



## Information technology in enterprises

Questionnaire code: 13572026

Submitted in: 19.03.2026, data about 2025

Period:

Periodicity: Annual

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Statistics Estonia guarantees the full protection of data submitted.

Economic unit  
**Registry code:**  
**Name:**

**E-mail:**  
**Phone:**

Postal address  
**County:**  
**City / Rural municipality:**  
**Village / Town / City district:**  
**Secondary address unit:**

**Street:**  
**Building:**  
**Apartment:**  
**Postal code:**

Economic activity in the sample

Completed by  
**Personal ID code:**  
**Firstname and surname:**

**E-mail:**  
**Phone:**

**Completed on (date):**

**Signature:**

### A. USE OF THE INTERNET

		Answer
		1
A1. Number of persons employed who use the internet for business purposes (including fixed line and mobile connection).	101	
IF YOU ANSWERED "0" TO QUESTION A1, GO TO QUESTION C1	x0	Routing
USE OF A FIXED CONNECTION TO THE INTERNET FOR BUSINESS PURPOSES	x1	
A2. Does your enterprise use any type of fixed connection to the internet?	102	1 - Yes 2 - No
IF YOU ANSWERED "NO" TO QUESTION A2, GO TO QUESTION A4	x2	Routing
A3. What is the maximum contracted download speed of the internet connection of your enterprise?	103	01 - Less than 30 Mbit/s 02 - At least 30, but less than 100 Mbit/s 03 - At least 100, but less than 500 Mbit/s 04 - At least 500, but less than 1 Gbit/s 05 - At least 1 Gbit/s
WEB PRESENCE	x3	
USE OF A WEBSITE	x4	
A4. Does your enterprise have a website?	104	1 - Yes 2 - No
A5. Does your enterprise use any social media (i.e. have a user profile or an account)? (e.g. Facebook, Instagram, X (formerly Twitter), Snapchat, YouTube, LinkedIn, TikTok, MeetFrank).	106	1 - Yes 2 - No

### B. E-COMMERCE

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E-commerce is the sale or purchase of goods or services by electronic means, especially via the internet and other computer networks, whereas the payment and delivery of the goods or services do not have to be conducted online. E-commerce transactions are conducted either via the web or via electronic data exchange (EDI).

		Answer
		1
<b>WEB SALES</b>	x3	
B1. In the previous year, did your enterprise receive orders for goods or services placed via the following channels?	201	
a) Enterprise's website or app (including extranet)	201_A	1 - Yes 2 - No
b) E-commerce marketplace websites (e.g. Alibaba.com, Amazon, Booking.com, eBay, Etsy, ThomasNet, etc.)	201_B	1 - Yes 2 - No
IF YOU ANSWERED "NO" TO BOTH OPTIONS (a) AND (b) UNDER QUESTION B1, GO TO QUESTION B5.	x5	Routing
PLEASE ANSWER EITHER TO B1a OR B1b OR BOTH.	x6	Routing
B2a) Please estimate the value of the turnover from web sales (in euros, excluding VAT) in the previous year.	202_A	
B2b) Please estimate what percentage of the TOTAL TURNOVER was generated by orders placed over the web in the previous year (enter number without % symbol).	202_B	
ANSWER THE QUESTION BELOW ONLY IF YOU ANSWERED "YES" TO BOTH OPTIONS (a) AND (b) UNDER QUESTION B1	x12	Routing
B3. Please estimate what was the percentage breakdown of the value of WEB SALES in the previous year for the following (enter number without % symbol) ...	203	
a) enterprise's website or app (including extranet)	203_A	
b) E-commerce marketplace websites (e.g. Alibaba.com, Amazon, Booking.com, eBay, Etsy, ThomasNet, etc.)	203_B	
TOTAL 100%	203_C	sum of rows 203_A and 203_B
B4. Please estimate what was the percentage breakdown of the value of WEB SALES in the previous year by type of customer (enter number without % symbol) ...	204	
a) sales to private consumers (B2C)	204_A	
b) sales to other enterprises (B2B) and sales to the public sector (B2G)	204_B	
TOTAL 100%	204_C	sum of rows 204_A and 204_B
<b>EDI-TYPE SALES</b>	x14	
B5. In the previous year, did your enterprise receive EDI-type orders?	207	1 - Yes 2 - No
IF YOU ANSWERED "NO" TO QUESTION B5, GO TO QUESTION C1	x16	
PLEASE REPLY EITHER TO B6a OR B6b OR BOTH.	x17	
B6a) Please estimate what was the turnover in euros (VAT excluded) of EDI-type sales of goods or services in the previous year.	208_A	
B6b) Please estimate what percentage of the TOTAL TURNOVER was generated by EDI-type sales of goods or services in the previous year.	208_B	

## C. ICT SPECIALISTS AND ICT SKILLS

ICT specialists are employees for whom ICT is the main job. For example, to develop, operate or maintain ICT systems or applications.

		Answer
		1
C1. Does your enterprise employ ICT specialists?	301	1 - Yes 2 - No
C2. Did your enterprise provide any type of training to develop ICT related skills of the persons employed, during last year?	302	
a) training for ICT specialists	302_A	1 - Yes 2 - No
b) training for other persons employed	302_B	1 - Yes 2 - No
C3. Did your enterprise recruit or try to recruit ICT specialists last year?	303	1 - Yes 2 - No
C4. Last year, did your enterprise have vacancies for ICT specialists that were difficult to fill?	304	1 - Yes 2 - No

## D. DATA UTILISATION AND ANALYTICS

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		Answer
		1
D1. Does your enterprise use the following business software?	301	
a) Enterprise Resource Planning (ERP) software.	301_A	1 - Yes 2 - No
b) Customer Relationship Management (CRM) software.	301_B	1 - Yes 2 - No
c) Business Intelligence (BI) software.	301_C	1 - Yes 2 - No
Data sharing	x20	
D2. Does your enterprise share data electronically with suppliers or customers in the supply chain (e.g. through websites or applications, EDI systems, real-time sensors or tracking)?	ITRA10_1	1 - Yes 2 - No
Data analytics	x19	
D3. Does your enterprise perform data analytics by own employees?	302	1 - Yes 2 - No
IF YOU ANSWERED "NO" TO QUESTION D3, GO TO QUESTION D5	x21	
D4. Does your enterprise apply data analytics on data from the following sources?	303	
a) Transactional data	303_A	1 - Yes 2 - No
b) Customer data	303_B	1 - Yes 2 - No
c) Social media data, including the enterprise's own social media profiles	303_C	1 - Yes 2 - No
d) Web data	303_D	1 - Yes 2 - No
e) Location data of portable devices or vehicles	303_E	1 - Yes 2 - No
f) Data from smart devices or sensors	303_F	1 - Yes 2 - No
g) Open data from public authorities	303_G	1 - Yes 2 - No
h) Satellite data	303_H	1 - Yes 2 - No
D5. Does an enterprise use an external service provider for data analytics?	305	1 - Yes 2 - No

### E. CLOUD COMPUTING SERVICES (click on the table heading for more information)

Cloud computing services are services provided via the internet (incl. VPN) for software access, data hosting, etc. The ordered cloud computing services can be used in computers with internet access. The user interface for most services is a web browser; in some cases a special user interface is installed.

Characteristics of cloud computing services:

- 1) they are delivered from the servers of service providers;
- 2) they can be easily scaled up or down (e.g. the number of users or storage capacity);
- 3) they are used on-demand by the user, without human interaction with the service provider;
- 4) they are paid for, either per user, by capacity used, or are pre-paid.

		Answer
		1
E1. Does your enterprise use any paid cloud computing services(Free of charge services are excluded.)	501	1 - Yes 2 - No
IF YOU ANSWERED "NO" TO QUESTION E1, GO TO QUESTION F1	x26	
E2. Does your enterprise use any of the following paid cloud computing services?	502	
a) Email as a cloud computing service (e.g. Gmail, Outlook, etc.)	502_A	1 - Yes 2 - No
b) Office software (e.g. word processors, spreadsheets, etc.) as a cloud computing service, e.g. G Suite (Google), Office 365, etc.	502_B	1 - Yes 2 - No
c) Finance or accounting software applications as a cloud computing service (e.g. Merit, Standard Books, Smart Accounts, Dynamics, Directo, etc.)	502_C	1 - Yes 2 - No
d) Enterprise Resource Planning (ERP) software applications as a cloud computing service (e.g. MRPeasy, SAP BusinessByDesign, Erply, Microsoft Dynamics AX)	502_D	1 - Yes 2 - No
e) Customer Relationship Management (CRM) software applications as a cloud computing service (e.g. Microsoft Dynamics CRM, Oracle Siebel CRM, Pipedrive, Scoro CRM)	502_E	1 - Yes 2 - No
f) Security software applications as a cloud computing service, e.g. antivirus programs, network access controls (e.g. Avast CloudCare, Panda Cloud Antivirus, AVG CloudCare)	502_F	1 - Yes 2 - No
g) Hosting the enterprise's databases as a cloud computing service (e.g. Microsoft SQL)	502_G	1 - Yes 2 - No
h) Storage of files in a cloud (e.g. Microsoft OneDrive, Amazon S3, Google Drive, Dropbox, etc.)	502_H	1 - Yes

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		2 - No
i) Computing power to run the enterprise's own software as a cloud computing service (e.g. renting virtual server disk space from a service provider)	502_I	1 - Yes 2 - No
j) Computing platform providing a hosted environment for application development, testing or deployment as a cloud computing service, e.g. Microsoft Azure.	502_J	1 - Yes 2 - No
k) Artificial intelligence software generating text, images, video, audio content, or codes	502_K	1 - Yes 2 - No

## F. USE OF ARTIFICIAL INTELLIGENCE TECHNOLOGIES IN THE ENTERPRISE

Artificial intelligence (AI) is a collection of technologies and methods that enable systems to learn, draw conclusions, and automate decision-making in order to achieve set goals. Artificial intelligence systems can be purely software-based (running on existing hardware), or they can be embedded into hardware devices.

		Answer
		1
F1. Does your enterprise use any of the following Artificial Intelligence technologies?	601	
a) Text mining, analysis of written text for detecting patterns in the text and highlighting information on the basis of natural language processing (NLP) and machine learning principles	601_A	1 - Yes 2 - No
b) Speech recognition, which converts spoken language into machine-readable format.	601_B	1 - Yes 2 - No
c) Text generator that creates written text, spoken language or programming code according to instructions given or a query submitted	601_C	1 - Yes 2 - No
d) Generation of photos, videos, sound/audio according to instructions given (e.g. Lumen5, OpenArt, etc.)	601_D	1 - Yes 2 - No
e) Image recognition, identifying objects or persons based on photographs or images (e.g Google Cloud Vision, IBM Watson, Clarifai, Amazon Rekognition)	601_E	1 - Yes 2 - No
f) Machine learning (e.g. deep learning) for automatic data analysis in a specific field	601_F	1 - Yes 2 - No
g) AI-based robotic process automation (RPA) used in the office for automating workflows and assisting in decision-making.	601_G	1 - Yes 2 - No
h) Self-propelled robotic machine equipped with artificial intelligence, capable of autonomously observing the surroundings and making decisions based on this information.	601_H	1 - Yes 2 - No
IF YOU ANSWERED "NO" TO ALL OPTIONS UNDER QUESTION F1, GO TO QUESTION G1.	x3	Routing
F2. How did your enterprise acquire the Artificial Intelligence software or systems that it uses?	602	
a) they were developed by own employees (including those employed in parent or affiliate enterprise)	602_A	1 - Yes 2 - No
b) Closed-source software or systems were used	602_B	1 - Yes 2 - No
c) Open-source software or systems were used	602_C	1 - Yes 2 - No
d) external providers were contracted to develop or modify them	602_D	1 - Yes 2 - No
IF YOU ANSWERED TO QUESTION F2 b) OR c) YES, GO TO QUESTION F3.	x30	
F3. Have your enterprise's employees (incl. those employed in parent or affiliate enterprises) or external service providers modified the artificial intelligence software or systems used?	603	1 - Yes 2 - No

## G. ICT SECURITY

Information and communication technology (ICT) security involves implementing various measures and control procedures to ensure the integrity, authenticity, availability, and confidentiality of enterprise's data and systems.

		Answer
		1
G1. Does your enterprise apply any of the following ICT security measures on its ICT systems?	701	
a) two-factor user authentication, i.e. using a combination of at least two authentication mechanisms	701_A	1 - Yes 2 - No
b) encryption of data, documents, or e-mails	701_B	1 - Yes 2 - No
c) data backup, i.e. backing up data to a separate location, separate from the computer containing the original data, e.g. to an external hard drive / cloud or memory stick	701_C	1 - Yes 2 - No
d) ICT security monitoring system that detects suspicious activity on the intranet and devices and alerts the enterprise. This does not include anti-virus software on individual computers.	701_D	1 - Yes 2 - No
e) ICT risk assessment, i.e. periodic assessment of the likelihood and potential consequences of ICT security incidents	701_E	1 - Yes 2 - No
G2. Does your enterprise make persons employed aware of their obligations in ICT security related issues in the following ways?	702	
a) voluntary training or internally available information (e.g. information on the intranet)	402_A	1 - Yes 2 - No
b) compulsory training courses or viewing compulsory material	402_B	1 - Yes

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c) by contract (e.g. contract of employment)	402_C	2 - No 1 - Yes 2 - No	
G3. Did your enterprise experience at least one of the following ICT security incidents last year?	703		
a) unavailability of ICT services due to attack from outside, e.g. Denial of Service attacks, ransomware attacks	703_A	1 - Yes 2 - No	
b) destruction or corruption of data due to infection of malicious software or unauthorised intrusion	703_B	1 - Yes 2 - No	
c) disclosure of confidential data (e.g. due to intrusion, pharming, phishing attack, intentional actions by own employees)	703_C	1 - Yes 2 - No	

H. INVOICING

		Answer
		1
H1. Please specify the reason why the enterprise's employees do not use the internet for work purposes.	801	1 - The company's activities are temporarily suspended, terminated 2 - The performance of tasks does not require the use of the Internet 3 - Other reason
Please specify the reason why the enterprise's employees do not use the internet for work purposes.	802	

I. TIME SPENT ON FILLING OUT THE QUESTIONNAIRE (incl. for preparing the data)

Please estimate how much time you spent on filling out the questionnaire (incl. time spent on reading the instructions, collecting and preparing data).Record the total time spent by all employees.

		Hours	Minutes
		1	2
Time spent	1		
For example, if it took 1.5 hours, i.e. 90 minutes, to fill in the questionnaire, enter 1 on the hours field and 30 on the minutes field.	x		

COMMENT