REPUBLIQUE DU CAMEROUN
Paix - Travail – Patrie

AGENCE DE REGULATION DES

GENCE DE REGULATION DES TELECOMMUNICATIONS



REPUBLIC OF CAMEROON

Peace- Work – Fatherland

TELECOMMUNICATION REGULATORY AGENCY

-----

# STUDY ON THE ACCESS TO ICT AND THEIR USAGES BY CAMEROON ENTERPRISES.

## **ENTERPRISE QUESTIONNAIRE**

SURVEY REGION:	-
DIVISION:	
SUBDIVISION:	
NAMEOF THE ENTERPRISE :	
CODE OF THE QUESTIONNAIRE:	

### STRICTLY CONFIDENTIAL AND NOT AIMED FOR TAXES

The information collected during this survey is strictly confidential following the law  $N^{\circ}$  91/023 of the 16th December 1991 on Statistical Censuses and Surveys that stipulates in its article 5 that « the economic or financial information of individual appearing on any questionnaire of a statistical survey can under no circumstance be used for economic control or repression ».

With the technical support of the National Institute of Statistics



January 2017

### **SECTION 00 : GENERAL INFORMATION**

### A – IDENTIFICATION OF THE ENTERPRISE

S0Q01	Name ortrade name:			
S0Q02	Sigla or facia:			
S0Q03	Tax payer's N° :			
S0Q04	Business registration N°			
S0Q05	Reference: (Quarter/Street/Place called /Reference Point) :			
S0Q06	Town/Village :			
S0Q07	A. P.O.Box : B.Localization	n town :		
S0Q08	A. Telephone 1 :  _ _ _ _	C. Telephone 3 :   _ _		
30000	B. Telephone 2 :    D. Fax :			
S0Q09	A. Web site:	B. E-mail :		
В	- INFORMATION ON THE DATA COLLECTION			
S0Q10	Interviewer:			
S0Q11	Controller:			
S0Q12 S0Q13	Supervisor: Date of the survey:			
S0Q14	Result of the data collection:	ire completely empty (specify		
S0Q15	Appreciation of the quality of the survey 1= Very good 2= Good 3= Average 4= Bad 5= Very ba	dd L_l		
S0Q16	A. Name of the main respondent :			
	B. Function of the main respondent			
	C. Phone number of the respondent	1 st		
	C. Phone number of the respondent	2 <sup>nd</sup>      _		

## Visa and stamp of the company

## **SECTION 01: CHARACTERISTICS OF THE ENTERPRISE**

S01Q01	What is the nature of the enterprise?				
	01= Agropastoral and halieutic exploitation       08= Office or closet         02= Yard, mine or quarry       09= Counter opened to the public         03= Factory       10= Lodging establishment         04= Workshop       11= Collective equipment without lodging         05= Depot, warehouse       12= Base of non sedentary activity         06= Sale store       13= Specialized complex         07=Workshop and sale store       96= Other (to specify)				
S01Q02	What is its legal form?				
	01= Individual society 02= Impersonal Limited Liability company 03= Limited Liability company (Ltd) 04=Limited company 05= Collective name company (CNC) 06= Simple Limited Partnership (SLP) 07= Partnership Limited by shares (PLS)	08= Development society 09= Cooperative 10= Common Initiative Group (CIG) 11= Economic Initiative Group (EIG) 12= Public and Extra-public 13= "NGO" 98= Other (to specify)	<u> </u>		
S01Q03	Does the enterprise belong to a group?1=Yes2= No				
S01Q04	Does your enterprise have participation to the capital	al of one or several other enterprises?1=Yes 2= No			
S01Q05	Does your enterprise have one or several branches abroad?1= Yes 2= No		<u>  </u>		
S01Q06	Do other enterprises have participation to the capital of your enterprise?1= Yes 2= No				
S01Q07	Is the enterprise a branch of a foreign enterprise? 1=	Yes 2= No			
S01Q08	What is the number of enterprises possessed or cont				
S01Q09	What is the social capital at the 31/12/2016 (in thou				

#### **SECTION 02:ECONOMIC DATA**

				Men	7	Vomen		Total
S02Q01	Number of permanent staff employedin 2015		_					
S02Q02	Turnover of the financial year 2015 (in thousands of CFAF):							
S02Q03	Added value of the financial year 2015 (in thousands of CFAF):							
S02Q04	Describe precisely the two main activities exercised by order of importance in the turnover							
	S02Q04A	S02Q04	4B	S02Q040	C	S02Q04D		S02Q04E
N°	Description of the activity	Activity of	code	Products or se	ervices	Code of the proc or service	duct	% of the total turnover
1								
2				-				

## SECTION 03: LEVEL OF ACCESS AND USAGES OF TELECOMMUNICATION SERVICES

	1			1
S03Q01		use the computer terminals below in your structure? If yes, what is the r of each terminal	Usage of the terminal 1= Yes 2= No	Number
		a. Personal computers (Desktop)	1- 1es 2- No	
		E. Laptops		
		C. Tablet/ Ipad		
	Ι			
	E	. Other terminal (to specify)		
S03Q02	Do voi	use internet for the activities of your enterprise?1=Yes 2=No if no, go to \$	202012	1 1
S03Q02 S03Q03		the case do you use internet in your enterprise?	503Q12	
500 Q00		For the sending/receiving mails 1=Yes 2=No		<u> _ </u>
		- To place orders to our suppliers 1=Yes 2=No		_
		To receive the orders of our customers 1=Yes 2=No	2.37	
	L E	7- To make the publicity of our products 1=Yes 7- For another activity (to specify) 1=Yes	2=No 2=No	
	-	1 - 1 cs	2=110	
S03Q04	Throug	th which mean do they mainly access to internet for the activities of the enterpris	se ?	
		ough the enterprise related connection device to internet		
			2 or 3,got to S03Q09	
		ough a device belonging to the boss ough a device belonging to an employee		
	5= Oth	er (to specify)		
S03Q05	Which	type of connection do you have in your enterprise?		
A.	uo uo	RTPC 1=Yes 2=No		
B.	Filaria connection	ADSL 1=Yes 2=No		
C.	Con	Fibreoptique/Optic fiber1=Yes 2=No		<u> _ </u>
D.	on	WIFI 1=Yes 2=No		
E.	necti	WIMAX 1=Yes 2=No		<u> </u>
F.	com	GPRS/EDGE 1=Yes 2=No		
G.	Non filaria connection	CDMA 1=Yes 2=No		
H.	on fi	E-VSAT(SOHO) 1=Yes 2=No		
I.		3G/4G LTE 1=Yes 2=No		
S03Q06		the terminals connected to the internet network? 1=Yes 2=NoifYes,go	o to S03Q09	<u>  </u>
S03Q07		give the number of connected terminals		
		A. Personal computers (Desktop)  B. Laptops		
		C. Tablet/ Ipad		
	l	O. Notebook		
G02000	A. I.			
S03Q08		ch moment of the day is the connection accessible?  any moment  2= In the morning  3= In the afternoon  4=In the evening	5— In the night	
		er (to specify)	o m mo mgm	
S03Q09		category of the staff has access to the connection in the structure?		
		the staff 2= Liable persons only 3= Only the boss or (to specify)		
S03Q10		our structure have an internet network? 1= Yes 2= N	0	
S03Q11		s the amount of annual expenses related to internet services for the structure (in		
S03Q12	Do you	have in your enterprise :	·	
	A-	Fixed telephone lines? 1= Yes 2= No		
		Mobile telephone lines (fleet)? 1= Yes 2= No An auto-commutator service (PABX)? 1= Yes 2=	= No	
	l	An auto-commutator service (PABA)? 1= 1es 2= No A cell phone line (for the standard) 1= Yes 2= No	- 110	
502012				1 1
S03Q13	10 wh	om are these services accessible? 1= All the staff 2= Liable persons only	y	

	3= Only the boss 4= Otl	ner (to specify)		
	A- Fixed telephone lines?			
	B- Mobile telephone lines (fleet)?			<u>  </u>
	C- An auto-commutator service (PABX)?			
	D- A cell phone line (for the standard)			
S03Q14	What is the amount of annual expenses related to the telephone service of	of the structure (in the	ousands of CFAF)	
S03Q15	Do you use or do you accept in your enterprise mobile financial transact	ions?		
	A. Via Orange Money	1= Yes	2= No	
	B. Via MTN Mobile Money	1 = Yes	2= No	
	C. Via Express Union Mobile Money	1= Yes	2= No	<u>  </u>
	D. Via other financial mobile service (à préciser)	1= Yes	2= No	<u>  </u>
S03Q16	If Yes, for one of the mobile financial services, have you already encour	ntered inconvenience	s in the usage of	
	this service? 1= Yes 2= No			
S03Q17	If yes, which are the main three ones?			1 1
	1			
	2			
	3			

## SECTION 04: PERCEPTION OF THE QUALITY OF TELECOMMUNICATION SERVICES

S04Q00F	If S03Q02=2, therefore, go to question S4Q03F	
S04Q001	What are the internet service suppliers for your enterprise?	
504Q01	A. MTN 1= Yes 2= No	
	B. Camtel 1= Yes 2= No	
	C. Orange 1= Yes 2= No	i i
	D. Viettel(Nesttel) 1= Yes 2= No	
	F. Ringo 1= Yes 2= No	
	G. YooMee 1= Yes 2= No	
	H. Vodafone1= Yes 2= No	
	I. Other(to specify) 1= Yes 2= No	
S04Q02	What is the degree of satisfaction in the usage of Internet services rendered by these suppliers?	
	0=Not concerned 1= Very Unsatisfied 2= Unsatisfied 3= Indifferent 4= Satisfied 5= VerySatisfied	
	A. MTN	
	B. Orange	
	C. Camtel	
	D. Viettel (Nesttel)	
	E. Matrix Télécom	
	F. Ringo	
	G. YooMee	
	H. Vodafone	
0040025	I. Other(to specify)	. —,
S04Q03F	If S03Q12=2 for all the questions, i.e the enterprise does not use any telephone service, go to S04Q08	
S04Q03	What are the providers of telephone service for your enterprise?	
	A. MTN 1= Yes 2= No	
	B. Orange 1= Yes 2= No	
	C. Camtel $1 = Yes$ $2 = No$	
	D. Viettel (Nesttel) 1= Yes 2= No	I—I
S04Q04	What is the degree of satisfaction in the usage of telephone services rendered by these suppliers?	
	0= Not concerned 1= Very unsatisfied 2= Unsatisfied 3= Indifferent 4= Satisfied 5= Very Satisfied	
	A. MTN	LI
	B. Orange	
	C. Camtel	
	D. Viettel(Nesttel)	
S04Q05	Have you, during the 7 last days encountered inconveniences in the usage of?	<u>i—i</u>
22.2	A. The telephone service? 1= Yes 2= No 0= Not concerned	
	B. The Internet service? 1= Yes 2= No 0= Not concerned	
S04Q06	Do you often have resort to the « customer service » of these operators when you encounter inconveniences?	
20.200	0= Not concerned 1= Yes 2= No If0 or 2 at A and at B, go to S04Q08	
	A. The telephone service?	
	B. The Internet service?	
S04Q07	What is your degree of satisfaction of the answer got from the « customer service » after resort?	
307007	0= Not concerned 1= Very Unsatisfied 2= Unsatisfied 3= Indifferent 4= Satisfied 5= Very Satisfied	1 1
	A. The telephone service?	
	A. The telephone service?  B. The Internet service?	
S04Q08	Do you know actions undertaken by the Telecommunication Regulatory Agency(ART) for the sanitation of the	
304000		
	telecommunication sector?	
504600	1= Yes 2= No 3= Does not know the ARTIf Not, go to S04Q10	
S04Q09	If yes, which appreciation do you make of the actions undertaken by the TRA?	
	1= Very good 2= Good 3= Acceptable 4= Bad 5= Very bad	
S04Q10	What are the expectations of your enterprise in the matter of policies proposed by the TRA?	
20-1010		
	•	
	3.	1