

**Maryland Business Technology
Project #1430**

Client Questionnaire

December 2001

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Maryland Business Technology Questionnaire

Hello, I'm with the University of Maryland Survey Research Center. We're conducting a study about how computers are used in Maryland businesses. This study is a part of the eReadiness-Maryland project, designed to determine Maryland's information technology readiness in our state.

Your responses are strictly confidential, and your answers will not be associated with your name or the name of your company, business or firm. The interview takes about 15 minutes.

Q1 First, I have some questions about the workforce at this location.
How many employees, both full- and part-time, are employed at this location?

- (1) 1 to 4 [goto TYP4]
- (2) 5 to 24 [goto Q2]
- (3) 24 to 49 [goto Q2]
- (4) 50 to 99 [goto Q2]
- (5) 100 to 249 [goto Q2]
- (6) 250 to 499 [goto Q2]
- (7) 500 or more [goto Q2]
- (8) DON'T KNOW
- (9) REFUSED

Q1a Including yourself, are there 5 or more employees?

- (1) YES
- (2) NO [goto TYP4]

Q2 Is this location:

- (1) an independent company, business or firm, [goto Q3]
- (2) a branch or local office of a larger multi-site enterprise,
- (3) or the headquarters for a multi-site enterprise?
- (4) NONPROFIT ORGANIZATION OR GOVERNMENT AGENCY
(VOLUNTEERED) [goto TYP5]
- (8) DON'T KNOW [goto Q3]
- (9) REFUSED [goto Q3]

Q2a Are all the sites for this multi-site enterprise located in the United States?

- (1) YES [goto Q3)
- (2) NO [goto Q3)
- (8) DON'T KNOW [goto Q3)
- (9) REFUSED [goto Q3)

TYP4 I am sorry, but for this study we need to collect information about businesses with 5 or more employees.

TERMINATE THE SURVEY

TYP5 I am sorry, but for this study we need to collect information only about businesses.

TERMINATE THE SURVEY

Q3 In which year did this location open?

- (0) 1900 OR BEFORE
- (01-99)
- (2000)
- (2001)
- (8888) DON'T KNOW
- (9999) REFUSED

Q4 Next, I have some questions about computers and computer networks.

In 2001, did this location use computer networks or other online methods, such as Local Area Network, Internet, Intranet, EDI network, or Extranet, for any business purposes?

- (1) YES [goto Q5]
- (2) NO
- (3) DO NOT USE COMPUTES (VOLUNTEERED)
- (8) DON'T KNOW [goto Q15]
- (9) REFUSED [goto Q15]

Q4a What is the MAIN reason for this location's decision to not use computers/computer networks for business purposes?

- (1) RECORD TEXT
- (8) DON'T KNOW
- (9) REFUSED

Q4b If access to technology, costs, and network speeds were not an issue, would this location's use of computers and computer networks stay the same as it is now or change?

- (1) STAY THE SAME
- (2) CHANGE - In which way would it change?
- (8) DON'T KNOW revert
- (9) REFUSED

Q5 [IF NO TO NETWORKS, SKIP TO Q15] [IF NO TO COMPUTERS, SKIP TO Q25]
Which of the following computer networks does this location use for business purposes?

a Intranet?

- (1) YES
- (2) NO
- (8) DON'T KNOW
- (9) REFUSED

b Local Area Network, that is LAN?

- (1) YES
- (2) NO
- (8) DON'T KNOW
- (9) REFUSED

c Electronic Data Interchange, that is EDI, network?

- (1) YES
- (2) NO
- (8) DON'T KNOW
- (9) REFUSED

d Extranet?

- (1) YES
- (2) NO
- (8) DON'T KNOW
- (9) REFUSED

e1 Internet?

- (1) YES [goto Q5f]
- (2) NO
- (8) DON'T KNOW [goto Q5 f]
- (9) REFUSED [goto Q5f]

e2 What is the MAIN reason for not using the Internet?

- (1) RECORD TEXT
- (8) DON'T KNOW
- (9) REFUSED

f Does this location use some other computer network or online method?

- (1) YES SPECIFY
- (2) NO
- (8) DON'T KNOW
- (9) REFUSED

Q6 Is the MAIN mode of network transmission from this location:

- (1) A Direct Internet connection or T1 line
- (2) An Integrated Services Digital Network, that is ISDN
- (3) A Digital Subscriber Line, that is DSL
- (4) A modem through television cable
- (5) A modem on a telephone line,
- (6) Wireless Connection
- (7) Microwave connection
- (8) Satellite connection, or
- (9) Something Else?
- (88) DON'T KNOW
- (99) REFUSED

Q6a To what extent are you satisfied or dissatisfied with the current mode of network transmission from this location? Would you say:

- (1) Completely satisfied,
- (2) Somewhat satisfied,
- (3) Somewhat dissatisfied, or
- (4) Completely dissatisfied?
- (8) DON'T KNOW
- (9) REFUSED

Q6b If access to technology, costs, and network speeds were not an issue, would this location's use of computers and computer networks stay the same as it is now or change?

- (1) STAY THE SAME
- (2) CHANGE - In which way would it change? - SPECIFY
- (8) DON'T KNOW
- (9) REFUSED

Q7 Does this location permit employees to telecommute, that is, to work from home by connecting to the office network?

- (1) YES
- (2) NO
- (8) DON'T KNOW
- (9) REFUSED

Q7a Does this location use videoconferencing?

- (1) YES
- (2) NO [goto Q8]
- (8) DON'T KNOW [goto Q8]
- (9) REFUSED [goto Q8]

Q7b Does this location use videoconferencing for:

- (1) YES
- (2) NO
- (8) DON'T KNOW
- (9) REFUSED

1 Providing or obtaining employee health benefits information?

2 Providing or obtaining employee training or education?

Q8 Does this location use electronic mail, that is E-mail, for business purposes?

- (1) YES
- (2) NO [goto Q9]
- (8) DON'T KNOW [goto Q9]
- (9) REFUSED [goto Q9]

Q8a Is E-mail used primarily for internal communication or external communication?

- (1) INTERNAL
- (2) EXTERNAL
- (3) BOTH - IF VOLUNTEERED
- (8) DON'T KNOW
- (9) REFUSED

[Q9 SERIES- ASK ONLY IF YES TO LAN OR INTRANET]

Q9 For each of the following business tasks, please tell me whether this location uses its internal computer network to perform this task, does not use its internal computer network to perform this task, or does not perform this task at all.

a Providing employee benefits information

- (1) USES INTERNAL NETWORK
- (2) DOES NOT USE INTERNAL NETWORK
- (3) DOES NOT PERFORM THIS TASK
- (8) DON'T KNOW
- (9) REFUSED

b Accounting and internal auditing

- (1) USES INTERNAL NETWORK
- (2) DOES NOT USE INTERNAL NETWORK
- (3) DOES NOT PERFORM THIS TASK
- (8) DON'T KNOW
- (9) REFUSED

c Inventory tracking and control

- (1) USES INTERNAL NETWORK
- (2) DOES NOT USE INTERNAL NETWORK
- (3) DOES NOT PERFORM THIS TASK
- (8) DON'T KNOW
- (9) REFUSED

d Shipment tracking and control

- (1) USES INTERNAL NETWORK
- (2) DOES NOT USE INTERNAL NETWORK
- (3) DOES NOT PERFORM THIS TASK
- (8) DON'T KNOW
- (9) REFUSED

e Purchasing or placing orders for supplies or services

- (1) USES INTERNAL NETWORK
- (2) DOES NOT USE INTERNAL NETWORK
- (3) DOES NOT PERFORM THIS TASK
- (8) DON'T KNOW
- (9) REFUSED

f Cash or point of sale transactions

- (1) USES INTERNAL NETWORK
- (2) DOES NOT USE INTERNAL NETWORK
- (3) DOES NOT PERFORM THIS TASK
- (8) DON'T KNOW
- (9) REFUSED

g Manufacturing process control

- (1) USES THE INTERNET
- (2) DOES NOT USE THE INTERNET
- (3) DOES NOT PERFORM THIS BUSINESS TASK
- (8) DON'T KNOW
- (9) REFUSED

[INTERNET SERIES- ASK ONLY IF YES TO THE INTERNET. ELSE SKIP TO Q15]

Q10 Next, I have some questions about the Internet.

In which year did this location start using Internet for business purposes?

- (0-99) [goto Q11]
- (2000) [goto Q11]
- (2001) [goto Q11]
- (8888) DON'T KNOW
- (9999) REFUSED

Q10a Was it before or after this location opened?

- (1) BEFORE
- (2) AFTER

Q11 [ASK ONLY IF STARTED USING INTERNET AFTER THE LOCATION OPENED.
ELSE GOTO Q13]

Has the use of the Internet caused this location's overall revenue to increase, decrease or has it not had an effect?

- (1) INCREASE
- (2) DECREASE
- (3) NO EFFECT
- (8) DON'T KNOW
- (9) REFUSED

Q12 Has the use of the Internet caused this location's overall productivity to increase, decrease or has it not had an effect?

- (1) INCREASE
- (2) DECREASE [goto Q12b]
- (3) NO EFFECT [goto Q13]
- (8) DON'T KNOW [goto Q13]
- (9) REFUSED [goto Q13]

Q12a What is the MAIN reason for the increase as a result of the Internet?

- (1) RECORD TEXT [goto Q13]
- (8) DON'T KNOW [goto Q13]
- (9) REFUSED [goto Q13]

Q12b What is the MAIN reason for the decrease as a result of the Internet?

- (1) RECORD TEXT
- (8) DON'T KNOW
- (9) REFUSED

Q13 Does this location make sales over the Internet?

- (1) YES
- (2) NO [goto Q14]
- (8) DON'T KNOW [goto Q14]
- (9) REFUSED [goto Q14]

Q13a Does this location make sales over the Internet to customers in other states?

- (1) YES
- (2) NO [goto Q14]
- (8) DON'T KNOW [goto Q14]
- (9) REFUSED [goto Q14]

Q13b What proportion of this location's revenue comes from sales over the Internet?
Would you say:

- (1) 25% or less
- (2) 26% to 50%
- (3) 51% to 75%, or
- (4) More than 75%?
- (8) DON'T KNOW
- (9) REFUSED

Q13c Right now businesses do not have to collect sales tax on sales made over the Internet to customers in states other than where their business is headquartered. If this law was changed and required collecting a sales tax on all sales over the Internet, would this location prefer:

- (1) a uniform national rate
- (2) rates that differ from state to state, or
- (3) do you have no preference?
- (8) DON'T KNOW
- (9) REFUSED

Q14 Next, for each of the following business tasks, please tell me whether this location uses the Internet to perform it, does not use the Internet to perform it, or does not perform this task at all.

a [ONLY ASK IF YES TO SALES OVER THE INTERNET]
Accepting real time payments such as credit card and debit payments?

- (1) USES THE INTERNET
- (2) DOES NOT USE THE INTERNET
- (3) DOES NOT PERFORM THIS BUSINESS TASK
- (8) DON'T KNOW
- (9) REFUSED

b Financial transactions with banks

- (1) USES THE INTERNET
- (2) DOES NOT USE THE INTERNET
- (3) DOES NOT PERFORM THIS BUSINESS TASK
- (8) DON'T KNOW
- (9) REFUSED

c Performing billing or bill payment over the Internet

- (1) USES THE INTERNET
- (2) DOES NOT USE THE INTERNET
- (3) DOES NOT PERFORM THIS BUSINESS TASK
- (8) DON'T KNOW
- (9) REFUSED

d [DO NOT ASK IF RESPONDENT ALREADY ANSWERED THEY DO NOT PERFORM THIS FUNCTION AT ALL]
Providing employee benefits information

- (1) USES THE INTERNET
- (2) DOES NOT USE THE INTERNET
- (3) DOES NOT PERFORM THIS BUSINESS TASK
- (8) DON'T KNOW
- (9) REFUSED

e [DO NOT ASK IF RESPONDENT ALREADY ANSWERED THEY DO NOT PERFORM THIS FUNCTION AT ALL]
Accounting and internal auditing

- (1) USES THE INTERNET
- (2) DOES NOT USE THE INTERNET
- (3) DOES NOT PERFORM THIS BUSINESS TASK
- (8) DON'T KNOW
- (9) REFUSED

f [DO NOT ASK IF RESPONDENT ALREADY ANSWERED THEY DO NOT
PERFORM THIS FUNCTION AT ALL]
Inventory tracking and control

- (1) USES THE INTERNET
- (2) DOES NOT USE THE INTERNET
- (3) DOES NOT PERFORM THIS BUSINESS TASK
- (8) DON'T KNOW
- (9) REFUSED

g [DO NOT ASK IF RESPONDENT ALREADY ANSWERED THEY DO NOT
PERFORM THIS FUNCTION AT ALL]
Shipment tracking and control

- (1) USES THE INTERNET
- (2) DOES NOT USE THE INTERNET
- (3) DOES NOT PERFORM THIS BUSINESS TASK
- (8) DON'T KNOW
- (9) REFUSED

h [DO NOT ASK IF RESPONDENT ALREADY ANSWERED THEY DO NOT
PERFORM THIS FUNCTION AT ALL]
Purchasing or placing orders for supplies or services

- (1) USES THE INTERNET
- (2) DOES NOT USE THE INTERNET
- (3) DOES NOT PERFORM THIS BUSINESS TASK
- (8) DON'T KNOW
- (9) REFUSED

i [DO NOT ASK IF RESPONDENT ALREADY ANSWERED THEY DO NOT
PERFORM THIS FUNCTION AT ALL]
Cash or point of sale transactions

- (1) USES THE INTERNET
- (2) DOES NOT USE THE INTERNET
- (3) DOES NOT PERFORM THIS BUSINESS TASK
- (8) DON'T KNOW
- (9) REFUSED

j [DO NOT ASK IF RESPONDENT ALREADY ANSWERED THEY DO NOT PERFORM THIS FUNCTION AT ALL]
Manufacturing process control

- (1) USES THE INTERNET
- (2) DOES NOT USE THE INTERNET
- (3) DOES NOT PERFORM THIS BUSINESS TASK
- (8) DON'T KNOW
- (9) REFUSED

k Providing customer service through self help or E-mail

- (1) USES THE INTERNET
- (2) DOES NOT USE THE INTERNET
- (3) DOES NOT PERFORM THIS BUSINESS TASK
- (8) DON'T KNOW
- (9) REFUSED

l On-line meetings

- (1) USES THE INTERNET
- (2) DOES NOT USE THE INTERNET
- (3) DOES NOT PERFORM THIS BUSINESS TASK
- (8) DON'T KNOW
- (9) REFUSED

Q15 The next questions are about the World Wide Web.
Does this location maintain its own World Wide Web site?

- (1) YES
- (2) NO [goto Q23]
- (8) DON'T KNOW [goto Q23]
- (9) REFUSED [goto Q23]

Q16 How long have you had it:

- (1) Less than 1 year,
- (2) 1 year
- (3) 2 years
- (4) 3 to 4 years, or
- (5) 5 or more years?
- (8) DON'T KNOW
- (9) REFUSED

Q17 What was the MAIN reason for this location to maintain its own World Wide Web page?

- (1) RECORD TEXT
- (8) DON'T KNOW
- (9) REFUSED

Q18 What are the MAIN three purposes for maintaining this World Wide Web page?

a RECORD PURPOSE ONE

- (1) RECORD TEXT
- (8) DON'T KNOW [goto Q19]
- (9) REFUSED [goto Q19]

b RECORD PURPOSE TWO

- (1) RECORD TEXT
- (2) NO MORE PURPOSES [goto Q19]
- (8) DON'T KNOW [goto Q19]
- (9) REFUSED [goto Q19]

c RECORD PURPOSE THREE

- (1) RECORD TEXT
- (2) NO MORE PURPOSES
- (8) DON'T KNOW
- (9) REFUSED

Q19 Does this location use its website to collect personally identifiable information, that is, information by which you can identify the person who is visiting?

- (1) YES
- (2) NO
- (8) DON'T KNOW
- (9) REFUSED

Q20 Does this location have a Website privacy policy that is posted on the Website?

- (1) YES
- (2) NO
- (8) DON'T KNOW
- (9) REFUSED

Q21 Does this location collect any data from its Website?

- (1) YES
- (2) NO [goto Q23]
- (8) DON'T KNOW [goto Q23]
- (9) REFUSED [goto Q23]

Q22 Does the data collected from the website link directly to this location's business systems or does it have to be entered manually?

- (1) DIRECTLY LINKED
- (2) ENTERED MANUALLY
- (3) BOTH
- (8) DON'T KNOW
- (9) REFUSED

Q23 Next I have some questions about E-commerce.

E-commerce means conducting commercial and non-commercial transactions through the use of computer networks. Compared to today, how much do you think E-commerce will change the way this location operates five years from now? Would you say:

- (1) A great deal,
- (2) Quite a lot,
- (3) Somewhat,
- (4) A little, or
- (5) Not at all? Why do you feel this way? (SPECIFY) [goto Q24]
- (8) DON'T KNOW [goto Q24]
- (9) REFUSED [goto Q24]

Q23a What are the MAIN three ways in which E-commerce will change the way this location operates five years from now?

1 RECORD CHANGE ONE

- (1) RECORD TEXT
- (8) DON'T KNOW [goto Q24]
- (9) REFUSED [goto Q24]

2 RECORD CHANGE TWO

- (1) RECORD TEXT
- (2) NO MORE CHANGES [goto Q24]
- (8) DON'T KNOW [goto Q24]
- (9) REFUSED [goto Q24]

3 RECORD CHANGE THREE

- (1) RECORD TEXT
- (2) NO MORE CHANGES
- (8) DON'T KNOW
- (9) REFUSED

Q24 B2B, or business-to-business, is a term currently used to describe the exchange of products, services, or information between two or more businesses over the Internet or other computer networks. Would you say this location is involved in B2B commerce:

- (1) A great deal,
- (2) Quite a lot
- (3) Somewhat
- (4) A little, or
- (5) Not at all?
- (8) DON'T KNOW
- (9) REFUSED

Q25 Please tell me whether you strongly agree, agree, disagree or strongly disagree with the following statements about this location.

a We use sophisticated technologies in the development of new products or service offerings.

- (1) STRONGLY AGREE
- (2) AGREE
- (3) DISAGREE
- (4) STRONGLY DISAGREE
- (6) DO NOT DEVELOP NEW PRODUCTS OR SERVICE OFFERINGS
(VOLUNTEERED) [goto Q26]
- (8) DON'T KNOW
- (9) REFUSED

c DO NOT ASK IF NOT COMPUTERS OR NO COMPUTER NETWORKS
In the past 2 years, using computer networks helped to decrease our time to develop new products or service offerings.

- (1) STRONGLY AGREE
- (2) AGREE
- (3) DISAGREE
- (4) STRONGLY DISAGREE
- (8) DON'T KNOW
- (9) REFUSED

c In the past 2 years, we have developed products that use substantially different technologies or have different characteristics.

- (1) STRONGLY AGREE
- (2) AGREE
- (3) DISAGREE
- (4) STRONGLY DISAGREE
- (8) DON'T KNOW
- (9) REFUSED

Q26 Finally, I have some background questions about this location.

What proportion of your customers are located within 50 miles of this business location?
Would you say it's:

- (1) 25% or less
- (2) 26%-50%
- (3) 51%-75%
- (4) More than 75%
- (8) DON'T KNOW
- (9) REFUSED

Q27 Does this location export goods or services outside the United States?

- (1) YES
- (2) NO
- (8) DON'T KNOW
- (9) REFUSED

Q28 What was this location's revenue in 2000?

- (1) Less than \$500,000
- (2) \$500,000 to 1.5 million
- (3) \$1.5 million to 5 million
- (4) \$5 million to 10 million
- (5) Over \$10 million
- (8) DON'T KNOW
- (9) REFUSED

Q29 Would you describe this location as PRIMARILY part of the manufacturing sector or the service sector?

- (1) MANUFACTURING
- (2) SERVICE
- (3) OTHER (SPECIFY)
- (8) DON'T KNOW
- (9) REFUSED

[IF SERVICE SECTOR, ASK Q29a] [IF MANUFACTURING SECTOR, ASK Q29b]
[ELSE, SKIP TO Q30a]

Q29a Which line of business if any, accounts for over fifty percent of your business income?

- | | | |
|-------------------------|--------------------------|--------------------|
| (1) Retail | (7) Medical | (13) Financial |
| (2) Hotels, restaurants | (8) Wholesale | (14) OTHER-SPECIFY |
| (3) Personal Services | (9) Communications | |
| (4) Automotive services | (10) Advertising | |
| (5) Entertainment | (11) Industrial Services | (0) NONE |
| (6) Training | (12) Real Estate | (99) REFUSED |

Q29b Which line of business, if any, would you say accounts for over fifty percent of your business income?

- (1) Automotive related business
- (2) Defense
- (3) Consumer products
- (4) Chemicals
- (5) Steel
- (6) Polymers
- (7) Farming
- (8) Industrial
- (9) Electronics
- (10) NONE
- (10) OTHER-SPECIFY
- (99) REFUSED

Q30a In 2000, what percentage of this location's overall budget was dedicated to information technology?

- (0) NONE
- (1) 1%-4%
- (2) 5%-9%
- (3) 10%-19%
- (11) 20% OR MORE
- (8) DON'T KNOW
- (9) REFUSED

Q30b In the next 3 years, do you expect this percentage to increase significantly, increase somewhat, stay the same as it is now, decrease somewhat, or decrease significantly?

- (1) INCREASE SIGNIFICANTLY
- (2) INCREASE SOMEWHAT
- (3) STAY THE SAME
- (4) DECREASE SOMEWHAT
- (5) DECREASE SIGNIFICANTLY
- (8) DON'T KNOW
- (9) REFUSED

Q31a Do any of this location's employees have degrees in information technology?

- (1) YES
- (2) NO [goto NOMO]
- (8) DON'T KNOW [goto NOMO]
- (9) REFUSED [goto NOMO]

Q31b Did any of them receive degrees in information technology from the University System of Maryland?

- (1) YES
- (2) NO [goto NOMO]
- (8) DON'T KNOW [goto NOMO]
- (9) REFUSED [goto NOMO]

Q31c Overall, would you rate this location's employees who received degrees in information technology from the University System of Maryland as:

- (1) excellent
- (2) good
- (3) fair, or
- (4) poor?
- (8) DON'T KNOW
- (9) REFUSED

NOMO These are all the questions I have. Thank you very much for your time and help.