

The survey on ICT usage and e-commerce in enterprises revealed that 98.1 per cent of enterprises (employing 10 or more employees) used the internet during 2022.

ICT usage and e-commerce in Enterprises: 2022

Internet use by enterprises

During 2022, enterprises across all surveyed economic activities and size classes registered high levels of internet use (Table 1).

A total of 68,608 employees used the internet for business purposes during 2022. Among these, 39,650 employees also accessed the internet via a mobile device provided by their employer (Table 2).

Remote access to enterprises' systems and security measures

In 2022, 86.8 per cent of enterprises provided remote access to their employees. Almost nine out of every 10 enterprises enabled remote access to the organisation's email system whereas seven out of every 10 provided employees with access to documents (Table 3).

This surge in remote access increased the enterprises' exposure to ICT-related security incidents. To counteract such incidents, 93.2 per cent of enterprises implemented some form of ICT security measures on their own ICT systems. The most common security measures were authentication via strong passwords (87.9 per cent) along with the creation of data backups in separate locations (82.2 per cent) (Table 4).

E-Commerce sales

The national share of enterprises conducting sales through e-commerce was nine percentage points higher than the EU-27 average (Chart 2). In this regard, the number of enterprises engaging in sales through e-commerce increased by 2.9 percentage points over 2021 levels (Table 5). In 2022, total turnover generated through e-commerce sales amounted to €2.2 billion. This showed a 7.1 per cent increase from the preceding year (Chart 3).

During 2022, 81.8 per cent of the total turnover generated from e-commerce web sales was effected via the enterprise's own website or apps (Chart 4).

ICT specialists

In 2022, 33.5 per cent of enterprises employed ICT specialists. Larger companies were more likely to employ ICT specialists, and in fact among those with 250 or more persons the share was of 84.4 per cent. The number of enterprises providing ICT specialists with further ICT-related training amounted to 18.3 per cent, with the larger enterprises having a higher prevalence of ICT-related training compared to smaller units (Table 6) ■



The implementation of the ICT usage and e-commerce in enterprises survey for 2022 has been partially funded by the European Union.



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

Size class/ Main economic activity	Number		% all enterprises ¹	
	2021	2022	2021	2022
Size class:				
10-49	2,045	2,064	97.0	97.8
50-249	405	428	99.0	99.2
250+	80	77	100.0	100.0
Main economic activity:				
Manufacturing and Energy	341	341	98.5	97.8
Construction	172	197	95.7	96.6
Wholesale and Retail Trade	658	658	98.0	98.5
Accommodation and Food Service Activities, Transport and Communication	705	725	97.9	97.6
Real estate, Professional, Administrative and Other Service Activities	654	648	96.4	98.8
Total	2,530	2,569	97.4	98.1

¹ 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 ¹	
	2021	2022	2021	2022
	Employees using the Internet			
Size class:				
10-49	23,134	24,578	11	12
50-249	23,373	23,826	58	56
250+	19,103	20,204	239	262
Main economic activity:				
Manufacturing and Energy	9,508	10,678	28	31
Construction	3,274	3,649	19	19
Wholesale and Retail Trade	12,618	12,337	19	19
Accommodation and Food Service Activities, Transport and Communication	19,666	20,738	28	29
Real estate, Professional, Administrative and Other Service Activities	20,544	21,205	31	33
Total	65,610	68,608	26	27
	Employees using internet via a mobile device			
Size class:				
10-49	13,485	15,578	7	8
50-249	11,943	13,717	29	32
250+	9,127	10,356	114	134
Main economic activity:				
Manufacturing and Energy	3,957	4,969	12	15
Construction	1,951	2,653	11	13
Wholesale and Retail Trade	6,411	6,773	10	10
Accommodation and Food Service Activities, Transport and Communication	11,119	13,481	16	19
Real estate, Professional, Administrative and Other Service Activities	11,117	11,774	17	18
Total	34,555	39,650	14	15

¹ 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.

Chart 1. Maximum contracted download speed by enterprises

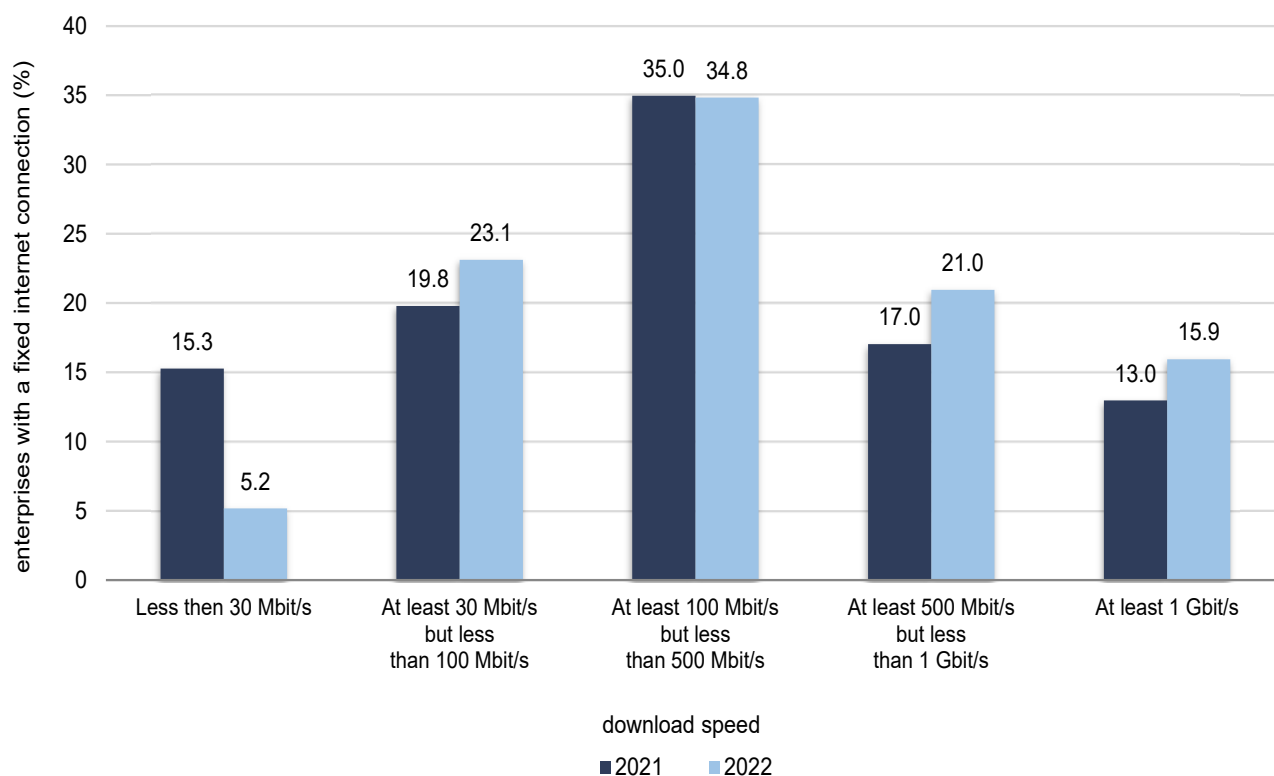


Table 3. Number of enterprises providing remote access via the internet by size class and main economic activity

Size class/ Main economic activity	Remote access	Remote access to: ¹		
		E-mail system of the enterprise	Documents of the enterprise	Business applications or software of the enterprise
Size class:				
10-49	1,794	1,771	1,493	1,408
50-249	409	408	375	372
250+	72	72	67	63
Main economic activity:				
Manufacturing and Energy	293	292	239	228
Construction	153	153	123	101
Wholesale and Retail Trade	577	570	486	473
Accommodation and Food Service Activities, Transport and Communication	637	628	527	515
Real estate, Professional, Administrative and Other Service Activities	615	608	560	526
Total	2,275	2,251	1,935	1,844

¹ Enterprises may have selected more than one reason. Thus figures are not mutually exclusive.

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. Enterprises implementing ICT security procedures

Security procedures	Number ¹		% all enterprises ²	
	2021	2022	2021	2022
Authentication via strong password	2,302		87.9	
Authentication via biometric methods used to access the enterprise's ICT system	419		16.0	
Authentication based on a combination of at least two authentication mechanisms	1,200		45.8	
Encryption of data, documents or e-mails	1,295		49.4	
Data backup to a separate location	2,152		82.2	
Network access control	1,913		73.0	
Virtual Private Network (VPN)	1,626		62.1	
ICT security monitoring system	1,347		51.4	
Maintaining log files, enabling analysis after ICT security incidents	1,521		58.1	
ICT risk assessment	1,169		44.6	
ICT security tests	1,285		49.1	
Total	2,440		93.2	

¹ Enterprises may have selected more than one security procedure. Thus figures are not mutually exclusive.

² 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 5. Enterprises conducting sales through e-commerce by size class and main economic activity

Size class/ Main economic activity	Number ¹		% all enterprises ²	
	2021	2022	2021	2022
Size class:				
10-49	559	629	26.5	29.8
50-249	170	182	41.5	42.1
250+	30	31	37.5	40.3
Main economic activity:				
Manufacturing and Energy	61	79	17.7	22.8
Construction	9 ^u	15 ^u	5.0 ^u	7.5 ^u
Wholesale and Retail Trade	263	292	39.2	43.7
Accommodation and Food Service Activities, Transport and Communication	296	317	41.1	42.6
Real estate, Professional, Administrative and Other Service Activities	129	138	19.0	21.1
Total	759	842	29.2	32.1

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

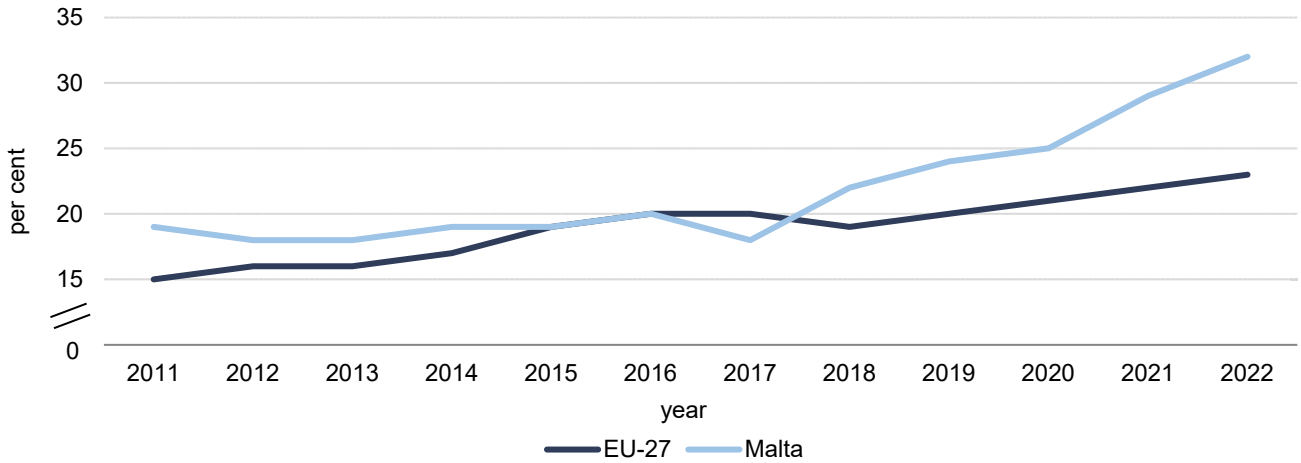
² The total number of enterprises is provided in Table M1 in the methodological notes.

^u Under-represented

Notes:

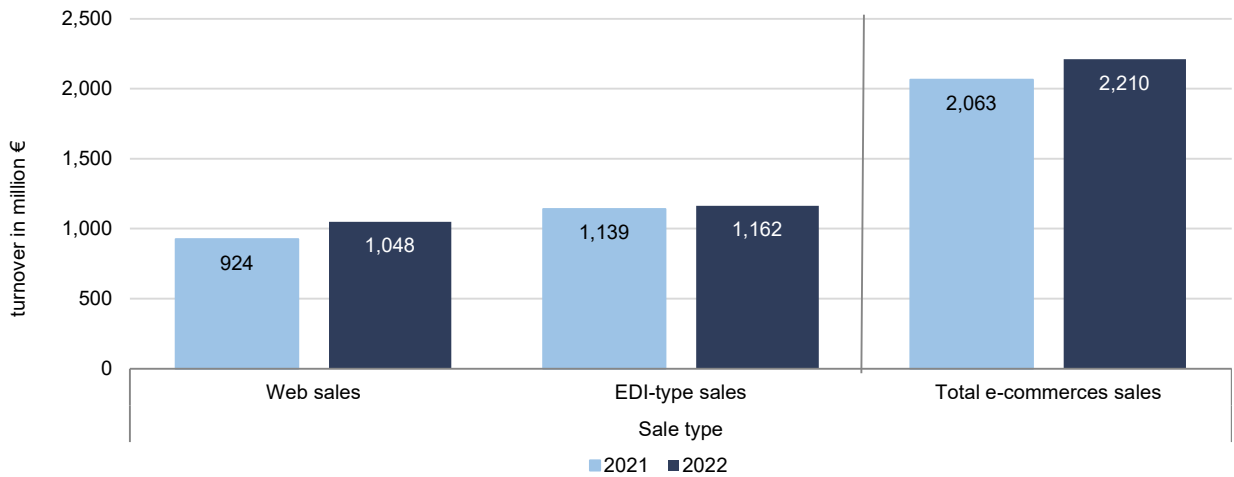
1. Totals may not add up due to rounding.
2. Full descriptions of the NACE Rev. 2 sections are provided in the methodological notes.

Chart 2. Percentage of enterprises conducting sales through e-Commerce¹



¹ The total number of enterprises conducting sales through e-commerce is given in Table 5.

Chart 3. Turnover generated from e-commerce sales¹



¹ The total number of enterprises conducting sales through e-commerce is given in Table 5.

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

Chart 4. Turnover generated from e-commerce web sales by platform

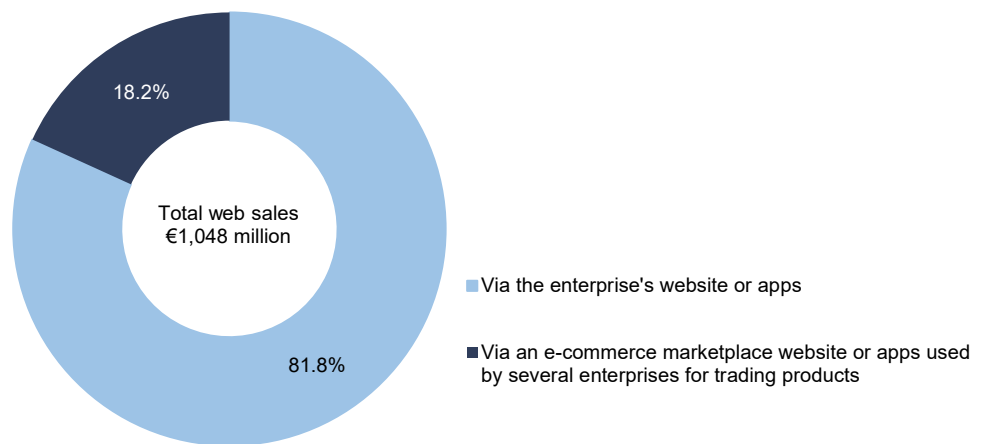


Table 6. Enterprises employing ICT specialists and providing ICT related training by size class and main economic activity

Size class/ Main economic activity	Number		% all enterprises ¹	
	Employ ICT specialists	Provide ICT specialists with ICT related training	Employ ICT specialists	Provide ICT specialists with ICT related training
Size class:				
10-49	568	300	26.9	14.2
50-249	243	133	56.4	30.9
250+	65	45	84.4	58.4
Main economic activity:				
Manufacturing and Energy	102	52	29.4	15.0
Construction	38	9 ^u	18.5	4.3 ^u
Wholesale and Retail Trade	194	78	29.1	11.7
Accommodation and Food Service Activities, Transport and Communication	281	164	37.9	22.1
Real estate, Professional, Administrative and Other Service Activities	261	175	39.7	26.7
Total	877	479	33.5	18.3

¹ 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	
		2021	2022
Size class			
	10-49 employees	2,108	2,111
	50-249 employees	409	432
	250+ employees	80	77
Total		2,597	2,619
Nace Rev. 2	Main economic activity (full description of sections)		
C, D and E	Manufacturing; Electricity, gas, steam and air conditioning supply; Water supply, sewerage, waste management and remediation activities	347	348
F	Construction	180	204
G	Wholesale and retail trade; repair of motor vehicles and motorcycles	671	668
H, I and J	Transportation and storage; Accommodation and food service activities; Information and communication	721	743
L, M, N and S	Real estate activities; Professional, scientific and technical activities; Administrative and support service activities; Other service activities	678	656
Total		2,597	2,619

5. An overall response rate of 77.2 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.
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
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

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

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

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