. Specify: _____	<input type="checkbox"/>	<input type="checkbox"/>

**53 In 2019, did your business hire or seek to hire information and communication technology (ICT) employees?**

- Yes → Continue to question 54  
 No → Skip to question 55

**54 In 2019, did your business have trouble hiring information and communication technology (ICT) employees?**

- Yes  
 No

**55 In 2019, did your business provide training to the following categories of employees to develop or improve their information and communication technology (ICT) skills?**

	Yes	No
a) Employees or managers specializing in ICT* (check "No" if your business has no employees or managers specializing in ICT)	<input type="checkbox"/>	<input type="checkbox"/>
b) Other categories of employees or managers	<input type="checkbox"/>	<input type="checkbox"/>

► If you answered "No" to questions 55a and 55b, skip to question 57. Otherwise, continue to question 56.

**56 In 2019, what percentage of your business's employees, including managers, were given training to develop or improve their information and communication technology (ICT) skills?**  
Please include all occupational categories.

\_\_\_\_\_ %

**57 Does your business intend to provide training to develop or improve the information and communication technology (ICT) skills of the following categories of employees over the next 12 months?**

	Yes	No
a) Employees or managers specializing in ICT* (check "No" if your business has no employees or managers specializing in ICT)	<input type="checkbox"/>	<input type="checkbox"/>
b) Other categories of employees or managers	<input type="checkbox"/>	<input type="checkbox"/>

**58 Which means does your business use to help employees adopt new information and communication technology (ICT)?**

Check off (✓) all that apply

- Communication plan for notifying employees
- Employee training (Please include peer training, self-training, etc.)
- Redefining roles and tasks
- Other. Specify: \_\_\_\_\_
- None used

**59 a) Over the past few years, has your business adopted an information and communication technology (ICT) that transformed its business processes?**

- Yes → Continue to question 59b.
- No → Skip to question 60

**b) Which technology?**

\_\_\_\_\_

## Section 11 Impact of the COVID-19 pandemic

### 60 Has your business made any of the following changes due to the COVID-19 pandemic?

Please answer "Yes" or "No" for each type of change.

In Québec, containment and distancing measures to control the spread of COVID-19 were imposed following the public health emergency declared on March 13, 2020.

	Yes	No
<b>Communications</b>		
a) Introduce the use of tools or software to communicate virtually, either internally or externally (e.g. with customers or suppliers)	<input type="checkbox"/>	<input type="checkbox"/>
b) Increase the use of virtual communications internally	<input type="checkbox"/>	<input type="checkbox"/>
c) Increase the use of virtual communications externally (e.g. with customers or suppliers)	<input type="checkbox"/>	<input type="checkbox"/>
<b>Work organization</b>		
d) Introduce teleworking or remote working	<input type="checkbox"/>	<input type="checkbox"/>
e) Offer more employees the possibility to telework or work remotely	<input type="checkbox"/>	<input type="checkbox"/>
f) Make investments to improve the security of teleworking systems	<input type="checkbox"/>	<input type="checkbox"/>
g) Automate certain tasks (e.g. using robotics* or analytical applications*)	<input type="checkbox"/>	<input type="checkbox"/>
<b>Online selling</b>		
h) Introduce online selling	<input type="checkbox"/>	<input type="checkbox"/>
i) Increase online selling capacity	<input type="checkbox"/>	<input type="checkbox"/>
<b>Social media</b>		
j) Increase the use of social media to sell its goods and services	<input type="checkbox"/>	<input type="checkbox"/>
k) Increase the use of social media to interact with customers	<input type="checkbox"/>	<input type="checkbox"/>
<b>Other change</b>		
l) Other change. Specify: _____	<input type="checkbox"/>	<input type="checkbox"/>

## Section 12 General information about the business

- **REMINDER:** Provide an estimate for the data below for the portion of your business located in Québec. All data gathered will be kept strictly confidential and will be used solely for statistical purposes.

**61 Please provide an estimate of your business's total sales for its most recent complete fiscal year.**

\$ \_\_\_\_\_

**62 What percentage of the sales reported at question 61 came from the following geographic markets?**

If your business is near a border and you cannot provide a breakdown of your sales by customer origin, please write 100% from Québec.

- |                        |       |       |
|------------------------|-------|-------|
| a) Québec              | _____ | %     |
| b) Elsewhere in Canada | _____ | %     |
| c) United States       | _____ | %     |
| d) Other countries     | _____ | %     |
| ▼                      | ▼     |       |
| TOTAL                  | _____ | 100 % |

**63 Is your business one of the following?**

- |   | Yes                      | No                       |
|---|--------------------------|--------------------------|
| a) Subsidiary of another business                                 | <input type="checkbox"/> | <input type="checkbox"/> |
| b) Franchise, banner or member of a brand network                 | <input type="checkbox"/> | <input type="checkbox"/> |
| c) Primarily a subcontractor to other businesses or organizations | <input type="checkbox"/> | <input type="checkbox"/> |

**64 Please estimate the percentage of your business's employees with the following types of diplomas.**

A diploma does not have to be related to an employee's position.

- |   |       |   |
|---|-------|---|
| a) University degree  | _____ | % |
| b) College (CEGEP) diploma or Attestation of college studies (AEC) (no university degree) | _____ | % |



