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## **Survey of Technology Diffusion in Service Industries**

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## Survey of Technology Diffusion in Service Industries

### I. Introduction

#### Why the Survey?

The proliferation and diffusion of electronic technologies is changing the way businesses are operating in Canada. These technologies allow for more effective and efficient means of production; in particular they provide new means for creating, storing and exchanging information.

The primary focus of this survey project has been an examination of various issues related to the diffusion of electronic technologies among service industry companies in Canada. The project looks at what technologies are being used, where they are being used, the reasons that firms give for not using them and the satisfaction ratings of users. The results may serve as a benchmark measure of the use of electronic technologies, and a guide to policy makers for policy designed to increase the usage of these technologies.

Electronic Commerce technologies are a subset of electronic technologies that allow businesses to change the way they communicate and trade with customers and suppliers. Electronic Commerce technologies, such as bar coding, EDI and smart cards, provide new means of obtaining and exchanging information and making and receiving payment. This project investigates how specific EC technologies are being used, levels of spending on EC, reasons for not using EC and users' satisfaction with EC.

#### Notes on Interpretation of the Results

The survey was conducted by Statistics Canada on behalf of Industry Canada. Survey results were collected between October, 1996 and December, 1996.

Questionnaires were sent to 3000 potential respondents in 8 broad industrial groups - retail, wholesale, communications, transportation, business services, construction, health and social services and accommodation and food and beverage. The respondents were selected so as to optimize the statistical quality, as measured by coefficients of variation (see Statistical Tables Appendix) across all industrial groups, as well as 5 regions - Atlantic Canada, Québec, Ontario,

the Prairies and British Columbia - and 3 size groups - 5-19 employees, 20-199 employees, and 200+ employees. The results have been weighted with respect to the incidence of the types of firms in the national economy.

All results from this survey should be carefully interpreted in the context of the level of stratification and the statistical quality. The level of stratification is the group for which the response is relevant - all Ontario firms or all Retail firms, for instance. The statistical quality tells us how reliable the estimate is expected to be, given the sample size and the size of the population.

As well, great care should be taken to note the effect of screening questions on the results. Sections A and B were answered by all respondents. A screening question at the beginning of Section C screened out all non-users of Electronic Commerce, so that the results from Section C refer only to Electronic Commerce Users. As well, only Electronic Commerce users answered Section D. Each question in Section D has an additional screening question which creates an additional subset. The screening question to Question D5, for instance, screens out all non-users of Smart Cards, so that the results of D5 refer only to users of Smart Cards.

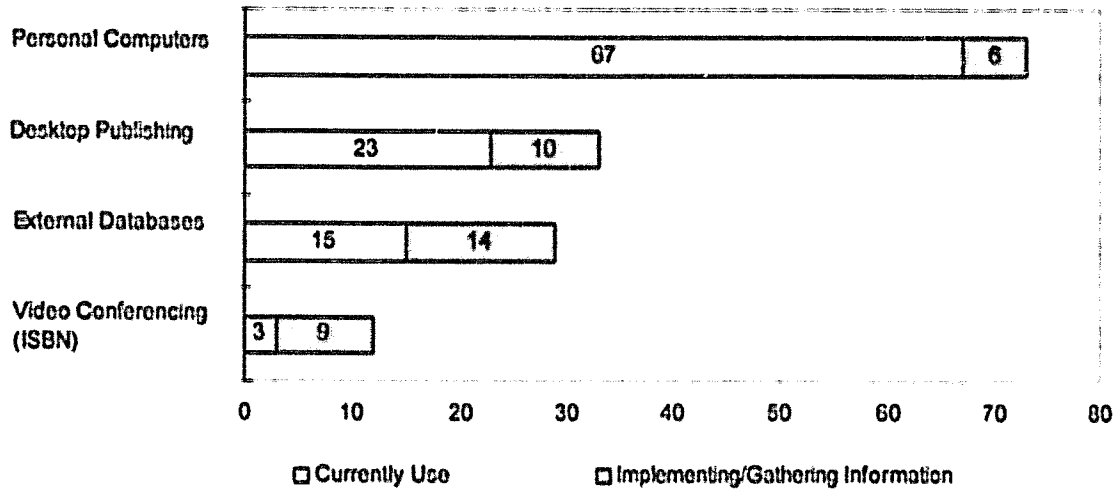
## **II. The Use of Technologies**

### **What technologies are service firms using?**

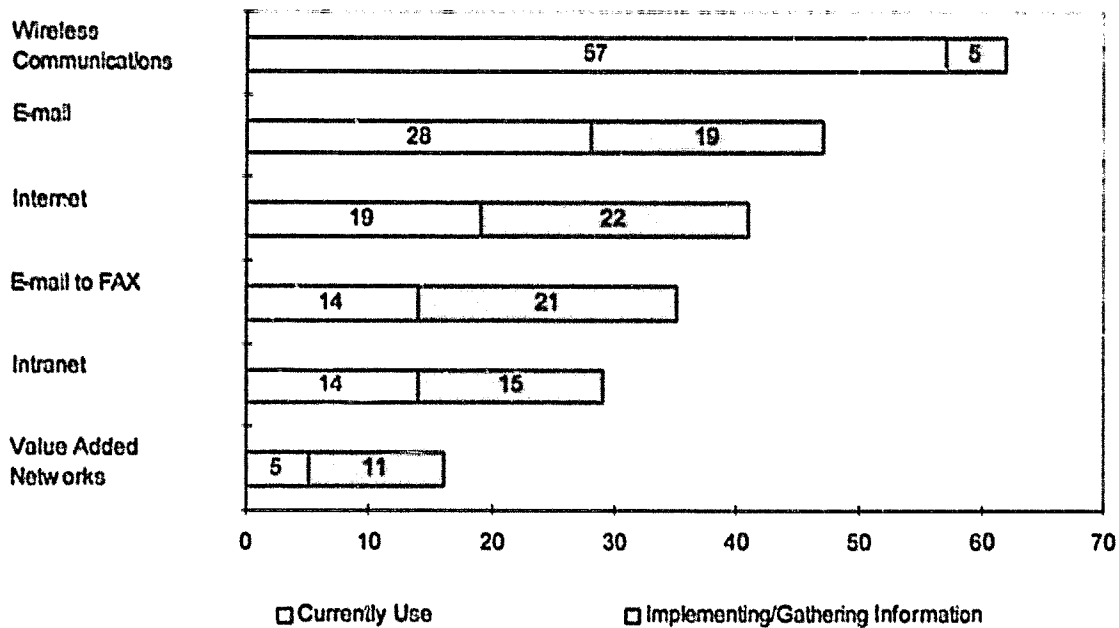
One of the purposes of this survey is to provide a benchmark portrait of where Canadian service industries stand in the use of electronic technologies. Towards this end, the survey asked respondents about their use of 18 computer and telecommunications related technologies, and 5 business processes. See Charts 1-4, below.

National figures show significant levels of technology usage, although in most cases only a fraction of total establishments are using the technology (see A1 - Canada, in Statistical Tables Appendix). For even the most widely used technologies no more than two-thirds of respondents are users, and for 11 of the 18 technologies 25% or less of respondents were users.

**Chart 1. Use of Office Equipment Technologies  
(%, National)**



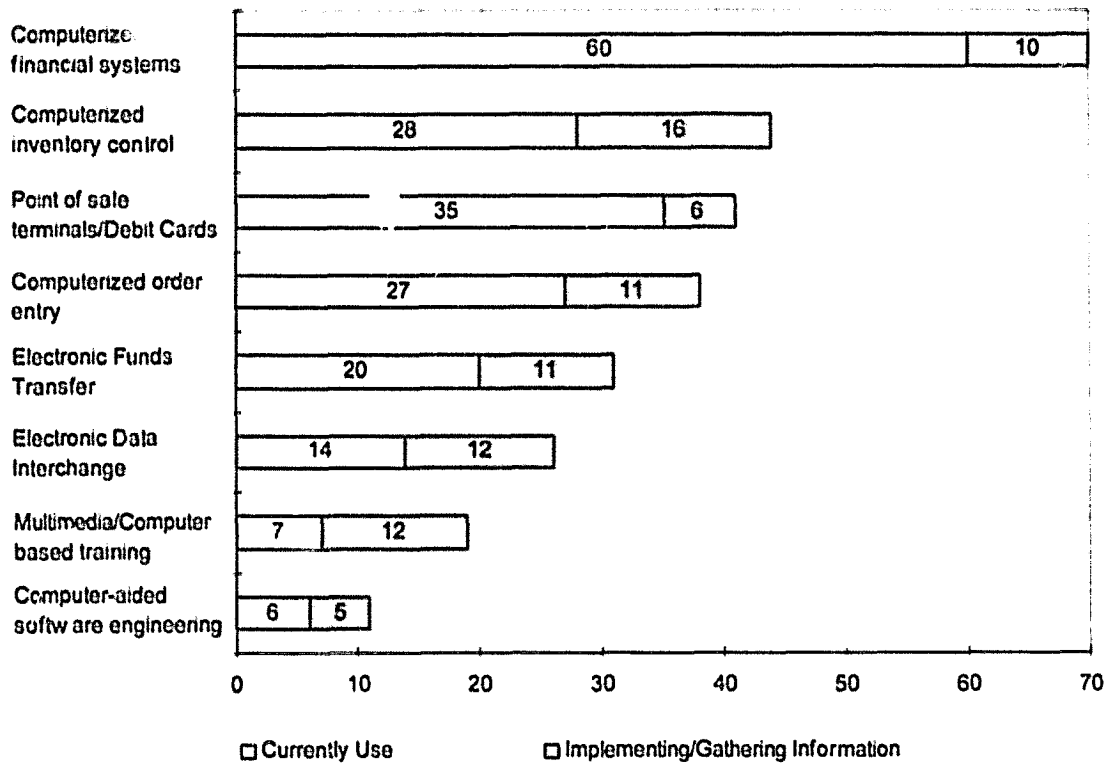
**Chart 2. Use of Telecommunications Technologies  
(%, National)**



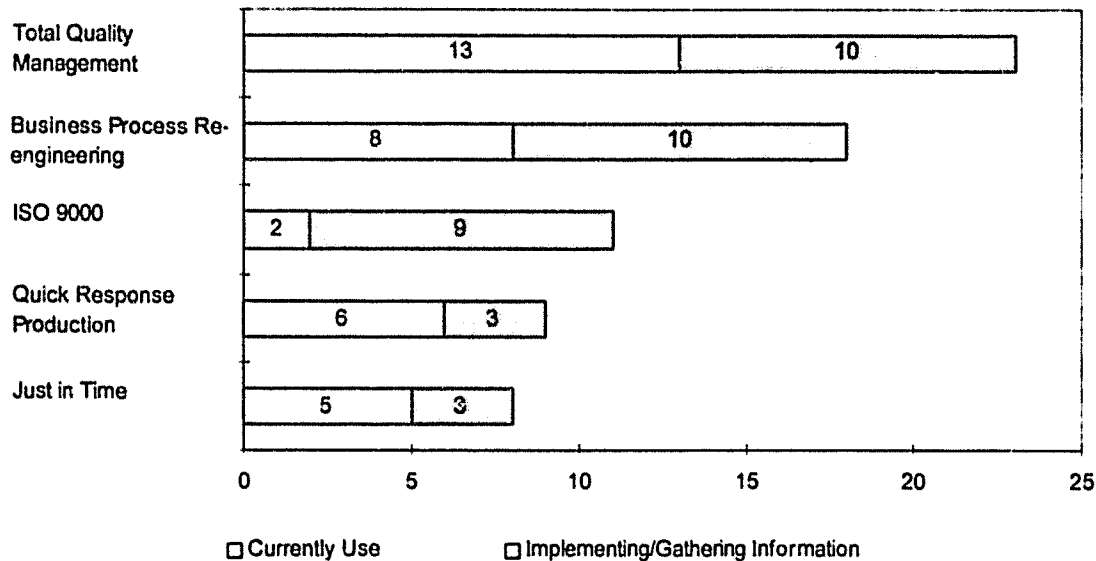
Not surprisingly, technologies with greater depth and breadth of applications, such as personal computers, are used far more widely. In the case of personal computers, two-thirds of service firms currently use them, while another 6% are implementing them or gathering

information on them. Computerized financial systems are the next most commonly used technologies, with over 60% of respondents indicating that they use them. Other commonly used technologies are wireless communications, with 57% of respondents using, and point of sales terminals, with 35% using.

**Chart 3. Use of Applications Technologies  
(%, National)**



**Chart 4. Use of Business Processes  
(%, National)**



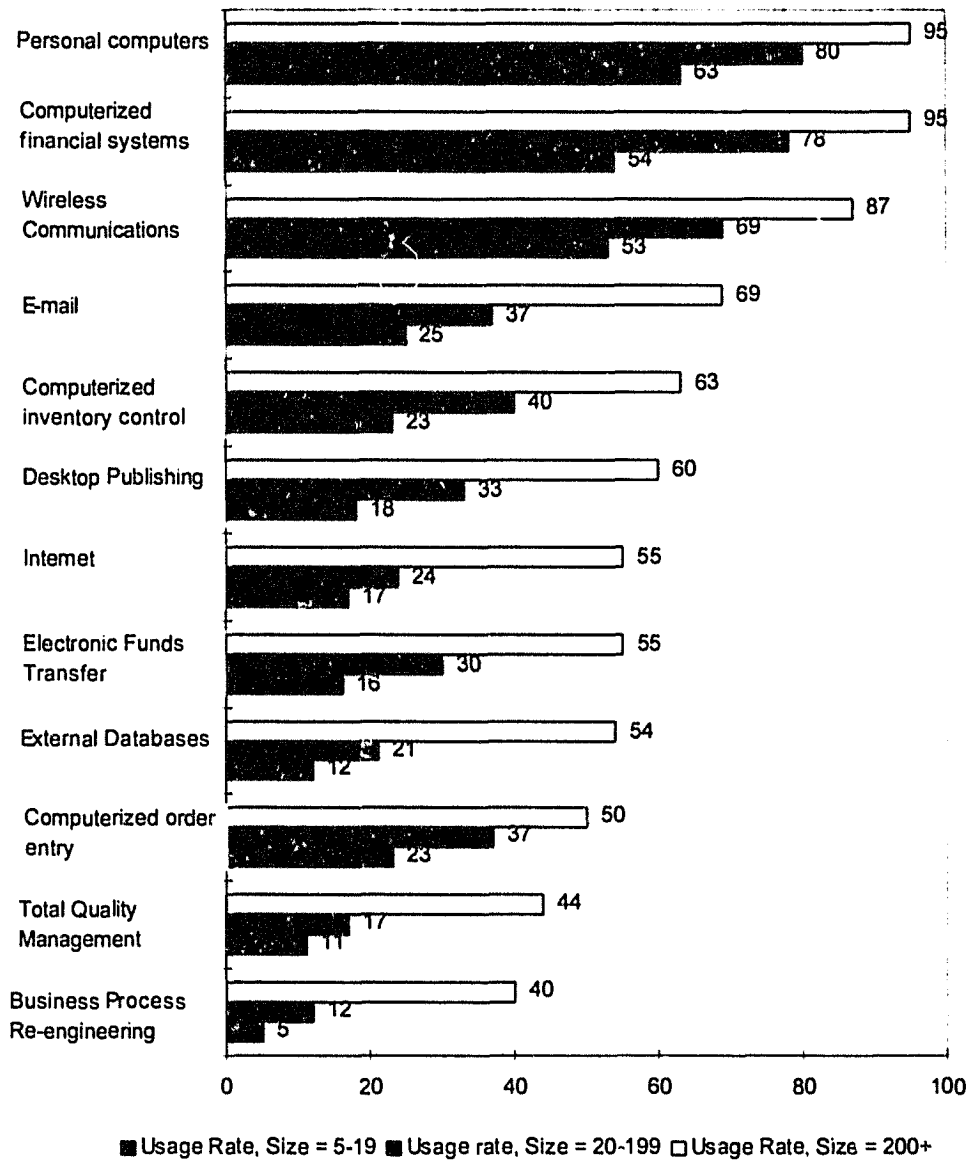
Technologies with highly specific applications, such as computer-aided software engineering technology, are the least used. CASE was used by 6% of respondents, with 1% implementing the technology and 4% gathering information on it.

Business strategies were not widely used. Only approximately 7% were using either Quick Response Production or Just-in-Time Manufacturing. Use of Total Quality Management was higher at almost 13%.

Usage rates are highly sensitive to firm size and industry. Usage rates across virtually all technologies climb significantly from the 5-19 employees size group to the 20-199 employees size group, and jump dramatically in the 200+ employees size group (see Tables A1, Size: 5-19, Size: 20-199, Size: 200+ in Appendix). The difference in usage rates is lowest for technologies such as personal computers that have already achieved high degrees of market penetration. It is greatest for cutting-edge technologies, such as Intranet and Internet, and for some business processes, such as Total Quality Management and Business Process Re-engineering. It appears that the likelihood that an operation is an early adopter of a technology or process is highly dependent on its size. See Chart 5.



**Chart 5. Usage Rate of Selected Technologies by Firm Size  
(%, National)**



Tabulations by industry show that information intensive industries use a broader range of technologies overall, and use particular technologies more intensively. Examining the total usage of technologies by industry, it is clear that Communications and Business Services are the industries with the most extensive use of technologies. At least 20% of respondents indicated use for 16 technologies in the Communications industry and 11 in Business Services, compared to only 3 technologies in Construction and 4 technologies in Accommodation and Food &

**Beverage. Communications and Business Services providers are the leading users of office equipment and telecommunication technologies.**

Since different industries have different technological demands, one should expect the use of each technology to differ strongly by industrial sector. While technologies with broad applications, such as personal computers are used extensively across all industries (ranging from 45% usage in Accommodation/Food and Beverage, to 88% in Communications) application-specific technology usage varies more by industry. Not surprisingly, point of sale terminals are used widely in Retail (68%) and Accommodation/Food and Beverage (46%) but are much less widely used elsewhere.

Comparison of usage rates of a set of technologies with similar rates from a 1989 study have shown significant growth in the use of these technologies. The 1989 results are available for service industry firms with more than 20 employees. In 1989, while 89% of all respondents used personal computers, and 3% planned to use them in the next 3 years, in 1996 95% of firms with 200+ employees were using personal computers and 80% of those with 20-199 employees were. Similar growth can be seen in e-mail, video conferencing, computerized financial systems, computer-based training, desktop publishing, computer-aided software engineering, computerized inventory control, and point of sale terminals.

### **In what business functions are companies using these technologies?**

An equally important consideration to what technologies are being used is where the technologies are being used. Respondents provided information on where, out of 9 business departments or functions (management, accounting, finance, marketing, personnel, information systems, purchasing, shipping and sales) they were using the technologies.

Personal computers are commonly used in all 9 business functions, from a low of 10.4% usage for shipping to 55% for accounting. Other broadly used technologies are e-mail, wireless communications, computerized inventory control and computerized financial systems. Not surprisingly, technologies with more specific uses, such as CASE, and Point-of-Sale Terminals, are less widely used.

National results (see A.2 - Canada in the Statistical Tables) indicate that management is the most extensive user of technologies. At least 10% of companies are using 7 of the 23

technologies for management. Next is Accounting, where 5 technologies are used by at least 10% of respondents.

As in the previous analysis of technology usage, the use of technologies is strongly correlated with firm size in the 9 business functions or departments (see A2 - Size: 5-19, Size: 20-199, Size: 200+, Statistical Tables). In virtually every function-technology combination, the rate of usage climbs significantly from the 5-19 to the 20-199 group, and then again in the 200+ group.

Examining usage across departments with an industry group stratification, again we see that some industries are more extensive users of technology. Communications and Business Services not only use most of the technologies more often as shown above, but use them more in each of the various business function.

### **III. Policy Issues in Technology Diffusion**

While some technologies are widely diffused, most are not. A key issue in technology diffusion is the diffusion of Electronic Commerce technologies. A second focus of this project has been to determine why firms are not implementing Electronic Commerce technologies, and to evaluate the effectiveness of government initiatives to encourage the use of these technologies.

#### **Reasons For Delaying Implementation of Electronic Commerce**

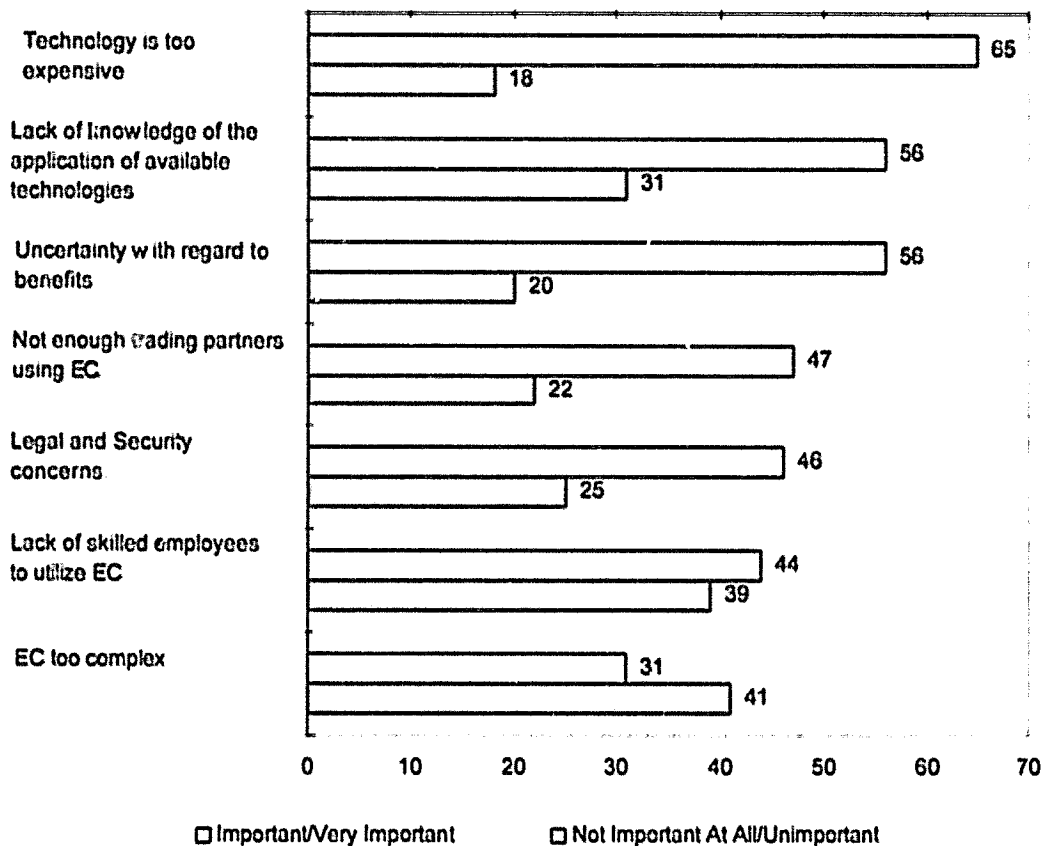
Most of the EC technologies covered by this survey are currently being utilized by a fraction of their potential users. Companies fail to utilize technologies for economic, legal and technological reasons. Ascertaining exactly why technologies are not used is critical to designing legislation and programs that meets the needs of business in the use of electronic commerce.

Respondents were asked to rate the importance of 7 factors in their reason for delaying the implementation of Electronic Commerce, if they are delaying the implementation of Electronic Commerce technologies. See Chart 6.

The most significant reason given for delaying the implementation of Electronic Commerce was expense. Sixty-five percent of all respondents said expense was an important or very important factor. This is consistent with the higher usage of all technologies by larger firms

which may be able to apply technologies on a larger scale, making them more affordable. As technologies move through their life cycle and their costs fall, we can expect to see their use increase.

**Chart 6. Importance of Factors in Delaying Implementation of EC  
(%, National)**



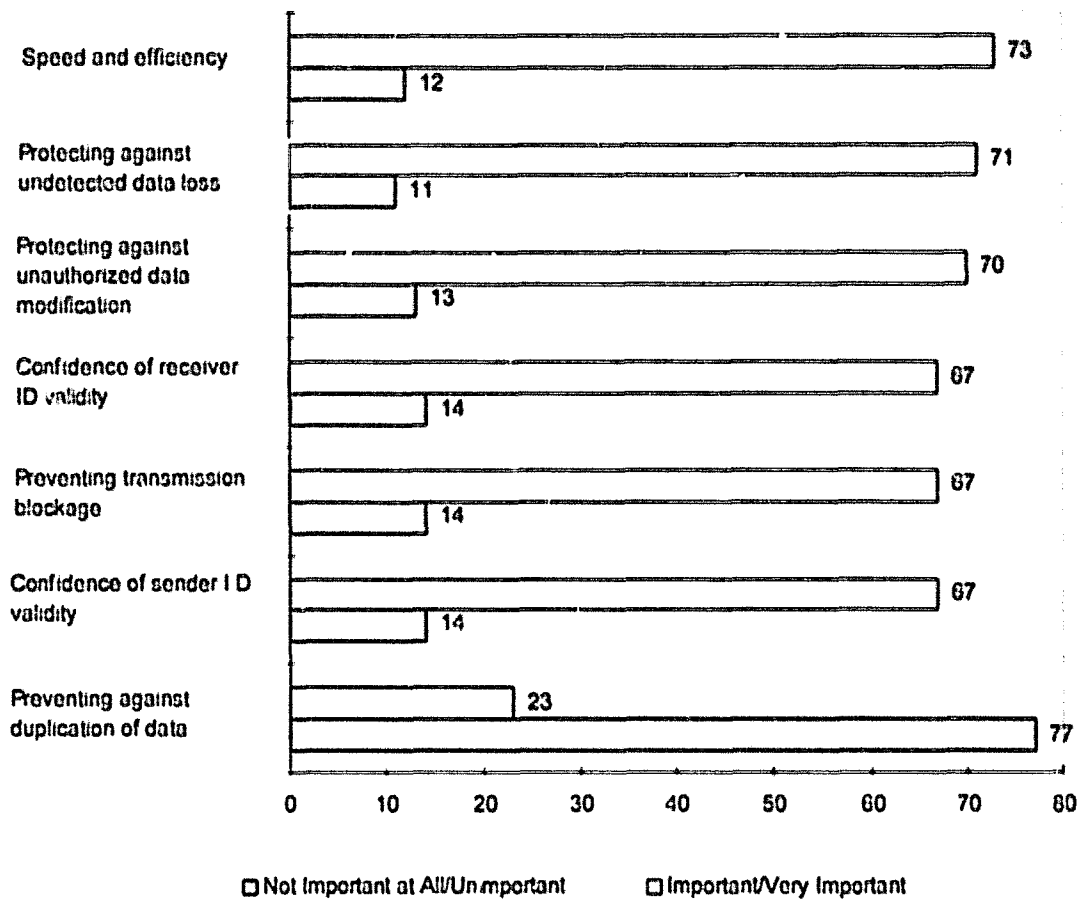
Other significant factors (see B2 Canada) were lack of knowledge of the application of available technologies, uncertainty with regards to benefits, and legal and security concerns.

There was not a large amount of variation in responses by size groups or industry.

**Importance of Factors in the Utilization of Electronic Commerce**

The survey asked respondents to rate the importance of 7 issues to their organization concerning the utilization of Electronic Commerce technologies, on a scale from not important at all to very important. These factors were related to legal and security concerns in the use of Electronic Commerce, speed and efficiency, and reliability. See Chart 7.

**Chart 7. Importance of Issues in Use of EC  
(%, National)**



The national results showed a very high level of concern for almost all the issues (see B3 Canada in the Statistical Tables). At least two thirds of respondents indicated that unauthorized data modification, undetected data loss, confidence of ID validities, speed and efficiency and preventing transmission blockage were important or very important. Only duplication of data was judged to be of lower importance, with 23% of respondents rating it important or very important.

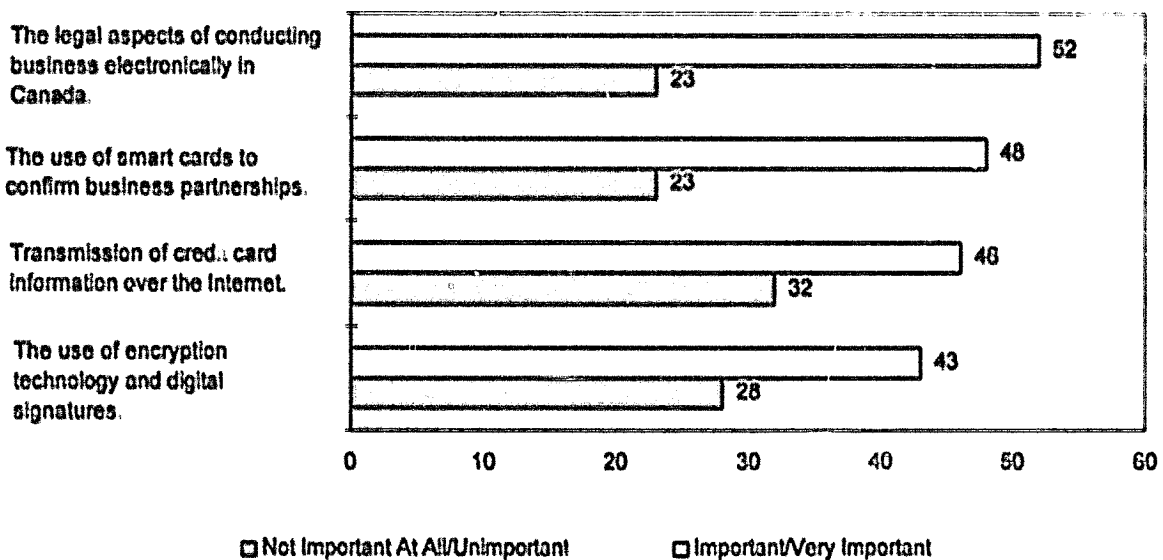
The results of this question indicate strongly that firms are concerned about the security and legal issues in the use of electronic commerce, as well as about transmission reliability and efficiency.

Stratification by firm size and industry show fairly stable results across groups. (see B3 Industries)

### Issues Related to Willingness to use Electronic Commerce over the Internet

As well as being asked about issues related to the use of Electronic Commerce, respondents were asked to rate the effect of 4 issues on their ability to use Electronic Commerce, specifically over the Internet. These four issues were transmission of credit card information over the Internet, the use of encryption technology and digital signatures, the use of smart cards to confirm business partnerships, and the legal aspects of conducting business electronically in Canada.

Chart 8. Importance of issues to willingness to use EC over the Internet (% National)



At the national level, we see significant importance attached to all these issues. This supports earlier data that indicates uncertainty and concern on the part of respondents regarding the use of new business transaction technologies.

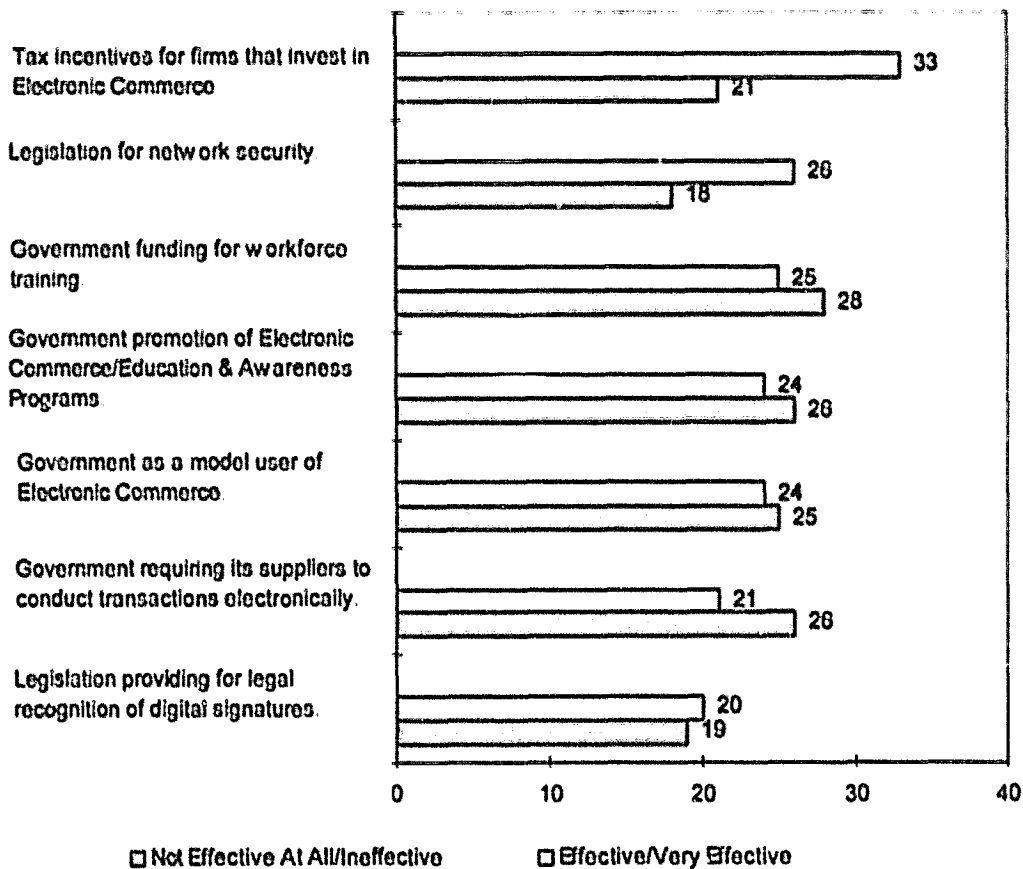
The importance given to these factors increases slightly moving from the smallest size group to the largest.

### The Effectiveness of Government Initiatives on Electronic Commerce

Respondents were asked to rate the effectiveness of 7 government initiatives in persuading them to adopt Electronic Commerce. The rating scale allowed for five responses: not effective at all, ineffective, effective, very effective, and don't know.

While roughly half of respondents indicated for each of the 7 initiatives that they didn't know how effective it would be, the rest were fairly evenly split between judging government initiatives as effective and ineffective. See Chart 9.

**Chart 9. Effectiveness Rating of Government Initiatives to Promote Adoption of Electronic Commerce. (% National)**



Tax incentives were the most highly favoured initiative, with 33% of all respondents rating them effective or very effective, versus only 20% not effective at all or ineffective. This is supported by the responses to a subsequent question which indicate that cost is the most important barrier to the implementation of electronic commerce.

Tabulations of the data by firm size show that larger firms tend to respond more positively to government initiatives.

Tabulations of the data by industry group show that firms in some industries are far more likely to respond to government initiatives by adopting electronic commerce than are others. This is undoubtedly at least partly the result of firms in some industries simply having fewer applications for electronic commerce. It appears that the degree to which an industry uses or can use electronic commerce is positively correlated with its evaluation of government programs.

#### **IV. Electronic Commerce**

##### **Who uses Electronic Commerce?**

Electronic Commerce refers to a number of computer and telecommunications technologies used for payment, ordering, recording inventory, communicating with suppliers and customers and finding information. They hold promise for improving efficiency in information capture, storage and transmission in a broad range of functions and industries.

Respondents were asked whether they used any one of 13 Electronic Commerce technologies (Bar Coding, Imaging, Optical Character Recognition, EDI, EDI to FAX, Electronic Forms, E-mail, Electronic Payments, CD ROM, Electronic Information Services, Optical Cards, Optical Disks, Smart Cards). Forty-one per cent of service firms are estimated to have used at least one EC technology.

The highest proportion of users were in Retail (62%), Wholesale (51%) and Communications (51%). The lowest proportions are seen in Construction (15%) and Accommodation/Food and Beverages (19%).

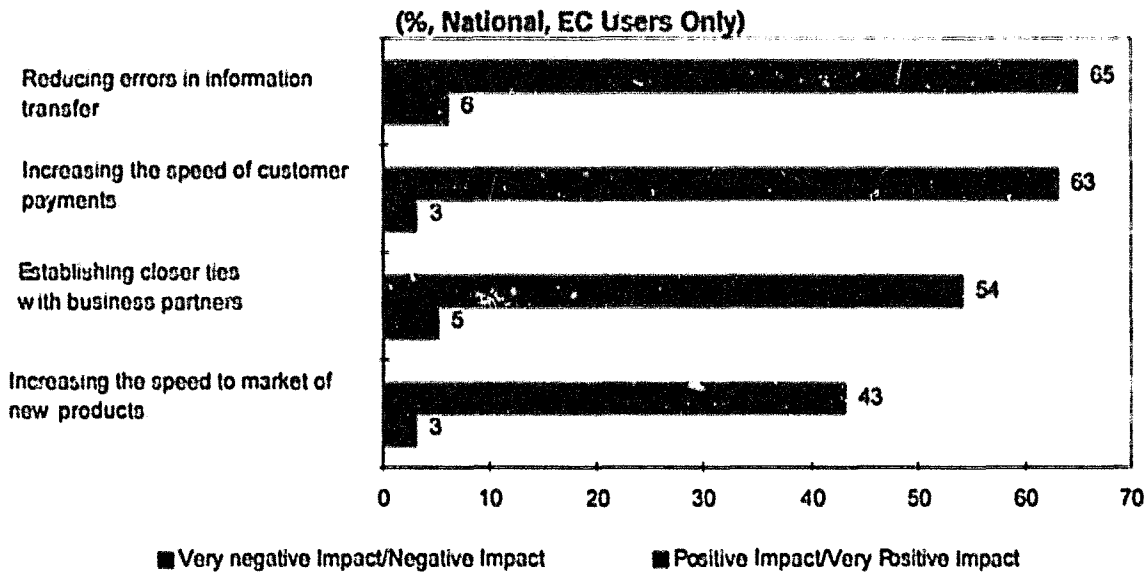
Usage rates of Electronic Commerce increase with firm size, with usage of EC almost twice as common in the largest size group as in the smallest.



## Impact of EC on Customer Service Issues

Those respondents who indicated that they had used at least one EC technology were asked what impact implementing EC has had on customer service issues. They were asked to rate 4 issues on a 5 point scale. Results are summarized in Chart 9. At the national level, respondents indicated that the implementation of EC technologies has had positive impacts on all four customer service issues. For all four issues - establishing closer ties with business partners, increasing the speed of customer payments, increasing the speed to market of new products, reducing errors in information transfer - the number of respondents who answered Positive Impact or better outnumbered those who answered Negative Impact or worse by more than 10:1.

**Chart 10. Impact of the Implementation of EC on Customer Service Issues**

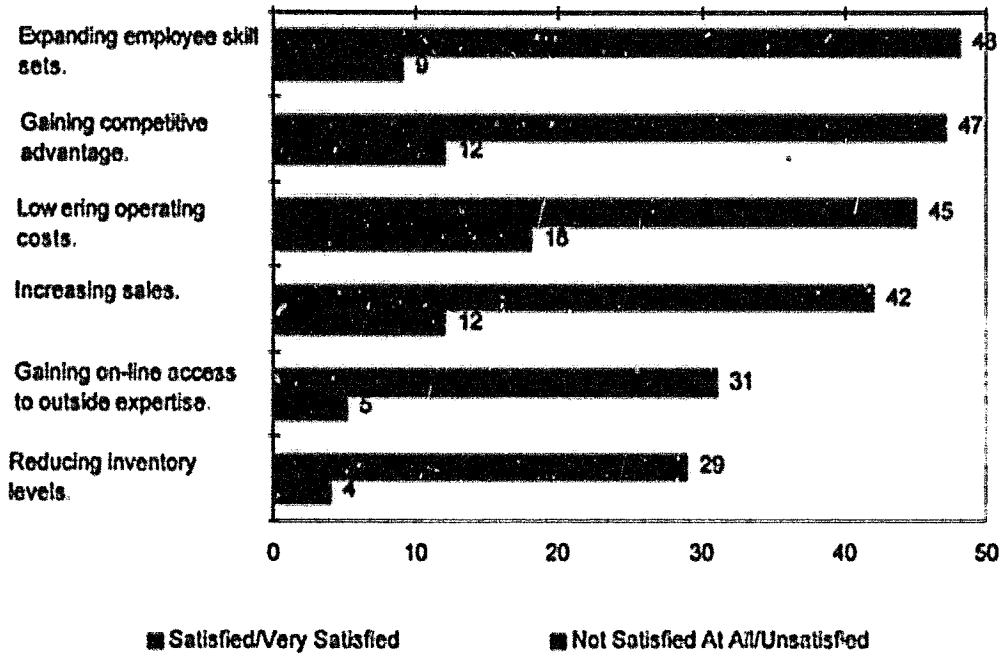


## Satisfaction with the results of EC

EC users were also queried on their evaluation of the result of implementing EC in 6 areas, using a 5 point scale (see Chart 10, below). At the national levels, respondents showed high levels of satisfaction in all 6 areas. In all areas the number of respondents Satisfied or better outnumbered those Somewhat Unsatisfied or worse by at least 3:1.

At the industry and size group levels there were no clear patterns of difference in satisfaction or dissatisfaction, with the results indicating satisfaction with EC at all strata.

**Chart 11. Satisfaction With Results of EC in Six Areas  
(%, National, EC Users)**



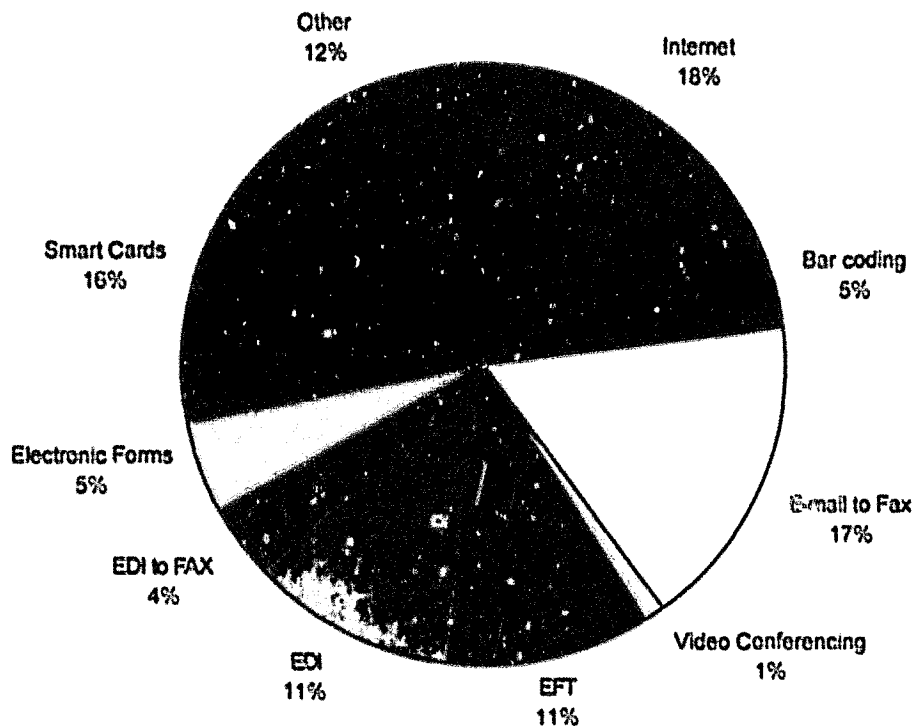
### Spending on Electronic Commerce

The relative spending on different Electronic Commerce technologies indicates the importance firms attach to these technologies, as well as their plans for their use in the future. The survey included a question that asked EC users to estimate the percentage that each of a number of EC technologies would consume of their total Electronic Commerce spending for 1996 and 1997.

At the national level, results show spending concentrated in 5 technologies for 1996: Internet (18%), E-mail to FAX (17%), Smart Cards (16%), EDI (11%) and EFT (11%). It should be noted that these are averages based on each respondent's spending plans, and are not indicative of absolute spending levels.

See Chart 11, below.

**Chart 12. Average Planned Allocation of 1997 EC Expenditures  
(National, EC Users Only)**



**In which business functions are Electronic Commerce technologies used?**

Those respondents who used at least one Electronic Commerce technology were asked to indicate in which of 9 business functions or departments they used electronic commerce. Sales was the business function or department that was the biggest user of Electronic Commerce. Smart cards were used in sales by 40% of EC-using respondents. Bar coding, EDI to Fax and Electronic Forms were also commonly used in Sales at 15%, 11% and 10%, respectively. Shipping was a major user of bar coding (11%) while accounting was the most intensive user of electronic forms (13%).

Some industries stood out as users of specific EC technologies. Communications, construction and transportation firms were major users of EDI to FAX. Electronic forms were used widely by Communications and Business Services firms.

The largest firm size group (200+ employees) was the biggest user of electronic commerce technologies across all business functions except Sales, where medium sized firms were the biggest users of EC. This may reflect the fact that EC technologies are easily applied on smaller scales for sales-related activities, and that retail outlets tend to be of medium size.

## V. The Use of Specific Electronic Commerce Technologies

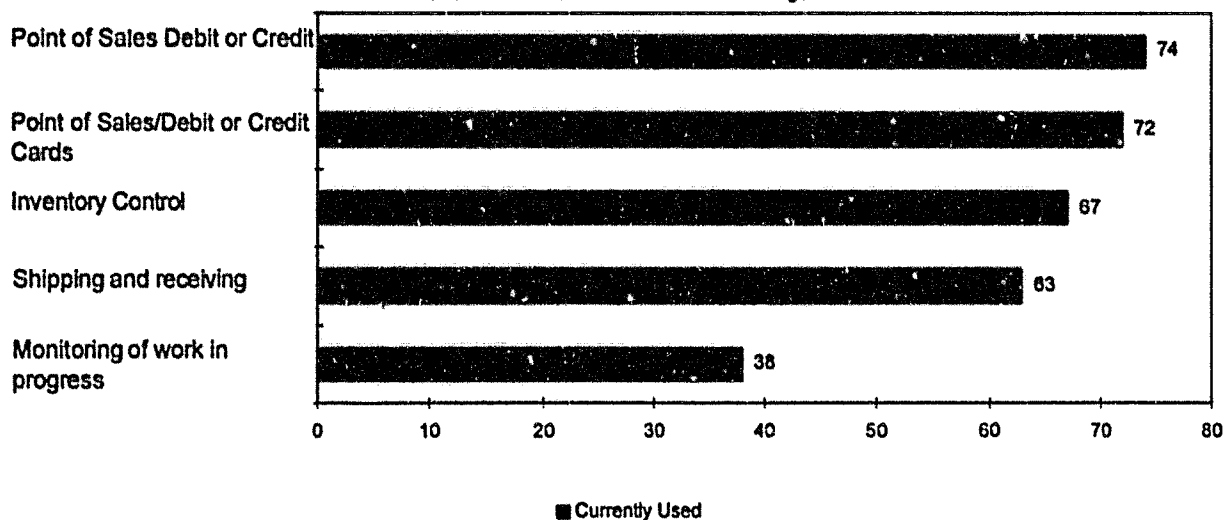
The survey obtained additional information on the use of 4 EC technologies: Bar Coding, Electronic Data Interchange, Electronic Funds Transfer and Smart Cards.

### Bar Coding

Bar coding uses a specialized code and an optical scanner for the fast identification of items.

Only about one in ten electronic commerce users, or roughly 4% of all respondents, used bar codes in some capacity. While most firms do not use bar coding, of those firms that do, the technology was commonly used in 5 different applications. See Chart 13.

Chart 13. Use of bar codes in business applications.  
(%, National, Bar Code Users Only)



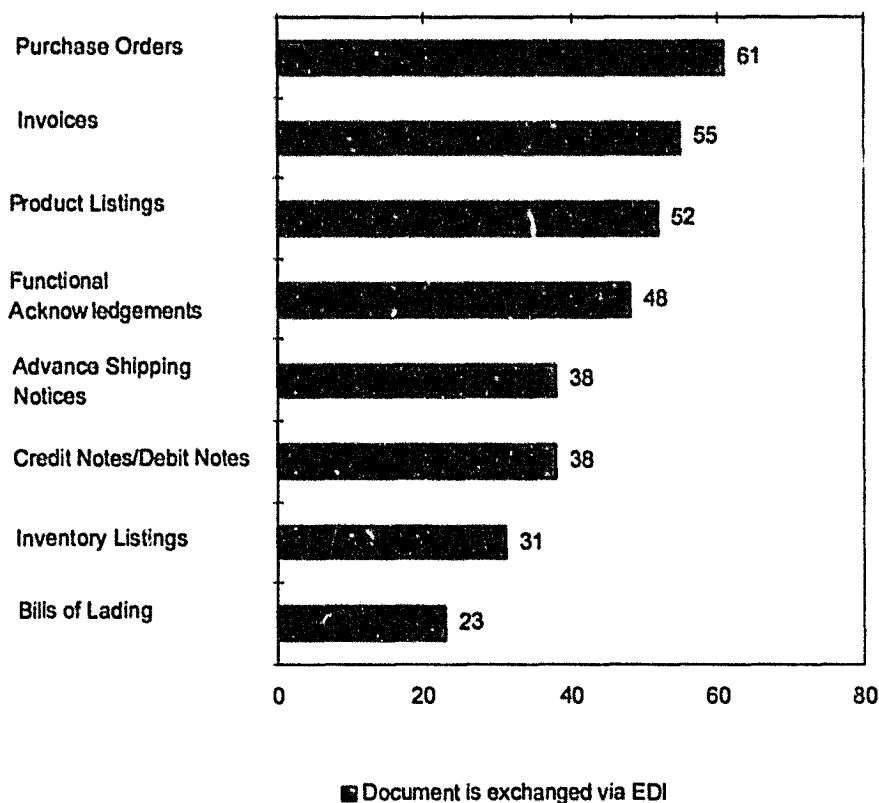
An examination of the results by industry reveals that use was highest in Retail, where 17% of all EC-using respondents used bar coding. Communications and Wholesale firms were other high users of bar coding, with about 15% of firms in both these sectors using bar coding. Use of bar coding was negligible in Construction, Accommodation/Food and Beverage, and Health and Social Services.

### Electronic Data Interchange

EDI was most commonly used for purchase orders, with 61% of all EDI users using it for this purpose. Other common uses were product listing (52%), invoicing (55%), functional acknowledgments (48%) and credit notes/debit notes (38%). See Chart 14.

EDI usage is highest in the Wholesale, Retail and Health and Social Services sectors, where 24.3%, 18.6% and 14.7% of EC users, respectively, use EDI.

**Chart 14. Documents Exchanged Via EDI  
(%, National, EDI Users Only)**



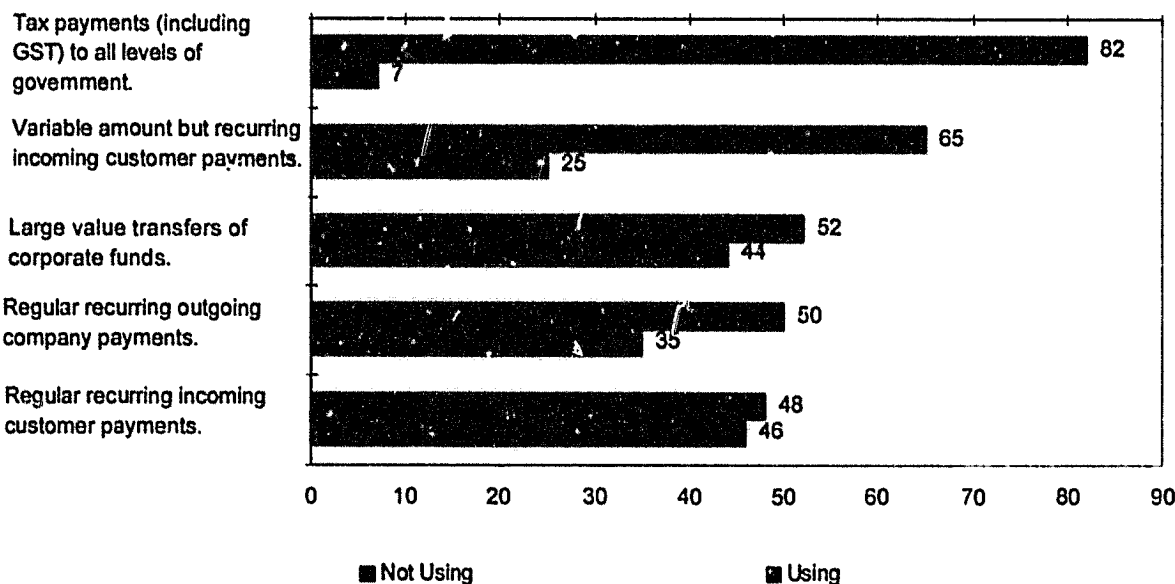
EDI usage varies strongly with firm size. While only 15% of all EC-using firms used EDI, 17% of medium sized firms who use EC and 35% of large firms that use EC were users of this technology.

### Electronic Funds Transfer

Of those firms that use EFT, it is most commonly used for receipt of invoice payments (46% of EFT users). EFT is used for large value transfers of corporate funds by 44% of EFT users. Only 7% of EFT users used EFT for making tax payments. See Chart 15.

EFT usage is highest in the Retail sector, where 33% of all EC users use the technology. It is high in Communications (31%), Business Services (25%), Wholesale (23%), and Health and Social Services (23%). Use is low in Accommodation and Food and Beverage (12%) and Construction (4%).

**Chart 15. Use of Electronic Funds Transfer by Type of Transfer  
(%, National, EFT Users Only)**



As with other Electronic Commerce technologies, usage rates vary strongly with firm size. Only 20% of the smallest EC users used EFT as do 26% of medium sized and 43% of the largest EC users.

One quarter of EC users used either EDI or EFT. Of these, 29% had EDI/EFT technology that was integrated into a company-wide program.

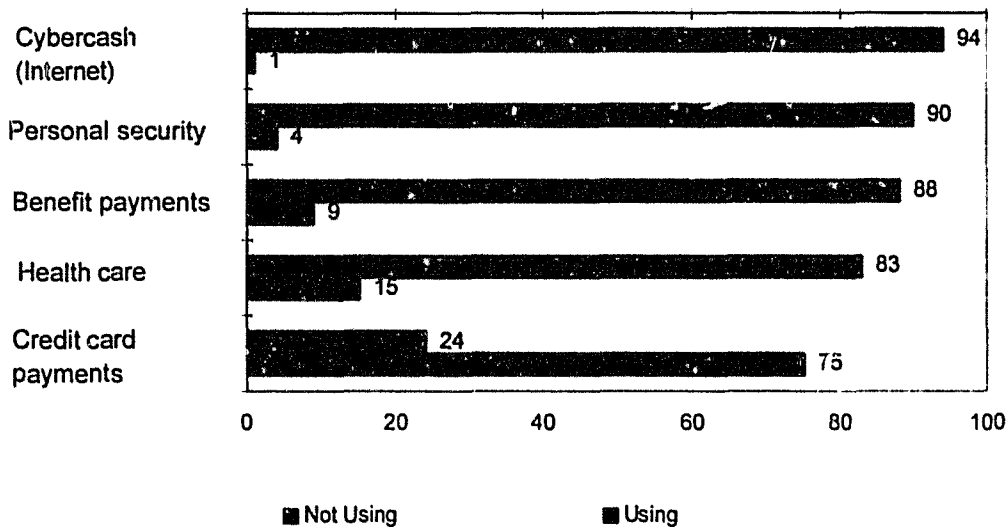
While smaller firms were clearly less likely to use EDI or EFT, there was no substantial difference by firm size in the likelihood that users of EDI/EFT had an integrated company-wide program.

### Smart Cards

Fourteen percent of all respondents who used any Electronic Commerce technology indicated that they used smart cards.

The use of smart cards includes things such as chargeable telephone cards. Approximately 75% of all smart card users indicated that they used smart cards for credit card payments, but there may be some confusion here regarding the exact nature of a smart card, resulting in a high estimate. See Chart 16.

**Chart 16. Use of Smart Cards for Business Applications  
(%, National, Smart Card Users)**



The retail industry sees the highest usage of smart cards, with 40% of retailers who used EC using smart cards in some capacity.

The use of smart cards does not vary greatly with firm size. While only 14% of the smallest EC-using firms used smart cards, 12% of medium sized firms and 15% of the largest firms were reported using smart cards.



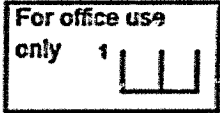
## Methodology Note

The Survey of Technology Diffusion in Service Industries is a sample survey. The questionnaire was sent to 3000 establishments, representing 8 industries (Transportation, Retail, Wholesale, Business Services, Accommodation and Food and Beverage, Communications, Health and Social Services, Construction), 3 size groups (5-19 employees, 20-199 employees, 200+ employees) as well as 5 regions (Atlantic Canada, Quebec, Ontario, Prairies, British Columbia). The 3000 potential respondents were selected randomly from the various groups and subgroups.

The results presented in this report are estimates for the group for which results are given (e.g. size group, region, industry). Users should carefully note the group, as well as any screening questions that have reduced the respondents to sub-groups of the original group. Screening questions are used in Section C and D of the questionnaire.

As estimates, the results presented here have accompanying measures of statistical quality called the margin of error. The margin of error indicates the statistical accuracy of the population estimate, given the size of the sample and the nature of the estimate. The estimates can be read as "the estimate is x%, plus or minus the margin of error, 19 times out of 20". For instance, if the results indicate that 40% of all companies use Electronic Commerce, with a margin of error of 5%, then we can interpret this as meaning that our estimate is accurate to within plus or minus 5%, 19 times out of 20.

# Survey of Technology Diffusion in Service Industries



In all correspondence concerning this questionnaire, please quote the four digit reference number listed below



Confidential when completed.

Collected under authority of Statistics Act,  
Revised Statutes of Canada, 1985, Chapter S19.

Français au verso

## The purpose of this survey

Statistics Canada is conducting this survey on behalf of Industry Canada to gather information on the use of computer-based and telecommunications technologies by service industry companies. The purpose of the survey is to provide up-to-date information on the current and planned use of such technologies. The data will be critical to the government in policy formulation and program planning to promote the use of computer-based and telecommunications technologies.

## Scope

Because this survey covers a variety of service industries, not all the technologies listed in the questionnaire will necessarily be relevant to your establishment. Please respond for the address printed above if establishment is a multi-unit establishment; and on, for the industry printed below the address.

## Your participation is important

Participation in this survey is voluntary. However, your cooperation is essential to ensure that the information collected is accurate.

## The data you report are confidential

Statistics Canada is prohibited by law from publishing or releasing any statistics that reveal information obtained from this survey relating to any identifiable business. The data reported on the questionnaire will be treated in strict confidence, used for statistical purposes and released in aggregate form only.

**Please complete and return this questionnaire within 10 days.**

If you require assistance in the completion of the questionnaire or have any questions regarding the survey, please contact :

Operations and Integration Division  
Statistics Canada  
Second Floor, Jean Talon Building  
Ottawa, Ontario  
K1A 0T6

Phone: 1-800-647-0642  
Fax: (613) 951-2840

## Guide to Technological Terminology

*Please refer to this guide if questions arise about the technologies mentioned in the questionnaire.*

**Bar Coding:** a specialized code used for fast identification of items with an optical scanner.

**Business Process Re-engineering:** redesigning methods and procedures towards specific goals.

**CD ROM:** compact disk with read-only memory, used as a storage device.

**Computer-aided software engineering (CASE):** Combination of techniques and tools aimed at building and maintaining software systems. CASE products enable faster and improved coding and testing during system development with features such as automatic code generation, information engineering, and enhanced techniques.

**Computerized financial system (acct./payroll):** a computer application which maintains information related to the business' finances (e.g. accounting and payroll).

**Computerized Inventory Control:** a computer application used to manage and maintain a record of inventory.

**Computerized Order Entry:** a system that computerizes the order process.

**Desktop Publishing:** a personal computer/laser printer system which allows production of high-quality printing from a desktop.

**Electronic Data Interchange (EDI):** Electronic transfer of standard business transaction information, for example computer linkages of suppliers and customers.

**Electronic Data Interchange (EDI) to FAX:** transfer of business information from an electronic format to facsimile machine.

**Electronic Forms:** electronic images of business forms.

**Electronic Funds Transfer (EFT):** A cashless method of paying for goods and services. Electronic signals between computers are used to adjust the accounts of the parties involved in a transaction.

**Electronic Information Services:** allows access to various databases electronically.

**Electronic Mail:** permits the electronic transmission and storage of text messages.

**E-mail to Fax:** transmission of text messages from e-mails to facsimile.

**External Databases:** commercially available on-line database services.

**Facsimile (FAX):** a system for transmitting and receiving pages (texts, diagrams, pictures) over telecommunications links.

**Human Resource Management System:** a computer application that maintains Personnel Management information such as employee personal data, career planning, absenteeism, training and skills data.

**Imaging:** the recording of pictures into a machine format, for example, microfilm, videotape or computer.

**Internet:** worldwide network of computers, allowing for exchange of graphic images, text, and e-mail.

**Intranet:** company-wide network of computers for transmission of images, text and e-mail.

**ISO 9000:** quality assurance standard from the International Organization for Standardization.

**Just in Time (J.I.T.) Production:** an inventory management system based upon the philosophy that well-run manufacturing plants do not require the stockpiling of parts and components.

**Multimedia/Computer Based Training:** use of graphics, sound, text, and other media for educational purposes.

**Optical Disks:** a method of data storage in which data is written and read digitally by light.

**Optical Character Recognition:** the high-speed process of converting machine or hand-printed numbers, letters and symbols into computer-processable information by an optical scanning system.

## Guide to Technological Terminology (Continued)

**Personal computers:** a desktop or portable computer used for data analysis, manipulation and storage, graphics, and work processing.

**Point of sale terminals:** a device used in retail establishments to record sales information in a form that can be inputted directly into a computer, as distinguished from an electronic cash register.

**Quick Response Production:** a finished product inventory management system that times replenishment to actual daily sales

**Smart Cards:** a credit card with a built-in microprocessor and memory that can be used as an ID or financial transaction card

**Total Quality Management:** a cooperative form of doing business that relies on the talents and capabilities of both labour and management to continually improve quality and productivity using teams

**Value Added Networks:** a communications network that provides service beyond normal transmission, such as automatic error detection and correction, protocol conversion and message storage and forwarding.

**Video conferencing:** a meeting of geographically separated participants who can simultaneously see and hear each other via a telecommunications system.

**Wireless Communication/Cellular Telephones/Pagers -** technology that allows communication via radio technology without a direct physical connection to telephone or other networks.

## Instructions to Respondents

Please respond for the establishment at the address printed on the label. This questionnaire should be filled out by the chief executive or general manager of the company or the person most knowledgeable about the technological aspects of the establishment.

## General Administrative Questions

**G1.** How many employees does this establishment have?

1. Full-Time

2. Part-time

## Section A - Technology Use

**A1** Do you use or plan to use any of the technologies or business processes listed below?

Mark only one for each technology.

	Currently use and Plan to increase usage in next 12 months	Currently use but no plans to increase usage in next 12 months	Do not currently use but implementing the technology.	Do not currently use but gathering information on the technology.	Do not currently use and have no plans to use technology.	Do not currently use and technology is not applicable to business.
	1	2	3	4	5	6
<b>1. OFFICE EQUIPMENT TECHNOLOGIES</b>						
1) Desktop Publishing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2) External Databases	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3) Personal Computers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4) Video Conferencing (ISDN)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>2. TELECOMMUNICATIONS TECHNOLOGIES</b>						
1) E-mail	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2) E-mail to Fax	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3) Intranet (company-wide network)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4) Internet (world-wide network)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5) Value Added Networks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6) Wireless Communication/Cellular Telephones/Pagers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>3. APPLICATIONS TECHNOLOGIES</b>						
1) Computerized financial system (acct./payroll)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2) Computerized inventory control	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3) Computerized order entry	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4) Computer-aided software engineering (CASE)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5) Electronic Data Interchange (EDI)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6) Electronic Funds Transfer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7) Multimedia/Computer Based Training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8) Point of sale terminals/Debit Cards	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>4. BUSINESS PROCESSES</b>						
1) Business Process Re-engineering	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2) ISO 9000	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3) Just in Time (J.I.T.) Manufacturing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4) Quick Response Production	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5) Total Quality Management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## Section A - Technology Use (Continued)

**A2** In which of your departments or business functions do you use the following technologies?

Mark all that apply.

	Management	Accounting	Finance	Marketing	Personnel	Information Systems	Purchasing	Shipping	Sales
<b>1. OFFICE EQUIPMENT TECHNOLOGIES</b>	1	2	3	4	5	6	7	8	9
1) Desktop Publishing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2) External Databases	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3) Personal Computers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4) Video Conferencing (ISDN)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>2. TELECOMMUNICATIONS TECHNOLOGIES</b>									
1) E-mail	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2) E-mail to Fax	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3) Intranet (Company-wide network)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4) Internet (World-wide network)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5) Value Added Networks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6) Wireless Communication/Cellular Telephones/Pagers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>3. APPLICATIONS TECHNOLOGIES</b>									
1) Computerized financial system (acct./payroll)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2) Computerized inventory control	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3) Computerized order entry	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4) Computer-aided software engineering (CASE)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5) Electronic Data Interchange (EDI)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6) Electronic Funds Transfer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7) Multimedia/Computer Based Training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8) Point of sale terminals/Debit Cards	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>4. BUSINESS PROCESSES</b>									
1) Business Process Re-engineering	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2) ISO 9000	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3) Just in Time (J.I.T.) Manufacturing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4) Quick Response Production	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5) Total Quality Management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## Section B - Electronic Commerce Strategic Factors

For the purposes of this study, **Electronic Commerce** is defined as the innovative application of new computer and telecommunications technologies to achieve efficiencies in terms of cost, time, value and service in business transactions.

These technologies fall into the following three main categories:

**1) Data Capture:**

- Bar Coding
- Imaging
- Optical Character Recognition

**2) Data Transmission:**

- EDI
- EDI to FAX
- Electronic Forms
- E-mail
- Electronic Payments (EFT)

**3) Data Storage:**

- CD ROM
- Electronic Information Services
- Optical Cards
- Optical Disks
- Smart Cards

**B1.** Please rate the effectiveness of the following initiatives by government (federal, provincial, municipal) which would persuade you to adopt Electronic Commerce.

	Not Effectiv e At All 1	Ineffectiv e	Effectiv e	Very Effectiv e	Don't Know 5
1) Government funding for workforce training.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2) Legislation providing for legal recognition of digital signatures.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3) Legislation for network security.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4) Government as a model user of Electronic Commerce.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5) Government requiring its suppliers to conduct transactions electronically.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6) Tax incentives for firms that invest in Electronic Commerce.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7) Government promotion of Electronic Commerce/Education & Awareness Programs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**B2.** If your company is delaying the implementation of additional Electronic Commerce technologies, please rate the importance of the following factors to that decision:

	Not Important at All 1	Unimportant 2	Important 3	Very Important 4	Don't Know 5
1) Technology is too expensive.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2) Lack of knowledge of the application of available technologies.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3) Not enough trading partners currently practicing Electronic Commerce.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4) Electronic Commerce technology is too complex.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5) Legal and Security Concerns.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6) Uncertainty with regards to benefits.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7) Lack of skilled employees to utilize Electronic Commerce.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## Section B - Electronic Commerce Strategic Factors (continued)

**B3.** Concerning the utilization of Electronic Commerce technologies in general, please indicate the importance of each of the following issues to your organization:

	Not Important At All	Unimportant	Important	Very Important	Don't Know
	1	2	3	4	5
1) Protecting against unauthorized data modification.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2) Protecting against undetected loss of data.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3) Confidence of sender I.D. validity (authentication of I.D.).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4) Confidence of receiver I.D. validity.(authentication of I.D.).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5) Speed and efficiency.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6) Preventing transmission blockage.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7) Protecting against duplication of data.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**B4.** Please indicate the importance of each of the following issues to your organization in relation to your willingness to use Electronic Commerce over the Internet.

	Not Important At All	Unimportant	Important	Very Important	Don't Know
	1	2	3	4	5
1) Transmission of credit card information over the internet.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2) The use of encryption technology and digital signatures.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3) The use of smart cards to confirm business partnerships (verification of identity).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4) The legal aspects of conducting business electronically in Canada.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## Section C - Use of Electronic Commerce

Did your establishment use any of the following 13 Electronic Commerce technologies?:

**Data Capture**

- Bar Coding
- Imaging
- Optical Character Recognition

**Data Transmission**

- EDI
- Electronic Forms
- EDI to FAX
- E-mail
- Electronic Payments (EFT)

**Data Storage**

- CD ROM
- Optical Cards
- Optical Disks
- Smart Cards
- Electronic Information Services (the use of exterior databases or bulletin boards).

1. Yes  2. No  → Go to the end of the questionnaire.

↓

Please answer the following questions.



## Section C - Electronic Commerce (continued)

**C1.** Please indicate the impact that implementing Electronic Commerce has had on the following customer service issues for your own company:

	Very Negativ e Impact 1	Negativ e Impact 2	Positive Impact 3	Very Positive Impact 4	Don't Know 5
1) Establishing closer ties with business partners.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2) Increasing the speed of customer payments.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3) Increasing the speed to market of new products.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4) Reducing errors in information transfer.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**C2.** Please indicate how satisfied your company is with the results of implementing Electronic Commerce in each of the following areas:

	Not Satisfied at All 1	Somewhat Unsatisfied 2	Satisfied 3	Very Satisfied 4	Don't Know 5
1) Reducing Inventory levels.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2) Gaining competitive advantage.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3) Lowering operating costs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4) Gaining on-line access to outside expertise (Internet).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5) Expanding Employee Skill Sets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6) Increasing Sales	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**C3.** Please report or estimate the percentage that each of the following technologies consume of your total Electronic Commerce spending, both for this year and what you expect it to be next year.

	Current Spending (%) (1996) 1	Spending next year (%) (1997) 2
1) Internet	_____	_____
2) Bar Coding	_____	_____
3) Video Conferencing (ISDN)	_____	_____
4) Electronic Data Interchange (EDI)	_____	_____
5) Electronic Funds Transfer (EFT)	_____	_____
6) Electronic Mail (E-mail)/E-mail to FAX	_____	_____
7) EDI to Fax or Fax to EDI	_____	_____
8) Electronic Forms	_____	_____
9) Smart Cards (Debit Cards)	_____	_____
10) Other	_____	_____
<b>TOTAL (Should equal 100%)</b>	<b>100%</b>	<b>100%</b>

## Section C - Electronic Commerce (continued)

**C4.** Please indicate by putting a check in the box if you use the technologies listed below in the departments or business functions listed across the top. Note that the 5 technologies listed below were not listed in question A2.

	Management	Accounting	Finance	Marketing	Personnel	Information Systems	Purchasing	Shipping	Sales
	1	2	3	4	5	6	7	8	9
1. Bar Coding	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. EDI to FAX/Enhanced Fax Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Electronic Forms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Smart Cards (Debit Cards)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Debt Cards over the Internet	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## Section D Specific Electronic Commerce Technologies

Does your establishment utilize bar codes?

1. Yes  2. No  → go to D2

answer D1 ↓

**D1.** Please indicate whether or not your organization utilizes bar coding in the following business applications.

	Yes	No
	1	2
1) Monitoring of work in progress	<input type="radio"/>	<input type="radio"/>
2) Point of Sales Debit or Credit	<input type="radio"/>	<input type="radio"/>
3) Shipping and receiving	<input type="radio"/>	<input type="radio"/>
4) Inventory control	<input type="radio"/>	<input type="radio"/>
5) Point of Sales/Debit or Credit Cards	<input type="radio"/>	<input type="radio"/>

Does your establishment utilize Electronic Data Interchange?

1. Yes  2. No  → go to D3

answer D2 ↓

**D2.** Please indicate whether you exchange the following documents via Electronic Data Interchange:

	Yes	No
	1	2
1) Purchase Orders	<input type="radio"/>	<input type="radio"/>
2) Invoices	<input type="radio"/>	<input type="radio"/>
3) Advance Shipping Notices	<input type="radio"/>	<input type="radio"/>
4) Bills of Lading	<input type="radio"/>	<input type="radio"/>
5) Credit Notes/Debit Notes	<input type="radio"/>	<input type="radio"/>
6) Functional Acknowledgements	<input type="radio"/>	<input type="radio"/>
7) Inventory Levels	<input type="radio"/>	<input type="radio"/>
8) Product Listings	<input type="radio"/>	<input type="radio"/>

**Section D**  
**Specific Electronic Commerce Technologies (continued)**

Does your establishment utilize Electronic Funds Transfer?

1. Yes  2. No  → go to D4

answer D3 ↓

**D3.** Please indicate if your company is using, or is considering Electronic Funds Transfer (Electronic Payments) to process the following types of transactions, if any:  
 Mark only one.

	Using 1	Not Using 2	Not Using but Considering 3
1) Regular recurring incoming customer payments (i.e. invoices)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2) Variable amount but recurring incoming customer payments (ie. utility bills)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3) Regularly recurring outgoing company payments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4) Large value transfers of corporate funds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5) Tax payments (including GST) to various levels of government.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Did you answer either question D2 or D3?

1. Yes  2. No  → go to D5

answer D4 ↓

**D4.** Please indicate if your EDI/EFT technology is:

	Yes 1	No 2
Integrated into a company-wide EDI program	<input type="radio"/>	<input type="radio"/>

Does your establishment utilize Smart Cards?

1. Yes  2. No  → go to end

answer D5 ↓

**D5.** Please indicate if your company is using, or is considering using Smart Cards in the following business applications, if at all:

	Using 1	Not Using 2	Not Using but Considering 3
1) Health care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2) Benefit payments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3) Personal security (I.D. Cards)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4) Credit card payments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5) Cybercash (Internet)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***Thank you for your assistance in this survey.***

***Please check your questionnaire for completeness and return the questionnaire in the enclosed envelope.***

## 1.1 - Desktop Publishing

Do you use or plan to use any of the technologies or business processes listed below?

	Currently use and plan to increase usage in next 12 months.	Currently use but no plans to increase usage in next 12 months.	Do not currently use but implementing the technology.	Do not currently use but gathering information on the technology.	Do not currently use and have no plans to use technology.	Do not currently use and technology is not applicable to business.
	%	%	%	%	%	%
Canada	9.90	12.60	2.60	7.10	41.10	26.60
Atlantic	6.70	10.30	2.30	2.60	37.80	40.30
Quebec	5.40	8.90	2.30	11.10	42.70	29.70
Ontario	13.60	9.40	2.40	5.90	46.30	22.40
Prairies	8.80	16.50	3.30	6.70	38.20	26.60
British Columbia	11.20	21.60	2.80	6.90	32.50	25.10
Construction	9.20	3.70	2.90	5.20	48.30	30.70
Transportation	7.60	12.10	1.30	11.20	35.00	32.80
Communications	20.10	24.50	2.40	8.80	30.70	13.50
Wholesale	14.50	10.70	7.20	10.70	32.10	24.80
Retail	4.20	10.90	0.50	9.30	50.30	24.70
Business Services	18.40	19.10	2.80	2.40	30.20	27.10
Health and Social Services	17.60	14.40	2.50	9.60	26.10	29.90
Accommodation/Food and Beverage	2.10	15.30	2.50	4.80	50.90	24.50
Size: 5-19 employees	9.10	9.20	3.10	7.00	43.90	27.60
Size: 20-199 employees	11.40	21.30	1.10	7.50	34.00	24.70
Size: 200+ employees	23.30	36.70	0.50	8.30	22.80	8.40

## 1.2 - External Databases

Do you use or plan to use any of the technologies or business processes listed below?

Currently use and plan to increase usage in next 12 months.      Currently use but no plans to increase usage in next 12 months.      Do not currently use but implementing the technology.      Do not currently use but gathering information on the technology.      Do not currently use and have no plans to use technology.      Do not currently use and technology is not applicable to business.

	%	%	%	%	%	%
Canada	7.00	7.70	2.40	11.20	47.00	24.80
Atlantic	5.80	6.60	2.00	5.60	47.50	32.50
Quebec	11.40	6.70	1.40	7.00	45.00	28.50
Ontario	5.80	8.90	2.50	13.20	51.70	18.00
Prairies	5.40	6.90	2.10	14.50	41.70	29.30
British Columbia	5.90	7.80	4.20	11.20	45.60	25.30
Construction	2.90	2.80	5.00	5.50	57.80	26.00
Transportation	3.10	7.70	1.10	10.30	54.90	22.90
Communications	20.70	16.40	2.80	17.20	31.40	11.50
Wholesale	7.00	8.40	7.50	16.10	41.80	19.20
Retail	6.60	8.20	0.40	13.30	49.10	22.40
Business Services	17.70	10.80	0.50	11.50	29.50	30.00
Health and Social Services	3.90	6.60	2.80	17.60	35.60	32.50
Accommodation/Food and Beverage	0.80	6.90	2.10	3.60	63.90	22.70
Size: 5-19 employees	6.30	5.50	2.30	10.80	48.70	26.40
Size: 20-199 employees	7.70	13.30	2.50	12.20	43.10	21.10
Size: 200+ employees	33.70	20.30	5.00	10.10	23.40	7.60

### 1.3 - Personal Computers

Do you use or plan to use any of the technologies or business processes listed below?

Currently use and plan to increase usage in next 12 months.      Currently use but no plans to increase usage in next 12 months.      Do not currently use but implementing the technology.      Do not currently use but gathering information on the technology.      Do not currently use and have no plans to use technology.      Do not currently use and technology is not applicable to business.

	%	%	%	%	%	%
Canada	37.30	30.40	2.40	3.50	20.80	5.50
Atlantic	34.00	30.90	1.60	4.30	21.20	8.00
Quebec	34.70	20.10	2.50	7.60	25.00	10.10
Ontario	38.70	31.20	2.50	1.60	22.50	3.50
Prairies	39.30	35.80	4.30	2.70	13.80	4.10
British Columbia	37.40	36.30	0.30	2.20	19.80	4.00
Construction	25.30	40.10	1.70	3.30	27.00	2.50
Transportation	37.00	34.70	1.50	2.30	18.60	5.90
Communications	56.10	31.40	1.90	4.00	5.30	1.20
Wholesale	43.60	33.50	3.40	2.50	10.50	6.50
Retail	32.80	27.30	4.20	5.70	25.70	4.20
Business Services	53.80	29.80	0.10	1.80	8.10	6.40
Health and Social Services	47.80	35.20	2.10	4.70	7.90	2.30
Accommodation/Food and Beverage	23.40	21.60	2.40	2.00	40.00	10.60
Size: 5-19 employees	35.40	27.60	3.00	4.50	23.90	5.70
Size: 20-199 employees	41.40	38.60	1.00	0.80	12.90	5.40
Size: 200+ employees	71.30	24.20	1.30	0.20	1.50	1.50

## 1.4 - Video Conferencing (ISDN)

Do you use or plan to use any of the technologies or business processes listed below?

Currently use and plan to increase usage in next 12 months.      Currently use but no plans to increase usage in next 12 months.      Do not currently use but implementing the technology.      Do not currently use but gathering information on the technology.      Do not currently use and have no plans to use technology.      Do not currently use and technology is not applicable to business.

	%	%	%	%	%	%
Canada	0.70	1.80	1.50	7.40	51.10	37.40
Atlantic	0.20	0.20	2.30	11.10	43.80	42.40
Quebec	1.80	1.40	1.10	6.70	50.10	38.90
Ontario	0.70	3.80	3.00	6.20	53.50	32.80
Prairies	0.20	0.80	0.10	6.90	50.40	41.60
British Columbia	0.10	0.10	0.50	9.90	52.00	37.50
Construction	1.20	0.40	0.10	3.00	55.90	39.40
Transportation	1.70	0.69	2.00	3.20	54.00	38.60
Communications	4.30	6.10	3.80	25.00	41.50	19.30
Wholesale	0.10	1.90	1.00	7.60	48.90	40.60
Retail	0.80	1.40	3.00	5.80	52.60	36.30
Business Services	0.70	5.40	0.30	14.50	38.60	40.50
Health and Social Services	0.30	0.00	4.20	13.20	47.10	35.10
Accommodation/Food and Beverage	0.60	0.60	0.10	2.10	63.30	33.30
Size: 5-19 employees	0.00	0.50	1.50	6.00	52.10	39.80
Size: 20-199 employees	2.30	5.20	1.40	10.50	49.30	31.40
Size: 200+ employees	11.20	6.40	6.30	27.50	34.10	14.50

## 2.1 - E-Mail

Do you use or plan to use any of the technologies or business processes listed below?

	Currently use and plan to increase usage in next 12 months.	Currently use but no plans to increase usage in next 12 months.	Do not currently use but implementing the technology.	Do not currently use but gathering information on the technology.	Do not currently use and have no plans to use technology.	Do not currently use and technology is not applicable to business.
	%	%	%	%	%	%
Canada	16.10	12.30	5.20	13.30	36.70	16.40
Atlantic	14.60	11.30	4.80	17.20	30.30	21.90
Quebec	14.20	10.30	4.30	7.60	39.20	24.40
Ontario	16.40	14.60	4.70	15.90	36.00	12.40
Prairies	17.40	12.80	4.90	15.70	34.90	14.40
British Columbia	17.20	9.80	8.50	11.10	40.10	13.10
Construction	6.80	8.20	3.00	13.70	56.70	11.60
Transportation	11.00	14.30	10.30	16.70	33.20	14.50
Communications	44.60	14.20	5.90	11.50	18.50	5.40
Wholesale	17.90	23.50	9.40	14.60	23.20	11.40
Retail	18.60	14.80	4.10	4.40	41.50	16.60
Business Services	30.00	11.70	3.40	22.00	18.30	14.70
Health and Social Services	14.40	11.30	10.30	24.30	22.80	16.90
Accommodation/Food and Beverage	3.00	2.90	3.10	9.60	55.10	26.20
Size: 5-19 employees	14.50	10.10	4.80	13.40	39.80	17.40
Size: 20-199 employees	19.10	18.30	6.20	13.20	29.20	14.00
Size: 200+ employees	50.40	18.70	9.50	10.80	8.90	1.90



## 2.2 - E-mail to Fax

Do you use or plan to use any of the technologies or business processes listed below?

Currently use and plan to increase usage in next 12 months.	Currently use but no plans to increase usage in next 12 months.	Do not currently use but implementing the technology.	Do not currently use but gathering information on the technology.	Do not currently use and have no plans to use technology.	Do not currently use and technology is not applicable to business.
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	%	%	%	%	%	%
Canada	6.90	7.20	4.70	16.70	47.00	17.40
Atlantic	6.20	6.50	5.30	20.50	38.50	23.00
Quebec	8.80	8.20	4.40	10.00	45.70	22.80
Ontario	7.30	8.10	4.80	16.70	49.70	13.40
Prairies	3.50	4.90	3.10	24.30	47.30	17.00
British Columbia	7.90	6.80	6.80	15.30	46.80	16.30
Construction	5.20	2.10	3.20	13.50	59.80	16.30
Transportation	3.20	9.00	9.00	17.80	47.00	14.00
Communications	22.50	11.70	8.70	23.40	25.40	8.40
Wholesale	11.10	9.40	10.90	18.80	34.70	15.20
Retail	3.30	6.60	1.40	13.10	57.30	18.40
Business Services	15.60	10.90	5.80	22.90	29.70	15.10
Health and Social Services	6.30	6.80	9.20	28.20	31.70	17.80
Accommodation/Food and Beverage	1.80	5.60	1.50	8.90	59.90	22.30
Size: 5-19 employees	6.30	6.60	3.80	16.40	48.40	18.50
Size: 20-199 employees	7.70	8.50	6.80	17.50	44.40	15.20
Size: 200+ employees	25.50	13.30	14.60	20.10	23.00	3.50

## 2.3 - Intranet (company-wide network)

Do you use or plan to use any of the technologies or business processes listed below?

Currently use and plan to increase usage in next 12 months.    Currently use but no plans to increase usage in next 12 months.    Do not currently use but implementing the technology.    Do not currently use but gathering information on the technology.    Do not currently use and have no plans to use technology.    Do not currently use and technology is not applicable to business.

	%	%	%	%	%	%
Canada	7.60	6.50	4.30	10.20	47.60	23.70
Atlantic	6.90	5.70	4.60	8.20	46.80	28.30
Quebec	7.20	3.40	5.10	5.10	50.30	28.80
Ontario	8.50	10.50	2.50	9.50	49.00	20.00
Prairies	7.00	3.80	6.30	14.80	46.80	21.30
British Columbia	6.80	6.50	4.60	14.40	42.30	25.30
Construction	2.40	4.70	2.20	9.40	65.40	15.80
Transportation	10.90	7.30	2.70	15.30	41.40	22.40
Communications	15.60	14.70	16.80	16.50	29.10	7.20
Wholesale	6.30	12.80	5.00	13.20	36.10	26.60
Retail	9.60	5.50	4.60	9.60	51.90	18.70
Business Services	17.60	8.10	7.60	8.60	34.90	23.30
Health and Social Services	1.40	5.20	4.80	17.50	34.90	36.20
Accommodation/Food and Beverage	0.10	3.40	1.00	5.00	60.60	29.90
Size: 5-19 employees	6.10	5.20	4.00	9.80	50.30	24.60
Size: 20-199 employees	10.80	10.10	4.50	10.70	41.60	22.10
Size: 200+ employees	23.40	10.50	18.90	25.40	16.50	5.30

## 2.4 - Internet (World-wide network)

Do you use or plan to use any of the technologies or business processes listed below?

Currently use and plan to increase usage in next 12 months.	Currently use but no plans to increase usage in next 12 months.	Do not currently use but implementing the technology.	Do not currently use but gathering information on the technology.	Do not currently use and have no plans to use technology.	Do not currently use and technology is not applicable to business.
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	%	%	%	%	%	%
Canada	11.20	8.00	7.10	14.70	42.90	16.20
Atlantic	10.60	7.90	3.40	21.80	36.10	20.20
Quebec	8.60	3.10	6.70	9.50	48.80	23.30
Ontario	12.40	9.30	5.90	14.00	45.70	12.70
Prairies	13.20	6.10	6.20	20.00	40.10	14.50
British Columbia	10.40	14.60	13.10	13.40	34.90	13.60
Construction	8.90	5.80	1.90	12.00	60.70	10.70
Transportation	7.30	8.90	8.40	18.50	39.10	17.70
Communications	38.40	12.50	8.90	12.20	21.30	6.80
Wholesale	14.10	9.50	12.10	17.40	33.10	13.90
Retail	7.40	4.80	9.60	13.20	49.70	15.30
Business Services	22.70	13.60	6.70	15.90	27.20	13.90
Health and Social Services	13.70	10.20	4.10	24.90	22.90	24.10
Accommodation/Food and Beverage	2.60	5.50	4.90	8.30	57.60	21.20
Size: 5-19 employees	9.30	7.40	6.80	14.00	46.10	16.40
Size: 20-199 employees	15.20	9.30	7.80	16.70	34.90	16.00
Size: 200+ employees	43.40	11.80	10.30	12.60	15.20	6.80

## 2.5 - Value Added Networks

Do you use or plan to use any of the technologies or business processes listed below?

Currently use and plan to increase usage in next 12 months.      Currently use but no plans to increase usage in next 12 months.      Do not currently use but implementing the technology.      Do not currently use but gathering information on the technology.      Do not currently use and have no plans to use technology.      Do not currently use and technology is not applicable to business.

	%	%	%	%	%	%
Canada	2.60	1.60	2.50	8.20	56.70	28.00
Atlantic	0.60	0.60	1.80	8.00	61.10	27.70
Quebec	2.50	1.70	4.10	4.20	57.10	30.50
Ontario	5.00	2.40	1.20	9.70	53.70	28.10
Prairies	2.40	2.10	2.90	8.50	55.90	28.20
British Columbia	0.20	0.60	2.70	10.40	61.80	24.30
Construction	3.60	2.60	2.20	2.30	63.20	26.20
Transportation	3.90	2.60	2.00	4.80	63.00	23.70
Communications	4.90	7.20	6.20	20.30	41.90	19.60
Wholesale	3.90	3.90	1.70	6.60	54.70	29.20
Retail	2.50	0.10	3.70	11.80	62.10	19.80
Business Services	4.20	2.70	4.00	12.10	42.80	34.30
Health and Social Services	2.70	2.90	1.20	5.80	49.50	37.80
Accommodation/Food and Beverage	0.10	0.00	0.10	5.30	63.70	30.80
Size: 5-19 employees	2.60	1.40	2.20	7.50	58.60	27.70
Size: 20-199 employees	2.90	2.30	3.00	9.90	52.50	29.50
Size: 200+ employees	15.50	10.10	6.70	16.10	36.70	14.90

## 2.6 - Wireless Communications/Cellular Telephones/Pagers

Do you use or plan to use any of the technologies or business processes listed below?

Currently use and plan to increase usage in next 12 months.

Currently use but no plans to increase usage in next 12 months.

Do not currently use but implementing the technology.

Do not currently use but gathering information on the technology.

Do not currently use and have no plans to use technology.

Do not currently use and technology is not applicable to business.

	%	%	%	%	%	%
Canada	16.60	40.60	2.00	3.10	24.60	12.70
Atlantic	12.50	37.30	3.10	4.40	28.60	13.80
Quebec	20.40	33.00	2.70	4.00	27.40	12.60
Ontario	16.30	43.80	0.40	2.40	24.60	12.30
Prairies	16.50	40.20	1.50	2.30	24.30	15.30
British Columbia	15.30	48.10	4.50	3.60	18.50	10.00
Construction	23.40	55.20	1.20	3.70	13.40	3.10
Transportation	22.40	57.40	0.70	3.00	10.60	5.80
Communications	37.00	46.40	3.20	4.50	4.30	4.60
Wholesale	25.30	43.80	3.10	2.20	16.60	8.90
Retail	15.40	37.40	1.60	2.00	28.60	14.70
Business Services	18.40	42.60	3.00	3.60	17.00	15.10
Health and Social Services	8.90	41.90	2.30	7.10	21.60	18.00
Accommodation/Food and Beverage	8.20	25.10	1.20	1.60	49.00	15.80
Size: 5-19 employees	16.40	36.70	1.90	3.20	27.60	14.10
Size: 20-199 employees	17.40	51.90	2.30	2.80	16.40	9.10
Size: 200+ employees	31.60	55.60	0.90	3.30	6.00	2.40

### 3.1 - Computerized financial system (acct./payroll)

Do you use or plan to use any of the technologies or business processes listed below?

Currently use and plan to increase usage in next 12 months.

Currently use but no plans to increase usage in next 12 months.

Do not currently use but implementing the technology.

Do not currently use but gathering information on the technology.

Do not currently use and have no plans to use technology.

Do not currently use and technology is not applicable to business.

	%	%	%	%	%	%
Canada	22.30	38.00	5.70	4.60	23.20	6.10
Atlantic	16.30	37.80	4.00	4.20	24.80	13.00
Quebec	28.10	31.90	4.60	6.50	24.10	4.80
Ontario	20.20	34.50	8.10	4.90	25.20	7.10
Prairies	18.00	45.70	6.80	5.20	20.00	4.20
British Columbia	26.90	45.30	1.30	0.70	21.00	4.90
Construction	19.90	43.00	2.10	4.40	25.90	4.70
Transportation	25.30	46.00	3.80	3.70	15.90	5.40
Communications	35.80	46.50	1.10	4.00	9.60	3.00
Wholesale	26.30	45.10	2.50	5.80	14.00	6.20
Retail	15.80	35.10	11.10	3.90	27.10	7.00
Business Services	37.90	37.00	2.00	1.80	14.00	7.20
Health and Social Services	23.60	35.00	9.10	10.80	16.30	5.20
Accommodation/Food and Beverage	12.00	34.20	4.60	4.60	39.50	5.10
Size: 5-19 employees	21.90	31.70	6.60	5.30	27.20	7.40
Size: 20-199 employees	22.60	55.50	3.40	3.00	13.00	2.50
Size: 200+ employees	43.30	51.40	1.10	0.20	2.40	1.60

### 3.2 - Computerized inventory control

Do you use or plan to use any of the technologies or business processes listed below?

	Currently use and plan to increase usage in next 12 months.	Currently use but no plans to increase usage in next 12 months.	Do not currently use but implementing the technology	Do not currently use but gathering information on the technology.	Do not currently use and have no plans to use technology.	Do not currently use and technology is not applicable to business.
Canada	9.30	18.40	5.70	10.30	36.00	20.20
Atlantic	7.80	14.80	4.10	10.90	36.50	25.80
Quebec	14.50	15.00	6.70	12.50	38.50	12.80
Ontario	5.90	20.50	6.00	10.30	36.90	20.50
Prairies	8.20	16.70	7.70	9.40	31.60	26.40
British Columbia	11.30	22.30	2.20	8.30	35.70	20.20
Construction	6.40	10.60	3.70	8.10	54.10	16.90
Transportation	6.60	15.10	10.20	8.10	31.40	28.50
Communications	15.90	23.60	0.80	10.90	26.60	17.20
Wholesale	20.90	33.90	4.70	8.60	19.10	7.80
Retail	10.20	25.00	9.90	12.60	31.50	10.90
Business Services	6.90	11.50	4.60	7.40	28.10	41.40
Health and Social Services	8.40	10.10	2.20	21.90	27.70	29.70
Accommodation/Food and Beverage	4.50	10.70	3.30	6.30	59.00	16.10
Size: 5-19 employees	7.70	14.90	5.80	11.10	39.00	21.50
Size: 20-199 employees	12.60	27.60	5.40	8.50	28.70	16.90
Size: 200+ employees	28.60	33.90	7.20	5.50	9.10	15.60

### 3.3 - Computerized order entry

Do you use or plan to use any of the technologies or business processes listed below?

	Currently use and plan to increase usage in next 12 months.	Currently use but no plans to increase usage in next 12 months.	Do not currently use but implementing the technology.	Do not currently use but gathering information on the technology.	Do not currently use and have no plans to use technology.	Do not currently use and technology is not applicable to business.
	%	%	%	%	%	%
Canada	10.70	16.10	5.40	5.40	39.70	22.60
Atlantic	3.80	14.60	7.50	5.10	42.70	26.40
Quebec	13.10	11.50	8.90	5.20	42.30	19.00
Ontario	11.30	18.40	3.80	5.60	39.30	21.60
Prairies	10.00	14.10	5.80	4.00	37.90	28.30
British Columbia	10.10	21.30	2.10	7.30	37.90	21.30
Construction	6.10	5.90	2.80	6.10	61.20	17.90
Transportation	5.30	18.10	10.30	6.10	40.90	19.30
Communications	19.30	39.40	2.90	9.70	19.60	9.10
Wholesale	24.20	34.20	5.40	6.40	21.50	8.20
Retail	12.30	22.10	7.40	3.50	38.50	16.10
Business Services	11.80	13.90	6.50	0.60	25.00	42.10
Health and Social Services	4.30	6.10	3.10	13.80	36.30	36.40
Accommodation/Food and Beverage	4.90	7.40	2.80	7.20	58.80	19.00
Size: 5-19 employees	10.50	12.50	5.30	5.00	43.20	23.50
Size: 20-199 employees	10.60	26.10	5.40	6.20	31.00	20.70
Size: 200+ employees	26.00	23.90	9.70	12.70	14.50	13.20



### 3.4 - Computer-aided Software Engineering

Do you use or plan to use any of the technologies or business processes listed below?

Currently use and plan to increase usage in next 12 months.

Currently use but no plans to increase usage in next 12 months.

Do not currently use but implementing the technology.

Do not currently use but gathering information on the technology.

Do not currently use and have no plans to use technology.

Do not currently use and technology is not applicable to business.

	%	%	%	%	%	%
Canada	2.50	3.40	1.10	3.70	48.70	40.60
Atlantic	3.10	2.80	0.90	2.20	48.70	42.30
Quebec	3.70	3.60	0.20	2.10	46.00	44.50
Ontario	3.30	4.40	1.90	5.20	50.80	34.40
Prairies	1.20	1.50	0.00	3.90	48.50	44.90
British Columbia	0.60	3.30	2.50	3.00	48.30	42.30
Construction	3.40	0.60	0.00	4.00	64.80	27.10
Transportation	2.20	4.00	2.00	2.70	53.80	35.40
Communications	8.60	9.40	7.10	9.30	40.50	25.10
Wholesale	4.30	3.10	1.20	6.80	47.40	37.20
Retail	2.20	4.50	0.00	1.10	55.80	36.40
Business Services	3.70	5.70	4.30	6.30	20.00	59.90
Health and Social Services	1.90	0.80	0.80	3.40	39.40	53.70
Accommodation/Food and Beverage	0.00	2.30	0.00	2.50	62.70	32.40
Size: 5-19 employees	2.30	2.70	0.70	3.30	50.40	40.70
Size: 20-199 employees	2.90	4.90	2.40	4.40	44.60	40.70
Size: 200+ employees	8.50	13.50	3.10	11.80	32.50	30.60

### 3.5 - Electronic Data Interchange

Do you use or plan to use any of the technologies or business processes listed below?

Currently use and plan to increase usage in next 12 months.	Currently use but no plans to increase usage in next 12 months.	Do not currently use but implementing the technology.	Do not currently use but gathering information on the technology.	Do not currently use and have no plans to use technology.	Do not currently use and technology is not applicable to business.
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	%	%	%	%	%	%
Canada	6.50	7.60	2.20	9.80	47.00	26.90
Atlantic	6.10	5.50	3.30	6.40	47.50	31.20
Quebec	10.60	8.60	1.60	6.60	43.40	29.20
Ontario	5.20	6.80	2.00	8.10	52.50	25.50
Prairies	4.70	8.70	2.30	16.20	43.90	24.20
British Columbia	5.70	7.30	2.90	12.00	43.90	28.20
Construction	4.50	0.40	1.50	6.50	62.40	24.70
Transportation	4.40	9.80	5.70	12.50	43.60	24.00
Communications	10.80	9.60	8.20	23.20	31.80	16.50
Wholesale	10.10	9.70	2.50	15.30	40.30	22.20
Retail	6.90	11.60	0.40	10.90	46.70	23.50
Business Services	9.90	5.00	4.90	13.80	32.20	34.10
Health and Social Services	3.00	14.40	4.30	5.20	38.30	34.80
Accommodation/Food and Beverage	3.00	2.60	0.00	3.20	64.90	26.30
Size: 5-19 employees	5.60	5.20	1.60	9.70	50.10	27.80
Size: 20-199 employees	8.20	14.00	3.80	9.40	39.50	25.10
Size: 200+ employees	22.20	15.30	7.60	23.60	19.60	11.80

### 3.6 - Electronic Funds Transfer

Do you use or plan to use any of the technologies or business processes listed below?

Currently use and plan to increase usage in next 12 months.      Currently use but no plans to increase usage in next 12 months.      Do not currently use but implementing the technology.      Do not currently use but gathering information on the technology.      Do not currently use and have no plans to use technology.      Do not currently use and technology is not applicable to business.

	%	%	%	%	%	%
Canada	7.50	12.50	3.20	7.90	46.70	22.20
Atlantic	4.20	19.00	2.50	9.20	43.30	21.90
Quebec	6.40	9.30	4.00	8.00	45.20	27.10
Ontario	8.00	13.10	4.46	6.70	49.40	18.30
Prairies	8.30	11.20	0.70	9.90	45.50	24.40
British Columbia	8.70	14.10	3.10	7.10	45.80	21.20
Construction	1.90	2.70	2.50	3.10	68.80	21.00
Transportation	4.80	12.40	4.70	12.40	41.00	24.80
Communications	8.40	21.60	1.90	16.20	34.60	17.30
Wholesale	2.70	17.30	7.70	6.50	43.40	22.40
Retail	8.00	17.00	4.00	8.20	43.70	19.10
Business Services	18.80	10.90	1.50	11.00	32.70	25.00
Health and Social Services	10.30	16.80	3.30	8.20	35.30	26.10
Accommodation/Food and Beverage	0.70	7.40	0.60	6.70	62.20	22.40
Size: 5-19 employees	6.60	9.30	3.40	6.10	51.60	23.00
Size: 20-199 employees	9.50	20.70	2.70	12.50	34.00	20.70
Size: 200+ employees	23.70	31.10	5.50	16.00	16.90	6.80

### 3.7 - Multimedia/Computer Based Training

Do you use or plan to use any of the technologies or business processes listed below?

Currently use and plan to increase usage in next 12 months.

Currently use but no plans to increase usage in next 12 months.

Do not currently use but implementing the technology.

Do not currently use but gathering information on the technology.

Do not currently use and have no plans to use technology.

Do not currently use and technology is not applicable to business.

	%	%	%	%	%	%
Canada	3.30	3.60	3.60	8.30	53.70	27.50
Atlantic	4.10	4.60	3.10	4.20	55.00	28.90
Quebec	2.50	3.20	3.50	6.60	53.20	31.00
Ontario	3.20	4.00	3.40	6.70	57.70	24.90
Prairies	3.20	4.60	5.70	11.60	46.60	28.20
British Columbia	4.40	1.80	1.70	11.90	53.80	26.40
Construction	5.10	1.90	2.10	6.50	62.40	22.10
Transportation	1.50	1.30	3.10	10.20	52.30	31.60
Communications	10.00	10.50	9.10	18.90	34.00	17.40
Wholesale	2.20	7.30	4.60	16.40	47.10	22.50
Retail	1.00	4.00	4.40	6.80	62.70	21.20
Business Services	7.50	3.20	3.20	8.90	35.80	41.30
Health and Social Services	6.40	4.10	3.10	8.30	39.10	39.00
Accommodation/Food and Beverage	0.10	2.20	3.30	4.10	67.80	22.50
Size: 5-19 employees	2.20	1.90	3.80	7.40	56.60	28.10
Size: 20-199 employees	5.80	8.30	2.80	10.10	46.60	26.40
Size: 200+ employees	19.90	12.80	8.30	21.90	26.50	10.40

### 3.8 - Point of Sale Terminals/Debit Cards

Do you use or plan to use any of the technologies or business processes listed below?

Currently use and plan to increase usage in next 12 months.

Currently use but no plans to increase usage in next 12 months.

Do not currently use but implementing the technology.

Do not currently use but gathering information on the technology.

Do not currently use and have no plans to use technology.

Do not currently use and technology is not applicable to business.

	%	%	%	%	%	%
Canada	12.90	21.70	1.70	4.10	32.00	27.70
Atlantic	11.60	23.40	2.20	4.80	34.40	23.70
Quebec	15.80	24.90	1.00	2.90	32.60	22.80
Ontario	11.30	22.10	0.30	6.20	29.00	31.00
Prairies	15.00	12.30	3.60	2.60	37.50	29.00
British Columbia	9.90	26.80	3.40	2.60	29.50	27.70
Construction	3.30	0.50	0.60	5.50	62.60	27.70
Transportation	1.90	5.20	2.00	3.30	44.40	43.30
Communications	2.80	7.80	0.00	17.00	30.20	42.20
Wholesale	6.70	20.20	2.00	4.80	37.40	28.90
Retail	28.10	40.20	1.90	2.20	14.80	12.70
Business Services	7.10	9.60	2.80	2.80	25.80	51.90
Health and Social Services	7.20	12.00	0.90	6.80	28.80	44.30
Accommodation/Food and Beverage	13.00	33.30	1.20	5.00	38.70	8.80
Size: 5-19 employees	13.60	20.40	1.70	3.80	33.30	27.20
Size: 20-199 employees	10.60	25.70	1.40	4.80	28.90	28.60
Size: 200+ employees	17.20	17.60	5.30	6.80	16.20	37.00

## 4.1 - Business Process Re-engineering

Do you use or plan to use any of the technologies or business processes listed below?

	Currently use and plan to increase usage in next 12 months.	Currently use but no plans to increase usage in next 12 months.	Do not currently use but implementing the technology.	Do not currently use but gathering information on the technology.	Do not currently use and have no plans to use technology.	Do not currently use and technology is not applicable to business.
Canada	5.20	2.40	3.30	6.20	47.60	35.30
Atlantic	3.60	0.90	1.50	7.70	47.40	38.90
Quebec	9.20	6.10	7.50	5.40	44.00	27.80
Ontario	3.50	1.30	2.20	6.60	49.60	36.70
Prairies	4.80	0.80	2.70	7.60	43.80	40.30
British Columbia	4.20	2.10	1.40	4.10	52.90	35.30
Construction	0.50	2.00	1.80	3.90	66.00	25.70
Transportation	4.20	3.60	4.20	4.80	47.30	36.00
Communications	14.70	5.60	3.10	20.60	27.80	28.30
Wholesale	7.50	0.10	4.00	12.00	39.20	37.20
Retail	3.20	2.50	1.40	9.40	51.80	31.70
Business Services	11.40	3.60	5.40	3.90	32.70	43.00
Health and Social Services	4.30	2.80	8.80	4.10	33.70	46.30
Accommodation/Food and Beverage	3.70	2.00	1.20	1.80	59.00	32.20
Size: 5-19 employees	4.00	1.40	3.30	5.50	50.50	35.30
Size: 20-199 employees	7.60	4.70	3.30	8.00	40.20	36.20
Size: 200+ employees	27.30	12.40	5.00	10.50	24.90	19.90

## 4.2 - ISO 9000

Do you use or plan to use any of the technologies or business processes listed below?

	Currently use and plan to increase usage in next 12 months.	Currently use but no plans to increase usage in next 12 months.	Do not currently use but implementing the technology.	Do not currently use but gathering information on the technology.	Do not currently use and have no plans to use technology.	Do not currently use and technology is not applicable to business.
Canada	1.40	1.00	2.30	6.50	46.80	42.00
Atlantic	0.50	0.80	2.20	7.20	46.60	42.70
Quebec	1.10	1.50	4.20	6.70	47.50	39.00
Ontario	0.90	0.90	2.20	5.00	48.10	42.80
Prairies	1.10	0.10	1.20	8.40	41.70	47.50
British Columbia	3.90	1.50	0.80	6.80	49.80	37.20
Construction	0.60	3.10	2.60	8.20	61.10	24.50
Transportation	3.60	4.70	1.10	11.30	43.30	36.00
Communications	4.20	1.10	5.90	12.60	38.10	38.00
Wholesale	3.40	0.40	5.40	14.30	39.20	37.30
Retail	1.40	0.00	0.10	2.60	52.60	43.30
Business Services	2.10	1.60	5.00	10.30	28.60	52.40
Health and Social Services	0.00	0.40	1.60	5.00	33.60	59.40
Accommodation/Food and Beverage	0.00	0.00	0.60	0.70	62.50	36.10
Size: 5-19 employees	0.90	0.80	1.30	5.40	48.90	42.60
Size: 20-199 employees	2.60	1.10	4.60	8.70	41.90	41.00
Size: 200+ employees	6.70	5.90	7.90	24.30	29.40	25.80

### 4.3 - Just In Time Manufacturing

Do you use or plan to use any of the technologies or business processes listed below?

	Currently use and plan to increase usage in next 12 months.	Currently use but no plans to increase usage in next 12 months.	Do not currently use but implementing the technology.	Do not currently use but gathering information on the technology.	Do not currently use and have no plans to use technology.	Do not currently use and technology is not applicable to business.
Canada	2.50	2.60	0.80	2.30	43.70	48.20
Atlantic	2.80	0.80	0.30	2.10	43.50	50.60
Quebec	4.30	2.00	2.10	3.60	46.20	41.80
Ontario	2.00	3.30	0.60	2.50	46.00	45.60
Prairies	2.00	2.70	0.30	0.30	37.20	57.60
British Columbia	1.50	2.40	0.30	2.50	43.40	50.00
Construction	0.00	0.00	1.60	2.70	64.70	30.90
Transportation	2.30	1.80	0.40	0.60	43.00	51.90
Communications	1.90	0.00	3.50	7.90	29.80	56.80
Wholesale	0.80	9.70	2.20	3.90	36.80	46.60
Retail	4.70	3.20	0.50	2.00	46.20	43.40
Business Services	3.40	1.40	0.10	3.40	25.20	66.40
Health and Social Services	0.00	0.40	1.40	2.30	29.60	66.30
Accommodation/Food and Beverage	2.40	0.90	0.00	0.10	59.50	37.10
Size: 5-19 employees	2.70	2.30	0.50	2.30	46.10	46.20
Size: 20-199 employees	1.80	3.20	1.60	2.00	38.10	53.30
Size: 200+ employees	6.20	5.50	2.50	5.90	20.50	59.20



#### 4.4 - Quick Response Production

Do you use or plan to use any of the technologies or business processes listed below?

	Currently use and plan to increase usage in next 12 months.	Currently use but no plans to increase usage in next 12 months.	Do not currently use but implementing the technology.	Do not currently use but gathering information on the technology.	Do not currently use and have no plans to use technology.	Do not currently use and technology is not applicable to business.
Canada	2.90	2.90	1.20	1.30	43.70	48.10
Atlantic	1.10	2.70	0.30	2.10	42.70	51.10
Quebec	3.80	4.00	4.50	1.10	43.90	42.70
Ontario	1.10	3.60	0.10	2.30	45.70	47.10
Prairies	4.20	0.20	0.20	0.30	41.70	53.30
British Columbia	4.70	2.80	0.30	0.10	41.90	50.40
Construction	0.00	0.30	1.70	0.50	63.10	34.30
Transportation	3.00	1.90	0.40	0.50	42.20	52.00
Communications	0.60	2.30	5.60	3.90	36.80	50.70
Wholesale	2.10	9.60	2.90	5.50	36.00	44.00
Retail	4.50	2.50	0.80	0.20	48.00	43.90
Business Services	3.10	1.50	1.50	0.90	24.80	68.10
Health and Social Services	2.10	1.20	0.60	2.20	29.40	64.40
Accommodation/Food and Beverage	3.20	3.20	0.00	0.40	58.30	34.90
Size: 5-19 employees	3.20	3.00	1.00	1.00	45.90	45.90
Size: 20-199 employees	1.90	2.20	1.50	2.00	38.30	54.20
Size: 200+ employees	5.00	7.70	3.30	5.80	21.60	56.60

## 4.5 - Total Quality Management

Do you use or plan to use any of the technologies or business processes listed below?

	Currently use and plan to increase usage in next 12 months	Currently use but no plans to increase usage in next 12 months	Do not currently use but implementing the technology	Do not currently use but gathering information on the technology	Do not currently use and have no plans to use technology.	Do not currently use and technology is not applicable to business.
Canada	6.60	6.30	2.30	7.50	44.30	33.00
Atlantic	7.30	3.90	1.00	7.30	42.50	37.90
Quebec	7.40	6.70	4.50	9.60	44.60	27.30
Ontario	5.20	5.00	0.50	5.70	46.80	36.80
Prairies	6.30	11.10	4.40	9.80	38.70	29.70
British Columbia	8.80	3.50	1.30	5.50	46.10	34.80
Construction	1.70	3.60	0.50	4.10	63.60	26.60
Transportation	5.50	10.60	3.00	7.20	39.60	34.20
Communications	9.10	12.30	5.40	16.30	32.50	24.30
Wholesale	4.80	7.60	4.80	14.30	35.80	32.60
Retail	5.50	8.90	2.20	3.00	48.80	31.50
Business Services	11.40	2.50	2.70	14.50	32.20	36.60
Health and Social Services	7.50	7.50	1.60	6.10	29.40	47.90
Accommodation/Food and Beverage	7.90	5.00	1.90	4.90	52.90	27.50
Size: 5-19 employees	5.40	5.40	1.90	6.40	47.60	33.30
Size: 20-199 employees	9.40	7.90	3.50	10.20	35.60	33.20
Size: 200+ employees	23.90	20.40	5.30	14.20	21.40	14.80

## Canada

Do you use or plan to use any of the technologies or business processes listed below?

	Currently use and plan to increase usage in next 12 months	Currently use but no plans to increase usage in next 12 months	Do not currently use but implementing the technology	Do not currently use but gathering information on the technology	Do not currently use and have no plans to use technology	Do not currently use and technology is not applicable to business.
	%	%	%	%	%	%
1.1 - Desktop Publishing	9.90	12.60	2.60	7.10	41.10	26.60
1.2 - External Databases	7.00	7.70	2.40	11.20	47.00	24.80
1.3 - Personal Computers	37.30	30.40	2.40	3.50	20.60	5.50
1.4 - Video Conferencing (ISDN)	0.70	1.60	1.50	7.40	51.10	37.40
2.1 - E-Mail	16.10	12.30	5.20	13.30	36.70	16.40
2.2 - E-mail to Fax	6.90	7.20	4.70	16.70	47.00	17.40
2.3 - Intranet (company-wide network)	7.60	6.50	4.30	10.20	47.60	23.70
2.4 - Internet (World-wide network)	11.20	8.00	7.10	14.70	42.90	16.20
2.5 - Value Added Networks	2.60	1.60	2.50	8.20	56.70	28.00
2.6 - Wireless Communications/Cellular Telephones/Pagers	16.60	40.60	2.00	3.10	24.60	12.70
3.1 - Computerized Financial system (acct./payroll)	22.30	38.00	5.70	4.60	23.20	6.10
3.2 - Computerized inventory control	9.30	18.40	5.70	10.30	36.00	20.20
3.3 - Computerized order entry	10.70	16.10	5.40	5.40	39.70	22.60
3.4 - Computer-aided Software Engineering	2.50	3.40	1.10	3.70	48.70	40.60
3.5 - Electronic Data Interchange	6.50	7.60	2.20	9.60	47.00	26.90
3.6 - Electronic Funds Transfer	7.50	12.50	3.20	7.90	46.70	22.20
3.7 - Multimedia/Computer Based Training	3.30	3.60	3.60	8.30	53.70	27.50
3.8 - Point of Sale Terminals/Debit Cards	12.90	21.70	1.70	4.10	32.00	27.70
4.1 - Business Process Re-engineering	5.20	2.40	3.30	6.20	47.60	35.30
4.2 - ISO 9000	1.40	1.00	2.30	6.50	46.60	42.00
4.3 - Just In Time Manufacturing	2.50	2.60	0.60	2.30	43.70	48.20
4.4 - Quick Response Production	2.90	2.90	1.20	1.30	43.70	48.10
4.5 - Total Quality Management	6.60	6.30	2.30	7.50	44.30	33.00

## Atlantic

Do you use or plan to use any of the technologies or business processes listed below?

	Currently use and plan to increase usage in next 12 months.	Currently use but no plans to increase usage in next 12 months.	Do not currently use but implementing the technology.	Do not currently use but gathering information on the technology.	Do not currently use and have no plans to use technology.	Do not currently use and technology is not applicable to business.
	%	%	%	%	%	%
1.1 - Desktop Publishing	6.70	10.30	2.30	2.60	37.80	40.30
1.2 - External Databases	5.80	6.60	2.00	5.60	47.50	32.50
1.3 - Personal Computers	34.00	30.90	1.60	4.30	21.20	8.00
1.4 - Video Conferencing (ISDN)	0.20	0.20	2.30	11.10	43.80	42.40
2.1 - E-Mail	14.60	11.30	4.80	17.20	30.30	21.90
2.2 - E-mail to Fax	6.20	6.50	5.30	20.50	38.50	23.00
2.3 - Intranet (company-wide network)	6.90	5.20	4.60	8.20	45.80	28.30
2.4 - Internet (World-wide network)	10.60	7.90	3.40	21.80	36.10	20.20
2.5 - Value Added Networks	0.60	0.80	1.80	8.00	61.10	27.70
2.6 - Wireless Communications/Cellular Telephones/Pagers	12.50	37.30	3.10	4.40	28.80	13.80
3.1 - Computerized financial system (acct./payroll)	16.30	37.60	4.00	4.20	24.60	13.00
3.2 - Computerized inventory control	7.80	14.60	4.10	10.90	35.50	25.80
3.3 - Computerized order entry	3.80	14.60	7.50	5.10	42.70	26.40
3.4 - Computer-aided Software Engineering	3.10	2.60	0.90	2.20	48.70	42.30
3.5 - Electronic Data Interchange	6.10	5.50	3.30	6.40	47.50	31.20
3.6 - Electronic Funds Transfer	4.20	19.00	2.50	9.20	43.30	21.90
3.7 - Multimedia/Computer Based Training	4.10	4.60	3.10	4.20	55.00	28.90
3.8 - Point of Sale Terminals/Debit Cards	11.60	23.40	2.20	4.80	34.40	23.70
4.1 - Business Process Re-engineering	3.60	0.90	1.50	7.70	47.40	38.90
4.2 - ISO 9000	0.50	0.80	2.20	7.20	45.60	42.70
4.3 - Just In Time Manufacturing	2.60	0.60	0.30	2.10	43.50	50.60
4.4 - Quick Response Production	1.10	2.70	0.30	2.10	42.70	51.10
4.5 - Total Quality Management	7.30	3.90	1.00	7.30	42.50	37.90

## Quebec

Do you use or plan to use any of the technologies or business processes listed below?

	Currently use and plan to increase usage in next 12 months.	Currently use but no plans to increase usage in next 12 months.	Do not currently use but implementing the technology	Do not currently use but gathering information on the technology	Do not currently use and have no plans to use technology.	Do not currently use and technology is not applicable to business.
	%	%	%	%	%	%
1.1 - Desktop Publishing	5.40	8.90	2.30	11.10	42.70	29.70
1.2 - External Databases	11.40	6.70	1.40	7.00	45.00	28.50
1.3 - Personal Computers	34.70	20.10	2.50	7.60	25.00	10.10
1.4 - Video Conferencing (ISDN)	1.80	1.40	1.10	6.70	50.10	38.90
2.1 - E-Mail	14.20	10.30	4.30	7.60	39.20	24.40
2.2 - E-mail to Fax	8.80	8.20	4.40	10.00	45.70	22.80
2.3 - Intranet (company-wide network)	7.20	3.40	5.10	5.10	50.30	28.80
2.4 - Internet (World-wide network)	8.60	3.10	6.70	9.50	48.80	23.30
2.5 - Value Added Networks	2.50	1.70	4.10	4.20	57.10	30.50
2.6 - Wireless Communications/Cellular Telephones/Pagers	20.40	33.00	2.70	4.00	27.40	12.60
3.1 - Computerized financial system (acct./payroll)	28.10	31.90	4.60	6.50	24.10	4.80
3.2 - Computerized inventory control	14.50	15.00	6.70	12.50	39.50	12.80
3.3 - Computerized order entry	13.10	11.50	8.90	5.20	42.30	19.00
3.4 - Computer-aided Software Engineering	3.70	3.60	0.20	2.10	46.00	44.50
3.5 - Electronic Data Interchange	10.60	8.60	1.60	6.60	43.40	29.20
3.6 - Electronic Funds Transfer	6.40	9.30	4.00	8.00	45.20	27.10
3.7 - Multimedia/Computer Based Training	2.50	3.20	3.50	6.60	53.20	31.00
3.8 - Point of Sale Terminals/Debit Cards	15.60	24.90	1.00	2.90	32.60	22.80
4.1 - Business Process Re-engineering	9.20	6.10	7.50	5.40	44.00	27.80
4.2 - ISO 9000	1.10	1.50	4.20	6.70	47.50	39.00
4.3 - Just In Time Manufacturing	4.30	2.00	2.10	3.60	46.20	41.80
4.4 - Quick Response Production	3.80	4.00	4.50	1.10	43.90	42.70
4.5 - Total Quality Management	7.40	6.70	4.50	9.60	44.60	27.30

## Ontario

Do you use or plan to use any of the technologies or business processes listed below?

	Currently use and plan to increase usage in next 12 months.	Currently use but no plans to increase usage in next 12 months.	Do not currently use but implementing the technology.	Do not currently use but gathering information on the technology.	Do not currently use and have no plans to use technology.	Do not currently use and technology is not applicable to business.
	%	%	%	%	%	%
1.1 - Desktop Publishing	13.60	9.40	2.40	5.90	46.30	22.40
1.2 - External Databases	5.80	8.90	2.50	13.20	51.70	18.00
1.3 - Personal Computers	38.70	31.20	2.50	1.60	22.50	3.50
1.4 - Video Conferencing (ISDN)	0.70	3.80	3.00	6.20	53.50	32.80
2.1 - E-Mail	16.40	14.60	4.70	15.90	36.00	12.40
2.2 - E-mail to Fax	7.30	8.10	4.80	16.70	49.70	13.40
2.3 - Intranet (company-wide network)	8.50	10.50	2.50	9.50	49.00	20.00
2.4 - Internet (World-wide network)	12.40	9.30	5.90	14.00	45.70	12.70
2.5 - Value Added Networks	5.00	2.40	1.20	9.70	53.70	28.10
2.6 - Wireless Communications/Cellular Telephones/Pagers	16.30	43.60	0.40	2.40	24.80	12.30
3.1 - Computerized financial system (acct./payroll)	20.20	34.50	8.10	4.90	25.20	7.10
3.2 - Computerized inventory control	5.90	20.50	6.00	10.30	36.90	20.50
3.3 - Computerized order entry	11.30	18.40	3.80	5.60	39.30	21.60
3.4 - Computer-aided Software Engineering	3.30	4.40	1.90	5.20	50.80	34.40
3.5 - Electronic Data Interchange	5.20	6.80	2.00	8.10	52.50	25.50
3.6 - Electronic Funds Transfer	8.00	13.10	4.40	6.70	49.40	18.30
3.7 - Multimedia/Computer Based Training	3.20	4.00	3.40	6.70	57.70	24.90
3.8 - Point of Sale Terminals/Debit Cards	11.30	22.10	0.30	6.20	29.00	31.00
4.1 - Business Process Re-engineering	3.50	1.30	2.20	6.60	49.60	36.70
4.2 - ISO 9000	0.90	0.90	2.20	5.00	48.10	42.80
4.3 - Just In Time Manufacturing	2.00	3.30	0.60	2.50	46.00	45.60
4.4 - Quick Response Production	1.10	3.60	0.10	2.30	45.70	47.10
4.5 - Total Quality Management	5.20	5.00	0.50	5.70	46.80	35.80

## Prairies

Do you use or plan to use any of the technologies or business processes listed below?

	Currently use and plan to increase usage in next 12 months	Currently use but no plans to increase usage in next 12 months	Do not currently use but implementing the technology	Do not currently use but gathering information on the technology	Do not currently use and have no plans to use technology	Do not currently use and technology is not applicable to business
	%	%	%	%	%	%
1.1 - Desktop Publishing	8.80	16.50	3.30	6.70	38.20	26.60
1.2 - External Databases	5.40	6.90	2.10	14.50	41.70	29.30
1.3 - Personal Computers	39.30	35.60	4.30	2.70	13.60	4.10
1.4 - Video Conferencing (ISDN)	0.20	0.80	0.10	6.90	50.40	41.60
2.1 - E-Mail	17.40	12.60	4.90	15.70	34.90	14.40
2.2 - E-mail to Fax	3.50	4.90	3.10	24.30	47.30	17.00
2.3 - Intranet (company-wide network)	7.00	3.80	6.30	14.60	46.60	21.30
2.4 - Internet (World-wide network)	13.20	6.10	6.20	20.00	40.10	14.50
2.5 - Value Added Networks	2.40	2.10	2.90	8.50	55.90	28.20
2.6 - Wireless Communications/Cellular Telephones/Pagers	16.50	40.20	1.50	2.30	24.30	15.30
3.1 - Computerized financial system (acct./payroll)	18.00	45.70	6.60	5.20	20.00	4.20
3.2 - Computerized inventory control	8.20	16.70	7.70	9.40	31.60	26.40
3.3 - Computerized order entry	10.00	14.10	5.80	4.00	37.90	28.30
3.4 - Computer-aided Software Engineering	1.20	1.50	0.00	3.90	48.50	44.90
3.5 - Electronic Data Interchange	4.70	8.70	2.30	16.20	43.90	24.20
3.6 - Electronic Funds Transfer	8.30	11.20	0.70	9.90	45.50	24.40
3.7 - Multimedia/Computer Based Training	3.20	4.60	5.70	11.60	46.60	28.20
3.8 - Point of Sale Terminals/Debit Cards	15.00	12.30	3.60	2.60	37.50	29.00
4.1 - Business Process Re-engineering	4.80	0.80	2.70	7.60	43.80	40.30
4.2 - ISO 9000	1.10	0.10	1.20	8.40	41.70	47.50
4.3 - Just In Time Manufacturing	2.00	2.70	0.30	0.30	37.20	57.60
4.4 - Quick Response Production	4.20	0.20	0.20	0.30	41.70	53.30
4.5 - Total Quality Management	6.30	11.10	4.40	9.80	38.70	29.70

## British Columbia

Do you use or plan to use any of the technologies or business processes listed below?

	Currently use and plan to increase usage in next 12 months.	Currently use but no plans to increase usage in next 12 months.	Do not currently use but implementing the technology.	Do not currently use but gathering information on the technology.	Do not currently use and have no plans to use technology.	Do not currently use and technology is not applicable to business.
	%	%	%	%	%	%
1.1 - Desktop Publishing	11.20	21.60	2.80	6.90	32.50	25.10
1.2 - External Databases	5.90	7.80	4.20	11.20	45.60	25.30
1.3 - Personal Computers	37.40	36.30	0.30	2.20	19.80	4.00
1.4 - Video Conferencing (ISDN)	0.10	0.10	0.50	9.90	52.00	37.50
2.1 - E-Mail	17.20	9.80	8.50	11.10	40.10	13.10
2.2 - E-mail to Fax	7.90	6.80	6.80	15.30	46.80	16.30
2.3 - Intranet (company-wide network)	6.80	6.50	4.60	14.40	42.30	25.30
2.4 - Internet (World-wide network)	10.40	14.60	13.10	13.40	34.90	13.60
2.5 - Value Added Networks	0.20	0.60	2.70	10.40	61.80	24.30
2.6 - Wireless Communications/Cellular Telephones/Pagers	15.30	48.10	4.50	3.60	18.50	10.00
3.1 - Computerized financial system (acct./payroll)	26.90	45.30	1.30	0.70	21.00	4.90
3.2 - Computerized inventory control	11.30	22.30	2.20	8.30	35.70	20.20
3.3 - Computerized order entry	10.10	21.30	2.10	7.30	37.90	21.50
3.4 - Computer-aided Software Engineering	0.60	3.30	2.50	3.00	48.30	42.30
3.5 - Electronic Data Interchange	5.70	7.30	2.90	12.00	43.90	28.20
3.6 - Electronic Funds Transfer	8.70	14.10	3.10	7.10	45.80	21.20
3.7 - Multimedia/Computer Based Training	4.40	1.80	1.70	11.90	53.80	26.40
3.8 - Point of Sale Terminals/Debit Cards	9.90	26.80	3.40	2.60	29.50	27.70
4.1 - Business Process Re-engineering	4.20	2.10	1.40	4.10	52.90	35.30
4.2 - ISO 9000	3.90	1.50	0.80	6.80	49.80	37.20
4.3 - Just In Time Manufacturing	1.50	2.40	0.30	2.50	43.40	50.00
4.4 - Quick Response Production	4.70	2.80	0.30	0.10	41.90	50.40
4.5 - Total Quality Management	8.80	3.50	1.30	5.50	46.10	34.80



## Construction

Do you use or plan to use any of the technologies or business processes listed below?

	Currently use and plan to increase usage in next 12 months.	Currently use but no plans to increase usage in next 12 months.	Do not currently use but implementing the technology.	Do not currently use but gathering information on the technology.	Do not currently use and have no plans to use technology.	Do not currently use and technology is not applicable to business.
	%	%	%	%	%	%
1.1 - Desktop Publishing	9.20	3.70	2.90	5.20	48.30	30.70
1.2 - External Databases	2.90	2.80	5.00	5.50	57.80	26.00
1.3 - Personal Computers	25.30	40.10	1.70	3.30	27.00	2.50
1.4 - Video Conferencing (ISDN)	1.20	0.40	0.10	3.00	55.90	39.40
2.1 - E-Mail	6.80	8.20	3.00	13.70	56.70	11.60
2.2 - E-mail to Fax	5.20	2.10	3.20	13.50	59.80	16.30
2.3 - Intranet (company-wide network)	2.40	4.70	2.20	9.40	65.40	15.80
2.4 - Internet (World-wide network)	8.90	5.80	1.90	12.00	60.70	10.70
2.5 - Value Added Networks	3.60	2.60	2.20	2.30	63.20	26.20
2.6 - Wireless Communications/Cellular Telephones/Pagers	23.40	55.20	1.20	3.70	13.40	3.10
3.1 - Computerized financial system (acct./payroll)	19.90	43.00	2.10	4.40	25.90	4.70
3.2 - Computerized inventory control	6.40	10.80	3.70	8.10	54.10	16.90
3.3 - Computerized order entry	6.10	5.90	2.80	6.10	61.20	17.90
3.4 - Computer-aided Software Engineering	3.40	0.60	0.00	4.00	64.80	27.10
3.5 - Electronic Data Interchange	4.50	0.40	1.50	6.50	62.40	24.70
3.6 - Electronic Funds Transfer	1.90	2.70	2.50	3.10	68.80	21.00
3.7 - Multimedia/Computer Based Training	5.10	1.90	2.10	6.50	62.40	22.10
3.8 - Point of Sale Terminals/Debit Cards	3.30	0.50	0.60	5.50	62.60	27.70
4.1 - Business Process Re-engineering	0.50	2.00	1.80	3.90	66.00	25.70
4.2 - ISO 9000	0.60	3.10	2.60	8.20	61.10	24.50
4.3 - Just In Time Manufacturing	0.00	0.00	1.60	2.70	64.70	30.90
4.4 - Quick Response Production	0.00	0.30	1.70	0.50	63.10	34.30
4.5 - Total Quality Management	1.70	3.60	0.50	4.10	63.60	26.60

## Transportation

Do you use or plan to use any of the technologies or business processes listed below?

	Currently use and plan to increase usage in next 12 months.	Currently use but no plans to increase usage in next 12 months.	Do not currently use but implementing the technology.	Do not currently use but gathering information on the technology.	Do not currently use and have no plans to use technology.	Do not currently use and technology is not applicable to business.
	%	%	%	%	%	%
1.1 - Desktop Publishing	7.60	12.10	1.30	11.20	35.00	32.80
1.2 - External Databases	3.10	7.70	1.10	10.30	54.90	22.90
1.3 - Personal Computers	37.00	34.70	1.50	2.30	18.60	5.90
1.4 - Video Conferencing (ISDN)	1.70	0.60	2.00	3.20	54.00	38.60
2.1 - E-Mail	11.00	14.30	10.30	16.70	33.20	14.50
2.2 - E-mail to Fax	3.20	9.00	9.00	17.80	47.00	14.00
2.3 - Intranet (company-wide network)	10.90	7.30	2.70	15.30	41.40	22.40
2.4 - Internet (World-wide network)	7.30	8.90	8.40	18.50	39.10	17.70
2.5 - Value Added Networks	3.90	2.60	2.00	4.80	63.00	23.70
2.6 - Wireless Communications/Cellular Telephones/Pagers	22.40	57.40	0.70	3.00	10.60	5.80
3.1 - Computerized financial system (acct./payroll)	25.30	46.00	3.80	3.70	15.90	5.40
3.2 - Computerized inventory control	6.80	15.10	10.20	8.10	31.40	28.50
3.3 - Computerized order entry	5.30	18.10	10.30	6.10	40.90	19.30
3.4 - Computer-aided Software Engineering	2.20	4.00	2.00	2.70	53.80	35.40
3.5 - Electronic Data Interchange	4.40	9.80	5.70	12.50	43.60	24.00
3.6 - Electronic Funds Transfer	4.80	12.40	4.70	12.40	41.00	24.80
3.7 - Multimedia/Computer Based Training	1.50	1.30	3.10	10.20	52.30	31.60
3.8 - Point of Sale Terminals/Debit Cards	1.90	5.20	2.00	3.30	44.40	43.30
4.1 - Business Process Re-engineering	4.20	3.60	4.20	4.80	47.30	36.00
4.2 - ISO 9000	3.60	4.70	1.10	11.30	43.30	36.00
4.3 - Just In Time Manufacturing	2.30	1.80	0.40	0.60	43.00	51.90
4.4 - Quick Response Production	3.00	1.90	0.40	0.50	42.20	52.00
4.5 - Total Quality Management	5.50	10.60	3.00	7.20	39.60	34.20

## Communications

Do you use or plan to use any of the technologies or business processes listed below?

	Currently use and plan to increase usage in next 12 months.	Currently use but no plans to increase usage in next 12 months.	Do not currently use but implementing the technology.	Do not currently use but gathering information on the technology.	Do not currently use and have no plans to use technology.	Do not currently use and technology is not applicable to business.
	%	%	%	%	%	%
1.1 - Desktop Publishing	20.10	24.50	2.40	8.80	30.70	13.50
1.2 - External Databases	20.70	16.40	2.80	17.20	31.40	11.50
1.3 - Personal Computers	56.10	31.40	1.90	4.00	5.30	1.20
1.4 - Video Conferencing (ISDN)	4.30	6.10	3.80	25.00	41.50	19.30
2.1 - E-Mail	44.60	14.20	5.90	11.50	18.50	5.40
2.2 - E-mail to Fax	22.50	11.70	8.70	23.40	25.40	8.40
2.3 - Intranet (company-wide network)	15.60	14.70	16.80	16.50	29.10	7.20
2.4 - Internet (World-wide network)	38.40	12.50	8.90	12.20	21.30	6.80
2.5 - Value Added Networks	4.90	7.20	6.20	20.30	41.90	19.60
2.6 - Wireless Communications/Cellular Telephones/Pagers	37.00	46.40	3.20	4.50	4.30	4.60
3.1 - Computerized financial system (acct./payroll)	35.80	46.50	1.10	4.00	9.60	3.00
3.2 - Computerized inventory control	15.90	28.60	0.80	10.90	26.60	17.20
3.3 - Computerized order entry	19.30	39.40	2.90	9.70	19.60	9.10
3.4 - Computer-aided Software Engineering	8.60	9.40	7.10	9.30	40.50	25.10
3.5 - Electronic Data Interchange	10.80	9.60	8.20	23.20	31.80	16.50
3.6 - Electronic Funds Transfer	8.40	21.60	1.90	16.20	34.60	17.30
3.7 - Multimedia/Computer Based Training	10.00	10.50	9.10	18.90	34.00	17.40
3.8 - Point of Sale Terminals/Debit Cards	2.80	7.80	0.00	17.00	30.20	42.20
4.1 - Business Process Re-engineering	14.70	5.60	3.10	20.60	27.80	29.30
4.2 - ISO 9000	4.20	1.10	5.90	12.60	38.10	38.00
4.3 - Just In Time Manufacturing	1.90	0.00	3.50	7.90	29.80	56.80
4.4 - Quick Response Production	0.60	2.30	5.60	3.90	36.80	50.70
4.5 - Total Quality Management	9.10	12.30	5.40	16.30	32.50	24.30

## Wholesale

Do you use or plan to use any of the technologies or business processes listed below?

	Currently use and plan to increase usage in next 12 months.	Currently use but no plans to increase usage in next 12 months.	Do not currently use but implementing the technology.	Do not currently use but gathering information on the technology.	Do not currently use and have no plans to use technology.	Do not currently use and technology is not applicable to business.
	%	%	%	%	%	%
1.1 - Desktop Publishing	14.50	10.70	7.20	10.70	32.10	24.80
1.2 - External Databases	7.00	8.40	7.50	16.10	41.80	19.20
1.3 - Personal Computers	43.60	33.50	3.40	2.50	10.50	
1.4 - Video Conferencing (ISDN)	0.10	1.90	1.00	7.60	48.90	40.00
2.1 - E-Mail	17.90	23.50	9.40	14.60	23.20	11.40
2.2 - E-mail to Fax	11.10	9.40	10.90	18.80	34.70	15.20
2.3 - Intranet (company-wide network)	6.30	12.80	5.00	13.20	36.10	26.60
2.4 - Internet (World-wide network)	14.10	9.50	12.10	17.40	33.10	13.90
2.5 - Value Added Networks	3.90	3.90	1.70	6.60	54.70	29.20
2.6 - Wireless Communications/Cellular Telephones/Pagers	25.30	43.80	3.10	2.20	16.60	8.90
3.1 - Computerized financial system (acct./payroll)	26.30	45.10	2.50	5.80	14.00	6.20
3.2 - Computerized inventory control	20.90	38.90	4.70	8.60	19.10	7.80
3.3 - Computerized order entry	24.20	34.20	5.40	6.40	21.50	8.20
3.4 - Computer-aided Software Engineering	4.30	3.10	1.20	6.80	47.40	37.20
3.5 - Electronic Data Interchange	10.10	9.70	2.50	15.30	40.30	22.20
3.6 - Electronic Funds Transfer	2.70	17.30	7.70	6.50	43.40	22.40
3.7 - Multimedia/Computer Based Training	2.20	7.30	4.60	16.40	47.10	22.50
3.8 - Point of Sale Terminals/Debit Cards	6.70	20.20	2.00	4.80	37.40	28.90
4.1 - Business Process Re-engineering	7.50	0.10	4.00	12.00	39.20	37.20
4.2 - ISO 9000	3.40	0.40	5.40	14.30	39.20	37.30
4.3 - Just In Time Manufacturing	0.80	9.70	2.20	3.90	36.80	46.60
4.4 - Quick Response Production	2.10	9.60	2.90	5.50	36.00	44.00
4.5 - Total Quality Management	4.80	7.60	4.80	14.30	35.80	32.60

## Retail

Do you use or plan to use any of the technologies or business processes listed below?

	Currently use and plan to increase usage in next 12 months.	Currently use but no plans to increase usage in next 12 months.	Do not currently use but implementing the technology.	Do not currently use but gathering information on the technology.	Do not currently use and have no plans to use technology.	Do not currently use and technology is not applicable to business.
	%	%	%	%	%	%
1.1 - Desktop Publishing	4.20	10.90	0.50	9.30	50.30	24.70
1.2 - External Databases	6.60	8.20	0.40	13.30	49.10	22.40
1.3 - Personal Computers	32.80	27.30	4.20	5.70	25.70	4.20
1.4 - Video Conferencing (ISDN)	0.80	1.40	3.00	5.80	52.60	36.30
2.1 - E-Mail	18.60	14.80	4.10	4.40	41.50	16.60
2.2 - E-mail to Fax	3.30	6.60	1.40	13.10	57.30	18.40
2.3 - Intranet (company-wide network)	9.60	5.50	4.60	9.60	51.90	18.70
2.4 - Internet (World-wide network)	7.40	4.80	9.60	13.20	49.70	15.30
2.5 - Value Added Networks	2.50	0.10	3.70	11.80	62.10	19.80
2.6 - Wireless Communications/Cellular Telephones/Pagers	15.40	37.40	1.60	2.00	28.80	14.70
3.1 - Computerized financial system (acct./payroll)	15.80	35.10	11.10	3.90	27.10	7.00
3.2 - Computerized inventory control	10.20	25.00	9.90	12.60	31.50	10.90
3.3 - Computerized order entry	12.30	22.10	7.40	3.50	38.50	16.10
3.4 - Computer-aided Software Engineering	2.20	4.50	0.00	1.10	55.80	36.40
3.5 - Electronic Data Interchange	6.90	11.60	0.40	10.90	46.70	23.50
3.6 - Electronic Funds Transfer	8.00	17.00	4.00	8.20	43.70	19.10
3.7 - Multimedia/Computer Based Training	1.00	4.00	4.40	6.80	62.70	21.20
3.8 - Point of Sale Terminals/Debit Cards	28.10	40.20	1.90	2.20	14.80	12.70
4.1 - Business Process Re-engineering	3.20	2.50	1.40	9.40	51.80	31.70
4.2 - ISO 9000	1.40	0.00	0.10	2.60	52.60	43.30
4.3 - Just In Time Manufacturing	4.70	3.20	0.50	2.00	46.20	43.40
4.4 - Quick Response Production	4.50	2.50	0.80	0.20	48.00	43.90
4.5 - Total Quality Management	5.50	8.90	2.20	3.00	48.80	31.50

## Business Services

Do you use or plan to use any of the technologies or business processes listed below?

	Currently use and plan to increase usage in next 12 months.	Currently use but no plans to increase usage in next 12 months.	Do not currently use but implementing the technology.	Do not currently use but gathering information on the technology.	Do not currently use and have no plans to use technology.	Do not currently use and technology is not applicable to business.
	%	%	%	%	%	%
1.1 - Desktop Publishing	18.40	19.10	2.80	2.40	30.20	27.10
1.2 - External Databases	17.70	10.80	0.50	11.50	29.50	30.00
1.3 - Personal Computers	53.80	29.80	0.10	1.80	8.10	6.40
1.4 - Video Conferencing (ISDN)	0.70	5.40	0.30	14.50	38.60	40.50
2.1 - E-Mail	30.00	11.70	3.40	22.00	18.30	14.70
2.2 - E-mail to Fax	15.60	10.90	5.80	22.90	29.70	15.10
2.3 - Intranet (company-wide network)	17.60	8.10	7.60	8.60	34.90	23.30
2.4 - Internet (World-wide network)	22.70	13.60	6.70	15.90	27.20	13.90
2.5 - Value Added Networks	4.20	2.70	4.00	12.10	42.80	34.30
2.6 - Wireless Communications/Cellular Telephones/Pagers	18.40	42.60	3.00	3.80	17.00	15.10
3.1 - Computerized financial system (acct./payroll)	37.90	37.00	2.00	1.80	14.00	7.20
3.2 - Computerized inventory control	6.90	11.50	4.80	7.40	28.10	41.40
3.3 - Computerized order entry	11.80	13.90	6.50	0.60	25.00	42.10
3.4 - Computer-aided Software Engineering	3.70	5.70	4.30	6.30	20.00	59.90
3.5 - Electronic Data Interchange	9.90	5.00	4.90	13.80	32.20	34.10
3.6 - Electronic Funds Transfer	18.80	10.90	1.50	11.00	32.70	25.00
3.7 - Multimedia/Computer Based Training	7.50	3.20	3.20	8.90	35.80	41.30
3.8 - Point of Sale Terminals/Debit Cards	7.10	9.60	2.80	2.80	25.80	51.90
4.1 - Business Process Re-engineering	11.40	3.60	5.40	3.90	32.70	43.00
4.2 - ISO 9000	2.10	1.60	5.00	10.30	28.60	52.40
4.3 - Just In Time Manufacturing	3.40	1.40	0.10	3.40	25.20	66.40
4.4 - Quick Response Production	3.10	1.50	1.50	0.90	24.80	68.10
4.5 - Total Quality Management	11.40	2.50	2.70	14.60	32.20	36.60

## Health and Social Services

Do you use or plan to use any of the technologies or business processes listed below?

	Currently use and plan to increase usage in next 12 months.	Currently use but no plans to increase usage in next 12 months.	Do not currently use but implementing the technology.	Do not currently use but gathering information on the technology.	Do not currently use and have no plans to use technology.	Do not currently use and technology is not applicable to business.
	%	%	%	%	%	%
1.1 - Desktop Publishing	17.60	14.40	2.50	9.60	26.10	29.90
1.2 - External Databases	3.90	6.60	2.80	17.60	36.60	32.50
1.3 - Personal Computers	47.80	35.20	2.10	4.70	7.90	2.30
1.4 - Video Conferencing (ISDN)	0.30	0.00	4.20	13.20	47.10	35.10
2.1 - E-Mail	14.40	11.30	10.30	24.30	22.80	16.90
2.2 - E-mail to Fax	6.30	6.80	9.20	28.20	31.70	17.80
2.3 - Intranet (company-wide network)	1.40	5.20	4.80	17.50	34.90	36.20
2.4 - Internet (World-wide network)	13.70	10.20	4.10	24.90	22.90	24.10
2.5 - Value Added Networks	2.70	2.90	1.20	5.80	49.50	37.80
2.6 - Wireless Communications/Cellular Telephones/Pagers	8.90	41.90	2.30	7.10	21.80	18.00
3.1 - Computerized financial system (acct./payroll)	23.60	35.00	9.10	10.80	16.30	5.20
3.2 - Computerized inventory control	8.40	10.10	2.20	21.90	27.70	29.70
3.3 - Computerized order entry	4.30	6.10	3.10	13.80	36.30	36.40
3.4 - Computer-aided Software Engineering	1.90	0.80	0.80	3.40	39.40	53.70
3.5 - Electronic Data Interchange	3.00	14.40	4.30	5.20	38.30	34.80
3.6 - Electronic Funds Transfer	10.30	16.80	3.30	8.20	35.30	26.10
3.7 - Multimedia/Computer Based Training	6.40	4.10	3.10	8.30	39.10	39.00
3.8 - Point of Sale Terminals/Debit Cards	7.20	12.00	0.90	6.80	28.80	44.30
4.1 - Business Process Re-engineering	4.30	2.80	8.80	4.10	33.70	46.30
4.2 - ISO 9000	0.00	0.40	1.60	5.00	33.60	59.40
4.3 - Just In Time Manufacturing	0.00	0.40	1.40	2.30	29.60	66.30
4.4 - Quick Response Production	2.10	1.20	0.60	2.20	29.40	64.40
4.5 - Total Quality Management	7.50	7.50	1.60	6.10	29.40	47.90

## Accommodation/Food and Beverage

Do you use or plan to use any of the technologies or business processes listed below?

	Currently use and plan to increase usage in next 12 months.	Currently use but no plans to increase usage in next 12 months.	Do not currently use but implementing the technology	Do not currently use but gathering information on the technology	Do not currently use and have no plans to use technology.	Do not currently use and technology is not applicable to business.
	%	%	%	%	%	%
1 1 - Desktop Publishing	2 10	15 30	2 50	4 80	50 90	24 50
1 2 - External Databases	0 80	6 90	2 10	3 60	63 90	22 70
1 3 - Personal Computers	23 40	21 60	2 40	2 00	40 00	10 60
1 4 - Video Conferencing (ISDN)	0 60	0 60	0 10	2 10	63 30	33 30
2 1 - E-Mail	3 00	2 90	3 10	9 60	55 10	26 20
2 2 - E-mail to Fax	1 80	5 60	1 50	8 90	59 90	22 30
2 3 - Intranet (company-wide network)	0 10	3 40	1 00	5 00	60 60	29 90
2 4 - Internet (World-wide network)	2 60	5 50	4 90	8 30	57 60	21 20
2 5 - Value Added Networks	0 10	0 00	0 10	5 30	63 70	30 80
2 6 - Wireless Communications/Cellular Telephones/Pagers	8 20	25 10	1 20	1 60	48 00	15 80
3 1 - Computerized financial system (acct./payroll)	12 00	34 20	4 60	4 60	39 50	5 10
3 2 - Computerized inventory control	4 50	10 70	3 30	6 30	59 00	16 10
3 3 - Computerized order entry	4 90	7 40	2 80	7 20	58 80	19 00
3 4 - Computer-aided Software Engineering	0 00	2 30	0 00	2 50	62 70	32 40
3 5 - Electronic Data Interchange	3 00	2 60	0 00	3 20	64 90	26 30
3 6 - Electronic Funds Transfer	0 70	7 40	0 60	6 70	62 20	22 40
3 7 - Multimedia/Computer Based Training	0 10	2 20	3 30	4 10	67 80	22 50
3 8 - Point of Sale Terminals/Debit Cards	13 00	33 30	1 20	5 00	38 70	8 60
4 1 - Business Process Re-engineering	3 70	2 00	1 20	1 80	59 00	32 20
4 2 - ISO 9000	0 00	0 00	0 60	0 70	62 50	36 10
4 3 - Just In Time Manufacturing	2 40	0 90	0 00	0 10	59 50	37 10
4 4 - Quick Response Production	3 20	3 20	0 00	0 40	58 30	34 90
4 5 - Total Quality Management	7 90	5 00	1 90	4 90	52 90	27 50



## Size: 5-19 employees

Do you use or plan to use any of the technologies or business processes listed below?

	Currently use and plan to increase usage in next 12 months	Currently use but no plans to increase usage in next 12 months	Do not currently use but implementing the technology	Do not currently use but gathering information on the technology	Do not currently use and have no plans to use technology	Do not currently use and technology is not applicable to business
	%	%	%	%	%	%
1.1 - Desktop Publishing	9.10	9.20	3.10	7.00	43.90	27.60
1.2 - External Databases	6.30	5.50	2.30	10.60	48.70	26.40
1.3 - Personal Computers	35.40	27.60	3.00	4.50	23.90	5.70
1.4 - Video Conferencing (ISDN)	0.00	0.50	1.50	6.00	52.10	39.60
2.1 - E-Mail	14.50	10.10	4.80	13.40	39.60	17.40
2.2 - E-mail to Fax	6.30	6.60	3.80	16.40	48.40	18.50
2.3 - Intranet (company wide network)	6.10	5.20	4.00	9.60	50.20	24.60
2.4 - Internet (World-wide network)	9.30	7.40	6.80	14.00	46.10	16.40
2.5 - Value Added Networks	2.60	1.40	2.20	7.50	58.60	27.70
2.6 - Wireless Communications/Cellular Telephones/Pagers	16.40	36.70	1.90	3.20	27.80	14.10
3.1 - Computerized financial system (acct /payroll)	21.90	31.70	6.60	5.30	27.20	7.40
3.2 - Computerized inventory control	7.70	14.90	5.60	11.10	39.00	21.50
3.3 - Computerized order entry	10.50	12.50	5.30	5.00	43.20	23.50
3.4 - Computer-aided Software Engineering	2.30	2.70	0.70	3.30	50.40	40.70
3.5 - Electronic Data Interchange	5.60	5.20	1.60	9.70	50.10	27.60
3.6 - Electronic Funds Transfer	6.60	9.30	3.40	6.10	51.60	23.00
3.7 - Multimedia/Computer Based Training	2.20	1.90	3.80	7.40	55.60	28.10
3.8 - Point of Sale Terminals/Debit Cards	13.60	20.40	1.70	3.80	33.30	27.20
4.1 - Business Process Re-engineering	4.00	1.40	3.30	5.50	50.50	35.30
4.2 - ISO 9000	0.90	0.60	1.30	5.40	48.90	42.60
4.3 - Just In Time Manufacturing	2.70	2.30	0.50	2.30	46.10	46.20
4.4 - Quick Response Production	3.20	3.00	1.00	1.00	45.90	45.90
4.5 - Total Quality Management	5.40	5.40	1.90	6.40	47.60	33.30

## Size: 20-199 employees

Do you use or plan to use any of the technologies or business processes listed below?

	Currently use and plan to increase usage in next 12 months.	Currently use but no plans to increase usage in next 12 months.	Do not currently use but implementing the technology.	Do not currently use but gathering information on the technology.	Do not currently use and have no plans to use technology	Do not currently use and technology is not applicable to business.
	%	%	%	%	%	%
1.1 - Desktop Publishing	11.40	21.30	1.10	7.50	34.00	24.70
1.2 - External Databases	7.70	13.30	2.50	12.20	43.10	21.10
1.3 - Personal Computers	41.40	38.60	1.00	0.60	12.90	5.40
1.4 - Video Conferencing (ISDN)	2.30	5.20	1.40	10.50	49.30	31.40
2.1 - E-Mail	19.10	18.30	6.20	13.20	29.20	14.00
2.2 - E-mail to Fax	7.70	8.50	6.60	17.50	44.40	15.20
2.3 - Intranet (company-wide network)	10.80	10.10	4.50	10.70	41.60	22.10
2.4 - Internet (World-wide network)	15.20	9.30	7.60	16.70	34.90	16.00
2.5 - Value Added Networks	2.90	2.30	3.00	9.90	52.50	29.50
2.6 - Wireless Communications/Cellular Telephones/Pagers	17.40	51.90	2.30	2.60	16.40	9.10
3.1 - Computerized financial system (acct./payroll)	22.60	55.50	3.40	3.00	13.00	2.50
3.2 - Computerized inventory control	12.80	27.60	5.40	8.50	28.70	16.90
3.3 - Computerized order entry	10.60	26.10	5.40	6.20	31.00	20.70
3.4 - Computer-aided Software Engineering	2.90	4.90	2.40	4.40	44.60	40.70
3.5 - Electronic Data Interchange	8.20	14.00	3.80	9.40	39.50	25.10
3.6 - Electronic Funds Transfer	9.50	20.70	2.70	12.50	34.00	20.70
3.7 - Multimedia/Computer Based Training	5.80	8.30	2.60	10.10	46.60	26.40
3.8 - Point of Sale Terminals/Debit Cards	10.60	25.70	1.40	4.60	28.90	28.60
4.1 - Business Process Re-engineering	7.60	4.70	3.30	8.00	40.20	36.20
4.2 - ISO 9000	2.60	1.10	4.60	8.70	41.50	41.00
4.3 - Just In Time Manufacturing	1.80	3.20	1.60	2.00	38.10	53.30
4.4 - Quick Response Production	1.90	2.20	1.50	2.00	38.30	54.20
4.5 - Total Quality Management	9.40	7.90	3.50	10.20	35.80	33.20

## Size: 200+ employees

Do you use or plan to use any of the technologies or business processes listed below?

	Currently use and plan to increase usage in next 12 months.	Currently use but no plans to increase usage in next 12 months.	Do not currently use but implementing the technology	Do not currently use but gathering information on the technology	Do not currently use and have no plans to use technology	Do not currently use and technology is not applicable to business.
	%	%	%	%	%	%
1.1 - Desktop Publishing	23.30	36.70	0.50	8.30	22.80	8.40
1.2 - External Databases	33.70	20.30	5.00	10.10	23.40	7.60
1.3 - Personal Computers	71.30	24.20	1.30	0.20	1.50	1.50
1.4 - Video Conferencing (ISDN)	11.20	6.40	6.30	27.50	34.10	14.50
2.1 - E-Mail	50.40	18.70	9.50	10.80	8.90	1.90
2.2 - E-mail to Fax	25.50	13.30	14.60	20.10	23.00	3.50
2.3 - Intranet (company-wide network)	23.40	10.50	18.90	25.40	16.50	5.30
2.4 - Internet (World-wide network)	43.40	11.80	10.30	12.60	15.20	6.60
2.5 - Value Added Networks	15.50	10.10	6.70	16.10	36.70	14.90
2.6 - Wireless Communications/Cellular Telephones/Pagers	31.60	55.80	0.90	3.30	6.00	2.40
3.1 - Computerized financial system (acct./payroll)	43.30	51.40	1.10	0.20	2.40	1.60
3.2 - Computerized inventory control	28.60	33.90	7.20	5.50	9.10	15.60
3.3 - Computerized order entry	26.00	23.90	9.70	12.70	14.50	13.20
3.4 - Computer-aided Software Engineering	8.50	13.50	3.10	11.80	32.50	30.60
3.5 - Electronic Data interchange	22.20	15.30	7.60	23.60	19.60	11.80
3.6 - Electronic Funds Transfer	23.70	31.10	5.50	16.00	16.90	6.60
3.7 - Multimedia/Computer Based Training	19.90	12.80	8.30	21.90	26.50	10.40
3.8 - Point of Sale Terminals/Debit Cards	17.20	17.60	5.30	6.80	16.20	37.00
4.1 - Business Process Re-engineering	27.30	12.40	5.00	10.50	24.90	19.90
4.2 - ISO 9000	6.70	5.90	7.90	24.30	29.40	25.80
4.3 - Just In Time Manufacturing	6.20	5.50	2.50	5.90	20.50	59.20
4.4 - Quick Response Production	5.00	7.70	3.30	5.80	21.60	56.60
4.5 - Total Quality Management	23.90	20.40	5.30	14.20	21.40	14.80

## 1.1 - Desktop Publishing

In which of your departments or business functions do you use the following technologies?

	Management	Accounting	Finance	Marketing	Personnel	Information Systems	Purchasing	Shipping	Sales
	%	%	%	%	%	%	%	%	%
Canada	12.90	8.20	4.40	14.90	7.90	5.90	2.90	1.60	9.80
Atlantic	9.60	9.80	3.30	9.90	6.60	4.20	0.90	0.70	7.50
Quebec	12.40	12.50	6.20	9.70	7.90	8.60	5.70	3.20	12.90
Ontario	10.40	6.00	4.30	18.40	6.20	5.40	2.20	1.10	9.00
Prairies	18.60	7.80	2.80	18.30	14.30	7.00	2.70	1.60	11.80
British Columbia	13.40	6.20	4.30	13.00	4.10	2.60	1.40	0.80	5.40
Construction	8.80	8.40	1.90	6.90	6.90	1.40	5.90	0.60	8.40
Transportation	17.40	13.40	6.90	14.20	11.30	9.40	6.80	5.10	14.00
Communications	25.30	11.00	8.40	38.30	11.50	16.00	6.20	6.70	30.80
Wholesale	14.40	6.20	4.90	22.70	10.10	4.20	6.10	4.60	14.10
Retail	10.10	7.10	2.40	8.30	3.40	5.70	0.80	0.30	9.00
Business Services	14.90	11.90	8.10	28.70	9.90	9.80	3.10	2.90	14.00
Health and Social Services	23.30	10.70	7.10	16.30	14.30	10.10	2.10	0.00	4.80
Accommodation/Food and Beverage	8.90	3.80	2.20	9.20	7.00	2.60	0.50	0.50	5.10
Size: 5-19 employees	10.70	7.70	3.50	13.00	7.60	5.70	2.20	1.60	9.60
Size: 20-199 employees	18.10	9.20	6.40	19.60	7.90	6.00	4.50	1.60	10.20
Size: 200+ employees	34.60	14.00	13.00	35.60	21.20	19.70	7.00	1.50	11.30

## 1.2 - External Databases

In which of your departments or business functions do you use the following technologies?

	Management	Accounting	Finance	Marketing	Personnel	Information Systems	Purchasing	Shipping	Sales
	%	%	%	%	%	%	%	%	%
Canada	6.70	7.70	4.80	5.80	2.70	7.60	3.90	0.70	6.30
Atlantic	4.10	7.00	2.90	7.80	1.80	3.90	3.90	0.90	3.20
Quebec	7.50	8.00	4.30	3.90	4.60	8.20	6.00	1.60	9.20
Ontario	7.00	6.30	5.90	6.80	1.80	6.80	3.50	0.60	4.90
Prairies	7.60	13.40	5.30	7.10	3.30	10.80	3.40	0.50	8.80
British Columbia	4.90	3.60	3.30	3.70	1.50	6.00	2.20	0.00	3.60
Construction	1.30	1.90	1.10	0.50	0.00	1.80	1.40	0.00	2.50
Transportation	5.70	6.40	6.50	2.90	2.10	6.10	3.80	1.70	4.70
Communications	23.50	16.00	6.70	24.60	8.70	15.40	2.10	1.10	14.60
Wholesale	12.10	9.10	4.30	15.20	1.20	9.20	7.30	3.50	9.30
Retail	2.80	7.20	4.00	4.00	2.30	8.00	7.70	0.00	8.80
Business Services	13.10	12.60	8.30	11.20	6.10	14.90	1.20	1.10	8.00
Health and Social Services	8.80	9.40	7.80	2.40	4.00	4.70	3.20	0.20	1.30
Accommodation/Food and Beverage	4.20	5.30	2.80	1.80	1.80	3.40	0.10	0.00	4.00
Size: 5-19 employees	5.30	6.70	3.50	4.70	1.80	6.90	3.20	0.40	5.80
Size: 20-199 employees	9.80	9.70	7.60	7.90	4.60	8.30	5.50	1.60	7.50
Size: 200+ employees	21.90	23.10	19.40	24.70	17.90	32.10	12.30	4.90	12.70

### 1.3 - Personal Computers

In which of your departments or business functions do you use the following technologies?

	Management	Accounting	Finance	Marketing	Personnel	Information Systems	Purchasing	Shipping	Sales
	%	%	%	%	%	%	%	%	%
Canada	40.80	55.00	32.00	22.60	30.30	23.90	18.20	10.40	29.40
Atlantic	34.00	51.50	25.90	19.50	28.30	16.90	13.60	7.50	22.50
Quebec	36.80	45.10	22.00	17.30	23.70	18.80	14.70	8.40	20.80
Ontario	39.30	54.60	35.70	23.10	30.40	25.80	19.80	11.80	32.30
Prairies	44.60	64.40	35.90	27.40	34.40	30.00	22.50	12.80	38.90
British Columbia	48.80	60.50	36.80	24.80	35.60	22.60	17.00	8.50	26.90
Construction	36.90	55.90	32.00	12.70	29.70	19.20	21.20	3.40	24.50
Transportation	47.70	62.40	44.20	25.30	41.30	31.00	23.80	17.80	39.80
Communications	72.30	80.60	60.40	55.60	57.10	53.00	36.30	26.40	66.30
Wholesale	52.90	59.60	38.70	32.20	33.10	25.80	35.80	29.40	43.20
Retail	30.80	49.20	27.50	15.60	21.60	15.10	17.90	9.60	32.50
Business Services	53.40	70.70	43.20	39.20	46.20	38.20	16.80	12.10	32.10
Health and Social Services	57.70	58.20	37.10	19.50	31.00	34.10	9.80	3.60	13.00
Accommodation/Food and Beverage	23.30	37.50	13.90	15.60	20.40	14.70	7.40	1.90	19.90
Size: 5-19 employees	35.40	50.80	27.40	19.50	26.10	19.20	14.40	9.40	25.70
Size: 20-199 employees	54.20	65.70	43.10	30.00	39.90	34.80	27.00	11.70	39.00
Size: 200+ employees	88.00	87.30	78.50	55.00	60.40	74.90	63.70	38.90	50.30

## 1.4 - Video Conferencing (ISDN)

In which of your departments or business functions do you use the following technologies?

	Management	Accounting	Finance	Marketing	Personnel	Information Systems	Purchasing	Shipping	Sales
	%	%	%	%	%	%	%	%	%
Canada	1.50	0.90	0.30	0.80	0.80	0.40	0.30	0.20	1.30
Atlantic	3.60	0.10	0.10	0.10	1.50	0.10	0.00	0.00	2.20
Quebec	1.50	0.10	0.20	1.50	0.10	0.40	0.30	0.00	1.60
Ontario	1.80	2.50	0.60	0.80	1.30	0.80	0.60	0.60	1.90
Prairies	0.60	0.10	0.30	0.40	1.00	0.10	0.00	0.00	0.30
British Columbia	0.60	0.00	0.00	0.50	0.10	0.00	0.00	0.00	0.10
Construction	1.80	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1.00
Transportation	2.60	1.40	0.00	2.70	0.00	1.30	0.00	0.00	3.10
Communications	10.90	1.60	2.10	5.70	2.50	2.20	1.60	0.40	3.30
Wholesale	0.50	0.10	0.40	0.40	1.80	0.20	0.40	0.10	0.90
Retail	1.10	2.20	0.00	0.80	1.30	0.00	0.00	0.00	1.80
Business Services	2.50	0.10	0.40	0.50	0.10	0.50	0.10	0.10	0.50
Health and Social Services	2.10	1.80	1.80	2.60	2.10	2.10	1.90	1.80	1.90
Accommodation/Food and Beverage	0.10	0.00	0.00	0.10	0.00	0.00	0.00	0.00	0.60
Size: 5-19 employees	0.60	1.10	0.30	0.40	0.50	0.30	0.30	0.30	0.60
Size: 20-199 employees	3.30	0.30	0.40	1.50	1.40	0.50	0.20	0.00	2.90
Size: 200+ employees	14.00	3.60	3.90	8.90	4.90	7.30	3.70	2.20	6.10

## 2.1 - E-Mail

In which of your departments or business functions do you use the following technologies?

	Management	Accounting	Finance	Marketing	Personnel	Information Systems	Purchasing	Shipping	Sales
	%	%	%	%	%	%	%	%	%
Canada	22.40	13.90	10.30	12.40	12.00	12.30	8.00	4.90	10.90
Atlantic	21.00	10.80	7.90	12.30	12.60	10.50	7.80	6.70	11.70
Quebec	14.70	10.30	9.80	13.20	10.40	10.50	10.70	7.70	10.80
Ontario	23.90	12.60	9.60	11.40	9.40	14.40	6.60	4.10	9.00
Prairies	28.30	16.80	12.10	14.30	20.80	10.40	7.10	4.90	13.50
British Columbia	23.90	20.00	11.80	11.30	8.80	13.50	8.40	2.00	11.80
Construction	11.20	6.50	2.10	5.10	5.20	4.70	2.30	1.20	3.00
Transportation	20.40	13.70	12.40	15.20	15.20	14.90	10.90	7.50	11.00
Communications	50.90	30.70	27.10	40.10	26.60	31.60	20.50	14.20	36.30
Wholesale	28.60	17.70	12.20	17.90	17.40	16.70	17.40	11.50	22.90
Retail	26.20	13.40	11.30	13.20	12.80	12.00	7.70	3.80	15.10
Business Services	35.90	28.70	20.60	24.10	21.70	26.20	13.90	9.80	15.20
Health and Social Services	19.80	8.60	7.60	4.40	8.20	6.60	2.40	1.80	1.80
Accommodation/Food and Beverage	5.60	3.40	2.50	2.50	1.60	1.40	1.00	0.10	0.50
Size: 5-19 employees	19.10	10.50	7.00	10.00	8.90	9.20	4.80	3.40	8.90
Size: 20-199 employees	29.90	21.60	17.90	17.90	18.90	18.80	15.30	8.20	15.50
Size: 200+ employees	66.20	57.40	54.80	44.00	53.80	62.70	46.70	28.90	39.10



## 2.2 - E-mail to Fax

In which of your departments or business functions do you use the following technologies?

	Management	Accounting	Finance	Marketing	Personnel	Information Systems	Purchasing	Shipping	Sales
	%	%	%	%	%	%	%	%	%
Canada	8.90	5.70	4.60	4.80	2.70	3.20	3.60	1.90	5.80
Atlantic	8.50	3.90	2.60	3.80	2.10	3.10	5.20	1.80	7.20
Quebec	8.20	6.40	4.00	5.40	2.60	4.10	5.10	3.90	8.70
Ontario	9.10	5.80	5.50	4.00	2.00	2.30	1.90	0.60	4.40
Prairies	7.60	5.70	4.40	6.20	4.30	3.50	3.50	1.90	5.20
British Columbia	11.30	5.60	4.80	4.70	2.90	3.40	4.20	1.60	4.80
Construction	3.00	4.70	4.30	2.90	0.30	1.80	2.10	0.30	3.00
Transportation	10.60	7.30	3.90	6.80	5.70	7.40	5.30	3.20	8.60
Communications	24.10	11.60	10.10	13.50	7.20	12.50	5.80	5.00	13.40
Wholesale	9.00	10.60	6.20	9.60	3.60	4.30	9.40	4.30	11.90
Retail	8.20	2.60	2.10	1.70	0.50	1.30	2.70	0.60	5.40
Business Services	18.10	10.80	9.20	12.70	8.40	7.10	5.30	4.70	8.80
Health and Social Services	7.30	3.50	4.30	0.30	2.60	2.70	2.00	1.10	0.90
Accommodation/Food and Beverage	4.00	2.90	2.80	0.90	0.10	0.70	0.10	0.10	2.50
Size: 5-19 employees	7.80	5.10	3.70	3.60	1.90	1.60	2.90	1.70	5.00
Size: 20-199 employees	11.40	6.90	6.60	7.70	4.60	6.70	4.70	2.10	7.60
Size: 200+ employees	24.80	18.10	17.90	15.50	14.20	22.50	17.10	8.20	13.30

## 2.3 - Intranet (company-wide network)

In which of your departments or business functions do you use the following technologies?

	Management	Accounting	Finance	Marketing	Personnel	Information Systems	Purchasing	Shipping	Sales
	%	%	%	%	%	%	%	%	%
Canada	9.20	7.80	5.00	5.80	5.10	8.00	4.60	3.00	6.40
Atlantic	10.20	6.30	4.70	5.60	5.20	6.10	5.10	5.40	8.00
Quebec	5.80	4.20	2.60	3.40	4.10	7.40	3.20	3.70	6.10
Ontario	11.40	10.60	7.40	6.90	6.60	9.20	5.30	3.30	6.50
Prairies	7.80	6.90	3.20	6.50	4.40	7.00	4.20	0.80	4.60
British Columbia	10.40	9.00	6.00	6.30	4.00	8.20	5.10	3.00	7.90
Construction	3.60	2.60	1.60	1.40	1.50	5.00	1.90	0.40	2.50
Transportation	8.70	8.60	6.70	7.30	5.50	9.60	5.30	6.90	6.70
Communications	26.20	23.40	19.30	19.90	16.90	24.20	11.30	9.30	16.40
Wholesale	10.00	7.50	6.90	7.60	8.50	10.00	7.60	7.60	10.80
Retail	10.30	7.70	3.30	3.70	4.30	5.60	4.70	1.80	6.40
Business Services	16.30	14.40	9.40	14.80	9.30	15.50	8.10	6.50	10.80
Health and Social Services	6.20	7.50	5.50	2.20	4.10	9.00	0.80	0.20	1.70
Accommodation/Food and Beverage	4.00	4.30	3.00	2.60	1.80	2.40	1.80	0.10	3.20
Size: 5-19 employees	6.40	5.40	3.60	3.90	3.40	6.60	3.40	2.70	4.80
Size: 20-199 employees	15.90	13.80	8.30	10.40	9.10	10.70	7.10	3.60	10.20
Size: 200+ employees	32.20	29.70	23.60	23.30	23.60	32.30	20.20	10.70	20.90

## 2.4 - Internet (World-wide network)

In which of your departments or business functions do you use the following technologies?

	Management	Accounting	Finance	Marketing	Personnel	Information Systems	Purchasing	Shipping	Sales
		%	%	%	%	%	%	%	%
Canada	10.90	3.10	2.00	7.60	3.60	7.00	1.40	0.90	5.40
Atlantic	10.20	2.20	2.50	8.50	2.90	7.70	2.10	1.40	6.20
Quebec	3.30	1.50	1.20	6.40	2.50	5.50	2.30	2.00	4.70
Ontario	13.90	3.80	1.90	8.30	3.10	9.60	1.30	0.90	5.50
Prairies	11.60	2.30	0.80	8.00	6.00	6.40	1.00	0.10	7.00
British Columbia	14.60	5.10	4.40	7.00	3.60	4.20	0.40	0.30	3.80
Construction	7.10	0.80	0.60	1.90	1.10	4.70	0.50	0.20	2.20
Transportation	12.60	3.20	4.00	4.70	3.40	10.00	3.70	1.50	7.40
Communications	43.00	11.30	12.90	33.40	12.60	28.10	9.20	7.80	27.20
Wholesale	13.40	5.20	3.80	12.10	10.30	10.20	6.30	2.40	10.00
Retail	9.30	1.30	1.20	2.50	1.90	1.10	0.10	0.00	3.60
Business Services	20.50	9.20	4.00	20.00	4.90	18.50	1.40	2.40	12.00
Health and Social Services	10.40	0.70	1.30	5.20	5.40	8.80	0.30	0.40	1.60
Accommodation/Food and Beverage	2.00	0.10	0.10	4.40	0.30	0.50	0.00	0.00	0.90
Size: 5-19 employees	9.30	1.70	0.90	6.20	2.70	5.10	0.30	0.40	4.60
Size: 20-199 employees	14.30	6.60	4.30	10.80	5.60	11.00	3.90	2.10	7.40
Size: 200+ employees	35.20	12.30	16.60	25.60	14.80	41.30	10.70	5.50	14.80

## 2.5 - Value Added Networks

In which of your departments or business functions do you use the following technologies?

	Management	Accounting	Finance	Marketing	Personnel	Information Systems	Purchasing	Shipping	Sales
	%	%	%	%	%	%	%	%	%
Canada	2.10	1.00	0.70	1.00	1.40	2.40	0.70	0.50	1.10
Atlantic	1.10	1.30	0.50	0.60	2.30	0.50	0.50	0.20	0.60
Quebec	2.70	1.50	1.00	0.70	0.30	2.20	0.30	0.20	0.50
Ontario	2.20	0.30	0.10	0.40	1.40	3.40	1.00	0.60	0.90
Prairies	3.00	1.70	1.60	3.20	3.30	3.20	1.30	1.20	3.20
British Columbia	0.50	0.50	0.50	0.00	0.20	0.50	0.20	0.00	0.10
Construction	2.40	0.30	0.30	0.00	0.00	0.00	1.10	0.00	0.40
Transportation	1.50	2.40	0.40	0.80	1.40	4.30	2.20	2.00	4.80
Communications	5.40	5.60	3.30	5.60	3.30	8.30	2.20	2.70	7.80
Wholesale	3.60	4.10	3.50	3.90	2.40	5.60	3.40	3.00	3.60
Retail	0.20	0.20	0.10	0.00	0.60	2.30	0.10	0.00	0.00
Business Services	3.90	0.90	0.40	2.30	1.50	3.50	0.10	0.00	1.90
Health and Social Services	2.50	0.50	0.50	0.10	3.30	2.60	0.30	0.10	0.00
Accommodation/Food and Beverage	1.70	0.10	0.00	0.10	1.70	0.10	0.00	0.00	0.00
Size: 5-19 employees	1.80	0.50	0.50	0.60	1.20	2.30	0.40	0.40	0.80
Size: 20-199 employees	2.70	1.80	0.90	1.80	1.60	2.30	1.40	0.70	1.60
Size: 200+ employees	8.50	9.60	5.80	6.30	5.70	12.10	7.30	3.90	6.00

## 2.6 - Wireless Communications/Cellular Telephones/Pagers

In which of your departments or business functions do you use the following technologies?

	Management	Accounting	Finance	Marketing	Personnel	Information Systems	Purchasing	Shipping	Sales
	%	%	%	%	%	%	%	%	%
Canada	39.40	3.00	2.80	8.40	13.10	4.10	4.10	4.50	20.80
Atlantic	36.10	3.20	1.80	9.50	15.50	3.00	5.30	5.00	21.00
Quebec	35.00	3.50	3.20	8.40	17.00	4.10	5.20	4.00	24.20
Ontario	40.00	1.80	2.00	7.10	7.30	4.80	2.20	4.80	18.60
Prairies	40.30	3.00	4.30	13.70	19.00	4.30	5.60	4.80	23.30
British Columbia	44.70	4.90	2.90	3.90	11.60	2.40	4.10	3.70	17.50
Construction	53.20	2.10	0.90	7.80	18.20	3.60	12.80	6.00	32.50
Transportation	47.90	6.20	8.10	16.20	21.10	9.00	7.00	18.40	35.70
Communications	71.50	13.20	10.50	30.00	21.20	23.80	7.70	12.90	59.80
Wholesale	37.60	2.40	1.70	11.70	13.10	4.90	2.70	8.10	39.10
Retail	40.70	2.70	1.50	4.30	13.50	0.50	3.00	2.80	18.30
Business Services	44.70	3.50	3.80	18.20	10.70	10.00	2.90	3.20	20.70
Health and Social Services	31.80	5.40	6.20	3.30	16.70	3.50	1.40	0.80	5.00
Accommodation/Food and Beverage	22.20	1.40	2.50	1.90	6.10	1.00	2.00	3.00	5.90
Size: 5-19 employees	35.10	2.00	1.70	6.40	12.70	2.40	3.10	3.10	18.90
Size: 20-199 employees	50.10	5.50	5.40	13.00	13.50	7.20	6.40	7.90	25.90
Size: 200+ employees	71.00	16.80	17.40	28.50	24.70	37.00	15.70	12.20	30.30

### 3.1 - Computerized financial system (acct./payroll)

In which of your departments or business functions do you use the following technologies?

	Management	Accounting	Finance	Marketing	Personnel	Information Systems	Purchasing	Shipping	Sales
	%	%	%	%	%	%	%	%	%
Canada	22.30	54.50	24.10	2.50	10.20	6.40	4.90	1.90	9.50
Atlantic	18.10	51.90	23.40	3.10	8.80	3.10	8.20	1.50	9.30
Quebec	22.60	56.70	26.30	1.80	10.00	10.90	9.40	3.80	14.80
Ontario	20.30	45.10	22.10	3.20	6.50	4.80	1.90	1.60	5.40
Prairies	24.70	65.90	19.50	2.80	15.70	5.70	3.10	0.80	10.70
British Columbia	25.70	58.90	31.30	1.40	12.20	5.70	5.40	1.30	9.30
Construction	18.00	57.70	23.10	0.20	13.10	6.50	4.10	0.20	7.00
Transportation	26.90	62.00	34.80	4.20	13.20	8.10	7.60	4.30	9.90
Communications	24.60	74.60	45.20	6.00	12.60	5.40	8.90	3.40	19.00
Wholesale	26.50	60.00	36.50	6.70	12.70	11.30	8.40	8.70	13.00
Retail	21.60	47.50	19.20	1.10	12.30	5.30	5.50	1.50	12.60
Business Services	28.70	67.90	33.00	4.60	6.90	10.70	5.40	0.40	12.30
Health and Social Services	23.60	53.90	21.30	1.10	11.70	2.00	4.60	0.30	1.70
Accommodation/Food and Beverage	14.30	41.30	10.90	1.50	4.00	1.80	0.70	0.60	4.40
Size: 5-19 employees	19.40	49.00	20.60	1.80	8.00	6.00	4.20	1.50	9.80
Size: 20-199 employees	29.90	68.40	32.00	4.40	15.00	6.80	6.10	2.70	8.50
Size: 200+ employees	41.20	87.30	69.30	9.00	40.10	19.60	17.60	7.00	10.10

### 3.2 - Computerized inventory control

In which of your departments or business functions do you use the following technologies?

	Management	Accounting	Finance	Marketing	Personnel	Information Systems	Purchasing	Shipping	Sales
	%	%	%	%	%	%	%	%	%
Canada	11.90	14.10	4.20	2.00	0.60	3.60	12.60	7.80	13.80
Atlantic	9.20	13.60	2.60	3.50	0.00	1.00	13.00	9.70	10.40
Quebec	12.30	11.60	3.60	3.50	0.30	5.10	12.70	8.60	16.70
Ontario	11.40	13.00	5.60	0.70	0.10	3.70	11.90	6.70	10.60
Prairies	12.40	17.20	2.60	2.30	2.70	1.80	11.50	7.30	20.10
British Columbia	13.00	16.10	4.50	1.50	0.00	5.60	15.50	9.00	10.40
Construction	3.50	6.20	2.40	0.70	0.00	1.60	3.90	1.90	5.30
Transportation	7.50	11.70	5.60	0.10	0.20	7.20	12.30	7.10	7.70
Communications	12.90	21.90	2.00	2.00	0.50	6.30	18.60	11.10	16.70
Wholesale	23.90	35.20	14.40	3.10	0.10	10.10	32.30	32.90	34.70
Retail	18.10	16.00	2.60	4.30	1.80	5.50	17.50	7.60	21.00
Business Services	6.90	9.50	4.40	1.50	0.40	1.50	6.30	5.00	8.70
Health and Social Services	6.90	7.30	1.20	0.90	0.50	1.50	9.20	2.40	2.90
Accommodation/Food and Beverage	8.60	10.40	1.90	0.10	0.10	0.60	5.20	0.10	6.20
Size: 5-19 employees	10.40	12.10	3.00	1.50	0.70	2.90	8.80	5.90	12.10
Size: 20-199 employees	15.90	19.30	7.50	3.30	0.40	6.00	22.20	12.60	18.30
Size: 200+ employees	19.80	24.10	13.00	3.90	4.00	12.00	44.50	23.80	19.10

### 3.3 - Computerized order entry

In which of your departments or business functions do you use the following technologies?

	Management	Accounting	Finance	Marketing	Personnel	Information Systems	Purchasing	Shipping	Sales
	%	%	%	%	%	%	%	%	%
Canada	5.50	7.80	1.80	1.70	0.80	2.70	11.60	4.80	14.30
Atlantic	4.00	3.80	0.60	1.80	0.90	0.30	10.40	3.60	8.10
Quebec	5.30	8.60	2.00	1.50	1.10	4.60	17.00	6.50	18.10
Ontario	6.30	6.80	1.90	1.50	1.10	3.30	9.10	5.10	14.50
Prairies	4.80	8.30	0.30	1.80	0.20	0.40	11.50	2.70	16.00
British Columbia	5.60	10.10	3.80	2.20	0.10	2.80	10.00	4.70	9.40
Construction	0.60	3.80	2.30	0.10	1.00	0.30	3.70	1.50	8.60
Transportation	5.20	3.50	1.60	3.10	0.80	4.10	7.80	5.20	12.50
Communications	10.20	22.20	3.20	5.40	3.50	11.60	14.60	6.60	31.00
Wholesale	11.00	19.10	6.60	6.70	0.00	4.20	20.60	23.10	41.20
Retail	7.90	8.40	0.40	0.60	1.10	5.90	19.60	4.60	14.00
Business Services	4.70	9.40	2.50	1.50	0.70	0.70	7.70	0.50	14.20
Health and Social Services	1.10	1.70	0.50	1.30	0.50	0.60	5.80	2.10	5.10
Accommodation/Food and Beverage	4.40	3.50	0.10	0.80	0.60	1.10	6.30	0.10	4.20
Size: 5-19 employees	4.50	7.20	1.70	1.40	0.00	2.30	9.20	4.20	12.20
Size: 20-199 employees	8.20	9.00	1.80	2.40	2.70	3.60	17.80	5.90	20.10
Size: 200+ employees	8.60	15.50	7.30	5.50	4.20	6.60	28.10	12.60	23.40



### 3.4 - Computer-aided Software Engineering

In which of your departments or business functions do you use the following technologies?

	Management	Accounting	Finance	Marketing	Personnel	Information Systems	Purchasing	Shipping	Sales
	%	%	%	%	%	%	%	%	%
Canada	1.10	1.10	0.50	0.50	0.70	2.00	0.50	0.20	1.30
Atlantic	2.10	0.80	3.20	1.20	3.60	1.30	0.20	0.00	0.40
Quebec	1.20	1.40	0.00	0.60	1.70	1.70	0.70	0.20	1.80
Ontario	1.50	1.70	0.60	0.30	0.00	3.40	0.60	0.40	2.10
Prairies	0.50	0.40	0.00	0.00	0.00	0.60	0.20	0.20	0.60
British Columbia	0.30	0.00	0.00	0.60	0.00	1.50	0.20	0.00	0.30
Construction	3.00	0.00	0.00	0.30	0.00	1.10	0.30	0.00	2.40
Transportation	2.40	0.20	0.20	0.20	0.10	2.50	0.10	0.10	2.10
Communications	4.50	2.20	0.60	0.60	1.10	8.20	0.00	0.00	3.20
Wholesale	0.30	3.40	0.00	2.20	1.30	0.40	1.70	1.60	4.80
Retail	0.60	0.10	0.60	0.00	0.50	3.00	0.10	0.10	0.00
Business Services	0.70	1.50	0.30	1.00	2.00	4.60	0.00	0.00	0.10
Health and Social Services	2.00	0.00	0.00	0.00	0.00	0.30	2.50	0.00	0.40
Accommodation/Food and Beverage	0.60	2.10	1.60	0.00	0.00	0.00	0.00	0.00	1.60
Size: 5-19 employees	0.60	1.00	0.60	0.30	0.90	1.60	0.50	0.00	1.20
Size: 20-199 employees	1.80	1.10	0.20	0.90	0.10	2.30	0.60	0.70	1.60
Size: 200+ employees	5.30	2.00	2.70	1.10	0.50	9.20	2.30	2.40	2.50

### 3.5 - Electronic Data Interchange

In which of your departments or business functions do you use the following technologies?

	Management	Accounting	Finance	Marketing	Personnel	Information Systems	Purchasing	Shipping	Sales
	%	%	%	%	%	%	%	%	%
Canada	3.50	5.50	1.90	1.40	1.20	2.30	3.60	1.20	5.00
Atlantic	2.30	2.30	2.00	0.90	2.20	0.40	3.10	1.30	3.50
Quebec	3.00	5.70	1.00	1.80	2.60	3.70	4.90	2.10	7.00
Ontario	5.20	3.90	2.50	2.10	0.60	2.80	2.40	1.00	3.70
Prairies	2.20	8.70	3.10	0.50	0.70	0.40	5.10	1.20	7.20
British Columbia	2.50	6.20	0.40	0.60	0.50	2.50	2.50	0.10	2.60
Construction	3.00	3.00	0.70	0.00	0.00	0.30	3.30	1.30	1.90
Transportation	4.40	8.70	4.80	3.80	0.40	5.30	2.30	2.00	8.70
Communications	3.40	5.40	6.30	2.10	0.70	3.60	1.60	0.20	3.30
Wholesale	2.00	5.70	2.00	2.60	0.40	5.10	6.80	3.00	6.90
Retail	5.40	7.90	1.00	1.70	2.20	2.80	6.60	1.70	6.70
Business Services	3.00	8.10	3.60	1.90	1.20	2.60	1.90	0.30	5.20
Health and Social Services	3.20	2.90	4.20	0.90	1.90	0.70	0.90	0.10	4.00
Accommodation/Food and Beverage	2.30	0.70	0.10	0.10	0.60	0.60	0.10	0.10	2.20
Size: 5-19 employees	2.10	4.20	0.60	0.60	0.90	1.10	2.00	0.30	4.80
Size: 20-199 employees	7.20	8.60	5.30	3.60	1.80	5.50	7.50	3.40	5.20
Size: 200+ employees	8.60	17.10	12.80	3.80	2.70	10.30	14.10	5.80	9.40

### 3.6 - Electronic Funds Transfer

In which of your departments or business functions do you use the following technologies?

	Management	Accounting	Finance	Marketing	Personnel	Information Systems	Purchasing	Shipping	Sales
	%	%	%	%	%	%	%	%	%
Canada	3.80	11.00	6.50	0.30	1.70	0.60	0.70	0.00	5.30
Atlantic	3.60	11.90	4.00	0.70	5.10	0.50	0.20	0.00	5.30
Quebec	1.60	3.50	2.00	0.00	1.10	0.60	2.20	0.00	9.00
Ontario	5.50	11.30	8.20	0.00	1.10	0.90	0.40	0.00	3.50
Prairies	1.90	13.90	8.40	0.10	1.80	0.10	0.10	0.00	6.70
British Columbia	5.50	16.90	8.00	1.50	1.90	0.50	0.00	0.00	2.30
Construction	0.70	2.00	2.20	0.00	0.70	0.00	0.30	0.00	0.40
Transportation	5.30	13.00	11.50	0.10	3.00	0.60	0.40	0.10	3.80
Communications	3.80	20.00	11.40	1.40	1.90	3.50	0.70	0.70	3.00
Wholesale	0.70	8.00	10.00	0.00	1.70	0.10	1.00	0.00	5.50
Retail	7.50	10.70	4.70	0.00	1.80	0.40	1.70	0.00	9.10
Business Services	3.60	20.90	11.40	1.50	2.30	1.70	0.00	0.00	6.40
Health and Social Services	5.90	14.40	9.00	0.00	3.00	0.90	0.00	0.00	2.50
Accommodation/Food and Beverage	0.60	6.10	1.30	0.00	0.10	0.00	0.00	0.00	3.60
Size: 5-19 employees	4.00	9.10	4.30	0.40	1.10	0.60	0.50	0.00	6.20
Size: 20-199 employees	3.00	15.30	11.70	0.00	3.00	1.90	1.00	0.00	2.70
Size: 200+ employees	3.90	32.80	28.20	1.30	7.50	3.60	3.30	0.60	5.90

### 3.7 - Multimedia/Computer Based Training

In which of your departments or business functions do you use the following technologies?

	Management	Accounting	Finance	Marketing	Personnel	Information Systems	Purchasing	Shipping	Sales
	%	%	%	%	%	%	%	%	%
Canada	3.00	2.70	0.80	1.50	3.10	1.50	0.20	0.30	3.30
Atlantic	4.30	1.80	1.40	1.60	5.80	1.80	0.60	0.30	2.70
Quebec	1.80	2.00	0.70	1.00	2.50	2.60	0.20	0.90	2.40
Ontario	1.70	2.30	0.60	1.20	1.10	1.60	0.10	0.00	4.30
Prairies	6.20	3.60	0.30	2.40	5.80	0.50	0.00	0.00	3.70
British Columbia	2.70	3.60	1.70	1.70	3.30	1.00	0.30	0.30	2.20
Construction	2.80	0.20	0.10	0.10	1.60	1.20	0.10	0.10	3.90
Transportation	1.80	2.70	2.60	0.20	0.90	2.40	0.10	0.10	3.40
Communications	13.20	5.40	5.00	7.00	10.80	9.60	2.60	1.80	8.30
Wholesale	1.70	2.70	0.70	2.80	2.40	3.00	0.70	2.00	5.60
Retail	2.60	2.90	0.20	0.60	4.00	0.30	0.00	0.00	4.30
Business Services	3.90	4.00	1.70	3.40	5.10	2.60	0.20	0.10	3.20
Health and Social Services	6.10	2.30	2.00	3.10	4.30	2.80	0.10	0.00	0.40
Accommodation/Food and Beverage	1.50	2.70	0.10	0.10	0.20	0.10	0.00	0.00	1.20
Size: 5-19 employees	2.50	2.30	0.70	1.40	2.10	0.80	0.00	0.20	2.60
Size: 20-199 employees	3.90	3.50	0.90	1.50	4.90	2.70	0.40	0.40	5.00
Size: 200+ employees	12.50	5.60	5.50	8.80	19.30	16.90	4.20	3.20	8.00

### 3.8 - Point of Sale Terminals/Debit Cards

In which of your departments or business functions do you use the following technologies?

	Management	Accounting	Finance	Marketing	Personnel	Information Systems	Purchasing	Shipping	Sales
	%	%	%	%	%	%	%	%	%
Canada	3.70	7.00	4.30	1.20	1.40	0.60	1.30	0.70	26.30
Atlantic	3.60	5.80	3.70	0.70	3.10	0.50	7.00	0.10	28.10
Quebec	3.50	6.00	3.00	0.70	0.70	1.00	2.10	2.60	33.30
Ontario	4.60	5.10	6.90	1.10	0.80	0.80	0.90	0.20	23.80
Prairies	3.10	7.30	2.30	1.40	3.60	0.10	0.00	0.00	23.60
British Columbia	3.00	12.60	3.20	3.90	0.00	0.00	0.00	0.60	24.30
Construction	2.10	0.30	1.30	0.00	0.10	0.00	0.00	0.00	3.00
Transportation	1.10	1.10	3.00	1.20	1.10	1.00	1.20	1.00	8.10
Communications	1.10	1.20	0.60	0.70	1.00	0.40	0.50	0.00	9.20
Wholesale	3.30	5.90	6.10	0.00	0.00	0.40	0.40	0.40	18.70
Retail	5.30	13.30	6.60	1.70	3.00	0.50	3.30	1.80	56.80
Business Services	2.70	7.20	2.80	2.70	2.10	1.20	0.00	0.00	9.00
Health and Social Services	2.20	5.20	6.50	0.00	0.00	0.40	0.00	0.90	8.60
Accommodation/Food and Beverage	5.60	4.80	2.20	1.10	1.10	0.60	2.20	0.60	35.60
Size: 5-19 employees	3.90	6.20	3.90	1.10	1.10	0.00	1.40	0.60	24.90
Size: 20-199 employees	3.10	9.10	5.30	1.30	2.30	1.90	1.00	1.00	30.40
Size: 200+ employees	5.90	10.10	7.20	6.50	1.80	4.40	3.60	3.10	26.10

## 4.1 - Business Process Re-engineering

In which of your departments or business functions do you use the following technologies?

	Management	Accounting	Finance	Marketing	Personnel	Information Systems	Purchasing	Shipping	Sales
	%	%	%	%	%	%	%	%	%
Canada	6.00	4.20	2.40	2.60	1.90	3.00	2.90	1.60	3.90
Atlantic	7.70	3.50	1.50	1.50	1.50	1.70	1.00	1.00	2.70
Quebec	10.70	7.20	4.50	3.70	3.90	6.10	7.30	3.80	7.10
Ontario	3.70	3.10	2.10	0.70	0.70	2.30	1.10	1.00	2.30
Prairies	4.50	4.40	0.70	3.70	1.70	0.80	2.80	0.30	2.80
British Columbia	5.00	2.50	2.50	4.10	2.10	3.10	1.90	1.80	4.60
Construction	3.90	1.20	0.20	0.20	0.40	1.20	0.20	0.20	0.50
Transportation	5.40	3.40	3.60	2.80	3.20	4.50	3.90	2.30	4.00
Communications	15.80	9.00	6.30	8.10	5.30	7.40	7.50	4.20	8.90
Wholesale	6.30	7.00	3.90	3.20	2.60	5.90	6.10	5.20	6.70
Retail	5.40	4.40	0.10	2.70	0.10	2.10	3.90	0.40	3.60
Business Services	9.30	8.50	7.00	4.40	5.10	5.20	3.60	2.80	7.70
Health and Social Services	6.00	2.30	3.40	2.20	2.50	2.50	2.50	2.10	2.80
Accommodation/Food and Beverage	4.20	0.60	0.60	1.40	1.20	0.60	0.10	0.10	0.90
Size: 5-19 employees	4.50	3.80	2.10	2.30	1.70	1.70	2.50	1.10	3.60
Size: 20-199 employees	9.30	4.80	2.80	2.90	1.90	5.70	3.70	2.70	4.20
Size: 200+ employees	24.10	16.60	13.80	9.60	12.90	22.00	13.60	8.90	12.60

## 4.2 - ISO 9000

In which of your departments or business functions do you use the following technologies?

	Management	Accounting	Finance	Marketing	Personnel	Information Systems	Purchasing	Shipping	Sales
	%	%	%	%	%	%	%	%	%
Canada	2.60	1.00	0.50	0.90	0.80	0.90	1.40	1.40	2.20
Atlantic	0.80	0.50	0.50	0.50	0.50	0.70	0.70	2.60	0.70
Quebec	4.40	1.50	0.50	1.50	1.00	0.80	1.90	1.60	3.30
Ontario	1.50	0.20	0.20	0.40	0.60	1.00	1.80	1.70	1.20
Prairies	1.00	0.30	0.30	0.50	0.40	0.40	0.40	0.20	0.50
British Columbia	5.10	3.20	1.50	1.70	1.50	1.60	1.50	1.50	5.80
Construction	4.50	0.20	0.20	0.50	0.50	0.20	1.50	1.20	3.50
Transportation	7.30	2.00	2.10	4.10	2.00	5.40	4.00	2.00	3.50
Communications	5.20	4.60	3.40	3.70	4.10	5.70	4.80	4.60	4.90
Wholesale	3.00	2.50	1.00	2.80	2.00	2.10	5.60	5.90	5.20
Retail	1.10	0.00	0.00	0.00	0.00	0.10	0.00	0.60	1.10
Business Services	5.50	3.10	1.50	1.50	1.90	1.90	1.90	1.50	3.10
Health and Social Services	0.20	0.00	0.00	0.00	0.00	0.10	0.10	0.00	0.00
Accommodation/Food and Beverage	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.50
Size: 5-19 employees	2.10	0.80	0.30	0.60	0.30	0.50	0.60	0.70	1.80
Size: 20-199 employees	3.70	1.30	0.90	1.40	1.80	1.70	3.50	3.10	3.30
Size: 200+ employees	8.90	4.50	4.00	5.30	6.00	9.10	6.80	5.70	5.20

### 4.3 - Just In Time Manufacturing

In which of your departments or business functions do you use the following technologies?

	Management	Accounting	Finance	Marketing	Personnel	Information Systems	Purchasing	Shipping	Sales
	%	%	%	%	%	%	%	%	%
Canada	1.80	0.30	0.30	0.40	0.40	0.60	1.80	1.30	1.80
Atlantic	0.70	0.60	0.60	0.80	0.00	0.20	0.40	0.90	2.70
Quebec	1.20	0.00	0.00	0.50	0.80	0.00	0.80	2.30	2.70
Ontario	2.90	0.20	0.00	0.00	0.00	0.20	2.00	1.00	0.50
Prairies	1.50	0.00	0.20	0.20	0.00	1.40	2.90	0.00	3.10
British Columbia	1.40	1.40	1.40	1.40	1.40	1.40	2.20	2.20	1.50
Construction	0.00	0.00	0.00	0.10	0.00	0.10	0.10	0.10	0.50
Transportation	1.60	1.60	0.00	0.00	0.00	1.60	1.90	2.00	3.10
Communications	0.30	0.00	0.00	0.00	0.00	0.60	0.30	0.30	0.30
Wholesale	4.20	0.00	0.30	0.30	0.00	0.00	5.00	3.60	1.40
Retail	2.70	0.00	0.10	0.40	0.00	0.00	3.10	1.60	2.80
Business Services	3.00	1.50	1.50	1.50	1.30	2.70	1.20	1.20	2.90
Health and Social Services	0.00	0.00	0.00	0.00	0.00	0.00	0.20	0.00	0.00
Accommodation/Food and Beverage	0.00	0.00	0.00	0.00	1.10	0.00	0.10	0.50	1.10
Size: 5-19 employees	2.10	0.50	0.40	0.40	0.50	0.80	1.50	1.00	1.70
Size: 20-199 employees	1.00	0.00	0.10	0.60	0.00	0.10	2.50	1.80	2.00
Size: 200+ employees	3.10	0.30	1.60	0.90	1.00	1.30	6.00	5.50	4.20



## 4.4 - Quick Response Production

By which of your departments or business functions do you use the following technologies?

	Management	Accounting	Finance	Marketing	Personnel	Information Systems	Purchasing	Shipping	Sales
	%	%	%	%	%	%	%	%	%
Canada	2.30	1.00	0.70	0.40	0.50	0.80	1.70	2.40	3.00
Atlantic	1.10	0.60	0.60	0.60	0.00	0.00	0.10	0.10	2.60
Quebec	2.60	0.00	0.10	0.50	0.80	0.10	3.80	3.60	5.40
Ontario	2.30	1.80	1.20	0.00	0.00	0.30	1.80	2.40	1.30
Prairies	1.50	0.00	0.00	0.20	0.20	1.50	0.20	2.60	2.70
British Columbia	3.20	1.70	1.70	1.40	1.40	2.30	1.50	1.50	3.70
Construction	0.40	0.30	0.30	0.00	0.00	0.00	0.00	0.00	0.30
Transportation	1.70	0.10	0.10	0.10	0.10	2.70	1.80	3.70	3.20
Communications	0.30	0.00	0.00	0.00	0.00	0.10	0.50	2.00	0.00
Wholesale	6.90	1.70	0.00	0.30	0.30	0.30	5.40	7.60	3.50
Retail	0.50	0.00	0.00	0.40	0.00	0.00	1.70	3.10	4.60
Business Services	4.40	1.50	1.50	1.50	1.30	2.70	2.50	2.50	2.50
Health and Social Services	1.90	1.80	1.90	0.00	0.00	0.00	0.00	0.00	0.60
Accommodation/Food and Beverage	1.40	1.60	1.60	0.00	1.10	0.80	0.50	0.00	4.10
Size: 5-19 employees	2.50	1.20	1.00	0.40	0.50	0.90	1.80	2.60	3.20
Size: 20-199 employees	1.60	0.10	0.10	0.50	0.10	0.30	1.60	1.70	2.20
Size: 200+ employees	4.30	0.70	1.40	1.00	1.20	1.90	2.60	2.10	3.80

## 4.5 - Total Quality Management

In which of your departments or business functions do you use the following technologies?

	Management	Accounting	Finance	Marketing	Personnel	Information Systems	Purchasing	Shipping	Sales
	%	%	%	%	%	%	%	%	%
Canada	9.70	4.00	2.70	3.60	5.70	3.30	3.60	2.70	6.80
Atlantic	8.00	2.80	2.80	5.90	3.60	2.50	1.50	2.10	9.40
Quebec	7.90	3.90	2.90	4.20	7.10	3.70	5.00	3.30	7.40
Ontario	5.80	4.70	3.20	3.10	5.20	3.70	3.70	2.60	3.80
Prairies	19.00	1.60	0.50	1.20	7.30	2.50	3.90	3.00	10.60
British Columbia	10.20	5.90	4.40	5.70	3.50	3.40	1.90	1.90	6.70
Construction	2.70	1.80	1.80	1.50	2.70	1.20	1.50	1.50	2.10
Transportation	9.40	2.90	3.30	4.50	6.90	5.00	4.90	5.70	5.80
Communications	16.90	10.60	9.10	10.30	9.70	10.40	9.60	7.80	12.30
Wholesale	9.90	7.50	3.30	4.50	3.30	5.90	10.00	8.00	7.90
Retail	12.00	0.50	0.50	2.50	5.00	0.40	2.40	2.20	12.40
Business Services	15.30	7.40	5.50	6.90	8.80	9.10	4.30	2.60	4.60
Health and Social Services	10.10	5.70	4.20	5.30	10.00	4.20	2.10	1.50	3.40
Accommodation/Food and Beverage	4.00	3.80	2.50	0.90	4.10	0.10	1.90	0.10	5.10
Size: 5-19 employees	8.10	2.80	1.80	2.60	4.10	2.00	2.20	1.90	6.00
Size: 20-199 employees	13.10	6.30	4.70	5.90	9.30	6.30	6.90	4.50	8.90
Size: 200+ employees	36.10	20.50	19.30	13.70	23.60	22.20	18.90	12.90	14.90

## Canada

In which of your departments or business functions do you use the following technologies?

	Management	Accounting	Finance	Marketing	Personnel	Information Systems	Purchasing	Shipping	Sales
	%	%	%	%	%	%	%	%	%
1.1 - Desktop Publishing	12.90	8.20	4.40	14.90	7.90	5.90	2.90	1.60	9.80
1.2 - External Databases	6.70	7.70	4.80	5.80	2.70	7.60	3.50	0.70	6.30
1.3 - Personal Computers	40.80	55.00	32.00	22.60	30.30	23.90	18.20	10.40	29.40
1.4 - Video Conferencing (ISDN)	1.50	0.90	0.30	0.80	0.80	0.40	0.30	0.20	1.30
2.1 - E-Mail	22.40	13.90	10.30	12.40	12.00	12.30	8.00	4.90	10.90
2.2 - E-mail to Fax	8.90	5.70	4.60	4.80	2.70	3.20	3.60	1.90	5.80
2.3 - Intranet (company-wide network)	9.20	7.80	5.00	5.80	5.10	8.00	4.60	3.00	6.40
2.4 - Internet (world-wide network)	10.90	3.10	2.00	7.60	3.60	7.00	1.40	0.90	5.40
2.5 - Value Added Networks	2.10	1.00	0.70	1.00	1.40	2.40	0.70	0.50	1.10
2.6 - Wireless Communications/Cellular Telephones/Pagers	39.40	3.00	2.80	8.40	13.10	4.10	4.10	4.50	20.80
3.1 - Computerized financial system (acct./payroll)	22.30	54.50	24.10	2.50	10.20	6.40	4.90	1.90	9.50
3.2 - Computerized inventory control	11.90	14.10	4.20	2.00	0.60	3.80	12.60	7.80	13.80
3.3 - Computerized order entry	5.50	7.80	1.80	1.70	0.80	2.70	11.60	4.80	14.30
3.4 - Computer-aided Software Engineering	1.10	1.10	0.50	0.50	0.70	2.00	0.50	0.20	1.30
3.5 - Electronic Data Interchange	3.50	5.50	1.90	1.40	1.20	2.30	3.60	1.20	5.00
3.6 - Electronic Funds Transfer	3.80	11.00	6.50	0.30	1.70	0.60	0.70	0.00	5.30
3.7 - Multimedia/Computer Based Training	3.00	2.70	0.80	1.50	3.10	1.50	0.20	0.30	3.30
3.8 - Point of Sale Terminals	3.70	7.00	4.30	1.20	1.40	0.60	1.30	0.70	26.30
4.1 - Business Process Re-engineering	6.00	4.20	2.40	2.60	1.90	3.00	2.90	1.60	3.90
4.2 - ISO 9000	2.60	1.00	0.50	0.90	0.80	0.30	1.40	1.40	2.20
4.3 - Just In Time Manufacturing	1.80	0.30	0.30	0.40	0.40	0.60	1.80	1.30	1.80
4.4 - Quick Response Production	2.30	1.00	0.70	0.40	0.50	0.80	1.70	2.40	3.00
4.5 - Total Quality Management	9.70	4.00	2.70	3.60	3.00	3.30	3.60	2.70	6.80

## Atlantic

In which of your departments or business functions do you use the following technologies?

	Management	Accounting	Finance	Marketing	Personnel	Information Systems	Purchasing	Shipping	Sales
	%	%	%	%	%	%	%	%	%
1.1 - Desktop Publishing	9.60	9.80	3.30	9.90	6.60	4.20	0.90	0.70	7.50
1.2 - External Databases	4.10	7.00	2.90	7.80	1.80	3.90	3.90	0.90	3.20
1.3 - Personal Computers	34.00	51.50	25.90	19.50	28.30	16.90	13.60	7.50	22.50
1.4 - Video Conferencing (ISDN)	3.60	0.10	0.10	0.10	1.50	0.10	0.00	0.00	2.20
2.1 - E-Mail	21.00	10.80	7.90	12.30	12.60	10.50	7.80	6.70	11.70
2.2 - E-mail to Fax	8.50	3.90	2.60	3.80	2.10	3.10	5.20	1.80	7.20
2.3 - Intranet (company-wide network)	10.20	6.30	4.70	5.60	5.20	6.10	5.10	5.40	8.00
2.4 - Internet (world-wide network)	10.20	2.20	2.50	8.50	2.90	7.70	2.10	1.40	6.20
2.5 - Value Added Networks	1.10	1.30	0.50	0.60	2.30	0.50	0.50	0.20	0.60
2.6 - Wireless Communications/Cellular Telephones/Pagers	36.10	3.20	1.80	9.50	15.50	3.00	5.30	5.00	21.00
3.1 - Computerized financial system (acct./payroll)	18.10	51.90	23.40	3.10	8.80	3.10	8.20	1.50	9.30
3.2 - Computerized inventory control	9.20	13.80	2.60	3.50	0.00	1.00	13.00	9.70	10.40
3.3 - Computerized order entry	4.00	3.80	0.60	1.80	0.90	0.30	10.40	3.60	8.10
3.4 - Computer-aided Software Engineering	2.10	0.80	3.20	1.20	3.60	1.30	0.20	0.00	0.40
3.5 - Electronic Data Interchange	2.30	2.30	2.00	0.90	2.20	0.40	3.10	1.30	3.50
3.6 - Electronic Funds Transfer	3.60	11.90	4.00	0.70	5.10	0.50	0.20	0.00	5.30
3.7 - Multimedia/Computer Based Training	4.30	1.80	1.40	1.60	5.80	1.80	0.60	0.30	2.70
3.8 - Point of Sale Terminals	3.60	5.80	0.70	0.70	3.10	0.50	7.00	0.10	28.10
4.1 - Business Process Re-engineering	7.70	3.50	1.50	1.50	1.50	1.70	1.00	1.00	2.70
4.2 - ISO 9000	0.80	0.50	0.50	0.50	0.50	0.70	0.70	2.60	0.70
4.3 - Just In Time Manufacturing	0.70	0.60	0.60	0.80	0.00	0.20	0.40	0.90	2.70
4.4 - Quick Response Production	1.10	0.60	0.60	0.60	0.00	0.00	0.10	0.10	2.60
4.5 - Total Quality Management	8.00	2.80	2.80	5.90	3.60	2.50	1.50	2.10	9.40

## Quebec

In which of your departments or business functions do you use the following technologies?

	Management	Accounting	Finance	Marketing	Personnel	Information Systems	Purchasing	Shipping	Sales
	%	%	%	%	%	%	%	%	%
1.1 - Desktop Publishing	12.40	12.50	6.20	9.70	7.90	8.60	5.70	3.20	12.90
1.2 - External Databases	7.50	8.00	4.30	3.90	4.60	8.20	6.00	1.60	9.20
1.3 - Personal Computers	36.80	45.10	22.00	17.30	23.70	18.80	14.70	8.40	20.80
1.4 - Video Conferencing (ISDN)	1.50	0.10	0.20	1.50	0.10	0.40	0.30	0.00	1.60
2.1 - E-Mail	14.70	10.30	9.80	13.20	10.40	10.50	10.70	7.70	10.80
2.2 - E-mail to Fax	8.20	6.40	4.00	5.40	2.60	4.10	5.10	3.90	8.70
2.3 - Intranet (company-wide network)	5.80	4.20	2.60	3.40	4.10	7.40	3.20	3.70	6.10
2.4 - Internet (world-wide network)	3.30	1.50	1.20	6.40	2.50	5.50	2.30	2.00	4.70
2.5 - Value Added Networks	2.70	1.50	1.00	0.70	0.30	2.20	0.30	0.20	0.50
2.6 - Wireless Communications/Cellular Telephones/Pagers	35.00	3.50	3.20	8.40	17.00	4.10	5.20	4.00	24.20
3.1 - Computerized financial system (acct./payroll)	22.60	56.70	26.30	1.60	10.00	10.90	9.40	3.80	14.80
3.2 - Computerized inventory control	12.30	11.60	3.80	3.50	0.30	5.10	12.70	8.60	16.70
3.3 - Computerized order entry	5.30	8.60	2.00	1.50	1.10	4.60	17.00	6.50	18.10
3.4 - Computer-aided Software Engineering	1.20	1.40	0.00	0.80	1.70	1.70	0.70	0.20	1.80
3.5 - Electronic Data Interchange	3.60	5.70	1.00	1.80	2.60	3.70	4.90	2.10	7.00
3.6 - Electronic Funds Transfer	1.60	3.50	2.00	0.00	1.10	0.60	2.20	0.00	9.00
3.7 - Multimedia/Computer Based Training	1.80	2.00	0.70	1.00	2.50	2.60	0.20	0.90	2.40
3.8 - Point of Sale Terminals	3.50	6.00	3.00	0.70	0.70	1.00	2.10	2.60	33.30
4.1 - Business Process Re-engineering	10.70	7.20	4.50	3.70	3.90	6.10	7.30	3.80	7.10
4.2 - ISO 9000	4.40	1.50	0.50	1.50	1.00	0.80	1.90	1.60	3.30
4.3 - Just In Time Manufacturing	1.20	0.00	0.00	0.50	0.80	0.00	0.80	2.30	2.70
4.4 - Quick Response Production	2.60	0.00	0.10	0.50	0.80	0.10	3.80	3.60	5.40
4.5 - Total Quality Management	7.90	3.90	2.90	4.20	7.10	3.70	5.00	3.30	7.40

## Ontario

In which of your departments or business functions do you use the following technologies?

	Management	Accounting	Finance	Marketing	Personnel	Information Systems	Purchasing	Shipping	Sales
	%	%	%	%	%	%	%	%	%
1.1 - Desktop Publishing	10.40	6.00	4.30	18.40	6.20	5.40	2.20	1.10	9.00
1.2 - External Databases	7.00	6.30	5.90	6.80	1.80	6.80	3.50	0.60	4.90
1.3 - Personal Computers	39.30	54.60	35.70	23.10	30.40	25.80	19.80	11.80	32.30
1.4 - Video Conferencing (ISDN)	1.80	2.50	0.60	0.80	1.30	0.80	0.60	0.60	1.90
2.1 - E-Mail	23.90	12.60	9.60	11.40	9.40	14.40	6.60	4.10	9.00
2.2 - E-mail to Fax	9.10	5.80	5.50	4.00	2.00	2.30	1.70	0.60	4.40
2.3 - Intranet (company-wide network)	11.40	10.60	7.40	6.90	6.60	9.20	5.30	3.30	6.50
2.4 - Internet (world-wide network)	13.90	3.80	1.90	8.30	3.10	9.60	1.30	0.90	5.50
2.5 - Value Added Networks	2.20	0.30	0.10	0.40	1.40	3.40	1.00	0.60	0.90
2.6 - Wireless Communications/Cellular Telephones/Pagers	40.00	1.80	2.00	7.10	7.30	4.80	2.20	4.80	18.60
3.1 - Computerized financial system (acct./payroll)	20.30	45.10	22.10	3.20	6.50	4.80	1.90	1.60	5.40
3.2 - Computerized inventory control	11.40	13.00	5.60	0.70	0.10	3.70	11.90	6.70	10.60
3.3 - Computerized order entry	6.30	6.80	1.90	1.50	1.10	3.30	9.10	5.10	14.50
3.4 - Computer-aided Software Engineering	1.50	1.70	0.80	0.30	0.00	3.40	0.80	0.40	2.10
3.5 - Electronic Data Interchange	5.20	3.90	2.50	2.10	0.60	2.80	2.40	1.00	3.70
3.6 - Electronic Funds Transfer	5.50	11.30	8.20	0.00	1.10	0.90	0.40	0.00	3.50
3.7 - Multimedia/Computer Based Training	1.70	2.30	0.60	1.20	1.10	1.60	0.10	0.00	4.30
3.8 - Point of Sale Terminals	4.60	5.10	6.90	0.20	0.80	0.80	0.90	0.20	23.80
4.1 - Business Process Re-engineering	3.70	3.10	2.10	0.70	0.70	2.30	1.10	1.00	2.30
4.2 - ISO 9000	1.50	0.20	0.20	0.40	0.60	1.00	1.80	1.70	1.20
4.3 - Just In Time Manufacturing	2.90	0.20	0.00	0.00	0.00	0.20	2.00	1.00	0.50
4.4 - Quick Response Production	2.30	1.80	1.20	0.00	0.00	0.30	1.80	2.40	1.30
4.5 - Total Quality Management	5.80	4.70	3.20	3.10	5.20	3.70	3.70	2.60	3.80

## Prairies

In which of your departments or business functions do you use the following technologies?

	Management	Accounting	Finance	Marketing	Personnel	Information Systems	Purchasing	Shipping	Sales
	%	%	%	%	%	%	%	%	%
1.1 - Desktop Publishing	18.60	7.80	2.80	18.30	14.30	7.00	2.70	1.60	11.80
1.2 - External Databases	7.60	13.40	5.30	7.10	3.30	10.80	3.40	0.50	8.80
1.3 - Personal Computers	44.60	64.40	35.90	27.40	34.40	30.00	22.50	12.80	38.90
1.4 - Video Conferencing (ISDN)	0.60	0.10	0.30	0.40	1.00	0.10	0.00	0.00	0.30
2.1 - E-Mail	28.30	16.80	12.10	14.30	20.80	10.40	7.10	4.90	13.50
2.2 - E-mail to Fax	7.60	5.70	4.40	6.20	4.30	3.50	3.50	1.90	5.20
2.3 - Intranet (company-wide network)	7.80	6.90	3.20	6.50	4.40	7.00	4.20	0.80	4.60
2.4 - Internet (world-wide network)	11.60	2.30	0.80	8.00	6.00	6.40	1.00	0.10	7.00
2.5 - Value Added Networks	3.00	1.70	1.60	3.20	3.30	3.20	1.30	1.20	3.20
2.6 - Wireless Communications/Cellular Telephones/Pagers	40.30	3.00	4.30	13.70	19.00	4.30	5.60	4.80	23.30
3.1 - Computerized financial system (acct./payroll)	24.70	65.90	19.50	2.80	15.70	5.70	3.10	0.80	10.70
3.2 - Computerized inventory control	12.40	17.20	2.60	2.30	2.70	1.80	11.50	7.30	20.10
3.3 - Computerized order entry	4.80	8.30	0.30	1.80	0.20	0.40	11.50	2.70	16.00
3.4 - Computer-aided Software Engineering	0.50	0.40	0.00	0.00	0.00	0.60	0.20	0.20	0.60
3.5 - Electronic Data Interchange	2.20	8.70	3.10	0.50	0.70	0.40	5.10	1.20	7.20
3.6 - Electronic Funds Transfer	1.90	13.90	8.40	0.10	1.80	0.10	0.10	0.00	6.70
3.7 - Multimedia/Computer Based Training	6.20	3.60	0.30	2.40	5.80	0.50	0.00	0.00	3.70
3.8 - Point of Sale Terminals	3.10	7.30	2.30	1.40	3.80	0.10	0.00	0.00	23.60
4.1 - Business Process Re-engineering	4.50	4.40	0.70	3.70	1.70	0.80	2.80	0.30	2.80
4.2 - ISO 9000	1.00	0.30	0.30	0.50	0.40	0.40	0.40	0.20	0.50
4.3 - Just In Time Manufacturing	1.50	0.00	0.20	0.20	0.00	1.40	2.90	0.00	3.10
4.4 - Quick Response Production	1.50	0.00	0.00	0.20	0.20	1.50	0.20	2.60	2.70
4.5 - Total Quality Management	19.00	1.60	0.50	1.20	7.30	2.50	3.90	3.00	10.60

## British Columbia

In which of your departments or business functions do you use the following technologies?

	Management	Accounting	Finance	Marketing	Personnel	Information Systems	Purchasing	Shipping	Sales
	%	%	%	%	%	%	%	%	%
1.1 - Desktop Publishing	13.40	6.20	4.30	13.00	4.10	2.60	1.40	0.60	5.40
1.2 - External Databases	4.90	3.60	3.30	3.70	1.50	6.00	2.20	0.00	3.60
1.3 - Personal Computers	48.80	60.50	36.80	24.80	35.60	22.60	17.00	8.50	26.90
1.4 - Video Conferencing (ISDN)	0.60	0.00	0.00	0.50	0.10	0.00	0.00	0.00	0.10
2.1 - E-Mail	23.90	20.00	11.80	11.30	8.80	13.50	8.40	2.00	11.80
2.2 - E-mail to Fax	11.30	5.60	4.80	4.70	2.90	3.40	4.20	1.60	4.80
2.3 - Intranet (company-wide network)	10.40	9.00	6.00	6.30	4.00	8.20	5.10	3.00	7.90
2.4 - Internet (world-wide network)	14.60	5.10	4.40	7.00	3.60	4.20	0.40	0.30	3.80
2.5 - Value Added Networks	0.50	0.50	0.50	0.00	0.20	0.50	0.20	0.00	0.10
2.6 - Wireless Communications/Cellular Telephones/Pagers	44.70	4.90	2.90	3.90	11.60	2.40	4.10	3.70	17.50
3.1 - Computerized financial system (acct./payroll)	25.70	58.90	31.30	1.40	12.20	5.70	5.40	1.30	9.30
3.2 - Computerized inventory control	13.00	16.10	4.50	1.50	0.00	5.60	15.50	9.00	10.40
3.3 - Computerized order entry	5.60	10.10	3.80	2.20	0.10	2.80	10.00	4.70	9.40
3.4 - Computer-aided Software Engineering	0.30	0.00	0.00	0.60	0.00	1.50	0.20	0.00	0.30
3.5 - Electronic Data Interchange	2.50	6.20	0.40	0.60	0.50	2.50	2.50	0.10	2.60
3.6 - Electronic Funds Transfer	5.50	16.90	8.00	1.50	1.90	0.50	0.00	0.00	2.30
3.7 - Multimedia/Computer Based Training	2.70	3.80	1.70	1.70	3.30	1.00	0.30	0.30	2.20
3.8 - Point of Sale Terminals	3.00	12.60	3.20	3.90	0.00	0.00	0.00	0.60	24.30
4.1 - Business Process Re-engineering	5.00	2.50	2.50	4.10	2.10	3.10	1.90	1.80	4.60
4.2 - ISO 9000	5.10	3.20	1.50	1.70	1.50	1.60	1.50	1.50	5.80
4.3 - Just In Time Manufacturing	1.40	1.40	1.40	1.40	1.40	1.40	2.20	2.20	1.50
4.4 - Quick Response Production	3.20	1.70	1.70	1.40	1.40	2.30	1.50	1.50	3.70
4.5 - Total Quality Management	10.20	5.90	4.40	5.70	3.50	3.40	1.90	1.90	6.70



## Construction

In which of your departments or business functions do you use the following technologies?

	Management	Accounting	Finance	Marketing	Personnel	Information Systems	Purchasing	Shipping	Sales
	%	%	%	%	%	%	%	%	%
1.1 - Desktop Publishing	8.80	8.40	1.90	6.90	6.90	1.40	5.90	0.60	8.40
1.2 - External Databases	1.30	1.90	1.10	0.50	0.00	1.80	1.40	0.00	2.50
1.3 - Personal Computers	36.90	55.90	32.00	12.70	29.70	19.20	21.20	3.40	24.50
1.4 - Video Conferencing (ISDN)	1.80	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1.00
2.1 - E-Mail	11.20	6.50	2.10	5.10	5.20	4.70	2.30	1.20	3.00
2.2 - E-mail to Fax	3.00	4.70	4.30	2.90	0.30	1.80	2.10	0.30	3.00
2.3 - Intranet (company-wide network)	3.60	2.60	1.60	1.40	1.50	5.00	1.90	0.40	2.50
2.4 - Internet (world-wide network)	7.10	0.80	0.60	1.90	1.10	4.70	0.50	0.20	2.20
2.5 - Value Added Networks	2.40	0.30	0.30	0.00	0.00	0.00	1.10	0.00	0.40
2.6 - Wireless Communications/Cellular Telephones/Pagers	53.20	2.10	0.90	7.80	18.20	3.60	12.80	6.00	32.50
3.1 - Computerized financial system (acct./payroll)	18.00	57.70	23.10	0.20	13.10	6.50	4.10	0.20	7.00
3.2 - Computerized inventory control	3.50	6.20	2.40	0.70	0.00	1.60	3.90	1.90	5.30
3.3 - Computerized order entry	0.60	3.80	2.30	0.10	1.00	0.30	3.70	1.50	8.60
3.4 - Computer-aided Software Engineering	3.00	0.00	0.00	0.30	0.00	1.10	0.30	0.00	2.40
3.5 - Electronic Data Interchange	3.00	3.00	0.70	0.00	0.00	0.30	3.30	1.30	1.90
3.6 - Electronic Funds Transfer	0.70	2.00	2.20	0.00	0.70	0.00	0.30	0.00	0.40
3.7 - Multimedia/Computer Based Training	2.80	0.20	0.10	0.10	1.60	1.20	0.10	0.10	3.90
3.8 - Point of Sale Terminals	2.10	0.30	1.30	0.00	0.10	0.00	0.00	0.00	3.00
4.1 - Business Process Re-engineering	3.90	1.20	0.20	0.20	0.40	1.20	0.20	0.20	0.50
4.2 - ISO 9000	4.50	0.20	0.20	0.50	0.50	0.20	1.50	1.20	3.50
4.3 - Just In Time Manufacturing	0.00	0.00	0.00	0.10	0.00	0.10	0.10	0.10	0.50
4.4 - Quick Response Production	0.40	0.30	0.30	0.00	0.00	0.00	0.00	0.00	0.30
4.5 - Total Quality Management	2.70	1.80	1.80	1.50	2.70	1.20	1.50	1.50	2.10

## Transportation

In which of your departments or business functions do you use the following technologies?

	Management	Accounting	Finance	Marketing	Personnel	Information Systems	Purchasing	Shipping	Sales
	%	%	%	%	%	%	%	%	%
1.1 - Desktop Publishing	17.40	13.40	6.90	14.20	11.30	9.40	6.80	5.10	14.00
1.2 - External Databases	5.70	6.40	6.50	2.90	2.10	6.10	3.80	1.70	4.70
1.3 - Personal Computers	47.70	62.40	44.20	25.30	41.30	31.00	23.80	17.80	39.80
1.4 - Video Conferencing (ISDN)	2.60	1.40	0.00	2.70	0.00	1.30	0.00	0.00	3.10
2.1 - E-Mail	20.40	13.70	12.40	15.20	15.20	14.90	10.90	7.50	11.00
2.2 - E-mail to Fax	10.60	7.30	3.90	6.80	5.70	7.40	5.30	3.20	8.60
2.3 - Intranet (company-wide network)	8.70	8.60	6.70	7.30	5.50	9.60	5.30	6.90	6.70
2.4 - Internet (world-wide network)	12.60	3.20	4.00	4.70	3.40	10.00	3.70	1.50	7.40
2.5 - Value Added Networks	1.50	2.40	0.40	0.80	1.40	4.30	2.20	2.00	4.80
2.6 - Wireless Communications/Cellular Telephones/Pagers	47.90	6.20	8.10	16.20	21.10	9.00	7.00	18.40	35.70
3.1 - Computerized financial system (acct./payroll)	26.90	62.00	34.80	4.20	13.20	8.10	7.60	4.30	9.90
3.2 - Computerized inventory control	7.50	11.70	5.60	0.10	0.20	7.20	12.30	7.10	7.70
3.3 - Computerized order entry	5.30	3.50	1.60	3.10	0.80	4.10	7.80	5.20	12.50
3.4 - Computer-aided Software Engineering	2.40	0.20	0.20	0.20	0.10	2.50	0.10	0.10	2.10
3.5 - Electronic Data Interchange	4.40	8.70	4.80	3.80	0.40	5.30	2.30	2.00	8.70
3.6 - Electronic Funds Transfer	5.30	13.00	11.50	0.10	3.00	0.60	0.40	0.10	3.80
3.7 - Multimedia/Computer Based Training	1.80	2.70	2.60	0.20	0.90	2.40	0.10	0.10	3.40
3.8 - Point of Sale Terminals	1.10	1.10	3.00	1.20	1.10	1.00	1.20	1.00	8.10
4.1 - Business Process Re-engineering	5.40	3.40	3.60	2.80	3.20	4.50	3.90	2.30	4.00
4.2 - ISO 9000	7.30	2.00	2.10	4.10	2.00	5.40	4.00	2.00	3.50
4.3 - Just In Time Manufacturing	1.60	1.60	0.00	0.00	0.00	1.60	1.90	2.00	3.10
4.4 - Quick Response Production	1.70	0.10	0.10	0.10	0.10	2.70	1.80	3.70	3.20
4.5 - Total Quality Management	9.40	2.90	3.30	4.50	6.90	5.00	4.90	5.70	5.80

## Communications

In which of your departments or business functions do you use the following technologies?

	Management	Accounting	Finance	Marketing	Personnel	Information Systems	Purchasing	Shipping	Sales
	%	%	%	%	%	%	%	%	%
1.1 - Desktop Publishing	25.30	11.00	8.40	39.30	11.50	16.00	6.20	6.70	30.80
1.2 - External Databases	23.50	16.00	6.70	24.60	8.70	15.40	2.10	1.10	14.60
1.3 - Personal Computers	72.30	60.60	60.40	55.60	57.10	53.00	36.30	26.40	66.30
1.4 - Video Conferencing (ISDN)	10.90	1.60	2.10	5.70	2.50	2.20	1.60	0.40	3.30
2.1 - E-Mail	50.90	30.70	27.10	40.10	26.60	31.60	20.50	14.20	36.30
2.2 - E-mail to Fax	24.10	11.60	10.10	13.50	7.20	12.50	5.80	5.00	13.40
2.3 - Intranet (company-wide network)	26.20	23.40	19.30	19.90	16.90	24.20	11.30	9.30	16.40
2.4 - Internet (world-wide network)	43.00	11.30	12.90	33.40	12.60	28.10	9.20	7.80	27.20
2.5 - Value Added Networks	5.40	5.60	3.30	5.60	3.30	8.30	2.20	2.70	7.80
2.6 - Wireless Communications/Cellular Telephones/Pagers	71.50	13.20	10.50	30.00	21.20	23.80	7.70	12.90	59.80
3.1 - Computerized financial system (acct./payroll)	24.60	74.60	45.20	6.00	12.60	5.40	8.90	3.40	19.00
3.2 - Computerized inventory control	12.90	21.90	2.00	2.00	0.50	6.30	18.60	11.10	16.70
3.3 - Computerized order entry	10.20	22.20	3.20	5.40	3.50	11.60	14.60	6.60	31.00
3.4 - Computer-aided Software Engineering	4.50	2.20	0.60	0.60	1.10	8.20	0.00	0.00	3.20
3.5 - Electronic Data Interchange	3.40	5.40	5.30	2.10	0.70	3.60	1.60	0.20	3.30
3.6 - Electronic Funds Transfer	3.80	20.00	11.40	1.40	1.90	3.50	0.70	0.70	3.00
3.7 - Multimedia/Computer Based Training	13.20	5.40	5.00	7.00	10.80	9.60	2.60	1.80	8.30
3.8 - Point of Sale Terminals	1.10	1.20	0.80	0.70	1.00	0.40	0.50	0.80	9.20
4.1 - Business Process Re-engineering	15.80	9.00	6.30	8.10	5.30	7.40	7.50	4.20	8.90
4.2 - ISO 9000	5.20	4.60	3.40	3.70	4.10	5.70	4.80	4.60	4.90
4.3 - Just In Time Manufacturing	0.30	0.00	0.00	0.00	0.00	0.60	0.30	0.30	0.30
4.4 - Quick Response Production	0.30	0.00	0.00	0.00	0.00	0.10	0.50	2.00	0.00
4.5 - Total Quality Management	16.90	10.60	9.10	10.30	9.70	10.40	9.60	7.80	12.30

## Wholesale

In which of your departments or business functions do you use the following technologies?

	Management	Accounting	Finance	Marketing	Personnel	Information Systems	Purchasing	Shipping	Sales
	%	%	%	%	%	%	%	%	%
1.1 - Desktop Publishing	14.40	6.20	4.90	22.70	10.10	4.20	6.10	4.60	14.10
1.2 - External Databases	12.10	9.10	4.30	15.20	1.20	9.20	7.30	3.50	9.30
1.3 - Personal Computers	52.90	59.60	38.70	32.20	33.10	25.80	35.80	29.40	43.20
1.4 - Video Conferencing (ISDN)	0.50	0.10	0.40	0.40	1.60	0.20	0.40	0.10	0.90
2.1 - E-Mail	28.60	17.70	12.20	17.90	17.40	16.70	17.40	11.50	22.90
2.2 - E-mail to Fax	9.00	10.60	6.20	9.60	3.60	4.30	9.40	4.30	11.90
2.3 - Intranet (company-wide network)	10.00	7.50	6.90	7.60	8.50	10.00	7.60	7.60	10.80
2.4 - Internet (world-wide network)	13.40	5.20	3.80	12.10	10.30	10.20	6.30	2.40	10.00
2.5 - Value Added Networks	3.60	4.10	3.50	3.90	2.40	5.60	3.40	3.00	3.60
2.6 - Wireless Communications/Cellular Telephones/Pagers	37.60	2.40	1.70	11.70	13.10	4.90	2.70	8.10	39.10
3.1 - Computerized financial system (acct./payroll)	26.50	60.00	36.50	6.70	12.70	11.30	8.40	8.70	13.00
3.2 - Computerized inventory control	23.90	35.20	14.40	3.10	0.10	10.10	32.30	32.90	34.70
3.3 - Computerized order entry	11.00	19.10	6.60	6.70	0.00	4.20	20.60	23.10	41.20
3.4 - Computer-aided Software Engineering	0.30	3.40	0.00	2.20	1.30	0.40	1.70	1.60	4.80
3.5 - Electronic Data Interchange	2.00	5.70	2.00	2.60	0.40	5.10	6.80	3.00	6.90
3.6 - Electronic Funds Transfer	0.70	8.00	10.00	0.00	1.70	0.10	1.00	0.00	5.50
3.7 - Multimedia/Computer Based Training	1.70	2.70	0.70	2.80	2.40	3.00	0.70	2.00	5.60
3.8 - Point of Sale Terminals	3.30	5.90	6.10	0.00	0.00	0.40	0.40	0.40	18.70
4.1 - Business Process Re-engineering	6.30	7.00	3.90	3.20	2.60	5.90	6.10	5.20	6.70
4.2 - ISO 9000	3.00	2.50	1.90	2.60	2.00	2.10	5.60	5.90	5.20
4.3 - Just In Time Manufacturing	4.20	0.00	0.30	0.30	0.00	0.00	5.00	3.60	1.40
4.4 - Quick Response Production	6.90	1.70	0.00	0.30	0.30	0.30	5.40	7.60	3.50
4.5 - Total Quality Management	9.90	7.50	3.30	4.50	3.30	5.90	10.00	8.00	7.90

## Retail

In which of your departments or business functions do you use the following technologies?

	Management	Accounting	Finance	Marketing	Personnel	Information Systems	Purchasing	Shipping	Sales
	%	%	%	%	%	%	%	%	%
1.1 - Desktop Publishing	10.10	7.10	2.40	8.30	3.40	5.70	0.80	0.30	9.00
1.2 - External Databases	2.80	7.20	4.00	4.00	2.30	8.00	7.70	0.00	8.80
1.3 - Personal Computers	30.80	49.20	27.50	15.60	21.60	15.10	17.90	9.60	32.50
1.4 - Video Conferencing (ISDN)	1.10	2.20	0.00	0.80	1.30	0.00	0.00	0.00	1.80
2.1 - E-Mail	26.20	13.40	11.30	13.20	12.80	12.00	7.70	3.80	15.10
2.2 - E-mail to Fax	8.20	2.60	2.10	1.70	0.50	1.30	2.70	0.60	5.40
2.3 - Intranet (company-wide network)	10.30	7.70	3.30	3.70	4.30	5.60	4.70	1.80	6.40
2.4 - Internet (world-wide network)	9.30	1.30	1.20	2.50	1.90	1.10	0.10	0.00	3.60
2.5 - Value Added Networks	0.20	0.20	0.10	0.00	0.60	2.30	0.10	0.00	0.00
2.6 - Wireless Communications/Cellular Telephones/Pagers	40.70	2.70	1.50	4.30	13.50	0.50	3.00	2.80	18.30
3.1 - Computerized financial system (acct./payroll)	21.60	47.50	19.20	1.10	12.30	5.30	5.30	1.50	12.60
3.2 - Computerized inventory control	18.10	16.00	2.60	4.30	1.80	5.50	17.50	7.60	21.00
3.3 - Computerized order entry	7.90	8.40	0.40	0.60	1.10	5.90	19.60	4.60	14.00
3.4 - Computer-aided Software Engineering	0.60	0.10	0.80	0.00	0.50	3.00	0.10	0.10	0.00
3.5 - Electronic Data Interchange	5.40	7.90	1.00	1.70	2.20	2.80	6.60	1.70	6.70
3.6 - Electronic Funds Transfer	7.50	10.70	4.70	0.00	1.80	0.40	1.70	0.00	9.10
3.7 - Multimedia/Computer Based Training	2.60	2.90	0.20	0.60	4.00	0.30	0.00	0.00	4.30
3.8 - Point of Sale Terminals	5.30	13.30	6.60	1.70	3.00	0.50	3.30	1.80	56.80
4.1 - Business Process Re-engineering	5.40	4.40	0.10	2.70	0.10	2.10	3.90	0.40	3.60
4.2 - ISO 9000	1.10	0.00	0.00	0.00	0.00	0.10	0.00	0.60	1.10
4.3 - Just In Time Manufacturing	2.70	0.00	0.10	0.40	0.00	0.00	3.10	1.60	2.80
4.4 - Quick Response Production	0.50	0.00	0.00	0.40	0.00	0.00	1.70	3.10	4.60
4.5 - Total Quality Management	12.00	0.50	0.50	2.50	5.00	0.40	2.40	2.20	12.40

## Business Services

In which of your departments or business functions do you use the following technologies?

	Management	Accounting	Finance	Marketing	Personnel	Information Systems	Purchasing	Shipping	Sales
	%	%	%	%	%	%	%	%	%
1.1 - Desktop Publishing	14.90	11.90	8.10	28.70	9.90	9.80	3.10	2.90	14.00
1.2 - External Databases	13.10	12.60	8.30	11.20	6.10	14.90	1.20	1.10	8.00
1.3 - Personal Computers	53.40	70.70	43.20	39.20	46.20	38.20	16.80	12.10	32.10
1.4 - Video Conferencing (ISDN)	2.50	0.10	0.40	0.50	0.10	0.50	0.10	0.10	0.50
2.1 - E-Mail	35.90	28.70	20.60	24.10	21.70	26.20	13.90	9.80	15.20
2.2 - E-mail to Fax	18.10	10.80	9.20	12.70	8.40	7.10	5.30	4.70	8.80
2.3 - Intranet (company-wide network)	16.30	14.40	9.40	14.80	9.30	15.50	8.10	6.50	10.80
2.4 - Internet (world-wide network)	20.50	9.20	4.00	20.00	4.90	18.50	1.40	2.40	12.00
2.5 - Value Added Networks	3.90	0.90	0.40	2.30	1.50	3.50	0.10	0.00	1.90
2.6 - Wireless Communications/Cellular Telephones/Pagers	44.70	3.50	3.80	18.20	10.70	10.00	2.90	3.20	20.70
3.1 - Computerized financial system (acct./payroll)	28.70	67.90	33.00	4.60	6.90	10.70	5.40	0.40	12.30
3.2 - Computerized inventory control	6.90	9.50	4.40	1.50	0.40	1.50	6.30	5.00	8.70
3.3 - Computerized order entry	4.70	9.40	2.50	1.50	0.70	0.70	7.70	0.30	14.20
3.4 - Computer-aided Software Engineering	0.70	1.50	0.30	1.00	2.00	4.60	0.00	0.00	0.10
3.5 - Electronic Data Interchange	3.00	8.10	3.60	1.90	1.20	2.60	1.90	0.30	5.20
3.6 - Electronic Funds Transfer	3.60	20.90	11.40	1.50	2.30	1.70	0.00	0.00	6.40
3.7 - Multimedia/Computer Based Training	3.90	4.00	1.70	3.40	5.10	2.60	0.20	0.10	3.20
3.8 - Point of Sale Terminals	2.70	7.20	2.80	2.70	2.10	1.20	0.00	0.00	9.00
4.1 - Business Process Re-engineering	9.30	8.50	7.00	4.40	5.10	5.20	3.50	2.80	7.70
4.2 - ISD 9000	5.50	3.10	1.50	1.50	1.90	1.90	1.90	1.50	3.10
4.3 - Just In Time Manufacturing	3.00	1.50	1.50	1.50	1.30	2.70	1.20	1.20	2.90
4.4 - Quick Response Production	4.40	1.50	1.50	1.50	1.30	2.70	2.50	2.50	2.50

## 4.5 - Total Quality Management

### Health and Social Services

In which of your departments or business functions do you use the following technologies?

	Management	Accounting	Finance	Marketing	Personnel	Information Systems	Purchasing	Shipping	Sales
	%	%	%	%	%	%	%	%	%
1.1 - Desktop Publishing	23.30	10.70	7.10	15.30	14.30	10.10	2.10	0.00	4.80
1.2 - External Databases	8.80	9.40	7.80	2.40	4.00	4.70	3.20	0.20	1.30
1.3 - Personal Computers	57.70	58.20	37.10	19.50	31.00	34.10	9.80	3.60	13.00
1.4 - Video Conferencing (ISDN)	2.10	1.80	1.80	2.60	2.10	2.10	1.90	1.80	1.90
2.1 - E-Mail	19.80	8.60	7.60	4.40	8.20	6.60	2.40	1.80	1.80
2.2 - E-mail to Fax	7.30	3.50	4.30	0.30	2.60	2.70	2.00	1.10	0.90
2.3 - Intranet (company-wide network)	6.20	7.50	5.50	2.20	4.10	9.00	0.80	0.20	1.70
2.4 - Internet (world-wide network)	10.40	0.70	1.30	5.20	5.40	8.80	0.30	0.40	1.60
2.5 - Value Added Networks	2.50	0.50	0.50	0.10	3.30	2.60	0.30	0.10	0.00
2.6 - Wireless Communications/Cellular Telephones/Pagers	31.80	5.40	6.20	3.30	16.70	3.50	1.40	0.80	5.00
3.1 - Computerized financial system (acct./payroll)	23.60	53.90	21.30	1.10	11.70	2.30	4.60	0.30	1.70
3.2 - Computerized inventory control	6.90	7.30	1.20	0.90	0.50	1.50	9.20	2.40	2.90
3.3 - Computerized order entry	1.10	1.70	0.50	1.30	0.50	0.60	5.80	2.10	5.10
3.4 - Computer-aided Software Engineering	2.00	0.00	0.00	0.00	0.00	0.30	2.50	0.00	0.40
3.5 - Electronic Data Interchange	3.20	2.90	4.20	0.90	1.90	0.70	0.90	0.10	4.00
3.6 - Electronic Funds Transfer	5.90	14.40	9.00	0.00	3.00	0.90	0.00	0.00	2.50
3.7 - Multimedia/Computer Based Training	6.10	2.30	2.00	3.10	4.30	2.80	0.10	0.00	0.40
3.8 - Point of Sale Terminals	2.20	5.20	6.50	0.00	0.00	0.40	0.00	0.90	8.60
4.1 - Business Process Re-engineering	6.00	2.30	3.40	2.20	2.50	2.50	2.50	2.10	2.80
4.2 - ISO 9000	0.20	0.00	0.00	0.00	0.00	0.10	0.10	0.00	0.00
4.3 - Just In Time Manufacturing	0.00	0.00	0.00	0.00	0.00	0.00	0.20	0.00	0.00
4.4 - Quick Response Production	1.90	1.80	1.90	0.00	0.00	0.00	0.00	0.00	0.60
4.5 - Total Quality Management	10.10	5.70	4.20	5.30	10.00	4.20	2.10	1.50	3.40

## Accommodation/Food and Beverage

In which of your departments or business functions do you use the following technologies?

	Management	Accounting	Finance	Marketing	Personnel	Information Systems	Purchasing	Shipping	Sales
	%	%	%	%	%	%	%	%	%
1.1 - Desktop Publishing	8.90	3.80	2.20	9.20	7.00	2.60	0.50	0.50	5.10
1.2 - External Databases	4.20	5.30	2.80	1.80	1.80	3.40	0.10	0.00	4.00
1.3 - Personal Computers	23.30	37.50	13.90	15.60	20.40	14.70	7.40	1.90	19.90
1.4 - Video Conferencing (ISDN)	0.10	0.00	0.00	0.10	0.00	0.00	0.00	0.00	0.60
2.1 - E-Mail	5.60	3.40	2.50	2.50	1.60	1.40	1.00	0.10	0.50
2.2 - E-mail to Fax	4.00	2.90	2.80	0.90	0.10	0.70	0.10	0.10	2.50
2.3 - Intranet (company-wide network)	4.00	4.30	3.00	2.60	1.80	2.40	1.80	0.10	3.20
2.4 - Internet (world-wide network)	2.00	0.10	0.10	4.40	0.30	0.50	0.00	0.00	0.90
2.5 - Value Added Networks	1.70	0.10	0.00	0.10	1.70	0.10	0.00	0.00	0.00
2.6 - Wireless Communications/Cellular Telephones/Pagers	22.20	1.40	2.50	1.90	6.10	1.00	2.00	3.00	5.90
3.1 - Computerized financial system (acct./payroll)	14.30	41.30	10.90	1.50	4.00	1.80	0.70	0.60	4.40
3.2 - Computerized inventory control	8.60	10.40	1.90	0.10	0.10	0.60	5.20	0.10	6.20
3.3 - Computerized order entry	4.40	3.50	0.10	0.80	0.60	1.10	6.30	0.10	4.20
3.4 - Computer-aided Software Engineering	0.60	2.10	1.60	0.00	0.00	0.00	0.00	0.00	1.60
3.5 - Electronic Data Interchange	2.30	0.70	0.10	0.10	0.60	0.60	0.10	0.10	2.20
3.6 - Electronic Funds Transfer	0.60	6.10	1.30	0.00	0.10	0.00	0.00	0.00	3.60
3.7 - Multimedia/Computer Based Training	1.50	2.70	0.10	0.10	0.20	0.10	0.00	0.00	1.20
3.8 - Point of Sale Terminals	5.60	4.80	2.20	1.10	1.10	0.60	2.20	0.60	35.60
4.1 - Business Process Re-engineering	4.20	0.60	0.60	1.40	1.20	0.60	0.10	0.10	0.90
4.2 - ISO 9000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.50
4.3 - Just In Time Manufacturing	0.00	0.00	0.00	0.00	1.10	0.00	0.10	0.50	1.10
4.4 - Quick Response Production	1.40	1.60	1.60	0.00	1.10	0.80	0.50	0.00	4.10
4.5 - Total Quality Management	4.00	3.80	2.50	0.90	4.10	0.10	1.90	0.10	5.10



## Size: 5-19 employees

In which of your departments or business functions do you use the following technologies?

	Management	Accounting	Finance	Marketing	Personnel	Information Systems	Purchasing	Shipping	Sales
	%	%	%	%	%	%	%	%	%
1.1 - Desktop Publishing	10.70	7.70	3.50	13.00	7.60	5.70	2.20	1.60	9.60
1.2 - External Databases	5.30	6.70	3.50	4.70	1.80	6.90	3.20	0.40	5.80
1.3 - Personal Computers	35.40	50.80	27.40	19.50	26.10	19.20	14.40	9.40	25.70
1.4 - Video Conferencing (ISDN)	0.60	1.10	0.30	0.40	0.50	0.30	0.30	0.30	0.60
2.1 - E-Mail	19.10	10.50	7.00	10.00	8.90	9.20	4.80	3.40	8.90
2.2 - E-mail to Fax	7.80	5.10	3.70	3.60	1.90	1.60	2.90	1.70	5.00
2.3 - Intranet (company-wide network)	6.40	5.40	3.60	3.90	3.40	6.60	3.40	2.70	4.80
2.4 - Internet (world-wide network)	9.30	1.70	0.90	6.20	2.70	5.10	0.30	0.40	4.60
2.5 - Value Added Networks	1.80	0.50	0.50	0.60	1.20	2.30	0.40	0.40	0.80
2.6 - Wireless Communications/Cellular Telephones/Pagers	35.10	2.00	1.70	6.40	12.70	2.40	3.10	3.10	18.90
3.1 - Computerized financial system (acct./payroll)	19.40	49.00	20.60	1.80	8.00	6.00	4.20	1.50	9.80
3.2 - Computerized inventory control	10.40	12.10	3.00	1.50	0.70	2.90	8.80	5.90	12.10
3.3 - Computerized order entry	4.50	7.20	1.70	1.40	0.00	2.30	9.20	4.20	12.20
3.4 - Computer-aided Software Engineering	0.80	1.00	0.60	0.30	0.90	1.80	0.50	0.00	1.20
3.5 - Electronic Data Interchange	2.10	4.20	0.60	0.60	0.90	1.10	2.00	0.30	4.80
3.6 - Electronic Funds Transfer	4.00	9.10	4.30	0.40	1.10	0.00	0.50	0.00	6.20
3.7 - Multimedia/Computer Based Training	2.50	2.30	0.70	1.40	2.10	0.80	0.00	0.20	2.60
3.8 - Point of Sale Terminals	3.90	6.20	3.90	1.10	1.10	0.00	1.40	0.60	24.90
4.1 - Business Process Re-engineering	4.50	3.80	2.10	2.30	1.70	1.70	2.50	1.10	3.60
4.2 - ISO 9000	2.10	0.80	0.30	0.60	0.30	0.50	0.60	0.70	1.80
4.3 - Just In Time Manufacturing	2.10	0.50	0.40	0.40	0.50	0.80	1.50	1.00	1.70
4.4 - Quick Response Production	2.50	1.20	1.00	0.40	0.50	0.90	1.80	2.60	3.20
4.5 - Total Quality Management	8.10	2.80	1.80	2.60	4.10	2.00	2.20	1.90	6.00

## Size: 20-199 employees

In which of your departments or business functions do you use the following technologies?

	Management	Accounting	Finance	Marketing	Personnel	Information Systems	Purchasing	Shipping	Sales
	%	%	%	%	%	%	%	%	%
1.1 - Desktop Publishing	18.10	9.20	6.40	19.60	7.90	6.00	4.50	1.60	10.20
1.2 - External Databases	9.80	9.70	7.60	7.90	4.60	8.30	5.50	1.60	7.50
1.3 - Personal Computers	54.20	65.70	43.10	30.00	39.90	34.80	27.00	11.70	39.00
1.4 - Video Conferencing (ISDN)	3.30	0.30	0.40	1.50	1.40	0.50	0.20	0.00	2.90
2.1 - E-Mail	29.90	21.60	17.90	17.90	18.90	18.80	15.30	8.20	15.50
2.2 - E-mail to Fax	11.40	6.90	6.60	7.70	4.60	6.70	4.70	2.10	7.60
2.3 - Intranet (company-wide network)	15.90	13.80	8.30	10.40	9.10	10.70	7.10	3.60	10.20
2.4 - Internet (world-wide network)	14.30	6.60	4.30	10.80	5.60	11.00	3.90	2.10	7.40
2.5 - Value Added Networks	2.70	1.80	0.90	1.80	1.60	2.30	1.40	0.70	1.60
2.6 - Wireless Communications/Cellular Telephones/Pagers	50.10	5.50	5.40	13.00	13.50	7.20	6.40	7.90	25.90
3.1 - Computerized financial system (acct./payroll)	29.90	68.40	32.00	4.40	15.00	6.80	6.10	2.70	8.50
3.2 - Computerized inventory control	15.90	19.30	7.50	3.30	0.40	6.00	22.20	12.60	18.30
3.3 - Computerized order entry	8.20	9.00	1.80	2.40	2.70	3.80	17.80	5.90	20.10
3.4 - Computer-aided Software Engineering	1.80	1.10	0.20	0.90	0.10	2.30	0.60	0.70	1.60
3.5 - Electronic Data Interchange	7.20	8.60	5.30	3.60	1.80	5.50	7.50	3.40	5.20
3.6 - Electronic Funds Transfer	3.00	15.30	11.70	0.00	3.00	1.90	1.00	0.00	2.70
3.7 - Multimedia/Computer Based Training	3.90	3.50	0.90	1.50	4.90	2.70	0.40	0.40	5.00
3.8 - Point of Sale Terminals	3.10	9.10	5.30	1.30	2.30	1.90	1.00	1.00	30.40
4.1 - Business Process Re-engineering	9.30	4.80	2.80	2.90	1.90	5.70	3.70	2.70	4.20
4.2 - ISO 9000	3.70	1.30	0.90	1.40	1.80	1.70	3.50	3.10	3.30
4.3 - Just In Time Manufacturing	1.00	0.00	0.10	0.60	0.00	0.10	2.50	1.80	2.00
4.4 - Quick Response Production	1.60	0.10	0.10	0.50	0.10	0.30	1.60	1.70	2.20
4.5 - Total Quality Management	13.10	6.30	4.70	5.90	9.30	6.30	6.90	4.50	8.90

## Size: 200+ employees

In which of your departments or business functions do you use the following technologies?

	Management	Accounting	Finance	Marketing	Personnel	Information Systems	Purchasing	Shipping	Sales
	%	%	%	%	%	%	%	%	%
1.1 - Desktop Publishing	34.60	14.00	13.00	35.60	21.20	19.70	7.00	1.50	11.30
1.2 - External Databases	21.90	23.10	19.40	24.70	17.90	32.10	12.30	4.90	12.70
1.3 - Personal Computers	88.00	87.30	78.50	55.00	80.40	74.90	63.70	38.90	50.30
1.4 - Video Conferencing (ISDN)	14.00	3.60	3.90	8.90	4.90	7.30	3.70	2.20	6.10
2.1 - E-Mail	66.20	57.40	54.80	44.00	53.80	62.70	46.70	28.90	39.10
2.2 - E-mail to Fax	24.80	18.10	17.90	15.50	14.20	22.50	17.10	8.20	13.30
2.3 - Intranet (company-wide network)	32.20	29.70	23.60	23.30	23.60	32.30	20.20	10.70	20.90
2.4 - Internet (world-wide network)	35.20	12.30	16.60	25.60	14.80	41.30	10.70	5.50	14.80
2.5 - Value Added Networks	8.50	9.60	5.80	6.30	5.70	12.10	7.30	3.90	6.00
2.6 - Wireless Communications/Cellular Telephones/Pagers	71.00	16.80	17.40	28.50	24.70	37.00	15.70	12.20	30.30
3.1 - Computerized financial system (acct./payroll)	41.20	87.30	69.30	9.00	40.10	19.60	17.60	7.00	10.10
3.2 - Computerized inventory control	19.80	24.10	13.00	3.90	4.00	12.00	44.50	23.60	19.10
3.3 - Computerized order entry	8.80	15.50	7.30	5.50	4.20	6.60	28.10	12.60	23.40
3.4 - Computer-aided Software Engineering	5.30	2.00	2.70	1.10	0.50	9.20	2.30	2.40	2.50
3.5 - Electronic Data Interchange	8.60	17.10	12.80	3.80	2.70	10.30	14.10	5.80	9.40
3.6 - Electronic Funds Transfer	3.90	32.80	28.20	1.30	7.50	3.60	3.30	0.60	5.90
3.7 - Multimedia/Computer Based Training	12.50	5.60	5.50	8.60	19.30	16.90	4.20	3.20	8.00
3.8 - Point of Sale Terminals	5.90	10.10	7.20	6.50	1.80	4.40	3.60	3.10	26.10
4.1 - Business Process Re-engineering	24.10	16.60	13.80	9.60	12.90	22.00	13.60	8.90	12.60
4.2 - ISO 9000	8.90	4.50	4.00	5.30	6.00	9.10	6.80	5.70	5.20
4.3 - Just In Time Manufacturing	3.10	0.30	1.60	0.90	1.00	1.30	6.00	5.50	4.20
4.4 - Quick Response Production	4.30	0.70	1.40	1.00	1.20	1.90	2.60	2.10	3.80
4.5 - Total Quality Management	36.10	20.50	19.30	13.70	23.60	22.20	18.90	12.90	14.90

## Canada

Please rate the effectiveness of the following initiatives by government (federal, provincial, municipal) which would persuade you to adopt Electronic Commerce.

	Not Effective At All	Ineffective	Effective	Very Effective	Don't Know
	%	%	%	%	%
1 - Government funding for workforce training	17.80	10.50	18.30	6.70	46.80
2 - Legislation providing for legal recognition of digital signatures	13.90	5.10	13.30	6.20	61.50
3 - Legislation for network security	11.70	6.50	18.30	7.60	56.00
4 - Government as a model user of Electronic Commerce	13.10	11.50	17.60	6.20	51.60
5 - Government requiring its suppliers to conduct transactions electronically	14.90	11.40	15.40	6.00	52.40
6 - Tax incentives for firms that invest in Electronic Commerce	10.40	10.70	20.80	12.00	46.10
7 - Government promotion of Electronic Commerce/Education & Awareness Programs	12.70	13.30	20.10	4.40	49.50

## Atlantic

Please rate the effectiveness of the following initiatives by government (federal, provincial, municipal) which would persuade you to adopt Electronic Commerce.

	Not Effective At All	Ineffective	Effective	Very Effective	Don't Know
	%	%	%	%	%
1 - Government funding for workforce training	18.10	7.90	17.00	15.40	41.70
2 - Legislation providing for legal recognition of digital signatures	13.80	7.10	16.30	4.50	58.30
3 - Legislation for network security	15.10	8.60	16.60	9.00	50.70
4 - Government as a model user of Electronic Commerce	16.50	15.40	12.90	7.50	47.80
5 - Government requiring its suppliers to conduct transactions electronically	15.10	16.40	19.10	4.70	44.70
6 - Tax incentives for firms that invest in Electronic Commerce	15.70	7.80	21.40	14.50	40.60
7 - Government promotion of Electronic Commerce/Education & Awareness Programs	13.40	7.90	23.30	8.20	47.20

## Quebec

Please rate the effectiveness of the following initiatives by government (federal, provincial, municipal) which would persuade you to adopt Electronic Commerce.

	Not Effective At All	Ineffective	Effective	Very Effective	Don't Know
	%	%	%	%	%
1 - Government funding for workforce training	2.60	11.20	14.10	1.30	70.80
2 - Legislation providing for legal recognition of digital signatures	0.60	4.20	7.90	3.20	84.20
3 - Legislation for network security	4.00	5.50	9.90	3.10	77.50
4 - Government as a model user of Electronic Commerce	4.20	5.20	19.10	1.20	70.40
5 - Government requiring its suppliers to conduct transactions electronically	1.90	1.50	13.10	3.10	80.40
6 - Tax incentives for firms that invest in Electronic Commerce	4.50	12.60	12.10	3.00	67.90
7 - Government promotion of Electronic Commerce: Education & Awareness Programs	5.30	13.20	11.10	0.50	69.90

## Ontario

Please rate the effectiveness of the following initiatives by government (federal, provincial, municipal) which would persuade you to adopt Electronic Commerce.

	Not Effective At All	Ineffective	Effective	Very Effective	Don't Know
	%	%	%	%	%
1 - Government funding for workforce training	24.40	10.50	23.70	6.30	35.10
2 - Legislation providing for legal recognition of digital signatures	19.60	5.00	14.20	9.20	52.00
3 - Legislation for network security	14.70	4.70	21.70	11.00	47.90
4 - Government as a model user of Electronic Commerce	14.10	14.60	18.00	9.20	44.00
5 - Government requiring its suppliers to conduct transactions electronically	23.10	8.80	20.10	7.70	40.30
6 - Tax incentives for firms that invest in Electronic Commerce	10.80	8.70	28.50	16.00	35.90
7 - Government promotion of Electronic Commerce: Education & Awareness Programs	14.80	10.90	28.20	3.40	42.70

## Prairies

Please rate the effectiveness of the following initiatives by government (federal, provincial, municipal) which would persuade you to adopt Electronic Commerce.

	Not Effective At All	Ineffective	Effective	Very Effective	Don't Know
	%	%	%	%	%
1 - Government funding for workforce training	18.60	9.80	13.10	9.50	49.00
2 - Legislation providing for legal recognition of digital signatures	12.60	5.10	14.40	2.90	65.00
3 - Legislation for network security	10.30	5.00	22.70	5.00	56.90
4 - Government as a model user of Electronic Commerce	12.50	12.10	18.80	3.90	52.70
5 - Government requiring its suppliers to conduct transactions electronically	12.70	19.90	9.90	6.90	50.50
6 - Tax incentives for firms that invest in Electronic Commerce	9.50	13.20	14.60	16.60	46.10
7 - Government promotion of Electronic Commerce/Education & Awareness Programs	12.40	16.80	16.80	8.20	45.70

## British Columbia

Please rate the effectiveness of the following initiatives by government (federal, provincial, municipal) which would persuade you to adopt Electronic Commerce.

	Not Effective At All	Ineffective	Effective	Very Effective	Don't Know
	%	%	%	%	%
1 - Government funding for workforce training	24.10	11.40	19.20	7.70	37.60
2 - Legislation providing for legal recognition of digital signatures	22.40	6.00	16.60	8.50	46.50
3 - Legislation for network security	15.90	12.30	18.10	9.30	44.30
4 - Government as a model user of Electronic Commerce	22.70	11.30	15.40	9.30	41.40
5 - Government requiring its suppliers to conduct transactions electronically	18.00	18.20	13.60	5.70	44.50
6 - Tax incentives for firms that invest in Electronic Commerce	16.70	10.90	23.90	8.90	39.60
7 - Government promotion of Electronic Commerce/Education & Awareness Programs	18.40	17.30	17.60	5.50	41.10

## Construction

Please rate the effectiveness of the following initiatives by government (federal, provincial, municipal) which would persuade you to adopt Electronic Commerce.

	Not Effective At All	Ineffective	Effective	Very Effective	Don't Know
	%	%	%	%	%
1 - Government funding for workforce training	18.40	12.10	8.10	2.60	58.80
2 - Legislation providing for legal recognition of digital signatures	12.20	5.10	6.40	0.60	75.70
3 - Legislation for network security	13.20	4.40	14.50	2.30	65.70
4 - Government as a model user of Electronic Commerce	19.50	6.50	8.50	0.80	65.10
5 - Government requiring its suppliers to conduct transactions electronically	15.50	6.40	4.60	1.00	72.50
6 - Tax incentives for firms that invest in Electronic Commerce	15.20	7.70	7.50	3.90	65.70
7 - Government promotion of Electronic Commerce/Education & Awareness Programs	13.40	12.50	7.50	0.80	65.10

## Transportation

Please rate the effectiveness of the following initiatives by government (federal, provincial, municipal) which would persuade you to adopt Electronic Commerce.

	Not Effective At All	Ineffective	Effective	Very Effective	Don't Know
	%	%	%	%	%
1 - Government funding for workforce training	17.50	8.90	20.90	9.00	43.90
2 - Legislation providing for legal recognition of digital signatures	18.40	6.50	5.50	3.70	66.20
3 - Legislation for network security	16.00	13.40	5.90	7.70	57.10
4 - Government as a model user of Electronic Commerce	19.80	10.40	18.30	3.10	48.20
5 - Government requiring its suppliers to conduct transactions electronically	18.50	16.20	15.20	2.60	47.50
6 - Tax incentives for firms that invest in Electronic Commerce	16.50	4.00	21.50	10.60	47.50
7 - Government promotion of Electronic Commerce/Education & Awareness Programs	20.50	10.60	22.00	2.20	44.70

## Communications

Please rate the effectiveness of the following initiatives by government (federal, provincial, municipal) which would persuade you to adopt Electronic Commerce.

	Not Effective At All	Ineffective	Effective	Very Effective	Don't Know
	%	%	%	%	%
1 - Government funding for workforce training	12.40	23.40	19.70	11.00	33.50
2 - Legislation providing for legal recognition of digital signatures	13.10	13.50	15.80	16.50	41.10
3 - Legislation for network security	9.10	15.20	23.10	13.30	39.40
4 - Government as a model user of Electronic Commerce	14.99	16.70	26.20	7.70	34.60
5 - Government requiring its suppliers to conduct transactions electronically	13.20	10.10	26.40	9.00	41.40
6 - Tax incentives for firms that invest in Electronic Commerce	8.10	6.20	32.70	22.20	30.70
7 - Government promotion of Electronic Commerce/Education & Awareness Programs	10.50	23.50	23.90	9.10	33.10

## Wholesale

Please rate the effectiveness of the following initiatives by government (federal, provincial, municipal) which would persuade you to adopt Electronic Commerce.

	Not Effective At All	Ineffective	Effective	Very Effective	Don't Know
	%	%	%	%	%
1 - Government funding for workforce training	7.10	19.90	33.40	13.50	26.10
2 - Legislation providing for legal recognition of digital signatures	9.40	20.30	20.80	5.40	44.10
3 - Legislation for network security	7.70	13.50	25.00	12.40	41.40
4 - Government as a model user of Electronic Commerce	7.70	16.30	29.00	6.60	40.40
5 - Government requiring its suppliers to conduct transactions electronically	8.10	10.30	23.30	8.10	50.20
6 - Tax incentives for firms that invest in Electronic Commerce	5.30	9.70	34.10	19.70	31.30
7 - Government promotion of Electronic Commerce/Education & Awareness Programs	8.10	16.30	32.10	5.10	38.40



## Retail

Please rate the effectiveness of the following initiatives by government (federal, provincial, municipal) which would persuade you to adopt Electronic Commerce

	Not Effective At All	Ineffective	Effective	Very Effective	Don't Know
	%	%	%	%	%
1 - Government funding for workforce training	27.00	5.00	18.70	6.70	42.60
2 - Legislation providing for legal recognition of digital signatures	14.90	0.10	19.20	4.40	61.50
3 - Legislation for network security	10.80	4.40	26.80	4.80	53.30
4 - Government as a model user of Electronic Commerce	6.50	12.80	22.30	7.80	50.60
5 - Government requiring its suppliers to conduct transactions electronically	18.80	16.60	18.20	3.70	42.80
6 - Tax incentives for firms that invest in Electronic Commerce	8.90	15.30	29.00	11.30	35.50
7 - Government promotion of Electronic Commerce/Education & Awareness Programs	12.10	10.70	26.50	6.60	44.10

## Business Services

Please rate the effectiveness of the following initiatives by government (federal, provincial, municipal) which would persuade you to adopt Electronic Commerce.

	Not Effective At All	Ineffective	Effective	Very Effective	Don't Know
	%	%	%	%	%
1 - Government funding for workforce training	19.40	8.50	18.90	3.60	49.60
2 - Legislation providing for legal recognition of digital signatures	12.90	2.70	16.10	8.60	59.70
3 - Legislation for network security	14.60	5.30	14.50	8.30	57.30
4 - Government as a model user of Electronic Commerce	18.10	10.90	18.90	3.60	48.60
5 - Government requiring its suppliers to conduct transactions electronically	15.50	6.30	21.10	9.50	47.60
6 - Tax incentives for firms that invest in Electronic Commerce	12.70	9.50	18.10	12.70	47.00
7 - Government promotion of Electronic Commerce/Education & Awareness Programs	18.60	15.50	15.90	6.80	43.30

## Health and Social Services

Please rate the effectiveness of the following initiatives by government (federal, provincial, municipal) which would persuade you to adopt Electronic Commerce.

	Not Effective At All	Ineffective	Effective	Very Effective	Don't Know
	%	%	%	%	%
1 - Government funding for workforce training	11.50	6.20	19.20	7.90	55.20
2 - Legislation providing for legal recognition of digital signatures	13.00	10.80	5.80	5.20	65.20
3 - Legislation for network security	5.60	13.80	11.70	7.10	61.70
4 - Government as a model user of Electronic Commerce	8.70	14.10	16.20	2.30	58.80
5 - Government requiring its suppliers to conduct transactions electronically	4.90	16.70	16.20	2.60	59.70
6 - Tax incentives for firms that invest in Electronic Commerce	6.50	11.30	19.20	8.00	55.00
7 - Government promotion of Electronic Commerce/Education & Awareness Programs	4.20	9.40	23.90	5.10	57.40

## Accommodation/Food and Beverage

Please rate the effectiveness of the following initiatives by government (federal, provincial, municipal) which would persuade you to adopt Electronic Commerce.

	Not Effective At All	Ineffective	Effective	Very Effective	Don't Know
	%	%	%	%	%
1 - Government funding for workforce training	12.40	16.10	11.60	6.50	53.50
2 - Legislation providing for legal recognition of digital signatures	17.80	0.40	6.60	12.30	62.80
3 - Legislation for network security	14.40	0.40	13.20	12.40	59.50
4 - Government as a model user of Electronic Commerce	18.60	9.00	6.70	14.00	51.60
5 - Government requiring its suppliers to conduct transactions electronically	17.60	8.50	5.50	11.10	57.30
6 - Tax incentives for firms that invest in Electronic Commerce	11.50	9.10	10.50	15.30	53.60
7 - Government promotion of Electronic Commerce/Education & Awareness Programs	13.00	16.70	11.30	0.10	58.80

## Size: 5-19 employees

Please rate the effectiveness of the following initiatives by government (federal, provincial, municipal) which would persuade you to adopt Electronic Commerce.

	Not Effective At All	Ineffective	Effective	Very Effective	Don't Know
	%	%	%	%	%
1 - Government funding for workforce training	18.90	10.50	15.30	5.40	49.90
2 - Legislation providing for legal recognition of digital signatures	12.99	5.10	12.50	5.90	63.70
3 - Legislation for network security	10.90	6.10	17.50	7.90	57.50
4 - Government as a model user of Electronic Commerce	11.30	12.00	16.90	6.30	53.50
5 - Government requiring its suppliers to conduct transactions electronically	14.50	12.10	13.20	6.70	53.50
6 - Tax incentives for firms that invest in Electronic Commerce	10.40	12.20	19.90	11.70	45.70
7 - Government promotion of Electronic Commerce/Education & Awareness Programs	12.10	13.70	19.30	4.30	50.60

## Size: 20-199 employees

Please rate the effectiveness of the following initiatives by government (federal, provincial, municipal) which would persuade you to adopt Electronic Commerce.

	Not Effective At All	Ineffective	Effective	Very Effective	Don't Know
	%	%	%	%	%
1 - Government funding for workforce training	15.00	10.00	26.50	10.20	38.30
2 - Legislation providing for legal recognition of digital signatures	17.20	4.80	15.60	6.10	56.30
3 - Legislation for network security	14.00	6.90	20.10	6.40	52.50
4 - Government as a model user of Electronic Commerce	18.00	10.00	19.20	5.90	46.90
5 - Government requiring its suppliers to conduct transactions electronically	16.20	9.10	21.00	3.40	50.20
6 - Tax incentives for firms that invest in Electronic Commerce	10.30	6.50	23.50	12.30	47.50
7 - Government promotion of Electronic Commerce/Education & Awareness Programs	14.30	12.10	22.10	4.50	47.10

## Size: 200+ employees

Please rate the effectiveness of the following initiatives by government (federal, provincial, municipal) which would persuade you to adopt Electronic Commerce.

	Not Effective At All	Ineffective	Effective	Very Effective	Don't Know
	%	%	%	%	%
1 - Government funding for workforce training	11.70	15.60	25.10	11.50	35.10
2 - Legislation providing for legal recognition of digital signatures	6.90	15.60	17.30	21.10	39.20
3 - Legislation for network security	6.50	14.90	24.60	18.60	35.40
4 - Government as a model user of Electronic Commerce	15.10	18.30	27.50	5.80	33.40
5 - Government requiring its suppliers to conduct transactions electronically	6.40	16.40	30.00	13.60	33.50
6 - Tax incentives for firms that invest in Electronic Commerce	11.50	9.60	20.90	22.20	35.80
7 - Government promotion of Electronic Commerce/Education & Awareness Programs	11.30	20.40	21.50	11.30	35.50

## Canada

If your company is delaying the implementation of additional Electronic Commerce technologies, please rate the importance of the following factors to that decision:

	Not Important at All	Unimportant	Important	Very Important	Don't Know
	%	%	%	%	%
1 - Technology is too expensive	9.70	7.80	35.30	30.10	17.20
2 - Lack of knowledge of the application of available technologies	12.00	18.70	36.40	19.20	13.70
3 - Not enough trading partners currently practicing Electronic Commerce	11.30	10.60	24.40	23.00	30.60
4 - Electronic Commerce technology is too complex	16.70	23.90	20.80	10.30	28.40
5 - Legal and Security concerns	12.60	12.70	22.50	23.40	28.80
6 - Uncertainty with regards to benefits	8.80	10.90	35.70	20.40	24.20
7 - Lack of skilled employees to utilize Electronic Commerce	18.20	21.20	26.80	16.70	17.20

## Atlantic

If your company is delaying the implementation of additional Electronic Commerce technologies, please rate the importance of the following factors to that decision:

	Not Important at All	Unimportant	Important	Very Important	Don't Know
	%	%	%	%	%
1 - Technology is too expensive	12.20	2.40	40.50	32.40	12.50
2 - Lack of knowledge of the application of available technologies	7.60	19.40	40.50	18.80	13.80
3 - Not enough trading partners currently practicing Electronic Commerce	9.70	14.90	27.10	18.00	30.20
4 - Electronic Commerce technology is too complex	9.30	32.30	27.70	13.10	17.70
5 - Legal and Security concerns	10.70	15.30	28.60	24.00	21.40
6 - Uncertainty with regards to benefits	8.20	15.10	34.50	21.00	21.20
7 - Lack of skilled employees to utilize Electronic Commerce	13.30	25.20	28.90	19.30	13.30

## Quebec

If your company is delaying the implementation of additional Electronic Commerce technologies, please rate the importance of the following factors to that decision:

	Not Important at All	Unimportant	Important	Very Important	Don't Know
	%	%	%	%	%
1 - Technology is too expensive	2.90	12.30	33.60	31.10	20.10
2 - Lack of knowledge of the application of available technologies	13.90	19.80	31.40	17.30	17.60
3 - Not enough trading partners currently practicing Electronic Commerce	8.70	12.00	21.80	27.60	29.90
4 - Electronic Commerce technology is too complex	14.50	28.90	17.30	11.00	28.30
5 - Legal and Security concerns	16.40	14.00	14.70	13.80	41.20
6 - Uncertainty with regards to benefits	12.50	10.20	29.70	21.60	26.00
7 - Lack of skilled employees to utilize Electronic Commerce	24.50	23.60	19.20	14.90	17.90

## Ontario

If your company is delaying the implementation of additional Electronic Commerce technologies, please rate the importance of the following factors to that decision:

	Not Important at All	Unimportant	Important	Very Important	Don't Know
	%	%	%	%	%
1 - Technology is too expensive	13.70	8.30	32.40	33.30	12.40
2 - Lack of knowledge of the application of available technologies	11.40	19.10	40.70	19.70	9.00
3 - Not enough trading partners currently practicing Electronic Commerce	10.20	9.50	19.90	24.70	35.80
4 - Electronic Commerce technology is too complex	21.10	16.00	25.90	9.50	27.50
5 - Legal and Security concerns	13.20	13.00	18.70	28.70	26.30
6 - Uncertainty with regards to benefits	7.60	12.60	38.80	20.20	20.70
7 - Lack of skilled employees to utilize Electronic Commerce	14.60	16.10	32.70	22.00	14.60

## Prairies

If your company is delaying the implementation of additional Electronic Commerce technologies, please rate the importance of the following factors to that decision:

	Not Important at All	Unimportant	Important	Very Important	Don't Know
	%	%	%	%	%
1 - Technology is too expensive	9.00	5.20	40.60	21.80	23.40
2 - Lack of knowledge of the application of available technologies	12.30	14.70	36.60	18.90	17.50
3 - Not enough trading partners currently practicing Electronic Commr	13.20	11.20	33.70	15.50	26.40
4 - Electronic Commerce technology is too complex	13.20	25.20	21.30	5.70	34.60
5 - Legal and Security concerns	9.80	14.40	25.10	24.90	25.90
6 - Uncertainty with regards to benefits	6.30	8.50	35.20	23.00	27.00
7 - Lack of skilled employees to utilize Electronic Commerce	17.10	29.00	22.70	10.40	20.80

## British Columbia

If your company is delaying the implementation of additional Electronic Commerce technologies, please rate the importance of the following factors to that decision:

	Not Important at All	Unimportant	Important	Very Important	Don't Know
	%	%	%	%	%
1 - Technology is too expensive	10.10	6.10	34.90	30.90	18.00
2 - Lack of knowledge of the application of available technologies	12.30	21.10	31.80	21.30	13.50
3 - Not enough trading partners currently practicing Electronic Commerce	15.80	8.40	25.50	24.60	25.60
4 - Electronic Commerce technology is too complex	18.20	28.00	10.80	15.20	27.80
5 - Legal and Security concerns	10.10	6.90	36.00	23.30	23.70
6 - Uncertainty with regards to benefits	9.40	9.30	38.80	15.70	26.90
7 - Lack of skilled employees to utilize Electronic Commerce	21.00	17.10	28.50	14.10	19.40

## Construction

If your company is delaying the implementation of additional Electronic Commerce technologies, please rate the importance of the following factors to that decision:

	Not Important at All	Unimportant	Important	Very Important	Don't Know
	%	%	%	%	%
1 - Technology is too expensive	6.90	4.90	26.70	29.00	32.50
2 - Lack of knowledge of the application of available technologies	13.70	13.00	34.70	21.70	16.90
3 - Not enough trading partners currently practicing Electronic Commerce	8.90	19.80	17.60	21.90	31.70
4 - Electronic Commerce technology is too complex	16.40	22.80	11.80	11.00	38.00
5 - Legal and Security concerns	11.80	1.80	24.00	19.40	43.00
6 - Uncertainty with regards to benefits	11.70	7.50	32.60	17.80	30.40
7 - Lack of skilled employees to utilize Electronic Commerce	16.10	26.10	24.20	13.60	20.10

## Transportation

If your company is delaying the implementation of additional Electronic Commerce technologies, please rate the importance of the following factors to that decision:

	Not Important at All	Unimportant	Important	Very Important	Don't Know
	%	%	%	%	%
1 - Technology is too expensive	16.40	7.10	33.40	26.50	16.60
2 - Lack of knowledge of the application of available technologies	15.30	12.20	38.60	18.20	15.60
3 - Not enough trading partners currently practicing Electronic Commerce	17.00	6.00	30.70	22.50	23.80
4 - Electronic Commerce technology is too complex	19.80	19.20	23.50	13.20	24.30
5 - Legal and Security concerns	19.90	11.90	25.10	18.10	25.00
6 - Uncertainty with regards to benefits	17.60	9.70	40.20	12.30	20.10
7 - Lack of skilled employees to utilize Electronic Commerce	23.10	14.60	29.60	16.10	16.60



## Communications

If your company is delaying the implementation of additional Electronic Commerce technologies, please rate the importance of the following factors to that decision:

	Not Important at All	Unimportant	Important	Very Important	Don't Know
	%	%	%	%	%
1 - Technology is too expensive	3.80	10.60	37.10	33.20	15.40
2 - Lack of knowledge of the application of available technologies	12.00	16.30	42.00	18.20	11.40
3 - Not enough trading partners currently practicing Electronic Commerce	6.70	15.40	34.90	23.50	19.50
4 - Electronic Commerce technology is too complex	11.60	34.60	25.60	7.30	21.60
5 - Legal and Security concerns	6.10	18.30	34.80	27.90	12.90
6 - Uncertainty with regards to benefits	7.20	22.80	36.90	21.60	11.50
7 - Lack of skilled employees to utilize Electronic Commerce	11.70	28.20	35.20	13.00	12.00

## Wholesale

If your company is delaying the implementation of additional Electronic Commerce technologies, please rate the importance of the following factors to that decision:

	Not Important at All	Unimportant	Important	Very Important	Don't Know
	%	%	%	%	%
1 - Technology is too expensive	6.20	11.70	45.60	18.80	17.70
2 - Lack of knowledge of the application of available technologies	10.30	23.20	40.40	13.60	12.50
3 - Not enough trading partners currently practicing Electronic Commerce	5.00	9.00	28.60	33.00	24.50
4 - Electronic Commerce technology is too complex	8.50	28.30	26.70	9.50	27.00
5 - Legal and Security concerns	9.00	19.10	28.70	21.90	21.30
6 - Uncertainty with regards to benefits	6.20	18.00	34.60	16.60	24.60
7 - Lack of skilled employees to utilize Electronic Commerce	6.50	31.60	32.60	11.90	17.50

## Retail

If your company is delaying the implementation of additional Electronic Commerce technologies, please rate the importance of the following factors to that decision:

	Not Important at All	Unimportant	Important	Very Important	Don't Know
	%	%	%	%	%
1 - Technology is too expensive	6.60	3.70	45.40	30.00	14.30
2 - Lack of knowledge of the application of available technologies	6.30	16.70	42.90	21.30	12.70
3 - Not enough trading partners currently practicing Electronic Commerce	10.80	6.40	28.70	18.40	35.80
4 - Electronic Commerce technology is too complex	13.60	25.20	27.40	8.70	24.80
5 - Legal and Security concerns	10.50	16.00	21.90	22.70	28.80
6 - Uncertainty with regards to benefits	5.40	6.90	42.50	21.70	23.40
7 - Lack of skilled employees to utilize Electronic Commerce	24.10	19.50	31.30	6.40	18.70

## Business Services

If your company is delaying the implementation of additional Electronic Commerce technologies, please rate the importance of the following factors to that decision:

	Not Important at All	Unimportant	Important	Very Important	Don't Know
	%	%	%	%	%
1 - Technology is too expensive	8.90	14.40	34.10	26.40	16.20
2 - Lack of knowledge of the application of available technologies	12.60	25.20	34.70	12.20	15.20
3 - Not enough trading partners currently practicing Electronic Commerce	9.90	15.90	29.00	27.00	18.20
4 - Electronic Commerce technology is too complex	13.20	33.40	18.70	6.80	27.90
5 - Legal and Security concerns	13.10	17.10	16.30	31.10	22.40
6 - Uncertainty with regards to benefits	7.70	19.40	32.20	16.00	24.80
7 - Lack of skilled employees to utilize Electronic Commerce	17.80	25.30	22.40	17.20	17.30

## Health and Social Services

If your company is delaying the implementation of additional Electronic Commerce technologies, please rate the importance of the following factors to that decision:

	Not Important at All	Unimportant	Important	Very Important	Don't Know
	%	%	%	%	%
1 - Technology is too expensive	8.90	4.10	34.10	36.60	16.30
2 - Lack of knowledge of the application of available technologies	10.00	16.70	37.80	20.50	14.20
3 - Not enough trading partners currently practicing Electronic Commerce	13.50	6.00	19.00	22.90	38.60
4 - Electronic Commerce technology is too complex	18.00	20.80	20.60	8.00	32.70
5 - Legal and Security concerns	8.20	4.40	33.00	23.80	30.60
6 - Uncertainty with regards to benefits	4.90	10.50	43.10	22.00	19.40
7 - Lack of skilled employees to utilize Electronic Commerce	13.20	14.30	36.20	18.90	17.40

## Accommodation/Food and Beverage

If your company is delaying the implementation of additional Electronic Commerce technologies, please rate the importance of the following factors to that decision:

	Not Important at All	Unimportant	Important	Very Important	Don't Know
	%	%	%	%	%
1 - Technology is too expensive	19.50	8.90	19.10	41.20	11.30
2 - Lack of knowledge of the application of available technologies	21.00	18.90	23.60	25.50	11.00
3 - Not enough trading partners currently practicing Electronic Commerce	17.70	9.80	15.40	19.80	37.20
4 - Electronic Commerce technology is too complex	31.10	10.50	13.70	17.90	26.80
5 - Legal and Security concerns	20.10	10.90	16.60	20.90	31.60
6 - Uncertainty with regards to benefits	15.80	5.20	25.30	29.70	24.10
7 - Lack of skilled employees to utilize Electronic Commerce	21.80	13.00	14.10	38.90	12.20

## Size: 5-19 employees

If your company is delaying the implementation of additional Electronic Commerce technologies, please rate the importance of the following factors to that decision:

	Not Important at All	Unimportant	Important	Very Important	Don't Know
	%	%	%	%	%
1 - Technology is too expensive	11.50	6.50	32.10	33.30	16.60
2 - Lack of knowledge of the application of available technologies	12.70	18.00	36.50	20.50	12.40
3 - Not enough trading partners currently practicing Electronic Commerce	11.90	10.20	23.80	22.60	31.50
4 - Electronic Commerce technology is too complex	18.20	22.10	20.40	10.80	28.50
5 - Legal and Security concerns	14.60	11.20	20.40	23.30	30.50
6 - Uncertainty with regards to benefits	9.90	9.60	34.50	20.60	25.40
7 - Lack of skilled employees to utilize Electronic Commerce	20.70	20.70	24.50	17.50	16.60

## Size: 20-199 employees

If your company is delaying the implementation of additional Electronic Commerce technologies, please rate the importance of the following factors to that decision:

	Not Important at All	Unimportant	Important	Very Important	Don't Know
	%	%	%	%	%
1 - Technology is too expensive	4.50	11.20	43.70	21.30	19.20
2 - Lack of knowledge of the application of available technologies	10.40	20.70	36.00	15.70	17.30
3 - Not enough trading partners currently practicing Electronic Commerce	9.80	11.90	26.00	23.60	28.70
4 - Electronic Commerce technology is too complex	12.60	28.40	21.60	9.00	28.40
5 - Legal and Security concerns	7.20	16.90	28.10	23.10	24.70
6 - Uncertainty with regards to benefits	5.90	14.40	38.70	19.90	21.10
7 - Lack of skilled employees to utilize Electronic Commerce	11.50	21.90	32.80	14.50	19.30

## Size: 200+ employees

If your company is delaying the implementation of additional Electronic Commerce technologies, please rate the importance of the following factors to that decision:

	Not Important at All	Unimportant	Important	Very Important	Don't Know
	%	%	%	%	%
1 - Technology is too expensive	4.30	12.10	49.90	23.70	10.00
2 - Lack of knowledge of the application of available technologies	7.10	23.00	40.30	15.70	13.80
3 - Not enough trading partners currently practicing Electronic Commerce	5.80	10.00	29.50	37.60	17.10
4 - Electronic Commerce technology is too complex	11.90	32.10	30.70	7.40	18.00
5 - Legal and Security concerns	5.60	13.60	33.20	32.30	15.40
6 - Uncertainty with regards to benefits	5.60	18.90	43.90	17.60	13.90
7 - Lack of skilled employees to utilize Electronic Commerce	10.70	29.90	36.80	10.70	12.00

## Canada

Concerning the utilization of Electronic Commerce technologies in general, please indicate the importance of each of the following issues to your organization:

	Not Important At All	Unimportant	Important	Very Important	Don't Know
	%	%	%	%	%
1 - Protecting against unauthorized data modification	10.70	2.40	22.70	47.80	16.50
2 - Protecting against undetected data loss	8.50	2.10	19.70	52.70	16.90
3 - Confidence of sender I.D. validity (authentication of I.D.)	9.90	4.00	23.40	43.40	19.20
4 - Confidence of receiver I.D. validity (authentication of I.D.)	9.60	4.70	22.80	44.00	18.90
5 - Speed and efficiency	9.00	2.70	28.00	44.90	15.50
6 - Preventing transmission blockage	9.30	4.30	29.10	38.10	19.20
7 - Protecting against duplication of data	27.10	50.00	22.90	0.00	0.00

## Atlantic

Concerning the utilization of Electronic Commerce technologies in general, please indicate the importance of each of the following issues to your organization:

	Not Important At All	Unimportant	Important	Very Important	Don't Know
	%	%	%	%	%
1 - Protecting against unauthorized data modification	7.70	2.60	24.30	47.90	17.60
2 - Protecting against undetected data loss	7.60	1.30	21.70	52.50	16.90
3 - Confidence of sender I.D. validity (authentication of I.D.)	7.40	6.10	29.40	40.70	16.50
4 - Confidence of receiver I.D. validity (authentication of I.D.)	7.30	3.60	32.30	40.20	16.50
5 - Speed and efficiency	7.50	4.60	33.00	41.00	13.90
6 - Preventing transmission blockage	7.70	4.90	28.00	40.50	18.90
7 - Protecting against duplication of data	0.00	0.00	100.00	0.00	0.00

## Quebec

Concerning the utilization of Electronic Commerce technologies in general, please indicate the importance of each of the following issues to your organization:

	Not Important At All	Unimportant	Important	Very Important	Don't Know
	%	%	%	%	%
1 - Protecting against unauthorized data modification	13.10	2.80	18.90	44.70	20.60
2 - Protecting against undetected data loss	9.00	3.00	18.50	47.10	22.50
3 - Confidence of sender I.D. validity (authentication of I.D.)	10.80	2.50	20.40	35.60	29.70
4 - Confidence of receiver I.D. validity (authentication of I.D.)	9.40	5.70	19.70	37.40	27.80
5 - Speed and efficiency	6.50	3.40	27.00	43.10	20.00
6 - Preventing transmission blockage	11.20	6.50	27.80	32.10	22.50
7 - Protecting against duplication of data	0.00	32.70	67.30	0.00	0.00

## Ontario

Concerning the utilization of Electronic Commerce technologies in general, please indicate the importance of each of the following issues to your organization:

	Not Important At All	Unimportant	Important	Very Important	Don't Know
	%	%	%	%	%
1 - Protecting against unauthorized data modification	10.50	1.10	28.60	48.70	11.10
2 - Protecting against undetected data loss	8.50	1.30	21.60	55.80	11.90
3 - Confidence of sender I.D. validity (authentication of I.D.)	8.80	5.40	24.70	45.60	14.50
4 - Confidence of receiver I.D. validity (authentication of I.D.)	8.80	5.10	24.70	46.70	14.70
5 - Speed and efficiency	12.10	2.20	23.90	51.30	10.60
6 - Preventing transmission blockage	8.80	3.30	33.60	35.80	15.60
7 - Protecting against duplication of data	0.00	100.00	0.00	0.00	0.00

## Prairies

Concerning the utilization of Electronic Commerce technologies in general, please indicate the importance of each of the following issues to your organization:

	Not Important At All	Unimportant	Important	Very Important	Don't Know
	%	%	%	%	%
1 - Protecting against unauthorized data modification	9.70	3.20	22.70	41.20	23.10
2 - Protecting against undetected data loss	8.10	3.00	20.60	44.90	23.30
3 - Confidence of sender I.D. validity (authentication of I.D.)	9.60	4.70	23.70	42.60	19.30
4 - Confidence of receiver I.D. validity (authentication of I.D.)	9.60	3.70	21.70	45.10	19.80
5 - Speed and efficiency	8.10	1.70	29.30	38.60	22.40
6 - Preventing transmission blockage	8.10	3.00	27.10	37.70	24.00
7 - Protecting against duplication of data	58.80	41.20	0.00	0.00	0.00

## British Columbia

Concerning the utilization of Electronic Commerce technologies in general, please indicate the importance of each of the following issues to your organization:

	Not Important At All	Unimportant	Important	Very Important	Don't Know
	%	%	%	%	%
1 - Protecting against unauthorized data modification	10.50	3.50	14.30	58.30	13.40
2 - Protecting against undetected data loss	9.00	1.70	15.30	61.90	12.00
3 - Confidence of sender I.D. validity (authentication of I.D.)	12.70	1.50	21.50	48.80	15.60
4 - Confidence of receiver I.D. validity (authentication of I.D.)	12.70	3.90	20.00	48.10	15.30
5 - Speed and efficiency	7.30	3.40	34.40	43.00	11.80
6 - Preventing transmission blockage	9.80	4.80	23.90	44.60	16.90
7 - Protecting against duplication of data	100.00	0.00	0.00	0.00	0.00



## Construction

Concerning the utilization of Electronic Commerce technologies in general, please indicate the importance of each of the following issues to your organization:

	Not Important At All	Unimportant	Important	Very Important	Don't Know
	%	%	%	%	%
1 - Protecting against unauthorized data modification	12.60	3.70	21.70	34.20	27.80
2 - Protecting against undetected data loss	7.30	3.10	24.00	33.80	31.90
3 - Confidence of sender I.D. validity (authentication of I.D.)	9.00	7.00	17.20	34.00	32.80
4 - Confidence of receiver I.D. validity (authentication of I.D.)	9.00	8.30	21.40	27.70	33.50
5 - Speed and efficiency	7.30	2.40	38.50	25.30	26.50
6 - Preventing transmission blockage	7.70	5.40	32.10	20.10	34.60
7 - Protecting against duplication of data	29.00	49.20	21.80	0.00	0.00

## Transportation

Concerning the utilization of Electronic Commerce technologies in general, please indicate the importance of each of the following issues to your organization:

	Not Important At All	Unimportant	Important	Very Important	Don't Know
	%	%	%	%	%
1 - Protecting against unauthorized data modification	7.40	2.00	16.20	58.10	16.30
2 - Protecting against undetected data loss	5.50	1.40	18.70	58.90	15.40
3 - Confidence of sender I.D. validity (authentication of I.D.)	7.30	3.40	25.20	43.60	20.50
4 - Confidence of receiver I.D. validity (authentication of I.D.)	7.30	3.00	20.50	48.70	20.50
5 - Speed and efficiency	5.50	1.30	29.10	48.60	15.50
6 - Preventing transmission blockage	7.40	3.30	23.10	48.70	17.50
7 - Protecting against duplication of data	29.20	43.40	27.40	0.00	0.00

## Communications

Concerning the utilization of Electronic Commerce technologies in general, please indicate the importance of each of the following issues to your organization:

	Not Important At All	Unimportant	Important	Very Important	Don't Know
	%	%	%	%	%
1 - Protecting against unauthorized data modification	4.30	5.00	26.70	54.00	9.90
2 - Protecting against undetected data loss	1.20	1.90	22.40	63.10	11.30
3 - Confidence of sender I.D. validity (authentication of I.D.)	1.80	2.30	31.60	51.70	12.50
4 - Confidence of receiver I.D. validity (authentication of I.D.)	1.20	3.20	26.70	53.70	15.20
5 - Speed and efficiency	1.60	0.60	29.80	56.10	11.90
6 - Preventing transmission blockage	1.60	4.00	31.70	49.40	13.30
7 - Protecting against duplication of data	24.00	52.10	23.90	0.00	0.00

## Wholesale

Concerning the utilization of Electronic Commerce technologies in general, please indicate the importance of each of the following issues to your organization:

	Not Important At All	Unimportant	Important	Very Important	Don't Know
	%	%	%	%	%
1 - Protecting against unauthorized data modification	6.20	3.10	28.50	54.10	8.00
2 - Protecting against undetected data loss	4.90	2.40	25.40	57.60	9.70
3 - Confidence of sender I.D. validity (authentication of I.D.)	7.90	2.40	30.50	45.90	13.30
4 - Confidence of receiver I.D. validity (authentication of I.D.)	7.50	2.80	30.00	46.40	13.20
5 - Speed and efficiency	5.80	2.40	35.50	47.80	8.50
6 - Preventing transmission blockage	5.80	5.10	40.10	37.60	11.40
7 - Protecting against duplication of data	25.20	50.30	24.50	0.00	0.00

## Retail

Concerning the utilization of Electronic Commerce technologies in general, please indicate the importance of each of the following issues to your organization:

	Not Important At All	Unimportant	Important	Very Important	Don't Know
	%	%	%	%	%
1 - Protecting against unauthorized data modification	12.40	0.60	27.90	44.00	15.00
2 - Protecting against undetected data loss	9.60	0.60	21.10	54.00	14.60
3 - Confidence of sender I.D. validity (authentication of I.D.)	9.60	1.30	27.40	43.80	17.90
4 - Confidence of receiver I.D. validity (authentication of I.D.)	9.60	0.60	28.50	43.80	17.40
5 - Speed and efficiency	12.10	2.30	27.60	43.90	14.00
6 - Preventing transmission blockage	11.40	1.50	27.00	44.30	15.90
7 - Protecting against duplication of data	27.60	50.30	22.10	0.00	0.00

## Business Services

Concerning the utilization of Electronic Commerce technologies in general, please indicate the importance of each of the following issues to your organization:

	Not Important At All	Unimportant	Important	Very Important	Don't Know
	%	%	%	%	%
1 - Protecting against unauthorized data modification	7.90	0.60	23.30	53.80	14.30
2 - Protecting against undetected data loss	7.90	0.60	23.20	53.90	14.50
3 - Confidence of sender I.D. validity (authentication of I.D.)	7.90	1.00	26.30	49.70	15.20
4 - Confidence of receiver I.D. validity (authentication of I.D.)	7.90	2.70	20.10	53.90	15.40
5 - Speed and efficiency	7.90	2.30	26.80	46.00	17.00
6 - Preventing transmission blockage	7.90	5.50	28.10	41.00	17.50
7 - Protecting against duplication of data	27.60	50.60	21.80	0.00	0.00

## Health and Social Services

Concerning the utilization of Electronic Commerce technologies in general, please indicate the importance of each of the following issues to your organization:

	Not Important At All	Unimportant	Important	Very Important	Don't Know
	%	%	%	%	%
1 - Protecting against unauthorized data modification	5.90	3.50	16.70	55.20	18.70
2 - Protecting against undetected data loss	4.40	4.30	13.20	61.60	16.50
3 - Confidence of sender I.D. validity (authentication of I.D.)	7.70	4.60	23.50	43.50	20.80
4 - Confidence of receiver I.D. validity (authentication of I.D.)	7.30	4.90	25.30	41.60	20.80
5 - Speed and efficiency	3.50	3.50	30.80	46.90	15.30
6 - Preventing transmission blockage	4.70	5.60	29.30	39.10	21.30
7 - Protecting against duplication of data	30.50	48.80	20.80	0.00	0.00

## Accommodation/Food and Beverage

Concerning the utilization of Electronic Commerce technologies in general, please indicate the importance of each of the following issues to your organization:

	Not Important At All	Unimportant	Important	Very Important	Don't Know
	%	%	%	%	%
1 - Protecting against unauthorized data modification	17.30	5.10	14.50	45.30	17.90
2 - Protecting against undetected data loss	15.10	4.00	9.80	52.80	18.30
3 - Confidence of sender I.D. validity (authentication of I.D.)	17.70	11.10	11.70	40.80	18.80
4 - Confidence of receiver I.D. validity (authentication of I.D.)	16.20	12.90	10.50	43.90	16.50
5 - Speed and efficiency	13.30	4.40	13.30	55.90	13.10
6 - Preventing transmission blockage	15.10	5.70	24.00	34.90	20.30
7 - Protecting against duplication of data	22.90	52.10	25.00	0.00	0.00

## Size: 5-19 employees

Concerning the utilization of Electronic Commerce technologies in general, please indicate the importance of each of the following issues to your organization:

	Not Important At All	Unimportant	Important	Very Important	Don't Know
	%	%	%	%	%
1 - Protecting against unauthorized data modification	12.60	1.50	21.30	46.80	17.90
2 - Protecting against undetected data loss	10.40	1.10	17.40	52.40	18.60
3 - Confidence of sender I.D. validity (authentication of I.D.)	11.80	3.50	21.00	43.10	20.60
4 - Confidence of receiver I.D. validity (authentication of I.D.)	11.40	4.50	20.00	43.60	20.50
5 - Speed and efficiency	10.90	2.70	25.80	44.10	16.50
6 - Preventing transmission blockage	11.20	2.90	27.60	38.60	19.70
7 - Protecting against duplication of data	27.70	49.50	22.80	0.00	0.00

## Size: 20-199 employees

Concerning the utilization of Electronic Commerce technologies in general, please indicate the importance of each of the following issues to your organization:

	Not Important At All	Unimportant	Important	Very Important	Don't Know
	%	%	%	%	%
1 - Protecting against unauthorized data modification	5.60	5.00	27.30	49.20	12.90
2 - Protecting against undetected data loss	3.50	4.70	26.70	52.50	12.60
3 - Confidence of sender I.D. validity (authentication of I.D.)	5.00	5.60	30.30	43.60	15.50
4 - Confidence of receiver I.D. validity (authentication of I.D.)	4.70	5.30	31.00	44.20	14.80
5 - Speed and efficiency	3.70	2.70	33.70	46.80	13.10
6 - Preventing transmission blockage	4.30	8.10	33.00	36.30	18.30
7 - Protecting against duplication of data	25.50	51.50	23.00	0.00	0.00

## Size: 200+ employees

Concerning the utilization of Electronic Commerce technologies in general, please indicate the importance of each of the following issues to your organization:

	Not Important At All	Unimportant	Important	Very Important	Don't Know
	%	%	%	%	%
1 - Protecting against unauthorized data modification	2.70	4.00	12.00	76.20	5.20
2 - Protecting against undetected data loss	1.90	2.90	12.90	77.00	5.20
3 - Confidence of sender I.D. validity (authentication of I.D.)	1.30	5.40	21.80	62.20	9.40
4 - Confidence of receiver I.D. validity (authentication of I.D.)	1.30	5.10	22.90	61.50	9.30
5 - Speed and efficiency	1.30	3.10	36.80	53.00	5.80
6 - Preventing transmission blockage	1.30	8.60	36.80	43.40	10.00
7 - Protecting against duplication of data	21.40	53.40	25.20	0.00	0.00

## Canada

Please indicate the importance of each of the following issues to your organization in relation to your willingness to use Electronic Commerce over the Internet.

	Not important At All	Unimportant	Important	Very Important	Don't Know
	%	%	%	%	%
1 - Transmission of credit card information over the Internet	22.40	10.00	18.40	27.30	21.90
2 - The use of encryption technology and digital signatures	15.90	11.60	18.50	24.80	29.20
3 - The use of smart cards to confirm business partnerships (verification of identity)	15.90	7.30	22.50	25.80	28.50
4 - The legal aspects of conducting business electronically in Canada	14.20	8.40	23.20	28.60	25.50

## Atlantic

Please indicate the importance of each of the following issues to your organization in relation to your willingness to use Electronic Commerce over the Internet.

	Not important At All	Unimportant	Important	Very Important	Don't Know
	%	%	%	%	%
1 - Transmission of credit card information over the Internet	26.10	7.80	19.70	25.00	21.40
2 - The use of encryption technology and digital signatures	17.60	9.90	21.70	16.80	34.00
3 - The use of smart cards to confirm business partnerships (verification of identity)	16.80	6.90	26.70	17.60	32.00
4 - The legal aspects of conducting business electronically in Canada	13.40	6.90	24.20	24.90	30.60

## Quebec

Please indicate the importance of each of the following issues to your organization in relation to your willingness to use Electronic Commerce over the Internet.

	Not important At All	Unimportant	Important	Very Important	Don't Know
	%	%	%	%	%
1 - Transmission of credit card information over the Internet	22.10	17.30	15.50	14.60	30.50
2 - The use of encryption technology and digital signatures	15.00	16.90	14.60	18.40	35.10
3 - The use of smart cards to confirm business partnerships (verification of identity)	13.40	10.60	24.60	19.30	32.20
4 - The legal aspects of conducting business electronically in Canada	13.70	8.10	25.10	18.80	34.20

## Ontario

Please indicate the importance of each of the following issues to your organization in relation to your willingness to use Electronic Commerce over the Internet.

	Not Important At All	Unimportant	Important	Very Important	Don't Know
	%	%	%	%	%
1 - Transmission of credit card information over the Internet	26.90	7.40	20.70	30.90	14.10
2 - The use of encryption technology and digital signatures	19.80	11.50	21.50	28.60	18.60
3 - The use of smart cards to confirm business partnerships (verification of identity)	20.70	6.60	25.30	27.90	19.50
4 - The legal aspects of conducting business electronically in Canada	19.50	9.90	27.50	29.80	13.20

## Prairies

Please indicate the importance of each of the following issues to your organization in relation to your willingness to use Electronic Commerce over the Internet.

	Not Important At All	Unimportant	Important	Very Important	Don't Know
	%	%	%	%	%
1 - Transmission of credit card information over the Internet	13.00	7.50	15.30	31.90	27.40
2 - The use of encryption technology and digital signatures	10.00	9.20	14.70	27.50	38.60
3 - The use of smart cards to confirm business partnerships (verification of identity)	11.20	6.40	16.50	29.30	37.50
4 - The legal aspects of conducting business electronically in Canada	9.15	7.30	18.80	30.00	34.80

## British Columbia

Please indicate the importance of each of the following issues to your organization in relation to your willingness to use Electronic Commerce over the Internet.

	Not Important At All	Unimportant	Important	Very Important	Don't Know
	%	%	%	%	%
1 - Transmission of credit card information over the Internet	16.40	9.60	20.90	32.90	20.10
2 - The use of encryption technology and digital signatures	15.00	8.00	20.90	26.30	29.70
3 - The use of smart cards to confirm business partnerships (verification of identity)	14.50	5.20	19.00	31.40	29.90
4 - The legal aspects of conducting business electronically in Canada	10.10	7.50	16.00	40.30	26.00



## Construction

Please indicate the importance of each of the following issues to your organization in relation to your willingness to use Electronic Commerce over the Internet.

	Not Important At All	Unimportant	Important	Very Important	Don't Know
	%	%	%	%	%
1 - Transmission of credit card information over the Internet	25.70	6.80	19.40	25.60	22.50
2 - The use of encryption technology and digital signatures	19.30	8.70	13.70	28.30	30.00
3 - The use of smart cards to confirm business partnerships (verification of identity)	18.90	10.50	20.40	21.40	28.80
4 - The legal aspects of conducting business electronically in Canada	20.90	4.30	19.10	27.80	27.90

## Transportation

Please indicate the importance of each of the following issues to your organization in relation to your willingness to use Electronic Commerce over the Internet.

	Not Important At All	Unimportant	Important	Very Important	Don't Know
	%	%	%	%	%
1 - Transmission of credit card information over the Internet	30.50	16.70	13.80	15.40	23.60
2 - The use of encryption technology and digital signatures	21.50	16.20	11.90	20.00	30.30
3 - The use of smart cards to confirm business partnerships (verification of identity)	21.70	13.50	13.20	16.60	35.00
4 - The legal aspects of conducting business electronically in Canada	16.70	10.10	25.90	14.30	33.00

## Communications

Please indicate the importance of each of the following issues to your organization in relation to your willingness to use Electronic Commerce over the Internet.

	Not Important At All	Unimportant	Important	Very Important	Don't Know
	%	%	%	%	%
1 - Transmission of credit card information over the Internet	17.80	7.50	22.30	42.40	10.00
2 - The use of encryption technology and digital signatures	7.30	12.90	20.20	43.10	16.50
3 - The use of smart cards to confirm business partnerships (verification of identity)	9.90	11.60	23.50	36.80	18.30
4 - The legal aspects of conducting business electronically in Canada	5.50	5.30	31.90	38.50	18.70

## Wholesale

Please indicate the importance of each of the following issues to your organization in relation to your willingness to use Electronic Commerce over the Internet.

	Not important At All	Unimportant	Important	Very Important	Don't Know
	%	%	%	%	%
1 - Transmission of credit card information over the Internet	13.20	25.40	22.50	26.00	12.90
2 - The use of encryption technology and digital signatures	6.00	20.50	18.40	25.90	29.30
3 - The use of smart cards to confirm business partnerships (verification of identity)	8.40	13.00	28.50	28.00	22.10
4 - The legal aspects of conducting business electronically in Canada	6.90	8.50	33.90	33.90	16.80

## Retail

Please indicate the importance of each of the following issues to your organization in relation to your willingness to use Electronic Commerce over the Internet.

	Not important At All	Unimportant	Important	Very Important	Don't Know
	%	%	%	%	%
1 - Transmission of credit card information over the Internet	15.50	7.80	21.50	30.20	25.00
2 - The use of encryption technology and digital signatures	11.50	11.00	23.10	21.80	32.50
3 - The use of smart cards to confirm business partnerships (verification of identity)	9.90	4.60	21.90	29.10	34.60
4 - The legal aspects of conducting business electronically in Canada	11.30	17.90	17.50	26.90	26.30

## Business Services

Please indicate the importance of each of the following issues to your organization in relation to your willingness to use Electronic Commerce over the Internet.

	Not important At All	Unimportant	Important	Very Important	Don't Know
	%	%	%	%	%
1 - Transmission of credit card information over the Internet	28.50	8.50	22.40	23.00	17.60
2 - The use of encryption technology and digital signatures	19.40	6.10	22.50	32.60	19.50
3 - The use of smart cards to confirm business partnerships (verification of identity)	19.70	6.30	29.70	27.50	16.80
4 - The legal aspects of conducting business electronically in Canada	13.50	1.50	33.70	32.10	19.10

## Health and Social Services

Please indicate the importance of each of the following issues to your organization in relation to your willingness to use Electronic Commerce over the Internet.

	Not important At All	Unimportant	Important	Very Important	Don't Know
	%	%	%	%	%
1 - Transmission of credit card information over the Internet	26.40	7.90	9.30	28.70	27.60
2 - The use of encryption technology and digital signatures	12.20	6.00	21.50	21.40	39.00
3 - The use of smart cards to confirm business partnerships (verification of identity)	14.20	6.40	19.50	20.00	39.80
4 - The legal aspects of conducting business electronically in Canada	7.70	6.10	20.80	31.90	33.60

## Accommodation/Food and Beverage

Please indicate the importance of each of the following issues to your organization in relation to your willingness to use Electronic Commerce over the Internet.

	Not important At All	Unimportant	Important	Very Important	Don't Know
	%	%	%	%	%
1 - Transmission of credit card information over the Internet	26.90	5.80	11.50	31.20	24.60
2 - The use of encryption technology and digital signatures	25.60	16.70	9.90	20.00	27.80
3 - The use of smart cards to confirm business partnerships (verification of identity)	25.30	4.50	17.00	25.70	27.50
4 - The legal aspects of conducting business electronically in Canada	24.50	4.20	16.40	25.30	29.60

## Size: 5-19 employees

Please indicate the importance of each of the following issues to your organization in relation to your willingness to use Electronic Commerce over the Internet.

	Not important At All	Unimportant	Important	Very Important	Don't Know
	%	%	%	%	%
1 - Transmission of credit card information over the Internet	23.00	8.30	20.00	26.90	21.90
2 - The use of encryption technology and digital signatures	16.50	11.70	17.80	24.00	30.10
3 - The use of smart cards to confirm business partnerships (verification of identity)	16.40	6.30	22.90	25.60	28.80
4 - The legal aspects of conducting business electronically in Canada	15.30	9.10	22.80	28.00	24.80

## Size: 20-199 employees

Please indicate the importance of each of the following issues to your organization in relation to your willingness to use Electronic Commerce over the Internet.

	Not important At All	Unimportant	Important	Very Important	Don't Know
	%	%	%	%	%
1 - Transmission of credit card information over the Internet	20.60	14.80	14.20	28.20	22.20
2 - The use of encryption technology and digital signatures	14.70	11.70	20.20	26.40	27.00
3 - The use of smart cards to confirm business partnerships (verification of identity)	15.00	9.90	21.30	25.90	27.70
4 - The legal aspects of conducting business electronically in Canada	11.50	6.30	24.10	30.30	27.90

## Size: 200+ employees

Please indicate the importance of each of the following issues to your organization in relation to your willingness to use Electronic Commerce over the Internet.

	Not important At All	Unimportant	Important	Very Important	Don't Know
	%	%	%	%	%
1 - Transmission of credit card information over the Internet	20.00	17.00	15.10	30.20	17.70
2 - The use of encryption technology and digital signatures	6.80	6.50	24.50	44.10	18.20
3 - The use of smart cards to confirm business partnerships (verification of identity)	8.10	9.60	25.20	32.90	24.10
4 - The legal aspects of conducting business electronically in Canada	5.30	9.30	30.90	33.50	21.10

## Canada

Please indicate the impact that implementing Electronic Commerce has had on the following customer service issues for your own company:

	Very Negative Impact	Negative Impact	Positive Impact	Very Positive Impact	Don't Know
	%	%	%	%	%
1 - Establishing closer ties with business partners	4.00	0.80	41.60	12.60	41.00
2 - Increasing the speed of customer payments	1.20	1.50	39.90	22.70	34.70
3 - Increasing the speed to market of new products	1.10	2.40	33.70	9.20	53.60
4 - Reducing errors in information transfer	1.20	4.80	41.00	23.50	29.50

## Atlantic

Please indicate the impact that implementing Electronic Commerce has had on the following customer service issues for your own company:

	Very Negative Impact	Negative Impact	Positive Impact	Very Positive Impact	Don't Know
	%	%	%	%	%
1 - Establishing closer ties with business partners	0.50	2.50	37.10	14.40	45.40
2 - Increasing the speed of customer payments	2.50	9.40	39.50	18.50	30.10
3 - Increasing the speed to market of new products	0.60	9.40	35.50	12.40	42.00
4 - Reducing errors in information transfer	0.50	6.90	54.60	13.30	24.70

## Quebec

Please indicate the impact that implementing Electronic Commerce has had on the following customer service issues for your own company:

	Very Negative Impact	Negative Impact	Positive Impact	Very Positive Impact	Don't Know
	%	%	%	%	%
1 - Establishing closer ties with business partners	0.50	0.00	35.70	17.90	46.00
2 - Increasing the speed of customer payments	0.00	0.50	31.10	23.70	44.70
3 - Increasing the speed to market of new products	0.00	0.50	31.60	21.50	46.40
4 - Reducing errors in information transfer	0.00	0.80	30.60	44.70	23.90

## Ontario

Please indicate the impact that implementing Electronic Commerce has had on the following customer service issues for your own company:

	Very Negative Impact	Negative Impact	Positive Impact	Very Positive Impact	Don't Know
	%	%	%	%	%
1 - Establishing closer ties with business partners	11.80	1.70	50.70	9.70	26.10
2 - Increasing the speed of customer payments	2.40	1.70	42.70	21.30	32.00
3 - Increasing the speed to market of new products	2.30	4.70	36.50	3.50	53.00
4 - Reducing errors in information transfer	2.30	9.40	45.70	13.50	29.10

## Prairies

Please indicate the impact that implementing Electronic Commerce has had on the following customer service issues for your own company:

	Very Negative Impact	Negative Impact	Positive Impact	Very Positive Impact	Don't Know
	%	%	%	%	%
1 - Establishing closer ties with business partners	0.40	0.00	37.90	8.40	53.20
2 - Increasing the speed of customer payments	1.10	0.00	49.20	13.50	36.20
3 - Increasing the speed to market of new products	1.20	0.20	27.80	4.90	65.90
4 - Reducing errors in information transfer	1.10	0.00	43.50	20.20	35.10

## British Columbia

Please indicate the impact that implementing Electronic Commerce has had on the following customer service issues for your own company:

	Very Negative Impact	Negative Impact	Positive Impact	Very Positive Impact	Don't Know
	%	%	%	%	%
1 - Establishing closer ties with business partners	0.00	0.00	38.70	16.40	44.80
2 - Increasing the speed of customer payments	0.00	0.40	33.00	39.10	27.50
3 - Increasing the speed to market of new products	0.00	0.10	38.10	9.30	52.50
4 - Reducing errors in information transfer	0.90	6.50	34.60	25.80	32.10

## Construction

Please indicate the impact that implementing Electronic Commerce has had on the following customer service issues for your own company:

	Very Negative Impact	Negative Impact	Positive Impact	Very Positive Impact	Don't Know
	%	%	%	%	%
1 - Establishing closer ties with business partners	3.30	7.00	31.50	2.00	56.10
2 - Increasing the speed of customer payments	0.00	10.30	28.00	10.30	51.40
3 - Increasing the speed to market of new products	0.00	11.60	27.60	3.60	57.20
4 - Reducing errors in information transfer	0.00	9.40	38.00	3.30	49.30

## Transportation

Please indicate the impact that implementing Electronic Commerce has had on the following customer service issues for your own company:

	Very Negative Impact	Negative Impact	Positive Impact	Very Positive Impact	Don't Know
	%	%	%	%	%
1 - Establishing closer ties with business partners	0.00	0.00	54.50	16.90	28.60
2 - Increasing the speed of customer payments	0.00	2.10	47.60	15.90	34.40
3 - Increasing the speed to market of new products	0.00	7.10	16.10	11.00	65.70
4 - Reducing errors in information transfer	0.00	8.40	37.70	20.40	33.50

## Communications

Please indicate the impact that implementing Electronic Commerce has had on the following customer service issues for your own company:

	Very Negative Impact	Negative Impact	Positive Impact	Very Positive Impact	Don't Know
	%	%	%	%	%
1 - Establishing closer ties with business partners	0.00	0.00	38.50	23.40	38.20
2 - Increasing the speed of customer payments	0.00	0.00	43.40	18.20	38.40
3 - Increasing the speed to market of new products	2.60	0.00	27.90	11.80	57.70
4 - Reducing errors in information transfer	0.00	0.00	59.30	14.30	26.40

## Wholesale

Please indicate the impact that implementing Electronic Commerce has had on the following customer service issues for your own company:

	Very Negative Impact	Negative Impact	Positive Impact	Very Positive Impact	Don't Know
	%	%	%	%	%
1 - Establishing closer ties with business partners	0.00	3.40	56.70	10.30	29.60
2 - Increasing the speed of customer payments	0.00	3.40	34.90	17.60	44.20
3 - Increasing the speed to market of new products	0.00	3.80	29.10	6.00	61.00
4 - Reducing errors in information transfer	1.00	0.00	45.90	21.70	31.50

## Retail

Please indicate the impact that implementing Electronic Commerce has had on the following customer service issues for your own company:

	Very Negative Impact	Negative Impact	Positive Impact	Very Positive Impact	Don't Know
	%	%	%	%	%
1 - Establishing closer ties with business partners	7.10	0.00	35.60	9.20	48.00
2 - Increasing the speed of customer payments	0.30	1.10	48.10	25.20	25.20
3 - Increasing the speed to market of new products	0.00	1.10	44.40	11.80	42.60
4 - Reducing errors in information transfer	0.00	8.70	46.20	21.60	23.60

## Business Services

Please indicate the impact that implementing Electronic Commerce has had on the following customer service issues for your own company:

	Very Negative Impact	Negative Impact	Positive Impact	Very Positive Impact	Don't Know
	%	%	%	%	%
1 - Establishing closer ties with business partners	4.10	0.00	46.90	24.90	24.10
2 - Increasing the speed of customer payments	4.20	0.00	28.40	23.10	44.30
3 - Increasing the speed to market of new products	4.10	4.00	31.60	12.00	48.30
4 - Reducing errors in information transfer	4.10	0.00	34.80	32.00	29.10



## Health and Social Services

Please indicate the impact that implementing Electronic Commerce has had on the following customer service issues for your own company:

	Very Negative Impact	Negative Impact	Positive Impact	Very Positive Impact	Don't Know
	%	%	%	%	%
1 - Establishing closer ties with business partners	1.00	0.00	46.30	8.60	44.10
2 - Increasing the speed of customer payments	2.80	0.50	44.50	21.10	31.00
3 - Increasing the speed to market of new products	2.70	0.00	18.30	0.90	78.20
4 - Reducing errors in information transfer	2.60	5.70	34.30	22.00	35.40

## Accommodation/Food and Beverage

Please indicate the impact that implementing Electronic Commerce has had on the following customer service issues for your own company:

	Very Negative Impact	Negative Impact	Positive Impact	Very Positive Impact	Don't Know
	%	%	%	%	%
1 - Establishing closer ties with business partners	0.00	0.00	14.90	11.50	73.60
2 - Increasing the speed of customer payments	0.40	0.00	23.00	31.90	44.70
3 - Increasing the speed to market of new products	0.00	0.00	12.50	5.30	82.20
4 - Reducing errors in information transfer	0.00	0.00	19.40	30.80	49.80

## Size: 5-19 employees

Please indicate the impact that implementing Electronic Commerce has had on the following customer service issues for your own company:

	Very Negative Impact	Negative Impact	Positive Impact	Very Positive Impact	Don't Know
	%	%	%	%	%
1 - Establishing closer ties with business partners	5.60	1.00	36.60	10.60	46.20
2 - Increasing the speed of customer payments	1.50	1.90	42.80	20.90	33.00
3 - Increasing the speed to market of new products	1.50	2.90	38.20	7.90	49.60
4 - Reducing errors in information transfer	1.50	6.30	39.60	21.90	30.80

### Size: 20-199 employees

Please indicate the impact that implementing Electronic Commerce has had on the following customer service issues for your own company:

	Very Negative Impact	Negative Impact	Positive Impact	Very Positive Impact	Don't Know
	%	%	%	%	%
1 - Establishing closer ties with business partners	0.80	0.20	52.50	15.90	30.60
2 - Increasing the speed of customer payments	0.70	0.70	33.60	26.50	38.60
3 - Increasing the speed to market of new products	0.20	1.60	24.30	11.80	62.20
4 - Reducing errors in information transfer	0.60	1.80	44.10	26.20	27.20

### Size: 200+ employees

Please indicate the impact that implementing Electronic Commerce has had on the following customer service issues for your own company:

	Very Negative Impact	Negative Impact	Positive Impact	Very Positive Impact	Don't Know
	%	%	%	%	%
1 - Establishing closer ties with business partners	0.00	0.40	46.80	27.40	25.50
2 - Increasing the speed of customer payments	0.90	0.40	40.00	25.80	32.90
3 - Increasing the speed to market of new products	0.50	0.80	26.80	15.80	56.20
4 - Reducing errors in information transfer	0.10	2.10	41.80	34.80	21.20

## Canada

Please indicate how satisfied your company is with the results of implementing Electronic Commerce in each of the following areas:

	Not Satisfied at All	Somewhat Unsatisfied	Satisfied	Very Satisfied	Don't Know
	%	%	%	%	%
1 - Reducing inventory levels	1.00	3.30	22.10	6.40	67.20
2 - Gaining competitive advantage	1.10	10.70	31.00	15.70	41.60
3 - Lowering operating costs	4.40	13.30	30.60	13.80	37.80
4 - Gaining on-line access to outside expertise (Internet)	0.60	3.90	18.70	12.70	64.10
5 - Expanding employee skill sets	1.20	7.30	36.20	11.90	43.50
6 - Increasing sales	1.80	10.80	31.50	10.10	45.80

## Atlantic

Please indicate how satisfied your company is with the results of implementing Electronic Commerce in each of the following areas:

	Not Satisfied at All	Somewhat Unsatisfied	Satisfied	Very Satisfied	Don't Know
	%	%	%	%	%
1 - Reducing inventory levels	0.00	11.70	22.00	5.00	61.30
2 - Gaining competitive advantage	6.30	9.70	41.90	5.70	36.30
3 - Lowering operating costs	13.50	8.20	46.20	8.80	23.20
4 - Gaining on-line access to outside expertise (Internet)	6.70	3.40	26.30	13.90	49.60
5 - Expanding employee skill sets	10.30	8.10	31.60	16.20	33.80
6 - Increasing sales	6.20	6.50	26.70	12.20	48.30

## Quebec

Please indicate how satisfied your company is with the results of implementing Electronic Commerce in each of the following areas:

	Not Satisfied at All	Somewhat Unsatisfied	Satisfied	Very Satisfied	Don't Know
	%	%	%	%	%
1 - Reducing inventory levels	0.00	5.00	28.90	6.80	59.30
2 - Gaining competitive advantage	0.00	7.90	31.80	20.10	40.20
3 - Lowering operating costs	0.50	19.70	23.10	20.50	36.30
4 - Gaining on-line access to outside expertise (Internet)	0.20	5.10	12.50	9.50	72.70
5 - Expanding employee skill sets	0.00	12.10	27.20	20.60	40.20
6 - Increasing sales	0.00	17.20	25.80	12.30	44.70

## Ontario

Please indicate how satisfied your company is with the results of implementing Electronic Commerce in each of the following areas:

	Not Satisfied at All	Somewhat Unsatisfied	Satisfied	Very Satisfied	Don't Know
	%	%	%	%	%
1 - Reducing inventory levels	1.90	0.10	14.90	2.10	81.10
2 - Gaining competitive advantage	1.70	21.10	26.90	14.00	36.30
3 - Lowering operating costs	5.30	8.30	26.50	12.10	47.80
4 - Gaining on-line access to outside expertise (Internet)	0.00	5.50	17.90	18.40	58.20
5 - Expanding employee skill sets	0.00	7.60	34.30	9.10	49.10
6 - Increasing sales	2.50	5.70	43.20	11.70	37.20

## Prairies

Please indicate how satisfied your company is with the results of implementing Electronic Commerce in each of the following areas:

	Not Satisfied at All	Somewhat Unsatisfied	Satisfied	Very Satisfied	Don't Know
	%	%	%	%	%
1 - Reducing inventory levels	0.00	0.50	24.00	4.30	71.10
2 - Gaining competitive advantage	0.00	1.20	35.20	10.10	53.40
3 - Lowering operating costs	0.90	21.00	31.20	7.20	39.80
4 - Gaining on-line access to outside expertise (Internet)	0.00	1.60	20.20	6.20	72.00
5 - Expanding employee skill sets	0.30	6.50	42.10	6.50	44.60
6 - Increasing sales	0.10	14.30	19.70	3.70	62.10

## British Columbia

Please indicate how satisfied your company is with the results of implementing Electronic Commerce in each of the following areas:

	Not Satisfied at All	Somewhat Unsatisfied	Satisfied	Very Satisfied	Don't Know
	%	%	%	%	%
1 - Reducing inventory levels	2.10	7.20	25.30	18.10	47.40
2 - Gaining competitive advantage	0.10	7.30	26.60	25.90	39.90
3 - Lowering operating costs	8.40	7.10	39.70	20.50	24.30
4 - Gaining on-line access to outside expertise (Internet)	0.10	2.60	22.30	14.00	60.80
5 - Expanding employee skill sets	2.00	1.40	45.20	11.80	39.60
6 - Increasing sales	3.20	10.10	34.50	12.10	40.10

## Construction

Please indicate how satisfied your company is with the results of implementing Electronic Commerce in each of the following areas:

	Not Satisfied at All	Somewhat Unsatisfied	Satisfied	Very Satisfied	Don't Know
	%	%	%	%	%
1 - Reducing inventory levels	0.10	7.10	8.50	0.00	84.40
2 - Gaining competitive advantage	0.10	8.40	18.40	6.00	67.10
3 - Lowering operating costs	3.40	9.50	21.70	3.70	61.70
4 - Gaining on-line access to outside expertise (Internet)	0.00	6.30	21.40	18.50	53.70
5 - Expanding employee skill sets	0.00	13.10	16.00	6.00	64.90
6 - Increasing sales	6.50	8.00	12.40	1.70	71.40

## Transportation

Please indicate how satisfied your company is with the results of implementing Electronic Commerce in each of the following areas:

	Not Satisfied at All	Somewhat Unsatisfied	Satisfied	Very Satisfied	Don't Know
	%	%	%	%	%
1 - Reducing inventory levels	0.60	1.30	24.00	0.20	73.90
2 - Gaining competitive advantage	0.00	11.40	48.70	12.40	27.60
3 - Lowering operating costs	0.30	23.10	57.20	5.70	13.70
4 - Gaining on-line access to outside expertise (Internet)	2.40	11.40	32.30	15.90	38.00
5 - Expanding employee skill sets	1.80	15.70	43.80	2.00	36.70
6 - Increasing sales	0.00	13.00	44.00	5.80	37.20

## Communications

Please indicate how satisfied your company is with the results of implementing Electronic Commerce in each of the following areas:

	Not Satisfied at All	Somewhat Unsatisfied	Satisfied	Very Satisfied	Don't Know
	%	%	%	%	%
1 - Reducing inventory levels	0.00	6.10	14.60	1.80	77.50
2 - Gaining competitive advantage	1.00	6.80	39.10	12.40	40.80

3 - Lowering operating costs	0.00	9.70	34.30	13.00	42.90
4 - Gaining on-line access to outside expertise (Internet)	0.00	9.50	38.10	9.20	43.20
5 - Expanding employee skill sets	0.00	9.10	40.30	11.70	39.00
6 - Increasing sales	11.20	11.70	22.20	6.50	48.40

## Wholesale

Please indicate how satisfied your company is with the results of implementing Electronic Commerce in each of the following areas:

	Not Satisfied at All	Somewhat Unsatisfied	Satisfied	Very Satisfied	Don't Know
	%	%	%	%	%
1 - Reducing inventory levels	3.40	4.70	25.80	7.80	58.30
2 - Gaining competitive advantage	0.00	9.30	31.00	18.60	41.10
3 - Lowering operating costs	10.50	10.40	26.10	16.00	36.90
4 - Gaining on-line access to outside expertise (Internet)	0.10	6.70	17.00	8.60	67.70
5 - Expanding employee skill sets	0.00	9.50	33.30	15.50	41.60
6 - Increasing sales	3.50	7.90	42.70	8.50	37.50

## Retail

Please indicate how satisfied your company is with the results of implementing Electronic Commerce in each of the following areas:

	Not Satisfied at All	Somewhat Unsatisfied	Satisfied	Very Satisfied	Don't Know
	%	%	%	%	%
1 - Reducing inventory levels	0.00	2.60	30.80	7.50	59.10
2 - Gaining competitive advantage	1.10	15.50	36.50	13.00	34.00
3 - Lowering operating costs	2.90	20.60	22.20	11.10	43.00
4 - Gaining on-line access to outside expertise (Internet)	1.20	0.80	10.80	9.70	77.50
5 - Expanding employee skill sets	1.40	5.60	39.60	9.40	43.60
6 - Increasing sales	1.10	13.40	30.20	13.50	41.70

## Business Services

Please indicate how satisfied your company is with the results of implementing Electronic Commerce in each of the following areas:

	Not Satisfied at All	Somewhat Unsatisfied	Satisfied	Very Satisfied	Don't Know
	%	%	%	%	%
1 - Reducing inventory levels	0.30	2.30	9.30	7.70	80.30
2 - Gaining competitive advantage	0.30	8.90	28.40	28.40	33.90
3 - Lowering operating costs	5.60	5.80	47.00	20.00	21.70
4 - Gaining on-line access to outside expertise (Internet)	0.00	6.60	28.80	25.50	39.10
5 - Expanding employee skill sets	0.80	3.70	39.60	18.50	37.30
6 - Increasing sales	0.60	12.90	36.60	12.70	37.10

## Health and Social Services

Please indicate how satisfied your company is with the results of implementing Electronic Commerce in each of the following areas:

	Not Satisfied at All	Somewhat Unsatisfied	Satisfied	Very Satisfied	Don't Know
	%	%	%	%	%
1 - Reducing inventory levels	0.00	5.10	9.00	4.60	81.40
2 - Gaining competitive advantage	5.20	0.50	15.90	3.50	74.90
3 - Lowering operating costs	0.00	3.70	36.10	18.30	41.90
4 - Gaining on-line access to outside expertise (Internet)	0.00	4.90	32.40	11.10	51.60
5 - Expanding employee skill sets	0.30	10.00	31.20	4.60	53.80
6 - Increasing sales	0.00	5.80	7.80	2.20	84.20



## Accommodation/Food and Beverage

Please indicate how satisfied your company is with the results of implementing Electronic Commerce in each of the following areas:

	Not Satisfied at All	Somewhat Unsatisfied	Satisfied	Very Satisfied	Don't Know
	%	%	%	%	%
1 - Reducing inventory levels	6.30	2.90	18.00	0.20	72.60
2 - Gaining competitive advantage	0.00	2.80	17.90	13.70	65.60
3 - Lowering operating costs	6.30	3.20	31.50	9.70	49.40
4 - Gaining on-line access to outside expertise (Internet)	0.00	3.20	14.30	2.80	79.70
5 - Expanding employee skill sets	6.30	11.90	18.10	20.00	43.70
6 - Increasing sales	6.30	0.30	38.30	0.10	55.00

## Size: 5-19 employees

Please indicate how satisfied your company is with the results of implementing Electronic Commerce in each of the following areas:

	Not Satisfied at All	Somewhat Unsatisfied	Satisfied	Very Satisfied	Don't Know
	%	%	%	%	%
1 - Reducing inventory levels	1.30	2.50	20.50	7.00	68.70
2 - Gaining competitive advantage	1.50	8.50	32.20	16.10	41.70
3 - Lowering operating costs	4.40	12.00	26.40	13.30	43.90
4 - Gaining on-line access to outside expertise (Internet)	0.70	3.30	18.50	12.50	65.00
5 - Expanding employee skill sets	1.40	5.10	35.50	13.90	44.10
6 - Increasing sales	2.00	10.60	31.60	11.20	44.50

## Size: 20-199 employees

Please indicate how satisfied your company is with the results of implementing Electronic Commerce in each of the following areas:

	Not Satisfied at All	Somewhat Unsatisfied	Satisfied	Very Satisfied	Don't Know
	%	%	%	%	%
1 - Reducing inventory levels	0.00	4.70	25.20	4.80	65.20
2 - Gaining competitive advantage	0.00	15.80	27.30	15.00	41.80
3 - Lowering operating costs	4.60	16.40	38.50	14.90	25.50
4 - Gaining on-line access to outside expertise (Internet)	0.20	4.80	18.00	13.20	63.80
5 - Expanding employee skill sets	0.70	11.40	37.10	7.70	43.10
6 - Increasing sales	0.90	11.20	31.50	8.00	48.40

## Size: 200+ employees

Please indicate how satisfied your company is with the results of implementing Electronic Commerce in each of the following areas:

	Not Satisfied at All	Somewhat Unsatisfied	Satisfied	Very Satisfied	Don't Know
	%	%	%	%	%
1 - Reducing inventory levels	3.30	7.60	27.60	10.80	50.80
2 - Gaining competitive advantage	3.00	6.90	43.90	11.80	34.40
3 - Lowering operating costs	4.10	11.30	49.00	15.70	19.90
4 - Gaining on-line access to outside expertise (Internet)	1.30	10.80	34.10	13.70	40.10
5 - Expanding employee skill sets	0.10	16.30	46.00	7.80	29.80
6 - Increasing sales	6.30	11.40	28.20	4.30	49.90

## Canada

Please report or estimate the percentage that each of the following technologies consume of your total Electronic Commerce spending, both for this year and what you expect it to be next year.

	Current Spending (%) (1996)	Spending next year (%) (1997)
	%	%
01 - Internet	15.50	18.20
10 - Other	12.10	12.30
02 - Bar Coding	6.60	5.00
03 - Video Conferencing (ISDN)	0.50	0.60
04 - Electronic Data Interchange	11.30	11.10
05 - Electronic Funds Transfer	10.50	11.30
06 - Electronic Mail (E-Mail)/E-mail to FAX	16.30	17.10
07 - EDI to FAX or FAX to EDI	2.20	3.50
08 - Electronic Forms	5.30	4.50
09 - Smart Cards (Debit Cards)	19.60	15.50

## Atlantic

Please report or estimate the percentage that each of the following technologies consume of your total Electronic Commerce spending, both for this year and what you expect it to be next year.

	Current Spending (%) (1996)	Spending next year (%) (1997)
	%	%
01 - Internet	20.20	22.40
10 - Other	5.90	4.50
02 - Bar Coding	6.70	5.80
03 - Video Conferencing (ISDN)	0.10	0.20
04 - Electronic Data Interchange	6.80	6.60
05 - Electronic Funds Transfer	18.70	22.70
06 - Electronic Mail (E-Mail)/E-mail to FAX	14.20	16.30
07 - EDI to FAX or FAX to EDI	3.40	2.10
08 - Electronic Forms	6.20	4.10
09 - Smart Cards (Debit Cards)	17.80	15.40

## Quebec

Please report or estimate the percentage that each of the following technologies consume of your total Electronic Commerce spending, both for this year and what you expect it to be next year.

	Current Spending (%) (1996)	Spending next year (%) (1997)
	%	%
01 - Internet	8.30	12.60
10 - Other	11.10	11.50
02 - Bar Coding	8.20	8.00
03 - Video Conferencing (ISDN)	1.50	1.40
04 - Electronic Data Interchange	17.70	17.30
05 - Electronic Funds Transfer	8.40	8.70
06 - Electronic Mail (E-Mail)/E-mail to FAX	11.10	11.70

07 - EDI to FAX or FAX to EDI	1.30	2.20
08 - Electronic Forms	10.60	8.30
09 - Smart Cards (Debit Cards)	21.40	14.00

## Ontario

Please report or estimate the percentage that each of the following technologies consume of your total Electronic Commerce spending, both for this year and what you expect it to be next year.

	Current Spending (%) (1996)	Spending next year (%) (1997)
	%	%
01 - Internet	12.30	16.70
10 - Other	6.90	6.10
02 - Bar Coding	7.90	3.00
03 - Video Conferencing (ISDN)	0.40	0.50
04 - Electronic Data Interchange	7.60	6.50
05 - Electronic Funds Transfer	10.70	14.00
06 - Electronic Mail (E-Mail)/E-mail to FAX	20.60	21.20
07 - EDI to FAX or FAX to EDI	3.00	6.70
08 - Electronic Forms	4.00	4.90
09 - Smart Cards (Debit Cards)	26.70	20.40

## Prairies

Please report or estimate the percentage that each of the following technologies consume of your total Electronic Commerce spending, both for this year and what you expect it to be next year.

	Current Spending (%) (1996)	Spending next year (%) (1997)
	%	%
01 - Internet	24.40	26.00
10 - Other	14.00	14.80
02 - Bar Coding	4.30	3.70
03 - Video Conferencing (ISDN)	0.10	0.20
04 - Electronic Data Interchange	17.50	17.30
05 - Electronic Funds Transfer	7.10	6.90
06 - Electronic Mail (E-Mail)/E-mail to FAX	13.70	13.50
07 - EDI to FAX or FAX to EDI	1.10	1.20
08 - Electronic Forms	3.90	2.10
09 - Smart Cards (Debit Cards)	13.90	13.80

## British Columbia

Please report or estimate the percentage that each of the following technologies consume of your total Electronic Commerce spending, both for this year and what you expect it to be next year.

	Current Spending (%) (1996)	Spending next year (%) (1997)
	%	%
01 - Internet	16.60	15.10
10 - Other	24.30	26.40
02 - Bar Coding	5.50	6.80
03 - Video Conferencing (ISDN)	0.10	0.20

04 - Electronic Data Interchange	4.00	5.90
05 - Electronic Funds Transfer	13.20	9.60
06 - Electronic Mail (E-Mail)/E-mail to FAX	19.40	21.00
07 - EDI to FAX or FAX to EDI	2.60	2.60
08 - Electronic Forms	2.30	2.40
09 - Smart Cards (Debit Cards)	12.00	10.20

## Construction

Please report or estimate the percentage that each of the following technologies consume of your total Electronic Commerce spending, both for this year and what you expect it to be next year.

	Current Spending (%) (1996)	Spending next year (%) (1997)
	%	%
01 - Internet	38.20	32.70
10 - Other	13.40	11.70
02 - Bar Coding	0.20	0.10
03 - Video Conferencing (ISDN)	0.00	0.00
04 - Electronic Data Interchange	5.30	5.60
05 - Electronic Funds Transfer	12.00	12.70
06 - Electronic Mail (E-Mail)/E-mail to FAX	17.20	22.10
07 - EDI to FAX or FAX to EDI	0.30	0.50
08 - Electronic Forms	5.30	5.70
09 - Smart Cards (Debit Cards)	8.10	8.90

## Transportation

Please report or estimate the percentage that each of the following technologies consume of your total Electronic Commerce spending, both for this year and what you expect it to be next year.

	Current Spending (%) (1996)	Spending next year (%) (1997)
	%	%
01 - Internet	11.20	18.70
10 - Other	14.30	7.60
02 - Bar Coding	6.50	4.70
03 - Video Conferencing (ISDN)	1.70	2.00
04 - Electronic Data Interchange	18.10	18.60
05 - Electronic Funds Transfer	25.60	19.60
06 - Electronic Mail (E-Mail)/E-mail to FAX	13.00	16.20
07 - EDI to FAX or FAX to EDI	3.50	4.50
08 - Electronic Forms	5.80	7.90
09 - Smart Cards (Debit Cards)	0.20	0.40

## Communications

Please report or estimate the percentage that each of the following technologies consume of your total Electronic Commerce spending, both for this year and what you expect it to be next year.

	Current Spending (%) (1996)	Spending next year (%) (1997)
	%	%
01 - Internet	29.50	34.60

10 - Other	13.10	8.40
02 - Bar Coding	7.00	3.80
03 - Video Conferencing (ISDN)	1.80	1.40
04 - Electronic Data Interchange	7.20	6.20
05 - Electronic Funds Transfer	12.40	11.40
06 - Electronic Mail (E-Mail)/E-mail to FAX	22.70	19.00
07 - EDI to FAX or FAX to EDI	1.40	1.10
08 - Electronic Forms	3.30	2.90
09 - Smart Cards (Debit Cards)	1.70	1.20

## Wholesale

Please report or estimate the percentage that each of the following technologies consume of your total Electronic Commerce spending, both for this year and what you expect it to be next year.

	Current Spending (%) (1996)	Spending next year (%) (1997)
	%	%
01 - Internet	14.70	15.10
10 - Other	10.40	7.40
02 - Bar Coding	8.20	3.30
03 - Video Conferencing (ISDN)	0.00	0.00
04 - Electronic Data Interchange	22.20	16.10
05 - Electronic Funds Transfer	18.90	24.20
06 - Electronic Mail (E-Mail)/E-mail to FAX	19.40	25.10
07 - EDI to FAX or FAX to EDI	1.00	3.60
08 - Electronic Forms	2.90	3.00
09 - Smart Cards (Debit Cards)	2.30	2.30

## Retail

Please report or estimate the percentage that each of the following technologies consume of your total Electronic Commerce spending, both for this year and what you expect it to be next year.

	Current Spending (%) (1996)	Spending next year (%) (1997)
	%	%
01 - Internet	11.00	15.20
10 - Other	7.70	6.80
02 - Bar Coding	9.70	9.10
03 - Video Conferencing (ISDN)	0.60	0.60
04 - Electronic Data Interchange	5.60	7.30
05 - Electronic Funds Transfer	6.80	7.30
06 - Electronic Mail (E-Mail)/E-mail to FAX	15.20	16.00
07 - EDI to FAX or FAX to EDI	2.50	4.30
08 - Electronic Forms	4.70	3.20
09 - Smart Cards (Debit Cards)	36.30	30.00

## Retail

Please report or estimate the percentage that each of the following technologies consume of your total Electronic Commerce spending, both for this year and what you expect it to be next year.

	Current Spending (%) (1996)	Spending next year (%) (1997)
	%	%
01 - Internet	26.80	26.10
10 - Other	22.60	30.30
02 - Bar Coding	3.60	1.20
03 - Video Conferencing (ISDN)	0.30	0.60
04 - Electronic Data Interchange	13.60	13.20
05 - Electronic Funds Transfer	3.10	4.20
06 - Electronic Mail (E-Mail)/E-mail to FAX	19.70	15.50
07 - EDI to FAX or FAX to EDI	1.20	1.20
08 - Electronic Forms	6.40	3.80
09 - Smart Cards (Debit Cards)	2.60	3.90

## Health and Social Services

Please report or estimate the percentage that each of the following technologies consume of your total Electronic Commerce spending, both for this year and what you expect it to be next year.

	Current Spending (%) (1996)	Spending next year (%) (1997)
	%	%
01 - Internet	14.90	13.90
10 - Other	10.50	10.20
02 - Bar Coding	0.40	0.40
03 - Video Conferencing (ISDN)	0.20	0.50
04 - Electronic Data Interchange	14.40	16.70
05 - Electronic Funds Transfer	16.90	14.50
06 - Electronic Mail (E-Mail)/E-mail to FAX	13.90	13.60
07 - EDI to FAX or FAX to EDI	3.00	4.30
08 - Electronic Forms	10.00	13.20
09 - Smart Cards (Debit Cards)	14.70	4.60

## Accommodation/Food and Beverage

Please report or estimate the percentage that each of the following technologies consume of your total Electronic Commerce spending, both for this year and what you expect it to be next year.

	Current Spending (%) (1996)	Spending next year (%) (1997)
	%	%
01 - Internet	2.60	26.50
10 - Other	19.70	17.80
02 - Bar Coding	0.10	0.10
03 - Video Conferencing (ISDN)	1.80	1.80
04 - Electronic Data Interchange	5.60	2.30
05 - Electronic Funds Transfer	25.20	23.60
06 - Electronic Mail (E-Mail)/E-mail to FAX	4.70	7.90
07 - EDI to FAX or FAX to EDI	7.20	5.20

08 - Electronic Forms	2.50	0.70
09 - Smart Cards (Debit Cards)	30.70	14.00

### Size: 5-19 employees

Please report or estimate the percentage that each of the following technologies consume of your total Electronic Commerce spending, both for this year and what you expect it to be next year.

	Current Spending (%) (1996)	Spending next year (%) (1997)
	%	%
01 - Internet	15.60	18.00
10 - Other	10.80	12.20
02 - Bar Coding	4.00	3.20
03 - Video Conferencing (ISDN)	0.00	0.10
04 - Electronic Data Interchange	12.30	11.20
05 - Electronic Funds Transfer	8.50	9.10
06 - Electronic Mail (E-Mail)/E-mail to FAX	17.80	19.50
07 - EDI to FAX or FAX to EDI	1.50	1.80
08 - Electronic Forms	5.90	5.30
09 - Smart Cards (Debit Cards)	23.60	18.30

### Size: 20-199 employees

Please report or estimate the percentage that each of the following technologies consume of your total Electronic Commerce spending, both for this year and what you expect it to be next year.

	Current Spending (%) (1996)	Spending next year (%) (1997)
	%	%
01 - Internet	15.60	18.70
10 - Other	14.90	12.80
02 - Bar Coding	12.20	8.70
03 - Video Conferencing (ISDN)	1.20	1.30
04 - Electronic Data Interchange	9.10	10.60
05 - Electronic Funds Transfer	14.70	16.20
06 - Electronic Mail (E-Mail)/E-mail to FAX	12.60	11.50
07 - EDI to FAX or FAX to EDI	3.80	7.00
08 - Electronic Forms	3.80	2.70
09 - Smart Cards (Debit Cards)	12.20	10.40

### Size: 200+ employees

Please report or estimate the percentage that each of the following technologies consume of your total Electronic Commerce spending, both for this year and what you expect it to be next year.

	Current Spending (%) (1996)	Spending next year (%) (1997)
	%	%
01 - Internet	13.80	14.90
10 - Other	12.30	10.10
02 - Bar Coding	8.50	8.10
03 - Video Conferencing (ISDN)	3.30	3.40
04 - Electronic Data Interchange	10.70	13.00



05 - Electronic Funds Transfer	9.70	7.00
06 - Electronic Mail (E-Mail)/E-mail to FAX	26.40	23.50
07 - EDI to FAX or FAX to EDI	1.10	3.00
08 - Electronic Forms	5.30	7.20
09 - Smart Cards (Debit Cards)	3.90	4.70

X

## Canada

Please indicate by putting a check in the box if you use the technologies listed below in the departments or business functions listed across the top.

	Management	Accounting	Finance	Marketing	Personnel	Information Systems	Purchasing	Shipping	Sales
	%	%	%	%	%	%	%	%	%
1 - Bar Coding	4.40	3.50	0.80	3.10	2.80	5.40	7.50	10.90	15.30
2 - EDI to Fax/Enhanced FAX Services	12.80	9.60	3.60	6.90	4.10	5.60	9.80	1.50	10.90
3 - Electronic Forms	10.60	13.40	7.90	6.40	7.00	6.90	9.10	6.50	9.60
4 - Smart Cards (Debit Cards)	1.90	9.40	4.70	1.80	1.70	0.80	4.10	0.10	40.40
5 - Debit Cards over the Internet	0.00	1.10	0.60	1.00	0.00	0.00	0.20	0.00	1.80

## Atlantic

Please indicate by putting a check in the box if you use the technologies listed below in the departments or business functions listed across the top.

	Management	Accounting	Finance	Marketing	Personnel	Information Systems	Purchasing	Shipping	Sales
	%	%	%	%	%	%	%	%	%
1 - Bar Coding	12.50	5.00	3.10	3.10	3.70	4.00	8.40	15.90	20.10
2 - EDI to Fax/Enhanced FAX Services	19.00	16.30	11.30	15.00	5.40	6.70	16.10	8.60	18.10
3 - Electronic Forms	9.60	17.60	8.00	12.80	5.10	4.70	6.40	11.90	13.20
4 - Smart Cards (Debit Cards)	3.00	13.80	3.30	1.70	1.30	0.10	7.30	0.20	28.50
5 - Debit Cards over the Internet	0.10	6.00	0.00	0.10	0.10	0.20	2.70	0.00	0.10

## Quebec

Please indicate by putting a check in the box if you use the technologies listed below in the departments or business functions listed across the top.

	Management	Accounting	Finance	Marketing	Personnel	Information Systems	Purchasing	Shipping	Sales
	%	%	%	%	%	%	%	%	%
1 - Bar Coding	2.40	4.40	1.20	2.60	0.50	1.60	8.10	8.30	13.30
2 - EDI to Fax/Enhanced FAX Services	16.00	17.60	2.70	16.20	9.60	11.60	29.50	0.60	21.30
3 - Electronic Forms	8.20	17.00	10.60	10.00	6.20	12.90	22.30	13.30	19.60
4 - Smart Cards (Debit Cards)	1.60	1.60	5.80	0.00	3.50	0.10	1.50	0.00	37.90
5 - Debit Cards over the Internet	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1.60

## Ontario

Please indicate by putting a check in the box if you use the technologies listed below in the departments or business functions listed across the top.

	Management	Accounting	Finance	Marketing	Personnel	Information Systems	Purchasing	Shipping	Sales
	%	%	%	%	%	%	%	%	%
1 - Bar Coding	4.70	5.30	0.70	4.00	2.70	9.60	6.80	18.20	15.20
2 - EDI to Fax/Enhanced FAX Services	9.70	6.30	3.60	1.90	0.60	3.90	2.50	1.20	4.40
3 - Electronic Forms	9.60	8.00	6.00	2.10	3.50	4.40	5.30	2.80	2.50
4 - Smart Cards (Debit Cards)	3.90	10.20	7.40	0.00	0.00	2.30	2.80	0.10	49.10
5 - Debit Cards over the Internet	0.00	1.70	1.70	3.20	0.00	0.00	0.00	0.00	3.20



## Construction

Please indicate by putting a check in the box if you use the technologies listed below in the departments or business functions listed across the top.

	Management	Accounting	Finance	Marketing	Personnel	Information Systems	Purchasing	Shipping	Sales
	%	%	%	%	%	%	%	%	%
1 - Bar Coding	1.20	1.10	0.40	0.20	0.20	0.80	0.80	2.90	5.50
2 - EDI to Fax/Enhanced FAX Services	37.30	26.60	20.10	13.70	26.20	15.70	26.40	19.80	30.80
3 - Electronic Forms	12.80	18.10	5.80	0.40	6.40	10.10	10.10	6.60	9.50
4 - Smart Cards (Debit Cards)	3.00	3.10	2.80	0.20	2.60	0.20	10.90	0.20	15.80
5 - Debit Cards over the Internet	0.00	0.00	0.00	0.00	0.00	0.00	10.80	0.00	0.00

## Transportation

Please indicate by putting a check in the box if you use the technologies listed below in the departments or business functions listed across the top.

	Management	Accounting	Finance	Marketing	Personnel	Information Systems	Purchasing	Shipping	Sales
	%	%	%	%	%	%	%	%	%
1 - Bar Coding	0.40	10.90	1.50	8.00	0.00	18.70	10.10	29.80	4.00
2 - EDI to Fax/Enhanced FAX Services	28.10	20.30	21.70	24.70	13.70	15.50	15.00	15.60	23.70
3 - Electronic Forms	22.90	15.30	13.90	9.70	7.20	8.00	8.70	10.40	2.80
4 - Smart Cards (Debit Cards)	0.20	1.80	1.90	0.40	0.20	0.00	0.00	0.00	1.70
5 - Debit Cards over the Internet	0.00	0.00	0.00	0.40	0.00	0.00	0.00	0.00	0.40



## Retail

Please indicate by putting a check in the box if you use the technologies listed below in the departments or business functions listed across the top.

	Management	Accounting	Finance	Marketing	Personnel	Information Systems	Purchasing	Shipping	Sales
	%	%	%	%	%	%	%	%	%
1 - Bar Coding	5.00	2.70	0.40	2.50	3.00	0.10	10.50	4.00	22.90
2 - EDI to Fax/Enhanced FAX Services	12.90	7.30	1.80	6.40	3.70	6.40	12.70	0.80	7.30
3 - Electronic Forms	0.50	9.30	3.10	1.60	4.20	3.90	7.20	4.30	6.10
4 - Smart Cards (Debit Cards)	0.40	13.40	3.50	1.30	0.00	0.00	7.50	0.10	79.40
5 - Debit Cards over the Internet	0.00	1.10	0.00	0.00	0.00	0.00	0.00	0.00	0.70

## Business Services

Please indicate by putting a check in the box if you use the technologies listed below in the departments or business functions listed across the top.

	Management	Accounting	Finance	Marketing	Personnel	Information Systems	Purchasing	Shipping	Sales
	%	%	%	%	%	%	%	%	%
1 - Bar Coding	4.60	4.80	1.50	6.50	5.10	14.70	1.80	17.50	6.60
2 - EDI to Fax/Enhanced FAX Services	14.30	5.00	2.70	6.70	7.00	5.20	0.40	0.00	9.70
3 - Electronic Forms	29.60	24.70	22.20	19.10	18.80	14.40	14.20	9.20	15.80
4 - Smart Cards (Debit Cards)	3.80	4.60	3.80	4.40	6.30	3.80	0.80	0.00	6.20
5 - Debit Cards over the Internet	0.00	0.00	0.00	5.30	0.00	0.00	0.00	0.00	6.30







## Size: 200+ employees

Please indicate by putting a check in the box if you use the technologies listed below in the departments or business functions listed across the top.

	Management	Accounting	Finance	Marketing	Personnel	Information Systems	Purchasing	Shipping	Sales
	%	%	%	%	%	%	%	%	%
1 - Bar Coding	9.20	5.30	1.70	3.10	1.60	18.40	17.70	22.40	21.90
2 - EDI to Fax/Enhanced FAX Services	11.20	10.10	10.20	6.70	5.00	15.30	14.90	7.20	7.10
3 - Electronic Forms	24.30	22.70	17.90	12.50	15.80	25.40	15.30	13.90	16.80
4 - Smart Cards (Debit Cards)	3.10	6.60	4.60	1.80	1.70	2.00	3.40	2.10	16.60
5 - Debit Cards over the Internet	0.00	1.20	1.30	1.30	0.00	0.70	0.00	0.00	1.30

Does your establishment utilize bar codes?	Yes (answer D1)	No (go to D2)
	%	%
Canada	9.70	90.30
Atlantic	9.20	90.80
Quebec	9.60	90.40
Ontario	10.10	89.90
Prairies	11.40	88.60
British Columbia	6.90	93.10
Construction	0.50	99.50
Transportation	11.80	88.20
Communications	15.30	84.70
Wholesale	15.20	84.80
Retail	17.10	82.90
Business Services	10.50	89.50
Health and Social Services	3.20	96.80
Accommodation/Food and Beverage	2.20	97.80
Size: 5-19 employees	7.10	92.90
Size: 20-199 employees	15.90	84.10
Size: 200+ employees	33.60	66.40

## Canada

D1 - Please indicate whether or not your organization utilizes bar coding in the following business applications

	Yes	No
	%	%
1 - Monitoring of work in progress	38.00	62.00
2 - Point of Sales Debit or Credit	73.50	26.50
3 - Shipping and receiving	62.50	37.50
4 - Inventory Control	66.50	33.50
5 - Point of Sales/Debit or Credit Cards	72.40	27.60

## Atlantic

D1 - Please indicate whether or not your organization utilizes bar coding in the following business applications.

	Yes	No
	%	%
1 - Monitoring of work in progress	33.60	66.40
2 - Point of Sales Debit or Credit	86.40	13.60
3 - Shipping and receiving	67.00	33.00
4 - Inventory Control	76.80	23.20
5 - Point of Sales/Debit or Credit Cards	87.20	12.80

## Quebec

D1 - Please indicate whether or not your organization utilizes bar coding in the following business applications.

	Yes	No
	%	%
1 - Monitoring of work in progress	29.90	70.10
2 - Point of Sales Debit or Credit	73.30	26.70
3 - Shipping and receiving	80.70	19.30
4 - Inventory Control	61.00	39.00
5 - Point of Sales/Debit or Credit Cards	84.90	15.10

## Ontario

D1 - Please indicate whether or not your organization utilizes bar coding in the following business applications.

	Yes	No
	%	%
1 - Monitoring of work in progress	39.90	60.10
2 - Point of Sales Debit or Credit	55.60	44.40
3 - Shipping and receiving	83.70	16.30
4 - Inventory Control	71.20	28.80
5 - Point of Sales/Debit or Credit Cards	51.80	48.20

## Prairies

D1 - Please indicate whether or not your organization utilizes bar coding in the following business applications.

	Yes	No
	%	%
1 - Monitoring of work in progress	49.60	50.40
2 - Point of Sales Debit or Credit	96.90	3.10
3 - Shipping and receiving	6.80	93.20
4 - Inventory Control	50.40	49.60
5 - Point of Sales/Debit or Credit Cards	96.80	3.20

## British Columbia

D1 - Please indicate whether or not your organization utilizes bar coding in the following business applications.

	Yes	No
	%	%
1 - Monitoring of work in progress	4.40	95.60
2 - Point of Sales Debit or Credit	96.30	3.70
3 - Shipping and receiving	66.30	33.70
4 - Inventory Control	85.40	14.60
5 - Point of Sales/Debit or Credit Cards	90.20	9.80

## Construction

D1 - Please indicate whether or not your organization utilizes bar coding in the following business applications.

	Yes	No
	%	%
1 - Monitoring of work in progress	60.90	39.10
2 - Point of Sales Debit or Credit	50.00	50.00
3 - Shipping and receiving	63.20	36.80
4 - Inventory Control	100.00	0.00
5 - Point of Sales/Debit or Credit Cards	0.00	100.00

## Transportation

D1 - Please indicate whether or not your organization utilizes bar coding in the following business applications.

	Yes	No
	%	%
1 - Monitoring of work in progress	58.10	41.90
2 - Point of Sales Debit or Credit	1.10	98.90
3 - Shipping and receiving	92.40	7.60
4 - Inventory Control	56.60	43.40
5 - Point of Sales/Debit or Credit Cards	10.60	89.40

## Communications

D1 - Please indicate whether or not your organization utilizes bar coding in the following business applications.

	Yes	No
	%	%
1 - Monitoring of work in progress	48.90	51.10
2 - Point of Sales Debit or Credit	12.50	87.50
3 - Shipping and receiving	46.60	53.40
4 - Inventory Control	100.00	0.00
5 - Point of Sales/Debit or Credit Cards	16.10	83.90

## Wholesale

D1 - Please indicate whether or not your organization utilizes bar coding in the following business applications.

	Yes	No
	%	%
1 - Monitoring of work in progress	21.90	78.10
2 - Point of Sales Debit or Credit	29.40	70.60
3 - Shipping and receiving	91.80	8.20
4 - Inventory Control	63.00	37.00
5 - Point of Sales/Debit or Credit Cards	20.90	79.10

## Retail

D1 - Please indicate whether or not your organization utilizes bar coding in the following business applications.

	Yes	No
	%	%
1 - Monitoring of work in progress	37.50	62.50
2 - Point of Sales Debit or Credit	96.20	3.80
3 - Shipping and receiving	53.70	46.30
4 - Inventory Control	68.10	31.90
5 - Point of Sales/Debit or Credit Cards	98.80	1.20

## Business Services

D1 - Please indicate whether or not your organization utilizes bar coding in the following business applications.

	Yes	No
	%	%
1 - Monitoring of work in progress	52.30	47.70
2 - Point of Sales Debit or Credit	61.30	38.70
3 - Shipping and receiving	51.10	48.90
4 - Inventory Control	64.80	35.20
5 - Point of Sales/Debit or Credit Cards	46.00	54.00

## Health and Social Services

D1 - Please indicate whether or not your organization utilizes bar coding in the following business applications.

	Yes	No
	%	%
1 - Monitoring of work in progress	35.00	65.00
2 - Point of Sales Debit or Credit	0.00	100.00
3 - Shipping and receiving	57.00	43.00
4 - Inventory Control	83.10	16.90
5 - Point of Sales/Debit or Credit Cards	10.40	89.60

## Accommodation/Food and Beverage

D1 - Please indicate whether or not your organization utilizes bar coding in the following business applications.

	Yes	No
	%	%
1 - Monitoring of work in progress		
2 - Point of Sales Debit or Credit		
3 - Shipping and receiving		
4 - Inventory Control	100.00	0.00
5 - Point of Sales/Debit or Credit Cards		

### Size: 5-19 employees

D1 - Please indicate whether or not your organization utilizes bar coding in the following business applications.

	Yes	No
	%	%
1 - Monitoring of work in progress	39.20	60.80
2 - Point of Sales Debit or Credit	74.90	25.10
3 - Shipping and receiving	39.60	60.40
4 - Inventory Control	55.10	44.90
5 - Point of Sales/Debit or Credit Cards	61.20	38.80

### Size: 20-199 employees

D1 - Please indicate whether or not your organization utilizes bar coding in the following business applications.

	Yes	No
	%	%
1 - Monitoring of work in progress	37.50	62.50
2 - Point of Sales Debit or Credit	76.00	24.00
3 - Shipping and receiving	80.60	19.40
4 - Inventory Control	76.00	24.00
5 - Point of Sales/Debit or Credit Cards	86.50	13.50

### Size: 200+ employees

D1 - Please indicate whether or not your organization utilizes bar coding in the following business applications.

	Yes	No
	%	%
1 - Monitoring of work in progress	31.10	68.90
2 - Point of Sales Debit or Credit	34.50	65.50
3 - Shipping and receiving	71.80	28.20
4 - Inventory Control	82.80	17.20
5 - Point of Sales/Debit or Credit Cards	34.10	65.90

Does your establishment utilize Electronic Data Interchange?	Yes (answer D2) %	No (go to D3) %
Canada	14 50	85 50
Atlantic	9 70	90 30
Quebec	19 30	80 70
Ontario	10 10	89 90
Prairies	19 50	80 50
British Columbia	13 60	86 40
Construction	5 00	95 00
Transportation	14 00	86 00
Communications	13 50	86 50
Wholesale	24 30	75 70
Retail	18 60	81 40
Business Services	12 10	87 90
Health and Social Services	14 70	85 30
Accommodation/Food and Beverage	10 30	89 70
Size 5-19 employees	13 20	86 80
Size 20-199 employees	17 40	82 60
Size 200+ employees	35 10	64 90

## Canada

D2 - Please indicate whether you exchange the following documents via Electronic Data Interchange

	Yes %	No %
1 - Purchase Orders	60 60	39 40
2 - Invoices	54 60	45 40
3 - Advance Shipping Notices	37 70	62 30
4 - Bills of Lading	23 00	77 00
5 - Credit Notes/Debit Notes	37 80	62 20
6 - Functional Acknowledgements	47 50	52 50
7 - Inventory Levels	30 50	69 50
8 - Product Listings	52 20	47 80

## Atlantic

D2 - Please indicate whether you exchange the following documents via Electronic Data Interchange

	Yes %	No %
1 - Purchase Orders	80 00	20 00
2 - Invoices	63 40	36 60
3 - Advance Shipping Notices	47 90	57 10
4 - Bills of Lading	27 40	72 60
5 - Credit Notes/Debit Notes	26 60	73 40
6 - Functional Acknowledgements	60 40	39 60



7 - Inventory Levels	79 70	20 30
8 - Product Listings	45 90	54 10

## Quebec

D2 - Please indicate whether you exchange the following documents via Electronic Data Interchange

	Yes	No
	%	%
1 - Purchase Orders	80 60	19 40
2 - Invoices	53 10	46 90
3 - Advance Shipping Notices	49 30	50 70
4 - Bills of Lading	31 80	68 20
5 - Credit Notes/Debit Notes	18 40	81 60
6 - Functional Acknowledgements	50 80	49 20
7 - Inventory Levels	32 20	67 80
8 - Product Listings	51 60	48 40

## Ontario

D2 - Please indicate whether you exchange the following documents via Electronic Data Interchange

	Yes	No
	%	%
1 - Purchase Orders	51 80	48 20
2 - Invoices	62 50	37 50
3 - Advance Shipping Notices	40 30	59 70
4 - Bills of Lading	15 50	84 50
5 - Credit Notes/Debit Notes	28 00	72 00
6 - Functional Acknowledgements	42 10	57 90
7 - Inventory Levels	10 40	89 60
8 - Product Listings	32 80	67 20

## Prairies

D2 - Please indicate whether you exchange the following documents via Electronic Data Interchange

	Yes	No
	%	%
1 - Purchase Orders	35 80	64 20
2 - Invoices	51 10	48 90
3 - Advance Shipping Notices	15 30	84 70
4 - Bills of Lading	3 90	96 10
5 - Credit Notes/Debit Notes	36 80	63 20
6 - Functional Acknowledgements	43 90	56 10
7 - Inventory Levels	40 10	59 90
8 - Product Listings	78 70	21 30

## British Columbia

D2 - Please indicate whether you exchange the following documents via Electronic Data Interchange

	Yes	No
	%	%
1 - Purchase Orders	62 10	37 90
2 - Invoices	51 00	49 00
3 - Advance Shipping Notices	42 40	57 60
4 - Bills of Lading	38 50	61 50
5 - Credit Notes/Debit Notes	83 56	16 50
6 - Functional Acknowledgements	50 70	49 30
7 - Inventory Levels	19 10	80 90
8 - Product Listings	42 60	57 40

## Construction

D2 - Please indicate whether you exchange the following documents via Electronic Data Interchange

	Yes	No
	%	%
1 - Purchase Orders	0 00	100 00
2 - Invoices	97 40	2 60
3 - Advance Shipping Notices	0 00	100 00
4 - Bills of Lading	50 00	50 00
5 - Credit Notes/Debit Notes	97 40	2 60
6 - Functional Acknowledgements	0 00	100 00
7 - Inventory Levels	49 20	51 80
8 - Product Listings	96 50	3 50

## Transportation

D2 - Please indicate whether you exchange the following documents via Electronic Data Interchange

	Yes	No
	%	%
1 - Purchase Orders	23 00	77 00
2 - Invoices	86 70	13 30
3 - Advance Shipping Notices	59 10	40 90
4 - Bills of Lading	56 80	43 20
5 - Credit Notes/Debit Notes	35 40	64 60
6 - Functional Acknowledgements	47 30	52 70
7 - Inventory Levels	43 80	56 20
8 - Product Listings	23 10	76 90

## Communications

D2 - Please indicate whether you exchange the following documents via Electronic Data Interchange

	Yes	No
	%	%
1 - Purchase Orders	64 40	35 60

2 - Invoices	74 70	25 30
3 - Advance Shipping Notices	26 90	73 10
4 - Bills of Lading	63 70	36 30
5 - Credit Notes/Debit Notes	58 10	41 90
6 - Functional Acknowledgements	50 00	50 00
7 - Inventory Levels	19 70	80 30
8 - Product Listings	54 90	45 10

## Wholesale

D2 - Please indicate whether you exchange the following documents via Electronic Data Interchange

	Yes	No
	%	%
1 - Purchase Orders	87 60	12 40
2 - Invoices	51 10	48 90
3 - Advance Shipping Notices	41 30	58 70
4 - Bills of Lading	9 30	90 70
5 - Credit Notes/Debit Notes	21 90	78 10
6 - Functional Acknowledgements	51 60	48 40
7 - Inventory Levels	15 30	84 70
8 - Product Listings	42 10	57 90

## Retail

D2 - Please indicate whether you exchange the following documents via Electronic Data Interchange

	Yes	No
	%	%
1 - Purchase Orders	61 40	38 60
2 - Invoices	61 10	38 90
3 - Advance Shipping Notices	39 30	60 70
4 - Bills of Lading	28 50	71 50
5 - Credit Notes/Debit Notes	56 90	43 10
6 - Functional Acknowledgements	61 30	38 70
7 - Inventory Levels	54 30	45 70
8 - Product Listings	76 90	23 10

## Business Services

D2 - Please indicate whether you exchange the following documents via Electronic Data Interchange

	Yes	No
	%	%
1 - Purchase Orders	62 80	37 20
2 - Invoices	50 30	49 70
3 - Advance Shipping Notices	54 90	45 10
4 - Bills of Lading	30 30	69 70
5 - Credit Notes/Debit Notes	0 60	99 40
6 - Functional Acknowledgements	54 30	45 70
7 - Inventory Levels	10 30	89 70

8 - Product Listings	30 10	69 90
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### Health and Social Services

D2 - Please indicate whether you exchange the following documents via Electronic Data Interchange

	Yes	No
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	%	%
1 - Purchase Orders	16 80	83 20
2 - Invoices	26 70	73 30
3 - Advance Shipping Notices	4 50	95 50
4 - Bills of Lading	2 70	97 30
5 - Credit Notes/Debit Notes	31 30	68 70
6 - Functional Acknowledgements	5 70	94 30
7 - Inventory Levels	12 90	87 10
8 - Product Listings	9 90	90 10

### Accommodation/Food and Beverage

D2 - Please indicate whether you exchange the following documents via Electronic Data Interchange

	Yes	No
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	%	%
1 - Purchase Orders	6 80	93 20
2 - Invoices	17 50	82 50
3 - Advance Shipping Notices	4 60	95 40
4 - Bills of Lading	50 00	50 00
5 - Credit Notes/Debit Notes	48 50	51 50
6 - Functional Acknowledgements	6 10	93 90
7 - Inventory Levels	6 80	93 20
8 - Product Listings	50 90	49 10

### Size: 5-19 employees

D2 - Please indicate whether you exchange the following documents via Electronic Data Interchange

	Yes	No
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	%	%
1 - Purchase Orders	63 70	36 30
2 - Invoices	48 90	51 10
3 - Advance Shipping Notices	35 60	64 40
4 - Bills of Lading	22 30	77 70
5 - Credit Notes/Debit Notes	44 20	55 80
6 - Functional Acknowledgements	38 70	61 30
7 - Inventory Levels	29 50	70 50
8 - Product Listings	48 50	51 50

### Size: 20-199 employees

D2 - Please indicate whether you exchange the following documents via Electronic Data Interchange

	Yes	No
--	-----	----

	%	%
1 - Purchase Orders	53 70	46 30
2 - Invoices	63 70	36 30
3 - Advance Shipping Notices	40 30	59 70
4 - Bills of Lading	22 50	77 50
5 - Credit Notes/Debit Notes	25 00	75 00
6 - Functional Acknowledgements	60 60	39 40
7 - Inventory Levels	30 40	69 60
8 - Product Listings	58 40	41 60

### Size: 200+ employees

D2 - Please indicate whether you exchange the following documents via Electronic Data Interchange

	Yes	No
	%	%
1 - Purchase Orders	73 20	26 8
2 - Invoices	63 00	37 00
3 - Advance Shipping Notices	51 60	48 40
4 - Bills of Lading	41 90	58 10
5 - Credit Notes/Debit Notes	37 60	62 40
6 - Functional Acknowledgements	60 30	39 70
7 - Inventory Levels	45 50	54 50
8 - Product Listings	53 40	46 60

Does your establishment utilize Electronic Funds Transfer?

Yes D3)	(answer D3)	No (go to D4)
%		%
Canada	21 80	78 20
Atlantic	23 30	76 70
Quebec	11 40	88 60
Ontario	30 10	69 90
Prairies	17 40	82 60
British Columbia	23 20	76 80
Construction	4 40	95 60
Transportation	16 50	83 50
Communications	31 30	68 70
Wholesale	22 90	77 10
Retail	32 90	67 10
Business Services	25 00	75 00
Health and Social Services	23 40	76 60
Accommodation/Food and Beverage	11 80	88 20
Size: 5-19 employees	19 90	80 10
Size: 20-199 employees	26 20	73 80
Size: 200+ employees	43 40	56 60

## Canada

D3 - Please indicate if your company is using, or is considering Electronic Funds Transfer (Electronic Payments) to process the following types of transactions, if any

	Using	Not Using	Not Using but Considering
	%	%	%
1 - Regular recurring incoming customer payments (i.e. invoices)	45.60	48.40	6.00
2 - Variable amount but recurring incoming customer payments (i.e. utility bills)	24.70	65.30	10.00
3 - Regular recurring outgoing company payments	34.90	49.90	15.10
4 - Large value transfers of corporate funds	44.10	51.80	4.10
5 - Tax payments (including GST) to various levels of government	7.00	82.10	11.00

## Atlantic

D3 - Please indicate if your company is using, or is considering Electronic Funds Transfer (Electronic Payments) to process the following types of transactions, if any

	Using	Not Using	Not Using but Considering
	%	%	%
1 - Regular recurring incoming customer payments (i.e. invoices)	43.90	51.60	4.30
2 - Variable amount but recurring incoming customer payments (i.e. utility bills)	19.50	77.40	3.10
3 - Regular recurring outgoing company payments	46.20	46.10	7.70
4 - Large value transfers of corporate funds	37.60	60.90	1.50
5 - Tax payments (including GST) to various levels of government	8.80	82.90	8.30

## Quebec

D3 - Please indicate if your company is using, or is considering Electronic Funds Transfer (Electronic Payments) to process the following types of transactions, if any:

	Using	Not Using	Not Using but Considering
	%	%	%
1 - Regular recurring incoming customer payments (i.e. invoices)	60.90	38.50	0.60
2 - Variable amount but recurring incoming customer payments (i.e. utility bills)	46.90	42.60	10.30
3 - Regular recurring outgoing company payments	54.10	44.60	1.40
4 - Large value transfers of corporate funds	35.50	51.60	12.60
5 - Tax payments (including GST) to various levels of government	7.60	64.90	27.50

## Ontario

D3 - Please indicate if your company is using, or is considering Electronic Funds Transfer (Electronic Payments) to process the following types of transactions, if any:

	Using	Not Using	Not Using but Considering
	%	%	%
1 - Regular recurring incoming customer payments (i.e. invoices)	41.60	48.60	9.60
2 - Variable amount but recurring incoming customer payments (i.e. utility bills)	14.00	76.80	9.20
3 - Regular recurring outgoing company payments	27.10	55.40	17.50
4 - Large value transfers of corporate funds	37.30	60.90	1.90
5 - Tax payments (including GST) to various levels of government	6.00	85.40	8.60



## Prairies

D3 - Please indicate if your company is using, or is considering Electronic Funds Transfer (Electronic Payments) to process the following types of transactions, if any:

	Using	Not Using	Not Using but Considering
	%	%	%
1 - Regular recurring incoming customer payments (i.e. invoices)	50.70	44.80	4.50
2 - Variable amount but recurring incoming customer payments (i.e. utility bills)	52.50	42.30	5.20
3 - Regular recurring outgoing company payments	62.90	27.30	9.80
4 - Large value transfers of corporate funds	54.00	41.90	4.10
5 - Tax payments (including GST) to various levels of government	11.30	78.90	9.80

## British Columbia

D3 - Please indicate if your company is using, or is considering Electronic Funds Transfer (Electronic Payments) to process the following types of transactions, if any:

	Using	Not Using	Not Using but Considering
	%	%	%
1 - Regular recurring incoming customer payments (i.e. invoices)	41.70	57.10	1.20
2 - Variable amount but recurring incoming customer payments (i.e. utility bills)	22.50	58.00	19.10
3 - Regular recurring outgoing company payments	14.60	56.60	28.80
4 - Large value transfers of corporate funds	70.40	24.20	5.40
5 - Tax payments (including GST) to various levels of government	5.30	88.30	6.40

## Construction

D3 - Please indicate if your company is using, or is considering Electronic Funds Transfer (Electronic Payments) to process the following types of transactions, if any:

	Using	Not Using	Not Using but Considering
	%	%	%
1 - Regular recurring incoming customer payments (i.e. invoices)	38.20	55.00	6.70
2 - Variable amount but recurring incoming customer payments (i.e. utility bills)	2.30	97.30	0.40
3 - Regular recurring outgoing company payments	19.00	80.20	0.80
4 - Large value transfers of corporate funds	51.20	48.80	0.00
5 - Tax payments (including GST) to various levels of government	3.20	95.70	1.10

## Transportation

D3 - Please indicate if your company is using, or is considering Electronic Funds Transfer (Electronic Payments) to process the following types of transactions, if any:

	Using	Not Using	Not Using but Considering
	%	%	%
1 - Regular recurring incoming customer payments (i.e. invoices)	57.00	36.70	6.30
2 - Variable amount but recurring incoming customer payments (i.e. utility bills)	47.90	42.20	9.90
3 - Regular recurring outgoing company payments	41.60	49.50	8.90
4 - Large value transfers of corporate funds	66.70	28.40	4.90
5 - Tax payments (including GST) to various levels of government	9.80	77.70	12.50

## Communications

D3 - Please indicate if your company is using, or is considering Electronic Funds Transfer (Electronic Payments) to process the following types of transactions, if any:

	Using	Not Using	Not Using but Considering
	%	%	%
1 - Regular recurring incoming customer payments (i.e. invoices)	58.30	22.70	18.90
2 - Variable amount but recurring incoming customer payments (i.e. utility bills)	27.90	59.50	12.60
3 - Regular recurring outgoing company payments	48.10	42.00	9.90
4 - Large value transfers of corporate funds	53.00	25.60	21.40
5 - Tax payments (including GST) to various levels of government	20.70	59.60	19.70

## Wholesale

D3 - Please indicate if your company is using, or is considering Electronic Funds Transfer (Electronic Payments) to process the following types of transactions, if any:

	Using	Not Using	Not Using but Considering
	%	%	%
1 - Regular recurring incoming customer payments (i.e. invoices)	43.60	48.70	7.80
2 - Variable amount but recurring incoming customer payments (i.e. utility bills)	18.00	74.20	7.80
3 - Regular recurring outgoing company payments	38.90	57.40	3.70
4 - Large value transfers of corporate funds	28.00	71.70	0.30
5 - Tax payments (including GST) to various levels of government	3.90	91.30	4.80

## Retail

D3 - Please indicate if your company is using, or is considering Electronic Funds Transfer (Electronic Payments) to process the following types of transactions, if any:

	Using	Not Using	Not Using but Considering
	%	%	%
1 - Regular recurring incoming customer payments (i.e. invoices)	41.30	58.60	0.10
2 - Variable amount but recurring incoming customer payments (i.e. utility bills)	13.70	74.00	12.30
3 - Regular recurring outgoing company payments	22.50	57.60	19.90
4 - Large value transfers of corporate funds	43.80	53.20	3.00
5 - Tax payments (including GST) to various levels of government	3.40	88.10	8.50

## Business Services

D3 - Please indicate if your company is using, or is considering Electronic Funds Transfer (Electronic Payments) to process the following types of transactions, if any:

	Using	Not Using	Not Using but Considering
	%	%	%
1 - Regular recurring incoming customer payments (i.e. invoices)	43.90	46.00	10.10
2 - Variable amount but recurring incoming customer payments (i.e. utility bills)	39.30	50.50	10.20
3 - Regular recurring outgoing company payments	52.30	30.70	17.00
4 - Large value transfers of corporate funds	65.10	28.10	6.90
5 - Tax payments (including GST) to various levels of government	15.70	65.10	19.30

## Health and Social Services

D3 - Please indicate if your company is using, or is considering Electronic Funds Transfer (Electronic Payments) to process the following types of transactions, if any:

	Using	Not Using	Not Using but Considering
	%	%	%
1 - Regular recurring incoming customer payments (i.e. invoices)	53.70	29.60	16.80
2 - Variable amount but recurring incoming customer payments (i.e. utility bills)	32.50	61.70	5.80
3 - Regular recurring outgoing company payments	39.90	46.20	14.00
4 - Large value transfers of corporate funds	17.20	76.20	6.60
5 - Tax payments (including GST) to various levels of government	6.20	81.70	12.20

## Accommodation/Food and Beverage

D3 - Please indicate if your company is using, or is considering Electronic Funds Transfer (Electronic Payments) to process the following types of transactions, if any:

	Using	Not Using	Not Using but Considering
	%	%	%
1 - Regular recurring incoming customer payments (i.e. invoices)	88.70	10.80	0.60
2 - Variable amount but recurring incoming customer payments (i.e. utility bills)	47.70	48.30	4.00
3 - Regular recurring outgoing company payments	30.70	68.70	0.60
4 - Large value transfers of corporate funds	37.00	62.60	0.40
5 - Tax payments (including GST) to various levels of government	0.20	98.00	1.80

### Size: 5-19 employees

D3 - Please indicate if your company is using, or is considering Electronic Funds Transfer (Electronic Payments) to process the following types of transactions, if any:

	Using	Not Using	Not Using but Considering
	%	%	%
1 - Regular recurring incoming customer payments (i.e. invoices)	43.10	50.50	6.40
2 - Variable amount but recurring incoming customer payments (i.e. utility bills)	14.70	76.20	9.10
3 - Regular recurring outgoing company payments	27.30	52.90	19.80
4 - Large value transfers of corporate funds	43.30	53.30	3.40
5 - Tax payments (including GST) to various levels of government	4.20	86.30	9.50

### Size: 20-199 employees

D3 - Please indicate if your company is using, or is considering Electronic Funds Transfer (Electronic Payments) to process the following types of transactions, if any:

	Using	Not Using	Not Using but Considering
	%	%	%
1 - Regular recurring incoming customer payments (i.e. invoices)	50.10	45.30	4.60
2 - Variable amount but recurring incoming customer payments (i.e. utility bills)	42.20	46.80	10.90
3 - Regular recurring outgoing company payments	48.30	45.80	5.90
4 - Large value transfers of corporate funds	44.40	50.50	5.10
5 - Tax payments (including GST) to various levels of government	11.00	76.00	13.00

## Size: 200+ employees

D3 - Please indicate if your company is using, or is considering Electronic Funds Transfer (Electronic Payments) to process the following types of transactions, if any

	Using	Not Using	Not Using but Considering
	%	%	%
1 - Regular recurring incoming customer payments (i.e. invoices)	46.60	41.20	12.20
2 - Variable amount but recurring incoming customer payments (i.e. utility bills)	34.20	47.60	18.30
3 - Regular recurring outgoing company payments	58.40	26.40	15.20
4 - Large value transfers of corporate funds	59.70	32.20	8.10
5 - Tax payments (including GST) to various levels of government	21.80	59.30	19.90

Did you answer question D2 or D3?

	Yes (answer D4) %	No (go to D5) %
Canada	23 30	73 70
Atlantic	23 70	76 30
Quebec	24 90	75 10
Ontario	27 90	72 10
Prairies	27 60	72 20
British Columbia	23 90	76 10
Construction	8 40	91 60
Transportation	22 80	77 20
Communications	35 40	64 60
Wholesale	42 00	58 00
Retail	31 50	68 50
Business Services	27 90	72 10
Health and Social Services	25 90	74 10
Accommodation/Food and Beverage	18 00	82 00
Size: 5-19 employees	23 30	76 70
Size: 20-199 employees	33 40	66 60
Size: 200+ employees	55 00	45 00

D4 - Please indicate if your EDI/EFT technology is:  
1 - Integrated into a company-wide EDI Program

	Yes %	No %
Canada	29 10	70 90
Atlantic	18 20	81 80
Quebec	40 10	59 90
Ontario	19 30	80 70
Prairies	31 30	68 70
British Columbia	39 50	60 50
Construction	37 90	62 10
Transportation	25 60	74 40
Communications	11 30	88 70
Wholesale	30 50	69 50
Retail	33 60	66 40
Business Services	28 30	71 70
Health and Social Services	31 50	68 50
Accommodation/Food and Beverage	0 70	99 30
Size: 5-19 employees	29 50	70 50
Size: 20-199 employees	28 10	71 90
Size: 200+ employees	31 10	68 90



**Does your establishment utilize Smart Cards?**

	Yes (answer D5) %	No (go to end) %
Canada	13 80	86 20
Atlantic	7 00	93 00
Quebec	13 00	87 00
Ontario	13 70	86 30
Prairies	16 90	83 10
British Columbia	14 80	85 20
Construction	1 20	98 80
Transportation	0 80	99 20
Communications	3 70	96 30
Wholesale	4 50	95 50
Retail	39 50	60 50
Business Services	4 60	95 40
Health and Social Services	9 50	90 50
Accommodation/Food and Beverage	4 30	95 70
Size: 5-19 employees	14 40	85 60
Size: 20-199 employees	12 20	87 80
Size: 200+ employees	15 10	84 90

**Canada**

D5 - Please indicate if your company is using, or is considering using Smart Cards in the following business applications, if at all.

	Using %	Not Using %	Not Using but Considering %
1 - Health Care	15 30	82 60	2 10
2 - Benefit Payments	8 90	88 40	2 70
3 - Personal Security (I D Cards)	3 70	90 30	6 00
4 - Credit Card Payments	75 30	23 60	1 00
5 - Cybercash (Internet)	1 00	93 70	5 30

**Atlantic**

D5 - Please indicate if your company is using, or is considering using Smart Cards in the following business applications, if at all.

	Using %	Not Using %	Not Using but Considering %
1 - Health Care	31 30	68 70	0 00
2 - Benefit Payments	0 70	99 30	0 00
3 - Personal Security (I D Cards)	4 50	95 50	0 00
4 - Credit Card Payments	50 60	36 70	12 70
5 - Cybercash (Internet)	2 00	94 40	3 70

## Quebec

D5 - Please indicate if your company is using, or is considering using Smart Cards in the following business applications, if at all

	Using	Not Using	Not Using but Considering
	%	%	%
1 - Health Care	14 00	85 30	0 70
2 - Benefit Payments	17 40	78 50	4 10
3 - Personal Security (I D Cards)	3 60	82 40	14 00
4 - Credit Card Payments	82 50	14 70	2 80
5 - Cybercash (Internet)	4 00	80 40	15 60

## Ontario

D5 - Please indicate if your company is using, or is considering using Smart Cards in the following business applications, if at all

	Using	Not Using	Not Using but Considering
	%	%	%
1 - Health Care	23 60	71 80	4 60
2 - Benefit Payments	5 40	89 50	5 20
3 - Personal Security (I D Cards)	11 80	78 00	10 20
4 - Credit Card Payments	79 60	20 20	0 20
5 - Cybercash (Internet)	0 00	95 00	5 00

## Prairies

D5 - Please indicate if your company is using, or is considering using Smart Cards in the following business applications, if at all

	Using	Not Using	Not Using but Considering
	%	%	%
1 - Health Care	0 00	99 80	0 20
2 - Benefit Payments	0 00	99 90	0 10
3 - Personal Security (I D Cards)	0 50	99 50	0 00
4 - Credit Card Payments	77 70	22 10	0 20
5 - Cybercash (Internet)	0 10	99 80	0 20

## British Columbia

D5 - Please indicate if your company is using, or is considering using Smart Cards in the following business applications, if at all

	Using	Not Using	Not Using but Considering
	%	%	%
1 - Health Care	23 20	75 20	1 60
2 - Benefit Payments	21 50	78 10	0 50
3 - Personal Security (I D Cards)	0 50	98 70	0 80
4 - Credit Card Payments	53 40	45 90	0 60
5 - Cybercash (Internet)	0 00	99 40	0 60

## Construction

D5 - Please indicate if your company is using, or is considering using Smart Cards in the following business applications, if at all

	Using	Not Using	Not Using but Considering
	%	%	%
1 - Health Care			
2 - Benefit Payments			
3 - Personal Security (I D Cards)			
4 - Credit Card Payments			
5 - Cybercash (Internet)			

## Transportation

D5 - Please indicate if your company is using, or is considering using Smart Cards in the following business applications, if at all

	Using	Not Using	Not Using but Considering
	%	%	%
1 - Health Care	0 00	94 10	5 90
2 - Benefit Payments	0 00	94 10	5 90
3 - Personal Security (I D Cards)	73 00	0 00	27 00
4 - Credit Card Payments	24 00	28 60	47 40
5 - Cybercash (Internet)	0 00	64 70	35 30

## Communications

D5 - Please indicate if your company is using, or is considering using Smart Cards in the following business applications, if at all

	Using	Not Using	Not Using but Considering
	%	%	%
1 - Health Care	0 00	100 00	0 00
2 - Benefit Payments	12 00	88 00	0 00
3 - Personal Security (I D Cards)	55 60	44 40	0 00
4 - Credit Card Payments	65 60	28 60	5 80
5 - Cybercash (Internet)	14 30	57 10	28 60

## Wholesale

D5 - Please indicate if your company is using, or is considering using Smart Cards in the following business applications, if at all

	Using	Not Using	Not Using but Considering
	%	%	%
1 - Health Care	0 00	100 00	0 00
2 - Benefit Payments	0 00	100 00	0 00
3 - Personal Security (I D Cards)	0 00	100 00	0 00
4 - Credit Card Payments	100 00	0 00	0 00
5 - Cybercash (Internet)	0 00	50 00	50 00

## Retail

D5 - Please indicate if your company is using, or is considering using Smart Cards in the following business applications, if at all

	Using	Not Using	Not Using but Considering
	%	%	%
1 - Health Care	15 20	84 80	0 00
2 - Benefit Payments	7 10	92 80	0 10
3 - Personal Security (I D Cards)	1 20	94 40	4 40
4 - Credit Card Payments	74 10	25 20	0 70
5 - Cybercash (Internet)	0 00	96 60	3 40

## Business Services

D5 - Please indicate if your company is using, or is considering using Smart Cards in the following business applications, if at all

	Using	Not Using	Not Using but Considering
	%	%	%
1 - Health Care	49 10	50 30	0 60
2 - Benefit Payments	0 00	100 00	0 00
3 - Personal Security (I D Cards)	49 70	50 30	0 00
4 - Credit Card Payments	7 30	56 90	35 60
5 - Cybercash (Internet)	28 50	28 50	43 10

## Health and Social Services

D5 - Please indicate if your company is using, or is considering using Smart Cards in the following business applications, if at all

	Using	Not Using	Not Using but Considering
	%	%	%
1 - Health Care	6 60	66 20	27 20
2 - Benefit Payments	22 30	55 00	22 70
3 - Personal Security (I D Cards)	0 00	74 30	25 70
4 - Credit Card Payments	80 90	18 00	1 10
5 - Cybercash (Internet)	0 00	76 50	23 50

## Accommodation/Food and Beverage

D5 - Please indicate if your company is using, or is considering using Smart Cards in the following business applications, if at all

	Using	Not Using	Not Using but Considering
	%	%	%
1 - Health Care	0 00	100 00	0 00
2 - Benefit Payments	28 50	43 10	28 50
3 - Personal Security (I D Cards)	0 0	98 90	0 40
4 - Credit Card Payments	93 40	0 90	5 80
5 - Cybercash (Internet)	28 20	71 40	0 40

### Size: 5-19 employees

D5 - Please indicate if your company is using, or is considering using Smart Cards in the following business applications, if at all

	Using	Not Using	Not Using but Considering
	%	%	%
1 - Health Care	16 60	81 00	2 40
2 - Benefit Payments	9 90	88 00	2 10
3 - Personal Security (I D Cards)	0 10	92 00	7 90
4 - Credit Card Payments	71 20	28 80	0 00
5 - Cybercash (Internet)	0 00	94 00	5 90

### Size: 20-199 employees

D5 - Please indicate if your company is using, or is considering using Smart Cards in the following business applications, if at all

	Using	Not Using	Not Using but Considering
	%	%	%
1 - Health Care	10 70	88 70	0 60
2 - Benefit Payments	4 40	91 10	4 40
3 - Personal Security (I D Cards)	11 70	87 70	0 60
4 - Credit Card Payments	92 50	3 40	4 00
5 - Cybercash (Internet)	4 40	93 10	2 50

### Size: 200+ employees

D5 - Please indicate if your company is using, or is considering using Smart Cards in the following business applications, if at all

	Using	Not Using	Not Using but Considering
	%	%	%
1 - Health Care	29 30	59 90	10 70
2 - Benefit Payments	22 40	60 20	17 40
3 - Personal Security (I D Cards)	29 60	38 90	31 60
4 - Credit Card Payments	39 10	39 60	21 30
5 - Cybercash (Internet)	3 30	74 60	22 10