



21 November 2022

Information and knowledge society

Information and communication technologies usage and e-commerce in enterprises

2022

Rectified on 24-11-2022

Lead, 2nd line, previous +0.4p.p. has been rectified by +0.3p.p.

IN 2022, AROUND 75% OF ENTERPRISES HAVE PERSONS EMPLOYED WITH REMOTE ACCESS TO THE ENTERPRISE'S E-MAIL SYSTEM

In 2022¹, 96.9% of the enterprises² and 48.2% of persons employed have access to the Internet for business purposes, more 0.3 p.p. and 3.7 p.p., respectively, than in 2021. In the same year, 85.7% of the enterprises provide portable devices allowing a mobile Internet connection for business purposes (+17.2 p.p. compared to 2021), covering 28.1% of the persons employed (+4.2 p.p. than in 2021). This year, 74.7% of the enterprises have persons employed with remote access to the e-mail system of the enterprise.

The sales through e-commerce represented 17.2% of total turnover in 2021 (+0.2 p.p. than in the previous year), reaching almost EUR 50 billion (+10.7% compared to 2020). In 2021, 15.7% of the enterprises made web sales (+2.7 p.p. compared to 2020), and 5.6% made sales through EDI (-0.5 p.p.).

In 2022, 20.0% of the enterprises employ ICT specialist (+0.2 p.p. than in 2020), with the *Information and Communication* sector standing out with 80.1%. In 2021, 6.2% of enterprises recruited or tried to recruit ICT specialists, and of these 61.4% experienced difficulties in filling these vacancies.

In 2022, the main ICT security measures used by the enterprises are authentication via strong password (84.0%), data backup to a separate location (73.7%) and network access control (62.5%).

¹ The survey was conducted from March to June 2022. The majority of the questions refer to the situation of the enterprise at the time of response with the exception of those related to e-commerce, ICT specialists and skills and ICT related security incidents and related consequences, which refer to 2021.

² The results presented in this press release always refer to enterprises with 10 or more persons employed.