

04 April 2022 | 1100 hrs | 054/2022

The survey on ICT usage and e-commerce in enterprises revealed that 97.4 per cent of enterprises (employing 10 or more employees) used the internet during 2021.

## ICT usage and e-Commerce in Enterprises: 2021

### Internet use by enterprises

During 2021, enterprises across all surveyed economic activities and size classes registered high levels of internet use (Table 1).

A total of 65,610 employees used the internet for business purposes during 2021. Among these, 34,555 employees also accessed the internet via a mobile device provided by their employer (Table 2).

### Website use by enterprises

In 2021, 82.3 per cent of enterprises had their own website (Table 3). National levels are four percentage points higher when compared to EU-27 levels (Chart 1). More than 85 per cent of enterprises operating in the accommodation and food service activities, transport and communication sectors or in the real estate, professional, administrative and other service activities sectors reported to have a website. The most common features present in enterprises' websites were the provision of descriptions and price lists of goods and services and links or references to the company's social media profiles (Table 4).

### Cloud computing use by enterprises

Cloud computing has been continuously increasing in popularity, with results showing that 1,482 enterprises (57.1 per cent) made use of this on-demand service. Cloud computing usage increased by 4.9 percentage points when compared to the previous year (Table 5).

### E-Commerce sales

The national share of enterprises conducting sales through e-commerce is seven percentage points higher than the EU-27 average (Chart 2). The number of enterprises making sales through e-commerce increased by almost 4 percentage points over 2020 levels (Table 6). In 2021, total turnover generated through e-commerce sales amounted to €2.1 billion. This showed a 12.2 per cent decrease from the previous year (Chart 3).

During 2021, 80.8 per cent of the total turnover generated via e-commerce web sales was effected via the enterprise's own website or apps (Chart 4).

### COVID-19 impact

In 2021, more than half of all enterprises had to change the way they operated due to the impact of COVID-19. Larger enterprises were more likely to increase efforts to provide remote access to their employees. In fact, 81.3 per cent of enterprises employing 250 or more persons increased remote access to their own ICT systems. Among all enterprises, 76.1 per cent increased the number of online meetings (Table 7) ■

**Table 1. Enterprises that use the internet by size class and main economic activity**

Size class/ Main economic activity	Number		% all enterprises <sup>1</sup>	
	2020 (Revised)	2021	2020 (Revised)	2021
Size class:				
10-49	1,989	2,045	96.7	97.0
50-249	422	405	99.6	99.0
250+	79	80	100.0	100.0
Main economic activity:				
Manufacturing and Energy	338	341	98.7	98.5
Construction	181	172	96.0	95.7
Wholesale and Retail Trade	662	658	99.4	98.0
Accommodation and Food Service Activities, Transport and Communication	673	705	93.5	97.9
Real estate, Professional, Administrative and Other Service Activities	637	654	99.0	96.4
<b>Total</b>	<b>2,491</b>	<b>2,530</b>	<b>97.3</b>	<b>97.4</b>

<sup>1</sup> The total number of enterprises is provided in Table M1 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. Number of employees accessing the internet by size class and main economic activity**

Size class/ Main economic activity	Number		Average number of employees per enterprise <sup>1</sup>	
	2020 (Revised)	2021	2020 (Revised)	2021
	<b>Employees using the Internet</b>			
Size class:				
10-49	23,106	23,134	12	11
50-249	22,764	23,373	54	58
250+	18,749	19,103	237	239
Main economic activity:				
Manufacturing and Energy	9,094	9,508	27	28
Construction	3,013	3,274	17	19
Wholesale and Retail Trade	13,296	12,618	20	19
Accommodation and Food Service Activities, Transport and Communication	19,437	19,666	29	28
Real estate, Professional, Administrative and Other Service Activities	19,781	20,544	31	31
<b>Total</b>	<b>64,620</b>	<b>65,610</b>	<b>26</b>	<b>26</b>
	<b>Employees using internet via a mobile device</b>			
Size class:				
10-49	13,374	13,485	7	7
50-249	11,661	11,943	28	29
250+	9,187	9,127	116	114
Main economic activity:				
Manufacturing and Energy	3,927	3,957	12	12
Construction	1,910	1,951	11	11
Wholesale and Retail Trade	6,710	6,411	10	10
Accommodation and Food Service Activities, Transport and Communication	11,685	11,119	17	16
Real estate, Professional, Administrative and Other Service Activities	9,990	11,117	16	17
<b>Total</b>	<b>34,222</b>	<b>34,555</b>	<b>14</b>	<b>14</b>

<sup>1</sup> The total number of enterprises using the internet is given in Table 1.

Notes:

1. Mobile internet is accessed 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.

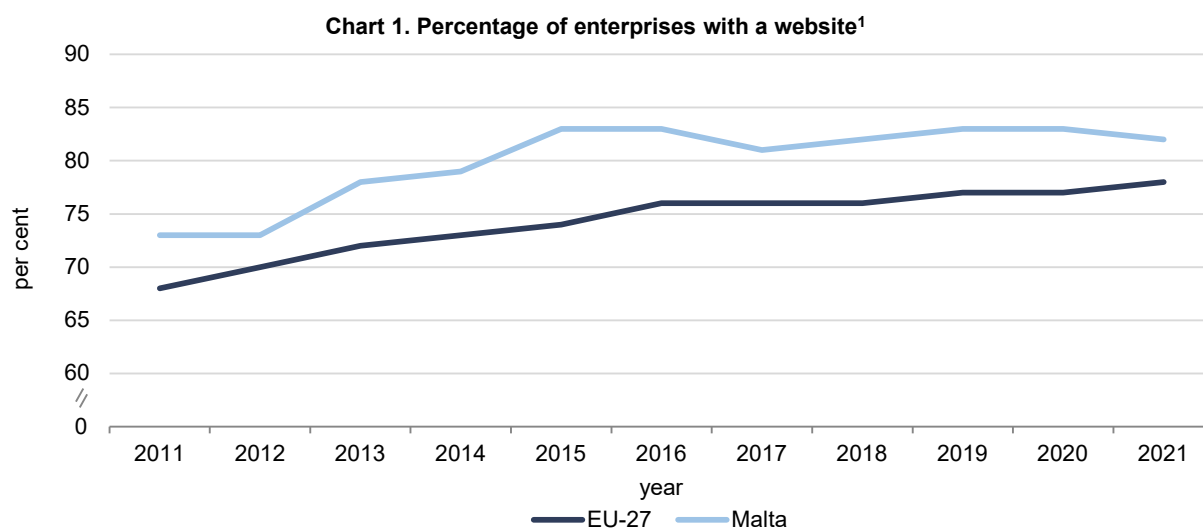
**Table 3. Enterprises that have a website by size class and main economic activity**

Size class/ Main economic activity	Number		% all enterprises <sup>1</sup>	
	2020 (Revised)	2021	2020 (Revised)	2021
Size class:				
10-49	1,651	1,677	80.3	79.5
50-249	390	388	91.9	94.9
250+	73	71	92.0	88.8
Main economic activity:				
Manufacturing and Energy	267	282	78.0	81.3
Construction	139	119	73.6	66.3
Wholesale and Retail Trade	555	541	83.4	80.5
Accommodation and Food Service Activities, Transport and Communication	594	616	82.5	85.5
Real estate, Professional, Administrative and Other Service Activities	559	578	86.9	85.2
<b>Total</b>	<b>2,114</b>	<b>2,136</b>	<b>82.6</b>	<b>82.3</b>

<sup>1</sup> The total number of enterprises is provided in Table M1 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.



<sup>1</sup> The total number of enterprises having a website is given in Table 3.

**Table 4. Features offered on the enterprises' website**

Website features	Number <sup>1</sup>		% enterprises having a website <sup>2</sup>	
	2020 (Revised)	2021	2020 (Revised)	2021
Description of goods or services, price lists	1,952	2,045	92.3	95.7
Online ordering or reservation or booking	839	973	39.7	45.5
Possibility for visitors to customise or design online goods or services	352	430	16.7	20.1
Tracking or status of orders placed	380	473	18.0	22.2
Personalised content in the website for regular/recurrent visitors	570	597	27.0	28.0
Links or references to the enterprise's social media profiles	1,636	1,708	77.4	80.0

<sup>1</sup> Enterprises may have more than one website feature. Thus figures are not mutually exclusive.

<sup>2</sup> The total number of enterprises having a website is given in Table 3.

**Table 5. Enterprises' use of cloud computing by size class and main economic activity**

Size class/ Main economic activity	Number		% all enterprises <sup>1</sup>	
	2020 (Revised)	2021	2020 (Revised)	2021
Size class:				
10-49	991	1,108	48.2	52.6
50-249	289	316	68.1	77.2
250+	56	58	70.5	72.5
Main economic activity:				
Manufacturing and Energy	162	186	47.3	53.6
Construction	70	80	37.1	44.6
Wholesale and Retail Trade	314	363	47.1	54.1
Accommodation and Food Service Activities, Transport and Communication	380	410	52.8	56.9
Real estate, Professional, Administrative and Other Service Activities	409	443	63.6	65.4
<b>Total</b>	<b>1,335</b>	<b>1,482</b>	<b>52.2</b>	<b>57.1</b>

<sup>1</sup> The total number of enterprises is provided in Table M1 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 6. Enterprises conducting sales through e-commerce by size class and main economic activity**

Size class/ Main economic activity	Number <sup>1</sup>		% all enterprises <sup>2</sup>	
	2020 (Revised)	2021	2020 (Revised)	2021
Size class:				
10-49	465	559	22.6	26.5
50-249	148	170	34.9	41.5
250+	33	30	41.7	37.5
Main economic activity:				
Manufacturing and Energy	52	61	15.2	17.7
Construction	13 <sup>u</sup>	9 <sup>u</sup>	6.7 <sup>u</sup>	5.0 <sup>u</sup>
Wholesale and Retail Trade	177	263	26.6	39.2
Accommodation and Food Service Activities, Transport and Communication	262	296	36.4	41.1
Real estate, Professional, Administrative and Other Service Activities	143	129	22.2	19.0
<b>Total</b>	<b>646</b>	<b>759</b>	<b>25.3</b>	<b>29.2</b>

<sup>1</sup> Includes both web and EDI-type sales. Refer to methodological note 6 for more information.

<sup>2</sup> The total number of enterprises is provided in Table M1 in the methodological notes.

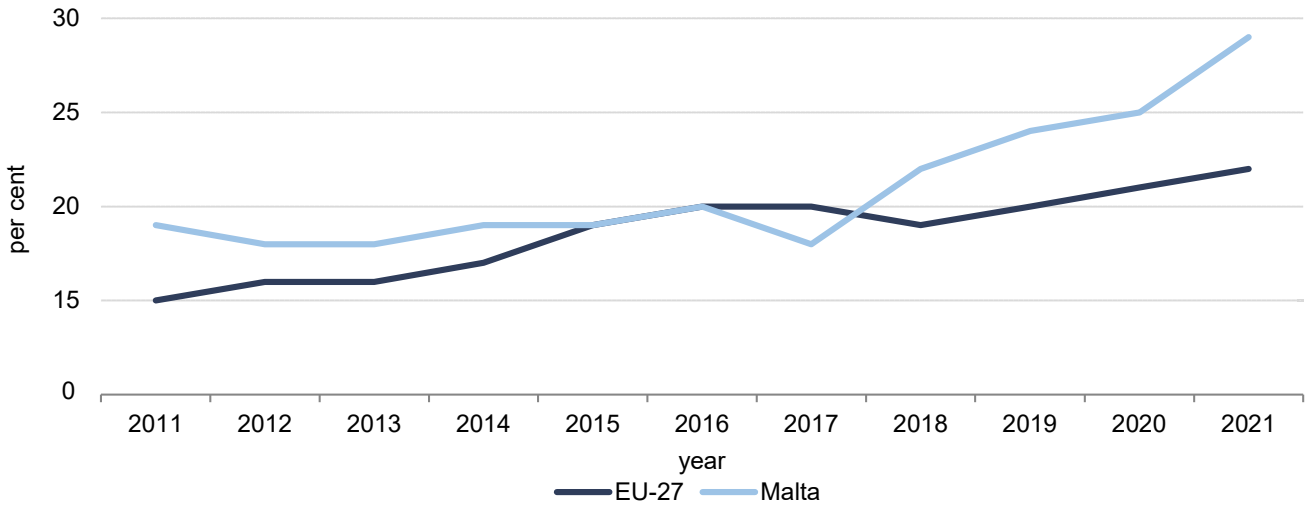
<sup>u</sup> Under-represented

Notes:

1. Totals may not add up due to rounding.

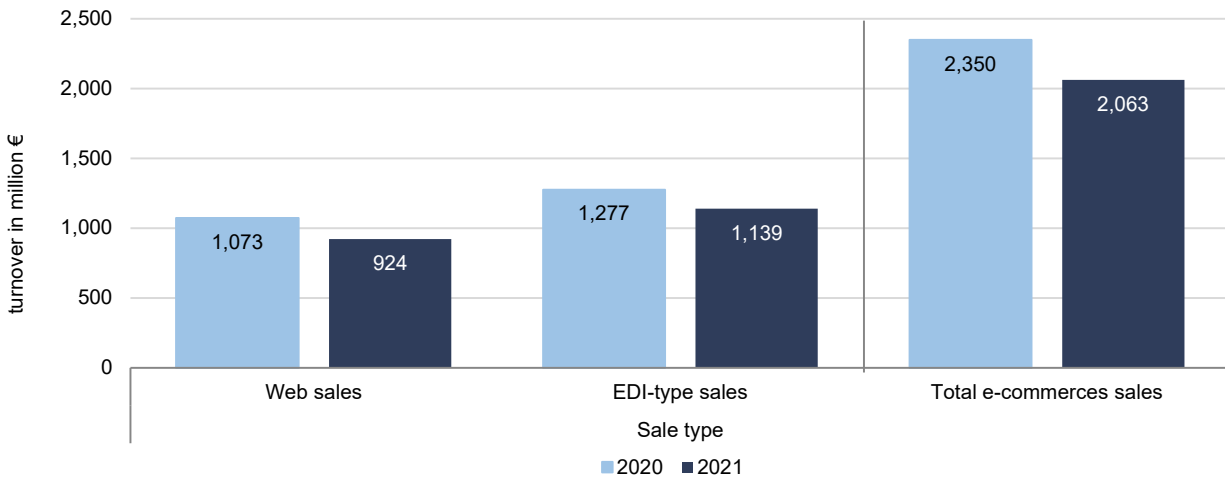
2. Full descriptions of the NACE Rev. 2 sections are provided in the methodological notes.

**Chart 2. Percentage of enterprises conducting sales through e-commerce<sup>1</sup>**



<sup>1</sup> Total number of enterprises performing e-commerce sales is given in Table 6.  
 Note: Refer to methodological note 6 for more information on different e-commerce types.

**Chart 3. Turnover generated from e-commerce sales<sup>1</sup>**



<sup>1</sup> Total number of enterprises performing e-commerce sales is given in Table 6.  
 Note: Refer to methodological note 6 for more information on different e-commerce types.

**Chart 4. Turnover generated via e-commerce web sales by platform: 2021**

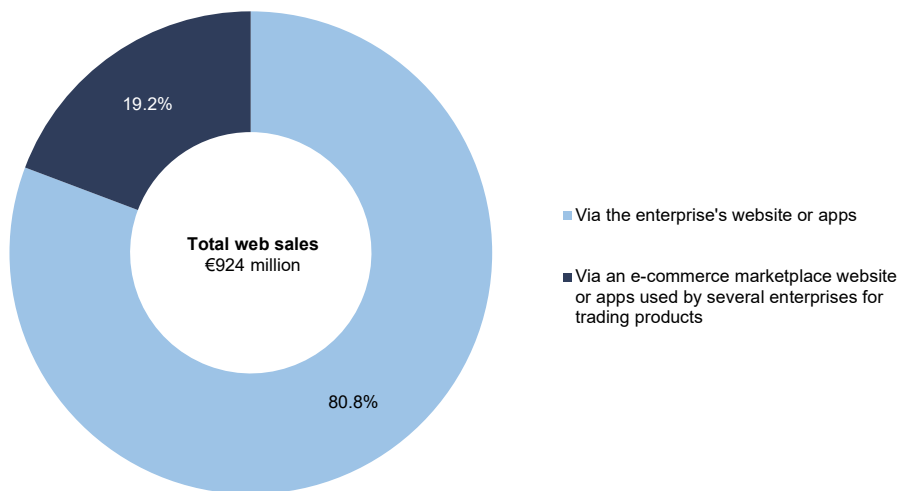


Table 7. Covid-19 impact on enterprises' operations by size class and main economic activity: 2021

Size class/ Main economic activity	Impact of COVID-19		
	Increase remote access to the e-mail system of the enterprise	Increase remote access to the ICT systems of the enterprise (other than e-mail)	Increase the number of remote meetings (e.g. via Skype, Zoom, MS Teams, etc.)
Size class:			
10-49	1,105	1,133	1,539
50-249	273	297	365
250+	63	65	71
Main economic activity:			
Manufacturing and Energy	194	190	255
Construction	89	94	111
Wholesale and Retail Trade	362	369	487
Accommodation and Food Service Activities, Transport and Communication	375	400	535
Real estate, Professional, Administrative and Other Service Activities	420	442	587
<b>Total</b>	<b>1,441</b>	<b>1,495</b>	<b>1,975</b>
	<b>% all enterprises<sup>1</sup></b>		
Size class:			
10-49	52.4	53.8	73.0
50-249	66.7	72.6	89.2
250+	78.8	81.3	88.8
Main economic activity:			
Manufacturing and Energy	56.0	54.8	73.6
Construction	49.6	52.1	61.7
Wholesale and Retail Trade	53.9	54.9	72.5
Accommodation and Food Service Activities, Transport and Communication	52.0	55.6	74.3
Real estate, Professional, Administrative and Other Service Activities	62.0	65.2	86.6
<b>Total</b>	<b>55.5</b>	<b>57.6</b>	<b>76.1</b>

<sup>1</sup> The total number of enterprises is provided in Table M1 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.

## 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. 2019/1700. 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 Classification.

**Table M1. Size Class and Main Economic Activity**

		Total number of enterprises	
		2020 (Revised)	2021
<b>Size class</b>			
	10-49 employees	2,057	2,108
	50-249 employees	424	409
	250+ employees	79	80
<b>Total</b>		<b>2,560</b>	<b>2,597</b>
<b>Nace Rev. 2</b>	<b>Main economic activity (full description of sections)</b>		
C, D and E	Manufacturing; Electricity, gas, steam and air conditioning supply; Water supply, sewerage, waste management and remediation activities	342	347
F	Construction	189	180
G	Wholesale and retail trade; repair of motor vehicles and motorcycle	666	671
H, I and J	Transportation and storage; Accommodation and food service activities; Information and communication	720	721
L, M, N and S	Real estate activities; Professional, scientific and technical activities; Administrative and support service activities; Other service activities	643	678
<b>Total</b>		<b>2,560</b>	<b>2,597</b>

5. An overall response rate of 78.2 per cent was achieved. Some questionnaires were returned to the Office with incomplete data, resulting in item non-response. These were then imputed using appropriate statistical methods. Furthermore, various non-sampling errors could have occurred, primarily related to the respondent and/or errors during processing. While every effort was made to minimise such occurrences, these are known to be present and remain impossible to quantify precisely.

## 6. Definitions:

**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.

**Cloud computing** is a model for enabling ubiquitous, convenient, on-demand network access to a shared pool of configurable computing resources (e.g. networks, servers, storage, applications, and services) that can be rapidly provisioned and released with minimal management effort or service provider interaction. There are three service models of cloud computing services: Software as a Service (SaaS), Platform as a Service (PaaS) and Infrastructure as a Service (IaaS).

7. More information relating to this news release may be accessed at:

Sources and methods:

[https://nso.gov.mt/en/nso/Sources\\_and\\_Methods/Unit\\_C2/Labour\\_Market\\_Statistics/Pages/ICT-Usage-by-Enterprises.aspx](https://nso.gov.mt/en/nso/Sources_and_Methods/Unit_C2/Labour_Market_Statistics/Pages/ICT-Usage-by-Enterprises.aspx)

Statistical concepts: <https://metadata.nso.gov.mt/concepts.aspx>

8. References to this News Release are to be cited appropriately.

9. A detailed news release calendar is available on:

[https://nso.gov.mt/en/News\\_Releases/Release\\_Calendar/Pages/News-Release-Calendar.aspx](https://nso.gov.mt/en/News_Releases/Release_Calendar/Pages/News-Release-Calendar.aspx)

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