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L U X E M B O U R G

CEPS
INSTEAD

Community Survey on ICT Usage and e-Commerce in Enterprises for 2010 Quality report

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.
	- Project Lead : STATEC - Service Central de la Statistique et des Etudes Economiques
	- Co-Partner: 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.
	Contact persons at STATEC: Lucia GARGANO – lucia.gargano@statec.etat.lu (Project Manager) Tel. +352 247-84359 Bob JUNG – bob.jung@statec.etat.lu Tel. +352 247-84336 **Contact persons at CEPS/INSTEAD:** Nicolas POUSSING - nicolas.pousing@ceps.lu Tel. +352 585855-503 Ludivine MARTIN – ludivine.martin@ceps.lu Tel. +352 585855-631
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 des technologies de l'information et de la communication dans les entreprises - 2010
1.5	**Date of this report** Please indicate the date of the last update of this report, for the case we have several versions (i.e. use different dates for the metadata report and the quality report).
	25/10/2010

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.
	The reference periods defined in the model questionnaire were followed in the national survey.

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	22/03/2010 – 26/03/2010	15/06/2010
Financial sector	22/03/2010 – 26/03/2010	15/06/2010
Micro-enterprises	not applicable	not 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 change from the previous year.

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.
	The statistical unit used was the Enterprise as defined in the model survey, based on the Enterprise unit in Luxembourg's Business Register.
3.2	**Target Population**
3.2.1	**Enterprise size** As required by Annex I of the Commission Regulation (EC) No 1023/2009 of 29 October 2009, 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 (number of employees, number of FTE's, …), why and the possible impact on results.

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.				

3.2.2	**Economic Activity** All economic activities in the scope of Annex I of the Commission Regulation (EC) No 1023/2009 of 29 October 2009 are assumed to be included in the general survey, covering enterprises with 10 or more persons employed. These activities are: NACE Rev. 2 sections C, D, E, F, G, H, I, J, L and N, divisions 69-74, groups 65.1, 65.2 and 95.1 and classes 64.19, 64.92, 66.12 and 66.19. In this section, please indicate for the micro-enterprises if all the NACE categories were covered – by introducing an "x" in the column immediately after the response alternative chosen - and if not which ones were included.

Economic Activity	Micro-enterprises			
All NACE Rev. 2 categories covered?	Yes		No	
If not, which ones were covered?				

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. All territory of the country should be covered. In case parts of the country were not included indicate which, the reasons why, and an estimate of the percentage of the target population not covered.
	Not applicable.

4. Questionnaire

4.1	**Implementation in the national questionnaire of the mandatory variables and adoption of questions for micro-enterprises** **(Version 1.1 of the model questionnaire)** All mandatory variables included in Annex I of the Commission Regulation (EC) No 1023/2009 of 29 October 2009 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. The national questionnaire(s) (and an English version, if available,) should be present as annex.

Question / Item	General Survey	Micro-enterprises
	Any deviation from question / item in model questionnaire	**Question included**
Module A: Use of computers and computer networks		
A1. Did your enterprise use computers, in January 2010?	No deviation	Not applicable
A3. Was your enterprise using an internal network (e.g. LAN - Local Area Network) connecting at least 2 computers, in January 2010?	No deviation	Not applicable
A4. Did your enterprise use wireless access within its internal computer network (e.g. wireless LAN), in January 2010?	No deviation	Not applicable
A5. Did your enterprise have in use an internal home page (Intranet), in January 2010?	No deviation	Not applicable
A6. In January 2010, did your enterprise have an extranet (a website or an extension of the Intranet with access restricted to business partners)?	No deviation	Not applicable
A7. Did your enterprise have in use, in January 2010, 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	Not applicable
Module B: Access and use of the Internet		
B1. Did your enterprise have access to the Internet, in January 2010?	No deviation	Not applicable
B2. How many persons employed used computers with access to the World Wide Web at least once a week, in January 2010? *Or* Please indicate an estimate of the percentage of the number of persons employed who used computers with access to the World Wide Web at least once a week, during January 2010.	No deviation	Not applicable
B3. Did your enterprise have the following types of external connection to the Internet, in January 2010?		
a) Traditional Modem (dial-up access over normal telephone line) or ISDN connection	No deviation	Not applicable
b) DSL (xDSL, ADSL, SDSL etc) connection	No deviation	Not applicable
c) Other fixed internet connection (e.g. cable, leased line e.g. E1 or E3 at level 1 and ATM at level 2), Frame Relay, Metro-Ethernet, PLC – Powerline communication, etc.), fixed wireless connections	No deviation	Not applicable
d) **Mobile broadband** connection (via 3G modem or 3G handset) using e.g. UMTS, CDMA2000 1xEVDO, HSDPA	No deviation	Not applicable
e) Other **mobile** connection using e.g. analogue mobile phone, GSM, GPRS, EDGE	No deviation	Not applicable
B5. Did your enterprise use the Internet for interaction with public authorities, during 2009?	Not introduced. Results obtained with question B6.	Not applicable
B6. Did your enterprise use the Internet to interact with public authorities in the following ways, during 2009?		
a) For obtaining information	No deviation	Not applicable
b) For obtaining forms, e.g. tax forms	No deviation	Not applicable
c) For returning filled in forms, e.g. provision of statistical information to public authorities	No deviation	Not applicable

Question / Item		General Survey	Micro-enterprises
		Any deviation from question / item in model questionnaire	Question included
	d) For treating an administrative procedure (e.g. declaration, registration, authorisation request) completely electronically without the need for additional paper work (including payment if required)	No deviation	Not applicable
	e) For submitting a proposal in a public electronic tender system (e-procurement) (in the system itself and **not by e-mail**)	No deviation	Not applicable
B7.	Did your enterprise have a Website or Home Page, in January 2010?	No deviation	Not applicable
B9.	Was your enterprise, in January 2010, 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	Not applicable
Module C: Electronic transmission of data between enterprises			
C1.	In January 2010, did your enterprise send or receive electronically such information to or from other enterprises in a format that allowed its automatic processing?	No deviation	Not applicable
C2.	Did your enterprise send or receive electronically such information for the following purposes?		
	b) Sending orders to suppliers	No deviation	Not applicable
	c) Receiving e-invoices	No deviation	Not applicable
	d) Receiving orders from customers	No deviation	Not applicable
	e) Sending e-invoices	No deviation	Not applicable
	f) Sending or receiving product information (e.g. catalogues, price lists)	No deviation	Not applicable
	g) Sending or receiving transport documents (e.g. consignment notes)	No deviation	Not applicable
Module D: Sharing electronically information on the Supply Chain Management (not for NACE Rev. 2 Section K)			
D1.	In January 2010, did your enterprise share information electronically on supply chain management with your suppliers or customers?	No deviation	Not applicable
D2.	Did this enterprise share the information electronically with its <u>suppliers</u>, in January 2010? On Inventory levels, production plans, demand forecasts or progress of deliveries (i.e. distribution of raw materials or finished products)	No deviation	Not applicable
D3.	Did this enterprise share the information electronically with its <u>customers</u>, in January 2010? On Inventory levels, production plans, demand forecasts or progress of deliveries (i.e. distribution of raw materials or finished products)	No deviation	Not applicable
Module E: Automatic share of information within the enterprise			
E1.	In January 2010, when your enterprise received a sales order (either electronically or not), was the relevant information about it shared electronically and automatically with the software used for the following functions?		
	a) Your management of inventory levels	No deviation	Not applicable
	b) Your accounting	No deviation	Not applicable
	c) Your production or services management	No deviation	Not applicable
	d) Your distribution management	No deviation	Not applicable
E2.	In January 2010, when your enterprise sent a purchase order (either electronically or not), was the relevant information about it shared electronically and automatically with the software used for the following functions?		
	a) Your management of inventory levels	No deviation	Not applicable
	b) Your accounting	No deviation	Not applicable

Question / Item		General Survey Any deviation from question / item in model questionnaire	Micro-enterprises Question included
E3.	In January 2010, did your enterprise have in use an ERP (enterprise resource planning) software package to share information between different functional areas (e.g. accounting, planning, production, marketing)?	No deviation	Not applicable
E4.	In January 2010, did your enterprise have in use any software application for managing information about clients (so called – Customer Relationship Management – CRM software) that allows it to:		
	a) Capture, store and make available to other business functions the information about its clients?	No deviation	Not applicable
	b) Analyse the information about clients for marketing purposes (setting prices, making sales promotion, choosing distribution channels, etc.)?	No deviation	Not applicable
Module F: e-Commerce (not for NACE Rev. 2 Section K)			
F1.	During 2009, did your enterprise receive orders for products or services via computer networks (via a website, EDI-type systems or other means of electronic data transfer excluding manually typed e-mails)?	No deviation	Not applicable
F2.	Please state the value of the turnover resulted from orders received electronically (in monetary terms, excluding VAT), in 2009. *Or* Please indicate an estimate of the percentage of the total turnover resulted from orders received electronically, in 2009.	No deviation	Not applicable
F3.	Please indicate what percentage represented orders received via each one of the following ways, out of total turnover, in 2009.		
	a) via a website	No deviation	Not applicable
	b) via electronic transmission allowing automatic processing methods (e.g. EDI-type systems, XML, EDIFACT, etc.)	No deviation	Not applicable
F4.	For the reception of orders via Internet, was your enterprise using a secure protocol, such as SSL and TLS, in January 2010?	No deviation	Not applicable
F5.	Did your enterprise send orders for products or services via computer networks, during 2009 (via a website, EDI-type systems or other means of electronic data transfer excluding manually typed e-mails)?	No deviation	Not applicable
F6.	Please indicate for 2009 the percentage of orders that were sent electronically in relation to the total purchases' value (in monetary terms, excluding VAT). *Or* Please state the value of the purchases resulted from orders that were placed electronically (in monetary terms, excluding VAT), in 2009. *Or* Please indicate an estimate of the percentage of the total purchases that resulted from orders placed electronically, in 2009.	No deviation	Not applicable
Module G: ICT Security			
G1.	In January 2010, did your enterprise have a formally defined ICT security policy with a plan of regular review?	No deviation	Not applicable
G2.	Were the following risks addressed in the ICT security policy?		
	a) Destruction or corruption of data due to attack or by unexpected incident	No deviation	Not applicable
	b) Disclosure of confidential data due to intrusion, pharming, phishing attacks or by accident	No deviation	Not applicable
	c) Unavailability of ICT services due to attack from outside (e.g. Denial of Service attack)	No deviation	Not applicable
G3.	In January 2010, what was the approach of your enterprise to make staff aware of their obligations in ICT security related issues?		
	a) Compulsory training or presentations	No deviation	Not applicable
	b) By contract, e.g. contract of employment	No deviation	Not applicable
	c) Voluntary training or generally available information (e.g. on the Intranet, news letters or paper documents)	No deviation	Not applicable
G4.	During 2009, what kind of ICT related security incidents affected your ICT systems resulting in		

Question / Item	General Survey	Micro-enterprises
	Any deviation from question / item in model questionnaire	**Question included**
a) unavailability of ICT services, destruction or corruption of data due to hardware or software failures?	No deviation	Not applicable
b) unavailability of ICT services due to attack from outside, e.g. Denial of Service attack?	No deviation	Not applicable
c) destruction or corruption of data due to infection of malicious software or unauthorised access?	No deviation	Not applicable
d) disclosure of confidential data due to intrusion, pharming, phishing attacks?	No deviation	Not applicable
G5. In January 2010, did your enterprise use one of the following internal security facilities or procedures?		
a) Strong password authentication, i.e. minimum length of 8 mixed characters, maximum duration of 6 months, encrypted transmission and storage	No deviation	Not applicable
b) User identification and authentication via hardware tokens, e.g. smart cards	No deviation	Not applicable
d) Offsite data backup	No deviation	Not applicable
e) Logging activities for analyses of security incidents	No deviation	Not applicable

Module X: Background information[1] (X3 and X4 not for NACE Rev. 2 Section K)

	Question / Item	General Survey	Micro-enterprises
X1.	Main economic activity of the enterprise, during 2009?	Obtained from Business Register.	Not applicable
X2.	Average number of persons employed, during 2009.	Obtained from Business Register.	Not applicable
X3.	Total purchases of goods and services (in value terms, excluding VAT), for 2009	Obtained from most recent SBS survey.	Not applicable
X4.	Total turnover (in value terms, excluding VAT), for 2009	Obtained from most recent SBS survey.	Not applicable

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4.2	**Coverage of the optional variables of the model questionnaire**

(Version 1.1)

Indicate below if and which 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 "Micr" refers to micro-enterprises.

	Question / Item	Question included		Any deviations from question / item in model questionnaire
		10+	**Micr**	
A2.	How many persons employed used computers at least once a week, in January 2010? *Or* Please indicate an estimate of the percentage of the number of persons employed who used computers at least once a week, in January 2010.			Not introduced
B3.	Did your enterprise have the following types of external connection to the Internet, in January 2010?			
	d1) Mobile broadband connection via portable computer using 3G modem, e.g. laptop, notebook, nettop with 3G modem using e.g. UMTS, CDMA2000 1xEVDO, HSDPA			Not introduced
	d2) Mobile broadband connection via 3Ghandset, e.g. smartphone using e.g. UMTS, CDMA2000 1xEVDO, HSDPA			Not introduced
B4.	Did your enterprise use the Internet for the following purposes, in January 2010? (as consumer of Internet services)			
	a) Banking and financial services	X		
	b) Training and education	X		
B8.	Did the Website or Home Page have any of the following facilities, in January 2010?			
	a) A privacy policy statement, a privacy seal or certification related to website safety	X		
	b) Product catalogues or price lists	X		
	c) Possibility for visitors to customise or design	X		

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[1] Please indicate, if the information stems from other sources, those sources as well.

	the products			
	d) Online ordering or reservation or booking, e.g. shopping cart	X		
	e) Order tracking available on line	X		
	f) Personalised content in the website for regular/repeated visitors	X		
	g) Advertisement of open job positions or online job application	X		
C2.	Did your enterprise send or receive electronically such information for the following purposes?			
	a) Sending payment instructions to financial institutions	X		
	h) Sending or receiving data to/from public authorities (e.g. tax returns, statistical data, import or export declarations [national examples])	X		
D4.	Were the following methods used for the electronic exchange of this information, in January 2010? Not for NACE Rev. 2 section K			
	a) Websites (yours, those of your business partners or web portals)	X		
	b) Electronic transmission allowing automatic processing methods (e.g. EDI-type systems, XML, EDIFACT, etc.)	X		
G4.	During 2009, what kind of ICT related security incidents affected your ICT systems resulting in			
	e) disclosure of confidential data in electronic form by employees whether on intention or unintentionally?			Not introduced
G5.	In January 2010, did your enterprise use one of the following internal security facilities or procedures?			
	c) User identification and authentication via biometric methods	X		
X5.	Time needed to fill out this questionnaire	X		

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.).	
	n/a	
4.4	**Additional questions introduced in national questionnaire(s)** In this section 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
Does your firm belong to a group?	-
Where is the headquarter of the group located?	-
How would you consider the position of your firm on its market?	Options: Leader, Challenger, Follower
Do you consider that competition in your business sector is:	Options: Very intense, intense, limited, very limited
The reputation (goodwill) of your firm (your brand(s)) is	Options: National, "Grande Région", International
Did your firm use the following Information and Communication Technologies, in January 2010?	Options: Video conference, Electronic forums, Electronic working group calendar, Group project scheduler

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. Please describe if different frames are used during different stages of the statistical process (e.g. frame used for sampling vs. frame used for grossing up).
	The sample was designed in collaboration by CEPS/INSTEAD and STATEC and is based on the business register. The frame follows the recommendations of the model survey.
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.
	Please note that frame population figures presented in the following table concern the frame population used for weighting. This population has a lag of six months with the population used for the initial selection of enterprise to survey (Tables 6.2), and is based on more recent and accurate data on enterprises for January 2010.

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, and are to be filled in only when these were covered by the survey. Include in the totals all filled in cells with the exception of those for the ICT sector.					
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**
10-12	/	/	45	18	6	69
13-15	/	/	2	3	1	6
16-18	/	/	22	5	2	29
19-23	/	/	14	17	8	39
24-25	/	/	78	14	2	94
26	/	/	4	0	2	6
27-28	/	/	9	12	4	25
29-30	/	/	4	4	0	8
31-33	/	/	32	2	0	34
35-39	/	/	24	12	2	38
41-43	/	/	755	116	18	889
45	/	/	115	19	4	138
46	/	/	260	41	2	303
47	/	/	305	46	6	357
49-53	/	/	213	92	16	321
55	/	/	61	12	0	73
56	/	/	236	8	5	249
58-60	/	/	36	5	1	42
61	/	/	14	6	1	21
62-63	/	/	122	29	1	152
68	/	/	29	1	0	30
69-74	/	/	311	55	6	372
77-78+80-82	/	/	106	62	18	186
79	/	/	11	1	0	12
64.19+64.92	/	/	52	36	30	118
65.1+65.2	/	/	36	9	4	49
66.12+66.19	/	/	11	4	1	16
95.1	/	/	1	0	0	1
Total	/	/	2908	629	140	3677
Of which in:	/	/				
26.1-26.4+ 26.8+46.5+ 58.2+61+ 62+63.1+95.1			170	43	3	216

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, in particular for the NACE categories related to the "possible calculation of European aggregates", 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.
	A census was made. Please note that the figures presented in this table refer to the population as it was censused. There are slight difference when compared with table 5.3 which contains information on the frame used for weighting (based on more recent and accurate data for January 2010).

| 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 with the exception of those for the ICT sector. |

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
10-12	/	/	43	17	6	66
13-15	/	/	4	3	1	8
16-18	/	/	24	5	2	31
19-23	/	/	13	18	9	40
24-25	/	/	77	17	3	97
26	/	/	3	0	2	5
27-28	/	/	9	13	4	26
29-30	/	/	4	4	0	8
31-33	/	/	33	3	0	36
35-39	/	/	27	7	2	36
41-43	/	/	755	136	17	908
45	/	/	117	19	3	139
46	/	/	254	40	2	296
47	/	/	325	43	6	374
49-53	/	/	223	88	14	325
55	/	/	80	10	0	90
56	/	/	245	6	5	256
58-60	/	/	34	7	1	42
61	/	/	15	7	1	23
62-63	/	/	127	27	1	155
68	/	/	29	1	0	30
69-74	/	/	322	49	10	381
77-78+80-82	/	/	111	50	20	181
79	/	/	12	2	0	14
64.19+64.92	/	/	46	41	30	117
65.1+65.2	/	/	32	14	3	49
66.12+66.19	/	/	12	4	1	17
95.1	/	/	0	1	0	1
Total	/	/	2976	632	143	3751
Of which in:	/	/	178	42	3	223
26.1-26.4+ 26.8+46.5+ 58.2+61+ 62+63.1+95.1						

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	1-9 persons employed		10 or more persons employed	
	Number	%	Number	%
Gross sample size (as in section 6.2)		100%	**3751**	100%
1. Response (questionnaires returned by the enterprise)				
1.1 Used for tabulation and grossing up (*Net sample or Final Sample; as in section 7.2*)			2826	75.3%
1.2 Not used for tabulation			73	2%
1.2.1 Out of scope (deaths, misclassified originally in the target population, etc.)			73	2%
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.)			852	22.7%

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 with the exception of those for the ICT sector.

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
10-12	/	/	32	16	5	53
13-15	/	/	1	3	1	5
16-18	/	/	16	4	2	22
19-23	/	/	11	16	6	33
24-25	/	/	61	13	2	76
26	/	/	3	0	2	5
27-28	/	/	7	11	4	22
29-30	/	/	3	4	0	7
31-33	/	/	24	2	0	26
35-39	/	/	22	8	1	31
41-43	/	/	579	106	15	700
45	/	/	83	16	3	102
46	/	/	188	34	1	223
47	/	/	221	38	5	264
49-53	/	/	170	62	8	240
55	/	/	58	8	0	66
56	/	/	165	6	5	176
58-60	/	/	25	6	1	32
61	/	/	10	5	1	16
62-63	/	/	87	23	1	111
68	/	/	18	1	0	19
69-74	/	/	251	44	3	298
77-78+80-82	/	/	80	40	9	129
79	/	/	8	1	0	9
64.19+64.92	/	/	43	37	23	103
65.1+65.2	/	/	30	10	3	43
66.12+66.19	/	/	9	4	1	14
95.1	/	/	1	0	0	1
Total	/	/	2206	518	102	2826
Of which in:	/	/				
26.1-26.4+ 26.8+46.5+ 58.2+61+ 62+63.1+95.1			121	34	3	158

7.3	**Comments on unit response, if any**
	Net sample size is due to census non response.

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.
	Two postal reminders.

7.5	**Methods used for unit non-response treatment**
	Indicate what method is used to correct for unit non-response and give a short description (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 using the 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 NACE.

It consists in adjusting the distribution of some variables in the sample or sampling frame with the same variables in the population. 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. The aggregated NACE are described below.

AGGREGATED NACE Rev 2.:
   1="10-18"
   2="19-23"
   3="24-25"
   4="26-33, excl. 26.1-26.4+26.8"
   5="35-39"
   6="41-43"
   7="45-47, exl. 46.5"
   8="49-53"
   9="55"
   10="56"
   11="58-63, excl. 58.2+61+62.01+62.02+62.03+62.09+63.1"
   12="64.19+64.92+65.1+65.2+66.12+66.19"
   13="68"
   14="69-74"
   15="77-82"
   16="26.1-26.4+26.8+46.5+58.2+61+62.01+62.02+62.03+ 62.09+63.1+95.1" |
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.	
	For the question A4 (e_wlan) the response rate is 85.57%. For the question F3a and F3b (e_aesvweb and e_aesvxml) the response rate is 85.78%.	
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.). Please see also guidance on this subject in the model questionnaire and the Methodological Manual.	
	Logical corrections were made when information could be deduced from other variables. For the categorical variables (e.g. the YES/NO questions), respondents with item non-response were not imputed with values from respondents who answered the question. For Numerical variables, no imputations were made.	
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. Please describe the different categories of questions – if any – that have been grossed up differently (see also the model questionnaire and the Methodological Manual).

A final adjustment is carried out for getting more accurate estimates of the variables of interest. It consists in adjusting the distribution of some variables in the set of respondents with the same variables in the population, using recent external source data available in the business register. The variables used were:
- the number of enterprises by employees;
- the number of enterprises by aggregated NACE;
- the number of employees by aggregated NACE.

The enterprises are divided into three size classes: "10-49 employees", "50-249 employees", " 250 employees or +". This calibration is implemented at enterprise level.

A second set of weights was also computed for some variables. It is based on a calibration approach using the number of employees combined with the turnover. These two auxiliary variables are grouped by aggregated NACE. Due to the small number of observations and the high rate of missing values of some quantitative variables, the figures resulting from these variables are not reliable because of weakness of robustness.

AGGREGATED NACE Rev 2.:
```
1="10-18"
2="19-23"
3="24-25"
4="26-33, excl. 26.1-26.4+26.8"
5="35-39"
6="41-43"
7="45-47, exl. 46.5"
8="49-53"
9="55"
10="56"
11="58-63, excl. 58.2+61+62.01+62.02+62.03+62.09+63.1"
12="64.19+64.92+65.1+65.2+66.12+66.19"
13="68"
14="69-74"
15="77-82"
16="26.1-26.4+26.8+46.5+58.2+61+62.01+62.02+62.03+
        62.09+63.1+95.1"
```

9. Sampling error

(Quality Report)

9.1	**Standard error (for a selection of indicators)**
	Accuracy measures related to sampling are not (yet) 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 commonly higher. Please, describe also the method used for the estimation of the standard error in §9.2 below.
	We kindly ask you to provide in the following table the estimated standard error for each of the listed indicators. Both aggregates for "possible calculation of **national** aggregates" and for "possible calculation of **European** aggregates" are included in the table.
	Grey cells correspond to optional size classes, and are to be filled in only when these were covered by the survey.
	In the third column of the table, a technical reference is made to the question and scope in the same terms as used in the Transmission Format.

Indicator			Question associated	Estimated proportion %[2]	Standard error %[3]
Question	**Scope**	**Technical reference[4]**			
B5	**10+ No K**	**e_igov, 10_C10_S951_XK, in % ent**	Did your enterprise use the Internet for interaction with public authorities, during 2009?		n/a
F1	**10+ No K**	**e_aesell, 10_C10_S951_XK, in % ent**	During 2009, did your enterprise receive orders for products or services via computer networks (via a website, EDI-type systems or other means of electronic data transfer excluding manually typed e-mails)?		n/a
B7	**10+ No K**	**e_web, 10_C10_S951_XK, in % ent**	Did your enterprise have a Website or Home Page, in January 2010?		n/a
B7	**1-4 No K**	**e_web, MC_ C10_S951_XK, in % ent**	Did your enterprise have a Website or Home Page, in January 2010?		
B7	**5-9 No K**	**e_web, MI_ C10_S951_XK, in % ent**	Did your enterprise have a Website or Home Page, in January 2010?		
B7	**10-49 No K**	**e_web, S_ C10_S951_XK, in % ent**	Did your enterprise have a Website or Home Page, in January 2010?		n/a
B7	**50-249 No K**	**e_web, M_ C10_S951_XK, in % ent**	Did your enterprise have a Website or Home Page, in January 2010?		n/a
B7	**250+ No K**	**e_web, L_ C10_S951_XK, in % ent**	Did your enterprise have a Website or Home Page, in January 2010?		n/a
B7	**10+ 10-12**	**e_web, 10_C10_12, in % ent**	Did your enterprise have a Website or Home Page, in January 2010?		n/a
B7	**10+ 13-15**	**e_web, 10_C13_15, in % ent**	Did your enterprise have a Website or Home Page, in January 2010?		n/a

---

[2] The proportion and the standard error is to be expressed as a percentage; please use decimal points only and as many decimals as needed.
[3] See footnote 2.
[4] The first item consists of the variable code as included in the Transmission format, the second is the breakdown (by activity and/or size class), whereas the third indicates to what the proportion (and standard error) should be related, i.e. % ent: as a percentage of the total number of enterprises within the scope; % turn: as a percentage of the total turnover of enterprises within the scope; % emp: as a percentage of the number of persons employed in the enterprises within the scope.

Indicator			Question associated	Estimated proportion %[2]	Standard error %[3]
Question	Scope	Technical reference[4]			
B7	10+ 16-18	e_web, 10_C16_18, in % ent	Did your enterprise have a Website or Home Page, in January 2010?		n/a
B7	10+ 10-18	e_web, 10_C10_18, in % ent	Did your enterprise have a Website or Home Page, in January 2010?		n/a
B7	10+ 19-23	e_web, 10_C19_23, in % ent	Did your enterprise have a Website or Home Page, in January 2010?		n/a
B7	10+ 24-25	e_web, 10_C24_25, in % ent	Did your enterprise have a Website or Home Page, in January 2010?		n/a
B7	10+ 26	e_web, 10_C26, in % ent	Did your enterprise have a Website or Home Page, in January 2010?		n/a
B7	10+ 27-28	e_web, 10_C27_28, in % ent	Did your enterprise have a Website or Home Page, in January 2010?		n/a
B7	10+ 29-30	e_web, 10_C29_30, in % ent	Did your enterprise have a Website or Home Page, in January 2010?		n/a
B7	10+ 31-33	e_web, 10_C31_33, in % ent	Did your enterprise have a Website or Home Page, in January 2010?		n/a
B7	10+ 26-33	e_web, 10_C26_33, in % ent	Did your enterprise have a Website or Home Page, in January 2010?		n/a
B7	10+ 35-39	e_web, 10_D35_E39, in % ent	Did your enterprise have a Website or Home Page, in January 2010?		n/a
B7	10+ 41-43	e_web, 10_F41_43, in % ent	Did your enterprise have a Website or Home Page, in January 2010?		n/a
B7	10+ 45	e_web, 10_G45, in % ent	Did your enterprise have a Website or Home Page, in January 2010?		n/a
B7	10+ 46	e_web, 10_G46, in % ent	Did your enterprise have a Website or Home Page, in January 2010?		n/a
B7	10+ 47	e_web, 10_G47, in % ent	Did your enterprise have a Website or Home Page, in January 2010?		n/a
B7	10+ 45-47	e_web, 10_G45_47, in % ent	Did your enterprise have a Website or Home Page, in January 2010?		n/a
B7	10+ 49-53	e_web, 10_H49_53, in % ent	Did your enterprise have a Website or Home Page, in January 2010?		n/a
B7	10+ 55	e_web, 10_I55, in % ent	Did your enterprise have a Website or Home Page, in January 2010?		n/a
B7	10+ 55-56	e_web, 10_I55_56, in % ent	Did your enterprise have a Website or Home Page, in January 2010?		n/a
B7	10+ 58-60	e_web, 10_J58_60, in % ent	Did your enterprise have a Website or Home Page, in January 2010?		n/a
B7	10+ 61	e_web, 10_J61, in % ent	Did your enterprise have a Website or Home Page, in January 2010?		n/a
B7	10+ 62-63	e_web, 10_J62_63, in % ent	Did your enterprise have a Website or Home Page, in January 2010?		n/a
B7	10+ 58-63	e_web, 10_J58_63, in % ent	Did your enterprise have a Website or Home Page, in January 2010?		n/a
B7	10+ 68	e_web, 10_L68, in % ent	Did your enterprise have a Website or Home Page, in January 2010?		n/a
B7	10+ 69-74	e_web, 10_M69_74, in % ent	Did your enterprise have a Website or Home Page, in January 2010?		n/a
B7	10+ 77-78+80-82	e_web, 10_N77_82_X79, in % ent	Did your enterprise have a Website or Home Page, in January 2010?		n/a
B7	10+ 79	e_web, 10_N79, in % ent	Did your enterprise have a Website or Home Page, in January 2010?		n/a
B7	10+ 77-82	e_web, 10_N77_82, in % ent	Did your enterprise have a Website or Home Page, in January 2010?		n/a
B7	10+ 64.19+64.92	e_web, 10_K64, in % ent	Did your enterprise have a Website or Home Page, in January 2010?		n/a
B7	10+ 65.1+65.2	e_web, 10_K65, in % ent	Did your enterprise have a Website or Home Page, in January 2010?		n/a
B7	10+ 66.12+66.19	e_web, 10_K66, in % ent	Did your enterprise have a Website or Home Page, in January 2010?		n/a

Indicator			Question associated	Estimated proportion %[2]	Standard error %[3]
Question	Scope	Technical reference[4]			
B7	10+ 64.19+64.92+65.1+65.2+66.12+ 66.19	e_web, 10_K6FINS, in % ent	Did your enterprise have a Website or Home Page, in January 2010?		n/a
B7	10+ 95.1	e_web, 10_S951, in % ent	Did your enterprise have a Website or Home Page, in January 2010?		n/a
B7	10+ 26.1-26.4+ 26.8+46.5+58.2+61+ 62+63.1+ 95.1	e_web, 10_ICT_T, in % ent	Did your enterprise have a Website or Home Page, in January 2010?		n/a
F2	10+ No K	e_eturn, 10_C10_S951_XK, in % turn	Please indicate an estimate of the percentage of the total turnover resulted from orders received electronically, in 2009.		n/a
B2	10+ No K	p_iuse, 10_C10_S951_XK, in % emp	Please indicate an estimate of the percentage of the number of persons employed who used computers with access to the World Wide Web at least once a week, during January 2010.		n/a

9.2	**Calculation of the standard error**
	There exist different methods by which the standard error of an estimated proportion can be assessed based on the distribution in the sample. Please, describe below the approach which you have followed. This information will help Eurostat to evaluate the comparability of the standard errors supplied in the previous section by the different statistical institutes participating in the survey.
	a) Name and brief description of the applied estimation approach
	Since we carried out a census, we cannot measure the sampling error requested in this section. We do however have non-sampling errors due to non response (please see section 7 for a description of non-response).
	b) Basic formula
	n/a
	c) Main reference in the literature
	n/a
	d) How has the stratification been taken into account?
	n/a
	e) Which strata have been considered?
	n/a
9.3	**Comments on reliability and representativeness of results and completeness of dataset**
	These comments should reflect on the standard errors reported for the indicators and subgroups in section 9.1 as well as on the other indicators and breakdowns. The estimated standard error should not exceed 2% for the overall proportions and should not exceed 5% for the proportions relating to the different subgroups of the population (for those NACE aggregates for calculation and dissemination on national aggregates). If problems were found, these could have implications for future surveys (e.g. need to improve sampling design or to increase sample sizes).
	Indicators and breakdowns in section 9.1:
	n/a
	Other indicators and breakdowns:
	n/a
	For all indicators and breakdowns:

If significant sampling errors were found, were data cells in the transmitted dataset flagged as unreliable?	Yes		No	

9.4 **Reliability of aggregates for the "possible calculation of European aggregates"**
Please indicate for both the general survey and for micro-enterprises which aggregates for the "possible calculation of **European** aggregates" have a sufficiently high quality that release on **national** level is possible, by introducing an "x" in the column immediately after the response alternative chosen.

Economic Activity	Micro-enterprises				General Survey				
10-12	Yes		No		Yes		No		X
13-15	Yes		No		Yes		No		X
16-18	Yes		No		Yes		No		X
26	Yes		No		Yes		No		X
27-28	Yes		No		Yes		No		X
29-30	Yes		No		Yes		No		X
31-33	Yes		No		Yes		No		X
45	Yes		No		Yes		No		X
46	Yes		No		Yes		No		X
47	Yes		No		Yes		No		X
55-56	Yes		No		Yes		No		X
58-60	Yes		No		Yes		No		X
61	Yes		No		Yes		No		X
62-63	Yes		No		Yes		No		X
64.19+64.92	Yes		No		Yes		No		X
65.1+65.2	Yes		No		Yes		No		X
66.12+66.19	Yes		No		Yes		No		X
77-78+80-82	Yes		No		Yes		No		X
79	Yes		No		Yes		No		X
95.1	Yes		No		Yes		No		X

10. National dissemination of results

(Quality Report)

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/ Publications will be written by STATEC and CEPS/INSTEAD.

11. Closing remarks

(Quality Report)

11.1	**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.
11.2	**Other comments, if any**
	Concerning the Transmission Format, in particular the flag, we propose a flag on monetary variables.

12. Annexes

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

12.1	**Questionnaire in national language** • Questionnaire in French language • Questionnaire in German language
12.2	**Questionnaire in English (if available)**
12.3	**National reports on methodology (if available)**
12.4	**Analysis of key results, backed up by tables and graphs in English (if available)** **12.4.1 Survey of enterprises (except NACE Rev. 2 section K)** **12.4.2 Financial sector**
12.5	**Other annexes** Please give an overview of other annexes (whether or not referred to in the preceding chapters of this report)