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Information Society

ICT Usage by enterprises: 2008

A survey on ICT usage by enterprises in 2008 revealed that 62.5 per cent of enterprises employing 10 or more full-time equivalent employees have the facility of a website.

The objective of this survey was to obtain relevant indicators on information communication technology usage by Maltese enterprises. A census of around 1,200 enterprises employing 10 or more and falling within different NACE categories was carried out. A sample of 1,300 micro enterprises was randomly chosen for this survey. Data on enterprises operating in NACE categories 65 and 66 are being presented separately, the reason being that not all sections of the questionnaire addressed to enterprises were relevant to them. These categories cover enterprises engaged in financial intermediation, insurance and pension funds.

These data are comparable to the data of other EU countries which participated in this exercise.

Computer and internet availability by enterprises

The vast majority of enterprises that employ a 10+ full-time equivalent workforce make use of a computer. Within micro enterprises, companies operating within the hotel and accommodation sector emerged as the group that make most use of computers. With regard to the internet, the proportion of enterprises that have access to this medium was estimated at 62.8 per cent for micro enterprises and 91.8 per cent for 10+ full-time equivalent enterprises. Broadband penetration is over 95 per cent for all the size classes surveyed.

Internet use by enterprises

Eighty-one per cent of 10+ enterprises with internet access make use of online banking and financial services. The following findings (Tables 3-9) result from questions addressed to the proportion of enterprises – irrespective of size class – which are internet users. Around 20 per cent of enterprises with less than 10 employees offer training courses through the internet. E-government services are utilised by 80.9 per cent of small to large enterprises and, to a lower extent, by 67.6 per cent of micro enterprises. Obtaining information and downloading forms from government institutions are the online services most sought for by enterprises. E-procurement is the e-government service least used by all NACE categories.

Over 62 per cent of 10+ enterprises have the facility of a website or webpage. On the other hand less than 50 per cent of micro industries with internet access have such a facility. Detailed information on the services offered by enterprises through their website is found in Table 7.

The results of the survey indicate that around 14 per cent of enterprises practise e-commerce both for sales and purchases. More than half the enterprises within the hotel and accommodation industry receive orders either through their website or through other automated data exchange. With regard to placing online orders, i.e. e-purchasing, the largest proportions of enterprises with such practices emerged as 1-9 full-time equivalent industries in the transport, storage and communication sector – nearly 19 per cent; and 10+ full-time equivalent enterprises in wholesale and retail trade - just over 18 per cent.

ICT usage by enterprises engaged in financial intermediation, insurance and pensions funds

The majority of enterprises operating in these categories have computer and internet access. Nearly 74 per cent have their own website on their space on a webpage while more than half utilise e-government services. In addition, 50 per cent of such enterprises offer training and education to their employees through online facilities ■

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Table 1. Computer availability and use within enterprises (%)

	10+ FTE	1 - 9 FTE
Total	94.0	69.8
Manufacturing	96.2	65.8
Construction	91.4	45.1
Wholesale and Retail Trade	88.0	76.5
Hotels and other accommodation	99.0	77.0
Transport, storage and communication	98.2	65.6
Retail estate, renting and business activities	99.4	68.7
Motion picture, video activities and radio/television activities	100.0	100.0

Table 2. Internet access within enterprises (%)

	10+ FTE	1 - 9 FTE
Total	91.8	62.8
Manufacturing	93.8	58.3
Construction	91.2	39.9
Wholesale and Retail Trade	86.2	67.1
Hotels and other accommodation	96.8	77.0
Transport, storage and communication	98.2	56.9
Retail estate, renting and business activities	98.1	65.5
Motion picture, video activities and radio/television activities	100.0	100.0

Table 3. Availability of a website or webpage (%)

	10+ FTE	1 - 9 FTE
Total	62.5	45.1
Manufacturing	57.9	42.5
Construction	34.1	47.1
Wholesale and Retail Trade	52.7	42.1
Hotels and other accommodation	86.8	72.7
Transport, storage and communication	69.7	53.3
Retail estate, renting and business activities	86.2	45.3
Motion picture, video activities and radio/television activities	100.0	100.0

Table 4. Type of internet connectivity (%)

	10+ FTE	1 - 9 FTE	10+ FTE	1 - 9 FTE	10+ FTE	1 - 9 FTE
	Modem or ISDN		DSL (ADSL, SHDSL, etc)		Other broadband connection	
Total	14.6	9.6	85.7	84.8	22.0	16.2
Manufacturing	15.1	11.0	90.4	85.7	11.4	9.9
Construction	18.2	9.4	79.5	71.7	13.6	22.4
Wholesale and Retail Trade	10.3	11.9	85.2	85.3	22.2	16.8
Hotels and other accommodation	12.1	0.0	81.3	72.7	23.1	31.2
Transport, storage and communication	22.0	5.7	87.2	88.8	37.6	29.2
Retail estate, renting and business activities	18.2	7.1	84.3	85.1	34.6	14.8
Motion picture, video activities and radio/television activities	7.1	0.0	92.9	100.0	14.3	0.0

Table 5. Internet activities (%)

	10+ FTE	1 - 9 FTE	10+ FTE	1 - 9 FTE	10+ FTE	1 - 9 FTE
	Banking and financial services		Training and education		E-government Services	
Total	81.0	71.5	28.3	21.4	80.9	67.6
Manufacturing	83.0	63.0	26.6	23.8	81.2	56.0
Construction	76.1	75.3	20.5	26.5	76.1	83.0
Wholesale and Retail Trade	79.2	76.8	25.9	19.0	78.3	67.2
Hotels and other accommodation	79.1	33.8	26.4	3.9	83.5	64.9
Transport, storage and communication	100.0	82.8	29.4	17.2	78.9	67.8
Retail estate, renting and business activities	86.8	72.0	39.6	23.9	88.1	72.0
Motion picture, video activities and radio/television activities	57.1	94.3	42.9	80.0	100.0	14.3

Table 6. E-government use by NACE category and size class (%)

	10+ FTE	1 - 9 FTE	10+ FTE	1 - 9 FTE	10+ FTE	1 - 9 FTE	10+ FTE	1 - 9 FTE	10+ FTE	1 - 9 FTE
	Obtaining information		Downloading forms		Return of completed forms		Treating an administrative procedure		E-procurement	
Total	79.2	64.7	74.5	74.5	50.4	31.7	40.6	28.7	7.7	6.6
Manufacturing	80.4	52.0	74.9	48.2	51.7	31.1	39.1	22.9	6.6	7.5
Construction	76.1	81.2	71.6	71.7	46.6	24.7	23.9	22.4	8.0	0.0
Wholesale and Retail Trade	76.9	65.0	71.5	59.5	42.5	35.0	39.0	32.3	6.8	6.7
Hotels and other accommodation	81.3	64.9	76.9	48.1	53.8	33.8	41.8	20.8	7.7	0.0
Transport, storage and communication	75.2	66.9	65.1	48.1	54.1	46.2	47.7	47.3	11.0	13.4
Retail estate, renting and business activities	86.8	67.4	86.8	66.9	61.0	24.5	47.8	22.5	10.7	5.9
Motion picture, video activities and radio/television activities	78.6	14.3	63.2	14.3	85.7	0.0	78.6	0.0	7.1	0.0

Table 7. Website or webpage facilities offered (%)

	10+ FTE	1 - 9 FTE	10+ FTE	1 - 9 FTE	10+ FTE	1 - 9 FTE	10+ FTE	1 - 9 FTE	10+ FTE	1 - 9 FTE
	Product catalogues or price lists		Customisation of products		Online ordering		Personalised content for regular visitors		Advertisement of employment vacancy	
Total	52.2	40.0	16.6	10.3	8.6	6.4	8.8	7.2	15.4	5.1
Manufacturing	46.9	37.5	10.0	7.9	3.7	5.9	7.4	4.2	13.7	5.7
Construction	28.4	39.5	3.4	5.8	3.4	11.2	1.1	1.8	5.7	0.0
Wholesale and Retail Trade	45.6	38.7	9.1	9.9	4.0	5.5	3.7	5.0	10.0	2.9
Hotels and other accommodation	80.2	58.4	70.3	41.6	31.9	6.5	16.5	14.3	18.7	0.0
Transport, storage and communication	64.2	42.1	19.3	22.4	15.6	12.3	15.6	9.6	18.3	11.5
Retail estate, renting and business activities	61.0	42.1	20.1	7.6	11.3	3.5	17.0	10.0	30.8	7.8
Motion picture, video activities and radio/television activities	92.9	20.0	7.1	0.0	7.1	80.0	14.3	80.0	14.3	0.0

Table 8. E-commerce usage - Orders received (%)

	10+ FTE	1 - 9 FTE
Total	14.0	9.9
Manufacturing	10.7	10.3
Construction	4.5	11.2
Wholesale and Retail Trade	7.1	8.9
Hotels and other accommodation	53.8	33.8
Transport, storage and communication	15.6	10.4
Retail estate, renting and business activities	15.7	9.6
Motion picture, video activities and radio/television activities	7.1	0.0

Table 9. E-commerce usage - Orders placed (%)

	10+ FTE	1 - 9 FTE
Total	14.4	14.8
Manufacturing	5.2	14.3
Construction	10.2	7.6
Wholesale and Retail Trade	18.2	16.7
Hotels and other accommodation	16.5	0.0
Transport, storage and communication	12.8	18.9
Retail estate, renting and business activities	17.0	13.2
Motion picture, video activities and radio/television activities	7.1	0.0

Table 10. ICT usage in the financial intermediation, insurance and pension funds NACE categories¹ (%)

	10+ FTE
Computer use	90.5
Internet access	90.5
Website/webpage availability	73.7
Utilisation of e-government services	52.6
Training and education through internet	50.0

¹ NACE 65 and 66

Methodological Notes

The global response rate stood at 1,875 enterprises, or 75 per cent of the initial surveyed sample. Data were collected by means of face-to-face interviews in the first quarter of 2008. Results were grossed up to the enterprise population.

ICT: Information and Communication Technologies.

FTE: The number of employees in an enterprise converted into full-time equivalent units.

Modem (dial-up access over normal telephone line) or ISDN:

Connects the household via dial-up either through an analogue modem or ISDN (Integrated Services Digital Network). Both types can be categorised as narrowband.

DSL (e.g. ADSL, SHDSL etc)

DSL (Digital Subscriber Line) stands for technology that transports data at high speeds (i.e. equal to or higher than 144 kbit/s) over the existing copper network. DSL technology is a type of internet connection that is significantly faster than dial-up access.

Other broadband connection (e.g. cable, UMTS, etc.)

This sums up all other types of internet connection that are not provided via DSL but that still be designated as broadband.

Mobile phoneover narrowband (WAP, GPRS, etc.)

Broadband over mobile phone is still limited and second generation mobile technologies such as WAP and GPRS are designated as narrowband connections.