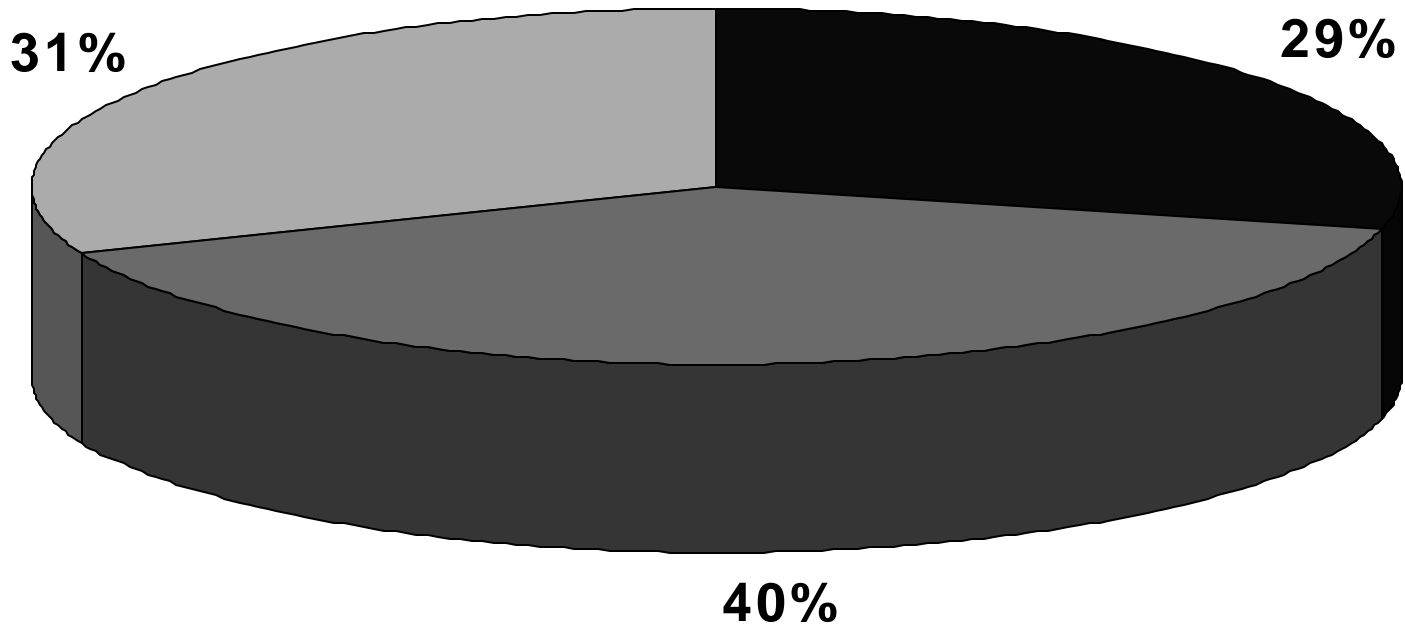


# Ages Of Survey Participants

*All Respondents*

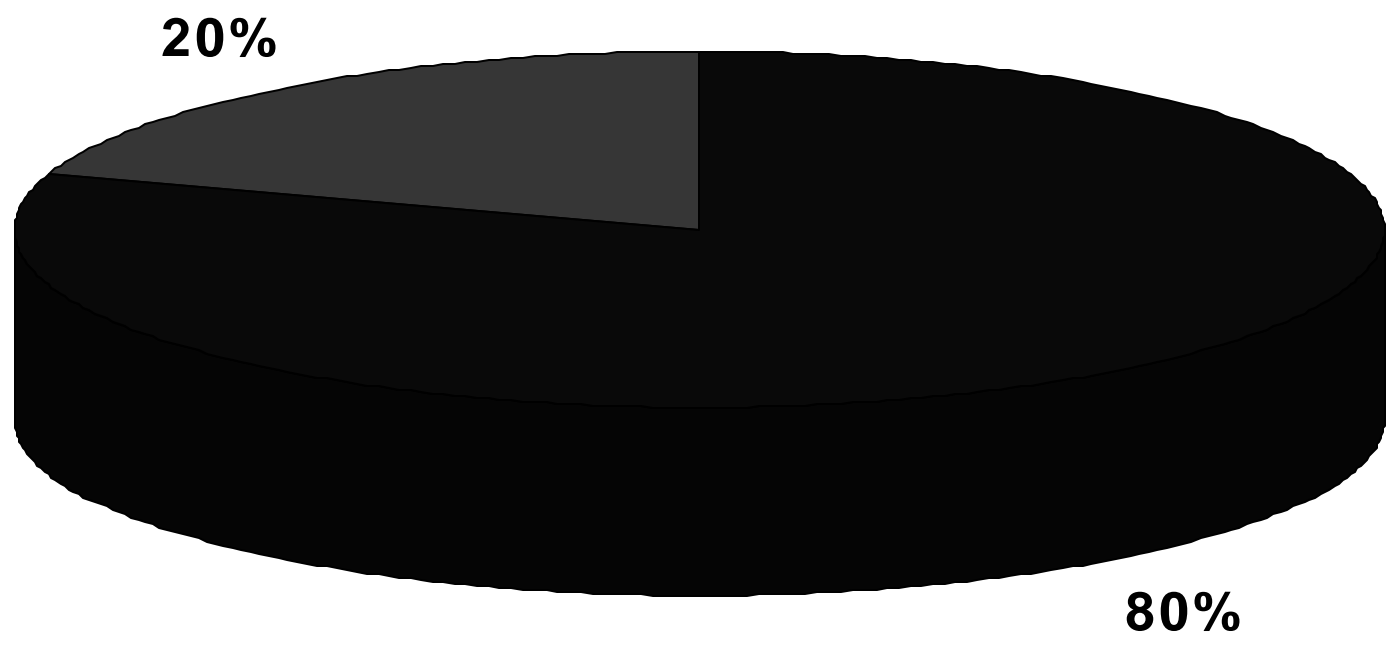


■ under 35 ■ 35-44 ■ 45 and older



# Gender Of Survey Participants

*All Respondents*

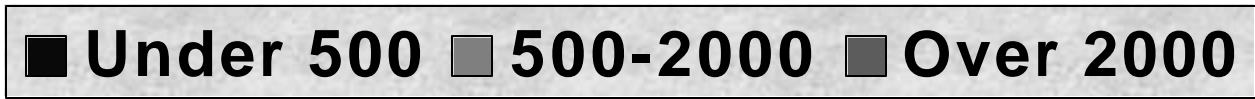
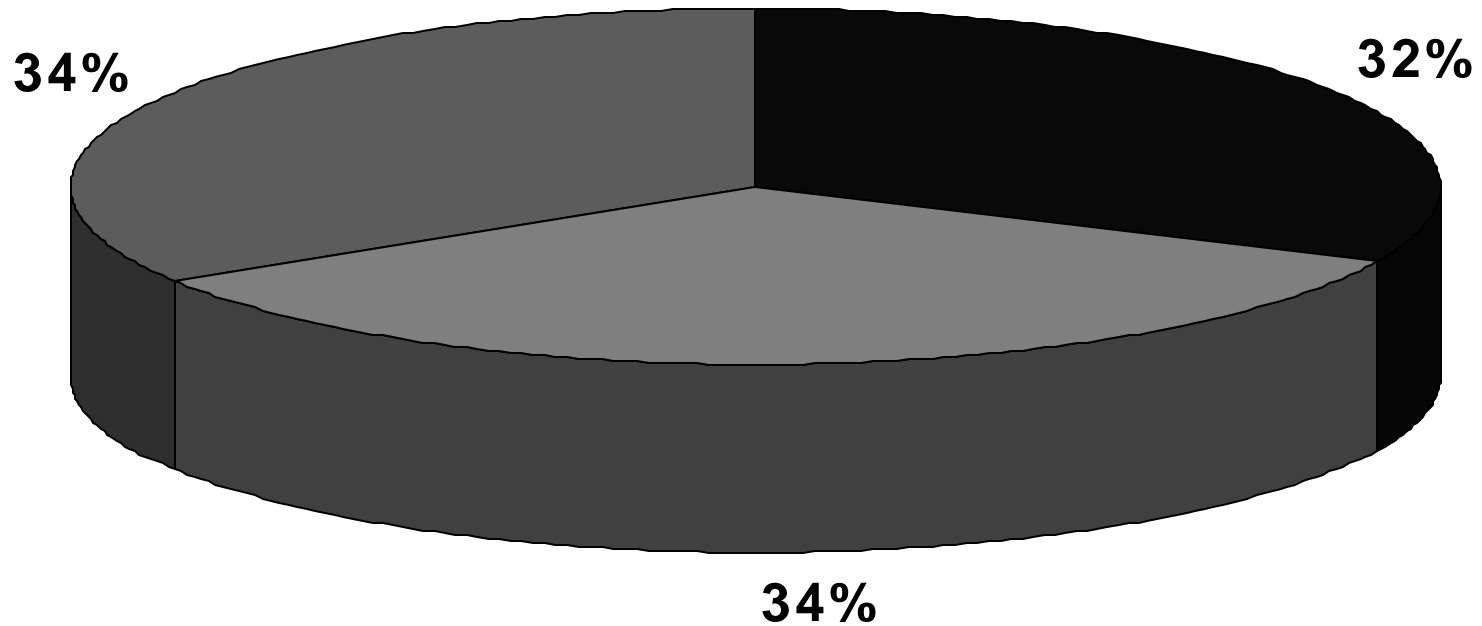


■ Male ■ Female



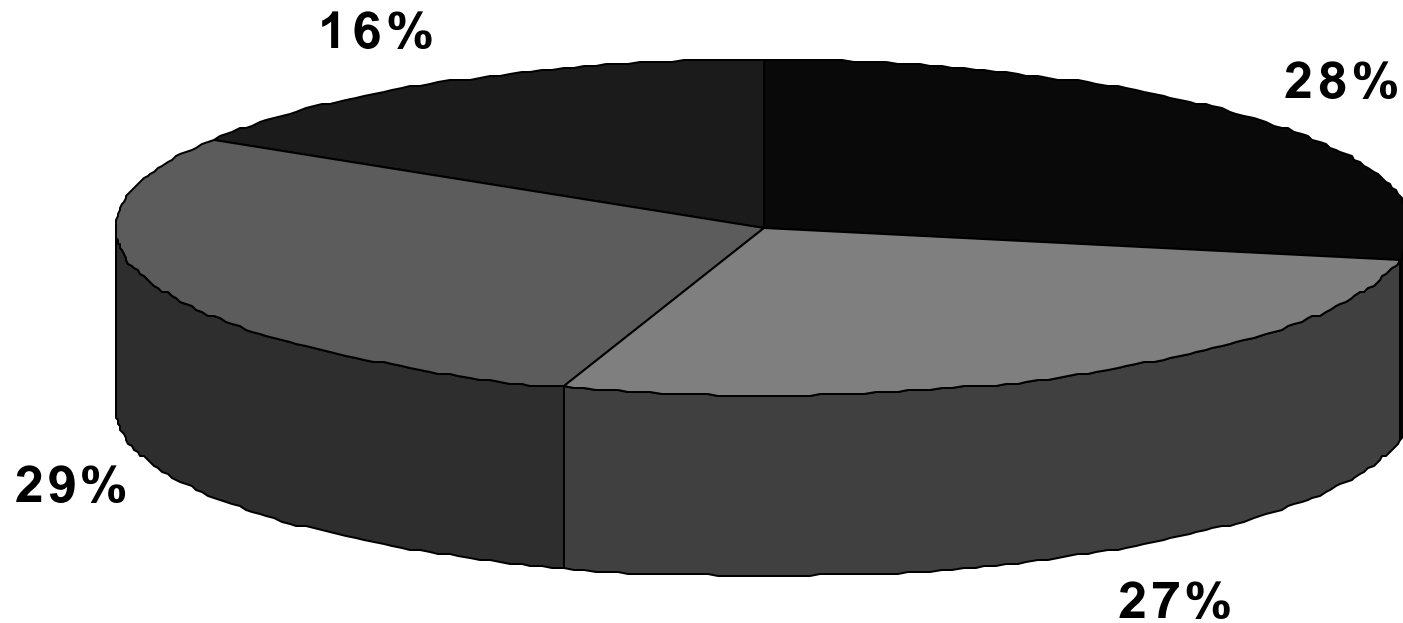
# Total Number of Company Employees

*All Respondents*



# Respondent Tenure With Current Employer

*All Respondents*

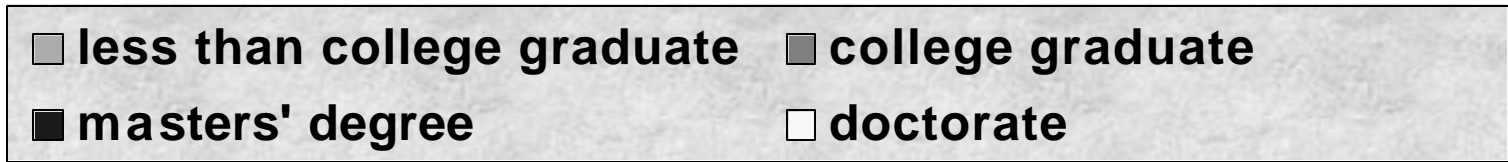
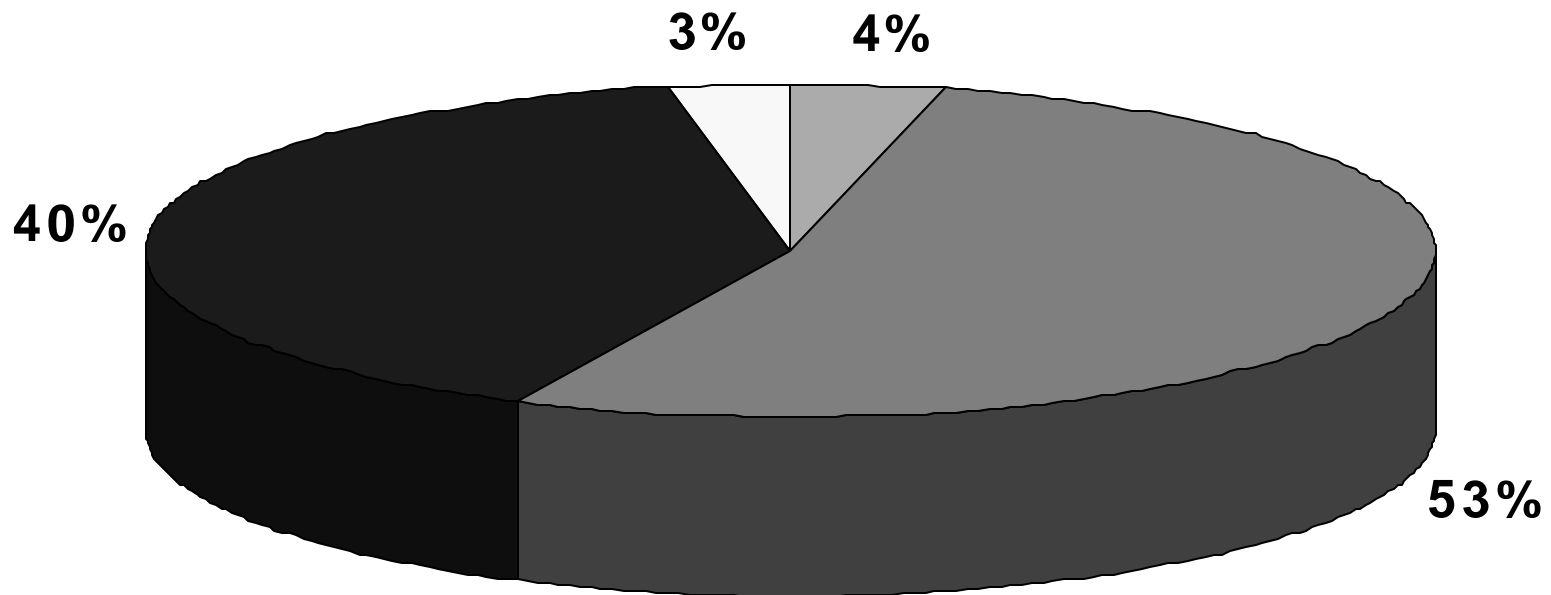


Average Tenure: 10.1 Years



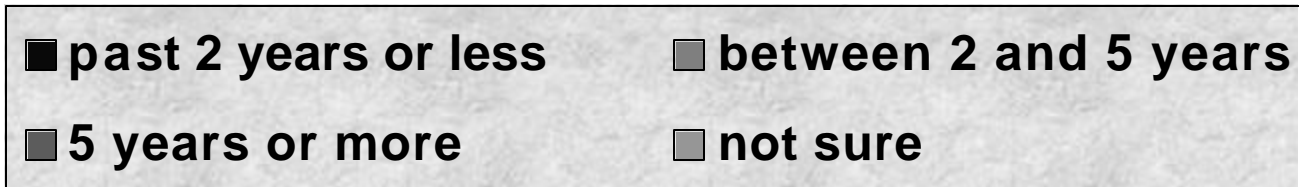
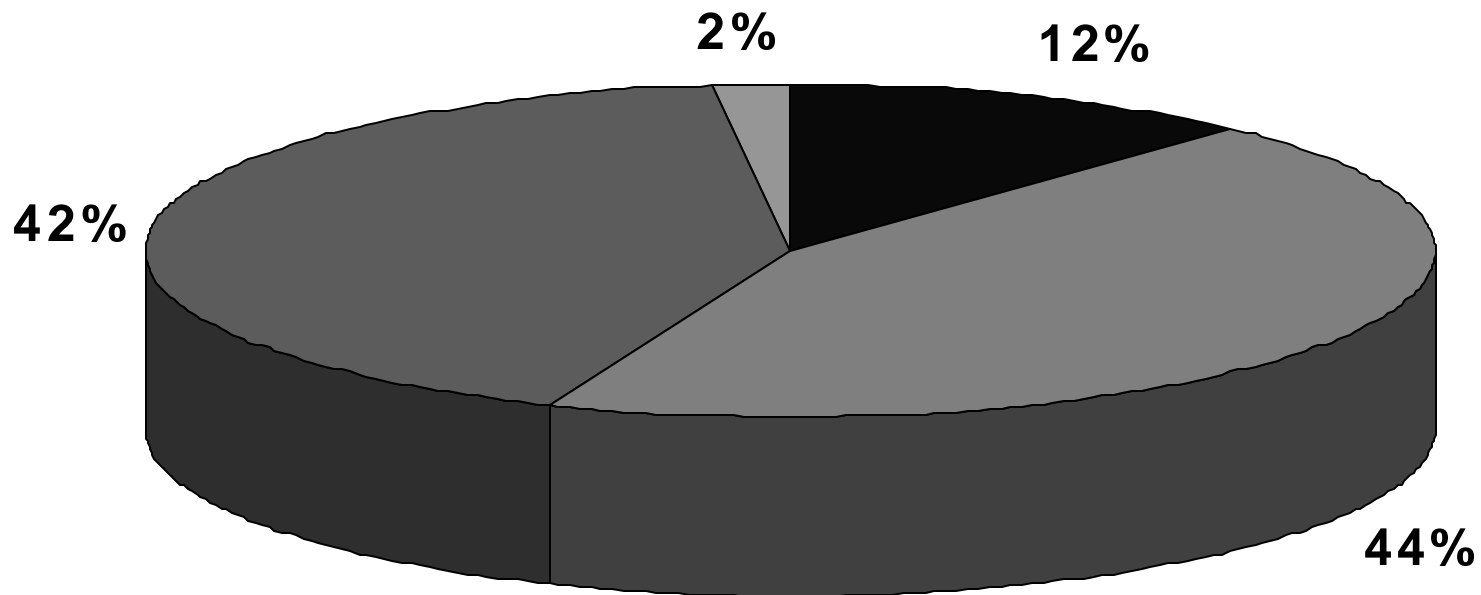
# Respondent's Highest Education Level

*All Respondents*



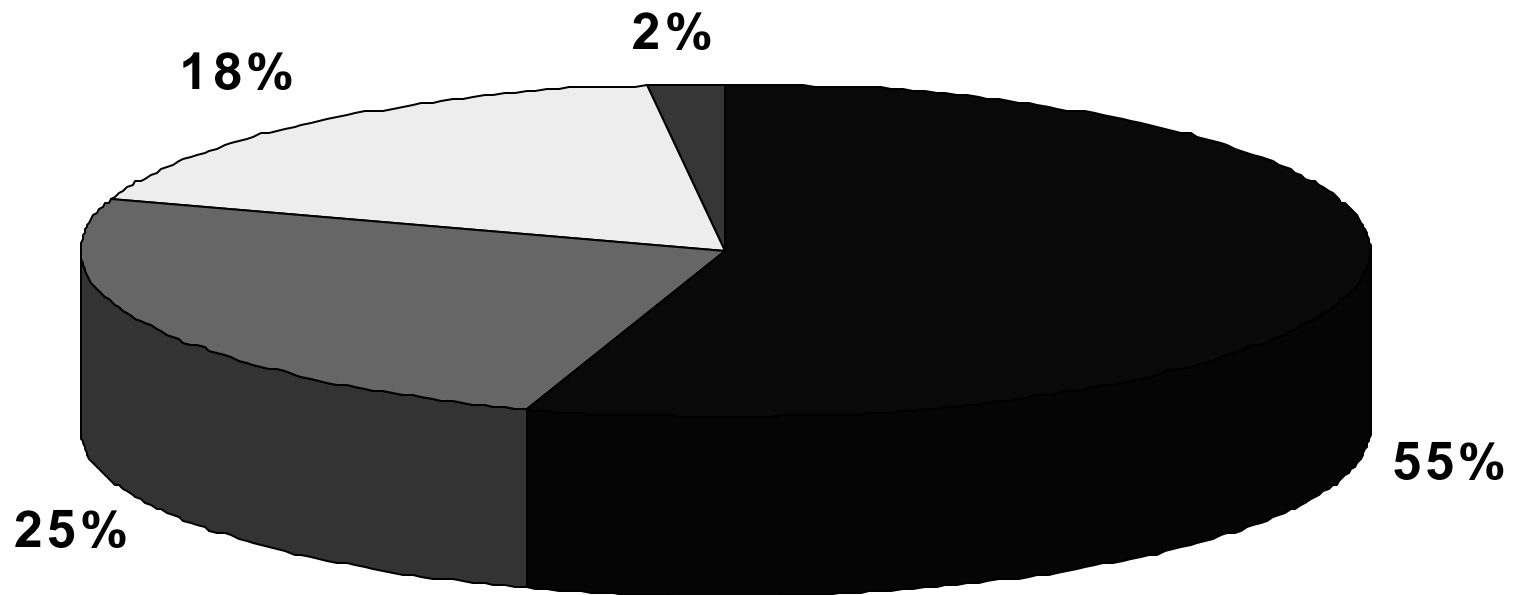
# How Long Internet Has Been Part of Respondent's Workplace

*All Respondents*



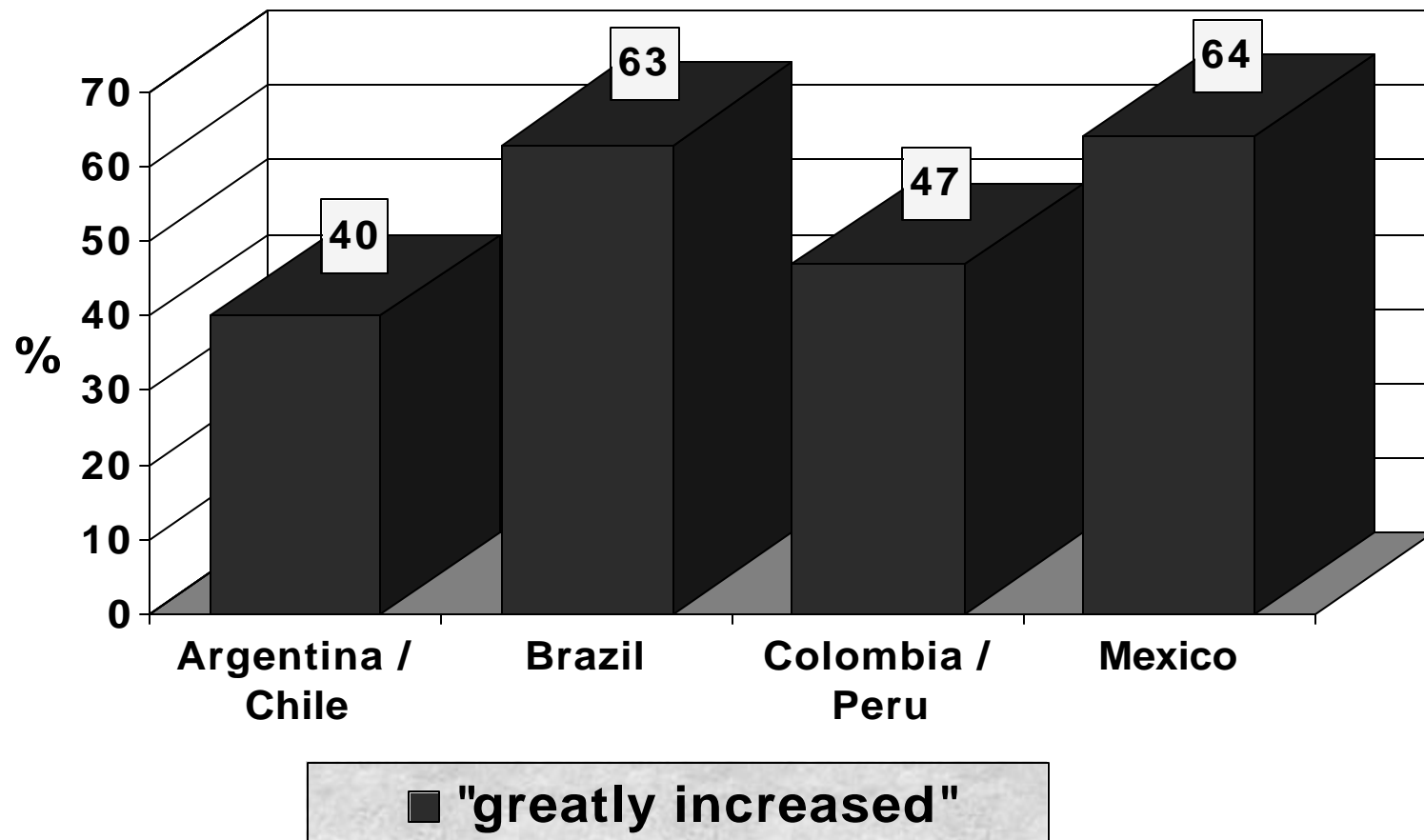
# How Respondent's Internet Use Has Changed In Past 12 Months

*All Respondents*



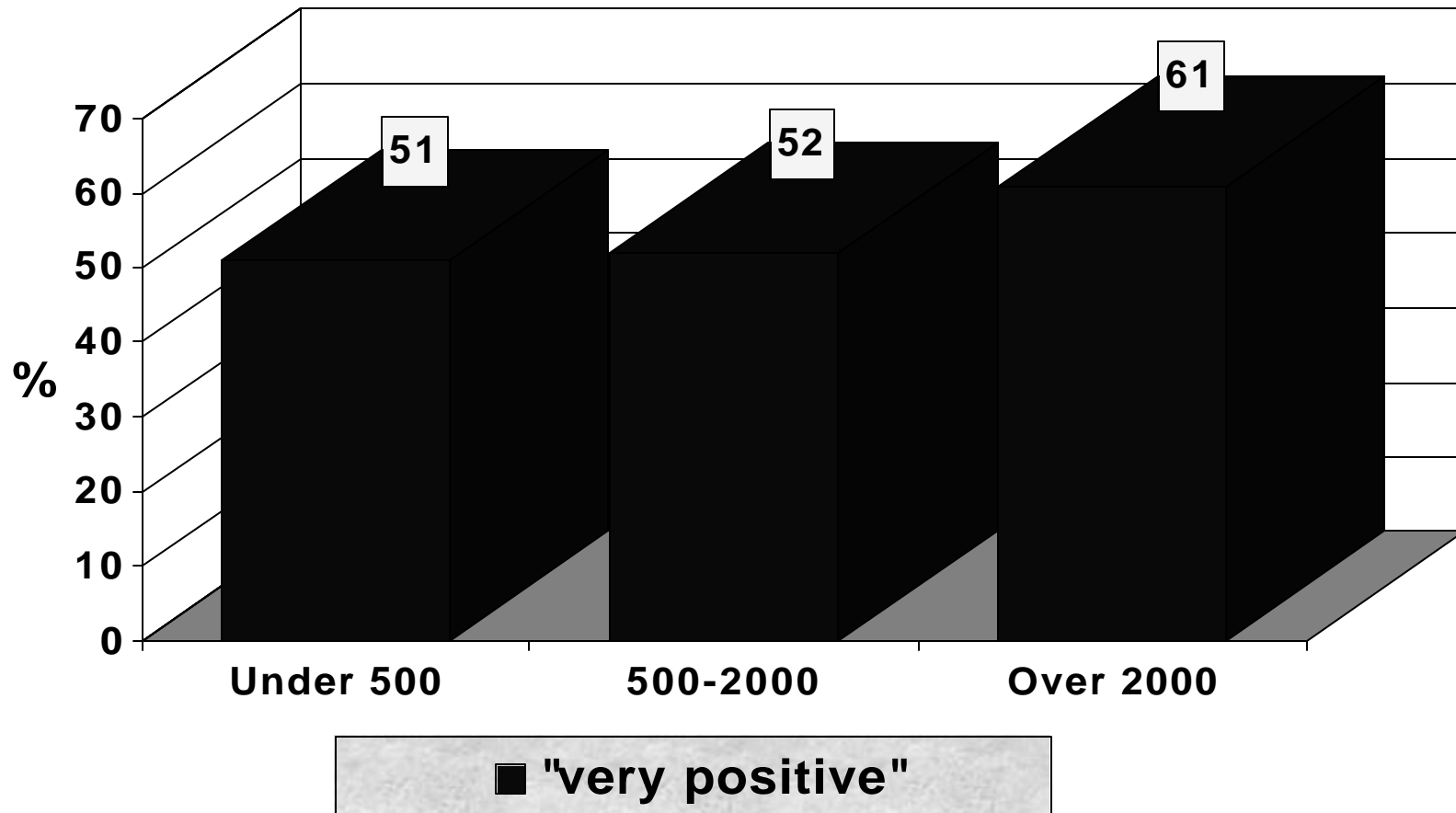
# How Respondent's Internet Use Has Changed In Past 12 Months

*By Country*



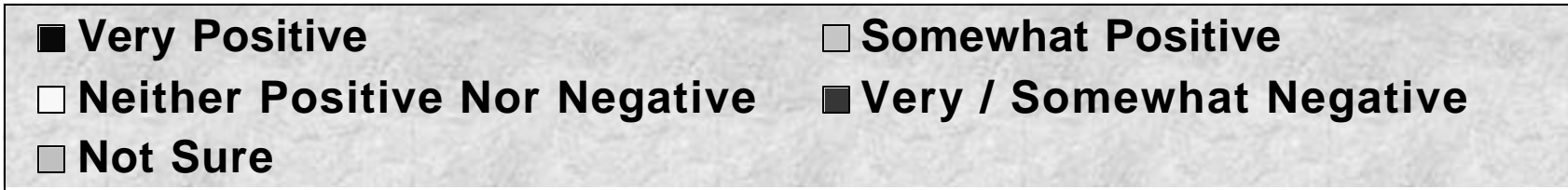
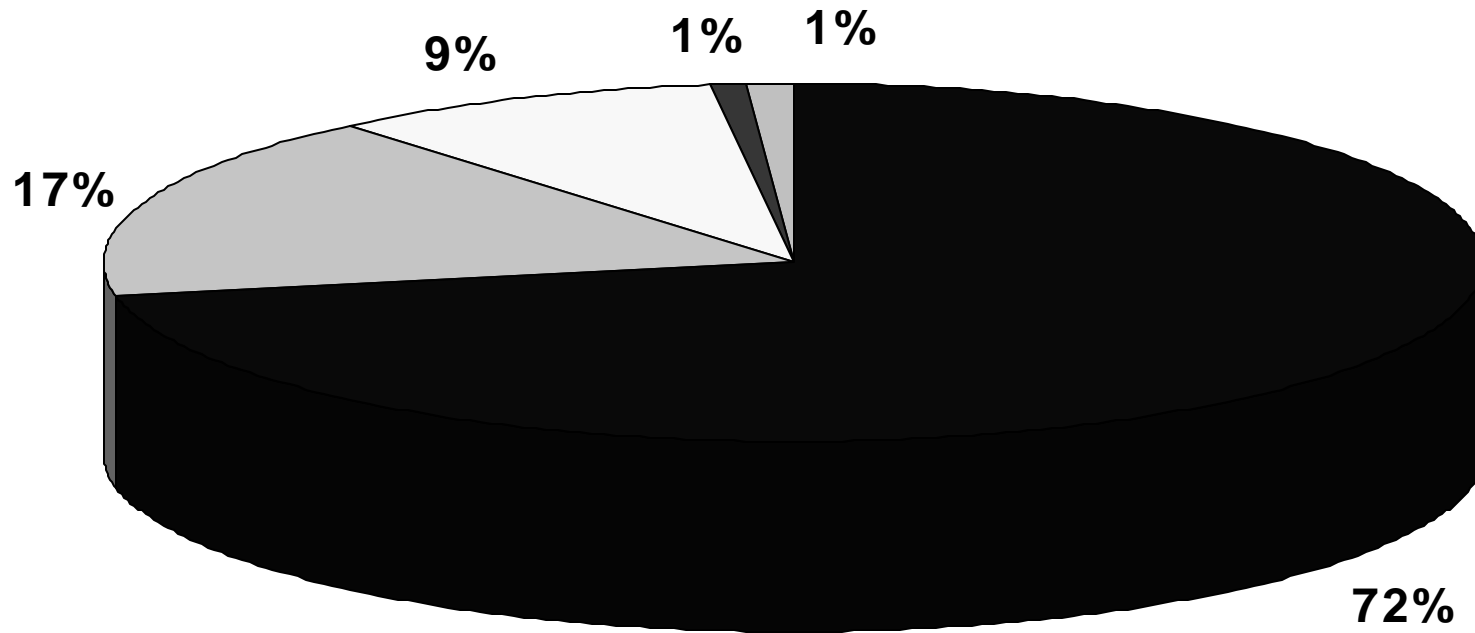
# Internet's Effects: Company Productivity

*By Company Size*



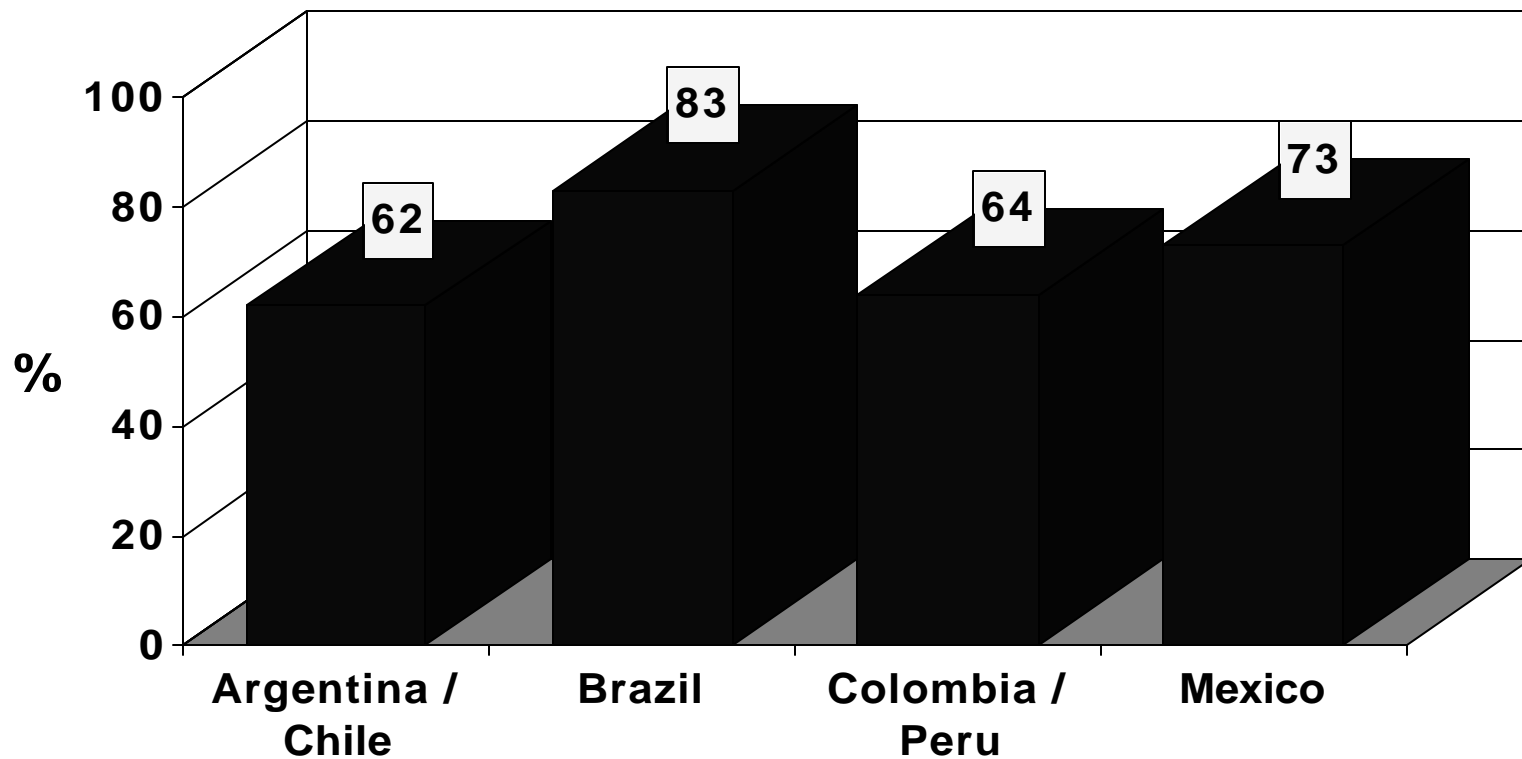
# Internet's Effects: Internal Communications

*All Respondents*



# Internet's Effects: Internal Communications

*By Country*

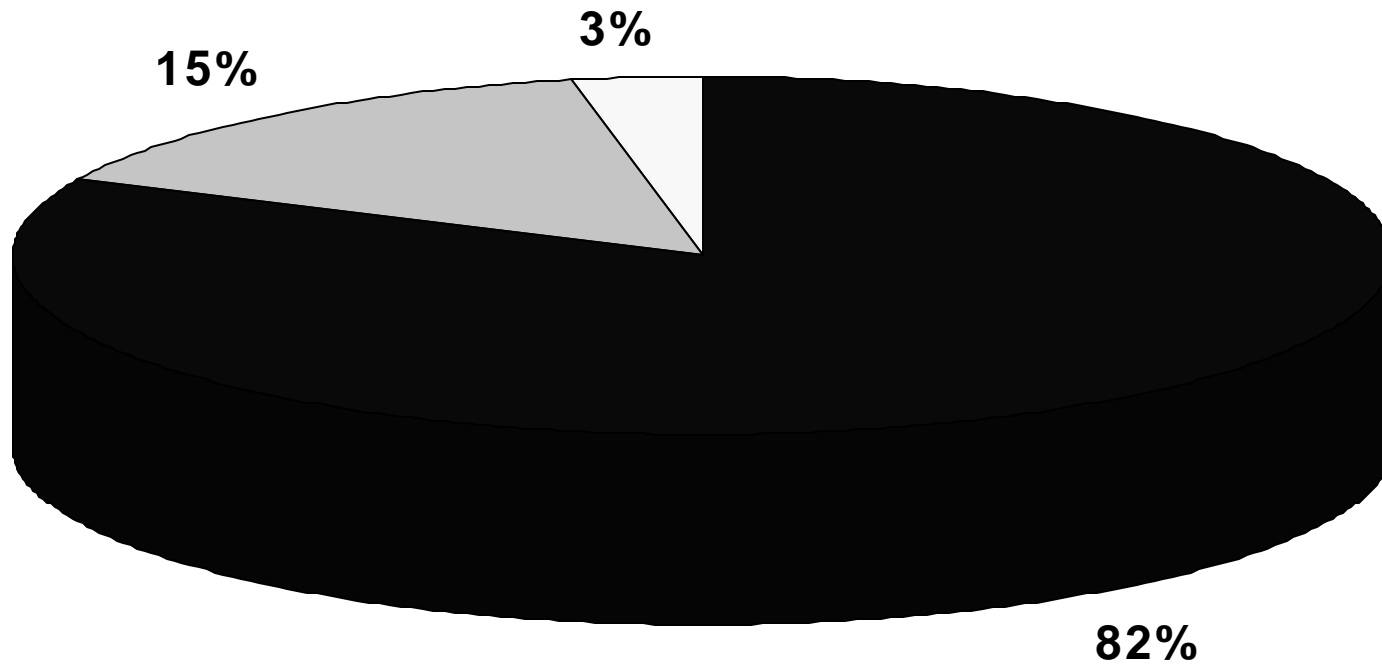


■ "very positive"



# Internet's Effects: External Communications

*All Respondents*

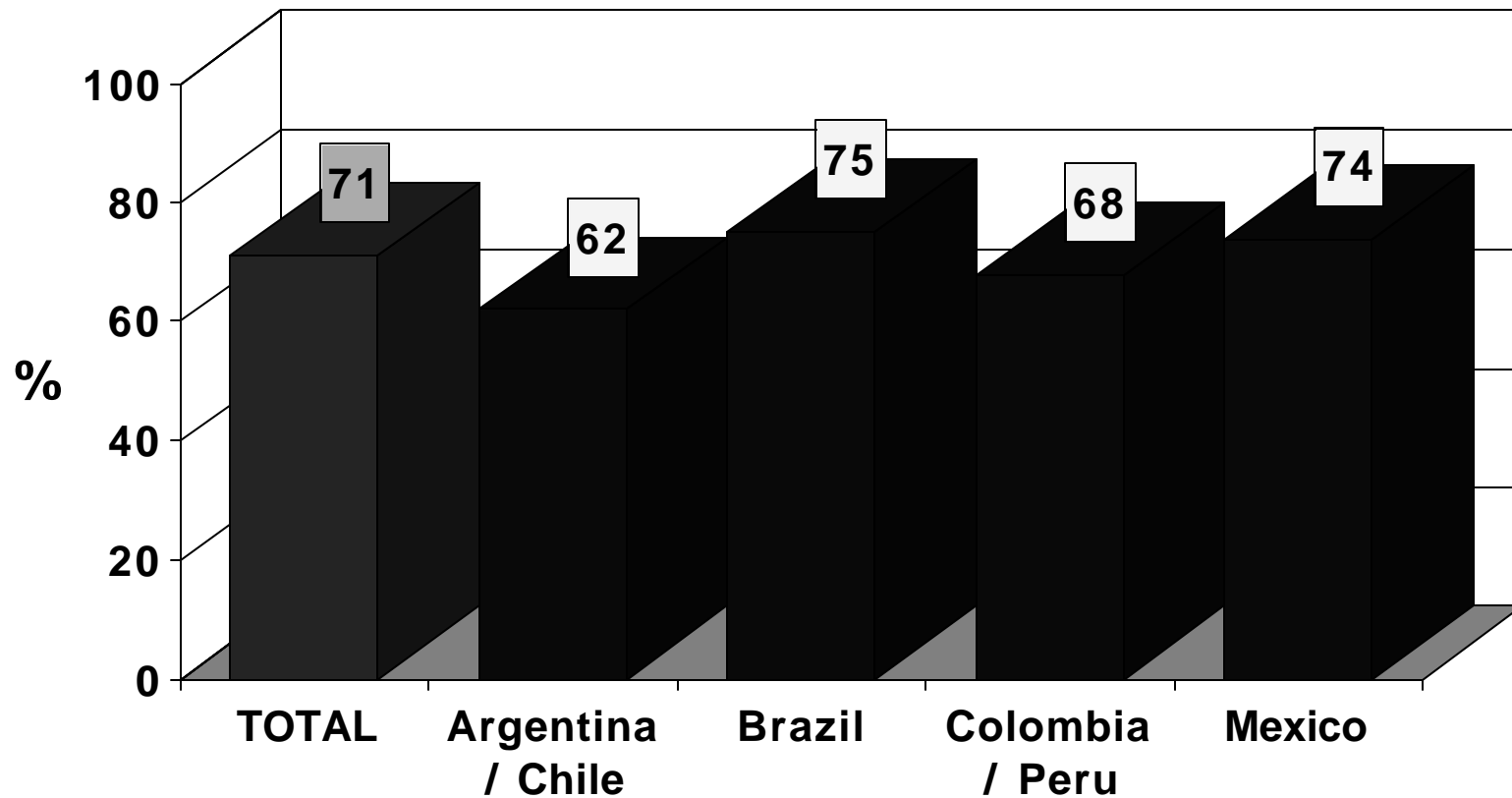


■ Very Positive    □ Somewhat Positive    □ Neither Positive Nor Negative



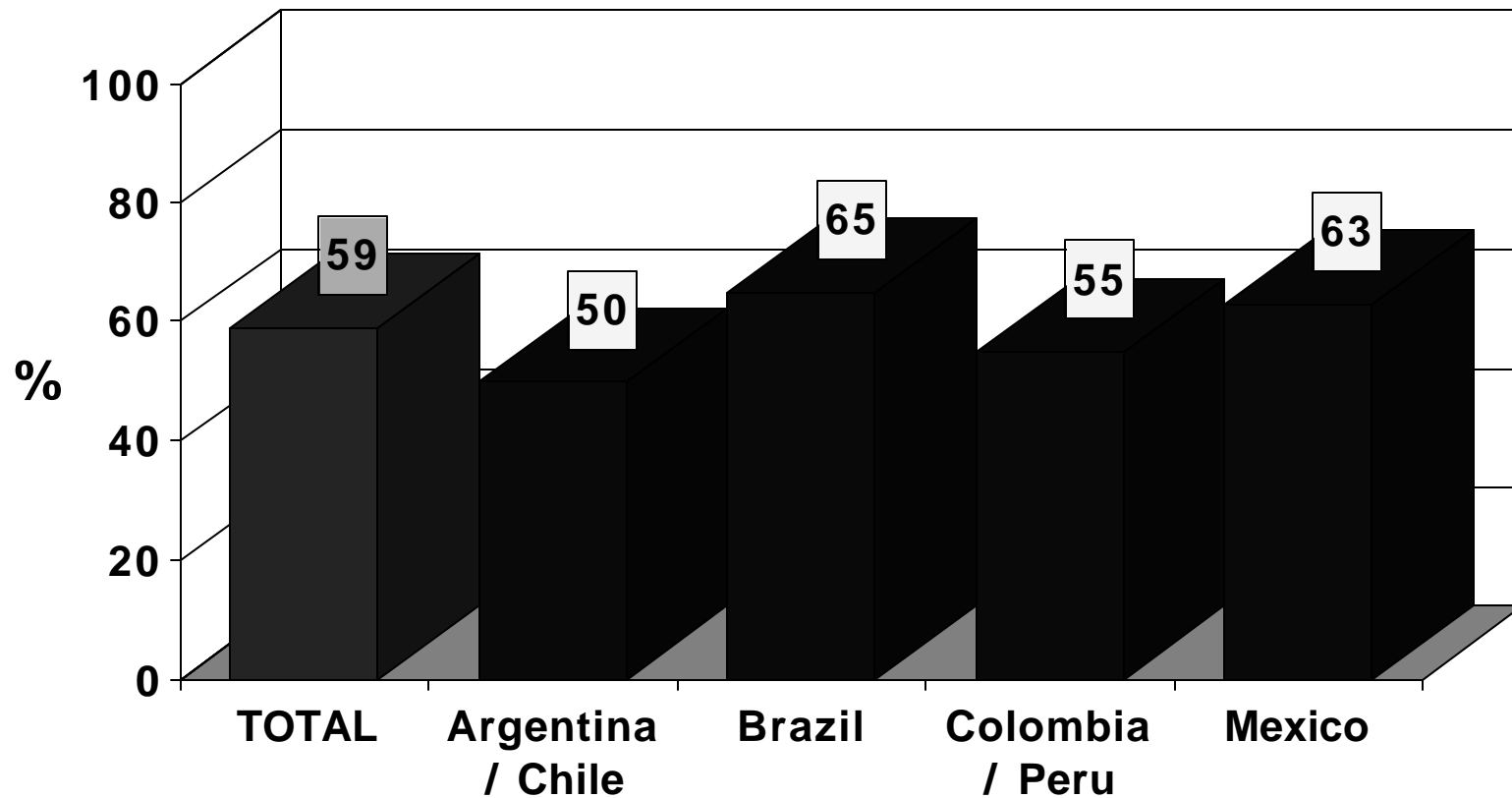
# Features Of Respondent's Primary Workplace: Placing / Receiving Internet Orders

*By Country*

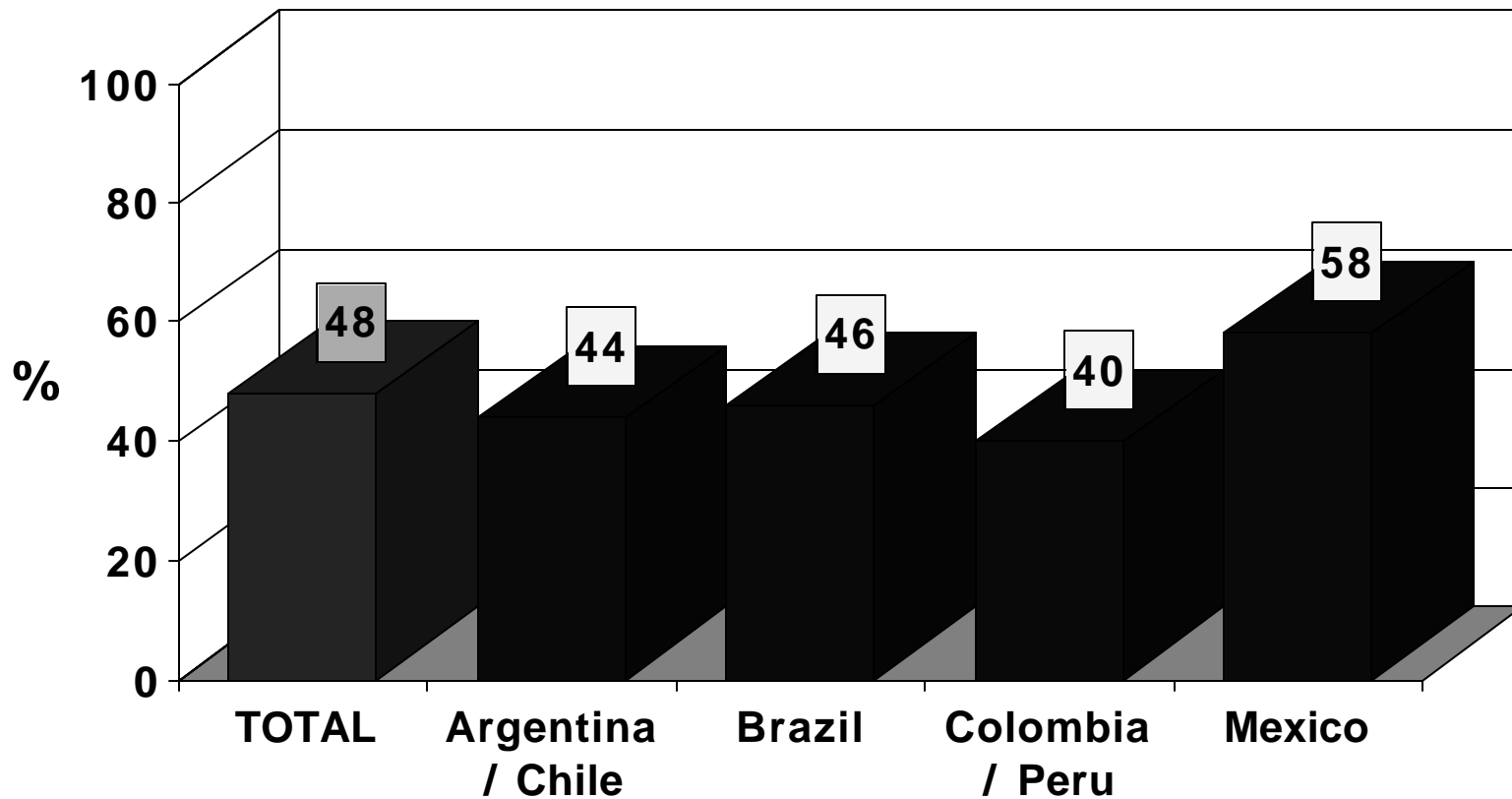


# Features Of Respondent's Primary Workplace: Customer Service / Follow-Up Care

*By Country*

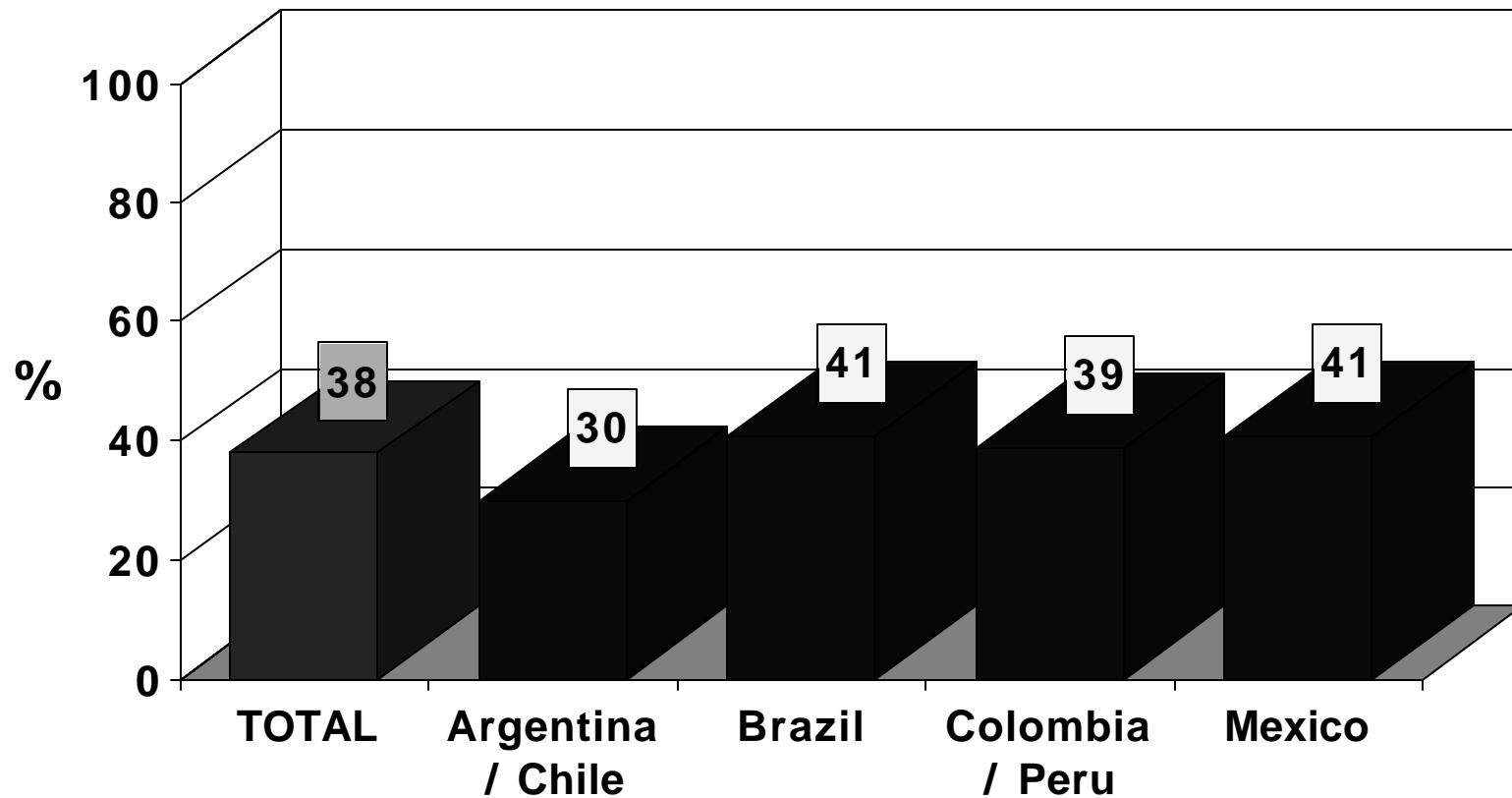


# Features Of Respondent's Primary Workplace: Vendor / Supplier Supply Chain Management *By Country*



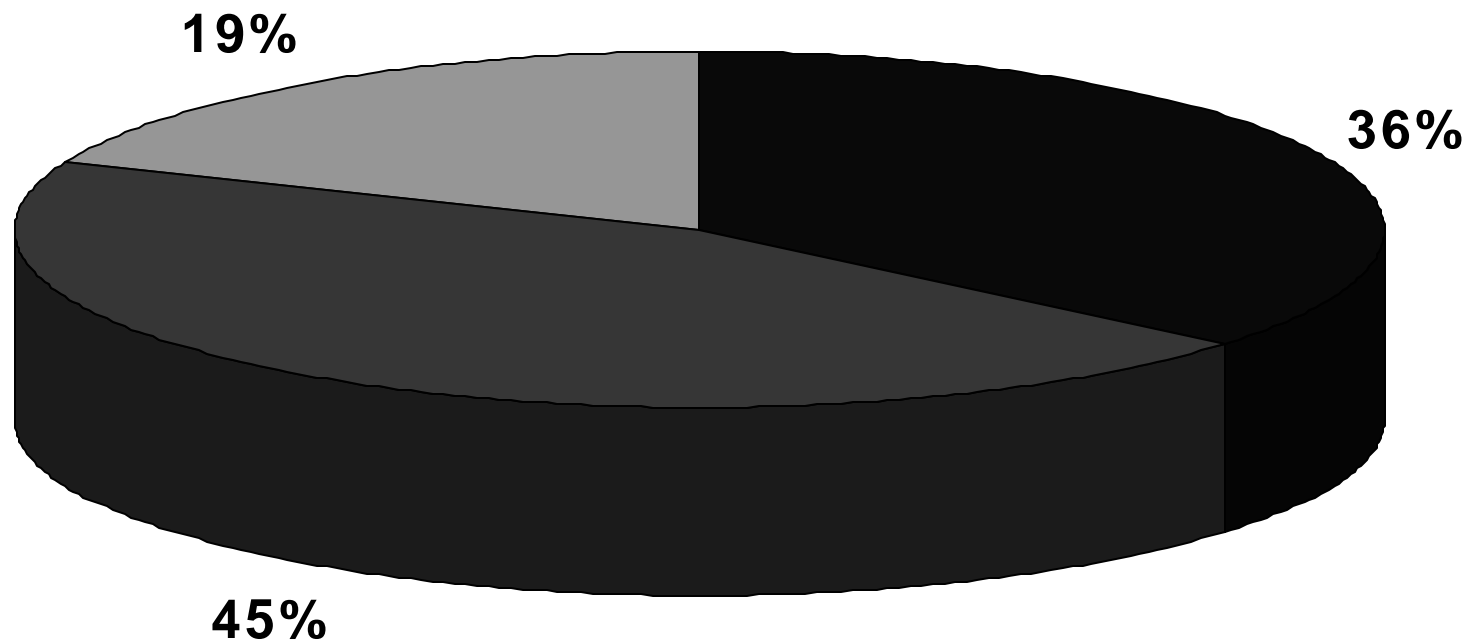
# Features Of Respondent's Primary Workplace: E-Learning / Training Programs

*By Country*



# Does Internet Commerce Significantly Contribute To Revenue Or Profits?

*Respondents In Companies Where Order Or Payment Management Done Via The Internet (82%)*

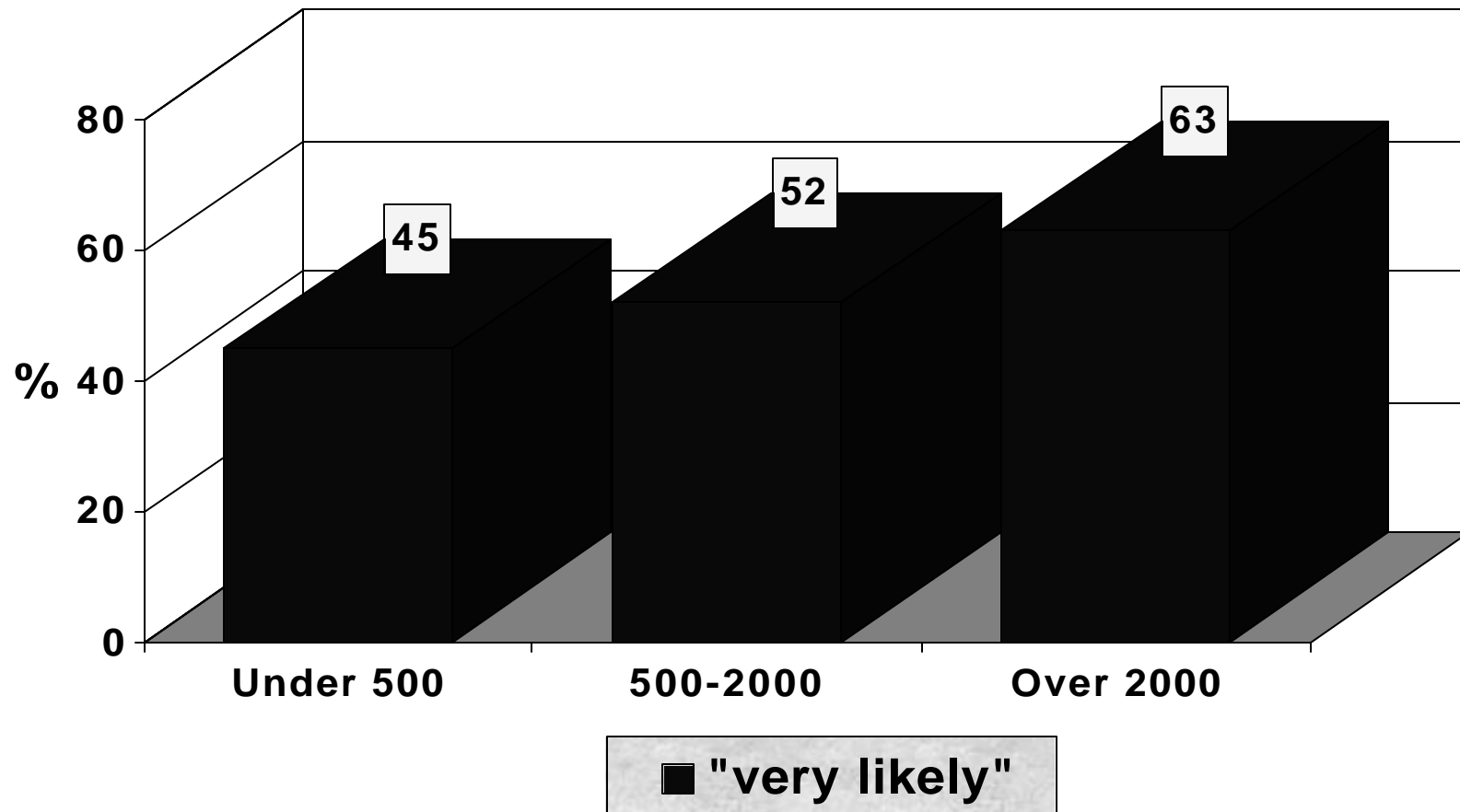


■ Yes ■ No ■ Not Sure



# Likelihood Of Respondent's Company Making Significant IT Investments In Next Year Or Two

*By Company Size*



# Respondent's Company's Internet Capabilities, Compared To Competitors

*All Respondents*

