



21<sup>st</sup> November 2024

Information and knowledge society

Information and communication technologies usage and e-commerce in enterprises

2024

## IN 2024, AROUND 1/5 OF ENTERPRISES EMPLOY ICT SPECIALISTS

In 2024<sup>1</sup>, 98.0% of enterprises<sup>2</sup> and 50.5% of persons employed have access to the Internet for business purposes, 1.1 p.p. more and 1.6 p.p. more than in 2023, respectively. In the same year, 89.5% of enterprises provide portable devices allowing mobile Internet connection for business purposes (+3.7 p.p. compared to 2022), covering 33.2% of persons employed (+5.1 p.p. compared to 2022). This year, 80.0% of enterprises have persons employed with remote access to at least one of the enterprise's functionalities, whether it's the e-mail system, documents of the enterprise, or business applications or software (+2.8 p.p. compared to 2022).

E-commerce sales accounted for 19.5% of total turnover in 2023 (+0.5 p.p. compared to the previous year), reaching around 76.5 billion euros (+12.2% compared to 2022). In the same year, 16.3% of enterprises realised web sales (+2.4 p.p. compared to 2022), and 7.1% sales via electronic data interchange - EDI (+1.1 p.p. compared to the previous year).

In 2024, 20.6% of enterprises employ ICT specialists (+0.6 p.p. compared to 2022), with the *Information and communication* sector standing out with 80.6%. In 2023, 7.4% of enterprises recruited or tried to recruit ICT specialists, and of these enterprises, 50.5% had difficulties filling these vacancies.

In 2024, 95.6% of enterprises use at least one ICT security measure (+5.8 p.p. compared to 2022). The principal ICT security measures used by these enterprises, in 2024, are the authentication via strong password (92.6%), data backup to a separate location (78.5%) and network access control (67.8%), as in 2022.

Also in 2024, 8.6% of enterprises used Artificial Intelligence (AI) technologies, 0.7 p.p. more than in 2023, the most commonly used being those performing analysis of written language and those automating different workflows or assisting in decision making.

---

<sup>1</sup> The survey was conducted from February to June 2024. 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, human resources and competences in information and communication technologies (ICT), and ICT security, which refer to 2023.

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