

PRODUCTION OF STATISTICS FOR THE POST, TELECOMMUNICATIONS AND ICT
SECTOR

Enterprise questionnaire

The information collected during this collection is strictly confidential under the terms of Law No. 2020/010 of 20 July 2020 to regulate statistical activity which stipulates in Section 13 that: "Individual data collected within the framework of statistical data collection operation may not be disclosed in any way whatsoever, unless explicitly authorized by the natural or legal persons concerned in accordance with the principles of the African Charter on Statistics."

May 2024

SECTION 0: GENERAL INFORMATION

1. Enterprise identification

S0Q01	Name or corporate name _____	
S0Q02	Acronym or sign: _____	
S0Q03	Enterprise INS number	
S0Q04	Legal form 1= <i>Limited Company</i> 2= <i>Private Limited Liability Company</i> 3= <i>General Partnership</i> 4= <i>Single-member Limited Liability Company</i> 5= <i>Limited Partnership</i> 6= <i>Simplified Joint Stock Company</i> 7= <i>Other (please specify)</i> _____	
S0Q05	Branch of activity (<i>see codes</i>)	
S0Q06	Structure type 1=VSE 2=SE 3=ME 4=LE	
S0Q07	Douala/Yaoundé/Survey region	
S0Q08	Division: _____	
S0Q09	Sub-division: _____	
S0Q10	Main corresponding name _____	
S0Q11	Function 1= DG, 2= <i>Director or equivalent</i> , 3= <i>Administrative, financial or accounting manager</i> , 4= <i>Assistant Director or equivalent</i> , 5= <i>Head of service or equivalent</i> 4= <i>Executive or equivalent</i> 5= <i>Other (please specify)</i> _____	
S0Q12	Main respondent phones numbers: (1) / (2)	
S0Q13	Village/Locality/Quarter: _____	
S0Q14	Enterprise Phone: (1) / (2)	
S0Q15	Website 1=yes 2=no	
S0Q16	If yes, specify	
S0Q17	Mail address	
S0Q18	Postal Box: _____	
S0Q19	Number of permanent staff in your enterprise as of 12/31/2023 Total Women	
S0Q20	Enterprise annual turnover (in CFA francs)	

2. Collection and operation team

S0Q21	Collection supervisor: _____	
S0Q22	Collection Controller	
S0Q23	Collection agent: _____	
S0Q24	Collection date: _____ 2 4	
S0Q25	Coding supervisor	
S0Q26	Coding agent	
S0Q27	Coding date _____ 2 4	
S0Q28	Data entry supervisor: _____	
S0Q29	Data entry clerk : _____	
S0Q30	Data entry date : _____ 2 4	
S0Q31	Collection result 1= <i>Completely filled</i> ; 2= <i>Partially filled</i> 3= <i>Not filled</i>	
S0Q32	If not completed or partially completed, give reason 1= <i>Not filled in due to absence</i> ; 2= <i>Not filled for refusal</i> ; 3= <i>temporary cessation of activity</i> ; 4= <i>not found/premises closed during the survey period</i> 5= <i>Other (please specify)</i> _____	

SECTION 1: POSSESSION OF GOODS AND USE OF ICT

1. Possession of property

	Computers	
S1Q01	Do you use computers in your enterprise? (<i>excludes personal computers</i>) 1=yes 2=No if no go to S1Q04	
S1Q02	If Yes, what is the number of functional computers belonging to the enterprise as of 12/31/2023	
S1Q03	How many employees in your enterprise regularly use a computer as of 12/31/2023 Total Women	

	Telephone service		
S1Q04	Does your enterprise have the following telephone services?		
S1Q04a	Landline telephone lines: 1= yes 2= no		☐
S1Q04b	Mobile phone lines: 1= yes 2= no		☐
S1Q04c	Fleet: 1= yes 2= no		☐
S1Q04d	Automatic branch exchange service (PABX): 1= yes 2= no		☐
S1Q04e	Internet service 1= yes 2= No		☐
	Internet connection		
S1Q05	Does your enterprise have an Internet connection? 1= yes 2= no If no go to S2Q01		☐
S1Q06	If yes, what type of connection?		
S1Q06a	Wired 1= yes 2= No if no go to S1Q06b	☐	If yes, specify the allocated throughput (Mbt/s)
S1Q06b	Not wired 1= yes 2= No if no go to S1Q07		☐
S1Q06c	If yes, specify the allocated throughput (Mbt/s)		
S1Q07	What is the number of computers in your structure connected to the internet in 2023?		
S1Q08	Does your enterprise have an Intranet network? 1= yes 2= no		☐
S1Q09	Does your enterprise have an Extranet network? 1= yes 2= no		☐

2. Use of ICT

	Connection methods	Codes
S1Q10	Does your enterprise use a connection? 1= <i>wideband</i> 2= <i>narrowband</i> If 2 go to S1Q10 g	☐
S1Q10a	Fixed XDSL connection 1= yes 2= no	
S1Q10b	Optical fiber 1= yes 2= No	☐
S1Q10c	Wireless access to fixed network 1= yes 2= no	☐
S1Q10d	Leased line 1= yes 2= no	☐
S1Q10e	Mobile broadband connection with at least 3G technology 1= yes 2= no	☐
S1Q10f	Other mobile connections <i>to be specified</i> ---1= yes 2= No	☐
S1Q10g	Cable 1= yes 2= no	☐
S1Q10h	Modem (dial-up) 1= yes 2= no	☐
S1Q11	For which of the following activities does your enterprise use the Internet?	
S1Q11a	Place an order 1 = Yes 2 = No	☐
S1Q11b	Receive an order 1 = Yes 2 = No	☐
S1Q11c	Send or receive emails 1 = Yes 2 = No	☐
S1Q11d	Telephone via IP 1 = Yes 2 = No	☐
S1Q11e	Post information or instant messages 1 = Yes 2 = No	☐
S1Q11f	Obtain information about goods or services 1 = Yes 2 = No	☐
S1Q11g	Obtain information or interact with other administrations/structures 1 = Yes 2 = No	☐
S1Q11h	Internal or external recruitment/Staff training 1 = Yes 2 = No	☐
S1Q11i	Banking services/Have access to other financial services 1 = Yes 2 = No	☐
S1Q11j	Enterprise blog updates or micro blogs 1 = Yes 2 = No	☐
S1Q11k	After-sales services/online delivery of products 1 = Yes 2 = No	☐
S1Q11l	Other services to specify 1 = Yes 2 = No	☐
	Use of social media	
S1Q12	Is your enterprise present on social media?	
S1Q12a	WhatsApp 1 = Yes 2 = No	☐
S1Q12b	Facebook 1 = Yes 2 = No	☐
S1Q12c	LinkedIn 1 = Yes 2 = No	☐
S1Q12d	Twitter (X) 1 = Yes 2 = No	☐
S1Q12e	Telegram 1 = Yes 2 = No	☐
S1Q12f	Youtube 1 = Yes 2 = No	☐
S1Q12g	Tiktok 1 = Yes 2 = No	☐
S1Q12h	Other (please specify) 1 = Yes 2 = No	☐
S1Q13	Does your enterprise host its data in the cloud? 1 = Yes 2 = No	☐

SECTION 2: TELECOMMUNICATIONS AND NATIONAL ECONOMY

Telecommunications spending

		2019	2020	2021	2022	2023
S2Q01	What is the amount (in CFA francs) investment expenses relating to your enterprise's electronic communications and maintenance equipment as of 12/31/ of the following years?					
S2Q01a	Purchase of computers and accessories,					
S2Q01b	Purchase of phones and accessories					
S2Q01c	Purchase of fax machines and accessories					
S2Q01d	Internet equipment					
S2Q01e	Software					
S2Q01f	Other(s) (please specify)					
S2Q02	What is the amount of expenses relating to internet services (in CFA francs) for your enterprise as of 12/31 of the following years?					
S2Q03	What is the amount of expenses related to electronic communications services as of 12/31 of the following years? (in CFA francs)					

2 Postal expenses

		2019	2020	2021	2022	2023
S2Q04	What is the amount (in CFA francs) expenses relating to:					
S2Q04a	Maintenance of the post office box					
S2Q04b	Sending/receiving letters					

SECTION 3: SECURING THE NATIONAL DIGITAL ECOSYSTEM

1. Network Infrastructure and Security

	<i>Filter for the entire section 3 : eligible for enterprises using computers (S1Q01 = 1)</i>	Codes
S3Q01	Does your enterprise have an Information Systems security policy? 1 = Yes 2 = No	
S3Q02	Has your enterprise undergone a security audit in 2023? 1 = Yes 2 = No <i>If yes go to S3Q04</i>	
S3Q03	If no why? (List the three main ones)t6 1. _____ 2. _____ 3. _____	
S3Q04	If yes, has it implemented the audit recommendations 1= completely 2= Partially 3= Not at all	
S3Q05	Has your enterprise already been the victim of the following cyber-attacks in the last twelve months, in particular?	
S3Q05a	Scams through the telephone 1 = Yes 2 = No	
S3Q05b	Scams through emails 1 = Yes 2 = No	
S3Q05c	Breach of critical infrastructure security 1 = Yes 2 = No	
S3Q05d	Spying 1 = Yes 2 = No	
S3Q05e	Identity theft through ICT 1 = Yes 2 = No	
S3Q06	Has your enterprise filed a complaint for the following cyber-attacks in the last twelve months?	
S3Q06a	Scams through the telephone 1 = Yes 2 = No	
S3Q06b	Scams through emails 1 = Yes 2 = No	
S3Q06c	Breach of critical infrastructure security 1 = Yes 2 = No	
S3Q06d	Spying 1 = Yes 2 = No	
S3Q06e	Identity theft through ICT 1 = Yes 2 = No	
S3Q07	Does your enterprise have a data storage centre? 1 = Yes 2 = No <i>If No, go to S3Q09</i>	
S3Q08	If yes, does it use a security protocol? 1 = Yes 2 = No	
S3Q09	Does your enterprise use security technologies? 1 = Yes 2 = No	

2. Applications and Skills

	Security	
S3Q10	Does your enterprise use at least one business application? 1 = Yes. 2 = No <i>If No go to S3Q13</i>	☐
S3Q11	If yes, indicate the number of business applications you use?	☐ ☐ ☐ ☐
S3Q12	Among those you use, how many business applications are secure?	☐ ☐ ☐ ☐
S3Q13	What is the amount allocated to securing Information Systems in 2023? (in CFA francs)	☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐
	Staff skills	
S3Q14	How many staff have skills in network and IT security? <i>If 0 go to S3Q16</i>	☐ ☐ ☐ ☐
S3Q15	Among them, what is the number of people assigned to network and IS security?	☐ ☐ ☐ ☐
S3Q16	Does your enterprise have an IT security manager position? 1 = Yes 2 = No	☐
S3Q17	Have your enterprise's staff been made aware of network and IT security? 1 = Yes. 2 = No	☐

SECTION 4: USE OF POSTAL SERVICES

1. Postal non-financial services

S4Q01	Has your enterprise used any of the following non-financial postal services in the last 6 months? If 2 for S4Q01a to S4Q01e, go to S4Q07	
S4Q01a	Express shipments 1 = Yes 2 = No	☐
S4Q01b	Ordinary mailings 1=yes, 2=no	☐
S4Q01c	Registered shipping 1=yes, 2=no	☐
S4Q01d	Sending of postal parcels 1 = yes, 2 = no	☐
S4Q01e	Online service 1=yes, 2=no	☐
S4Q02	Used this service via which operators? <i>List the three main ones (see codes)</i>	
S4Q02a	Opérateur 1 (voir code opérateur)	☐ ☐ ☐
S4Q02b	Opérateur 2 (voir code opérateur)	☐ ☐ ☐
S4Q02c	Opérateur 3 (voir code opérateur)	☐ ☐ ☐
S4Q03	How often did your enterprise use each service? 1 = once a month 2 = twice a month 3 = three times a month 4 = once every two months 5 = once every three months 6 = rarely (once or twice every six months)	
S4Q03a	Express shipments	☐
S4Q03b	Ordinary shipments	☐
S4Q03c	Registered shipments	☐
S4Q03d	Sending of postal parcels	☐
S4Q03e	Online service	☐
S4Q04	What delivery or collection method does your enterprise use most for mail or parcels? 1 = In the enterprise (Home), 2. Point of contact (post office, postal operator counter), 3= mailbox	☐
S4Q05	Has your enterprise had any inconveniences when servicing a postal operator? 1=yes, 2 = no <i>if no, go to S4Q07</i>	☐
S4Q06	If yes, with which operators? -----	☐

2. Postal financial services

S4Q07	Has your enterprise used any of the following postal financial services in the last 6 months? If no for S4Q07a, S4Q07b and S4Q07c, go to S5Q01	
S4Q07a	Postal funds transfer service or money order 1=yes, 2=no	☐
S4Q07b	Postal check service 1=yes, 2=no	☐
S4Q07c	Postal savings bank service 1=yes, 2=no	☐
S4Q08	If yes, how often? 1 = at least once a month, 2 = once every two months, 3 = once every three months, 4 = rarely (once or twice every six months)	
S4Q08a	Postal funds transfer or money order service	☐
S4Q08b	Postal check service	☐
S4Q08c	Postal savings bank service	☐

SECTION 5: PERCEPTION OF THE QUALITY OF TELECOMMUNICATIONS, ICT AND POST SERVICES

S5Q01	Which suppliers did you have for your services in the last three months:		
	Telephone?	1=yes 2=No	
S5Q01a	A=CAMTEL		☐
S5Q01b	B=MTN		☐
S5Q01c	C=Orange		☐
S5Q01d	D= NEXTTEL		☐
	Internet?	1=yes 2=No	
S5Q01e	E=CAMTEL		☐
S5Q01f	F=MTN		☐
S5Q01g	G=Orange		☐
S5Q01h	H= Créolink		☐
S5Q01i	I=NEXTTEL		☐
S5Q01j	J= Other (please specify) _____		☐
	The main postal services?	1=yes 2=No	
S5Q01k	K=Campost		☐
S5Q01l	L= DHL		☐
S5Q01m	M= ESICO		☐
S5Q01n	N=MTA		☐
S5Q01o	O=Solex		☐
S5Q01p	P=UPS		☐
S5Q01q	Q= Other operators (please specify) _____		☐
S5Q02	Are you satisfied with the services provided by the suppliers:		
	Telephone?	1=very satisfied; 2=satisfied; 3=Indifferent 4=dissatisfied; 5=very dissatisfied	
S5Q02a	A=CAMTEL		☐
S5Q02b	B=MTN		☐
S5Q02c	C=Orange		☐
S5Q02d	D= NEXTTEL		☐
	Internet?	1=very satisfied; 2=satisfied; 3=Indifferent 4=dissatisfied; 5=very dissatisfied	
S5Q02e	E=CAMTEL		☐
S5Q02f	F=MTN		☐
S5Q02g	G=Orange		☐
S5Q02h	H=Créolink		☐
S5Q02i	I=NEXTTEL		☐
S5Q02j	J= other to specify _____		☐
	Postal?	1=very satisfied; 2=satisfied; 3=indifferent 4=dissatisfied; 5=very dissatisfied	
S5Q02k	K=Campost		☐
S5Q02l	L= DHL		☐
S5Q02m	M= ESICO		☐
S5Q02n	N=MTA		☐
S5Q02o	O=Solex		☐
S5Q02p	P=UPS		☐
S5Q02q	Q= Other operators to specify _____		☐
S5Q03	During the last 7 days have you encountered any inconveniences when using:		
S5Q03a	Phone service?	1=yes 2=No	☐
S5Q03b	Internet service?	1=yes 2=No	☐

S5Q04	Over the last six months, have you encountered any inconveniences when using the postal service of the following operators? 1=yes 2=No	
S5Q04a	A=Campost	☐
S5Q04b	B=DHL	☐
S5Q04c	C= ESICO	☐
S5Q04d	D=MTA	☐
S5Q04e	E=Solex	☐
S5Q04f	F=UPS	☐
S5Q04g	G= Other operators (please specify) _____	☐
S5Q05	Has your enterprise already filed a complaint with “customer service” or the post office manager/ contact point of these operators when you experience inconvenience with the following services:	
S5Q05a	Telephone? 1= Yes 2= No	☐
S5Q05b	Internet? 1= Yes 2= No	☐
S5Q05c	Financial postal? 1= Yes 2= No	☐
S5Q05d	Non-financial postal? 1= Yes 2= No	☐
S5Q06	If yes, was your enterprise satisfied with the handling of your complaint for the following services? 1=dissatisfied 2=not very satisfied 3=indifferent 4=satisfied 5=very satisfied	
S5Q06a	Telephone?	☐
S5Q06b	Internet?	☐
S5Q06c	Postal?	☐
S5Q06d	Non-financial postal?	☐
S5Q07	What are the main problems encountered with telephone/Internet service? (List the top three)	
S5Q07a	Telephone? 1 = Interruption or regular disruption of the network (internet and communications) 2 = Poor quality of transmissions and receptions 3 = High communications costs 4 = Ineffective/unsatisfactory customer service 5 = Other (please specify) _____	☐ ☐ ☐
S5Q07b	Internet? 1 = Interruption or regular disruption of the network (internet and communications) 2 = Poor quality of transmissions and receptions 3 = High communications costs 4 = Ineffective/unsatisfactory customer service 5 = Other (please specify) _____	☐ ☐ ☐
S5Q08	What are the main problems faced by the postal service? (List the top three for each type of service)	
S5Q08a	le service postal financier : 1= money order to the wrong beneficiary 2= incorrect payment 3= delay in the delivery of the money order 4= fraudulent withdrawal from savings accounts 5= payment deadlines of the expired money order 6= fraudulent withdrawal from postal cheque accounts 7= failure of the technical system 8= misuse of the money order by a staff member 9= Others (please specify) _____	☐ ☐ ☐
S5Q08b	The non-financial postal service : 1= Lost shipment 2= Damaged shipment 3= Misdirection shipment 4= Diverted shipment 5= Shipment arrived late 6= Other (please specify) _____	☐ ☐ ☐

THANKS FOR YOUR HELP