



Ministry of Internal Affairs and Communications (MIC) 2005 Survey of Trends in Communications Usage — Questionnaire Form — For Households

© This survey conforms with the requirements of the Statistical Reports Coordination Law. Your responses to this questionnaire will be used solely for the purpose of statistical analysis, so please feel free to give your full and frank opinions.

1 In this survey, we will be asking about the use of information and communications equipment and services by yourself (i.e., the person named on the sticker) and your household in the course of your normal daily life.

2 The Glossary on the back page of this booklet provides definitions of the terms marked with an asterisk (\*) in the questionnaire.

3 Your answers should be correct as of the survey date:  
December 31, 2005

4 Completed questionnaires should be sent to: \_\_\_\_\_  
(Contact)  
Tel: \_\_\_\_\_

5 This survey is being conducted by the market research company stated above under commission from the Ministry of Internal Affairs and Communications.

(affix name label here)

**Entire household — Questions concerning the entire household are directed at the head of household**

Q1. Ownership and usage of information and telecommunications devices

(1) **Do you own any of the devices listed in (1) through (11) below?**

Do you own any of the following devices in your household? **Circle the numbers of all devices owned.**  
**In item 5, also write in the number of computers owned**

Note:

- 1. A device which you own but which was **paid for by your employer** or which you **have not used once over the past year** is considered "not owned".
- 2. If you own a cell phone which can access PHS services, circle both 2 and 3 below.

1. Fixed line telephone	6. Fax machine	9. Internet-compatible television
2. Cell phone <sup>*1)-1</sup>	7. Car navigation system <sup>*3)</sup>	10. Internet-compatible TV game console
3. PHS <sup>*1)-1</sup>	8. On-board ETC unit <sup>*4)</sup>	11. Other internet-compatible electronic device
4. PDA <sup>*2)</sup>		
5. Computer (how many? __)		

(2) This question is for households with **two or more computers.**  
**Are the PCs connected via a wired or wireless system (a household LAN)?**

Circle one response only.

1. Connected via cable LAN	2. Connected via wireless LAN	3. Not connected
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(3) Does your household use an IP telephone<sup>\*5)</sup>? Circle one response only.

1. Yes	3. No, and we don't plan to
2. Not at present, but we plan to get one	

(4) **If your household uses an IP telephone have you experienced any problems or issues? If you are planning to install an IP telephone, what problems or issues do you envisage? If your household does not use an IP telephone, why not? Circle all that apply.**

- |   |  |
|---|--|
| 1. Charges are not that much cheaper            | 6. Don't understand services/processes |
| 2. Connection/settings procedures too complex   | 7. No need for it                      |
| 3. Poor sound quality                           | 8. Haven't heard of IP telephone       |
| 4. Have to have a dedicated IP telephone number | 9. Other                               |
| 5. Cannot call emergency services               | 10. No problems or issues              |

Q2. Internet usage

(1) **Has anyone in your household (excluding persons five years old and younger) used the Internet in the past year, for instance to view websites or send and receive e-mail?** Circle one of the following.

**Note:**

\* Includes internet usage from cell phones, PHS devices, PDAs and game devices as well as computers.

\* Limited to personal internet usage. Includes internet usage both within and outside the home.

\* Includes internet usage on devices not owned by the household, for example in public libraries and internet cafes.

- |  |  |
|--|--|
| 1. Yes, at least one member of the household has used the internet | 2. No, nobody in the household has used the internet |
|--|--|

(2) This question is for respondents who answered Yes to the previous question.

**Was the internet usage at home, using a computer?**

Circle one response only.

- |        |                           |
|--------|---------------------------|
| 1. Yes | 2. No -- go to Question 3 |
|--------|---------------------------|

(3) This question is for respondents who answered Yes to the previous question.

**What sort of connection was used to access the internet from a computer at home?**

Circle all that apply.

- |  |   |  |   |
|--|---|--|---|
| ● Narrowband                                     | 1. Dial-up telephone line                   | 3. ISDN permanent connection <sup>*6)</sup> (see note 2) | 5. PHS (see note 1)                             |
|  | 2. ISDN dial-up <sup>*6)</sup> (see note 2) | 4. Cell phone other than 3G cell phone (see note 1)      |   |
| ● Broadband (if none, answer question (4) below) | 6. Cable television/CATV                    | 8. Wireless/FWA <sup>*8)</sup>                           | 10. 3G cell phone <sup>*1)-2</sup> (see note 1) |
|  | 7. Optic fiber (FTTH) <sup>*7)</sup>        | 9. DSL <sup>*9)</sup>                                    |   |
| ● Other  | 11. Other                                   |  |   |

Notes

1. Items 4, 5 and 10 refer to use of these devices to connect a computer to the internet, as opposed to accessing the internet directly from these devices.

2. Where the ISDN service is provided via optic fiber, circle item 7.

(4) This question is for respondents who do not use broadband to access the internet at home (none of items 6 - 10 circled in the question above).

**Why have you not installed broadband at home? Circle all that apply.**

- |  |   |
|--|---|
| 1. Too expensive   | 5. Don't use internet much at home              |
| 2. Dislike line installation work  | 6. Existing line is sufficient for our purposes |
| 3. No broadband services in our area                                       | 7. Don't understand the procedures involved     |
| 4. Broadband services can't be installed in our home for technical reasons | 8. Other  |

(5) These next questions are for respondents who access the internet at home using a computer (Yes in Question 2(2) above).

(1) **Do you plan to change or upgrade any of your existing lines?** Circle one response only.

- |             |               |
|-------------|---------------|
| 1. Yes      | 3. No         |
| 2. Possibly | 4. Don't know |

(2) This question is for respondents who answered Yes ((1)) in Question 2(5) above.

**Which of the following lines will you use?** Circle all that apply.

- |  |  |  |
|--|--|--|
| <p>● <b>Narrowband</b></p> <p>1. Dial-up telephone line      3. ISDN permanent connection (see note 2)      5. PHS (see note 1)</p> <p>2. ISDN dial-up (see note 2)      4. Cell phone other than 3G cell phone (see note 1)</p> |  |  |
| <p>● <b>Broadband</b></p> <p>6. Cable television/CATV      8. Wireless/FWA      10. 3G cell phone (see note 1)</p> <p>7. Optic fiber (FTTH)      9. DSL</p>  |  |  |

**Notes**

- Items 4, 5 and 10 refer to use of these devices to connect a computer to the internet, as opposed to accessing the internet directly from these devices.
- Where the ISDN service is provided via optic fiber, circle item 7.

**Q3. Cable television, satellite broadcasting and terrestrial digital broadcasting**

In your household, which of the following types of television broadcasting services do you **watch**, and **how do you access them?**

**Circle one response in each category.**

Type of broadcast	Viewing at home	Access*
1) Cable television (CATV)	1. Yes 2. No	
Satellite	2) BS analogue	1. Cable 2. Parabola antenna
	3) BS digital	1. Cable 2. Parabola antenna
	4) CS digital (CS/110° CS)	1. Cable 2. Parabola antenna
	5) Terrestrial digital	1. Cable 2. Antenna

\* Option 2 includes apartment buildings and other joint accommodation where satellite broadcasts are accessed via cable linked to a common antenna.

**Q4. About your household**

(1) Including yourself, how many people live in your household. Write the number in the box.

(2) What was the approximate combined annual income of the household last year?

Circle one response only.

- |                         |                   |                     |
|-------------------------|-------------------|---------------------|
| 1. Less than ¥2 million | 4. ¥6-8 million   | 7. ¥15-20 million   |
| 2. ¥2-4 million         | 5. ¥8-10 million  | 8. Over ¥20 million |
| 3. ¥4-6 million         | 6. ¥10-15 million |                     |

(3) Which of the following best describes your residence?

Circle one response only.

- |                       |          |
|-----------------------|----------|
| 1. Freestanding house | 3. Other |
| 2. Apartment building |          |



(4) This question is for respondents who answered Computer in Question 2(3) above.

In the last year, where have you used a computer to access the internet?

Circle all that apply.

	A	B	C	D	E	F	G	H
1. Home	1	1	1	1	1	1	1	1
2. School	2	2	2	2	2	2	2	2
3. Workplace	3	3	3	3	3	3	3	3
4. Public facility (town office, library, community center)	4	4	4	4	4	4	4	4
5. Airport/railway station	5	5	5	5	5	5	5	5
6. On public transport	6	6	6	6	6	6	6	6
7. Restaurant or other eating/drinking establishment (other than 8)	7	7	7	7	7	7	7	7
8. Internet café	8	8	8	8	8	8	8	8
9. Hotel or other accommodation	9	9	9	9	9	9	9	9
10. Other	10	10	10	10	10	10	10	10

\* "School" includes internet usage during class time at elementary, secondary and senior school levels, as well as university and graduate school.

\* "Workplace" includes internet usage by telecommuters at home, as well as by teachers at school.

These questions are for respondents who answered Home in the above question.

I. How many hours per week, on average, would you spend using the internet at home on a computer?

Circle one response only.

	A	B	C	D	E	F	G	H
1. Less than one hour	1	1	1	1	1	1	1	1
2. More than one but less than three hours	2	2	2	2	2	2	2	2
3. More than three but less than five hours	3	3	3	3	3	3	3	3
4. More than five but less than ten hours	4	4	4	4	4	4	4	4
5. More than ten but less than 20 hours	5	5	5	5	5	5	5	5
6. More than 20 hours	6	6	6	6	6	6	6	6

\* Does not include time where the computer is connected to the internet but you are not actually making use of the internet.

II. Do you use a broadband\* line to access the internet from home on a computer?

Circle one response only.

	A	B	C	D	E	F	G	H
1. Yes	1	1	1	1	1	1	1	1
2. No	2	2	2	2	2	2	2	2

\* Broadband is defined here as cable television, FTTH (optic fiber), wireless/FWA, DSL, or 3G cell phone connection

(5) This question is for respondents who have used a cell phone or PHS to access the internet over the last year (option 2 in Question 2 (3) above).

Do you use a fixed-price packet service\* to access the internet from your cell phone or PHS?

Circle one response only.

	A	B	C	D	E	F	G	H
1. Yes	1	1	1	1	1	1	1	1
2. No, but I would like to in future	2	2	2	2	2	2	2	2
3. No, and I have no intention to	3	3	3	3	3	3	3	3

\* A fixed-price packet service allows unlimited data sending and receiving for a fixed fee.











(4) This question is for all respondents who have used the internet.

What measures have you taken over the past year to protect your personal information?

Circle all that apply.

	A	B	C	D	E	F	G	H
1. Don't give personal information out over the internet, particularly on bulletin boards	1	1	1	1	1	1	1	1
2. Avoid sites that offer prizes and incentives	2	2	2	2	2	2	2	2
3. Don't give out credit card details over the internet	3	3	3	3	3	3	3	3
4. Installed spyware detection software	4	4	4	4	4	4	4	4
5. Think carefully before downloading from websites	5	5	5	5	5	5	5	5
6. Other	6	6	6	6	6	6	6	6
7. None	7	7	7	7	7	7	7	7

**This last question is for all respondents aged 15 and over**

Q7. If you use the internet, what are your concerns or annoyances?

If you do not use the internet, why not?

Circle all that apply.

	A	B	C	D	E	F	G	H
1. Privacy of my personal information	1	1	1	1	1	1	1	1
2. Reliability/security of electronic payment technology	2	2	2	2	2	2	2	2
3. Protection of intellectual property rights	3	3	3	3	3	3	3	3
4. Computer viruses	4	4	4	4	4	4	4	4
5. Reliability/security of authentication technology	5	5	5	5	5	5	5	5
6. Too much illegal/harmful information/content	6	6	6	6	6	6	6	6
7. Searching for information is too hard	7	7	7	7	7	7	7	7
8. Connection speeds too slow	8	8	8	8	8	8	8	8
9. Computers and other devices are too expensive	9	9	9	9	9	9	9	9
10. Computers and other devices are hard to understand	10	10	10	10	10	10	10	10
11. Internet charges too expensive	11	11	11	11	11	11	11	11
12. Don't trust e-mails to arrive properly	12	12	12	12	12	12	12	12
13. No information of interest to me on the internet	13	13	13	13	13	13	13	13
14. No need for it	14	14	14	14	14	14	14	14
15. Other	15	15	15	15	15	15	15	15
16. No concerns or annoyances	16	16	16	16	16	16	16	16

**\* This concludes the survey. Thank you for your time.**

**Please use the enclosed reply-paid envelope to mail back the completed survey form as soon as possible.**

**Postage is not required.**

## Glossary

Term	Explanation
*1)-1 Cell phone/PHS	A small, portable telephone. Some types can be used for ordinary voice calls only, while others can be used for voice calls and for the internet.
*1)-2 3G (third-generation) cell phone	A digital cell phone designed to the IMT-2000 standard set out by the ITU (International Telecommunication Union). Supports data transmission at speeds of over 2 Mbps while stationary, 384 kbps during slow movement and 144 kbps during fast movement. Examples include the NTT DoCoMo FOMA, the au CDMA 1X and CDMA 1X WIN, and the Vodafone 700 series and above
*2) PDA	A PDA (Personal Digital Assistant) is a small handheld computer offering personal organizer functions such as scheduler, address book and memo pad, as well as emailing and internet functionality and remote access to a corporate LAN when connected to a cell phone or PHS. Not the same as a notebook computer.
*3) Car navigation system	An in-car system that uses satellite signal to determine the vehicle location and displays directions on a map using CD-ROM or DVD-ROM software.
*4) ETC tag	An electronic tag used for automatic payment of toll fees while the vehicle is in motion via wireless communication with radio equipment at Electronic Toll Collection gantries.
*5) IP phone	A voice telephone service that uses IP (Internet Protocol) over all or part of the communications network.
*6) ISDN line	ISDN stands for Integrated Services Digital Network, the generic term for a digital communication network with integrated telephone, facsimile, telex, and data services.
*7) FTTH (fiber to the home) or optic fiber	FTTH is a data transmission service using optic fiber, a type of cable made from glass fiber. Compared to conventional copper telephone lines, optic fiber can carry much larger data volumes with lower data attenuation rates.
*8) Wireless (eg FWA)	FWA (Fixed Wireless Access) involves wireless communication between antennas installed on subscriber buildings and base stations installed by telecommunications operators. Services are typically provided over the 2.4 GHz and 2.6 GHz bands.
*9) DSL	Technology that enables high-speed data transmission (including high-speed internet access) over existing copper telephone lines. Examples include ADSL, HDSL, VDSL and SDSL.
(Reference) ADSL	ADSL stands for Asymmetric Digital Subscriber Line, a technology that enables data transmission speeds of 10 - 100 Mbps using conventional copper telephone lines to homes and offices. ADSL is asymmetric in that transmission speeds are different in each direction (uplink from the user and downlink to the user).
*10) E-mail	A message sent electronically to a specified addressee at a specified e-mail address.
*11) BBS	An electronic bulletin board service where users contribute messages which can be read by (and replied to) by the others.
*12) Chat rooms	Chat rooms enable participants to hold discussions in writing in real time over the internet or other network. Multiple users can participate at the same time, and all members can view the progress of the discussion.
*13) Weblog (or blog)	A website containing series of articles or reports and associated comments filed in chronological order, which is continually being supplemented and updated by the creator.
*14) Social networking service	A community website set up for the purpose of making new friends through introductions. Membership is generally required to use a social networking service.
*15) P2P	A system that enables computers to share files with one another over the internet.
*16) Internet auction	An internet-based auction process whereby the person who submits the highest bid price in response to the price set by the vendor gains the right to purchase the article on offer.
*17) Internet banking	Ordinary banking procedures and transactions conducted via the medium of the internet.
*18) Mobile banking	Ordinary banking procedures and transactions conducted using a cell phone internet service.



## MIC Communications Usage Trend Survey 2005 -- Enterprises

\* This survey conforms with the requirements of the Statistical Reports Coordination Law. Your responses to this questionnaire will be used solely for the purpose of statistical analysis, so please feel free to give your full and frank opinions.

- |  |
|--|
| <ol style="list-style-type: none"> <li>1. Except where otherwise stated, your responses should be correct as of the survey date, December 31, 2005.</li> <li>2. Submit questionnaire to:<br/>(Direct all inquiries to)<br/>Tel:</li> <li>3. This survey is being conducted by the market research company stated above under commission from the Ministry of Internal Affairs and Communications.</li> </ol> |
|--|

(affix name label here)	Name of person who completed the survey	
	Department	
	Contact telephone number	

Q1. The first section is about the configuration and utilization of communication networks and the internet at your company.

(1) Which of the following best describes your usage of **computer communication networks**? **Circle one response in each category** (internal and inter-company).

Type of network	Description
1) Internal network*	<ol style="list-style-type: none"> <li>1. Network extends through entire company</li> <li>2. Network currently reaches some but not all offices/divisions</li> <li>3. No network yet, but we plan to install one</li> <li>4. No network at present, and no plans to install one</li> </ol>
2) Inter-company network**	<ol style="list-style-type: none"> <li>1. Network extends through entire company</li> <li>2. Network currently reaches some but not all offices/divisions</li> <li>3. No network yet, but we plan to install one</li> <li>4. No network at present, and no plans to install one</li> </ol>

\* A network linking parts of the same building or location, or linking the head office and branches.

\*\* A communication network linking different companies together.

(2) This question is for respondents who circled options 1 or 2 in 1) above (i.e., your company has some form of internal network).

Does the internal network include a **wireless LAN**?

**Circle one response only.**

1. Yes, throughout the company	3. No, but we plan to install a wireless LAN
2. Yes, but only in some offices/divisions	4. No, and we have no plans to install a wireless LAN

(3) This question is for respondents who circled options 1 or 2 in either 1) or 2) above (i.e., your company has some form of internal or inter-company network).

**How** was the network **installation** performed?

1. All work was done in-house	3. All of the work was outsourced
2. Some of the work was done in-house and some was outsourced	

(4) This question is for respondents who circled options 1 or 2 in either 1) or 2) above (i.e., your company has some form of internal or inter-company network).

**What types of network services** does your company **mainly use**? **Circle one response in each category** (Backbone and Branch). If your network services are not divided into backbone and branch, treat the entire network as backbone for the purpose of this question.

Backbone (between major nodes and computer centers)

1. Wide-area internet * <sup>1</sup>	4. Dedicated line * <sup>4</sup>	7. Standard telephone line (dial-up)
2. IP-VPN * <sup>2</sup>	5. Frame relay * <sup>5</sup>	8. Other
3. Internet VPN * <sup>3</sup>	6. Cell relay * <sup>6</sup>	9. Don't know

Branch (used to connect to minor nodes)

1. Wide-area internet * <sup>1</sup>	4. Dedicated line * <sup>4</sup>	7. Standard telephone line (dial-up)
2. IP-VPN * <sup>2</sup>	5. Frame relay * <sup>5</sup>	8. Other
3. Internet VPN * <sup>3</sup>	6. Cell relay * <sup>6</sup>	9. Don't know

\*1 Wide-area network service including switching hubs and designed to LAN standard ethernet .

\*2 VPN stands for Virtual Private Network, a highly secure dedicated virtual network service operating over a closed IP network provided by a carrier.

\*3 Dedicated virtual network service operating over public networks (i.e., the internet).

\*4 Communication service operating over direct, privately-operated links between specific locations.

\*5 Communication service in which data is broken up into "frames" of variable length for transmission.

\*6 Communication service in which data is broken up into "cells" of fixed length for transmission.

(5) Can your **internal and/or inter-company networks be accessed externally** from a computer, cell phone or PDA?

**Circle one response in each category** (Computer and Cell phone/PDA).

Type of device	External access
1) Computer	1. Yes 2. No, but we plan to introduce this technology 3. No, and we have no plans to introduce this technology
2) Cell phone/PDA	1. Yes 2. No, but we plan to introduce this technology 3. No, and we have no plans to introduce this technology

(6) Does your company **use the internet (e.g. for emailing and viewing websites)**?

**Circle one response only.**

1. Yes, throughout the company	3. No, but we plan to in future
2. Yes, but only in certain offices/divisions	4. No, and we do not plan to in future

**Questions (7) and (8) are for respondents who circled options 1 or 2 in Question (6) above (i.e., companies that use the internet).**

(7) 1 or 2 in Question (6) above (i.e., companies that use the internet).

**How does your company access the internet?**

**Circle all that apply.**

1. Standard telephone line (dial-up)	4. Cable television/CATV	7. DSL
2. ISDN (dial-up)*	5. Optic fiber/FTTH	8. Dedicated line
3. ISDN (permanent connection)*	6. Wireless (eg FWA)	9. Other

\* ISDN over optic fiber should be shown as Optic fiber/FTTH (option 5)

(8) What is the **maximum speed of the internet connections normally used by your company?**

**Circle one response only.**

1. 64 kbps	4. 512 kbps	7. 8 Mbps	10. 100 Mbps
2. 128 kbps	5. 1.5 Mbps	8. 12 Mbps	11. Over 100 Mbps
3. 256 kbps	6. 5 Mbps	9. 45 Mbps	12. Don't know

(9) **Approximately how many employees are there per terminal capable of connecting to the internet and/or internal and inter-company networks?**

**Circle one response only.**

1. One or more terminals per employee	4. One terminal per four employees
2. One terminal per two employees	5. Five or more employees per terminal
3. One terminal per three employees	6. No terminals

(10) Does your company **have its own website**. **Circle one response only.**

1. Yes	2. No
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(11) This question is for respondents who answered Yes in Question (10) above (i.e., your company has a website).  
 What is the **intended purpose of the website**? **Circle all that apply.**

1. Advertise/provide information about products and/or events	5. Feedback and suggestions
2. Supply regularly updated information	6. Applications and notifications
3. Issue invoices and statements	7. Surveys and studies
4. Corporate profile/recruiting information	8. Notices and account statements
	9. Other

(12) If your company uses telecommunications networks (including internal and inter-company networks and the internet),  
**which of the following issues are of concern?**

**If your company does not use networks, why not?**

**Circle all that apply.**

1. Difficult and/or complex security measures	7. Limited benefit to our company	13. Slow connection speeds
2. Operating/administration costs	8. Hard to quantify the benefits	14. Other
3. Shortage of suitably trained oper:	9. Authentication technology not reliable	15. No concerns
4. Difficult to restore operations after a failure	10. Electronic payment systems not reliable	
5. Insufficient protection of copyright and intellectual property	11. Insufficient awareness of security among employees	
6. Virus threats	12. High access charges	

(13) This question is for respondents who circled option 3 in Question (12) above (i.e., shortage of suitably trained personnel).

**How many more suitably trained personnel** does your company require? **Circle one response only.**

1. One	3. Three	5. Six to ten
2. Two	4. Four or five	6. More than ten

(14) Does your company **use a video conferencing system**? **Circle one response only.**

1. Yes, throughout the company	3. No, but we plan to in future
2. Yes, but only in certain offices/divisions	4. No, and we do not plan to in future

(15) Does your company make **use of systems and/or services that employ "ubiquitous networking tools" such as RFID tags or non-contact IC cards?**

In each category (1) through 4)), **circle one response only.**

Ubiquitous networking tool	Usage
1) RFID (electronic) tags Example: Production, inventory and logistics control based on product identification	1. Yes, throughout the company 2. Yes, but only in some offices/divisions 3. No, but we plan to in future 4. No, and we do not plan to in future
2) Non-contact IC cards Example: Visitor management using authentication systems, cashless payment procedures	1. Yes, throughout the company 2. Yes, but only in some offices/divisions 3. No, but we plan to in future 4. No, and we do not plan to in future
3) Networked devices such as cameras and sensors Example: Security systems featuring networked cameras and motion sensors	1. Yes, throughout the company 2. Yes, but only in some offices/divisions 3. No, but we plan to in future 4. No, and we do not plan to in future
4) Positioning devices such as GPS and cell phones Example: Transport management using vehicle position information	1. Yes, throughout the company 2. Yes, but only in some offices/divisions 3. No, but we plan to in future 4. No, and we do not plan to in future

(16) Does your company **use IP telephones**? **Circle one response in each category.**

Outside vs internal lines	Usage
1) Outside lines	1. Yes, throughout the company 2. Yes, but only in some offices/divisions 3. No, but we plan to in future 4. No, and we do not plan to in future
2) Internal lines between offices	1. Yes, throughout the company 2. Yes, but only in some offices/divisions 3. No, but we plan to in future 4. No, and we do not plan to in future
3) Internal lines within office	1. Yes, throughout the company 2. Yes, but only in some offices/divisions 3. No, but we plan to in future 4. No, and we do not plan to in future

(17) This question is for respondents who circled options 1, 2 or 3 in any of the categories in Question (16) above (i.e., your company **uses or plans to use an IP telephone system**).

If you already use IP telephones, why did you decide to switch to IP? **If you are planning to use IP, what benefits are you expecting? Circle all that apply.**

1. Lower usage charges	4. Integrated messaging with IP communication networks
2. Lower relocation costs	5. Other
3. Reduced PBX operation and maintenance costs	6. Don't know

Q2. This section concerns e-commerce and is for **all respondents**.

(1) Does your company **use the internet\* for procurement or sales**? **Circle all that apply.**

1. Yes, for procurement from corporate suppliers	3. Yes, for sales to consumers
2. Yes, for sales to corporate clients	4. None of the above

\* Including dedicated TCP/IP lines (using the common internet protocol) as well as the public internet

(2) This question is for respondents who circled option 1 in Question (1) above (i.e., your company uses the internet for procurement).

What would be the **approximate value of procurement by your company via the internet in the 2004 calendar year**?

**Write the amount** in the box, in thousands of yen.

	thousand yen
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(3) This question is for respondents who circled options 2 or 3 in Question (1) above (i.e., your company uses the internet for sales).

What would be the **approximate value of sales by your company via the internet in the 2004 calendar year**? What proportion of this would be sales to consumers?

**Write the answers in the box.**

	thousand yen, of which    % was to consumers
--	--

(4) **This question is for all respondents.**

**If your company uses e-commerce**, which of the following **issues are of concern to you**?

**If your company does not use e-commerce, why not? Circle all that apply.**

1. Special skills required for system design and installation	9. Incompatible with traditional business practices
2. Communication protocols differ among industries	10. Connection speeds too slow
3. Forms and data formats differ among industries	11. Connection charges too high
4. Inadequate security	12. No suitable payment method available
5. High investment costs	13. Don't need it
6. High running costs	14. Other
7. Lack of legislation and regulations	15. No concerns
8. Trading partners do not have the requisite IT systems in place	16. Don't know

Q3. This question is about telecommuting and is for **all respondents**.

Has your company **introduced telecommuting**\*? **Circle one response only.**

1. Yes	2. No, but we plan to	3. No, and we do not plan to
--------	-----------------------	------------------------------

\* Telecommuting refers to the use of communication networks to enable employees to perform their normal office duties while away from the office (generally at home or at a satellite office, or in transit -- for instance during sales trips -- using mobile terminals to connect to the office).

**These next questions are for respondents who circled Yes in Q3 above (i.e., your company uses telecommuting).**

→ 1) What proportion of your **employees work via telecommuting**? **Circle one response only.**

1. Under 5%	3. 10% - less than 30%	5. 50% - less than 80%
2. 5% - less than 10%	4. 30% - less than 50%	6. 80% or more

→ 2) What were the company's **objectives in introducing telecommuting**? **Circle all that apply.**

1. Increase productivity/efficiency of standard tasks	7. Attract talented personnel
2. Boost creativity in areas that generate added value	8. For the benefit of employees with special needs, such as physically disabled and older employees and women with children
3. Allow employees more flexibility and healthier lifestyles	9. Don't know
4. Reduce office operation costs	10. Other
5. Reduce commuting time	
6. Boost customer satisfaction	

→ 3) Would you say that overall, telecommuting has achieved the objectives nominated in 2) above?

**Circle one response only.**

1. Very much so	2. Somewhat	3. Not really
-----------------	-------------	---------------

Q4. This question is about employee ICT (IT)\* training and is for **all respondents**.

\* ICT stands for Information & Communications Technology, and means the same thing as IT (Information Technology).

Which of the following does your company provide?

**Circle all that apply.**

1. In-house ICT (IT) training programs	5. Time off to attend ICT (IT) courses
2. External ICT (IT) training programs	6. In-house ICT (IT) skills testing
3. Subsidies for employees undertaking ICT (IT) courses	7. Other training initiatives
4. Salary incentives linked to ICT (IT) qualifications	8. None of the above

Q5. This section is about network security and is for **companies that use networks** (including internal and inter-company networks and the internet).

(1) Over the past year, has your company experienced any of the following security breaches in relation to use of communication networks?

Circle all that apply. If none, circle option 9.

1. Computer virus detected but computers not infected	6. Website modified/tampered with
2. Computer virus detected and computers infected	7. Leakage of information (whether deliberate or accidental)
3. Unauthorized access*	8. Other security breach
4. Unwittingly used as springboard/relay point for spam mail	9. No security breaches
5. DoS attack**	

\* Gaining access to computer systems without permission for the purpose of adversely affecting and/or making illegal use of the system.

\*\* A DoS (Denial of Service) attack is designed to bring down a server so that it is unable to provide service, usually by bombarding it with an overload of emails



(2) This question is for respondents who circled options 1 or 2 in Question (1) above (i.e., computer viruses have been detected at your company).

Over the last year, how often have computer viruses been detected at your company?

**Circle one response only.**

- |                            |                            |                       |
|----------------------------|----------------------------|-----------------------|
| 1. Every day               | 4. About once a month      | 6. About twice a year |
| 2. Every two or three days | 5. About four times a year | 7. About once a year  |
| 3. About once a week       |                            |                       |

(3) This question is for respondents who circled option 2 in Question (1) above (i.e., your computers have been infected with a computer virus in the past year).

How many times have your computers been infected over the past year? **Circle one response only.**

- |          |                |                         |
|----------|----------------|-------------------------|
| 1. Once  | 3. Three times | 5. More than four times |
| 2. Twice | 4. Four times  |                         |

(4) Which of the following network data security and anti-virus strategies does your company use?

**Circle all that apply.**

- |   |                                      |
|---|--------------------------------------|
| 1. Security Policy  | 11. Access log                       |
| 2. Security audits  | 12. User authentication procedures   |
| 3. Outsourcing of security management                                     | 13. Data and/or network encryption   |
| 4. Staff training   | 14. Line monitoring                  |
| 5. Anti-virus programs on computers and other terminals (OS and software) | 15. Firewall                         |
| 6. Anti-virus programs on server  | 16. Proxy server or equivalent       |
| 7. OS security patches  | 17. Intrusion Detection System (IDS) |
| 8. Virus wall on external connections                                     | 18. Other                            |
| 9. Virus checking manual  | 19. Don't know                       |
| 10. Access restrictions such as ID and password authorization             | 20. None                             |

(5) What steps has your company taken to safeguard the privacy of personal information? **Circle all that apply.**

- |  |   |
|--|---|
| 1. Use the Privacy Logo  | 7. Tighter selection criteria for subcontractors (such as Privacy Logo) |
| 2. Formulated a privacy policy                                 | 8. Other  |
| 3. Appointed a Personal Information Privacy Protection Officer | 9. None   |
| 4. Reduced the amount of personal information collected        | 10. Don't know  |
| 5. Reconfigured systems and/or procedures                      |   |
| 6. Internal training programs                                  |   |

Q6. This section concerns the ICT (IT) policies of your company.

(1) Investment in information technology

1) Over the past year, has your company invested in information technology (including computers, internal or inter-company networks or internet equipment)? **Circle one response only.**

- |        |       |
|--------|-------|
| 1. Yes | 2. No |
|--------|-------|

→ 2) This question is for respondents who circled Yes in Q 1) above (i.e., your company has invested in information technology).

What were the objectives of that investment? **Circle all that apply.**

- |  |   |
|--|---|
| 1. To reduce procurement and/or inventory costs            | 6. To improve speed/efficiency          |
| 2. To reduce general operating expenses (especially wages) | 7. Other reason (please specify):       |
| 3. For sales/marketing                                     | 8. Need it to deal with other companies |
| 4. For product/service development                         | 9. Don't know                           |
| 5. For organizational streamlining/simplification          | 10. No particular reason                |

→ 3) Would you say that your investment in information technology over the last year has benefited the company?

**Circle one response only.**

- |        |                |   |               |
|--------|----------------|---|---------------|
| 1. Yes | 2. No benefits | 3. Negative impact (considering the cost) | 4. Don't know |
|--------|----------------|---|---------------|





MIC Communications Usage Trend Survey 2005 - Business Establishments

\* This survey conforms with the requirements of the Statistical Reports Coordination Law. Your responses to this questionnaire will be used solely for the purpose of statistical analysis, so please feel free to give your full and frank opinions.

1. Except where otherwise stated, your responses should be correct as of the survey date, December 31, 2005.
2. Submit questionnaire to:  
 (Direct all inquiries to)  
 Tel:
3. This survey is being conducted by the market research company stated above under commission from the Ministry of Internal Affairs and Communications.

(affix name label here)	Name of person who completed the survey	
	Department	
	Contact telephone number	

Q1. This question is about your telecommunications equipment.

**Which of the following devices does your company own? Circle all that apply.**

**Include devices and equipment on hire or lease arrangements. Cell phones that operate as PHS devices should be entered twice (i.e., as both options 1 and 2).**

- |               |                |                |
|---------------|----------------|----------------|
| 1. Cell phone | 3. PDA*        | 5. Computer    |
| 2. PHS        | 4. Radio pager | 6. Fax machine |

\* A PDA (Personal Digital Assistant) is a small handheld computer offering personal organizer functions such as scheduler, address book and memo pad, as well as emailing and internet functionality and remote access to a corporate LAN when connected to a cell phone or PHS. Not the same as a notebook computer.

Q2. This question is about your use of communication media.

Which of the following communication media does your company use? **Circle all that apply in each area (1 through 8)** .

Leave blank those areas in which your company is not involved.

	Which of these media do you currently use? Circle all that apply.					
	Post	Telephone	Fax	Website	Email	Other
1) Advertising and promotion of products/events	1	2	3	4	5	6
2) Regular information dissemination	1	2	3	4	5	6
3) Issuing invoices and statements	1	2	3	4	5	6
4) Issuing formal documentation (e.g. receipts)	1	/	3	/	5	6
5) Company profile/recruiting information	1	2	3	4	5	6
6) Feedback and suggestions	1	2	3	4	5	6
7) Applications and notifications	1	2	3	4	5	6
8) Surveys and studies	1	2	3	4	5	6



