

20 October 2020

Updated 21 October 2020

**Community Survey on ICT Usage and E-Commerce in Enterprises**  
Year 2019 – First quarter 2020

**In the first quarter of 2020, the new technology most used by companies was the Internet of Things**

**34.9% of companies with 10 or more employees made purchases by e-commerce in 2019, and 25.5% made sales**

**Use of ICTs in companies with 10 or more employees**

In the first quarter of 2020, 64.7% of employees in companies with 10 or more workers use computers for business purposes. More than half (57.1%) used computers with an Internet connection.

**Main variables. Percentages**

	1st quarter 2020	1st quarter 2019
Persons employed use computers for business purposes	64.7	60.4
Persons employed use computers with access to the internet for business purposes	57.1	53.5
Enterprises have access to the internet	18.4	17.4
<i>Enterprises have access to the internet, of which:</i>	98.2	98.4
- Access to the internet and website <sup>1</sup>	78.1	78.2
- Electronic signature <sup>1</sup>	84.3	80.6
- Social media <sup>1</sup>	63.0	52.9
- Cloud computing <sup>1</sup>	28.2	28.1

(1)Percentage over total enterprises with access to the internet

63.0% of companies with an internet connection use social media. This particular characteristic increased the most compared to the previous year (10.1 points). On the other hand, 84.3% used a digital signature (3.7 points more).

The percentages of companies with an internet connection that have a webpage/site and that buy cloud services remained the same compared to the first quarter of 2019, with 78.1% and 28.2%, respectively.

## ICT Specialists

18.4% of companies employed specialists in Information and Communication Technologies (ICT) in the first quarter of 2020, one point more than in the same period of the previous year. However, the percentage of companies with women ICT specialists dropped from 7.4% to 5.9%.

### ICT Specialists. Percentage

	1st quarter 2020	1st quarter 2019
Enterprises with ICT specialists	18.4	17.4
Enterprises with ICT specialist women	5.9	7.4
Enterprises with less than 50% of ICT specialist women	4.8	5.8
Enterprises with at least 50% of ICT specialist women	1.1	1.5

## New technologies in companies

Of the new technologies studied, the most widely used was the Internet of Things (IoT). The IoT was used by 16.8% of companies.

Following that are industrial and service robots, used by 8.9% of companies, and the analysis of large data sources (*Big Data*), used by 8.5%.

By sectors, the new technology most used in the *Industry* was robots (19.3% of companies in this sector used robots). The Internet of Things (IoT) predominates in *Construction* and *Services*, with 11.8% and 18.4% of companies, respectively.

### New technologies. Percentage

	Total	Industry	Construction	Services
Enterprises that used IoT technology	16.8	16.2	11.8	18.4
Enterprises that used industrial or services robotics	8.9	19.3	4.6	5.5
Enterprises that performed Big Data analysis	8.5	6.4	4.3	10.4
Enterprises that used 3D printing	5.0	8.2	1.8	4.4
Enterprises that used chat bots <sup>(1)</sup>	1.8	1.1	0.3	2.5

(1) Percentage over total enterprises with access to the internet

## Use of ICT by Autonomous Community

Companies with 10 or more employees whose head offices are located in Comunidad de Madrid, Cataluña and Comunidad Foral de Navarra showed the highest intensities<sup>1</sup> in the use of ICTs in the first quarter of 2020.

For their part, companies in the autonomous city of Melilla and the autonomous communities of the Canary Islands and Andalusia have the lowest percentages.

<sup>1</sup> The intensities in the use of Information and Communication Technologies refer to the following indicators: Internet and Website, use of Digital Signature, use of Social Media, purchase of cloud services, Big Data analysis, use of IoT, robots and 3D printers

## Use of ICT by Autonomous Communities and Cities in which the head office of the company is located. Percentages

1st quarter 2020	Internet & Web <sup>(1)</sup>	Electronic signature <sup>(1)</sup>	Social Media <sup>(1)</sup>	Cloud Computing <sup>(1)</sup>	Big Data	IoT	3D printing	Robotics
TOTAL	78.1	84.3	63.0	28.2	8.5	16.8	5.0	8.9
Andalucía	71.5	82.3	54.3	19.6	7.4	14.8	3.1	8.5
Aragón	85.4	83.3	64.7	22.5	7.9	15.9	5.2	11.3
Asturias, Principado de	81.6	85.4	61.3	24.4	5.8	14.4	6.3	7.8
Balears, Illes	81.4	76.1	73.0	23.3	9.3	14.0	1.9	5.0
Canarias	67.8	82.0	62.8	25.3	5.0	12.1	1.4	3.3
Cantabria	72.7	77.0	65.9	20.0	4.6	19.7	5.1	10.2
Castilla y León	73.2	85.2	61.3	23.1	6.2	18.3	4.7	8.8
Castilla-La Mancha	68.2	85.8	58.1	19.5	9.6	17.9	3.3	11.5
Cataluña	85.7	83.7	66.4	35.1	7.6	18.4	6.8	8.6
Comunitat Valenciana	77.4	86.5	65.2	28.0	9.2	17.3	4.9	10.1
Extremadura	68.8	83.3	59.5	15.4	7.6	21.6	4.0	10.1
Galicia	80.9	84.8	60.9	21.0	9.2	16.7	4.5	9.1
Madrid, Comunidad de	79.1	86.9	67.8	38.5	12.1	17.4	6.0	8.4
Murcia, Región de	70.0	86.1	56.3	16.0	6.4	16.2	3.7	10.5
Navarra, Comunidad Foral de	82.2	85.2	62.0	28.7	8.1	23.3	6.6	15.0
País Vasco	81.0	81.9	58.3	31.0	7.5	15.7	5.6	10.4
Rioja, La	74.6	88.2	63.1	17.1	5.8	10.0	4.0	9.8
Ceuta	74.2	99.2	58.3	31.0	3.5	15.0	6.5	4.2
Melilla	56.2	86.2	33.7	7.1	7.6	12.9	0.7	2.2

(1) Percentage over total enterprises with access to the internet

## E-commerce

### E-commerce sales

25.5% of companies with 10 or more employees made purchases via e-commerce in 2019. The volume of business generated by these sales reached 307.425 million euros, an increase of 9.2% compared to 2018.

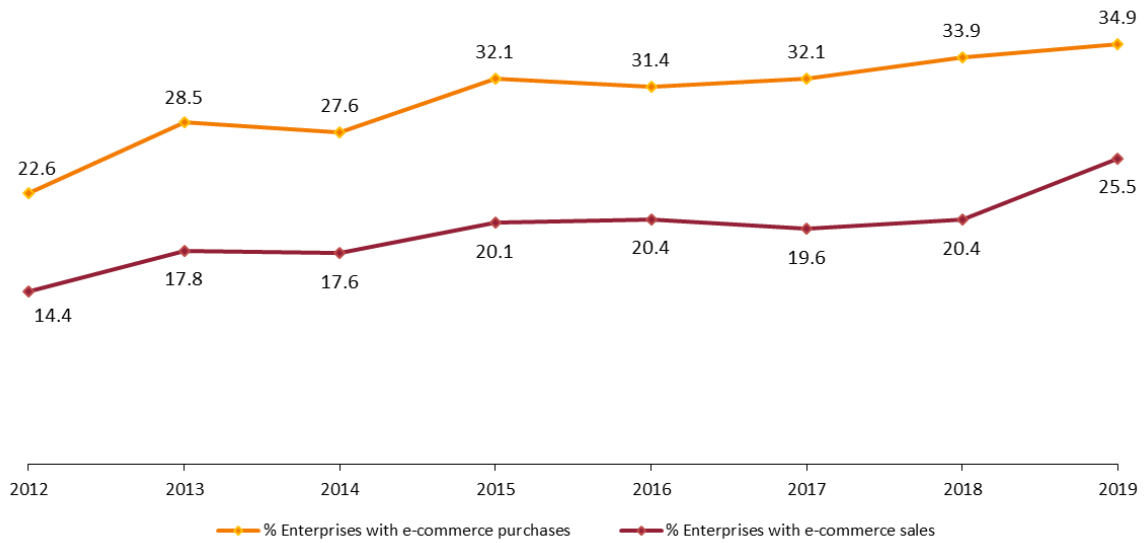
Sales through e-commerce accounted for 19.3% of total sales by companies with 10 or more employees, two points more than the previous year.

### E-commerce purchases

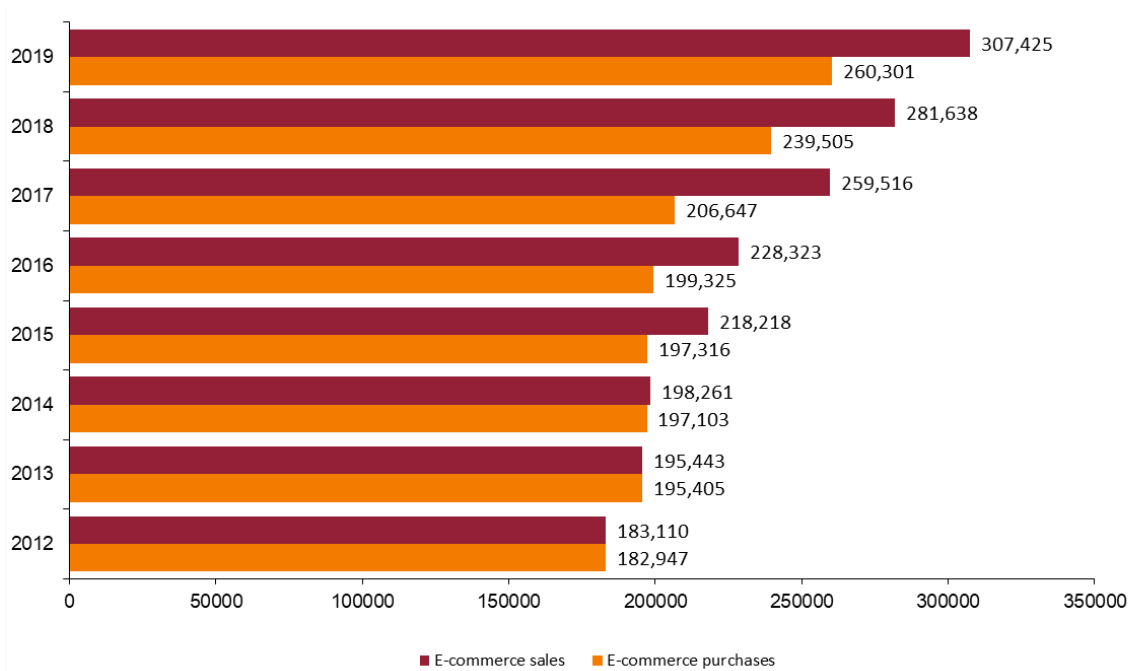
34.9% of companies with 10 or more employees made purchases through e-commerce in 2019. The total volume of orders for goods and services was 260.301 million euros, an increase of 8.7%.

Purchases through e-commerce accounted for 23.5% of total purchases by companies of 10 or more employees, compared to 21.3% in the previous year.

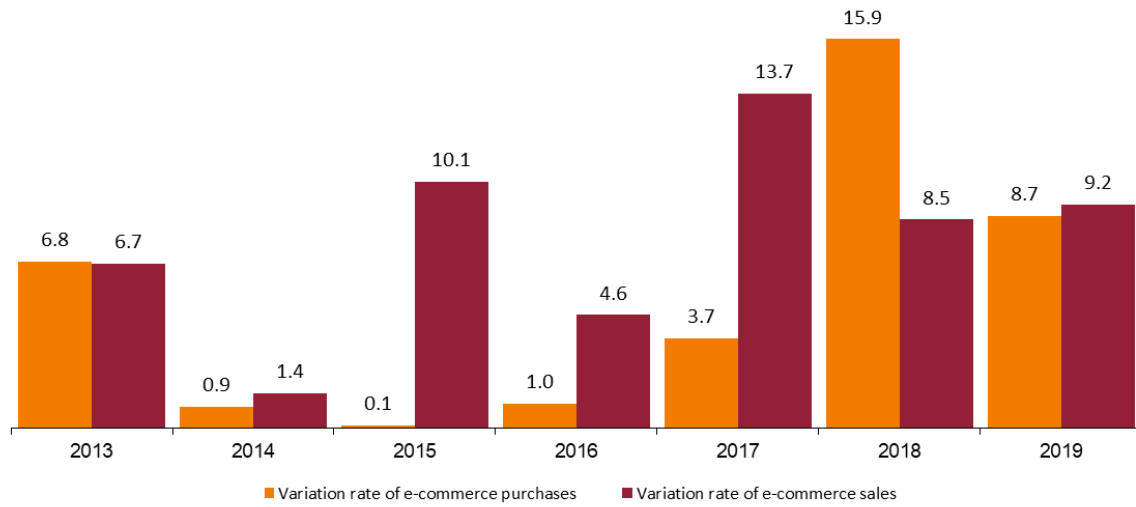
**Companies that conduct e-commerce Percentages over the total number of companies**



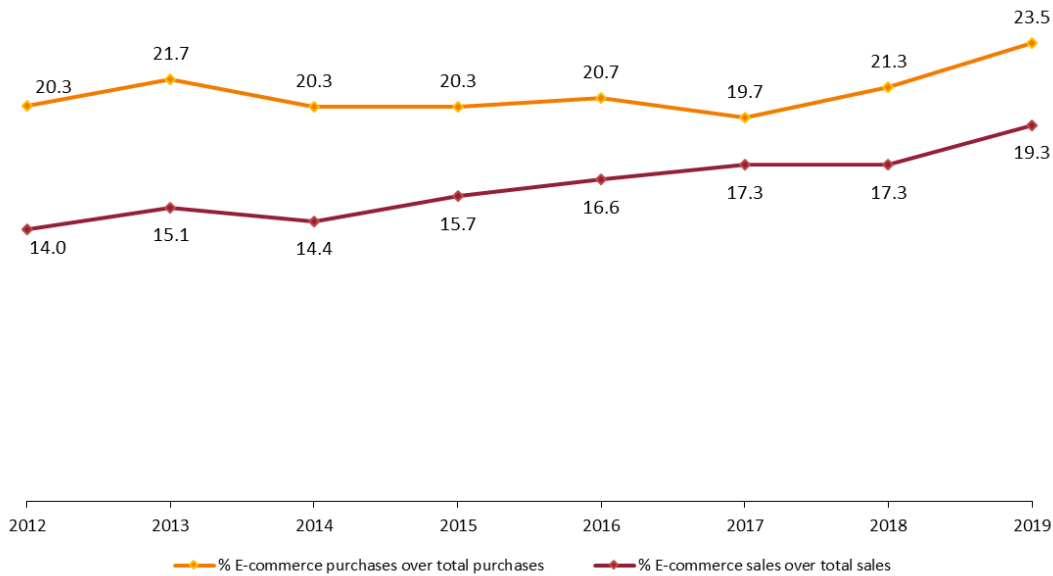
**Volume of purchases and sales made by companies through e-commerce Millions of euros**



**Annual rate of the volume of purchases and sales made by companies through e-commerce. Percentage**



**Percentage of purchases and sales by e-commerce over total purchases and sales**



**Use of ICT in companies with less than 10 employees**

81.9% of companies with fewer than 10 employees had computers in the first quarter of 2020. This represents an increase of two points compared to the same period in 2019.

The characteristics that increased the most are the use of digital signatures, staff who use computers and those who are connected to the Internet. On the other hand, the largest decreases were in the use of fixed broadband and the purchase of cloud services.

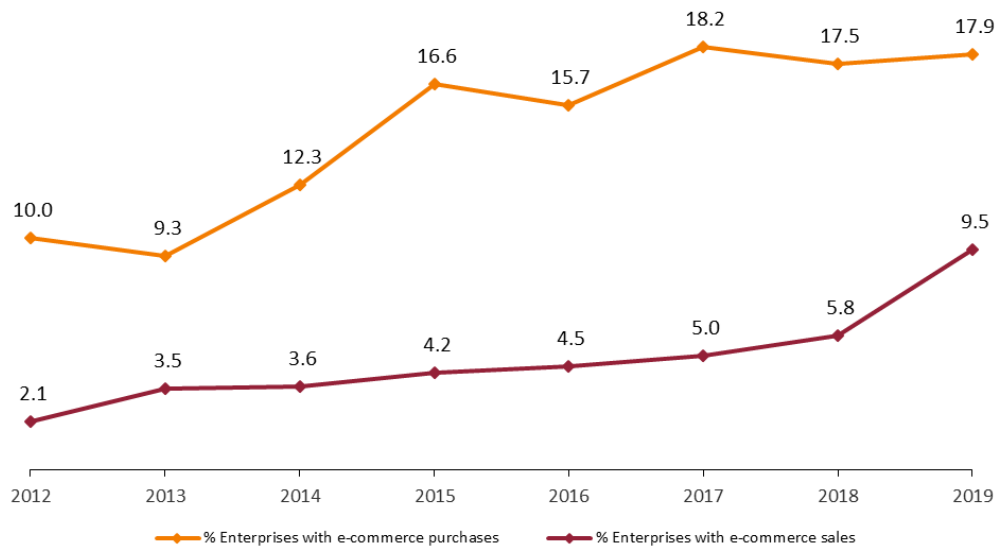
**Main variables.** Percentage over the total number of companies with less than 10

	1st quarter 2020	1st quarter 2019
Computers	81.9	79.9
Persons employed use computers for business purposes	73.5	69.4
Persons employed use computers with access to the internet for business purp	68.9	65.9
Enterprises with ICT specialists	2.5	3.0
<i>Enterprises have access to the internet, of which:</i>	78.2	76.3
- Fixed connection	78.3	83.1
- Access to the internet and website	28.8	30.2
- Social Media	35.2	32.7
- Cloud computing	8.6	10.4
- Electronic signature	58.9	54.3

employees

With regard to the use of e-commerce, 9.5% of companies with less than 10 employees carried out sales by this means and 17.9% made purchases.

**Companies that conduct e-commerce** Percentage over the total number of companies with less than 10 employees



## Data Review and Update

The data published today is final and is not subject to further revision. All results are available on INEBase.

## Methodological note

The main objective of the **Survey on the use of Information and Communications Technologies (ICT) and e-commerce in businesses** is to obtain the necessary data that will allow the use of ICT and e-commerce in businesses in EU member countries to be measured.

Following the methodological recommendations of Eurostat, the survey has a dual time scope; the variables on ICT use refer to the first quarter of the year in which the survey was carried out, while the general information about the business, e-commerce and ICT training refers to the previous year.

**Type of survey:** annual continuous survey.

**Population scope:** companies belonging to sections C, D, E, F, G, H, I, J, L, M, N and group 95.1 according to the National Classification of Economic Activities (CNAE-2009).

**Geographical scope:** the entire national territory.

**Reference period of the results:** the variables on ICT use refer to the first quarter of the year in which the survey was carried out, while the general information about the business, e-commerce and ICT training refers to the previous year.

**Reference period of the information:** first quarter of the year in which the survey is conducted.

**Sample size:** variables according to year. For businesses with 10 or more employees: about 15,000 companies and for those with less than 10 employees: about 11,000 companies.

**Type of sampling:** stratified sampling method by company size, economic activity and autonomous community.

**Collection method :** multi-channel: on the Internet (CAWI) and regular mail.  
For more information the methodology can be accessed at:

<https://www.ine.es/daco/daco42/comele/metocor.pdf>

The standardized methodological report is at:

<https://www.ine.es/dynt3/metadatos/es/RespuestaDatos.html?oe=30169>

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