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The survey on ICT usage and e-commerce (conducted among enterprises employing a minimum of 10 persons) in 2017 revealed that 97.1 per cent of enterprises used computers, while 96.3 per cent also used the internet.

ICT Usage and e-Commerce in Enterprises: 2017

Computer and internet use by enterprises

Results showed high levels of computer and internet use throughout all enterprise size classes and economic activities (Tables 1 and 2). Enterprises are opting for higher maximum contracted download speeds when choosing their internet service when compared to the previous year (Chart 1). It is estimated that 82.1 per cent of enterprises using the internet made also use of mobile internet technologies (3G or 4G) during the reference year, an increase of 1.7 percentage points when compared to 2016 (Table 3).

During 2017, 42,501 employees used the internet for business purposes, resulting in an increase of 5.3 per cent over the previous year. Moreover, during the period under review, a total of 18,474 employees accessed the internet via a mobile device provided by their employer, providing an increase of 16.4 per cent over the previous year (Table 4).

Website and social media use by enterprises

The 2017 survey also showed that 1,374 (84.6 per cent) enterprises using internet had their own website (Table 5), while 1,243 (76.6 per cent) enterprises using the internet also made use of social media (Table 7). Social media usage has been continuously increasing in popularity and is mostly used by enterprises to develop their image or market products, with 89.9 per cent of enterprises doing so (Chart 3).

e-Commerce sales

The number of enterprises making sales through e-commerce in 2017 has remained almost at par with figures observed in the previous year (Table 8). In 2017, total turnover generated through e-commerce sales amounted to €1.5 billion, an increase of 15.0 per cent over 2016 (Chart 4).

In 2017, 67.4 per cent of the total turnover generated via e-commerce web sales was derived from other European countries, while turnover generated within the country comprised of 21.6 per cent (Chart 5).

ICT specialists and skills

In 2017, this survey also showed a slight increase in the number of enterprises employing ICT specialists (Table 9). Year on year, an increase of 5.1 percentage points in the number of enterprises providing ICT related training to their employees was also registered (Table 10) ■

Section 1: Computer and internet use by enterprises

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

Size class/ Economic activity	Number		% all enterprises*	
	2016	2017	2016	2017
Total	1,540	1,636	97.1	97.1
Size class:				
10-49	1,169	1,252	96.6	96.5
50-249	308	328	99.0	99.1
250+	63	57	96.7	98.3
Main economic activity:				
Manufacturing and Energy	270	275	98.5	97.6
Construction	113	115	95.3	97.2
Wholesale and Retail Trade	474	484	98.6	97.6
Accommodation and Food Service Activities, Transport and Communication	388	441	94.4	95.9
Real estate, Professional, Administrative and Other Service Activities	295	323	98.1	97.4

* Total number of enterprises is given in Table M1 provided in the methodological notes.

Notes:

1. Totals may not add up due to rounding.
2. 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*	
	2016	2017	2016	2017
Total	1,530	1,623	96.5	96.3
Size class:				
10-49	1,160	1,239	95.9	95.5
50-249	307	327	98.6	98.7
250+	63	57	96.7	98.3
Main economic activity:				
Manufacturing and Energy	268	271	97.7	96.3
Construction	113	115	95.3	97.2
Wholesale and Retail Trade	471	481	97.9	97.1
Accommodation and Food Service Activities, Transport and Communication	383	434	93.1	94.5
Real estate, Professional, Administrative and Other Service Activities	295	322	98.1	97.0

* Total number of enterprises is given in Table M1 provided in the methodological notes.

Notes:

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Chart 1. Maximum contracted download speed

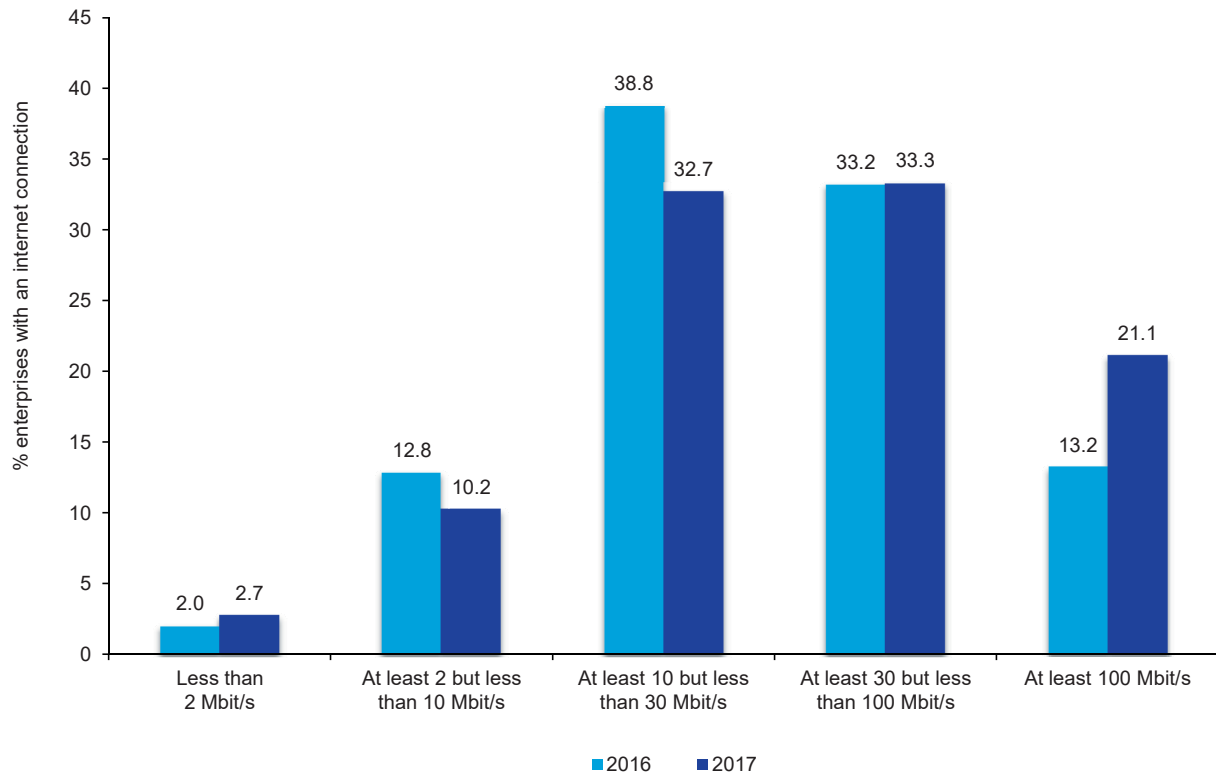


Table 3. Enterprises that use mobile internet (3G or 4G) by size class and main economic activity

Size class/ Economic activity	Number		% enterprises that use internet*	
	2016	2017	2016	2017
Total	1,229	1,333	80.4	82.1
Size class:				
10-49	902	983	77.7	79.3
50-249	268	296	87.4	90.7
250+	59	54	93.2	94.7
Main economic activity:				
Manufacturing and Energy	204	213	76.3	78.8
Construction	97	95	85.2	83.1
Wholesale and Retail Trade	366	382	77.8	79.5
Accommodation and Food Service Activities, Transport and Communication	310	354	81.1	81.5
Real estate, Professional, Administrative and Other Service Activities	252	288	85.2	89.5

* Total number of enterprises using internet is given in Table 2.

Notes:

1. Totals may not add up due to rounding.
2. 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: 2017

Size class/ Economic activity	2016	2017	Change	Percentage change
Employees using the Internet				
Total	40,365	42,501	2,135	5.3
Size class:				
10-49	12,673	14,266	1,592	12.6
50-249	12,962	14,363	1,401	10.8
250+	14,730	13,872	-858	-5.8
Main economic activity:				
Manufacturing and Energy	6,710	6,912	202	3.0
Construction	1,681	1,758	77	4.6
Wholesale and Retail Trade	7,727	8,176	449	5.8
Accommodation and Food Service Activities, Transport and Communication	12,889	13,402	513	4.0
Real estate, Professional, Administrative and Other Service Activities	11,358	12,252	894	7.9
of which: Employees using internet via a mobile device				
Total	15,865	18,474	2,608	16.4
Size class:				
10-49	5,256	6,463	1,207	23.0
50-249	4,502	5,469	967	21.5
250+	6,107	6,542	435	7.1
Main economic activity:				
Manufacturing and Energy	2,413	2,740	327	13.5
Construction	736	896	160	21.8
Wholesale and Retail Trade	2,819	3,171	353	12.5
Accommodation and Food Service Activities, Transport and Communication	6,361	7,952	1,591	25.0
Real estate, Professional, Administrative and Other Service Activities	3,536	3,714	178	5.0

Notes:

1. Mobile internet access is made via a device provided by the enterprise.
2. Totals may not add up due to rounding.
3. Full descriptions of the NACE Rev. 2 sections are provided in the methodological notes.

Section 2: Website and social media use by enterprises

Table 5. Enterprises that have a website by size class and main economic activity

Size class/ Economic activity	Number		% enterprises that use internet*	
	2016	2017	2016	2017
Total	1,319	1,374	86.2	84.6
Size class:				
10-49	975	1,025	84.0	82.7
50-249	284	295	92.6	90.4
250+	60	53	94.8	93.0
Main economic activity:				
Manufacturing and Energy	212	218	79.2	80.4
Construction	97	95	85.3	83.3
Wholesale and Retail Trade	401	393	85.2	81.6
Accommodation and Food Service Activities, Transport and Communication	350	385	91.4	88.7
Real estate, Professional, Administrative and Other Service Activities	259	282	87.9	87.7

* Total number of enterprises using internet is given in Table 2.

Notes:

1. Totals may not add up due to rounding.
2. Full descriptions of the NACE Rev. 2 sections are provided in the methodological notes.

Table 6. Features offered on enterprises website

Website features	Number*		% enterprises with a website**	
	2016	2017	2016	2017
Description of goods or services, price lists	1,211	1,308	91.8	95.2
Online ordering or reservation or booking	495	544	37.5	39.6
Possibility for visitors to customise or design online goods or services	172	205	13.0	14.9
Tracking or status of orders placed	213	219	16.2	16.0
Personalised content in the website for regular/recurrent visitors	298	331	22.6	24.1
Links or references to the enterprise's social media profiles	932	1,008	70.6	73.4

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

** Total number of enterprises having a website is given in Table 5.

Table 7. Enterprises' use of social media by size class and main economic activity

Size class/ Economic activity	Number		% enterprises that use internet*	
	2016	2017	2016	2017
Total	1,129	1,243	73.8	76.6
Size class:				
10-49	819	928	70.6	74.9
50-249	256	266	83.5	81.5
250+	54	49	85.1	86.0
Main economic activity:				
Manufacturing and Energy	157	162	58.7	59.9
Construction	71	72	62.6	62.6
Wholesale and Retail Trade	366	393	77.8	81.6
Accommodation and Food Service Activities, Transport and Communication	315	363	82.2	83.5
Real estate, Professional, Administrative and Other Service Activities	219	254	74.3	79.0

* Total number of enterprises using internet is given in Table 2.

Notes:

1. Totals may not add up due to rounding.
2. Full descriptions of the NACE Rev. 2 sections are provided in the methodological notes.

Chart 2. Enterprises' use of social media by type

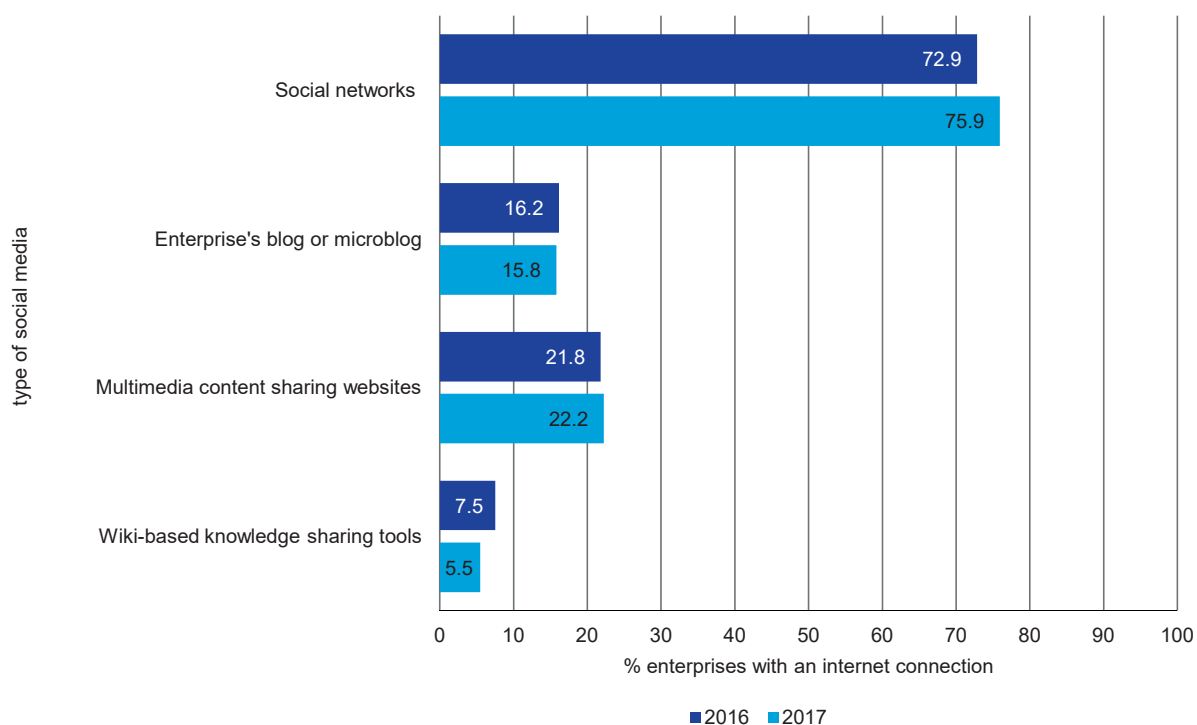
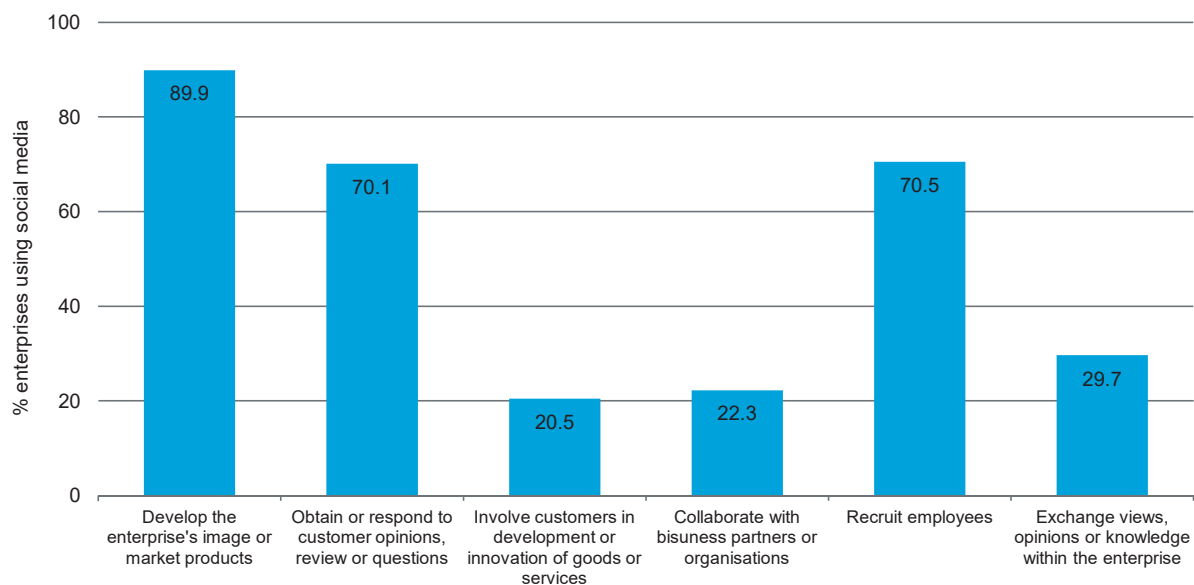


Chart 3. Enterprises' reasons for social media usage: 2017*



* Total number of enterprises using social media is given in Table 7.

Section 3: e-Commerce sales

Table 8. Enterprises that make sales through e-commerce by size class and main economic activity

Size class/ Economic activity	Number*		% enterprises that use internet**	
	2016	2017	2016	2017
Total	323	326	21.1	20.1
Size class:				
10-49	205	202	17.6	16.3
50-249	98	102	32.0	31.3
250+	20	21	32.0	36.8
Main economic activity:				
Manufacturing and Energy	28	26	10.4	9.4
Construction	9	7 ^u	7.9	6.1 ^u
Wholesale and Retail Trade	94	99	19.9	20.7
Accommodation and Food Service Activities, Transport and Communication	141	144	36.8	33.3
Real estate, Professional, Administrative and Other Service Activities	52	50	17.5	15.4

* Includes both web and EDI-type sales. Refer to methodological note number 6 for more information.

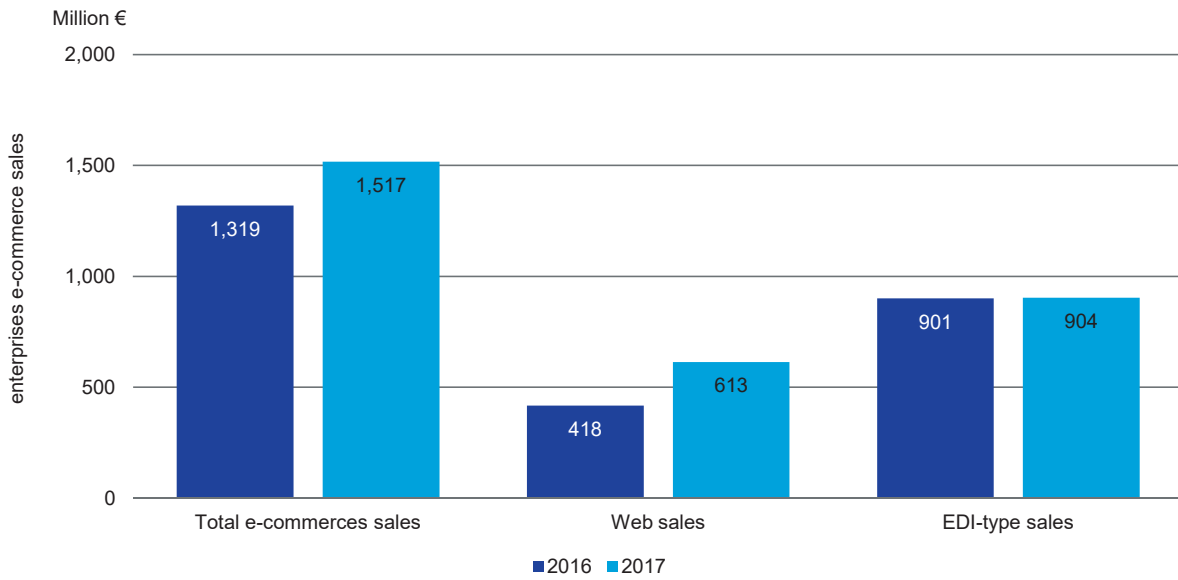
** Total number of enterprises using internet is given in Table 2.

^u Under-represented

Notes:

1. Totals may not add up due to rounding.
2. Full descriptions of the NACE Rev. 2 sections are provided in the methodological notes.

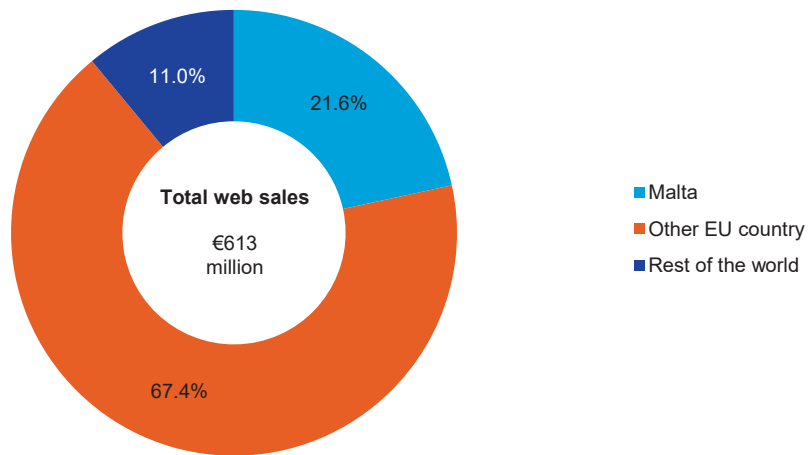
Chart 4. Turnover generated from e-commerce sales*



* Total number of enterprises performing e-commerce sales is given in Table 8.

Note: Refer to methodological note number 6 for more information on different e-commerce types.

Chart 5. Turnover generated via e-commerce web sales by geographical location



Section 4: ICT specialists and skills

Table 9. Enterprises employing ICT specialists by size class and main economic activity

Size class/ Economic activity	Number		% enterprises that use computer*	
	2016	2017	2016	2017
Total	418	432	27.1	26.4
Size class:				
10-49	226	233	19.3	18.6
50-249	146	154	47.3	46.8
250+	46	45	73.6	78.9
Main economic activity:				
Manufacturing and Energy	58	58	21.5	21.1
Construction	16	13	14.1	11.3
Wholesale and Retail Trade	98	87	20.6	18.0
Accommodation and Food Service Activities, Transport and Communication	146	157	37.7	35.7
Real estate, Professional, Administrative and Other Service Activities	100	116	33.9	36.0

* Total number of enterprises using computer is given in Table 1.

Notes:

1. Totals may not add up due to rounding.
2. Full descriptions of the NACE Rev. 2 sections are provided in the methodological notes.

Table 10. Enterprises that offer ICT-related training to employees by size class and main economic activity

Size class/ Economic activity	Number		% enterprises that use computer*	
	2016	2017	2016	2017
Total	362	468	23.5	28.6
Size class:				
10-49	213	281	18.2	22.4
50-249	110	148	35.7	45.2
250+	39	39	61.2	68.4
Main economic activity:				
Manufacturing and Energy	61	75	22.5	27.2
Construction	20	21	17.7	18.4
Wholesale and Retail Trade	90	112	19.0	23.1
Accommodation and Food Service Activities, Transport and Communication	113	153	29.1	34.7
Real estate, Professional, Administrative and Other Service Activities	78	108	26.5	33.3

* Total number of enterprises using computer is given in Table 1.

Notes:

1. Totals may not add up due to rounding.
2. Full descriptions of the NACE Rev. 2 sections are provided in the methodological notes.

Methodological Notes

1. The survey on ICT usage and e-commerce in enterprises is conducted by the National Statistics Office (NSO) on an annual basis, under European Regulation (EC) No. 808/2004. The survey covers enterprises employing 10 or more employees (including employees on both full-time and part-time basis and excluding apprentices and interns) from selected economic sectors. This survey studies various aspects of the Maltese digital economy and society, focusing on the use of information and communication technologies (ICTs) by enterprises.
2. 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.
3. The enterprise, as defined in the Council Regulation (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.
4. Enterprises were divided into strata depending on their size class and economic activity, in line with NACE Rev. 2

Table M1. Size Class and Main Economic Activity

		Total number of enterprises	
		2016	2017
Size class			
Total		1,586	1,686
	10-49 employees	1,210	1,297
	50-249 employees	311	331
	250+ employees	65	58
Nace Rev. 2 Main economic activity (full description of sections)			
Total		1,586	1,686
C, D and E	Manufacturing; Electricity, gas, steam and air conditioning supply; Water supply, sewerage, waste management and remediation activities	274	281
F	Construction	119	118
G	Wholesale and retail trade; repair of motor vehicles and motorcycles	481	495
H, I and J	Transportation and storage; Accommodation and food service activities; Information and communication	411	460
L, M, N and S	Real estate activities; Professional, scientific and technical activities; Administrative and support service activities; Other service activities	301	332

5. An overall response rate of 85.3 per cent was achieved. Some questionnaires were returned to the Office incomplete, resulting in item non-response, which were then 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.
6. **e-Commerce** is the sales of goods or services conducted over computer networks by methods specifically designed for the purpose of receiving orders. Two types of e-commerce are identified in this news release:
 - a) **Web sales** are sales made via an online store (web shop), or via web forms on a website, or extranet, or via web applications.
 - b) **EDI-type sales** are sales made via EDI-type messages (EDI: Electronic Data Interchange) meaning:
 - in an agreed or standard format suitable for automated processing (e.g. EDIFACT, XML, etc.); and
 - without the individual message being typed manually.
7. **ICT specialists** refers to employees for whom ICT is their main job. For example, to develop, operate or maintain ICT systems or applications.

8. More information relating to this news release may be accessed at:
Sources and Methods: https://nso.gov.mt/en/nso/Sources_and_Methods/Unit_C4/Education_and_Information_Society_Statistics/Pages/ICT-Usage-by-Enterprises.aspx
Statistical Concepts: <http://nso.gov.mt/metadata/concepts.aspx>
Metadata: <http://nso.gov.mt/metadata/reports.aspx?id=43>
9. Any quotations from this news release are to be cited and/or referenced.
10. A detailed news release calendar is available on https://nso.gov.mt/en/News_Releases/Release_Calendar/Pages/News-Release-Calendar.aspx

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

[EUROSTAT Website/Homepage/Statistics Database](#)

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