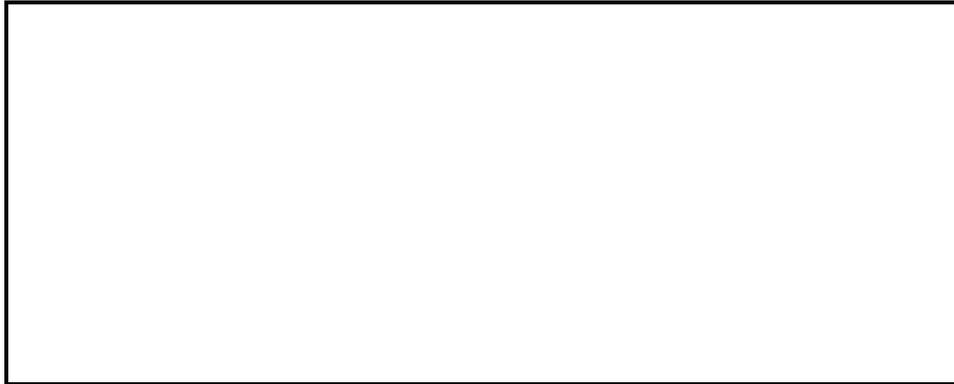## 2017 SURVEY ON INFORMATION AND COMMUNICATION TECHNOLOGY
January – December 2017

Dear Sir/Madam:

The Philippine Statistics Authority (PSA) is conducting the *2017 Survey on Information and Communication Technology (SICT)*. The **2017 SICT** will gather and generate information on the availability, distribution and access/utilization of Information and Communication Technology (ICT) in business and industry in the country.

This Office is authorized to collect information from businesses and industries under *Republic Act No. 10625 (RA 10625)*. Section 27 of the same law obliges establishments to provide the required data. Rest assured that the information collected shall be kept strictly confidential and shall not be used for purposes of taxation, investigation or regulation as provided under Article 55 of the Implementing Rules and Regulations of RA 10625.

We appreciate your utmost cooperation by accomplishing this questionnaire. You may also accomplish the questionnaire online at the PSA website (https://sict.psa.gov.ph).

Thank you very much.

For inquiries, contact:

_____

_____

Telephone Number: _____

E-mail Address: _____

_____

or ESSS-RCU@psa.gov.ph

LISA GRACE S. BERSALES, Ph.D.
Undersecretary
National Statistician and Civil Registrar General

FOR PSA USE ONLY																		
FN			**QN**	**QS**	**QR**	**ECN**												
IND					**PROV-MUN**			**BGY**			**SZ**		**LO**		**EO**			

I. GENERAL INFORMATION ABOUT THE ESTABLISHMENT

A. Economic Activity or Business in 2017

Describe in detail the main activity and other activities of this establishment.

1. **Main activity** *(Refers to the activity that contributes the biggest or major portion of the gross income or revenue of this establishment.)*

DO NOT FILL (*For PSA Use Only*)					
2009 PSIC					

2. **Major products/goods produced or sold and/or type of services rendered (*Specify*)**

B. Secondary/Other Activities

DO NOT FILL (*For PSA Use Only*)					
2009 PSIC					

II. INFORMATION AND COMMUNICATION TECHNOLOGY (ICT) RESOURCES OF THE ESTABLISHMENT

ICT resources are equipment, knowledge and human resources used to support electronic business/manufacturing processes and the conduct of electronic commerce transactions. It includes computer and peripheral equipment, systems and application software, network channels, telecommunication equipment, routers, satellite and other ICT hardware used in electronic business and commerce transactions, ICT support services and ICT workers.

A. ICT Equipment

Indicate below the number of units by type/s of ICT equipment owned by this establishment for use in business operations as of **31 December 2017**.

1. **Computers and communication equipment** (*A computer does not include computer controlled machinery or electronic tills.*)	Number of Units	LN NO
a. Desktop computers		01
b. Laptop/notebook computers		02
c. Mini computers *(Micro and medium servers)*		03
d. Mainframe		04
e. Tablet PCs		05
f. Telephone lines *(Wired and wireless landlines)*		06
g. Cellular mobile phones *(Owned by the establishment for use in business transactions; **Example:** Analog phones for SMS and voice call only)*		07
h. Smartphones *(Owned by the establishment for use in business transactions; **Example:** IPhone, android phones)*		08
i. Satellite phones *(A type of mobile phone that connects to orbiting satellites instead of terrestrial cell sites.)*		09
j. Two-way radio *(**Example:** Walkie-talkie)*		10
k. Video/Tele-video conference equipment		11
l. Facsimile equipment		12
m. Point of Sale (POS)		13
n. Automated Teller Machine (ATM)		14
o. Others, **Specify**: _____		15
2. **Other ICT equipment**		
a. Global positioning system (GPS) devices *(Uses satellites to pinpoint locations.)*		16
b. Closed-circuit television (CCTV)		17
c. Printing machine *(**Example:** Deskjet, inkjet, laser jet, dot matrix, plotters, etc.)*		18
d. Camera *(**Example:** Still photo both film and digital, video)*		19
e. Wireless broadband		20
f. Routers		21
g. Gateways		22
h. Fire detection and alarm equipment		23
i. Cable television equipment		24
j. Broadcasting equipment		25
k. Others *(**Example:** Video projector, satellite equipment and satellite disk)*, **Specify**: _____		26

II. INFORMATION AND COMMUNICATION TECHNOLOGY (ICT) RESOURCES OF THE ESTABLISHMENT *(cont.)*

B. Knowledge

	LN NO
1. **System and application software** *(Software is a general term used to describe a collection of computer programs, procedures and documentation that performs some task on a computer system.)*	
Did this establishment use system and application software? Mark (✔) appropriate box and **specify** all major system and application software used in business operation as of **31 December 2017**. Use additional sheets, if necessary. ☐1-Yes ☐2-No	27
a.	28
b.	29
c.	30
d.	31
2. **Did this establishment use security software?** *(Security software is a term referring to any computer program with a purpose of securing a computer system or computer network.)* Mark (✔) appropriate box. ☐1-Yes ☐2-No	32
3. **Did this establishment experience an attack by a malware in 2017?** *(A malware is software designed to interfere with a computer's normal functioning.* ***Example:*** *Trojan horse, worm, virus, spyware.)* Mark (✔) appropriate box. ☐1-Yes ☐2-No	33
a. **How many times?**	34
b. **How many attacks were prevented?**	35
4. **How often did this establishment change its security password?** Mark (✔) appropriate box. ☐1-Not at all ☐4-Semi-annual ☐2-Monthly ☐5-Annually ☐3-Every 4 months ☐6-Others, *Specify:* _____	36

5. **ICT support services**
   *(**Includes:** Management of systems development projects; information systems planning; systems analysis work; programming, website development and hosting; consulting; ICT training; electronic payment; ICT research; etc.)*

Mark (✔) applicable box/es.	In-house (1)	Outsourced (2)	Not Applicable (3)	LN NO
a. System or application development and maintenance	☐	☐	☐	37
b. Call center or customer service	☐	☐	☐	38
c. Finance accounting and auditing	☐	☐	☐	39
d. Human resources	☐	☐	☐	40
e. Quality assurance or testing	☐	☐	☐	41
f. Research and development	☐	☐	☐	42
g. Supply chain or logistics	☐	☐	☐	43
h. Information security	☐	☐	☐	44
i. Cloud service and storage	☐	☐	☐	45
j. Data processing and analytics (Big Data)	☐	☐	☐	46
k. Sales and marketing	☐	☐	☐	47
l. Others, *Specify*: _____	☐	☐	☐	48

	LN NO
C. ☐ **Other ICT Resources,** *Specify*: _____	49
D. ☐ **None**	50

III. NETWORK CHANNELS

Collection of computers connected to each other that allow them to communicate with each other, and share resources and information.

	LN NO
Mark (✓) applicable box/es of network channels used by this establishment in **2017**.	
☐1-**Wired Local Area Network** *(Wired LAN uses ethernet cable and network adapters that generally require central devices like hubs, switches or routers to connect the devices.)*	01
☐2-**Wireless Local Area Network** *(WLANs send and receive data through the use of radio and infrared waves. A single access point can support a small group of users and can function within a range of less than one hundred to several hundred feet.)*	02
☐3-**Intranet** *(Set of networks, using the Internet Protocol (IP) and IP-based tools such as web browsers and file transfer application that is under the control of a single administrative entity.)*	03
☐4-**Internet** *(Specific internetwork consisting of a worldwide interconnection of governmental, academic, public and private networks based upon the networking technologies of the Internet Protocol Suite. A communication backbone underlying the world wide web.)*	04
☐5-**Extranet** *(Network or internetwork that is limited in scope to a single organization as entity but which also has limited connections to the networks of one or more other organizations or entities.)*	05
☐6-**Wide Area Network** *(Computer network that covers a broad area, that is, any network whose communications links cross metropolitan, regional, or national boundaries.)*	06
☐7-**Others** *(Example: Virtual Private Network)* **Specify:** _____	07

IV. INTERNET CONNECTION OF THIS ESTABLISHMENT

	LN NO
Did this establishment have the following types of external connection to the Internet in 2017? Mark (✓) applicable box/es.	
1. **Narrowband** *(A term used to describe an Internet connection speed that is most commonly associated with a dial-up connection where the highest effective speed is approximately 56kbps)*	01
☐a- **Integrated Services Digital Network (ISDN)** *(ISDN is a telecommunication service that turns a traditional (copper) telephone line into a higher speed digital link. It is regarded as narrowband.)*	02
☐b- **Analog modem** *(Dial-up via standard phone line, converts a digital signal into analog from transmission by traditional (copper) telephone lines. It also converts analog transmission back to digital.)*	03
☐c- **Other narrowband** *(With a download speed of less than 256 kbps.)*	04
2. **Broadband** *(High-speed internet connection that allows transfer of information at rates far faster than those of dial-up modems)*	05
☐a- **Cable modem** *(Modem which uses cable TV lines for connection to the internet.)*	06
☐b- **Digital Subscriber Line connection (DSL)** *(DSL is a high-bandwidth, local loop technology carrying data at high speeds over telephone lines. **Includes:** xDSL, ADSL, SDSL.)*	07
☐c- **Wireless connection** *(Newest Internet connection that uses radio frequency instead of telephone or cable networks, and can be accessed from anywhere – as long as geographically within a network coverage area.)*	08
☐d- **Cellular mobile broadband** *(This can give broadband access to the Internet, with a cellphone, card bus, express card, USB cellular modems or with cellular broadband routers, which allows more than one computer to be connected to the Internet using cellular connection.)*	09
☐e- **Satellite** *(This can give broadband Internet access especially to rural areas.)*	10
☐f- **Fiber Optics** *(Fiber optics or optical fiber refers to the medium and technology associated with the transmission of information as light pulses along a glass or plastic strand or fiber.)*	11
☐g- **TV White Space** *(White space refers to the unused broadcasting frequencies in the wireless spectrum.)*	12
☐h- **Other fixed internet connection** *(Example: Frame relay, metro-ethernet, power line communication, leased line such as E1/E3 at level 1 and ATM at level 2)*	13
3. **Others,** *Specify:* _____	14

V. USES OF ICT RESOURCES IN THE OPERATIONS OF THIS ESTABLISHMENT

Mark (✔) applicable box/es where ICT Resources were used in **2017**. Indicate whether for internal business operation and/or as provider of goods and services.

Activity	For internal business operation (1)		As provider of goods and services (2)		LN NO
1. E-commerce purchasing	☐1-Yes	☐2-No	☐1-Yes	☐2-No	01
2. E- commerce selling	☐1-Yes	☐2-No	☐1-Yes	☐2-No	02
3. Finance accounting and auditing	☐1-Yes	☐2-No	☐1-Yes	☐2-No	03
4. Human resources and automated employee services (*Includes: Payroll maintenance, recruitment and staffing*)	☐1-Yes	☐2-No	☐1-Yes	☐2-No	04
5. Legal services	☐1-Yes	☐2-No	☐1-Yes	☐2-No	05
6. Processing of customer's order and payment	☐1-Yes	☐2-No	☐1-Yes	☐2-No	06
7. Supply chain and logistics (*Includes: Procurement, logistics management*)	☐1-Yes	☐2-No	☐1-Yes	☐2-No	07
8. Manufacture or production process and control	☐1-Yes	☐2-No	☐1-Yes	☐2-No	08
9. Distribution of ICT goods	☐1-Yes	☐2-No	☐1-Yes	☐2-No	09
10. Architectural and engineering services (*Includes: Consulting; building design and drafting and supervision of construction, town and city planning and landscape architecture; engineering and technical activities.*)	☐1-Yes	☐2-No	☐1-Yes	☐2-No	10
11. Research and development (*Includes: Patent research, business and financial research*)	☐1-Yes	☐2-No	☐1-Yes	☐2-No	11
12. Advertising and market research (*Includes: Promotion of products, marketing consulting, etc.*)	☐1-Yes	☐2-No	☐1-Yes	☐2-No	12
13. Business and management consultancy (*Includes: Overseeing and management of other units, strategic and organizational planning, provision of advice and assistance, etc.*)	☐1-Yes	☐2-No	☐1-Yes	☐2-No	13
14. Financial and insurance services (*Includes: Holding companies, monetary intermediation, financial leasing, credit granting, lending, pension funding, pawnshop operation, insurance like health insurance, life insurance, etc.*)	☐1-Yes	☐2-No	☐1-Yes	☐2-No	14
15. Travel and tour services (*Includes: Reservation, booking, accommodation, tourist assistance, etc.*)	☐1-Yes	☐2-No	☐1-Yes	☐2-No	15
16. Education and training (*Includes: ICT training*)	☐1-Yes	☐2-No	☐1-Yes	☐2-No	16
17. Data processing and data analytics (*Includes: Processing of data employing either the customer's or a propriety program; data entry services; time share computer services; web hosting; database activities.*)	☐1-Yes	☐2-No	☐1-Yes	☐2-No	17
18. Medical and legal transcription	☐1-Yes	☐2-No	☐1-Yes	☐2-No	18
19. Medical and health services	☐1-Yes	☐2-No	☐1-Yes	☐2-No	19
20. Customer relationship management (*Includes: Inbound and outbound call centers, automatic call distribution, computer telephone integration, etc.*)	☐1-Yes	☐2-No	☐1-Yes	☐2-No	20
21. Software development (*Includes: Software consultancy and supply*)	☐1-Yes	☐2-No	☐1-Yes	☐2-No	21
22. Publishing (*Includes: Books, newspapers, magazines and other periodicals; directories and mailing lists; photos; posters; ready-made non-customized software; music.*)	☐1-Yes	☐2-No	☐1-Yes	☐2-No	22
23. Internet service provider (*A company which provides end-users access to the Internet and the associated services such as email, chat rooms, instant messages, Internet telephone, etc.*)	☐1-Yes	☐2-No	☐1-Yes	☐2-No	23

V. USES OF ICT RESOURCES IN THE OPERATIONS OF THIS ESTABLISHMENT *(cont.)*

Mark (✔) applicable box/es where ICT Resources were used in **2017**. Indicate whether for internal business operation and/or as provider of goods and services.

Activity	For internal business operation (1)		As provider of goods and services (2)		LN NO
24. Creative development, *Specify:* _____	☐1-Yes	☐2-No	☐1-Yes	☐2-No	24
25. Animation, game development *(Process of giving the illusion of movement to cinematographic drawings, models or inanimate objects thru 2D, 3D, etc.)*	☐1-Yes	☐2-No	☐1-Yes	☐2-No	25
26. Software installation services	☐1-Yes	☐2-No	☐1-Yes	☐2-No	26
27. Cloud service storage	☐1-Yes	☐2-No	☐1-Yes	☐2-No	27
28. Sales and marketing	☐1-Yes	☐2-No	☐1-Yes	☐2-No	28
29. Inventory management	☐1-Yes	☐2-No	☐1-Yes	☐2-No	29
30. Network and system administration	☐1-Yes	☐2-No	☐1-Yes	☐2-No	30
31. Search Engine Optimization (SEO)	☐1-Yes	☐2-No	☐1-Yes	☐2-No	31
32. Other computer related activities *(Includes: Computer disaster recovery; software installation services)*	☐1-Yes	☐2-No	☐1-Yes	☐2-No	32
33. Others, *Specify*: _____	☐1-Yes	☐2-No	☐1-Yes	☐2-No	33

VI. USE OF INTERNET FOR OTHER PROCESSES WITHIN THIS ESTABLISHMENT

A. Did this establishment use the Internet for any of the following transactions made and/or accessing information from Philippine government agencies in 2017?
Mark (✔) appropriate box for each row.

			LN NO
1. Obtaining information from government organizations	☐1-Yes	☐2-No	01
2. Downloading or requesting government forms *(Includes: Downloading of forms such as taxation forms, claims, application for permits etc.)*	☐1-Yes	☐2-No	02
3. Completing forms online or sending completed forms *(Includes: Online completion and submission of form. **Example:** Applications for permits and documents.)*	☐1-Yes	☐2-No	03
4. Making online payments to government organizations *(Includes: Payment of fees, payments for purchases, taxation, remittances, etc.; online payments to government organizations may be made via bank's website or other intermediaries.)*	☐1-Yes	☐2-No	04
5. Other dealings with government, *Specify*: _____	☐1-Yes	☐2-No	05

B. Did this establishment use the Internet for any of the following business operations in 2017?
Mark (✔) appropriate box for each row.

1. Finance accounting and auditing *(Includes: Invoicing and making payments via Internet, online banking.)*	☐1-Yes	☐2-No	06
2. Internal or external recruitment *(Includes: Details of vacant positions)*	☐1-Yes	☐2-No	07
3. Staff training *(Includes: E-learning applications available on intranet or from the world wide web)*	☐1-Yes	☐2-No	08
4. Sharing or distribution of information within your establishment *(Includes: Via intranet or knowledge management software.)*	☐1-Yes	☐2-No	09
5. Sharing or distribution of information with other organizations *(Includes: Collaboration with business partners.)*	☐1-Yes	☐2-No	10
6. Sending or receiving e-mails	☐1-Yes	☐2-No	11
7. Obtaining information from other organizations	☐1-Yes	☐2-No	12
8. Others, *Specify*: _____	☐1-Yes	☐2-No	13

VII. WEBSITE OF THIS ESTABLISHMENT

			LN NO
A. Did this establishment have a website in 2017? Mark (✔) appropriate box.	☐1-Yes	☐2-No	01

B. What is the website of this establishment in 2017? *(Please provide the URL of the website of this establishment)* _____ | 02

C. Did the website of this establishment have any of the following features in 2017?
Mark (✔) appropriate box for each row.

Feature	Yes	No	LN NO
1. Company profile	☐1-Yes	☐2-No	03
2. Product catalogues or price lists	☐1-Yes	☐2-No	04
3. Customized web page or information provided for repeat clients	☐1-Yes	☐2-No	05
4. Facility for collecting customer information online	☐1-Yes	☐2-No	06
5. Online ordering facility for products and services	☐1-Yes	☐2-No	07
6. Facility for online payments	☐1-Yes	☐2-No	08
7. Provision of online after sales support	☐1-Yes	☐2-No	09
8. Order tracking available online	☐1-Yes	☐2-No	10
9. Security policy statement and/or security seal or certification	☐1-Yes	☐2-No	11
10. Privacy policy statement and/or privacy seal or certification	☐1-Yes	☐2-No	12
11. Existence of back-end information system	☐1-Yes	☐2-No	13
12. Customer satisfaction or feedback or rating	☐1-Yes	☐2-No	14
13. Log-in page or credentials	☐1-Yes	☐2-No	15
14. Others, *Specify:* _____			16

VIII. E-COMMERCE VIA INTERNET

*An **e-commerce transaction** is the sale or purchase of goods or services, conducted over computer networks by methods specifically designed for the purpose of receiving or placing of orders. The goods or services are ordered by those methods, but the payment and the ultimate delivery of the goods or services do not have to be conducted online. (**Includes:** orders made in web pages, extranet or EDI. **Excludes:** orders made by telephone calls, facsimile, or manually typed e-mail.)*

			LN NO
A. Did this establishment make purchases for goods and/or services via Internet in 2017? Mark (✔) appropriate box.	☐1-Yes	☐2-No	01
B. Did this establishment receive orders for goods and/or services via Internet in 2017? Mark (✔) appropriate box.	☐1-Yes	☐2-No	02
C. What percent of total revenue was generated from e-commerce via Internet by this establishment in 2017?	_____ %		03

D. Did this establishment have any of the following suppliers and customers that made transactions via the Internet in 2017?
Mark (✔) appropriate box for each row.

	Yes	No	LN NO
1. Other business establishments	☐1-Yes	☐2-No	04
2. Other units belonging to the same enterprise as this establishment	☐1-Yes	☐2-No	05
3. Individuals or households	☐1-Yes	☐2-No	06
4. Government	☐1-Yes	☐2-No	07
5. Non-profit institutions and/or NGOs	☐1-Yes	☐2-No	08
6. From the rest of the world	☐1-Yes	☐2-No	09

VIII. E-COMMERCE VIA INTERNET *(cont.)*

E. What percent of total revenue from e-commerce via Internet in 2017 was generated by this establishment from:

Indicate percent share.	Percent Share	LN NO
1. Customer within the Philippines	_____ %	10
2. Customer outside the Philippines	_____ %	11

F. Did this establishment benefit from e-commerce transactions in any of the following in 2017?
Mark (✔) appropriate box for each row.

			LN NO
1. Reduced transaction time	☐1-Yes	☐2-No	12
2. Reduced marketing time	☐1-Yes	☐2-No	13
3. Reduced paper transactions	☐1-Yes	☐2-No	14
4. Increased sales volume and/or number of customers	☐1-Yes	☐2-No	15
5. Increased quality of customer service	☐1-Yes	☐2-No	16
6. Able to better target customers individually	☐1-Yes	☐2-No	17
7. Lower business costs	☐1-Yes	☐2-No	18
8. Keeping pace with competitors	☐1-Yes	☐2-No	19
9. Others, *Specify:* _____	☐1-Yes	☐2-No	20

G. Did any of the following factors limit or prevent e-commerce transactions by this establishment in 2017?
Mark (✔) appropriate box for each row.

			LN NO
1. Security and privacy concerns	☐1-Yes	☐2-No	21
2. Prefer to maintain current business model *(Example: Face to face interaction)*	☐1-Yes	☐2-No	22
3. Incompatible computer systems between customer and supplier	☐1-Yes	☐2-No	23
4. Insufficient level of customer demand for purchasing via Internet	☐1-Yes	☐2-No	24
5. Uncertainty concerning legal or regulatory dispute framework for selling and buying via Internet	☐1-Yes	☐2-No	25
6. Too high cost of development and/or maintenance	☐1-Yes	☐2-No	26
7. Lack of skilled employees to develop, maintain or use the required technology	☐1-Yes	☐2-No	27
8. Unreliable Internet connections	☐1-Yes	☐2-No	28
9. Selling over the Internet currently under development or planned in the near future	☐1-Yes	☐2-No	29
10. ICT infrastructure limitation *(Example: Computer hardware limitation)*	☐1-Yes	☐2-No	30
11. Others, *Specify*: _____	☐1-Yes	☐2-No	31

IX. E-COMMERCE VIA NETWORK CHANNELS OTHER THAN INTERNET

			LN NO
A. Did this establishment purchase goods and/or services via network channels other than Internet in 2017? Mark (✔) appropriate box.	☐1-Yes	☐2-No	01
B. Did this establishment receive orders for goods and/or services via network channels other than Internet in 2017? Mark (✔) appropriate box.	☐1-Yes	☐2-No	02
C. What percent of total revenue of this establishment was generated from e-commerce via network channels other than Internet in 2017?	_____ %		03

X. USE OF CELLULAR MOBILE PHONE/SMARTPHONE IN SELLING AND OTHER BUSINESS OPERATION

		LN NO
A. Did this establishment purchase goods and/or services via SMS or voice call using cellular mobile phone/smartphone in 2017? Mark (✔) appropriate box.	☐1-Yes ☐2-No	01
B. Did this establishment receive order for goods and/or services via SMS or voice call using cellular mobile phone/smartphone in 2017? Mark (✔) appropriate box.	☐1-Yes ☐2-No	02
C. What percent of total revenue was generated by this establishment via SMS or voice call using cellular mobile phone/smartphone in 2017?	_____ %	03

D. Did this establishment use cellular mobile phone/smartphone for the following activities in 2017?
Mark (✔) appropriate box for each row.

		LN NO
1. Accessing the Internet	☐1-Yes ☐2-No	04
2. Sending or receiving e-mail	☐1-Yes ☐2-No	05
3. Obtaining information about goods and services	☐1-Yes ☐2-No	06
4. Researching other information	☐1-Yes ☐2-No	07
5. Accessing banking or other financial services (*Example: Remittance, payment, etc.*)	☐1-Yes ☐2-No	08
6. Providing customer services	☐1-Yes ☐2-No	09
7. Interacting with government organizations or public authorities	☐1-Yes ☐2-No	10
8. Others, *Specify*: _____	☐1-Yes ☐2-No	11

XI. SOCIAL MEDIA ACCOUNT OF THIS ESTABLISHMENT

Social media is the collective of online communications channels dedicated to community-based input, interaction, content-sharing and collaboration.

		LN NO
A. Did this establishment have a social media account in 2017? Mark (✔) appropriate box.	☐1-Yes ☐2-No	01
B. What are the social media accounts of this establishment in 2017? Mark (✔) applicable box/es and **specify** the account name.	☐1-Facebook _____ ☐4-Youtube _____ ☐2-Twitter _____ ☐5-Others, *Specify:*_____ ☐3-Instagram _____ _____	02

C. Did this establishment use social media accounts for the following activities in 2017?
Mark (✔) appropriate box for each row.

		LN NO
1. Connect with clients and/or potential clients	☐1-Yes ☐2-No	03
2. Share news and ideas or publish content	☐1-Yes ☐2-No	04
3. Advertise goods and services	☐1-Yes ☐2-No	05
4. Trade goods and services	☐1-Yes ☐2-No	06
5. Find business reviews	☐1-Yes ☐2-No	07
6. Providing customer services	☐1-Yes ☐2-No	08
7. Interacting with government organizations or public authorities	☐1-Yes ☐2-No	09
8. Others, *Specify*: _____	☐1-Yes ☐2-No	10
D. Did this establishment purchase goods and/or services via social media in 2017? Mark (✔) appropriate box.	☐1-Yes ☐2-No	11
E. Did this establishment receive order for goods and/or services via social media in 2017? Mark (✔) appropriate box.	☐1-Yes ☐2-No	12
F. What percent of total revenue was generated by this establishment via social media in 2017?	_____ %	13

XII. PURCHASE AND DISPOSAL OF ICT EQUIPMENT

	LN NO
A. When was the last time this establishment purchased ICT equipment? **Year:** ☐☐☐☐	01

B. How often does this establishment purchase ICT equipment?
Mark (✓) appropriate box.

☐1-Every year   ☐3-Every 4 to 5 years

☐2-Every 2 to 3 years   ☐4-Others, *Specify*: _____

LN NO: 02

C. How does this establishment dispose its ICT equipment?
Mark (✓) applicable box/es.

	LN NO
☐1-Auction sale	03
☐2-Donation	04
☐3-Takeback program of computer supplier	05
☐4-Scrap or junk	06
☐5-Storage	07
☐6-Others, *Specify:*_____	08

XIII. OTHER GENERAL INFORMATION ABOUT THE ESTABLISHMENT

A. EMPLOYMENT AS OF 15 NOVEMBER 2017

Total employment refers to the number of persons who work in or for the establishment.

Includes:
- ✓ *Full-time/part-time employees working in or for the establishment and receiving regular pay*
- ✓ *Employees working away from this establishment paid by and under the control of this establishment*
- ✓ *Employees on sick or maternity leave*
- ✓ *Employees on paid vacation or holiday*
- ✓ *Employees on strike*
- ✓ *Directors of corporations working for pay*
- ✓ *Executives/managers and other officers of the same category*
- ✓ *Working owners receiving regular pay*
- ✓ *Apprentices and learners receiving regular pay*
- ✓ *Persons hired only during peak seasons*
- ✓ *Any other employee receiving regular pay not reported above*
- ✓ *Working owners who do not receive regular pay*
- ✓ *Apprentices and learners without regular pay*
- ✓ *Persons working at least 1/3 of the working time normal to this establishment without regular pay*

Excludes:
- ✗ *Directors paid solely for their attendance at meetings of Board of Directors*
- ✗ *Consultants*
- ✗ *Workers on indefinite leave*
- ✗ *Working owners/members of cooperatives who do not receive regular pay*
- ✗ *Homeworkers*
- ✗ *Workers receiving commissions only*
- ✗ *Other workers not in the payroll of this establishment*
- ✗ *Silent or inactive business partners*

Indicate the number of employees in the space provided.	NUMBER			LN NO
	Total	**Male**	**Female**	
1. What was the total employment of this establishment as of 15 November 2017?				01
2. How many employees were routinely using computers at work as of 15 November 2017?				02
3. How many employees were routinely using computers with Internet connection or access from their workstations as of 15 November 2017?				03

REMARKS

CERTIFICATION

I hereby certify that this report for the period _____ to _____ has been completed as accurately as the records of this establishment allow and with the best estimates in some instances.

Name **_____**   Signature **_____**

Position Title/Designation **_____**   Date **_____**

CONTACT PERSON

Person to be contacted for queries regarding this form:

Name**_____**   Address **_____**

Position Title/Designation **_____**   **_____**

Tel. No. **_____** Fax No. **_____**   E-mail Address **_____**

THANK YOU FOR ACCOMPLISHING THIS FORM!

Processing Information: DO NOT FILL (*FOR PSA USE ONLY*)				
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Central Office:				
Validated by				/ /
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