



SICT Form1
PSA Approval No. PSA-2042
Expires on 30 September 2021



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The Philippine Statistics Authority (PSA) is conducting the **2019 Survey on Information and Communication Technology (SICT)**. The **2019 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.

We appreciate your utmost cooperation by accomplishing this questionnaire. You may also accomplish the questionnaire online at **<https://sict.psa.gov.ph>**.

Q5m

Undersecretary
National Statistician and Civil Registrar General

PSA Field Office

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

CONFIDENTIALITY OF INFORMATION

Section 26 of RA 10625 states that:

"Individual data furnished by a respondent to statistical inquiries, surveys and censuses of the PSA shall be considered privileged communication and as such shall be inadmissible as evidence in any proceeding."

The PSA may release aggregated information from statistical inquiries, surveys and censuses in the form of summaries or statistical tables in which no reference to an individual, corporation, association, partnership, institution or business enterprise shall appear."

PENALTIES

Section 27 of RA 10625 states that:

"...Respondents of primary data collection activities such as censuses and sample surveys are obliged to give truthful and complete answers to statistical inquiries. The gathering, consolidation and analysis of such data shall likewise be done in the most truthful and credible manner. Any violation of this Act shall result in the imposition of the penalty of one (1) year imprisonment and a fine of One hundred thousand pesos (P100,000.00). In cases where the respondent fails to give truthful and complete answers to such statistical inquiries is a corporation, the above penalty shall be imposed against the responsible officer, director, manager and/or agent of said corporation. In addition, such erring corporation, enterprise or business concerned, shall be imposed a fine ranging from One hundred thousand pesos (P100,000.00) to Five hundred thousand pesos (P500,000.00)..."

HOW TO ACCOMPLISH THE ONLINE QUESTIONNAIRE

Step 1: Register

- Open <https://sict.psa.gov.ph> in your web browser.
- Click on the link **Proceed to the online questionnaire**.
- Click on the link **Register here**.
- Register using the first 14-digit alphanumeric **Establishment Control Number (ECN)** found at the lower portion of the address stub on the cover page of this questionnaire and your establishment's **official email address**.
- Wait for the password to be sent to the registered email address.

Step 2: Accomplish the questionnaire

- Open <https://sict.psa.gov.ph> in your web browser.
- Log in using the **ECN** and the **password** provided to you.
- Fill-out all the data fields up to the **Certification** portion.

Step 3: Confirm completion of the accomplished questionnaire

- Tick the **checkbox** at the last page to confirm completion of the questionnaire.
- An acknowledgement will be sent to your registered email address.

I. GENERAL INFORMATION ABOUT THIS ESTABLISHMENT**A. Economic Activity or Business in 2019**

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

1. **Main Economic 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

1.1 Major products/goods produced or sold, or type of services rendered

Specify:

2. **Secondary/Other Activities**

DO NOT FILL (For PSA Use Only)

2009 PSIC

II. INFORMATION AND COMMUNICATION TECHNOLOGY (ICT) RESOURCES OF THIS 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 the number of units by type of ICT equipment owned by this establishment for use in business operations as of **31 December 2019**.

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. Minicomputers (Micro and medium servers)

03

- d. Mainframe

04

- e. Tablet PCs

05

- f. Telephone lines (Wired and wireless landlines, IP Phone)

06

- g. Cellular mobile phones (Example: Analog phones for SMS and voice call only)

07

- h. Smartphones (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) (Examples: E-payment, Virtual Wallet, Virtual Credit Card, Express Payment System (EPS), Bluetooth Low Energy (BLE), Host Card Emulation (HCE), Near Field Communication (NFC), Quick Response (QR) Codes)

13

- n. Automated Teller Machine (ATM)

14

- o. Others, (computer and communication equipment) 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 (Example: Switches, Hubs, Bridges, etc.)

21

- g. Gateways

22

- h. Fire detection and alarm equipment

23

- i. Cable television equipment

24

- j. Broadcasting equipment

(Example: Public Announcement (PA) System, FM SCA, LED/LCD screens, visual boards, etc.)

25

- k. Others (Example: Video projector, satellite equipment and satellite disk), Specify: _____

26

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

(cont.)

Mark (✓) appropriate/applicable box/es.

**LN
NO****B. Knowledge****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 and smartphones.)***Did this establishment use system and application software in 2019?**☐ 1-Yes☐ 2-No

27

Specify all major system and application software used in business operation as of **31 December 2019**. Use additional sheets, if necessary.System Software (*Example: MS Windows, Linux, Mac OS, iOS, Android, etc.*)

(1)

Application Software (*Example: MS Office, Open Office, LibreOffice, Adobe Photoshop, SAP, Oracle, etc.*)

(2)

a.

a.

28

b.

b.

29

c.

c.

30

d.

d.

31

2. Did this establishment use security software in 2019?*(Security software is a term referring to any computer program with a purpose of securing a computer system or computer network.)*☐ 1-Yes☐ 2-No

32

3. Did this establishment experience cyberattack in 2019?*(A cyberattack includes malware, hacking and phishing. Malware is software designed to interfere with a computer's normal functioning such as trojan horse, worm, virus, spyware. Hacking is accessing information without the targeted owner's knowledge. Phishing is getting information to a website that may have come up unexpectedly after he/she has clicked on some link. The link may be in a form of an advertisement as well.)*☐ 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?☐ 1-Not at all☐ 3-Quarterly☐ 5-Annually☐ 2-Monthly☐ 4-Semi-annual☐ 6-Others, Specify: _____

36

5. ICT support services in 2019*(ICT support services are referred to as general assistance related to providing ICT Service to users. The roles of these services are to support users in using ICT Service by educating them and improving ICT operations. 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.)***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

(Example: Platform as a Service (PaaS), Software as a Service (SaaS), Infrastructure as a Service (IaaS))

j. Data processing and analytics (Big Data)

☐☐☐

46

k. Others, Specify: _____

☐☐☐

47

C. ☐ Other ICT Resources in 2019, Specify: _____

48

D. ☐ None

49

III. NETWORK CHANNELS

Collection of computers connected to each other that allow them to communicate with each other and share resources and information.
Mark (✓) applicable box/es.

LN
NO**Did this establishment have the following Network Channels in 2019?**☐ **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

What version of Internet Protocol (IP) is being used by this establishment?

☐ 4.a IPv4☐ 4.b IPv6☐ 4.c Both

05

☐ **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.)

06

☐ **6-Wide Area Network**

(Computer network that covers a broad area, that is, any network whose communications links cross metropolitan, regional, or national boundaries.)

07

☐ **7-Others (Example: Virtual Private Network) Specify:** _____

08

IV. INTERNET CONNECTION OF THIS ESTABLISHMENT

Mark (✓) applicable box/es.

LN
NO**Did this establishment have the following types of external connection to the Internet in 2019?****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

IV. INTERNET CONNECTION OF THIS ESTABLISHMENT (cont.)

Mark (✓) applicable box/es.

2. Broadband cont.☐ 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.

What are the uses of ICT resources in the operations of this establishment in 2019?

Activity	For internal business operation (1)	As provider of goods and services (2)	LN NO
1. E-commerce purchasing	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	01
2. E- commerce selling	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	02
3. Finance accounting and auditing	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	03
4. Human resources and automated employee services (Includes: Payroll maintenance, recruitment and staffing)	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	04
5. Legal services	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	05
6. Processing of customer's order and payment	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	06
7. Supply chain and logistics (Includes: Procurement, logistics management)	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	07
8. Manufacture or production process and control	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	08
9. Distribution of ICT goods	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 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.)	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	10
11. Research and development (Includes: Patent research, business and financial research)	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	11
12. Advertising and market research (Includes: Promotion of products, marketing consulting, etc.)	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 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.)	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 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.)	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	14
15. Travel and tour services (Includes: Reservation, booking, accommodation, tourist assistance, etc.)	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	15
16. Education and training (Includes: ICT training)	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	16

Continued on Page 7

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

Mark (✓) applicable box/es.

Activity	For internal business operation (1)	As provider of goods and services (2)	LN NO
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.)	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	17
18. Medical and legal transcription	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	18
19. Medical and health services	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	19
20. Customer relationship management (Includes: Inbound and outbound call centers, automatic call distribution, computer telephone integration, etc.)	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	20
21. Software development (Includes: Software consultancy and supply)	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	21
22. Publishing (Includes: Books, newspapers, magazines and other periodicals; directories and mailing lists; photos; posters; ready-made non-customized software; music.)	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 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.)	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	23
24. Creative development, Specify: _____	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 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.)	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	25
26. Software installation services	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	26
27. Cloud service storage (Examples: Platform as a Service (PaaS), Software as a Service (SaaS), Infrastructure as a Service (IaaS))	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	27
28. Sales and marketing	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	28
29. Inventory management	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	29
30. Network and system administration	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	30
31. Search Engine Optimization (SEO)	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	31
32. Other computer related activities (Includes: Computer disaster recovery; Internal/External Communication System)	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	32
33. Others, Specify: _____	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	33

VI. USES OF INTERNET FOR OTHER PROCESSES WITHIN THIS ESTABLISHMENT

Mark (✓) appropriate box for each row.

A. Did this establishment use the Internet for any of the following transactions made and/or accessing information from Philippine government agencies in 2019?	LN NO
1. Obtaining information from government organizations	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No 01
2. Downloading or requesting government forms (Includes: Downloading of forms such as taxation forms, claims, application for permits etc.)	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No 02
3. Completing forms online or sending completed forms (Includes: Online completion and submission of form. Example: Applications for permits and documents.)	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No 03

VI. USES OF INTERNET FOR OTHER PROCESSES WITHIN THIS ESTABLISHMENT (cont.)

Mark (✓) appropriate box for each row.

A. Did this establishment use the Internet for any of the following transactions made and/or accessing information from Philippine government agencies in 2019? (cont.)		LN NO
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.)	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	04
5. Other dealings with government, <i>Specify</i> : _____	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	05
B. Did this establishment use the Internet for any of the following business operations in 2019?		
1. Internet banking	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	06
2. Accessing other financial services	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	07
3. Internal or external recruitment (Includes: Details of vacant positions)	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	08
4. Staff training (Includes: E-learning applications available on intranet or from the world wide web)	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	09
5. Sharing or distribution of information within your establishment (Includes: Via intranet or knowledge management software.)	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	10
6. Sharing or distribution of information with other organizations (Includes: Collaboration with business partners.)	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	11
7. Sending or receiving e-mails	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	12
8. Obtaining information from other organizations	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	13
9. Providing customer services	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	14
10. Delivering products online	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	15
11. Telephoning over the Internet/VoIP or using videoconferencing	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	16
12. Instant messaging, bulletin boards	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	17
13. Others, <i>Specify</i> : _____	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	18

VII. WEBSITE OF THIS ESTABLISHMENT

Mark (✓) appropriate box for each row.

		LN NO
A. Did this establishment have a website in 2019?	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	01
B. What is the website of this establishment in 2019? <i>Please provide the URL of the website of this establishment: _____</i>		02
C. Did the website of this establishment have any of the following features in 2019?		
1. Company profile	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	03
2. Product catalogues or price lists	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	04
3. Customized web page or information provided for repeat clients	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	05
4. Facility for collecting customer information online	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	06
5. Online ordering facility for products and services	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	07
6. Facility for online payments	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	08
7. Provision of online after sales support	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	09
8. Order tracking available online	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	10
9. Security policy statement and/or security seal or certification	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	11
10. Privacy policy statement and/or privacy seal or certification	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	12

VII. WEBSITE OF THIS ESTABLISHMENT (cont.)LN
NO

Mark (✓) appropriate box for each row.

C. Did the website of this establishment have any of the following features in 2019? (cont.)

11. Existence of back-end information system	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	13
12. Customer satisfaction or feedback or rating	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	14
13. Log-in page or credentials	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	15
14. Web Accessibility Features for PWD	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	16
15. Others, <i>Specify</i> : _____		17

VIII. E-COMMERCE VIA INTERNET AND NETWORK CHANNELS OTHER THAN INTERNETLN
NO

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.)

Mark (✓) appropriate box for each row.

A. Did this establishment make purchases for goods and/or services through the following online methods in 2019?

1. Via internet excluding social media (<i>Example</i> : website/web pages, EDI, mobile apps (android, iOS))	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	01
2. Via network channels other than internet <i>Specify</i> : _____	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	02

B. Did this establishment receive orders for goods and/or services through the following online methods in 2019?

1. Via internet excluding social media (<i>Example</i> : website/web pages, EDI, mobile apps (android, iOS))	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	03
2. Via network channels other than internet <i>Specify</i> : _____	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	04

C. What percent of total revenue was generated from e-commerce through the following online methods by this establishment in 2019?

1. Via internet excluding social media (<i>Example</i> : website/web pages, EDI, mobile apps (android, iOS))	_____ %	05
2. Via network channels other than internet <i>Specify</i> : _____	_____ %	06

D. What percent of total revenue from e-commerce via Internet in 2019 was generated by this establishment from:

1. Customer within the Philippines?	_____ %	07
2. Customer outside the Philippines?	_____ %	08

E. Did this establishment have any of the following suppliers and customers that made transactions via the Internet in 2019?

1. Other business establishments	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	09
2. Other units belonging to the same enterprise as this establishment	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	10
3. Individuals or households	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	11
4. Government	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	12
5. Non-profit institutions and/or NGOs	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	13
6. From the rest of the world	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	14

VIII. E-COMMERCE VIA INTERNET AND NETWORK CHANNELS OTHER THAN INTERNET (cont.)**F. Did this establishment benefit from e-commerce transactions in any of the following in 2019?**

1. Reduced transaction time	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	15
2. Reduced marketing time	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	16
3. Reduced paper transactions	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	17
4. Increased sales volume and/or number of customers	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	18
5. Increased quality of customer service	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	19
6. Able to better target customers individually	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	20
7. Lower business costs (<i>Example: reduced transportation/logistics time/cost</i>)	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	21
8. Keeping pace with competitors	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	22
9. Others, <i>Specify</i> : _____	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	23

G. Did any of the following factors limit or prevent e-commerce transactions by this establishment in 2019?

1. Security and privacy concerns	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	24
2. Prefer to maintain current business model(<i>Example: Face to face interaction</i>)	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	25
3. Incompatible computer systems between customer and supplier	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	26
4. Insufficient level of customer demand for purchasing via Internet	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	27
5. Uncertainty concerning legal or regulatory dispute framework for selling and buying via Internet	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	28
6. Too high cost of development and/or maintenance	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	29
7. Lack of skilled employees to develop, maintain or use the required technology	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	30
8. Unreliable Internet connections	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	31
9. Selling over the Internet currently under development or planned in the near future	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	32
10. ICT infrastructure limitation (<i>Example: Computer hardware limitation</i>)	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	33
11. Others, <i>Specify</i> : _____	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	34

IX. USES OF CELLULAR MOBILE PHONE/SMARTPHONE IN SELLING AND OTHER BUSINESS OPERATION

Mark (✓) appropriate box for each row.

LN
NO

A. Did this establishment purchase goods and/or services via SMS or voice call using cellular mobile phone/smartphone in 2019?	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 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 2019?	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 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 2019?	_____ %	03
D. Did this establishment use cellular mobile phone/smartphone for the following activities in 2019?		
1. Accessing the Internet	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	04
2. Sending or receiving e-mail	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	05
3. Obtaining information about goods and services	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	06

IX. USES OF CELLULAR MOBILE PHONE/SMARTPHONE IN SELLING AND OTHER BUSINESS OPERATION (cont.)**LN
NO**

Mark (✓) appropriate box for each row.

D. Did this establishment use cellular mobile phone/smartphone for the following activities in 2019? (cont.)

4. Researching other information	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	07
5. Accessing banking or other financial services (<i>Example: Remittance, payment, online banking, etc.</i>)	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	08
6. Providing customer services	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	09
7. Interacting with government organizations or public authorities	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	10
8. Others, Specify: _____	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	11

X. 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.

Mark (✓) appropriate/applicable boxes.

**LN
NO****A. Did this establishment have a social media account in 2019?**☐ 1-Yes ☐ 2-No

01

B. What are the social media accounts of this establishment in 2019?

<input type="checkbox"/> 1-Facebook _____	<input type="checkbox"/> 4-Youtube _____
<input type="checkbox"/> 2-Twitter _____	<input type="checkbox"/> 5-Others, Specify: _____
<input type="checkbox"/> 3-Instagram _____	

02

C. Did this establishment use social media accounts for the following activities in 2019?

1. Connect with clients and/or potential clients	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	03
2. Share news and ideas or publish content	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	04
3. Advertise goods and services	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	05
4. Trade goods and services	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	06
5. Find business reviews	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	07
6. Providing customer services	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	08
7. Interacting with government organizations or public authorities	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	09
8. Others, Specify: _____	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	10
D. Does this establishment have existing social media policy in 2019?	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	11
E. Did this establishment purchase goods and/or services via social media in 2019?	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	12
F. Did this establishment receive order for goods and/or services via social media in 2019?	<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No	13
G. What percent of total revenue was generated by this establishment via social media in 2019?	_____ %	14

XI. PURCHASE AND DISPOSAL OF ICT EQUIPMENT

Mark (✓) appropriate/applicable box/es.

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

01

B. How often does this establishment purchase ICT equipment?

<input type="checkbox"/> 1- Less than a year	<input type="checkbox"/> 3- Every 2 to 3 years	<input type="checkbox"/> 5-Others, Specify: _____
<input type="checkbox"/> 2- Every year	<input type="checkbox"/> 4-Every 4 to 5 years	

02

XI. PURCHASE AND DISPOSAL OF ICT EQUIPMENT (cont.)				LN NO
Mark (✓) appropriate/applicable box/es.				
C. How does this establishment dispose its ICT equipment in 2019?				
<input type="checkbox"/> 1- Sale (Auction, Bidding, Online)				03
<input type="checkbox"/> 2-Donation				04
<input type="checkbox"/> 3-Takeback program of computer supplier				05
<input type="checkbox"/> 4-Scrap or junk				06
<input type="checkbox"/> 5-Storage/Warehouse				07
<input type="checkbox"/> 6-Others,Specify: _____				08
D. Did this establishment have policy on e-waste disposal of their ICT equipment in 2019?				09
				<input type="checkbox"/> 1-Yes <input type="checkbox"/> 2-No
XII. OTHER GENERAL INFORMATION ABOUT THIS ESTABLISHMENT				
A. EMPLOYMENT AS OF 15 NOVEMBER 2019				
<p>Total Employment refers to the total number of persons, whether paid or unpaid, who work in or for this establishment as of 15 November 2019.</p> <p>Exclude:</p> <ul style="list-style-type: none"> * Members of cooperative who are not involved in the operation of the cooperative * Workers on sub-contract agreement or under manpower agencies/contractors <p>Paid employees are all full-time and part-time employees working in or for the establishment and receiving regular pay, as well as those working away from this establishment and paid by and under the control of this establishment.</p> <div style="display: flex; justify-content: space-between;"> <div style="width: 48%;"> <p>Include:</p> <ul style="list-style-type: none"> ✓ 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 like planting, harvesting, and the like ✓ Any other employee receiving regular pay not reported above </div> <div style="width: 48%;"> <p>Exclude:</p> <ul style="list-style-type: none"> * Directors paid solely for their attendance at meetings of Board of Directors * Consultants * Workers on indefinite leave * Working owners who do not receive regular pay * Homeworkers * Workers receiving commissions only * Other workers not in the payroll of this establishment </div> </div> <p>Unpaid workers are working owners who do not receive regular pay, apprentices and learners without regular pay, and persons working for at least 1/3 of the working time normal to this establishment without regular pay.</p> <p>Exclude: Silent or inactive business partners.</p>				
Indicate the number of employees in the space provided.			NUMBER	
			Male	Female
			Total	LN NO
1. How many employees were routinely using computers at work as of 15 November 2019?				01
2. How many employees were routinely using computers with Internet connection or access from their workstations as of 15 November 2019?				02

XIII. EVALUATION OF THIS QUESTIONNAIRE

Mark (✓) appropriate box. If applicable, indicate your response in the space provided.

**LN
NO**

a. How much time was devoted in completing this questionnaire?

1 ☐ less than 3 days 2 ☐ 4 to 5 days 3 ☐ 6 to 10 days 4 ☐ more than 10 days

01

b. Did you use the previous answers as reference to complete this current questionnaire?

1 ☐ Yes 2 ☐ No

02

c. Were all the information needed to complete this questionnaire easy at hand?

1 ☐ Yes 2 ☐ No

03

d. How many persons accomplished this questionnaire?

1 ☐ 1 personnel 2 ☐ 2 personnel 3 ☐ more than 2 personnel

04

e. On average, how many years have you been working in this establishment?

1 ☐ less than 5 years 2 ☐ 6 to 10 years 3 ☐ 10 to 15 years 4 ☐ more than 15 years

05

f. Did you use the SICT online questionnaire, which can be accessed in <https://sict.psa.gov.ph>, in responding to the survey?1 ☐ Yes (Stop here.) 2 ☐ No (Proceed to g.)

06

g. If no, please indicate your reason/s why you do not use the online questionnaire.

07

REMARKS

Indicate any remarks that will help PSA understand the report.

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				
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