Module A: Access and use of the internet

1.1 **Does your enterprise have internet?**

Yes ☐ 1   No ☐ 2 ➡ Go to question 5.1.

1.2 **How many persons employed have access to the internet for business purposes?**

☐☐☐☐☐ Number

Use of a fixed line connection to the internet for business purposes

1.3 **Does your enterprise use any type of fixed line connection to the internet?** (e.g. ADSL, SDSL, VDSL, fiber optics technology (FTTP), cable technology, etc.)

Yes ☐ 1   No ☐ 2 ➡ Go to question 1.6.

1.4 **What is the maximum contracted download speed of the fastest fixed line internet connection of your enterprise?** *(Yalnızca bir seçenek işaretlenmelidir.)*

(Tick only one)

Less than 10 Mbit/s ☐ 6	30-99 Mbit/s ☐ 4	500-999 Mbit/s ☐ 8
10-29 Mbit/s ☐ 3	100-499 Mbit/s ☐ 7	1 Gbit/s and above ☐ 9

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

Yes ☐ 1   No ☐ 2

Use of a website

1.6 **Does your enterprise have a website?**

Yes ☐ 1   No ☐ 2 ➡ Go to question 2.1.

1.7 **Does the website have any of the following?**

	Yes	No
1. Description of goods or services, price information	☐ 1	☐ 2
2. Online ordering or reservation or booking	☐ 1	☐ 2
3. Possibility for visitors to customise or design online goods or services	☐ 1	☐ 2
4. Tracking or status of orders placed	☐ 1	☐ 2
5. Personalised content on the website for regular/recurrent visitors	☐ 1	☐ 2
6. Links or references to the enterprise's social media profiles	☐ 1	☐ 2

1.8 **Does your enterprise have the following chat service for customer contacts?**

	Yes	No
1. A chat service where a person replies to customers	☐ 1	☐ 2
2. A chatbot or virtual agent replying to customers	☐ 1	☐ 2

Module B: E-commerce

Web sales of goods or services

2.1 **During 2019, did your enterprise have web sales of goods or services via your enterprise's websites or apps ?**

Yes ☐ 1   No ☐ 2 ➡ Go to question 2.7.

2.2 | **What percentage of total turnover was generated by web sales of goods or services, in 2019?**

% ▭ ▭ ▭

2.3 | **Which websites or apps did your enterprise have web sales of goods or services in 2019?**

	Yes	**No**
1. your enterprise's websites or apps? (including extranets)	☐ 1	☐ 2
2. e-commerce marketplace websites or apps used by several enterprises for trading goods or services? (e.g. Booking, hotels.com, eBay, Amazon, Amazon Business, Alibaba etc.)	☐ 1	☐ 2

2.4 | **What was the percentage breakdown of the value of web sales in 2019 for the following:**

1. your enterprise's websites or apps? (including extranets)	%	▭	▭	▭
2. e-commerce marketplace websites or apps used by several enterprises for trading goods or services? (e.g. Booking, hotels.com, eBay, Amazon, Amazon Business, Alibaba etc.)	%	▭	▭	▭
Total	**%**	**1**	**0**	**0**

2.5 | **What was the percentage breakdown of the value of web sales in 2019 by type of customer:**

1. Sales to private consumers (B2C)	%	▭	▭	▭
2. Sales to other enterprises (B2B) and Sales to public sector (B2G)	%	▭	▭	▭
Total	**%**	**1**	**0**	**0**

2.6 | **What is the percentage of sales of your enterprise have web sales of goods or services in 2019 according to the regions where the customers are located?**

1. Turkey	%	▭	▭	▭
2. EU Member Countries	%	▭	▭	▭
3. Other Countries	%	▭	▭	▭
Total	**%**	**1**	**0**	**0**

EDI-type sales

2.7 | **During 2019, did your enterprise have EDI-type sales of goods or services?**

Yes ☐ 1   No ☐ 2 ➡ Go to question 3.1.

2.8 | **What percentage of total turnover was generated by EDI-type sales of goods or services, in 2019?**

% ▭ ▭ ▭

2.9 | **What is the percentage of sales of your enterprise haveEDI-type sales of goods or services in 2019 according to the regions where the customers are located?**

1. Turkey	%	▭	▭	▭
2. EU Member Countries	%	▭	▭	▭
3. Other Countries	%	▭	▭	▭
Total	**%**	**1**	**0**	**0**

Module C: Use of cloud computing services

3.1 | **Does your enterprise buy any cloud computing services used over the internet?**

Yes ☐ 1   No ☐ 2 ➡ Go to question 4.1.

3.2 | **Does your enterprise buy any of the following cloud computing services used over the internet?**

	Yes	**No**
1. E-mail (as a cloud computing service)	☐ 1	☐ 2
2. Office software (e.g. word processors, spreadsheets, etc.) (as a cloud	☐ 1	☐ 2
3. Hosting the enterprise's database(s) (as a cloud computing service)	☐ 1	☐ 2
4. Storage of files (as a cloud computing service)	☐ 1	☐ 2
5. Finance or accounting software applications (as a cloud computing service)	☐ 1	☐ 2
6. Customer Relationship Management (CRM) software application for managing information about customers (as a cloud computing service)	☐ 1	☐ 2
7. Computing power to run software used by the enterprise (as a cloud computing service)	☐ 1	☐ 2

Module D: Big data analysis

4.1 **During 2019, did your enterprise perform big data analysis on any of the following data sources?**

	Yes	No
1. Data from smart devices or sensors (e.g. Machine to Machine -M2M- communications, digital sensors, Radio frequency identification tags RFID, etc.) (in the	☐ 1	☐ 2
Geolocation data from the use of portable devices (e.g. portable devices using mobile 2. telephone networks, wireless connections or GPS) (in the context of big data)	☐ 1	☐ 2
3. Data generated from social media (e.g. social networks, blogs, multimedia content sharing websites, etc.) (in the context of big data)	☐ 1	☐ 2
4. Other big data sources not specified above, e.g. stock index data, transaction data, other open web data.	☐ 1	☐ 2

If at least one "yes" in 4.1 then go to 4.2. If all is "no" in 4.1 then go to Module E.

4.2 **During 2019 did your enterprise use any of the following methods to analyse big data?**

	Yes	No
1. Machine Learning (e.g. deep learning)	☐ 1	☐ 2
2. Natural language processing, natural language generation or speech recognition	☐ 1	☐ 2
3. Other methods of big data analysis	☐ 1	☐ 2

4.3 **During 2019, did your enterprise purchase any service of big data anaysis?**

Yes ☐ 1   No ☐ 2

4.4 **During 2019, did your enterprise sell (access to) any of its own big data?**

Yes ☐ 1   No ☐ 2

4.5 **During 2019, did your enterprise purchase (access to) any big data?**

Yes ☐ 1   No ☐ 2

Module E: ICT specialists and skills

5.1 **Does your enterprise employ ICT specialists?**

Yes ☐ 1   No ☐ 2

5.2 **Did your enterprise provide any type of training to develop ICT related skills of the persons employed, during 2019?**

	Yes	No
1. Training for ICT specialists	☐ 1	☐ 2
2. Training for other persons employed	☐ 1	☐ 2

5.3 **Did your enterprise recruit or try to recruit ICT specialists during 2019?**

Yes ☐ 1   No ☐ 2 ➡ Go to question 5.5.

5.4 **During 2019, did your enterprise have vacancies for ICT specialists that were difficult to fill?**

Yes ☐ 1   No ☐ 2

5.5 **Who performed your enterprise's ICT functions in 2019?**

	Yes	No
1. own employees (incl. those employed in parent or affiliate enterprises)	☐ 1	☐ 2
2. external suppliers	☐ 1	☐ 2

Module F: Use of 3D printing

6.1 **During 2019, did your enterprise use 3D printing:**

	Yes	No
1. using your enterprise's 3D printers? Include use of rented or leased 3D printers	☐ 1	☐ 2
2. using printing services provided by other enterprises?	☐ 1	☐ 2

If all is "no" in 6.1 then go to Module E.

6.2 **During 2019, did your enterprise use 3D printing for any of the following:**

	Yes	No
1. Prototypes or models for sale	☐ 1	☐ 2
2. Prototypes or models for internal use	☐ 1	☐ 2
3. Goods for sale excluding prototypes or models (e.g. moulds, tools, parts of goods, semi-finished goods, etc.)	☐ 1	☐ 2
4. Goods to be used in your enterprise's production process excluding prototypes or models (e.g. moulds, tools, parts of goods, semi-finished goods, etc.)	☐ 1	☐ 2

Module G: Use of robotics

7.1 **Does your enterprise use any of the following types of robots?**

	Yes	No
1. industrial robots (e.g. robotic welding, laser cutting, spray painting, etc.)	☐ 1	☐ 2
2. Service robots (e.g. used for surveillance, cleaning, transportation, etc.)	☐ 1	☐ 2

If the question 7.1.2 "no" the questionnaire is end.

7.2 **Does your enterprise use service robots for any of the following?**

	Yes	No
1. Surveillance, security or inspection tasks (e.g. use of autonomous airborne drones, etc.)	☐ 1	☐ 2
2. Transportation of people or goods (e.g. use of automated guided vehicle, etc.)	☐ 1	☐ 2
3. Cleaning or waste disposal tasks	☐ 1	☐ 2
4. Warehouse management systems (e.g. palletising, handling goods, etc.)	☐ 1	☐ 2
5. Assembly works performed by service robots	☐ 1	☐ 2
6. Robotic store clerk tasks	☐ 1	☐ 2
7. Construction works or damage repair tasks	☐ 1	☐ 2

End of the Questionnaire.