



Go to Breaking News

Today's Weather

Globe 7-day Search

 Go

[Tips](#) | [What Can I Search?](#)
[Subject Index](#)

Search the Web

 Go

Contents

Full Site Index

E-mail alerts

Main Sections

Report on Business

National

International

Sports

Playoffs **new**

Technology

Globe Review

Travel **new**

Features

Comment

Forums

Focus

Books

Appointments

Other Sections

Classifieds

• AD MAIL

Globetrotter

Campus

Wheels

Real Estate

Health

Science

Environment

I'm hungry. Let's go out.
Where should we go?
Find a Restaurant
Select a city go

Search Results

E-mail this article

Small-business rush to e-commerce slows

SIMON TUCK
TECHNOLOGY REPORTER
Friday, May 4, 2001

OTTAWA -- The rush among small businesses in Canada to buy and sell over the Internet has stalled, a new survey has found.

The survey, conducted late last year but released yesterday, found that only 40 per cent of small companies polled had conducted at least one e-commerce transaction in the previous six months. A similar survey done six months earlier found that 41 per cent had bought or sold at least one item over the Internet in the previous six months.

"The honeymoon is definitely over," said Nik Nanos, managing director of **SES Canada Research** Inc., the Toronto-based firm that conducted the survey. "Small businesses have been told a lot of promises, but they haven't been shown a lot in terms of profitability."

Mr. Nanos said many small businesses look at the results -- and resources -- of major e-tailers, such as Amazon.com Inc., and wonder why relatively tiny operations such as their own should migrate to

Globe Forums

Great expectations?

Do today's investors expect way too much from the stock market by way of returns?

[[Join In](#)]

The CA's leadership dilemma

Does the Canadian Alliance need a leadership review to put itself back on track, or does it face deeper problems?

[[Join In](#)]

Current Markets

Enter Canadian or U.S. stock symbol(s) or market index:

 Go

[Stock symbol lookup](#)

Sponsored by:



TSE 300	7981.70
DJIA	-19.06 10932.18
S&P500	+0.00 1266.61
Nasdaq	-1.4 2190.1
CDNX	3126.5
FTSE100	+104.50 5870.3
Nikkei	+107.8 14529.4
HSeng	+210 13601
DJ Net	+0.02 94.73

- ▶ **Education**
- ▶ **Obituaries**
- ▶ **Births & Deaths**
- ▶ **Toronto News**
- ▶ **Specials & Series**
- ▶ **All Reports...**
- ▶ **Entertainment**
- ▶ **Cartoon**
- ▶ **Crosswords**
- ▶ **Horoscopes**
- ▶ **TV Listings**
- ▶ **Food & Dining**

Services

▶ **Full Services Index**

[Click for a detailed list of everything on the site.](#)

- ▶ **Advertise:** Newspaper
- ▶ **Advertise:** Web Sites
- ▶ **Customer Service**
- ▶ **Corrections**
- ▶ **Free Headlines**
- ▶ **Help & Contact Us**
- ▶ **Make Us Home**
- ▶ **Mobile** new
- ▶ **Press Room**
- ▶ **Privacy Policy**
- ▶ **Reprints**
- ▶ **Subscriptions**

Globe Web Centre

▶ **News:**
globeandmail
globetechnology
ROB magazine
ROBTV

▶ **Investing:**
globofund
globeinvestor
ROBTV

▶ **Careers:**
workopolis

▶ **Leisure:**
globemegawheels
globebooks
TV listings
Crosswords

the Internet when huge players can't seem to make a profit.

The survey also found that fewer on-line buyers and sellers now believe the Internet is a big part of their businesses. Of those surveyed in the most recent study, only 40 per cent said the Internet is having a "major impact" on their businesses, down eight percentage points from the previous survey.

For e-commerce supporters, however, the survey included at least one silver lining: Those small businesses that are buying and selling over the Internet are doing more of it. In the most recent survey, respondents who said they were conducting e-commerce transactions did \$1.3-billion worth of business, compared with \$760-million during the previous six-month period.

The semi-annual survey included the telephone responses of 1,000 randomly selected small businesses with fewer than 50 employees. It's the latest study to suggest that Canadians -- like most people in the world -- haven't embraced e-commerce.

A major study last year by Statistics Canada found that Canadian companies received \$4.2-billion in on-line orders in 1999 -- a mere 0.2 per cent of the total \$1.8-trillion in overall private sector sales. And the U.S. Department of Commerce's Census Bureau reported that Americans spent \$5.2-billion (U.S.) -- or 0.6 per cent of all retail sales -- over the Internet during the fourth quarter of that year.

Delayed 20 minutes. [Help](#).

Morning Smile

It's been suggested that Prince Charles might be bypassed, in the line of succession to the throne, and that the crown might go directly to Prince William. Would this be a coronary bypass?

- Dewi Williams,
Kanata, Ont



E-mail this article

[Subscribe to The Globe and Mail](#)