

Survey on ICT and Electronic Commerce Use in Companies 2008/2009
Provisional results

96.2% of Spanish companies with 10 or more employees have an Internet connection

The percentage of companies that interact with the Public Administrations via the Internet increases almost one point as compared with the previous year, reaching 67.8%

The volume of sales via electronic commerce registers interannual growth of 13.7%

96.2% of Spanish companies with 10 or more employees had an Internet connection, according to Survey on Information and Communication Technologies (ICT) and Electronic Commerce Use in Companies 2008/09.

The use of computers was widespread among almost all Spanish companies with 10 or more employees (98.6%). In turn, 83.0% had a Local Area Network (LAN) installed, and 34.7% had implemented a wireless Local Area Network.

Regarding electronic communications, **94.7% of companies had e-mail and 90.9% were set up with mobile phones**. 36.7% communicated through an automatic data exchange.

58.9% of companies with an Internet connection had a website. In the group comprised of companies with 250 employees or more, 91.0% stated that they had a website, representing an increase of almost two points as compared with the previous period.

Percentage distribution of the use of ICT infrastructures by company size

January 2009

	Total	10 to 49	50 to 249	250 or more
Computers	98.6	98.5	99.4	100.0
Local Area Network	83.0	81.0	94.4	98.8
Wireless Local Area Network	34.7	32.1	48.4	65.8
Internet connection	96.2	95.7	98.7	99.9
Mobile telephony	90.9	90.0	95.3	98.6
e-mail	94.7	94.1	98.4	99.8
% of companies with an Internet connection and a website.1	58.9	55.2	78.0	91.0
% of companies that carried out automated data exchanges	36.7	33.9	51.0	67.9

On the other hand, **16.2% of companies used teleworking**, that is, they had employees who regularly worked off-site (at least one-half of a working day per week), and they connected to their ICT systems via external telematic networks. This figure represented an interannual increase of 10.7%.

ICT use by Autonomous Community

By Autonomous Community, the companies located in Comunidad de Madrid, País Vasco, Cataluña, and Comunidad Foral de Navarra showed the most intense use of ICTs.

Conversely, the companies in Castilla-La Mancha and Canarias had the lowest percentages in the use of new technologies.

Use of the different ICTs by Autonomous Community in which the company headquarters were located, as a percentage

January 2009

	Computer	Local Area Network (LAN)	"Wireless" LAN	Internet	Intranet	Extranet	e-mail	Website
Andalucía	98.0	79.9	35.3	94.4	17.8	9.7	92.1	51.4
Aragón	99.1	84.9	28.8	98.1	23.6	14.3	97.6	62.7
Asturias (Ppdo. de)	99.0	82.0	37.1	97.5	18.9	12.5	95.6	60.5
Balears (Illes)	99.7	88.6	38.0	99.0	22.3	14.5	98.1	57.1
Canarias	98.0	77.0	30.6	95.0	18.7	11.0	94.0	48.1
Cantabria	99.0	70.7	21.6	98.8	18.2	11.6	96.8	55.8
Castilla y León	99.2	79.2	32.1	97.4	23.0	12.9	96.2	55.8
Castilla - La Mancha	96.4	71.6	27.9	89.4	14.7	6.4	87.4	49.7
Cataluña	99.2	86.6	34.6	97.9	26.7	17.0	97.0	64.1
C. Valenciana	98.9	84.2	35.5	96.7	20.0	13.4	95.2	56.9
Extremadura	99.3	74.7	30.5	96.9	16.1	7.5	93.1	45.3
Galicia	97.7	80.8	33.4	92.9	19.3	12.0	90.6	55.1
Madrid (C. de)	98.8	85.9	41.1	97.3	33.0	22.3	95.8	66.9
Murcia (Región de)	99.5	81.2	33.9	91.5	18.7	9.2	89.8	48.8
Navarra (C. Foral de)	99.1	86.7	38.4	98.6	22.0	15.1	98.6	63.6
País Vasco	98.3	87.3	32.2	97.4	26.8	21.7	97.1	69.7
Rioja (La)	97.7	85.1	27.9	97.3	18.1	8.4	97.3	62.0
Ceuta y Melilla	95.8	83.7	31.0	88.6	20.0	12.4	86.9	43.8

97.5% of Spanish companies with an Internet connection use broadband access

97.5% of Spanish companies with 10 or more employees with an Internet connection, accessed it via a broadband solution. The technology used the most was a connection via XDSL solutions (with 94.7%), while access via other fixed connections accounted for 9.2%.

Companies with an Internet connection by connection type, as a percentage January 2009

	Total	10 to 49	50 to 249	250 or more
Modem	7.3	7.6	5.5	9.3
RDSI	14.6	14.3	15.6	23.4
Broadband:	97.5	97.2	99.1	99.8
- XDSL (ADSL,SDSL,...)	94.7	94.7	95.2	91.4
- Other fixed connections (Cable, LMDS,...)	9.2	6.9	18.2	45.1
Mobile telephony (GSM,GPRS,UMTS,...)	34.0	30.5	51.3	71.2

In 2008, **67.8% of companies with 10 or more employees interacted with Public Administrations via the Internet**, representing an increase of 0.71 points as compared with the previous year.

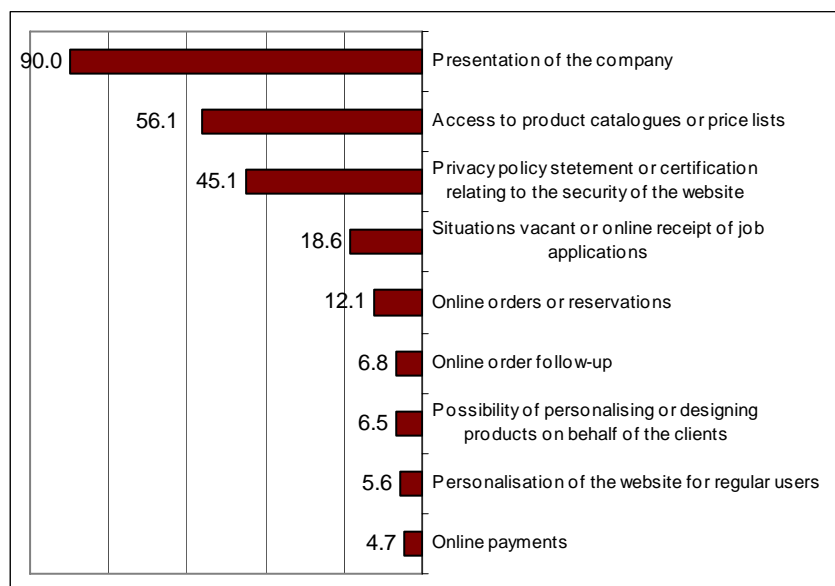
The main objectives were to obtain information from the websites of Public Administrations (62.0%), to download forms (61.3%), and to send completed forms (48.2%).

More than half of companies with an Internet connection have a website

58.9% of Spanish companies with an Internet connection had a website, representing an interannual increase of 2.5%.

Companies used their websites mainly to introduce the company and its products (90.0%) and to enable access to catalogues and price lists (56.1%).

Website usage, as a percentage January 2009



One out of every two companies used digital signatures in some communication with external agents. Out of the companies that use this, 93.9% used it with the Public Administration, while 17.3% used it with suppliers and clients.

The security services most frequently used by companies with Internet connections were protection software or virus checks (96.8%), *firewalls* (79.9%) and authentication mechanisms (73.1%).

12.6% of companies stated that they had had a security problem in the last 12 months, this percentage being 1.3 points higher than that registered the previous period. The main problem relating to security was caused by computer viruses (12.1%).

E-Business

36.7% of companies carried out automated data exchanges with other, external ICT systems. The messages most frequently exchanged were the sending of payment instructions to banking institutions (75.5%) and the exchange of information with the Public Administration (60.0%).

One out of every seven companies shared information electronically with suppliers and clients regarding the supply chain. 78.8% of these companies shared information regarding the state of mailings with suppliers, and 58.7% with clients.

Regarding the implementation of e-business systems, 19.1% of companies stated that they used ERP (Enterprise Resource Planning) computer tools to share information electronically between different areas. In turn, 24.9% had CRM (Client Relations Management) applications available to manage information on clients.

11.1% of companies made sales via e-commerce

In 2008, 11.1% of companies made sales via e-commerce. The branch of activity with the highest percentage of companies (calculated over the total companies in the branch) which made sales via e-commerce was **Accommodation services** (67.85%), followed by the branch of **Travel agencies and tour operators** (42.45%).

Turnover generated by these sales reached 160,318.8 million euros, for an interannual increase of 13.7%.

Sales via e-commerce represented 9.6% of total sales for Spanish companies. 90.7% of e-commerce sales were to companies (*Business to Business*, B2B). In turn, the percentage of sales to end consumers (*Business to Consumer*, B2C) was 7.5%, while sales via the Internet to the Public Administration (*Business to Government*, B2G) accounted for the remaining percentage.

In geographical terms, 80.8% of sales were to Spain, while sales to other EU countries represented 14.5% of the total.

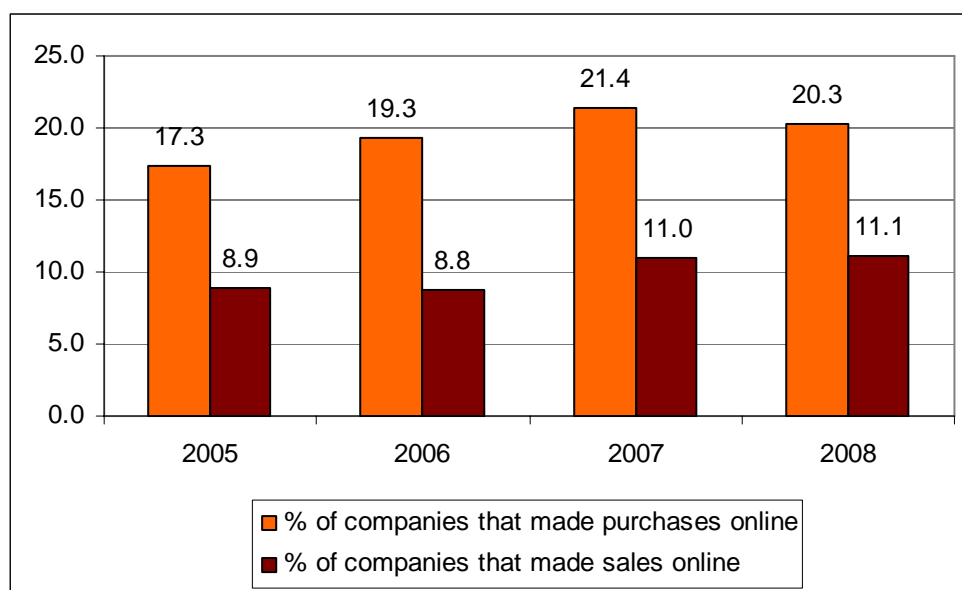
20.3% of companies make purchases via e-commerce

In 2008, 20.3% of companies made purchases via the Internet or other telematic networks. The total volume of orders made for goods and services via e-commerce registered a 6.4% increase, and reached 163,739.1 million euros.

The branch of activity with the highest percentage of companies which made purchases via e-commerce was **Travel agencies and tour operators** (57.5%).

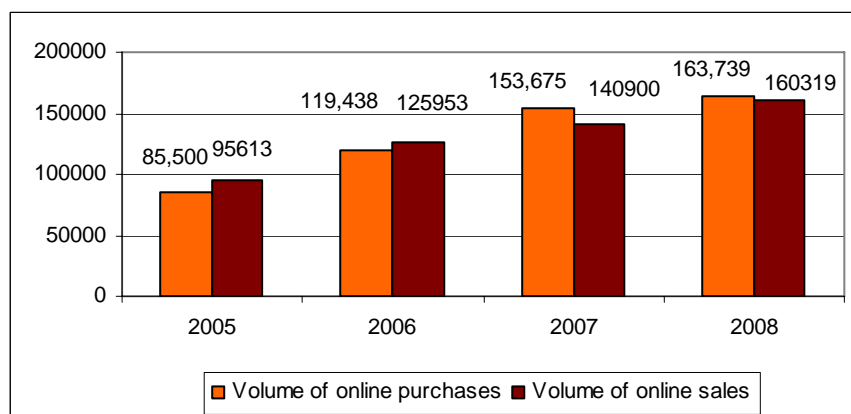
In turn, **purchases via e-commerce** represented 13.8% of the total purchases made by companies, 9.8% more than the previous year.

Evolution of the percentage of companies that used e-commerce



Evolution of the volume of purchases and sales made via e-commerce

Millions of euros



Use of ICT in companies with fewer than 10 employees (micro-companies)

Thus, in January 2009, **66.3% of companies with fewer than 10 employees had computers**, and one out of every five had a Local Area Network (LAN) installed.

Regarding Internet use, 55.9% of small companies had Internet access, indicating an increase of 5.5% as compared with January 2008. 93.3% of Spanish companies with an Internet connection accessed it via a broadband solution.

51.7% used e-commerce, whilst the percentage of companies with fewer than 10 employees which used mobile phones reached 66.3%.

Regarding online presence, **21.9% of Spanish companies with an Internet connection had a website**, representing an increase of 2.1% as compared with January 2008.

ICT infrastructure of companies with fewer than 10 employees

Percentages

	January 2008	January 2009
Computers	64.7	66.3
Internet connection	53.0	55.9
Broadband Internet connection (% of total companies with an Internet connection)	92.3	93.3
Broadband Internet connection	69.1	66.3
e-mail	49.1	51.7
Internet connection and website	21.4	21.9

For further information see INEbase-www.ine.es/en/welcome_en.htm All press releases at: www.ine.es/en/prensa/prensa_en.htm

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Methodological Annex

The Survey on ICT and Electronic Commerce Use in Companies is a survey integrated in the European Union statistics plans to quantify the Information Society. It is governed by European Parliament and Council Regulation No. 808/2004 for carrying out statistics on the Information Society. The purpose of this statistical operation is to obtain the information necessary to measure the use of Information and Communication Technologies and Electronic Commerce by companies in the Member States and thus provide a response to the comparative eEurope2005 and i2010 indicators as regards the business sector.

The Survey was carried out by the National Statistics Institute (INE), in cooperation with the Statistics Institute of Navarra (IEN). Likewise, the INE has signed a cooperation agreement with the Fundación Centro Tecnológico de la Información y Comunicación (Information and Communication Technologies Foundation Centre - CTIC) in Principado de Asturias.

In addition, there is a cooperation agreement with the Ministry of Industry, Tourism and Trade, through Public Business Entity Red.es, for the statistical measurement of the penetration of ICT and Electronic Commerce in the Spanish business network.

Following the methodological recommendations of the Statistical Office of the European Communities (Eurostat), the Survey considers a dual time scope; the variables on ICT use refer to January 2009, whereas the reference period for electronic commerce and investment financing in new technologies and ICT training, is the year 2008.

This study has included 19,431 companies with 10 employees or more, and 13,514 companies with fewer than 10 employees, in the national territory and belonging to sections C, D, E, F, G, H, I, J, K, L, M and N, according to the National Classification of Economic Activities (CNAE-2009).

The sample was designed to offer results by branch of economic activity and by Autonomous Community.

For the purpose of facilitating the comparability with European data, the aggregated results have been calculated without considering the companies belonging to the financial sector. Following the European guidelines, this sector is studied by means of a specific questionnaire, and the results are published separately.

As regards Electronic Commerce, it is considered as is any transaction carried out through telematic networks. Goods and services are procured via these networks, but the payment or dispatch of the good or service may be performed using this channel or others.

Adaptation to new National Classification of Economic Activities 2009 (CNAE 2009)

The European Parliament and Council passed the new classification of economic activities for statistical purposes within the European Union, known as NACE Rev.2, on 20 December 2006, via Regulation (EC) no. 1893/2006. This Regulation also stipulates the use of the new classification in the community-scope statistics, for the purpose of ensuring a harmonised implementation of the same.

La adaptation to the new European classification (NACE Rev.2) and to the national version of the same (CNAE 2009) has caused changes in the Survey on ICT and Electronic Commerce Use in Companies. For some activities, the new classification has only meant a change in code, and not in content; in other cases, however, activities have changed to be included in different sections or divisions. This can imply the study of new activities, while others are excluded.

The table with these changes may be viewed in INEbase, within the methodological section entitled ***Changes in the survey scope, due to CNAE 2009***, through the following link:

<http://www.ine.es/jaxi/menu.do?type=pcaxis&path=%2Ft09/e02&file=inebase&L=1>