

24 January 2017 | 1100 hrs | 014/2017

The survey on ICT Usage and e-Commerce among Enterprises employing a minimum of 10 persons in 2016 revealed that 97.1 per cent of enterprises used computers, while 96.5 per cent also used the internet.

ICT Usage and e-Commerce in Enterprises: 2016

Computer and Internet Usage

Results showed high levels of computer use throughout all enterprise size classes and economic activities. Shares of computer and internet usage remained similar to those recorded in 2015 (Tables 1 and 2). During 2016, employees using internet for business purposes amounted to 40,365, a 10.7 per cent increase over the previous year (Table 4).

Results show that enterprises are opting for higher maximum contracted download speeds when choosing their internet service. When compared to 2015 levels, increases in use of download speeds over 30Mb/s amounted to 6.7 percentage points, while the use of internet speeds of less than 30Mb/s decreased by 6.5 percentage points (Chart 1).

In 2016, a total of 1,229 or 80.4 per cent of enterprises had mobile access to the internet (Table 3). A total of 15,865 employees were capable of connecting remotely to the internet using a connection provided by their employer, an increase of 20.7 per cent over the previous year (Table 4).

Online presence and E-commerce

The 2016 survey also showed that 1,319 or 86.2 per cent of enterprises using the internet had their own website (Table 6), while 1,115 or 72.9 per cent of enterprises using the internet also made use of social networks (Table 5). An increase of 3.2 percentage points was also registered in enterprises making sales through e-commerce (Table 9).

Cloud Computing and ICT Specialists

In 2016, 29.5 percent enterprises made use of cloud computing services, an increase of 4.1 percentage points over the previous year (Table 8). This survey also showed an increase of 52 enterprises employing ICT specialists and an increase of 16 enterprises providing ICT-related training to their employees (Tables 10 and 11) ■

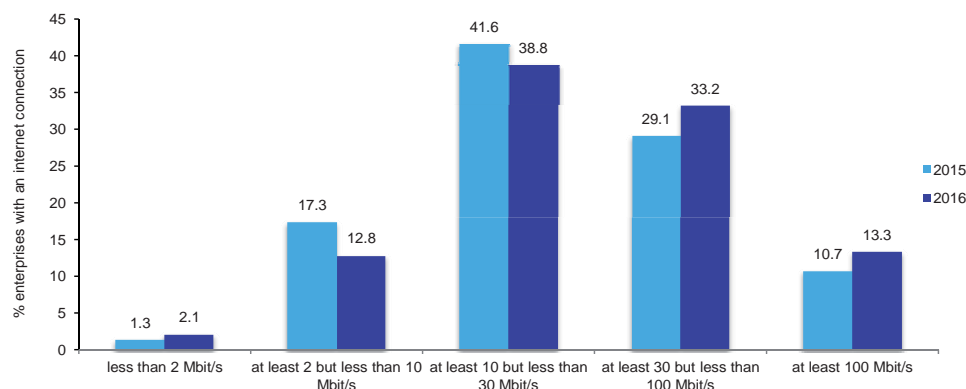
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Chart 1. Maximum contracted download speed



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The advance release calendar may be consulted at www.nso.gov.mt

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Table 1. Enterprises that use computers by size class and main economic activity

| Size class/ Economic activity | Number | | % all enterprises* | |
|--|--------------|--------------|--------------------|-------------|
| | 2015 | 2016 | 2015 | 2016 |
| Total | 1,352 | 1,540 | 97.8 | 97.1 |
| Size class: | | | | |
| 10-49 | 1,014 | 1,169 | 97.4 | 96.6 |
| 50-249 | 286 | 308 | 98.6 | 99.0 |
| 250+ | 52 | 63 | 100.0 | 96.7 |
| Main economic activity: | | | | |
| Manufacturing and Energy | 245 | 270 | 98.0 | 98.5 |
| Construction | 97 | 113 | 93.4 | 95.3 |
| Wholesale and retail trade | 409 | 474 | 99.2 | 98.6 |
| Accommodation and food service activities, Transport and Communication | 336 | 388 | 97.0 | 94.4 |
| Real estate, Professional, Administrative and Other service activities | 265 | 295 | 97.7 | 98.1 |

* Total number of enterprises is given in Table M1 provided in the methodological notes.
Note: Full descriptions of the NACE Rev. 2 sections are provided in the methodological notes.

Table 2. Enterprises that use the internet by size class and main economic activity

| Size class/ Economic activity | Number | | % all enterprises* | |
|--|--------------|--------------|--------------------|-------------|
| | 2015 | 2016 | 2015 | 2016 |
| Total | 1,341 | 1,530 | 97.0 | 96.5 |
| Size class: | | | | |
| 10-49 | 1,003 | 1,160 | 96.3 | 95.9 |
| 50-249 | 286 | 307 | 98.6 | 98.6 |
| 250+ | 52 | 63 | 100.0 | 96.7 |
| Main economic activity: | | | | |
| Manufacturing and Energy | 240 | 268 | 96.0 | 97.7 |
| Construction | 97 | 113 | 93.3 | 95.3 |
| Wholesale and retail trade | 408 | 471 | 99.0 | 97.9 |
| Accommodation and food service activities, Transport and Communication | 331 | 383 | 95.7 | 93.1 |
| Real estate, Professional, Administrative and Other service activities | 265 | 295 | 97.8 | 98.1 |

* Total number of enterprises is given in Table M1 provided in the methodological notes.
Note: Full descriptions of the NACE Rev. 2 sections are provided in the methodological notes.

Table 3. Enterprises that use mobile internet (3G or 4G) by size class and main economic activity

| Size class/ Economic activity | Number | | % enterprises that use internet * | |
|--|--------------|--------------|-----------------------------------|-------------|
| | 2015 | 2016 | 2015 | 2016 |
| Total | 1,088 | 1,229 | 81.1 | 80.4 |
| Size class: | | | | |
| 10-49 | 783 | 902 | 78.1 | 77.7 |
| 50-249 | 257 | 268 | 89.9 | 87.4 |
| 250+ | 48 | 59 | 92.3 | 93.2 |
| Main economic activity: | | | | |
| Manufacturing and Energy | 189 | 204 | 78.8 | 76.3 |
| Construction | 83 | 97 | 85.6 | 85.2 |
| Wholesale and retail trade | 312 | 366 | 76.5 | 77.8 |
| Accommodation and food service activities, Transport and Communication | 263 | 310 | 79.5 | 81.1 |
| Real estate, Professional, Administrative and Other service activities | 241 | 252 | 90.9 | 85.2 |

* Number of enterprises using internet is given in Table 2.

Note: Full descriptions of the NACE Rev. 2 sections are provided in the methodological notes.

Table 4. Number of employees accessing internet by size class and main economic activity: 2016

| Size class/ Economic activity | 2015 | 2016 | Change | Percentage change |
|--|---------------|---------------|--------------|-------------------|
| Employees using the Internet | | | | |
| Total | 36,459 | 40,365 | 3,906 | 10.7 |
| Size class: | | | | |
| 10-49 | 11,179 | 12,673 | 1,494 | 13.4 |
| 50-249 | 13,050 | 12,962 | - | - |
| 250+ | 12,230 | 14,730 | 2,500 | 20.4 |
| Main economic activity: | | | | |
| Manufacturing and Energy | 6,742 | 6,710 | - | - |
| Construction | 1,442 | 1,681 | 239 | 16.6 |
| Wholesale and retail trade | 6,637 | 7,727 | 1,090 | 16.4 |
| Accommodation and food service activities, Transport and Communication | 11,476 | 12,889 | 1,413 | 12.3 |
| Real estate, Professional, Administrative and Other service activities | 10,162 | 11,358 | 1,196 | 11.8 |
| Employees using internet via a mobile device | | | | |
| Total | 13,144 | 15,865 | 2,721 | 20.7 |
| Size class: | | | | |
| 10-49 | 4,634 | 5,256 | 622 | 13.4 |
| 50-249 | 4,499 | 4,502 | - | - |
| 250+ | 4,011 | 6,107 | 2,096 | 52.3 |
| Main economic activity: | | | | |
| Manufacturing and Energy | 1,625 | 2,413 | 788 | 48.5 |
| Construction | 744 | 736 | - | - |
| Wholesale and retail trade | 2,353 | 2,819 | 466 | 19.8 |
| Accommodation and food service activities, Transport and Communication | 4,991 | 6,361 | 1,370 | 27.4 |
| Real estate, Professional, Administrative and Other service activities | 3,431 | 3,536 | 105 | 3.1 |

Note:

1. Mobile internet access is made via a device provided by the enterprise.
2. Full descriptions of the NACE Rev. 2 sections are provided in the methodological notes.

Table 5. Enterprises' use of social media by size class and main economic activity*

| Size class/ Economic activity | Social networks | | Enterprise's blog | | Multimedia content sharing tools | | Wiki-based knowledge | |
|--|-----------------|--------------|-------------------|----------------|----------------------------------|------------|----------------------|----------------|
| | Number | | | | | | | |
| | 2015 | 2016 | 2015 | 2016 | 2015 | 2016 | 2015 | 2016 |
| Total | 985 | 1,115 | 227 | 247 | 278 | 333 | 93 | 115 |
| Size class: | | | | | | | | |
| 10-49 | 704 | 810 | 142 | 153 | 165 | 205 | 57 | 72 |
| 50-249 | 237 | 251 | 69 | 72 | 85 | 96 | 24 | 28 |
| 250+ | 44 | 54 | 16 | 22 | 28 | 32 | 12 | 15 |
| Main economic activity: | | | | | | | | |
| Manufacturing and Energy | 137 | 151 | 12 | 18 | 32 | 47 | 14 | 12 |
| Construction | 58 | 70 | 5 ^u | 7 ^u | 8 ^u | 19 | : | 7 ^u |
| Wholesale and retail trade | 327 | 364 | 46 | 43 | 71 | 89 | 18 | 13 |
| Accommodation and food service activities, Transport and Communication | 257 | 313 | 88 | 89 | 95 | 104 | 34 | 46 |
| Real estate, Professional, Administrative and Other service activities | 206 | 217 | 76 | 90 | 72 | 74 | 23 | 37 |

^u Under-represented

: Data not reliable due to small sample representation

* Only enterprises that use internet are featured in Table 5.

Note: Full descriptions of the NACE Rev. 2 sections are provided in the methodological notes.

Chart 2. Enterprises' use of social networks

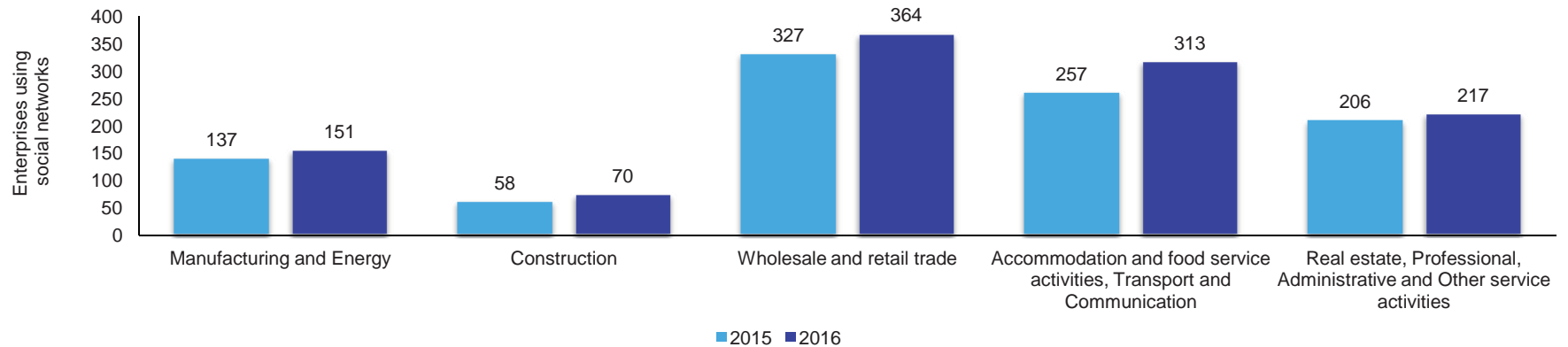


Table 6. Enterprises that have a website by size class and main economic activity

| Size class/ Economic activity | Number | | % enterprises that use internet * | |
|--|--------------|--------------|-----------------------------------|-------------|
| | 2015 | 2016 | 2015 | 2016 |
| Total | 1,149 | 1,319 | 85.7 | 86.2 |
| Size class: | | | | |
| 10-49 | 836 | 975 | 83.3 | 84.0 |
| 50-249 | 263 | 284 | 92.0 | 92.6 |
| 250+ | 50 | 60 | 96.2 | 94.8 |
| Main economic activity: | | | | |
| Manufacturing and Energy | 185 | 212 | 77.1 | 79.2 |
| Construction | 81 | 97 | 83.5 | 85.3 |
| Wholesale and retail trade | 347 | 401 | 85.0 | 85.2 |
| Accommodation and food service activities, Transport and Communication | 296 | 350 | 89.4 | 91.4 |
| Real estate, Professional, Administrative and Other service activities | 240 | 259 | 90.6 | 87.9 |

* Number of enterprises using internet is given in Table 2.

Note: Full descriptions of the NACE Rev. 2 sections are provided in the methodological notes.

Table 7. Features offered on enterprises website

| Website features | Number* | | % enterprises with a website** | |
|--|---------|-------|--------------------------------|------|
| | 2015 | 2016 | 2015 | 2016 |
| Description of goods or services, price lists | 1,013 | 1,211 | 88.2 | 91.8 |
| Online ordering or reservation or booking | 400 | 495 | 34.8 | 37.5 |
| Possibility for visitors to customise or design online goods or services | 120 | 172 | 10.4 | 13.0 |
| Tracking or status of orders placed | 165 | 213 | 14.4 | 16.2 |
| Personalised content in the website for regular/recurrent visitors | 208 | 298 | 18.1 | 22.6 |
| Links or references to the enterprise's social media profiles | 720 | 932 | 62.7 | 70.6 |

* Enterprises may have more than one website feature. The figures are not mutually exclusive.

** Number of enterprises having a website is given in Table 6.

Table 8. Enterprises purchasing cloud computing services by size class and main economic activity

| Size class/ Economic activity | Number | | % enterprises that use internet * | |
|--|------------|------------|-----------------------------------|-------------|
| | 2015 | 2016 | 2015 | 2016 |
| Total | 341 | 451 | 25.4 | 29.5 |
| Size class: | | | | |
| 10-49 | 219 | 288 | 21.8 | 24.9 |
| 50-249 | 99 | 132 | 34.6 | 42.9 |
| 250+ | 23 | 31 | 44.2 | 49.7 |
| Main economic activity: | | | | |
| Manufacturing and Energy | 50 | 60 | 20.8 | 22.3 |
| Construction | 22 | 28 | 22.7 | 24.9 |
| Wholesale and retail trade | 75 | 98 | 18.4 | 20.8 |
| Accommodation and food service activities, Transport and Communication | 104 | 139 | 31.4 | 36.2 |
| Real estate, Professional, Administrative and Other service activities | 90 | 126 | 34.0 | 42.7 |

* Number of enterprises using internet is given in Table 2.

Note: Full descriptions of the NACE Rev. 2 sections are provided in the methodological notes.

Table 9. Enterprises that make sales through e-commerce by size class and main economic activity

| Size class/ Economic activity | Number | | % enterprises that use internet * | |
|--|----------------|------------|-----------------------------------|-------------|
| | 2015 | 2016 | 2015 | 2016 |
| Total | 244 | 328 | 18.2 | 21.4 |
| Size class: | | | | |
| 10-49 | 152 | 212 | 15.2 | 18.3 |
| 50-249 | 76 | 95 | 26.6 | 30.9 |
| 250+ | 16 | 21 | 30.8 | 33.8 |
| Main economic activity: | | | | |
| Manufacturing and Energy | 22 | 27 | 9.2 | 10.0 |
| Construction | 3 ^u | 10 | 3.5 ^u | 8.9 |
| Wholesale and retail trade | 66 | 95 | 16.2 | 20.1 |
| Accommodation and food service activities, Transport and Communication | 111 | 141 | 33.5 | 36.8 |
| Real estate, Professional, Administrative and Other service activities | 42 | 55 | 15.8 | 18.6 |

* Number of enterprises using internet is given in Table 2.

^u Under-represented

Note: Full descriptions of the NACE Rev. 2 sections are provided in the methodological notes.

Table 10. Enterprises employing ICT specialists by size class and main economic activity

| Size class/ Economic activity | Number | | % enterprises that use computer * | |
|--|------------|------------|-----------------------------------|-------------|
| | 2015 | 2016 | 2015 | 2016 |
| Total | 366 | 418 | 27.1 | 27.1 |
| Size class: | | | | |
| 10-49 | 200 | 226 | 19.7 | 19.3 |
| 50-249 | 124 | 146 | 43.4 | 47.3 |
| 250+ | 42 | 46 | 80.8 | 73.6 |
| Main economic activity: | | | | |
| Manufacturing and Energy | 51 | 58 | 20.8 | 21.5 |
| Construction | 15 | 16 | 15.4 | 14.1 |
| Wholesale and retail trade | 92 | 98 | 22.5 | 20.6 |
| Accommodation and food service activities, Transport and Communication | 119 | 146 | 35.4 | 37.7 |
| Real estate, Professional, Administrative and Other service activities | 89 | 100 | 33.6 | 33.9 |

* Number of enterprises using computer is given in Table 1.

Note: Full descriptions of the NACE Rev. 2 sections are provided in the methodological notes.

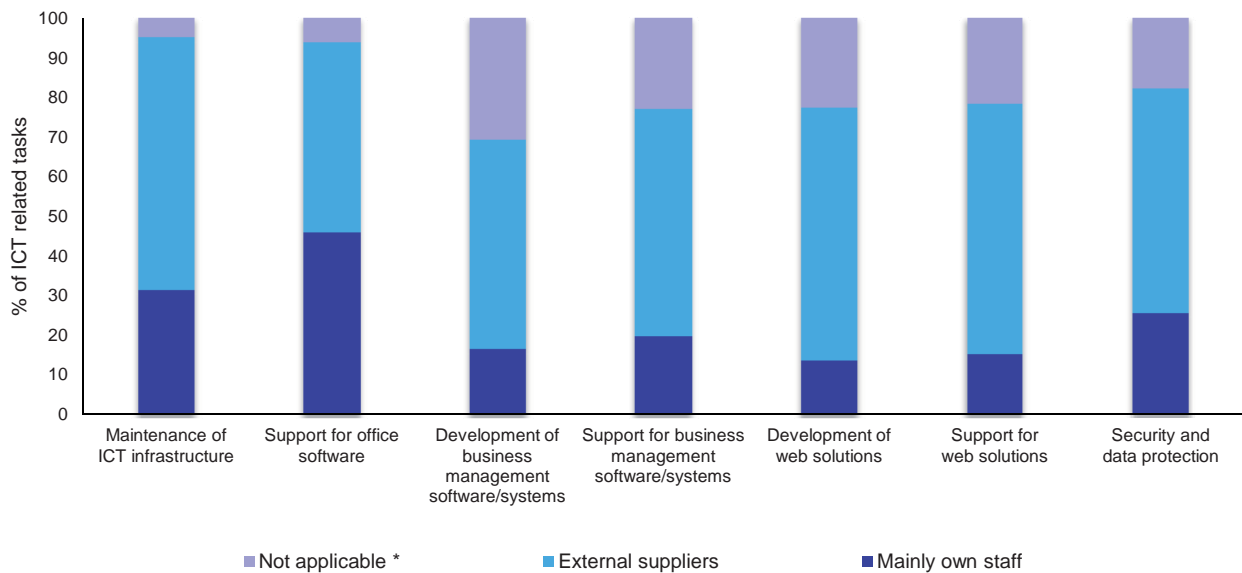
Table 11. Enterprises that offer ICT-related training to employees by size class and main economic activity

| Size class/ Economic activity | Number | | % enterprises that use computer * | |
|--|------------|------------|-----------------------------------|-------------|
| | 2015 | 2016 | 2015 | 2016 |
| Total | 346 | 362 | 25.6 | 23.5 |
| Size class: | | | | |
| 10-49 | 205 | 213 | 20.2 | 18.2 |
| 50-249 | 105 | 110 | 36.7 | 35.7 |
| 250+ | 36 | 39 | 69.2 | 61.2 |
| Main economic activity: | | | | |
| Manufacturing and Energy | 58 | 61 | 23.7 | 22.5 |
| Construction | 14 | 20 | 14.4 | 17.7 |
| Wholesale and retail trade | 89 | 90 | 21.8 | 19.0 |
| Accommodation and food service activities, Transport and Communication | 105 | 113 | 31.3 | 29.1 |
| Real estate, Professional, Administrative and Other service activities | 80 | 78 | 30.2 | 26.5 |

* Number of enterprises using computer is given in Table 1.

Note: Full descriptions of the NACE Rev. 2 sections are provided in the methodological notes.

Chart 3. ICT functions performed internally or externally by ICT specialists



* Function not required/performed during the year under review.

Methodological Notes

1. For the purpose of this news release, a census of enterprises employing a minimum of 10 employees (full-time and part-time) was undertaken. The register of businesses maintained by NSO was used as the sampling frame for this survey.
2. The enterprise, as defined in the Council Regulation[1] (EC) No 696/93 of 15 March 1993 is "The smallest combination of legal units that is an organizational unit producing goods or services, which benefits from a certain degree of autonomy in decision-making, especially for the allocation of its current resources. An enterprise carries out one or more activities at one or more locations. An enterprise may be a sole legal unit." Economic Activity is based on the enterprises main activity.
3. Enterprises were divided into strata depending on their size class and economic activity, in line with NACE Rev. 2 Classification:

Table M1. Size Class and Main Economic Activity

| | | Number | |
|--|--|--------------|--------------|
| | | 2015 | 2016 |
| Size class | | | |
| Total | | 1,383 | 1,586 |
| 10-49 employees | | 1,041 | 1,210 |
| 50-249 employees | | 290 | 311 |
| 250+ employees | | 52 | 65 |
| Nace Rev. 2 Section | | | |
| Main economic activity (full description of sections) | | | |
| Total | | 1,383 | 1,586 |
| C, D and E | Manufacturing; Electricity, gas, steam and air conditioning supply; Water supply, sewerage, waste management and remediation activities | 250 | 274 |
| F | Construction | 104 | 119 |
| G | Wholesale and retail trade; repair of motor vehicles and motorcycles | 412 | 481 |
| H, I and J | Transportation and storage; Accommodation and food service activities; Information and communication | 346 | 411 |
| L, M, N and S | Real estate activities; Professional, scientific and technical activities; Administrative and support service activities; Other service activities | 271 | 301 |

4. An overall response rate of 89.0 per cent was achieved. Some questionnaires were returned to the Office incomplete, resulting in item non-response. These were imputed using appropriate statistical methods. Furthermore various non-sampling errors may occur and are primarily related to the respondent and/or errors during processing. While every effort is made to minimise such occurrences these are known to be present and remain impossible to quantify exactly.
5. ICT specialists' refers to employees for whom ICT is their main job.
6. More information relating to this news release may be accessed at:
Statistical Concepts: <http://nso.gov.mt/metadata/concepts.aspx>
Metadata: <http://nso.gov.mt/metadata/reports.aspx?id=43>

European statistics comparable to data in this News Release are available at:

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