Community Survey on ICT Usage and e-Commerce in Enterprises 2007

Luxembourg Final and Quality Report

Please read this first !!!

General guidelines on using this template

- *In the title line of this page, please delete the non-applicable term (Metadata / Quality).*
- *Fill in the required information in the space (box) foreseen next to or below the item heading, if a box is irrelevant for your national survey, indicate 'non-applicable' to avoid we have to come back to you on this item. An increase of the box' size after inserting several lines or paragraphs is no problem. However, when reporting several pages for one item, we kindly ask you to give a short summary and refer to the full text in an annex.*
- *It is not required that you follow the text format defined in this template. However, use the tables defined below and don't change its structure (don't insert more rows, more columns or merge cells). Keep the numbering and the headings of the several sections. These rules intend to allow for the automatic extraction of all the information from the report and its introduction in our database.*
- *This template is designed to serve both the requirements for the Metadata as well as the Quality reports.*

  Chapters 1 to 6 shall be completed for the metadata reporting, chapters 7 to 10 can be postponed until the quality reporting*. However, where provisional information for the Quality Report topics is already available, we invite you to provide us with this data in the Metadata Report (and update it in the Quality Report).*

We kindly thank you for respecting these guidelines.

1. Cover information

1.1	**Country** Please insert here the name of the Country to which the survey refers to.
	Luxembourg
1.2	**Organisation(s)** Here you should put the names of the organisations responsible for the survey under Eurostat (e.g. Statistical Office) and / or any other organisations involved in the conduction of the survey.
	STATEC and CEPS/INSTEAD
1.3	**Contact Person** Please indicate the name, unit and the contact information of the person that should be contacted in case there is any question concerning the survey and this report.
	Victor Molling, victor.molling@statec.etat.lu, +352 24784258, Marie-Jo Airoldi, marie-jo.airoldi@statec.etat.lu, +352 24784253, Contact person of the organisation running the survey: Nicolas Poussing CEPS/INSTEAD – Unité de Recherche 'Entreprises' BP 48 L-4501 Differdange (352) 58.58.55.503 nicolas.poussing@ceps.lu

1.4	**Name of the statistical operation or collection** Here you should put the national name of the survey in its original language and in English if there is any national reference (i.e. in the web-site of the statistical office) to the survey in English.
	Enquête relative à l'usage de l'informatique dans les entreprises 2007
1.5	**Date of this report** Please indicate the date of the last update of this report, for the case we have several versions.
	07/11/2007

2. General methodological information

2.1	**Reference period** In this section please indicate if the reference periods defined in the model questionnaire for the several variables were followed in the national survey and highlight the differences.
	Year 2006 for the percentage of sales/orders data and where specified. Questions B5, B6, C1, to C4, D1 to D4, E3 to E12. January 2007 for the other data

2.2	**Survey period** Please indicate the dates between which the data collection took place, i.e., when the questionnaires were sent out (or the web-questionnaire made available) and when the last filled in questionnaire treated and used for the results was received. Please indicate also the collection dates for the financial sector and the micro-enterprises (if conducted), even if they are the same as the general survey.

Survey / Collection	Date of sending out of questionnaires	Date of reception of the last questionnaire treated
General survey	26/03/2007	10/07/2007
Financial sector	26/03/2007	10/07/2007
Micro-enterprises	Non applicable	Non applicable

2.3	**Survey vehicle** Stand-alone or embedded in another survey. Please introduce an "x" in the column immediately after the type of survey vehicle used for the general survey (enterprises with 10 or more persons employed). Please also indicate if the data collection from micro-enterprises was integrated with the general survey, i.e., the same questionnaire was used and the sending out of questionnaires was simultaneous.

General survey: Stand-alone survey	X	General survey: Embedded in another survey	
Was collection of micro-enterprises integrated with the general survey ?	Yes		No	X

2.4	**Survey type** Please give a short description of the survey type (face-to-face interview, self-administered mail survey, telephone interview, combination of techniques, other).
	Self-administered mail survey

2.5	**Survey participation** Please indicate if the survey was mandatory or voluntary, by introducing an "x" in the column immediately after the type of survey participation.

Mandatory	X	Voluntary	

2.6	**Main methodological differences compared to previous survey(s)** Please indicate any changes in survey from the previous year that may have an impact on the comparability over time of the results delivered to Eurostat (and not particularly those relating to results released only nationally).
	No difference

3. Statistical Unit and Target Population

3.1	**Statistical Unit** Please indicate the statistical unit used. If it wasn't the "Enterprise", as defined in the model survey, please mention the reasons.							
	Enterprise form the business register							

3.2	**Target Population**

3.2.1 Enterprise size

As required by Annex 1 of Commission Regulation (EC) No 1031/2006 of 4 July 2006, enterprises with 10 or more persons employed are assumed to be covered by the survey.

Indicate below what is the scope for the coverage of micro-enterprises in terms of size and if the breakdown in the size classes is provided or not. For each one of the two items below introduce an "x" in the column immediately after the response alternative chosen.

If the variable used to define enterprise size was not the number of persons employed, indicate which one was used and why.

Scope in terms of persons employed	1 to 9 persons employed		5 to 9 persons employed	
Breakdown between size classes [1 to 4] and [5 to 9] persons employed provided ?	Yes		No	
If different size delimitation or different variable was used, please indicate it.	The micro-enterprises are not covered by the survey			

3.2.2 Economic Activity

All economic activities in the scope of Annex 1 of Commission Regulation (EC) No 1031/2006 of 4 July 2006 are assumed to be included in the general survey, covering enterprises with 10 or more persons employed. These activities are: Sections D, F, G, I and K, Groups 55.1, 55.2, 92.1 and 92.2 and Classes 65.12, 65.22, 66.01 and 66.03.

In this section, please indicate for the micro-enterprises if all the mandatory NACE categories were covered and if not which ones were included. For both the general survey and micro-enterprises indicate which optional NACE categories, if any, were covered. For each one of the items below introduce an "x" in the column immediately after the response alternative chosen, or the information requested.

Economic Activity	Micro-enterprises				General Survey			
All mandatory NACE categories covered ?	Yes		No					
If not, which ones were covered ?								
Section E	Yes		No	X	Yes		No	X
Groups from 55.3 to 55.5 inclusive	Yes		No	X	Yes		No	X
Groups from 92.3 to 92.7 inclusive	Yes		No	X	Yes		No	X
Division 93	Yes		No	X	Yes		No	X
Groups 67.12, 67.13 and 67.2	Yes		No	X	Yes		No	X
Other economic activities	Yes		No	X	Yes		No	X
If yes, which ones?								

3.2.3 Geographic scope

Please indicate here if all the territory of the country was considered or if any part of the country was not included. In the second case indicate which parts were not included, the reasons why, and an estimate of the percentage of the target population not covered.

Luxembourg has no Objective 1 regions. The whole country counts as one single region NUTS2-level (O.J. L194 p. 53 of 27/07/1999, Annexes I). In consequence, the complete country is covered by this survey.

4. Questionnaire

4.1	**Implementation in the national questionnaire of the mandatory variables and adoption of questions for micro-enterprises**
	(Version 3.2 of 19.of April.2007 of the model questionnaire)
	All variables included in Annex 1 of Commission Regulation (EC) No 1031/2006 of 4 July 2006 are assumed to be included in the general survey, covering enterprises with 10 or more persons employed.
	In the following table please indicate any deviation of the question from the recommendation as defined in the model questionnaire, for the general survey.
	For each question or item, an "x" in the column named *Question included* means that it was included in the national questionnaire directed to micro-enterprises. (G = General Questionnaire for all activities except NACE J; Fin = Questionnaire adapted for the Financial Sector NACE J) The national questionnaire and an English version, if available, should be present as annex.

Question / Item		General Survey	Micro-enterprises	
		Any deviations from question / item in model questionnaire	Question included	
			G	Fin
Module A: General information about ICT systems				
A1.	Did your enterprise use computers, during January 2007?	No deviation		
A3.	Did your enterprise have the following information and communication technologies, …			
	a) Wireless LAN	No deviation		
	b) Wire based LAN			
	c) Intranet			
	d) Extranet			
A4.	Did your enterprise have in use, in January 2007, any software application to manage the placing and/or receipt of orders?	No deviation		
A5.	Did that software application to manage orders link automatically with any of the following, as of January 2007?			
	a) Internal system for re-ordering replacement supplies	No deviation		
	a) Internal system of your enterprise or enterprise group			
	b) Invoicing and payment systems			
	c) Your system for managing production, logistics or service operations			
	d) Your suppliers' business systems (for suppliers outside your enterprise group)			
	e) Your customers' business systems (for customers outside your enterprise group)			
A6.	Did your enterprise have in use, in January 2007, an ERP software package to share information on sales and purchases with other internal functional areas (for example, finance, planning, marketing, etc.)?	No deviation		
A7.	Did your enterprise have in use, in January 2007, any software application for managing information about clients (so called CRM) that allows it to:			
	a) Capture, store and make available to other business functions the information about its clients?	No deviation		
	b) Make analysis of the information about clients for marketing purposes (setting prices, make sales promotion, choose distribution channels, etc.)?			
A8.	Did your enterprise have in use, in January 2007, third party free or open source operating systems, such as Linux ? (i.e. with its source code available, no copyright cost, and the possibility to modify and/or (re)distribute it)	No deviation		
A9.	Was your enterprise, in January 2007, sending e-invoices in a digital format which allows its automatic processing?	No deviation		
A10.	Was your enterprise, in January 2007, receiving e-invoices in a digital format which allows its automatic processing?	No deviation		

Question / Item		General Survey	Micro-enterprises	
		Any deviations from question / item in model questionnaire	Question included	
			G	Fin
A11.	Was your enterprise, in January 2007, using a digital signature in any message sent, i.e. using encryption methods that assure the authenticity and integrity of the message (uniquely linked to and capable of identifying the signatory and where any subsequent change to the message is detectable)?	No deviation		
Module B: Use of Internet				
B1.	Did your enterprise have access to Internet, during January 2007?	No deviation		
B2.	What percentage of the number of persons employed used computers connected to the World Wide Web …	No deviation		
B3.	Did your enterprise have the following types of external connection to the Internet, …			
	a) Traditional Modem (dial-up access over normal telephone line)	No deviation		
	b) ISDN connection			
	c) DSL (xDSL, ADSL, SDSL etc)			
	d) Other fixed internet connection			
	e) Mobile connection			
B4.	Did your enterprise use the Internet for the following purposes, during January 2007?			
	a) Banking and financial services	No deviation		
	b) Training and education			
	c) Market monitoring (e.g. prices)			
B5.	Did your enterprise use the Internet for interaction with public authorities, during 2006?	Not included in the questionnaire, calculated from the question B6		
B6.	Did your enterprise interact with public authorities in the following ways, during 2006?			
	a) For obtaining information	No deviation		
	b) For obtaining forms, e.g. tax forms			
	c) For returning filled in forms, e.g. provision of statistical information to public authorities			
	d) Submitted a proposal in an electronic tender system (e-procurement)			
B7.	Did your enterprise have a Web Site / Home Page, during January 2007?			
B8.	Did the Web Site of your enterprise provide the following facilities, during January 2007?			
	a) Marketing the enterprise's products	No deviation		
	b) Facilitating access to product catalogues and price lists			
	c) Providing after sales support			
Module C: e-commerce via Internet				
C1.	Did your enterprise order products/services via the Internet, during 2006?	No deviation		
C2.	Please indicate for 2006 the percentage of the Internet orders in relation to the total purchases (in monetary terms, excluding VAT).	No deviation		
C3.	Did your enterprise receive orders via the internet, during 2006 (excluding manually typed e-mails)?	No deviation		
C4.	Please state the value of the turnover resulted from orders received via Internet (in monetary terms, excluding VAT), in 2006.	No deviation		
C5.	Was your enterprise using a secure protocol, such as SSL and TLS, for the reception of orders via Internet, in January 2007?	No deviation		
Module D: E-commerce via EDI or networks other than Internet				

Question / Item		General Survey	Micro-enterprises	
		Any deviations from question / item in model questionnaire	Question included	
			G	Fin
D1.	Did your enterprise order products/services via external computer networks other than Internet, during 2006?	No deviation		
D2.	Please indicate for 2006 the percentage of the orders placed or transmitted via computer networks other than Internet, …	No deviation		
D3.	Did your enterprise receive orders via external computer networks other than Internet, during 2006?	No deviation		
D4.	Please state the value of the turnover resulted from orders received via computer networks other than Internet...	No deviation		
Module E: e-Skills – ICT competence in the enterprise unit and the demand for ICT skills				
E1.	Did your enterprise employ ICT/IT specialists, in January 2007?	No deviation		
E2.	How many ICT/IT specialists were employed by your enterprise, during January 2007?	No deviation		
E3.	Did your enterprise recruit or try to recruit personnel for jobs requiring ICT specialist skills, during 2006?	No deviation		
E4.	Did your enterprise have hard-to-fill vacancies for jobs requiring ICT specialist skills, during 2006?	No deviation		
E5.	What do you believe were the main reasons of having hard-to-fill vacancies for jobs requiring ICT specialist skills, during 2006?			
	a) Lack or too low number of applicants with ICT specialist skills	No deviation		
	b) Lack of ICT related qualifications from education and/or training			
	c) Lack of work experience in the field of ICT			
	d) Salary requests too high			
E6.	Did your enterprise recruit or try to recruit personnel for jobs requiring skills in the use of ICT, during 2006?	No deviation		
E7.	Did your enterprise have hard-to-fill vacancies due to applicants' lack of skills in the use of ICT, during 2006?	No deviation		
E8.	Did your enterprise provide training to develop or upgrade ICT related skills of your personnel, during 2006?			
	a) Training for ICT/IT specialists	No deviation		
	b) Training for users of ICT			
E9.	Were any ICT functions requiring ICT/IT specialists performed by external suppliers (fully or partly), during 2006?	No deviation		
E10.	Were any ICT functions requiring ICT/IT specialists performed by suppliers in a foreign country (fully or partly), during 2006?	No deviation		
E12.	From which of the following geographical regions did your enterprise engage suppliers' ICT/IT specialists, during 2006?			
	a) other EU Member States	No deviation		
	b) Non-EU Countries			

4.2	**Coverage of the optional variables of the model questionnaire** **(Version 3.2 of 19.April.2007)** Indicate below <u>if and which</u> optional variables and questions were included in the national questionnaire. For each question or item, an "x" in the column named *Question included* means that it was included in the national questionnaire. The column "10+" refers to enterprises with 10 or more persons employed and column "Micro" refers to micro-enterprises.

Question / Item		Question included		Any deviations from question / item in model questionnaire
		10+	**Micro**	
A2.	How many persons employed used computers at least once a week, during January 2007?	NO	NO	
E5e.	What do you believe were the main reasons of having hard-to-fill vacancies … e) Other	YES	NO	
E11.	Which ICT functions were performed by suppliers' ICT/IT specialists in a foreign country, during 2006?			
	a) ICT management	Yes	NO	
	b) ICT development and implementation	Yes	NO	
	c) ICT operations	Yes	NO	
	d) Other ICT functions	Yes	NO	
E13.	Were any business functions requiring users of ICT performed by external suppliers, during 2006?	NO	NO	
E14.	Were any business functions requiring users ICT performed by suppliers in foreign country, …	NO	NO	
E15.	Which business functions were performed by suppliers' ICT users in a foreign country, …			
	a) Sales and marketing, customer services	NO	NO	
	b) Research and development, product design and engineering	NO	NO	
	c) Other (non-ICT) business functions	NO	NO	
E16	Please indicate the geographical regions from where you engaged business services…			
	a) other EU Member States	NO	NO	
	b) Non-EU Countries	NO	NO	

4.3	**General remarks on the national questionnaire** This section can be filled in with general information about the variables collected. For example if any of the variables was collected outside the scope of the survey (administrative sources, other survey, etc.). Nothing special to report

4.4	**Additional questions introduced in national questionnaire(s)** In this cell you can introduce general information on the adoption of additional national questions. In the following table you can provide the designation of these questions and any other additional information on that question you wish to provide.

Variable	Additional information
Question A3: ICT used	**Messagerie électronique, visio ou videoconference, forum électronique, calendrier de groupe électronique, gestionnaire de projet de groupe**
Question B4: Internet usage	**Recevoir des produits transmissibles via Internet, Obtenir une assistance après-vente**
Question D5 D6 (questionnaire Luxembourg)	**Obstacles et barriers au commerce électronique**

5. Frame population

5.1	**Description of frame population**
	This section includes a description of the frame population. Please indicate if the frame population is the same as, or is in some way coordinated with, the one used for the Structural Business Statistics. If there was any deviation from the recommendation of the model survey, please refer to it explicitly.
	For the sample design, CEPS/INSTEAD worked with the enterprises register in collaboration with the STATEC
5.2	**Known shortcomings of the frame population, if any**
	Indicate shortcomings in terms of timeliness (e.g. time lag between last update of the sampling frame and the moment of the actual sampling), geographical coverage, coverage of different subpopulations, data available etc., and any measures taken to correct it, for this survey.
	Nothing special to report
5.3	**Frame population distribution**
	In the following table, please provide the number of statistical units (e.g. enterprises) in the frame population, by size and by economic activity. Grey cells correspond to optional size classes or economic activities, and are to be filled in only when these were covered by the survey. Please include in the first row ("DA-DE") also the enterprises belonging to Division 22. Include in the totals all filled in cells.

Frame Population		1 to 4 persons employed	5 to 9 persons employed	10 to 49 persons employed	50 to 249 persons employed	250 or more persons employed	Total
1	DA - DE	/	/	85	27	8	120
2	DF - DH	/	/	10	15	5	30
3	DI+DJ	/	/	77	22	8	107
4	DK - DN	/	/	42	21	4	67
5	45	/	/	689	124	14	827
6	50	/	/	162	28	3	193
7	51	/	/	249	38	2	289
8	52	/	/	274	36	6	316
9	55.1+55.2	/	/	81	9	0	90
10	60 - 63	/	/	208	76	15	299
11	64	/	/	17	8	2	27
12	72	/	/	106	17	1	124
13	70+71+73+74	/	/	364	76	31	471
14	92.1+92.2	/	/	12	3	0	15
17	22	/	/	/	/	/	/
18	40+41	/	/	/	/	/	/
19	55.3 - 55.5	/	/	/	/	/	/
20	92.3 - 92.7	/	/	/	/	/	/
21	93	/	/	/	/	/	
F1	65.12 + 65.22	/	/	56	43	23	122
F2	66.01 + 66.03	/	/	35	9	3	47
F3	67.12+67.13+67.2	/	/	/	/	/	/
	Total	/	/	2467	552	125	3144

6. Sampling design

6.1	**Sampling method**
	This section includes a description of the sampling method used (e.g. stratified random sample, quota sampling, cluster sampling; one-stage or two-stage sampling). If stratification was used, please indicate which variables were used to stratify, the categories of those variables and the final number of strata. Include also in this section the method used for the determination of the sample size and the method used for sample selection. In particular, mention if any procedures for the coordination or non-overlapping with samples of other surveys was used.

6.2	**Gross sample distribution**
	In the following table, please provide the number of statistical units (e.g. enterprises) <u>selected for sampling without any posterior correction for misclassification</u>, by size and by economic activity. Grey cells correspond to optional size classes or economic activities, and are to be filled in only when these were covered by the survey. Include in the totals all filled in cells.

Gross Sample		1 to 4 persons employed	5 to 9 persons employed	10 to 49 persons employed	50 to 249 persons employed	250 or more persons employed	Total
1	DA - DE	/	/	85	27	8	120
2	DF - DH	/	/	10	15	5	30
3	DI+DJ	/	/	77	22	8	107
4	DK - DN	/	/	42	21	4	67
5	45	/	/	689	124	14	827
6	50	/	/	162	28	3	193
7	51	/	/	249	38	2	289
8	52	/	/	274	36	6	316
9	55.1+55.2	/	/	81	9	0	90
10	60 - 63	/	/	208	76	15	299
11	64	/	/	17	8	2	27
12	72	/	/	106	17	1	124
13	70+71+73+74	/	/	364	76	31	471
14	92.1+92.2	/	/	12	3	0	15
17	22	/	/	/	/	/	/
18	40+41	/	/	/	/	/	/
19	55.3 - 55.5	/	/	/	/	/	/
20	92.3 - 92.7	/	/	/	/	/	/
21	93	/	/	/	/	/	
F1	65.12 + 65.22	/	/	56	43	23	122
F2	66.01 + 66.03	/	/	35	9	3	47
F3	67.12+67.13+67.2	/	/	/	/	/	/
	Total	/	/	2467	552	125	3144

7. Response and non-response

(Quality Report)

7.1	**Unit Response**
	The following table should be filled in with the number of units (e.g. enterprises), by type of response to the survey and by the percentage of these values in relation to the gross sample size.

Type of response	Number	Percentage
Gross sample size	3144	**100%**
1. Response (questionnaires returned back by the enterprise)	1976	62.8%
1.1 Used for tabulation and grossing up (*Net sample or Final Sample*)	1955	62.2%
1.2 Not used for tabulation	21	0.7%
1.2.1 Out of scope (deaths, misclassified originally in the target population, etc.)	21	0.7%
1.2.2 Other reasons (e.g. unusable questionnaire, etc.)	0	0%
2. Non-response (e.g. non returned mail, returned mail by post office, etc.)	1168	37.2%

7.2	**Net sample distribution**
	In the following table, please provide the number of enterprises <u>used for grossing up and tabulation</u>, by size and by economic activity. Grey cells correspond to optional size classes or economic activities, and are to be filled in only when these were covered by the survey. Include in the totals all filled in cells.

Net Sample		1 to 4 persons employed	5 to 9 persons employed	10 to 49 persons employed	50 to 249 persons employed	250 or more persons employed	Total
1	DA - DE			47	17	3	67
2	DF - DH			8	8	3	19
3	DI+DJ			49	20	5	74
4	DK - DN			27	13	2	42
5	45			389	83	9	481
6	50			104	20	2	126
7	51			149	31	1	181
8	52			149	24	4	177
9	55.1+55.2			49	6	0	55
10	60 - 63			151	46	9	206
11	64			9	4	2	15
12	72			62	10	1	73
13	70+71+73+74			230	57	16	303
14	92.1+92.2			4	1	0	5
17	22						
18	40+41						
19	55.3 - 55.5						
20	92.3 - 92.7						
21	93						
F1	65.12 + 65.22			46	32	16	94
F2	66.01 + 66.03			29	5	3	37
F3	67.12+67.13+67.2						
	Total			1502	377	76	1955

7.3	**Comments on unit response, if any**	
	Nothing special to report	
7.4	**Methods used for minimizing unit non-response** Where applicable, give a description of measures taken to reduce the unit non-response: advance notification in the form of a letter or phone call; showing respondents how the data they are providing are being used; system of reminders; etc.	
	One postal reminder	
7.5	**Methods used for unit non-response treatment** Indicate whether imputations are made for unit non-response and give a short description of the methods used (e.g. correction factor in the weighting procedure, imputation based on background characteristics known from the sampling frame, etc.).	
	The initial weight is the inverse of the probability of selection. A calibration is performed with CALMAR macro of INSEE-France for correcting the initial weight because of non-response phenomenon. In this process, the following variables are used: the number of enterprises by workforce size and the number of enterprises by aggregated NACES. It consists to make agree the distribution of these variables in the **sample or the sampling frame** with the distribution of the same variables in the set of respondents. The staff size is divided into these three classes: "10-49 employees", "50-249 employees", " 250 employees or +". The aggregated NACES are described below. This calibration is implemented at enterprise level. AGGREGATED NACES : 1="DA+DB+DC+DD+DE" 2="DF+DG+DH" 3="DI+DJ" 4="DK+DL+DM+DN" 5="45" 6="50" 7="51" 8="52" 9="55.1+55.2" 10="60+61+62+63" 11="64" 12="65.12+65.22" 13="66.01+66.03" 14="72" 15="70+71+73+74" 16="92.1+92.2"	
7.6	**Other comments relating to the unit non-response** If any, please use this box to inform on additional issues on the non-response calculation (e.g. method used in national publications, etc.).	
	Nothing special to report	
7.7	**Questions or items with item response rates below 90%** If any, identify the items with low response rates (the cut-off value to be used is 0.90) and indicate their respective response rates. The item non-response rate should of course be calculated taking into account the routing and filtering in the questionnaire.	
	none	
7.8	**Methods used for item non-response treatment, if any** Indicate whether imputations are made for item non-response and give a short description of the methods used (e.g. nearest-neighbour imputation, hot deck imputation, mode imputations within classes, etc.).	
	No treatment for item non response	
7.9	**Other comments relating to the item non-response** If any, please use this box to inform on additional issues on the non-response calculation (e.g. method used in national publications, etc.).	
	Nothing special to report	

8. Data processing

(Quality Report)

8.1	**Grossing-up procedures**
	Please give a description of the extrapolation or weighting procedures used to gross up the number of enterprises, number of persons employed, turnover and purchases in the net sample to the (target) population. Please present the different steps taken or factors applied to the design weighting to take into account the (post)stratification, balancing for unit non-response, etc.

A final adjustment is carried out for getting more accurate estimates of the variables of interest. It consists to make agree the most recent distribution of the number of enterprises by workforce size, the number of enterprises by aggregated NACES and the number of employees by aggregated NACES, in the **population** from a recent external source data of STATEC, with the distribution of the same variables in the set of respondents. The staff size is divided into these three classes: "10-49 employees", "50-249 employees", " 250 employees or +". This calibration is implemented at enterprise level.

AGGREGATED NACES :
1="DA+DB+DC+DD+DE"
2="DF+DG+DH"
3="DI+DJ"
4="DK+DL+DM+DN"
5="45"
6="50"
7="51"
8="52"
9="55.1+55.2"
10="60+61+62+63"
11="64"
12="65.12+65.22"
13="66.01+66.03"
14="72"
15="70+71+73+74"
16="92.1+92.2"

9. Sampling error

(Quality Report)

9.1	**Standard error (for a selection of indicators)**
	Accuracy measures related to sampling are not required from the Member-State for all indicators. Eurostat will make basic assumptions to compute these measures for all indicators produced (e.g. stratified random sampling assuming as strata the crossing of the variables "Number of Persons Employed" and "Economic Activity" as it was defined in the tables of sections 5.3, 6.2 and 7.2).
	In order to evaluate the reasonability of the assumptions made by Eurostat, we need to compare the estimated standard error computed under these assumptions and those computed by the country, <u>taking into account the real sampling design used</u>, for at least some of the indicators. We also need to compare these measures not only for the overall population, but also for the several breakdowns, in which case the standard error is necessarily higher.
	So, we kindly ask you to provide in the following table the estimated standard error for each of the listed indicators. The estimation of the standard error should take into account the sampling design (e.g. the stratification).
	In case the standard errors are derived using the variance formula for simple random sampling and incorporating a factor which reflects the multi-stage, clustered nature of the sampling design, please comment on the assumptions made and or the methods used (§9.2).
	Grey cells correspond to optional size classes or economic activities, and are to be filled in only when these were covered by the survey.
	Please note that the accuracy measure used, i.e. the standard error, differs from the one used in the 2004 and 2005 report templates (where the *coefficient of variation* was used).
	Please also note that the variable used for the breakdowns is no longer internet access, as in the previous years, but the percentage of enterprises using a website.

Indicator		Question associated	Estimated proportion	Standard error
Question	**Scope**			
A4	**10+ No J**	Did your enterprise have IT systems to manage the placement or reception of orders, during January 2007?	61.2829	1.1514
C3	**10+ No J**	Did your enterprise receive orders via the internet, during 2006 (excluding manually typed e-mails)?	10.7338	0.7340
B7	**10+ No J**	Did your enterprise have a website, during Jan 2007?	62.5373	1.1415
B7	**1-4 No J**	Did your enterprise have a website, during Jan 2007?		
B7	**5-9 No J**	Did your enterprise have a website, during Jan 2007?		
B7	**10-49 No J**	Did your enterprise have a website, during Jan 2007?	59.8471	1.3035
B7	**50-249 No J**	Did your enterprise have a website, during Jan 2007?	69.5475	2.5133
B7	**250+ No J**	Did your enterprise have a website, during Jan 2007?	91.9572	3.2540
B7	**DA-DE 15-22**	Did your enterprise have a website, during Jan 2007?	52.5284	6.1659
B7	**22**	Did your enterprise have a website, during Jan 2007?		
B7	**DF-DH 23-25**	Did your enterprise have a website, during Jan 2007?	79.1149	8.8608
B7	**DI-DJ 26-28**	Did your enterprise have a website, during Jan 2007?	51.3443	5.8154
B7	**DK-DN 29-37**	Did your enterprise have a website, during Jan 2007?	75.0193	6.6060
B7	**E 40-41**	Did your enterprise have a website, during Jan 2007?		
B7	**F 45**	Did your enterprise have a website, during Jan 2007?	57.6206	2.2613
B7	**G 50**	Did your enterprise have a website, during Jan 2007?	60.8520	4.3567

B7	**G** **51**	Did your enterprise have a website, during Jan 2007?	75.4727	3.2188
B7	**G** **52**	Did your enterprise have a website, during Jan 2007?	52.5560	3.7910
B7	**H** **55.1+55.2**	Did your enterprise have a website, during Jan 2007?	85.5830	4.7207
B7	**H** **55.3-55.5**	Did your enterprise have a website, during Jan 2007?		
B7	**I** **60-63**	Did your enterprise have a website, during Jan 2007?	37.2271	3.3674
B7	**I** **64**	Did your enterprise have a website, during Jan 2007?	63.2934	12.8394
B7	**J** **65.12, 65.22**	Did your enterprise have a website, during Jan 2007?	82.1098	3.9409
B7	**J** **66.01, 66.02**	Did your enterprise have a website, during Jan 2007?	83.5550	6.1311
B7	**J** **67.12,** **67.13, 67.2**	Did your enterprise have a website, during Jan 2007?		
B7	**K** **70, 71, 73, 74**	Did your enterprise have a website, during Jan 2007?	73.0142	2.5491
B7	**K** **72**	Did your enterprise have a website, during Jan 2007?	98.6016	1.3887
B7	**O** **92.1+92.2**	Did your enterprise have a website, during Jan 2007?	62.8214	21.4825
B7	**O** **92.3-92.7**	Did your enterprise have a website, during Jan 2007?		
B7	**O** **93**	Did your enterprise have a website, during Jan 2007?		
B7	**SMEs in objective 1 regions**	Did your enterprise have a website, during Jan 2007?		
B7	**SMEs in non-objective 1 regions**	Did your enterprise have a website, during Jan 2007?		
C4	**10+ No J**	What percentage of the total turnover in 2006 did revenues from these orders represent?		
A2	**10+ No J**	What percentage of the number of persons employed used computers at least once a week, during January 2007?		

9.2	**Comments on the calculation of the standard error, if any**
	Nothing special to report.

10. National dissemination of results

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10.1	**National dissemination of results** Please indicate if there was any dissemination of results or if any dissemination of results is foreseen. If possible, provide links to any results available on-line.
	Results will be published on http://www.statistiques.public.lu/fr/ A publication will be written by CEPS/INSTEAD and STATEC.

11. Closing remarks

12.1	**Problems encountered and lessons to be learnt** These comments can relate to methodological issues as well as to the questionnaire itself (item construction, clarity of definitions to respondents, routing and filtering, etc.)
	Nothing special to report.
12.2	**Other comments, if any**
	Concerning the Transmission Format, in particular the flag, it will be very useful to take into account the number of sample observations in the flag. We propose 3 flags: 1. Not publish an estimate if it is based on fewer than 20 sample observations, or if non-response for the item concerned exceeds 50 %. 2. The data shall be published by the Commission with a flag if the estimate is based on 20 to 49 sample observations, or if non-response for the item concerned exceeds 20 % and is lower than or equal to 50 %. 3. The data shall be published by the Commission in the normal way when based on 50 or more sample observations and the item non-response does not exceed 20 %.

12. Annexes

Note: *Please also provide the annexes in a computer-readable format and in English*

13.1	**Questionnaire in national language**
13.2	**Questionnaire in English (if available)**
13.3	**National reports on methodology (if available)**
13.4	**Analysis of key results, backed up by tables and graphs in English (if available)** **13.4.1 Survey of enterprises (except NACE J)** **13.4.2 Financial sector**
13.5	**Other annexes** Please give an overview of other annexes (whether or not referred to in the preceding chapters of this report)
	• … **Questionnaire in French language** • … **Questionnaire in German language** • …**National report**